ORASCOM
TELECOM

Giving the world a voice

GROWING RESPONSIBLY

2010 & 2011

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About this Report

This is our third sustainability report, for the financial years 2010 and 2011 ended December 2011. Reporting on our social and environmental performance has become an integral part of our regular corporate disclosure and reporting practice; our main goal is to provide our stakeholders with an objective view of the group's position and performance on sustainability issues. Orascom Telecom 2010/2011 sustainability report is written primarily for socially responsible investors, international organizations, customers, non-governmental organizations and others with particular interest to learn about our approach to sustainability issues. This report supplements Orascom Telecom annual financial report which is available online at www.otelecom.com and it is a ready reference to Orascom Telecom Holding's relevant policies, practices and programs as well as to additional related information.

Standard Disclosures

Report Application Level	C	C+	B	B+	A	A+
G3 Profile Disclosures OUTPUT	Report on: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15	Report Externally Assured	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report Externally Assured	Same as requirement for Level B	Report Externally Assured
G3 Management Approach Disclosures OUTPUT	Not Requird		Management Approach Disclosures for each Indicator Category		Management Approach Disclosures for each Indicator Category	
G3 Performance Indicators & Sector Supplement Performance Indicators OUTPUT	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.		Report on a minimum of 20 Performance Indicators, at least one from each of Economic, Environmental, Human rights, Labor, Society, Product Reponsibility		Report on each core G3 and Sector Supplement* Indicator with due regard to the Materiality Principle by either: a) reporting on the Indicator or b) explaining the reascn for its omission	

*Sector supplement in final version

Scope and Structure

The content of this report covers Orascom Telecom Holding Headquarters in Egypt and its GSM companies operating in countries: Algeria, Pakistan, Bangladesh, Canada, Zimbabwe, Central African Republic, and Burundi. The data also cover the holding's management contract in Lebanon for which Orascom Telecom is responsible of managing the day-to-day operation of mobile operator Alfa.

Our 2010/2011 sustainability report is based on the core indicators of the Global Reporting Initiative's (GRI) G3 Guidelines. The Global Reporting Initiative is an independent and multi-stakeholder network that publishes guidelines related to sustainability reporting. The performance indictors published in this report show the extent to which we meet the reporting requirements of the GRI level B application in accordance with GRI G3 guidelines. The indicators also cross-reference the contents of the report with elements of G3. This report serves as Orascom Telecom Holding's communication on progress in the scope of ten principles of the United Nations Global Compact.

While we have attempted to avoid excessively repeating information provided in the first two reports, some facts about Orascom Telecom Holding's profile and organization are presented again so that this report present a clear comprehensive image of our operations and management structure. External assurance was not exercised for Orascom Telecom sustainability report, but it is planned for later reports.

Orascom Telecom Holding sustainability report is an invitation to all our stakeholders to engage in an open and critical dialogue with us. We encourage your feedback to help us make subsequent reports even better.

Please e-mail your comments to csr@otelecom.com

Previous Sustainability Reports
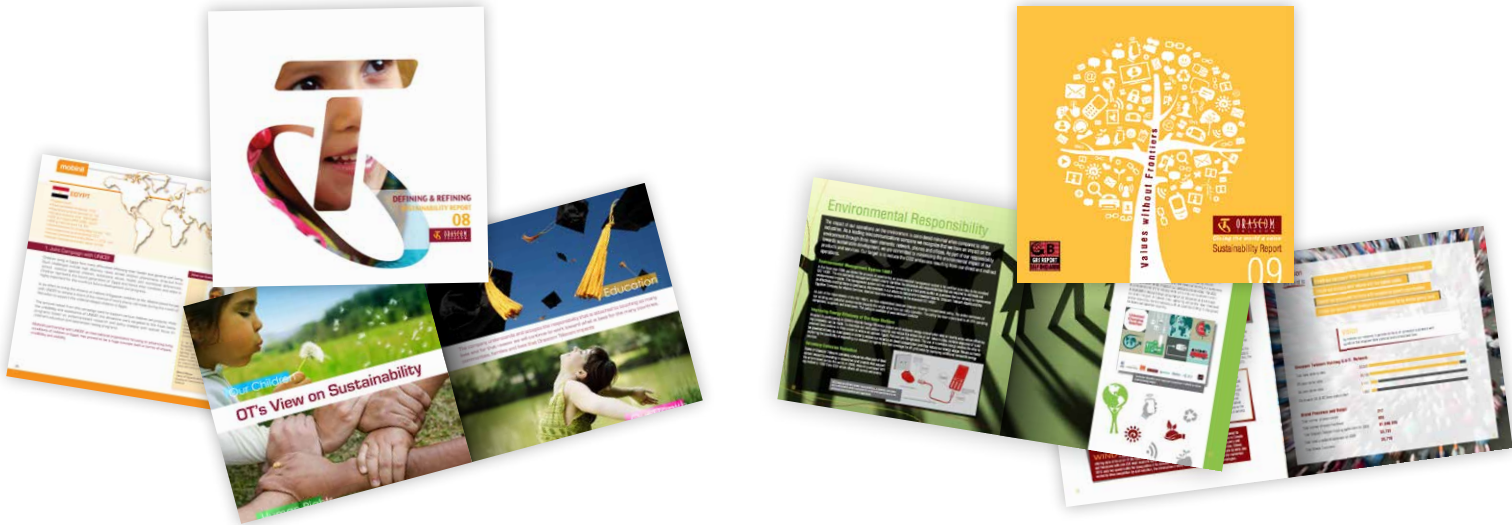
Message from Group
Chief Executive Officer

Welcome to the third annual sustainability report of Orascom Telecom Holding. This report is the most recent in a series that communicates our commitment to corporate social responsibility, including environmental responsibility, business ethics, consumer issues, employee development, and social investment. Orascom Telecom Holding's parent company, Wind Telecom, announced in April 2011 that they have completed the merger with VimpelCom Ltd., Russia's third- largest wireless carrier by subscribers, to create the world's sixth-largest telecommunications company based on subscriber. While in 2010, we had started to develop a group sustainability strategy for Orascom Telecom, this project needed to be placed on hold until the completion of the merger. My colleagues and I believe that being proactive on corporate social responsibility issues is critical to the long-term success of our company, and we remain sure that by combining the efforts of our two global organizations we will be able to expand our corporate responsibility program.

Over the past two years, we have made progress on our sustainability priorities by improving the energy efficiency of our network and increasing our paper-less billing methods across our operating companies. We have also completed our environmental management 14001 and occupational health and safety 18001 systems for OTH headquarters in Cairo.

Our services provide significant opportunities in improving the standard of living particularly in emerging markets. Mobilink's

Kisan service is bringing substantial know-how to farmers in Pakistan and the babsha jigyasha 7677 is empowering small and medium enterprises by providing solutions to their queries regarding access to finance and business development processes.

The role of telecommunications and internet access during natural crises was highlighted during the devastating floods that hit Pakistan in 2010 and 2011. Immediately, we stepped forward to launch an international advertising campaign calling for SMS donations across our operating companies in Egypt, Greece, Canada, and Italy in partnership with the World Food Program, the Red Cross and the United Nations Children's Fund. In addition, Orascom Telecom launched "Shelter from the Flood", a fundraising project targeting the US market, initiated by Orascom Telecom and Obopay, the mobile money solutions pioneer, to establish a text-to-donate post-disaster rebuilding effort to provide continuing funds to Pakistan with the objective of rebuilding both the infrastructure and the lives of those affected by the disaster of the flood.

In 2010 and 2011 Orascom Telecom Holding S.A.E and its local operating companies achieved a number of awards. Orascom Telecom was ranked third on the EGX ESG index for 2010. The assessment was based on our environmental, social and corporate governance activities disclosed through our annual sustainability report. In 2011, banglalink received the World Communication Award for the banglalink krishi bazaar service.

Orascom Telecom is proud to be a pioneer in the industry's efforts to improve responsible business practices in emerging markets. We continue to support the United Nations Global Compact and its principles on human rights, labor rights, the environment and anti-corruption. We participate in the national quarterly roundtable discussions and our annual sustainability report meets the criteria of the UN global compact communication on progress requirements.

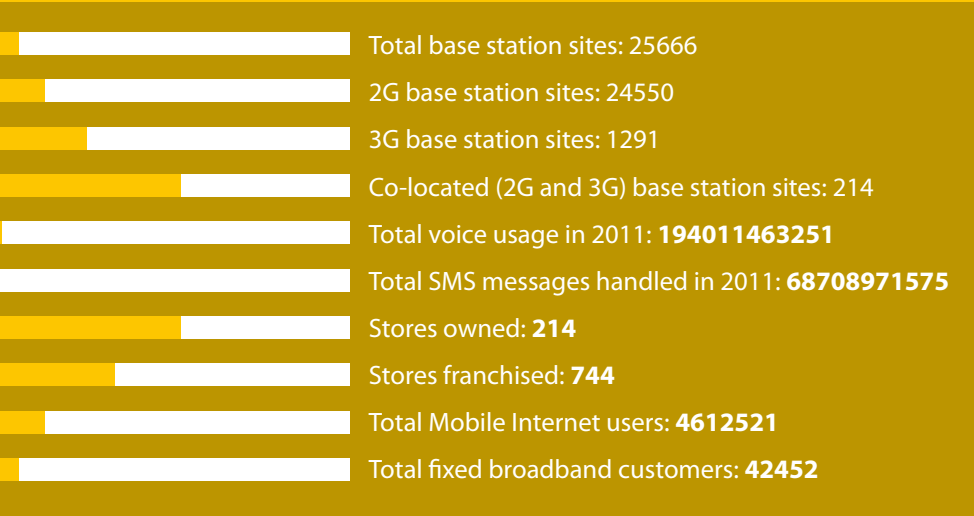I invite you to read the full report and send any comments or suggestions to csr@otelecom.com

Thank you for your ongoing support and confidence.

Ahmed Abou Doma
Group Chief Executive Officer

About Orascom Telecom Holding S.A.E

Orascom Telecom is a leading international telecommunications company operating GSM networks in high growth markets in the Middle East, Africa and Asia, having a total population under license of approximately 408 million with an average mobile telephony penetration of approximately 48% as of September 30th, 2011. Orascom Telecom operates GSM networks in Algeria ("OTA"), Pakistan ("Mobilink") and Bangladesh ("banglalink") and has an indirect equity shareholding in Globalive Wireless Canada ("Wind Mobile"). In addition it has an indirect equity ownership in Telecel Zimbabwe (Zimbabwe) and through its subsidiary Telecel Globe, OTH also operates in Burundi and the Central African Republic. Orascom Telecom reached over 78 million subscribers as of December 30th, 2011.

Orascom Telecom is traded on the Egyptian Exchange under the symbol (ORTE.CA, ORAT EY), and on the London Stock Exchange its GDSs are traded under the symbol (ORTEq.L, OTLD LI).

Total base station sites: 25666

2G base station sites: 24550

3G base station sites: 1291

Co-located (2G and 3G) base station sites: 214

Total voice usage in 2011: **194011463251**

Total SMS messages handled in 2011: **68708971575**

Stores owned: **214**

Stores franchised: **744**

Total Mobile Internet users: **4612521**

Total fixed broadband customers: **42452**

CANADA
WIND

PAKISTAN
Mobilink

EGYPT
ORASCOM

ALGERIA
DJEZZY

BANGLADESH
banglalink

CENTRAL AFRICAN REPUBLIC
telecel

BURUNDI
leo

ZIMBABWE
telecel

Managing our Corporate Social Responsibility

Orascom Telecom Holding S.A.E's approach to corporate social responsibility is based on decentralization and the consequential delegation of a number of tasks. Decentralization has been a key element of our corporate culture and is also the basis of our success in implementing group recommended social, governance and environmental initiatives that are tailored to meet local market needs. While our approach towards corporate social responsibility issues is decentralized, all projects and initiatives must be of a thematic relevance to our telecommunications business and / or local community needs approved by the group CSR function. Where and how we get involved is up to our local CSR practioners because they know best what is valuable to their stakeholders. On the technology side, operating companies are responsible for delivering results against their energy efficiency commitments that are developed in partnership with the group energy efficiency reduction targets.

Our corporate responsibility management structure reflects the personal commitment of Orascom Telecom Holding top management. At the executive level, the Chief Executive Officer is involved and supports all CSR activities at the group and local operating companies' level. The group CSR function monitors regularly all activities at initiation, implementation and reporting stages. At the operations level, core projects are managed by a project team drawn from different departments.

In our last sustainability report, we reported on our materiality issues identification process that started in 2009 as the initial step towards developing a group corporate social responsibility strategy; however, due to the merger of Wind Telecom and Vimpelcom, this project was put on hold. As a result of the merger, Orascom Telecom will be part of a group that manages other 7 telecom operators in different countries which will impact the materiality issues assessment results. Aligning Orascom Telecom and Vimpelcom's corporate responsibility strategies and general themes will be a challenging exercise introducing new drivers and new targets for CSR.

Stakeholder Engagement

Engaging with our stakeholders - the people who affect our business or who are affected by it - on issues that are important to them is a core stone of how we manage our corporate social responsibility program. These issues are not merely related to our financial performance but also expand to include Orascom Telecom's social, environmental and governance impact on its stakeholders. The feedback we receive from engaging on those issues helps us understand, prioritize and improve issues of importance to our stakeholders. Examples of how we engaged in 2010 & 2011 with our stakeholders can be found below.

Group	Description	Channels of Engagement
Investors & Industry Analysts	Banks; private equity firms; investors;	Analyst days; meeting conferences; roadshows subsidiary days; investor presentations quarterly earning releases; press releases and press-ads; one on one meetings; conference calls; emails; AGMs and EGMs.
Government & Regulators	includes OTH subsidiaries engagement with: MoIT; regulatory authorities; competition authorities; spectrum allocation authorities; national board of revenue; board of investment authorities;	All mobile cellular operators workshops; GSMA conferences; regulatory authority letters; regulatory letters;
Non-governmental Organizations	Orascom telecom works with a number of NGOs and foundations through its social investment program across its operating companies and local corporate foundations'. Examples include SIFE Egypt, the Association for the Protection of the Environment,	Feedback on the 2009 sustainability report; Partnership in development initiatives worldwide Meetings and participation in different conferences
Industry	Engagement with industry players is usually through initiatives such the GSMA's Green Power for Mobile, the GSMA's Mwomen working group, the United Nations Global Compact and the ITU.	Meetings; conference calls; conferences, and social events.
Customers	Our 78 million existing customers; potential customers; corporate clients; local distribution channels and sales partners;	Daily interaction across all touch points.
Suppliers	Orascom Telecom Holding S.A.E. works with a broad network of manufacturers and service providers to continuously improve performance.	Conferences; regular meetings Workshops; social and sports events.
Employees	Our 12077 employees in 7 countries.	Employee opinion- surveys; intranet; code of conduct; annual group; departmental workshops and social events.
Local Communities	Engagement with local communities residing near a network site is mainly in the form of consultation for network deployment.	Focus groups and one to one communicaion.
Academia	Examples include London Business School, The French University in Egypt; University of Glasgow and Regional Information Technology Institute;	Scholarships; trainings and graduate programs for employees.
Media	Examples include journalists; press associations; TV and radio stations; and news wires;	Press releases; social events; working groups and conferences.

Business Ethics

Orascom Telecom Holding S.A.E is committed to achieving and maintaining the highest standards of corporate governance. The Company considers effective corporate governance essential to enhancing shareholders' value and protecting stakeholders' interests. Accordingly, the Board attributes a high priority to identifying and implementing appropriate corporate governance practices to ensure transparency, accountability and effective internal controls. The Board continued to further its commitment to corporate governance through reviewing existing processes and, where appropriate, developing new ones. The Company substantially complies with the practices enunciated in the Egyptian Corporate Governance Code and will strive to comply with these and other appropriate standards and governance guidelines. The key corporate governance principles and practices are as follows:

The General Assembly

The General Assembly ("GA") of the Company is the ultimate governing body of the Company. In summary, the ("GA"):

• Includes all the shareholders of the Company;

• Takes its decision by voting among shares represented in the meeting. The voting rule is: 1 share = 1 vote for all shares indifferently;

• Holds at least one ordinary meeting per year and may have an extra-ordinary meeting as needed;

• The responsibilities of the GA are based on the laws and Company Statues;

• It appoints the board, approves the financial results, appoints the external auditors, and approves dividends distribution.

Board of Directors

The Board has the responsibility to work to enhance the value of the Company in the interest of the Company and its shareholders. In summary, the Board:

• Is engaged in active and continuous strategic planning and approves corporate strategies, including the approval of transactions relating to acquisitions and divestments, and capital expenditure above delegated authority limits;

• Reviews and approves the corporate plan for the forthcoming year and following two years, including the capital expenditure and operating budget, and reviews performance against strategic objectives;

• Assesses business opportunities and risks on an ongoing basis and oversees the Company's control and accountability systems;

• Monitors and approves the Company's financial reporting and dividend policies;

• Appoints and has the authority to remove the Chief Executive Officer and approves the recommendations of the Human Resources;

• Ratifies the appointment and has the authority to remove the Chief Financial Officer and Group General Counsel and appoints the Company Corporate Secretary; and

• Oversees succession planning for the Chief Executive Officer and senior management.

The Chairman and the Chief Executive Officer establish meeting agendas to ensure adequate coverage of key issues during the year. In addition workshops and strategy meetings take place. Executives and other senior people regularly attend Board meetings and are also available to be contacted by Directors between meetings. The Board met ten times in 2011.
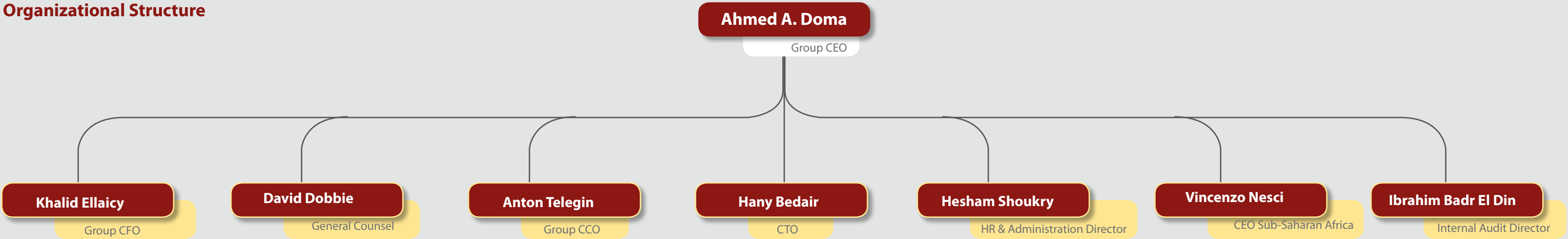
Current Composition of the Board of Directors

Chairman	Jo Lunder

Board Members

Jo Lunder	(Chairman)
Ahmed Abou Doma	(Chief Executive Officer)
Ragy Soliman	(Executive Board Member)
Iskander Shalaby	(Non-Executive Board Member)
Mohamed Shaker	(Non-Executive Board Member)
Henk Van Dalen	(Non-Executive Board Member)
Jeffrey McGhie	(Non-Executive Board Member)
Khalid Ellaicy	(Executive Board Member)

The above Board Members classification is based on the Egyptian Corporate Governance code. The latter did not specify the criteria for independent directors that would allow the Company to benchmark against, yet in our opinion and based on internationally recognized best practices, a number of our directors would qualify as independent directors bringing to the company the highest possible standing from both a personal and professional standpoint.

Organizational Structure

Ahmed A. Doma — Group CEO

- **Khalid Ellaicy** — Group CFO
- **David Dobbie** — General Counsel
- **Anton Telegin** — Group CCO
- **Hany Bedair** — CTO
- **Hesham Shoukry** — HR & Administration Director
- **Vincenzo Nesci** — CEO Sub-Saharan Africa
- **Ibrahim Badr El Din** — Internal Audit Director

Secretary to the Board

Ragy Soliman

OTH Secretary is responsible to the Board and is available to individual Directors in respect of Board procedures. The Company Secretary was appointed in July 2003. He joined the Group in March 2003.

Board Committees

• The Board has established a number of committees which are the most important tools for the management and the operational integration of the Company and provides sufficient resources to enable them to undertake their duties. Executive Directors are not members of the Audit Committee, although they may be invited to attend meetings.

It has recently been revised to:

• Monitor the implementation of strategies and the development of plans and results;

• Ensure the overall coordination of business actions and the management of the relative cross-over business issues;

• Build up the necessary operating synergies between the various functions involved in the technological,

  business and support processes; and

• Support the integrated development of the

  innovation processes of the Company.

• In particular, the Committees Board include:

Investment Committee

The objective of the Investment Committee is to assist the Board in reviewing the Company's investment policies, strategies, transactions and performance, and in overseeing the Company's capital and financial resources. The Committee has resources and authority appropriate to discharge its responsibilities, including the authority to retain experts or consultants.

Audit Committee

The objective of the Audit Committee is to assist the Board in fulfilling its oversight responsibilities by reviewing (i) proposed financial plans; (ii) the financial information provided to shareholders and others; (iii) systems of internal controls which management and the Board have established; and (iv) the audit process, including both internal and external audits. The Audit Committee interacts directly with the independent auditor to ensure the independent auditor's ultimate accountability to the Board and the committee, as representatives of the shareholders, and is directly responsible for the appointment, compensation and oversight of the independent auditor.

Remuneration Committee

The objective of the Remuneration Committee is to ensure that the company has a formal process of considering management and directors' remuneration that is, executive directors should play no part in decisions on their own remuneration, there should be an alignment of the remuneration schemes and the performance objectives of the Company, and the remuneration schemes should attract and retain talented individuals.

Management Committee

Management Committee has the ultimate responsibility for directing the activity of the Company, ensuring it is well run and delivering the outcomes for which it has been set up.

The management committee should provide leadership to the Company by:

• Setting the strategic direction to guide and direct the activities of the Company;

• Ensuring the effective management of the Company and its activities; and

• Monitoring the activities of the Company to ensure they are in keeping with the founding principles, objects and values.

• In particular, the Committee System of the Company includes:

Executive Committee

The Operational Committee is in charge of the day-to-day operations on the Operational and Holding level, This committee also serves as a bridge between the Management and the Executive Committee to make sure that all are working together for the benefit of the Company.

## Group Corporate Responsibility Policy

In 2010/011, we developed our group policy that outlines our requirements on corporate responsibility issues that are important for our operating companies. The issues have been identified using a stakeholder consultation exercise that included all the different operating companies. The issues outlined in the document include access to communications, employment, environmental responsibility, health and safety, social investment and network roll out. The policy has been approved by the Board of Directors and has been communicated to all our local operating companies.

To access the complete CSR policy document, please visit www.otelecom.com/csrpolicy.

Disciplinary Actions for Possible Breaches of Business Principles 2010

Our group whistle blowing policy requires Orascom Telecom employees to report any suspected breaches of ethics, internal fraud, or any dishonesty to our group or local internal audit teams. Employees are encouraged to use any of the confidential whistle blowing communication mechanisms such as the hotline or dedicated email address.

Total Reports submitted	47
Reports requiring investigation	24
Investigation under process	0
Investigations substantiated	9
Investigations non substantiated	25
Investigations closed	23
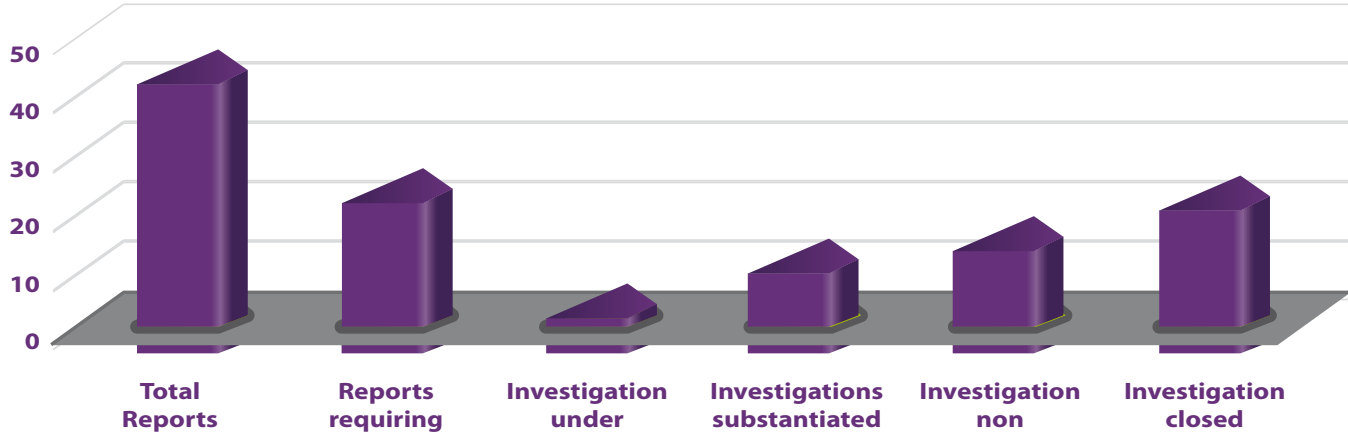
Our Customers

Orascom Telecom Holding's customers are at the heart of our operations and we are keen to establish a long-term responsible relationship with them that goes beyond offering the best products and services. Customers constitute a central part of our corporate social responsibility program and our goal is to offer them sustainable and innovative products and services across our trustworthy networks. We continually use our technology to contribute to the sustainable development of countries where we operate by investing in mobile application offerings that can improve the standard of living of our customers. We engage with other ICT companies to offer our customers innovative solutions that can protect the environment. In addition, we address and respond to customers key concerns such as privacy issues, the clearness of our pricing and we strive to ensure a proper standard of the content available via mobile phones in a conscientious manner.

The spread of mobile advertising helped our customers receive valuable tips and information; however, there is a risk of misusing customers' personal data. As we expand our mobile services; we are committed to the protection of our customers' personal information and we regularly keep track of complaints held up against our mobile advertising. Mobile advertising is only offered through a third party in partnership with Mobilink. We only disclose information about our customers and their communications where legally required by authorities. Protecting children from unsuitable content is also another responsibility that we are committed to as a central aspect of Orascom Telecom corporate responsibility.

In order to keep up our customer trust in our mobile payment system, it is important to consistently acquaint them with clear pricing and marketing materials. Across our operating companies, we have launched a number of initiatives to help prevent our customers getting unpredictably high-priced bills. For instance, our customers are notified by SMS when they reach a certain data roaming threshold along the related costs in order to avoid bill shock. Customers are also notified by SMS with all the roaming prices whether voice or SMS or GPRS when they roam in each country as a means of simplifying the clarity of pricing for roaming.

Introducing

Convenience exceeding expectations
while roaming beyond borders

Keep in touch while on the move
Exclusively with Pakistan's favourite cellular family.

Indigo, Pakistan's premium postpaid offering, presents even more value through a simple, yet comprehensive tariff, so you could have a memorable roaming experience. Travel to over 110 global destinations, now grouped into six unique pricing zones with uniform SMS rates, and enjoy connecting with your loved ones back home with unparalleled convenience.

Mobilink
indigo | Brings people closer

We have simplified our pricing structure for international roaming by using fixed rates per zone rather than the markup model. We have also switched inbound roaming tariffs from local currency to USD. Using local currency in charging inbound roamers exposed us to foreign exchange fluctuation. Therefore, using USD or Euro will hedge against that FX exchange risk. In addition, this new model has also resulted in additional margin and revenue generation.

To facilitate our customers' Hajj and Omra religious trips, we have offered our customers promotional lower roaming tariffs during Hajj and Omra season. We have partnered with Zain in Kingdom of Saudi Arabia and agreed on a discount agreement which resulted in lower tariffs for our customers travelling from Pakistan and Algeria and higher traffic elasticity and increased margins.

We also provide our customers with an opportunity to contribute to sustainable development and reducing their energy consumption. We improve our carbon foot print by offering our personal and corporate customers innovative services such as download portals that include music, software, games, and videos. Online billing is another example of reducing paper usage, CO_2 emissions, and saving natural resources including water and energy. In Algeria, Bangladesh and Central African Republic, all our customers receive sms notification of their due bills. In Bangladesh 13000 customers receive their bills via E-mail which saves tons of paper annually. The amount of paper saved is expected to increase as we introduce more paper-less billing in our operations.

Customer Satisfaction

Our success is driven from the optimal services we provide to our customers. Our goal is not to meet our customers' expectations but to exceed their anticipation of the quality of our customer care. We continually work with our operating companies to improve our complaint management system. Regular customer satisfaction index reports are developed on a monthly basis to identify areas for improvement and correspondently take a wide range of measures to increase customer satisfaction. In addition, we run customer satisfaction index reports by a third party on a quarterly basis with the aim of identifying where do we stand in comparison to our competitors across all our local markets. During 2010 and 2011, our customer care satisfaction rate reached 90 % across all our operating companies.

During the reporting period, we have implemented different initiatives that aimed at improving services provided by our customer care departments such as availing more self services on Web portals and Interactive Voice Response IVR, as well as introducing multilingual and promotional IVRs. We have also deployed new customer relationship management systems in 4 operating companies namely: Banglalink, Laos , Cambodia , and OTA. We have also implemented a wide spectrum of an ongoing quality improvement programs such as monitoring hold time and complains percentage. In Algeria, for example, we have dedicated a team that's main role is to enhance the quality of customer service delivery.

Complaints Management

In order to improve our customer retention, we integrate customer feedback management in our system. Our customers' feedback is a critical tool that we use to identify areas of improvement, reduce the causes and to eliminate the number of complaints we receive across our customer care centres. Across all our operating companies, we have a dedicated complaints management team that is responsible for analyzing and responding to customers complaints' received through all channels be it calls, web, email, in stores or mail. These teams are empowered with a number of tools to handle customer complaints in order to achieve First Contact Resolution through a value segmented complaints compensation matrix, trouble ticketing and service request systems. For each complaint type, there is a Service Level Agreement within which, the complaint should be resolved. In 2010 the number of complaints received was 0.82% from the total number of subscribers across our operating companies.

Expanding our Mobile Technology for Development

Orascom Telecom operating companies continue to invest in products and services that enable more people to use mobile telephony and thus extend access to communications among vulnerable groups. A number of products are already available for deaf, mute and visually impaired people including text messaging, voice mails and emails. For instance, in Pakistan, Voice Service to Teach, an innovative IVR service was launched to will allow visually impaired individuals access audio books from the Punjab Board Matriculation curriculum.

Extending access to communications will help bridge the digital gap in developing countries and emerging markets where most of our operating companies exist. Building up our network while tailoring affordable products, services and applications maximizes our contribution to a sustainable society and increases our customer base. In 2010 and 2011, a number of Orascom Telecom operating companies including Mobilink, Banglalink and Telecel Zimbabwe have offered applications designed to meet specific needs such as mobile solutions to improve access to education, health care and improving information flows to farmers working in the agriculture sector.

Mobilink
VOICE SERVICE TO TEACH

Pakistan

Mobilink – Kisan Service

Agriculture forms the backbone of Pakistan's economy. It accounts for about 21% of GDP and employs about 41% of the labour force. Improved productivity and better profit margins for farmers depend on the availability of reliable and timely information. Access to this information is difficult for small farmers who have the most to gain from improved information flows. In order to address this gap in the market and provide inexpensive and timely information to farmers in Pakistan, Mobilink was the first telecom company to launch Pakistan's first ever cellular based agricultural helpline called the "Kisan Service"

Kisan Service is a voice service with Dual-tone multi-frequency DTMF. Once users dial in to the number, they are guided through the menu with a voice recording. Choosing from a variety of options, farmers are able to access the tips that they need. The service aims to help farmers by providing them access to price and weather information as well as advice on harvesting matters. Given that a large majority of farmers in Pakistan, especially those at the bottom of the pyramid, do not possess literacy skills, Mobilink chose to introduce this service through voice recognition so that literacy would not limit access. Voice prompts are given in Urdu so that more people can understand and use the service with greater ease. Farmers need to dial 700 from their Mobilink number to get to the Kisan Service.

Farmers can also get Harvest advice which offers solutions to common agricultural problems and advice on overcoming common challenges such as pest eradication. Information on various major crops is offered on the helpline and farmers can choose to hear harvest advice particular to the crop that they grow. Latest weather information for up to five days helps farmers plan important activities around favourable weather conditions which in turn can help increase productivity and efficiency. Weather information can also help alert farmers to impending weather changes and disasters enabling them to be more prepared to meet weather challenges.

Kisan Service is a growing service and Mobilink is in the process of improving and expanding the content available on it in order to provide improved and increased information to Pakistan's hardworking farmers who are critical to Pakistan's economic success and the wellbeing of millions across the country.

Bangladesh

Banglalink – Babsha Jigyasha 7677

In an attempt to help develop and foster SMEs in Bangladesh, Banglalink launched Babsha Jigyasha 7677 a one stop solution that offers business related advice. It's is a 24hr call center based service where customers are provided solutions to their queries regarding access to finance and business development and documentation process. The access to finance service includes: information relating to the availability of finance for operating or starting a new business such as account opening information, SME loan, deposit, interest rates,...etc. of different banks and micro finance institutions of different regions across the country. The customers can obtain specific information of banking and financial services of their favourable location as well. The business documentation process information assist customers to receive information on the processing of necessary documents including trade license, tin, tax certificate...etc to help facilitate the smooth operation of their business.

Egypt

Orascom Telecom – Teledermatology Project

Orascom Telecom Holding S.A.E, the GSM Development fund, Qualcomm Incorporated's Wireless Reach™ initiative, the Egyptian Company for Mobile Services (Mobinil) and ClickDiagnostics Inc., supported by the Ministry of Communications and Information Technology (MCIT) and the Ministry of Health (MOH), partnered to launch a 3 week pilot program to demonstrate the medical and technical feasibility of telemedicine to facilitate remote diagnosis and treatment of skin conditions in rural Egypt by specialists based in urban areas. The idea for the project was initiated by the GSM Development Fund at the World Mobile Congress in 2008 and was developed further by a team from Orascom Telecom Holding S.A.E and Accenture. In 2009, five dermatologists assigned by MOH at three different sites, were given Acer Liquid (S100) phones enabled by Qualcomm 3G chipsets and equipped with a mobile application developed by ClickDiagnostics, to allow them to record patient information and take dermatologic photos and upload the data to a password-secured web portal hosted by MCIT using Mobinil 3G network. The onsite dermatologists independently diagnosed each case and recorded their diagnosis.

The remote ("consulting") doctors were able to view the cases on the web portal. The onsite and remote dermatologists' diagnoses were generated by the mobile application and assigned to a third dermatologist to review the diagnoses and data. Of the 226 cases, 198 cases had complete or partial agreement (87.6%) and 186 cases had complete agreement (82.3%). This shows that with clear photos and sufficient data, remote doctors were very good at getting the same diagnosis. A survey of telemedicine studies using the same "store-and-forward" approach have found levels of complete diagnostic agreement between 41-89% and levels of partial diagnostic agreement between 51-95%.1

The results of the pilot study indicate that mobile teledermatology can be a viable medical solution for the Egyptian health care system. General practitioner doctors or specially trained health care workers in remote areas could use this teledermatology application and other mobile applications to help diagnose and treat patients in rural areas. Further work needs to be done to test the technology in rural areas and analyze the potential for adding other medical services to the mobile telemedicine platform.

Bangladesh- Banglalink

Mobile Remittance

The mobile remittance program of Banglalink includes a number of services such as the mobile cash remittance, mobile cash bill pay, mobile cash train ticketing, mobile cash insurance pay, and mobile cash concert ticketing. The mobile remittance services have brought a silent economic revolution in Bangladesh offering easy access to formal banking in a cost effective and speedy manner. Across Bangladesh, Banglalink has 1787 Bank accredited mobile cash points.

Zimbabwe – Telecel Zim

Mobile Banking

Telecel, Zimbabwe which is the second largest mobile network operator in terms of subscribers in Zimbabwe has teamed up with ZimSwitch to provide mobile banking for Zimbabweans. The mobile banking service provided by Telecel is powered by Zimswitch which means that all banks that are connected to Zimswitch can easily offer Telecel's mobile banking. The facility allows customers the convenience to transfer, withdraw, deposit, and receive money using their mobile phones round the clock.

Telecel subscribers can transfer up to US$1 000 at any given moment. Customers will also be able to obtain mini-statements of their bank accounts, pay bills, carry out intra and interbank money transfers and buy airtime.

It will also be possible to use the mobile phone to obtain the bank account balance or a mini-statement for the last five transactions on the customer's bank account. A full range of utility payment functionality will also be available in the coming months.

Together they have more than 500 000 customers, which is almost half the number of individuals currently banked within Zimbabwe. It is expected that by the end of the year the banks of about 85 percent of bank customers in Zimbabwe will be ZimSwitch Ready financial institutions. All that customers of the banks going live with their mobile banking services require is a Telecel line and a bank card.

The platform is open to all banks. Telecel has chosen to facilitate the provisioning of this extremely useful service through its fast expanding network. Already Telecel covers all major population centres and is embarking on a massive investment drive to cover the last rural outposts that it had not already covered.

Our Network

Orascom Telecom Holding S.A.E mobile network infrastructures serve different segments of customers and provide them with access to information and communications technologies in 7 countries. We offer our customers reliable indoor and out-doors coverage supported by the diverse range of operated narrowband and broadband technologies. We continue to join network sharing ventures to eliminate the duplication of needed base stations and reduce the Electro Magnetic Frequency Emissions. We also continue to closely monitor our operations' compliance with the rules of the International Commission on Non-Ionizing Radiation Protection (ICNIRP).

We also continue to carry out regular onsite audits to ensure that contractors and sub-contractors are keeping the standards and quality parameters in addition to compliance with national and international safety as well as our environmental policies and guidelines. The on-site audit includes safety codes designed to ensure that all base stations are within the limits of human exposure to radiation and applies the environmental and health guidelines of local Ministers of Telecommunications, Health and Environmental Affairs, the Institute of Electrical and Electronic Engineers, International Commission on Non-ionizing Radiation Protection (ICNIRP) and World Health Organization (WHO).

Researches on the possible health effects from exposure to base stations, antennas and the wireless network conducted by the WHO and the International EMF project have not proven any adverse health effects on human beings. We encouraged our operating companies to communicate to their stakeholders' information relating to the possible effect of EMF on health and to respond to their concerns. For more information related to the International EMF Project and research conducted on EMF in general, go to www. who.org.

At Orascom Telecom in emerging markets, we believe that the expansion of our products and services and the growth of our business have to be convoyed with sustainable plans to reduce our carbon emissions to tackle the problem of climate change. Research shows that the effects of climate change on our operations especially in emerging markets are expected to be significant which will consequently affect our business. At the local markets' level, we comply with government regulations when it comes to reducing our carbon footprint. In addition, Orascom Telecom applies innovation to reduce the climate impacts of operations in emerging markets thus reducing carbon emissions and improving the corporate energy efficiency within the value chain.

Orascom Telecom S.A.E Network

Total base station sites	25,666
3G base station sites	24,550
2 G base station sites	1,291
Co-located 3G and 2G sites	214

Deploying Energy Efficient Technology

We focus on reducing CO2 emissions from our mobile network, network sharing, and increasing the number of sites powered by alternative energy. Mobile base stations account for the vast bulk of our power consumption and we reduce their energy consumption either by replacing diesel generators with renewable energy or fix existing inefficiencies within the network itself to improve its energy intake. We have rolled out a number of innovative technologies such as solar powered sites, hybrid sites, monitoring systems, controller timers, free cooling units and high efficiency power modules.

Solar Sites

We have 210 solar sites deployed sites in Pakistan, Bangladesh, Cambodia and Central African Republic. Solar power is used to provide virtually free energy and reduce OPEX. While the initial CAPEX per kilowatt is higher for such solutions, they provide a positive business case compared with diesel generators within one or two years of operation. The table below shows the solar sites per operating company.

Operating company	Existing number of solar sites
Mobilink	50
Banglalink	100
Beeline Cambodia	50
Telecel CAR	10

Hybrid Sites

We have 450 hybrid sites deployed in our local operations. Our hybrid systems are combinations of the grid and batteries that increases the number of cycles or generator and batteries with the same technology. Below are the number of hybrid sites per operation.

OPCO	Existing number of hybrid sites
Mobilink	45
Banglalink	60
Beeline Cambodia	300
Telecel CAR	70
Telecel Burundi	120
Telecel Zimbabwe	120

Monitoring System

Monitoring systems offer a comprehensive turnkey solution to meet the technical requirements for the Telemetry based solution for the remote monitoring of cellular sites. Telemetry systems provide real time monitoring and control system that provide the monitoring or fuel, electricity, alarms, alerts and take intelligent decisions in various situations leading to overall reduction in OPEX. The telemetry systems are installed in Burundi and in Cambodia on trial basis.

Controller Timers

We have deployed controller timers installed in almost all our sites in Paskitan and Bangladesh. The controller timers simply delay the operation of the generator during power outage and make use of the existing back up batteries and thus reduce the generator operating hours reflecting 40% reduction in fuel consumption.

Free Cooling Unit

In Pakistan and Bangladesh, we successfully reduce the power consumption of air conditioners across our sites by 50%. The free cooling box is a cost effective and power saving solution for cooling and at the same time it is an OPEX saving initiative. The FCU has the advantage of filtering clean air and this giving very high cooling performance with low power consumption while maintaining the environmental temperature, dust and humidity.
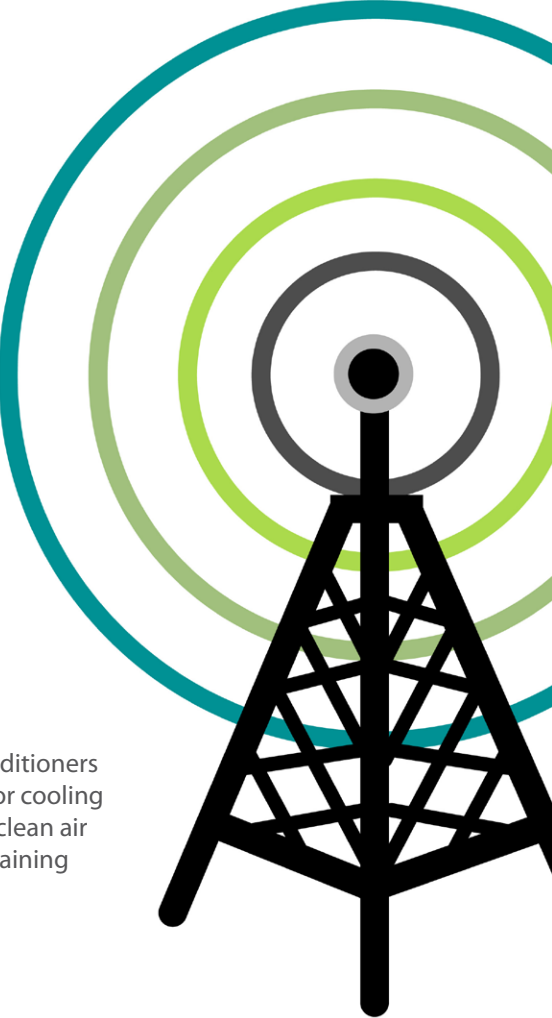
Our Employees

Orascom Telecom depends on its employees to continue to serve its customers with excellence. We endeavour to attract the most excellent talents, develop their skills and capabilities and retain them to be part of our dynamic corporate culture. We have taken key measures to motivate our employees, acquaint them with the needed training and development support and offer them exciting career opportunities. We continuously work on improving our corporate culture and engage our employees to ensure we facilitate an all-encompassing working environment that paves the way for creativity and new ideas.

As of 2011, Orascom Telecom's work force totalled 12082 including full time, part-time, interns and expats employees worldwide. There has been an increase by 10 percent compared to 2009. Women make up 21 percent of Orascom Telecom total headcount which is the same/not the same compared to 2010. Our global workforce are present in 10 countries out of which 34 percent are based in the Middle East (Egypt, and Algeria), 49 percent are based in Asia Pacific (Pakistan and Bangladesh), 8 percent are based in Africa (Zimbabwe, Central African Republic and Burundi), and 9 percent in Canada. Across our operating companies, Orascom Telecom strives to offer employees competitive benefits for their functioning and provide them with a rewarding work environment such as training, inter-departmental and across operations rotation opportunities, coaching, pension plans, medical insurance and corporate performance rewarding incentive plans. However, competitive rewards vary considerably from one operating company to the other depending on the country, local salary structures, local labour laws...etc.

Breakdown of Work force by operating company as of 2011

Operating Company	Full time	Expatriate	Consultant	Temporary	Total
OrascomTelecom HQ	236	5	-	-	241
Orascom Telecom Algeria	2693	-	-	1254	3947
Mobilink	3336	5	-	-	3341
Banglalink	1365	16	-	1082	2409
Telecel CAR	191	6	-	254	451
Telecel Zimbabwe	265	4	5	47	321
Leo Burundi	226	5	5	4	240
Wind Mobile	1043	2	48*	41	1132
TOTAL	9355	43	58	2682	12082

* Not on company's payroll

Performance Management

Annual performance appraisal is an essential communication tool to keep our employees informed of their performance and help them identify needed training. Across our operating and managed mobile operators, all employees receive a regular performance review that is conducted on an annual basis. The performance appraisal process is automated using a software application for objective setting, competency assessments, and performance appraisal. The competency assessment is also used to determine the training needed to develop employees' abilities such as communication skills, flexibility, and time management among other job related competencies. Annual performance appraisals allow each employee to receive a performance against objectives rating, feel that their efforts are acknowledged and consequently rewards decisions become self explanatory.

Diversity and Inclusion

For Orascom Telecom, diversity is an advantage that contributes to the success of our business, and helps us in meeting the needs of our diversified customers in nine different countries. We promote diversity within and outside our work place because we believe it is a key of driving creativity and innovation within the Orascom Telecom's corporate culture. In 2011, we developed our group corporate responsibility policy which outlines our commitment to ethical conduct in various aspects of our business. The policy defines the highest standards of respect to diversity, equal treatment of all employees regardless of gender, ethical background, religion, or nationality. Our employment policy also emphasizes the importance of gender equality when it comes to the recruitment and promotion process. In 2010, Orascom Telecom signed the CEO Statement of support to the Women Empowerment Principles-Equality Means Business, as a voluntary commitment from the company towards the promotion of gender equality and women's empowerment. Across our operations, we encourage gender equality; however, percentage of female employees differs from one region to the other.

Breakdown of Workforce by Gender

Operating Company	Females 2009	Females 2010	Females 2011
OrascomTelecom HQ	50	60	57
Orascom Telecom Algeria	1149	1439	1366
Mobilink	800	570	531
Banglalink	198	114	129
Telecelglobe	173	-	-
Telecel CAR	-	39	51
Telecel Zimbabwe	-	67	89
Leo Burundi	-	54	61
Wind Mobile	199	325	342

Gender Diversity in Management for 2011

Operating Company	Female Managers	Female Senior Managers	Female Directors and above
OrascomTelecom HQ	17	-	-
Orascom Telecom Algeria	28	8	3
Mobilink	14	4	3
Banglalink	3	3	0
Telecel CAR	1	1	0
Telecel Zimbabwe	2	-	3
Leo Burundi	5	4	2
Wind Mobile	15	-	9

Employee Health and Safety

According to Orascom Telecom Group corporate responsibility policy, "protecting the health and safety of our employees and contractors can make a significant difference to their working and personal lives". In order to achieve this, we apply management systems that minimize work related fatalities, accidents and probable injuries. Across all our local operating companies, we comply with and go beyond local regulations when it comes to ensuring a safe working environment for our employees. We also undertake trainings, and preventive procedures to elude occupational health risks. In 2010, Orascom Telecom Holding S.A.E has been certified by TUV that it has completed its Occupational Health and Safety Management Systems OHSAS 18001 requirements. The new system includes identifying occupational hazards and risks, preparing controls and continuous motoring and auditing. This proactive health system also set requirements for minimum standards for hygiene, first aid and vaccinations required before travel to certain countries of operations.

Orascom Telecom Holding S.A.E Work Related Fatalities 2010 / 2011

Work related fatality	None

Employee Turnover

In 2011, our group turnover rate was 11.9% compared to 9.5% in 2009. The turnover ratios vary from one country to another; as such, we have explicit guidelines regarding local recruitment policy that comply with local regulations. In accordance, the minimum notice periods we apply comply with local labor laws and legislations.

Employee Turnover rate by region

Region	Turnover rate 2011
Middle East and Africa	12.7%
Asia	6.24%
North America	39%

Training and Development

Orascom Telecom invests in training and developing its employees to help them realize their full potential. We aim at providing our employees with a continuing training environment where employees can apply their talent and expertise and be prepared to take challenges. In 2011 Orascom Telecom group invested 2,890,518 USD on training and development, delivered through a number of techniques. The economic crisis in 2010 has put pressure on all our spending including the training and development component. However, in order to realize our commitment towards our employees, we have replaced overseas training with online and local training events. For instance, Orascom Telecom Algeria offered its employees 25 different e-learning courses that included managerial skills, soft skills and commercial curriculums. We continue to hold cross operations events and workshops to promote diversity and facilitate knowledge sharing and exchange of experiences

Orascom Telecom GSM Average Training Hour per Employee

Operating Company	2010	2011
OrascomTelecom HQ	-	-
Orascom Telecom Algeria	31	18
Mobilink	6	18
Banglalink	16.86	16.11
Telecel CAR	8.6	7.92
Telecel Zimbabwe	23.7	31.1
Leo Burundi	20.55	35.33
Wind Mobile	60	17

Our Environmental Responsibility

The telecommunication industry has both direct and indirect impacts on the environment. At Orascom Telecom, we believe that reducing our considerable impacts on the environment is a major aspect of our corporate responsibility program. Decreasing our energy usage in our operations and minimizing our waste not only lessen our operating costs, but also helps us demonstrate leadership in tackling our environmental issues. As a result of the growing interest in environmental issues, our stakeholders expect our operating companies to abide by local environmental laws and regulations and set vigorous environmental requirements. We have begun to respond to this trend by increasing the control over the environmental impacts of our operations. In 2010, our environmental management system for Orascom Telecom HQ office in Cairo was certified by TUV for ISO 14001.

Orascom Telecom Group environmental policy commits all local operating companies to improve their energy efficiency, to minimize their office, network and stores waste, and to encourage reuse and recycling.

Across our operations, the main environmental issues that were brought to our attention are energy efficiency and climate change, handset reuse and recycling and waste management. We apply a decentralized approach to managing local environmental issues; however, we plan to prioritize particular issues at the group level and develop group wide operational programs with local targets to tackle those environmental impacts. In 2012 we are planning to start a group wide data collection process to improve the quality of environmental data which will include the amount of waste generated, amount of paper, electricity and water consumed and recycled. Below are some examples of how local operating companies manage their environmental impact.

Over the Air Charging

Over the air charging OTAR is a paper-less solution for prepaid, post-paid and corporate customers which is the most effective scheme to help customers reduce their environmental impact. We believe that the ultimate solution for waste management begins by efficient use of resources. Paper-less billing initiatives not only fulfill the above points but also contribute to customer satisfaction. Currently our main schemes and respective savings are CD for corporate accounts, SMS advice and E-billing. The table below illustrates the paper less billing method offered by our operations.

Operation	CD for Corporate	SMS Advice	E-billing
Banglalink	In process	√	√
Djezzy	In process	√	√
Mobilink	√	√	√

Handset Recycling

Handset recycling schemes are key illustration of our commitment to responsible product stewardship and environmental responsibility. Across our operations, we always strive to give our customers an opportunity to be part of our environmental program and reduce their carbon footprint. Mobilink initiated a handset recycling project to collect mobile phones and accessories no longer in use, refurbish repairable items and donate them to the Pakistan Association of the Dead and Disabled Welfare Association. All donations greatly benefit hearing impaired and physically disable individuals by connecting them with the people around them and providing an essential source of communication. Items beyond repair are disposed of in an environmentally-friendly manner in order to ensure toxic chemicals found in mobile phones do not pollute the air or leak into groundwater. Recycle drop boxes are placed at Mobilink Customer Care centres across the country making it accessible for everyone. (Photo of Handset recycling bin)

Put your old
CELL PHONES TO GOOD USE!

Orascom Telecom hosts the Green Power for Mobile in Cairo

In March 2010, Orascom Telecom Holding proudly hosted the GSMA Association's Green Power for Mobile meeting in Cairo. The Green Power for Mobile is one of the most active groups in GSMA; consisting of 30 mobile operators in emerging markets, it aims to broaden the use of renewable energies like solar and wind power thus reducing carbon emissions, fossil fuel consumption and at the same time providing environmentally sustainable solutions for the industry. Since launching the group in September 2008, there has been a huge increase in implementing renewable energies in mobile operators. It became necessary to share experiences, learn and stay updated through meetings like this one featuring: presentations from major global operators, vendors and energy companies on large scale green network solutions.

Our Social Investment

Orascom Telecom delivers its social investment program in countries in which it operates through its local social investment programs and local corporate foundations. Orascom Telecom provides support to programs and projects that contributes to the social development and improves the standard of living through direct financial donations, in kind, as well as employee donations and volunteering.

In 2000, the United Nations Millennium Development Goals (MDGs) were created and all 193 United Nations member states and at least 23 international organizations have agreed to achieve them by the year 2015. This global alliance aims at eradicating extreme poverty, achieving universal primary education, promoting gender equality and empowering women, reducing child mortality rates, improving maternal health, combating HIV/AIDS, malaria, and other diseases, ensuring environmental sustainability, and developing a global partnership for development. Across our operating companies and through our products and social investment program, we contribute to the achievement of the MDGs. Below are some examples.

MDG Goal	Country	Example of our Contribution
Eradicate extreme poverty	Bangladesh & Zimbabwe	The launch of mobile-banking is helping people access to banking service anytime and anywhere which will boost rural economy and national output by scaling up money circulation in villages in Bangladesh and Zimbabwe.
Achieve universal primary education	Zimbabwe	In Zimbabwe, Burundi and Central African Republic, we have been supporting primary school education by providing bursary schemes and financial support to help students who can't afford enroll in schools and continue their education.
Promoting gender equality and empower women	Pakistan	In partnership with UNESCO Mobilink in Pakistan has been empowering women and young ladies through the provision of literacy to adolescent girls using mobile phones.
Reduce child mortality	Pakistan	Mobilink has partnered with the Polio Eradication Fraternity including UNICEF and Ministry of Health, to help create awareness of this disease.
Improve maternal health	Egypt	Our services can improve maternal healthcare services considerably especially in remote areas where access to health units is difficult. Orascom Telecom in partnership with and Great Connections have piloted a new service "Mobile baby" in partnership with Great Connections.
Combat HIV/AIDS, malaria and other diseases	Burundi	Leo Burundi provides direct financial donation to children schools and orphanages. The target beneficiaries are children whom are whose parents are HIV positive.
Ensure Environmental sustainability	Across the Group	Across our operations, we reduce our carbon emissions and energy consumptions by using alternative energy generation techniques such as solar power and wind energy.

Egypt – Orascom Telecom Holding S.A.E

1 Goal Education for All

In February 2010, Orascom Telecom Holding (OTH) joined global Mobile operators' forces in the world's largest cause-related campaign in support of universal education at the FIFA World Cup™ 2010. The '1Goal: Education for all' campaign was announced at the World Mobile Congress which took place in Barcelona and continued until the World Cup final in South Africa on 11th July.

The campaign, which was under the personal patronage of Her Majesty Queen Rania Al Abdullah of Jordan, is an initiative to ensure that every child in the world has the opportunity to go to school by 2015.

GSM operators who serve more than 1 billion mobile users delivered an international mobile communications campaign that combines the platform of the world's biggest sporting occasion with the world's largest medium, to harness public support for 1GOAL.

The mobile campaign – coordinated by the GSMA - comprised a host of mobile communications tools, including mobile advertising, applications and messaging. These tools enabled millions of people to sign up, via a host of mobile response mechanisms, demonstrating to global leaders and the UN that universal education is a universal demand.

Orascom Telecom Holding along with its subsidiaries Mobinil and Djezzy, and sister company Wind Greece have joined

forces along with operators from across the mobile world and global football stars, the football world and FIFA, together with educational champions, charities and campaigners to support 1GOAL – a legacy of the FIFA Football World Cup 2010™ - to give all children in the world the chance in life an education brings.

Bangladesh – Banglalink
ICT Support for Underprivileged Children

As part of Banglalink's commitment to promote effective and quality education in Bangladesh and as part of supporting 'Digital Bangladesh', Banglalink has set up computer labs in 270 underprivileged schools. The project aims at imparting computer literacy to students who are deprived from practicing their computer science syllabus.

The computer labs are equipped with PC, laptop, internet modem, multimedia projector, speakers and microphone. Starting in Tungipara and Kotalipara with 20 computer labs, Banglalink has widened its project with 76 labs at Monirumpur, while 154 more schools are in the pipeline. In this regard, the Government and Banglalink also organized a launching program and an orientation for over 2,000 teachers of Monirumpur on 23rd of December, 2010 at Monirumpur Upazila Porishad office.

Egypt- Orascom Telecom Holding
Orascom Telecom sponsors French University in Egypt to compete in SIFE World Cup

Orascom Telecom Holding S.A.E proudly sponsored the SIFE Egypt team from the French University in Egypt to compete in SIFE 2010 World Cup. The French University in Egypt was Named 2010 SIFE World Cup Champion for a second consecutive year. This win is unprecedented in the more than 30 year history of the history of this global organization, where the same university won the World Cup in two successive years. The competition took place in Anaheim, California, October 10-12th where 39 national champion university teams representing 39 countries presented their civic engagement projects.

SIFE (Students In Free Enterprise) an international non-profit organization that brings together the leaders of today and tomorrow to create a better, more sustainable world through the positive power of business. Founded in 1975, SIFE has active programs on more than 1,500 colleges and university campuses in over 40 countries. For more information contact SIFE World Headquarters at 417-831-9505 or visit www.sife.org

Through SIFE, students around the world are discovering that "doing well" and "doing good" can be accomplished simultaneously throughout college and career. More than 400 global business leaders assembled at the Anaheim Convention Center October 11-12 to evaluate the outreach projects of 39 national champion teams. The teams were judged on how successful they've been at using business solutions to create economic opportunity for others.

The French University in Egypt award-winning projects include helping women who lived in poverty due to social and cultural limitations achieve income by starting sustainable businesses weaving rugs and bags. The team also implemented natural and low cost method to purify contaminated water and built 6 purification unites in El Alatma village. They taught farmers how to build the purifying units and use them for irrigation of corps.

The Other top-four finalists included:

Second Place: University of Nottingham Ningbo, China.

Third Place: Belmont University, United States of America.

Fourth Place: Loyola College, India.

Burundi - Leo

Leo Burundi's Educational Assistance Program began in March 2009 and it has benefited 1643 schoolchildren. The programme provides assistance with the education of disadvantaged children, including orphans and children with disabilities, channelling its assistance through eight institutions. The programme contributes to the educational development of children in both urban and rural communities who are unable to afford basic educational facilities. Assistance includes school fees, uniforms, and stationary items, such as pencils and exercise books, and equipment for handicapped students.

The institutions to which Leo Burundi has provided assistance are: Association RET (Association Regard à l'Enfant Traumatise), which takes care of children traumatised by the war in Burundi, Association ASENBU (Association pour L'Enfant Non Acompagné de Buyengero), which takes care of children in the Buyengero region affected by the war, École EPHPHATA, which is a school in Bujumburu for the deaf and mute, CESDA (Centre Spécialisé pour Deficients Auditifs), which is a school in Gitega province for children who are deaf or have hearing difficulties, Ecole KANURA, a school for the blind, Ecole RUMURI, which is a school for the blind in Gitega Province, Association Solidarité pour Aider les Sinistrés Burundais, and Centre Handicapé de Kiganda.

Central African Republic - Telecel

In 2009, Telecel CAR began to provide financial support to organisations assisting vulnerable children, particularly in respect of their educational needs. It provided assistance to four organisations namely SOS Village, which looks after children who have been orphaned, abandoned or are in need of care, Voix du Coeur, which assists street children, and Femme-Enfant-Solidarité, which provides assistance to vulnerable girls. Telecel provided them with school supplies, such as notebooks, bags and pens.

Improving Health Practices and Access for Medical Services

Pakistan – Mobilink

Preventing Polio

In 2010, Mobilink launched an SMS based service to assist the Polio Control Cell (PCC) in tracking missed areas and children. Through this SMS service, Mobilink subscribers were able to report areas and children where the polio immunization teams have not reached. Users were able to call the teams to their doorstep by typing POLIO and sending the text to '7654.' The sender is then contacted by the Polio Control Cell to ensure that the respective health authorities immunize the missed children. Initiated by Mobilink under its Corporate

Social Responsibility (CSR) umbrella, the SMS is a free service and no charges apply for sending messages to the 7654 number. Within hours of the launch of the service, thousands of Mobilink users contacted the PCC for immunization.

Recently Mobilink also helped support a polio awareness walk in Sukkur. Mobilink helped spread awareness about Polio eradication and prevention by putting up informational banners across the city. The banners helped spread awareness about the need to get children under the age of 5 immunized during each immunization campaign in the area.

Local Foundations

In Pakistan our social investment contributions are channeled through the social investment program of Mobilink as well as the Mobilink Foundation which receives its funds from Mobilink's employees' donations and other local and international donors.

The Mobilink Foundation

Mobilink Flood Relief Efforts

Mobilink led one of the largest private sector initiatives for flood relief in Pakistan and is ranked the top donor amongst the Overseas Investors Chamber of Commerce and Industries (OICCI) member companies who contributed to the relief efforts.

Mobilink's total contribution to the flood relief efforts was USD 2.7 million including a donation of Rs 85 million from Orascom Telecom Holding, Mobilink employees' salary donation of Rs 6.7 million and pre-fabricated shelters equivalent to Rs 140 million. The shelters were committed to renowned international organizations and local NGOs including the World Health Organization (WHO) and Thardeep Rural Development Program (TRDP) and were used to establish Basic Health Units (BHUs) to meet the medical needs of the flood victims across Pakistan.

All funds generated by Mobilink were channeled through the Mobilink Foundation and was able to reach out to more than 115,000 flood victims in severely affected locations by the floods across Pakistan. Over, 95,000 bottles of water, 3,000 bags of flour, 5,950 packs of dry food rations and 7,865 packs of ready to eat food, 6,100 hygiene kits and 3,100 non-food items were distributed among the flood affectees. Mobilink have also supported the rehabilitation phase of flood relief whereby 60 houses were constructed nationwide. Mobilink was recognized by the Overseas Investor's Chamber of Commerce and Industries (OICCI) as a top donor in flood relief amongst member companies.

The Mobilink Foundation has channeled the relentless energy and fervor of the Mobilink employees, who volunteered their time, energy and expertise in relief process – from procurement to distribution on ground. In fact the key driver in Moblink's efforts was employee volunteerism.

Torchbearers Education Initiatives

The Mobilink Foundation is involved in several educational support initiatives. Mobilink Torchbearers have been involved in supporting schools across Pakistan throughout 2010 and 2011 through their volunteer program. The Torchbearers donated numerous volunteer hours to schools for underprivileged children across Pakistan. Torchbearers in various activities participated in the maintenance and white-washing of schools, in donating essential items such as books, computers, stationary, school bags and food items to underprivileged students.

GRI Table of Content

We have used the Global Reporting Initiative (GRI) Guidelines to guide our corporate responsibility reporting. This GRI Content Index is provided to assist readers in navigating the report and understanding how our report aligns with the GRI's G3 Sustainability Guidelines.

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
1. Strategy and Analysis					
1.1	Statement from the most senior decision maker.	•	Message from Group Executive Chairman	04	
1.2	Description of Key impacts, risks, and opportunities.	• •	Message from Group Executive Chairman, Message from CEO Our Social Investment	04,40	For additional information on financial, market, regulatory and credit risks, please refer to pages 67, 68 & 69 of Orascom Telecom 2009 annual report. This report can be found at www.otelecom.com
2. Organization Profile					
2.1	Name of Organization	•	About this report	02,03	
2.2	Primary brands, Products, and/or services.	•	About Orascom Telecom Holding S.A.E	06,07	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	•	About Orascom Telecom Holding S.A.E	06,07	
2.4	Location of Organization's headquarters.	•	About Orascom Telecom Holding S.A.E	06,07	
2.5	Number /names of countries where the organization operates.	•	About Orascom Telecom Holding S.A.E	06,07	
2.6	Nature of Ownership and legal form.	•	About Orascom Telecom Holding S.A.E	06,07	
2.7	Markets served (e.g., geographic breakdown, sectors, customers).	•	About Orascom Telecom Holding S.A.E	06,07	
2.8	Scale of the reporting organization.	•	About this report.	02	
2.9	Significant changes during the reporting period.	•	Message from the Group Executive Chairman.	04	
2.10	Awards received in the reporting period.	•	Message from the Group Executive Chairman, Our Customers	04	
• Covered ◒ Partially Covered ○ Not covered					

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
3. Report Parameters					
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3.2	Date of most recent previous report.	•	About this report	06	
3.3	Reporting cycle.	•	About this report	06	
3.4	Contact point for questions regarding the report or its content.	•	Message from Group Executive Chairman	04	
3.5	Process for defining report content.	•	About this report	06	
3.6	Boundary of the report.	•	About this report	06	
3.7	Limitations on scope and/or report boundary.	•	About this report	06	
3.8	Basis for reporting on joint ventures, subsidiaries, etc.	•	About this report	06	
3.9	Data measurement techniques and the bases of calculations.	•	About this report	06	
3.10	Explanation of the effect of any restatement of information provided in earlier reports.	•	About this report, Our Social Investment	02, 40	
3.11	Significant changes from previous reporting periods (scope, boundary or measurement methods).	•	About this report	02	
3.12	Table identifying the location of the Standard Disclosures in the report.	•	GRI Table of Content	44	
3.13	Policy and current practice with regard to seeking external assurance for the report.	•	About this report	02	
4. Governance, Ethics and Commitments					
4.1	Governance structure of the organization, including committees under the highest governance body.	•	Corporate Governance and Ethics	12,14	
4.2	Indicate whether the chair of the highest governance body is also an executive officer.	•	Corporate Governance and Ethics	12,14	
4.3	Number of members of the highest governance body that are independent and/or non-executive members.	•	Corporate Governance and Ethics	12,14	
4.4	Mechanisms for shareholders and employees to provide recommendations to the highest governance body.	•	Corporate Governance and Ethics	12,14	
4.5	Linkages between compensation for members of the highest governance body, senior managers, and executives, and the organization's performance.	•	Corporate Governance and Ethics	12,14	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	•	Corporate Governance and Ethics	12,14	
4.7	Process for determining the qualifications and expertise of the members of the highest governance body on economic, environmental, and social (EE&S) topics.	•	Managing our Corporate Social Responsibility	10,11	
• Covered ◒ Partially Covered ○ Not covered					

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
4.8	Internally developed statements of mission or values, codes of conduct, and principles.	•	About Orascom Telecom Holding S.A.E	06	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of EE&S performance.	•	Managing our Corporate Social Responsibility	12	
4.10	Processes for evaluating the highestgovernance body's own performance, particularly with respect to economic, environmental, and social performance.	•	Managing our Corporate Social Responsibility.	12	
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	•	Our Employees - Environmental Responsibility	29,30	
4.12	Externally developed economic, environmental, and social charters, principles subscribed to.	•	About this report – Our Customers - Environment Responsibility	02,36	
4.13	Memberships in associations and/or advocacy organizations.	•	About this report – Corporate Governance and Ethics – Our Customers	14,16	
4.14	List of stakeholder groups engaged by the organization.	•	Promoting Ongoing Dialogue- Engaging Our Stakeholders	11	
4.15	Basis for identification and selection of stakeholders.	•	Promoting Ongoing Dialogue- Engaging Our Stakeholders	11	
4.16	Approaches to stakeholder engagement.	•	Promoting Ongoing Dialogue- Engaging Our Stakeholders	11	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns including through its reporting.	•	Our Customers, Our Employees.	18,19, 28,29	For additional information on 2009 Financial performance, please refer to page 03 of Orascom Telecom 2009 Annual Report. This report can be found at www.otelecom.com
5. Economic Performance Indicators					
Economic Performance					
EC 1	Direct economic value generated and distributed, including revenues, operating costs, employees' compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	•	About Orascom Telecom Holding S.A.E – Our Social Investment.	06	For additional information on 2009 Financial performance, please refer to pages 04, 07, 31-83 of Orascom Telecom 2009 Annual Report. This report can be found at www.otelecom.com
• Covered ⌐ Partially Covered O Not covered					

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	O			
EC3	Coverage of the organization's defined benefit plan obligations.	O			
EC4	Significant financial assistance received from government.	O			
Aspect: Market Presence					
EC5	Range of rations of standard entry level wage compared to local minimum wage at significant locations of operation.	O			
EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation.	O			
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	•	Our Employees	29,30	
Aspect: Indirect Economic Impact					
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement	•	Our Social Investment	40	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	•	Our Customers - Our Social Investment	40,18	
6. Human Rights Indicators					
HR1	Percentage and total number of significant investment agreements that include human right clauses of that have undergone human tights screening.	O			
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and action taken.	O			
HR3	Total hours of employees training on policies and procedures concerning aspects of human tights that are relevant to operations, including the percentage of employees trained.	O			
Aspect: Non-discrimination					
HR4	Total number of incidents of discrimination and actions taken.	•	Our Employees	28,29, 30	We did not have any formal complaints or incidents of discrimination.
Aspect: Freedom of Association and Collective Bargaining					
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	O			
• Covered ⌐ Partially Covered O Not covered					

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	•	Our Employees	29	

Aspect: Formed and Compulsory Labor

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor.	•	Our Employees	29	

Aspect: Security Practices

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	O			

Aspect: Indigenous Rights

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	•	Business Ethics	17	

7. Labor Practices and Decent Work

Aspect: Employment

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
LA1	Total workforce by employment type, employment contract and region.	•	Our Employees	30, 31	
LA2	Total number and rate of employee turnover by age group, gender, and region.	◐	Our Employees	30, 31	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	•	Our Employees	30, 31	

Aspect: Labor/Management relations

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
LA4	Percentage of employees covered by collective bargaining agreement.	O			
LA5	Minimum notice period (s) regarding significant operational changes, including whether it is specified in collective agreements.	•	Our Employees	30, 31	

Aspect: Occupational Health and Safety

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advice on occupational health and safety programs.	O	Our Environmental Responsibility	37	A Health and Safety committee is currently being established as part of the OHSAS 18011 requirements.
LA7	Rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities by region.	◐	Our Employees	30, 31	

• Covered   ◐ Partially Covered   O Not covered

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	O	Our Employees	30, 31	
LA9	Health and safety topics covered in agreements with trade unions.	O			

Aspect: Training and Education

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
LA10	Average hours of training per year per employee by employee category.	•	Our Employees	30, 31	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	•	Our Employees	30, 31	
LA12	Percentage of employees receiving regular performance and career development reviews.	•	Our Employees	30, 31	

Aspect: Diversity and Equal Opportunity

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age, group, minority group membership, and other indicators of diversity.	◐	Our Employees	30, 31	
LA14	Ratio of basic salary of men to women by employee category.	O			

8. Product Responsibility

Aspect: Customer Health and Safety

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
PR1	Product cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories to such procedures.	◐	Our Network	26, 27	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services by type of outcomes.	O			

Aspect: Products and Services Labeling

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	O			
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcome.	O			
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	◐	Our Customers	18, 19	

• Covered   ◐ Partially Covered   O Not covered

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
Aspect: Market Communications					
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	O			
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.	O			
Aspect: Customer Privacy					
PR8	Total number of substantiated complains regarding breaches of customer privacy and losses of customer data.	O			
Aspect: Compliance					
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.				
9. Society					
Aspect: Community					
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting.	•	Managing our Corporate Social Responsibility.	10, 11	
SO2	Percentage and total number of business units analyzed for risks related to corruption.	O			
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	O			
SO4	Actions taken in response to incidents of corruption.	O			
Aspect: Public Policy					
SO5	Public policy positions and participation in public policy development and lobbying.	O			
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	O			
Aspect: Anti-competitive Behavior					
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	O			
Aspect: Compliance					
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	O			
• Covered ◕ Partially Covered O Not covered					

Giving the world a voice

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