

Communications
on **Progress**
2013

ooredoo

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Ooredoo Maldives became a signatory to the United Nations Global Compact in February 2013 and this report is the first Communication on Progress (COP) Report issued by the company. The reporting period for this report is February 2013 till February 2014.

About Ooredoo Maldives

Ooredoo Maldives formerly known as Wataniya Telecom Maldives is a member of Ooredoo Group. Ooredoo Maldives launched its service in the Maldives on 1 August 2005. The company provides a wide range of leading-edge wireless voice and data services, delivered with high quality, designed to cater to the demands of today's discerning customer. Ooredoo is guided by its vision of enriching people's lives and its belief that it can stimulate human growth by leveraging communications to help people achieve their full potential. Ooredoo made history by launching the first ever and fastest ever 4G Network in the Maldives on 28 April 2013.



Message from CEO

Welcome to Ooredoo's first COP Report.

I am pleased to confirm that Ooredoo Maldives reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

Ooredoo became a signatory of United Nations Global Compact in February 28, 2013 and I am pleased to present the first Communications on Progress (COP) Report for Ooredoo Maldives.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

Sincerely yours,

Haroon Shahul Hameed

Chief Executive Officer

Ooredoo – A Community Company that Cares and Connects

For many years at Ooredoo, we've worked with community groups and charities across Maldives, working to be a good corporate citizen and trying to focus on the issues that mean the most for the people of Maldives.

We have been an active partner within the community, sharing ideas, experiences and assistance with colleagues, customers, schools and charitable organisations.

Education

Encouraging innovation, we were the first to introduce mLearning, the innovative and interactive learning tool that provides education anywhere; first in partnership with University of Colombo; Sri Lanka and now with Mandhu College in Maldives. We continue to invest in the Maldives' first Wataniya ICT Incubator, a joint project with the Communications Authority of Maldives and National Centre for Information Technology to further the development of the

ICT industry in the country.

We also support a wide range of school events and educational projects in small communities across the country.

For Ooredoo employees, the Educational Assistance Program Scheme was introduced to enable our employees to develop their career path with fully sponsored higher education opportunities.



Social Welfare

One of initiative which is close to our hearts are our visits to local orphanage in Villimale' accompanied by staffs with gifts and various donations. We have also supported the Old Age Home in K.Guraidhoo with communications solutions that helped residents connect with their loved ones.

Ooredoo continues to support the National Drug Abuse Helpline 1410 since its inception. The '1410' helpline was initiated as part of the UNODC – supported project 'Strengthening the national response to prevent drug abuse in the Maldives' which was implemented by the Government of Maldives.

Environmental Issues

In helping to protect our planet, we were the first company in Maldives to introduce the modern Single Radio Access Network (RAN) equipment which helps save 54% in electricity consumption and 80% in carbon footprint. We also have e-billing service which lets us

to cut down on paper waste, and we join major companies around the world every year to celebrate Environment Day and Earth Hour, turning off our lights and non-essential systems at our headquarters and all outlets.

Sports

We actively support a wide range of sporting activities, including launching 'Wataniya Masrace' night fishing reality TV show held every Ramadan since 2009 which revolutionized night fishing into a competitive sport across the country. As the exclusive sponsor for the Cup Maldives Futsal Tournament for the past three years, we have encouraged young men and women to play

competitive futsal in the most anticipated corporate futsal challenge. We also support the T-Rex Basketball Club and their youth development programmes under the T-Rex Sports Academy which encourages young girls and boys to develop their sporting skills. Various programmes and sporting events have also been held in the islands.



Global Compact Principles

Principle 1

Business should support and respect the protection of internationally proclaimed human rights.

Principle 2

Business should ensure that they are not complicit in human rights abuses.

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4

The elimination of all forms of forced and compulsory labour.

Principle 5

The effective abolition of child labour.

Principle 6

The elimination of discrimination in respect of employment and occupation.

Principle 7

Business should support a precautionary approach to environmental challenges.

Principle 8

Business should undertake initiatives to promote greater environmental responsibility.

Principle 9

Business should encourage the development and diffusion of environmentally friendly technologies.

Principle 10

Business should work against corruption in all its forms, including extortion and bribery.

United Nations Global Compact – Human Rights Principles

Principle 1

Business should support and respect the protection of internationally proclaimed human rights.

Principle 2

Business should ensure that they are not complicit in human rights abuses.

Maldives being a signatory to the Universal Declaration of Human Rights, we support and acknowledge the principles of United Nations Global Compact and the Universal Declaration of Human Rights.

Health & Safety

At Ooredoo we're committed to our employee's health and safety and expect all employees to take appropriate actions and promptly report incidents

that are likely to result health and safety concerns. The Company issues personal protective equipment and have safety work instructions for all hazards activities.

Annual First AID Trainings and Maritime Trainings were conducted to relevant staffs. No accidents at work were reported during the reporting period.

Fair Treatment & Workplace without Harassment

Our policies and procedures are designed to ensure that everyone is treated fairly and in consistent manner, in the context of assigning work, remuneration, career development or other employment related matters.

The Company policy prohibits harassment

of any form in the work environment and does not accept retaliation or retribution against any employee who has lodged such a complaint.

No cases were reported regarding any form of workplace harassment and unfair treatment during the reporting period.

Medical Insurance & Retirement Benefits

Ooredoo provides its permanent employees and their immediate family with medical care. Employees are enrolled in the company's medical insurance scheme on completion of probation period.

The insurance scheme has been in place since 2005. Ooredoo has also established the national pension scheme since 2009 and contributes 7% to the employee pension fund as required by law.

All staffs are given medical insurance and registered with retirement benefit fund.

United Nations Global Compact- Labour Principles

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4

The elimination of all forms of forced and compulsory labour.

Principle 5

The effective abolition of child labour.

Principle 6

The elimination of discrimination in respect of employment and occupation.

Equal Opportunity to all

Applicants and employees shall have equal opportunities in employment, training, or promotion irrespective of their race, colour, marital status, parental status, ancestry, source of income, religion, gender, age, national origin or handicap.

Maldives is a signatory to the United Declaration of Human Rights, and Ooredoo complies with all local laws and regulations and respect the culture, values and human rights throughout our operations.

No reports were filed in regard to discrimination or Human Right abuse.

United Nations Global Compact- Environment Principles

Principle 7

Business should support a precautionary approach to environmental challenges.

Principle 8

Business should undertake initiatives to promote greater environmental responsibility.

Principle 9

Business should encourage the development and diffusion of environmentally friendly technologies.

We help to protect our planet by implementing the activities in our business.

Saving Energy with Environmentally Friendly technology

We were the first company in Maldives to introduce Single RAN which helps us to save 54% in electricity consumption and 80% in carbon footprint.

During the year 2013, 43% of our sites have been modernized with Single RAN equipment which has led to a reduction in electricity expenditure by more than 86%.

Cut-down on paper waste

We provide e-bill service to all our customers which let us to cut down on paper waste without any additional charge; more than 64% of our customers use e-bill service.

Reduce Energy consumption at work place

All employees are encouraged to switch off lights, air conditions, computers and laptops at the end of the day. Employees are reminded to minimize paper printing and encouraged to reuse paper.

United Nations Global Compact- Anti-Corruption Principles

Principle 10

Business should work against corruption in all its forms, including extortion and bribery.

We have various policies' in relate to corruption which includes.

1. Suppliers

Employees must interact with suppliers or vendors with honesty and integrity. Decisions to purchase products and services shall be based on the company's interest, taking into account factors such as quality, price, performance, suitability, and reliability. Employees who are required to engage in dealings with regard to purchasing of assets, items and equipment's or obtaining services from suppliers, vendors and service providers should avoid conflict of interest or appearance of any conflict of interest.

2. Conflict of Interest

Employees shall not practice any business or trade, which is in conflict with their duties, or with the Company's interest or which may cause the employee to have direct or indirect interest in any contracts or works related to the Company's activities or to which the Company is a party.

The Company policy requires that employees avoid any situation that creates a conflict of interest between the employee's own interest and that of the Company. Employees shall ensure that their activities during and after office hours do not conflict with their duties or with the company's interest. The employee should inform the management in case any activity or situation creates a conflict of interest.

It is the responsibility of the employee to declare their business interest that may or may not create any conflict of interest.

Internal Audits were conducted in regard to anti-corruption and bribery with no cases reported during the reporting period.





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T:929 | E: 929@ooredoo.mv | ooredoo.mv