



Values without Frontiers



Giving the world a voice
Sustainability Report

09



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About this Report

This is our second sustainability report, entitled “Values without Frontiers”, which outlines our performance and successes in the Group-wide implementation of corporate social responsibility throughout the various phases of our value chain. It is a ready reference to Orascom Telecom Holding’s relevant policies, practices, and programs as well as to additional related information.

Report Application Level		C	C+	B	B+	A	A+
Standard Disclosures	<div>G3 Profile Disclosures</div> <div>OUTPUT</div>	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
	<div>G3 Management Approach Disclosures</div> <div>OUTPUT</div>	Not Required		Management Approach Disclosures for each Indicator Category		Management Approach Disclosures for each Indicator Category	
	<div>G3 Performance Indicators & Sector Supplement Performance Indicators</div> <div>OUTPUT</div>	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 reason for its omission.	
		*Sector supplement in final version					

Scope and Structure

Like the first Orascom Telecom Holding S.A.E sustainability report, this document provides our stakeholders (customers, shareholders, employees, suppliers, public authorities and local communities) with a balanced view of the overall performance of the group. The report highlights our efforts to meet the expectations of our stakeholders and comply with rules and regulations and international best practices on the issue of sustainability.

The content of this report covers Orascom Telecom Holding GSM and telecom support operating companies in 11 countries: Egypt, Algeria, Tunisia, Pakistan, Bangladesh, North Korea, Canada, Namibia, 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 operations of Alfa. Unlike last year, this report does not include Orascom Telecom sister companies Wind Telecommunications and Wind Hellas.

Our sustainability report is aligned with the internationally recognized guidelines of the Global Reporting Initiative (GRI) version G3 including the Telecommunication Sector Supplement. The GRI has confirmed that our reporting qualifies for Application Level B. The performance indicators published in this report (see page x) and on the internet document shows the extent to which we meet the reporting requirements of the GRI level B application. The indicators also provide page references for each section of the report. The report also serves as Orascom Telecom Holding's Communication on Progress in the scope of ten principles of the United Nations Global Compact.

Reporting Period and Frequency

Our sustainability report is a group report, which incorporates all group operating companies and main activities and it is published annually. The facts and figures in this report cover the period from January 1st to December 31st 2009. Our next sustainability report is scheduled for publication in spring 2011. External assurance was not exercised for Orascom Telecom first and second sustainability reports but it is planned for later reports.

A number of our GSM operating companies publish sustainability and corporate social responsibility reports focusing on their local economic, social and environmental practices. These reports are available online on their websites.

Orascom Telecom Holding Sustainability report is an invitation to engage in an open and critical dialogue with us.

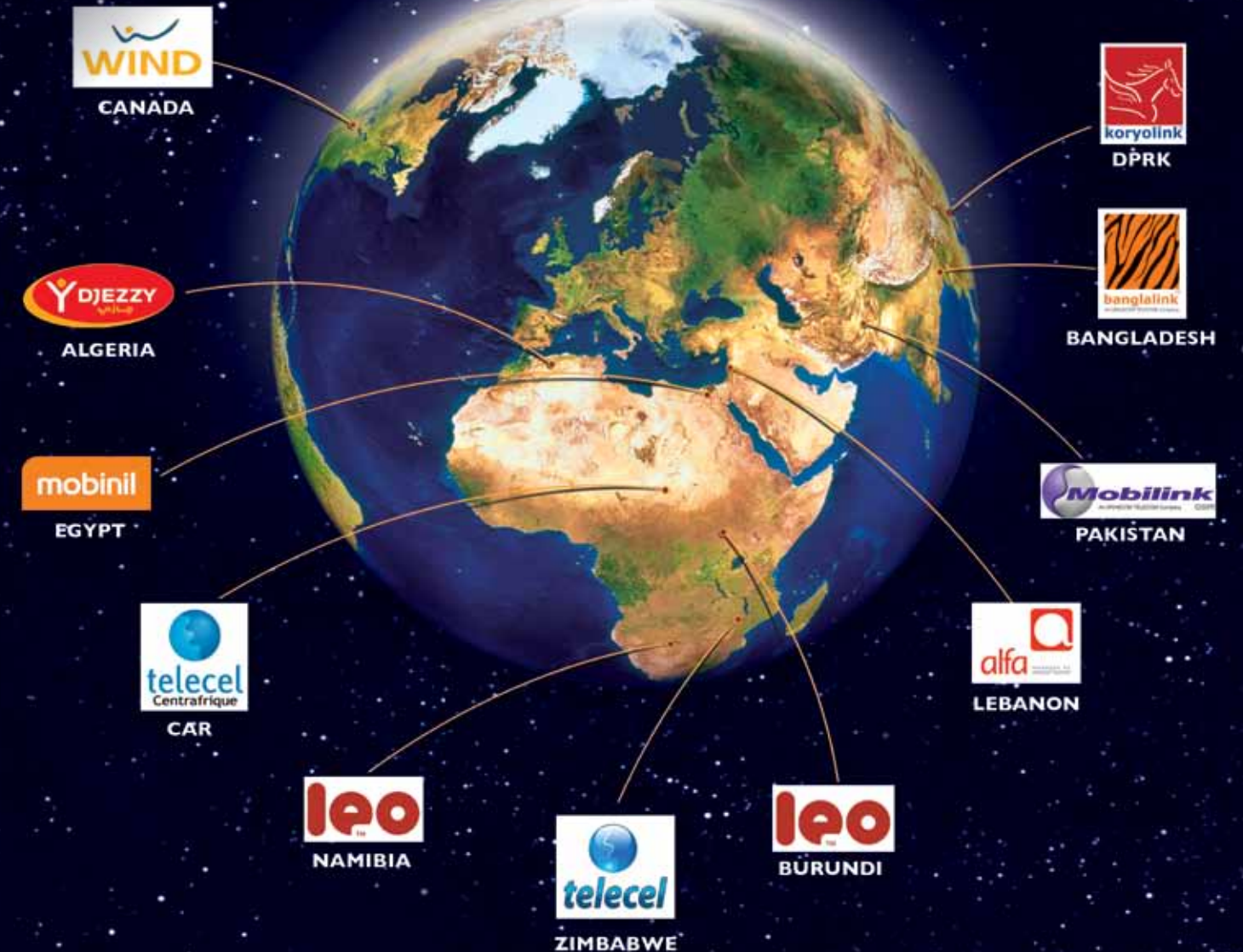
Please submit any questions or comments to csr@otelecom.com

About Orascom Telecom Holding S.A.E.

From 200,000 subscribers in 1998 to more than 120 million subscribers, through its parent company "Weather Investments", Orascom Telecom (OTH) established itself as a global brand and is considered today to be one of the largest and most diversified telecom operators.

Operating in eleven emerging markets, the company has a population under license of approximately 512 million with an average mobile telephony penetration of approximately 50 percent as of June, 2010.

Orascom Telecom operates GSM networks in Algeria ("OTA"), Pakistan ("Mobilink"), Egypt ("Mobinil"), Tunisia ("Tunisiana"), Bangladesh ("banglalink"), North Korea ("koryolink") and Canada ("Wind Mobile") through its indirect equity shareholding in Globalive Wireless. In addition, Orascom Telecom has an indirect equity ownership in Telecel Zimbabwe (Zimbabwe) and through its subsidiary Telecelglobe, OTH also operates in Burundi, the Central African Republic and Namibia. In 2009, the company was also awarded the management contract of one of the two Lebanese mobile telecommunications operators ("Alfa") from the government of the Republic of Lebanon.



mobinil

OTH's first operation was the Egyptian Company for Mobile Services commonly known as ("Mobinil"). Mobinil is a market leader serving over 26 million subscribers representing a market share of 40 percent (as of June 2010). Mobinil is one of Egypt's five largest companies on Cairo & Alexandria Stock Exchange ("CASE") in terms of market capitalization.



Pakistan Mobile Communications Ltd ("Mobilink") started its operations in Pakistan in 1994. In April 2001, OTH took over management control of the company. As the market leader, Mobilink serves over 32 million subscribers, representing a market share of 32.6 percent (as of June 2010).



Orascom Telecom Tunisie ("Tunisiana") launched its services in December 2002, and serves over 5.5 million subscribers on its network with a growing market share of 52.9 percent (as of June 2010).



OTH witnessed success as Orascom Telecom Algeria SPA (OTA) was launched in February 2002. It grew to become the market leader in terms of both subscriber numbers as well as the quality of telecommunications services provided. OTA serves over 15 million subscribers on its network and has a 59.1 percent market share (June 2010).



In September 2004, OTH purchased 100 percent of Sheba Telecom (Pvt.) Limited in Bangladesh. OTH re-branded and launched its services as "Banglalink" in February 2005. Immediately after the launch, OTH started its aggressive plans to develop Banglalink into a leader in the mobile sector by rapidly expanding its GSM network to provide high quality communications services at affordable prices. Banglalink serves over 16 million subscribers with 26.9 percent market share (as of June 2010).



In the beginning of 2009 OTH has been awarded the management contract of Alfa, one of two Lebanese mobile telecommunications operator, owned by the Republic of Lebanon. The management contract extending for one year required OTH to increase the number of subscribers of Alfa from around 600,000 at the end of 2008 to around 1 million at the end of 2009. Having successfully achieved this, the contract was extended for a further 6-month period in February 2010.



Koryolink is the first 3G mobile network to operate in the Democratic People's Republic of Korea ("DPRK") and is established as a joint venture between OTH (75 percent) and Korea Posts and Telecomm Corp. (KPTC) (25 percent). OTH was awarded the license to establish a 3G mobile network in DPRK in January 2008 to deliver world-class voice and data communication services to the people of the DPRK. As of June 2010, Koryolink is serving approximately 185 thousand subscribers.



OTH has 65 percent indirect equity ownership in WIND Mobile which has officially been granted its spectrum license from Industry Canada in 2008. "WIND Mobile" commenced its operations in Canada in December 2009 becoming the first national wireless provider in over a decade in the country and offering state of the art all-IP 3G network. WIND Mobile has launched its services in Toronto, Calgary, Edmonton, Ottawa and Vancouver with over 200 retail locations nationally and has succeeded in exceeding 100,000 subscriptions by early July 2010, only two quarters after the inauguration of its services. Since launching, WIND Mobile's presence in the market has worked to drive competition by cost reduction, the introduction of more handsets and more advanced technologies.

Mission

We Exist to

Enrich our customers' lives through accessible communication services

Ensure our shareholders' returns with the highest yields

Expand our employees horizons with exceptional growth opportunities

Enable our communities' development and prosperity by always giving back

Vision

To harness our networks to provide millions of connected customers with solutions that empower their personal and professional lives.

Orascom Telecom Holding S.A.E. Network

Total base stations sites	30,300	
2G base station sites	28,130	
3G base station sites	2,170	
Co-located (2G & 3G) base station sites	1,555	

Brand Presence and Retail

Total number of stores owned	217
Total number of stores franchised	635
Total Orascom Telecom Holding subscribers for 2009	91,046,985
Total fixed broadband customers for 2009	53,731
Total Wimax Customers	20,710

Year at a Glance

What major events happened in 2009? A quick glance at the year.



January 2009

Orascom Telecom Holding S.A.E announced that it has been awarded the management contract of one of the two Lebanese mobile telecommunications operators, Alfa, which is owned by the Republic of Lebanon. Under this contract, OTH was required to increase the number of subscribers of Alfa from around 600,000 at the end of 2008 to around One million at the end of 2009. The management fee was paid by the Republic of Lebanon and was defined based on the performance of the operator as measured by operating expenditure per active subscriber.

Telecelglobe, a subsidiary of Orascom Telecom Holding S.A.E., acquired the mobile telecommunications operator Cell One in Namibia. Namibia is amongst the wealthiest countries in sub-Saharan Africa with a GDP/capita of US\$ 5,200 (at PPP). It has a population of approximately 2.1 million and a mobile penetration of close to 50 percent at the end of 2008. Cell One operates a GSM 900/1800 network and has 198,000 active subscribers and over 20 percent market share. These acquisitions are part of Telecel Globe's strategy to target licenses and mobile operators in small and medium sized developing countries that have high growth potential.



February 2009

LINKonLINE swept the Egypt Web Awards for the third year in a row winning best website in four separate categories: Masrawy.com won best Media and Press website, Otlob.com received the best E-Commerce website, Yallakora Fantasy Game won the Sport category and Mazika.com led the Entertainment category. The Egypt Web Awards Competition recognizes Egypt's best website designers, developers and owners each year. It provides them with an opportunity to highlight their work to the region's IT community.



March 2009

Mobile operator Tunisiana launched an SMS-based job search service costing TND 1.56 for ten job offers. Users are invited to register and submit their profile at www.emploisms.net or at wapup.com.tn to start receiving the employment announcements. If interested in maintaining the service, users must pay TND 1.56 to re-subscribe for the next ten messages.



April 2009

Mobilink partnered with the Polio Eradication Fraternity including UNICEF and the Ministry of Health, to help create awareness of this disease. An SMS broadcast targeted to reach over 7 million users in high-risk zones across Pakistan was sent to inform parents upcoming immunization drives.



May 2009

Orascom Telecom sponsored the 11th Annual Arab International Telecom Development Summit for Arab States. It was held in Beirut under the theme "Broadband a Necessity for Socio Economic Development & Growth". Alfa participated in this summit as a distinguished exhibitor and speaker. The traffic on Alfa's booth was remarkable and innumerable. experts, professionals and media representatives were all interested to know more about Orascom Telecom's presence in the Lebanese market and Alfa's new services.

2009



**June 2009**

The Egyptian Company for Mobile Services (Mobinil) is proud to be the first mobile phone operator in Egypt to offer GPS-enabled handsets. The Egyptian National Telecommunication Regulatory Authority (NTRA) allowed the licensing of GPS-enabled mobile phones, computers, and other civilian use devices. Mobinil is the first mobile phone operator in Egypt to offer GPS-enabled handsets, which is a true testament to Mobinil's mission of providing the best quality service for its subscribers. GPS is the latest in navigation technology and subscribers will greatly benefit from this service.

**July 2009**

Mobilink signed an agreement with Citibank N.A Pakistan ("Citi"), to promote and facilitate the growth of mobile commerce in Pakistan. Under the agreement, Citi will utilize Mobilink's extensive retail infrastructure to extend the reach of financial services to the previously un-reached masses starting initially at select pilot locations followed by nation-wide launch in line with State Bank of Pakistan's guidelines.

Mobilink and Citi envision taking this partnership further by using this platform to empower subscribers to avail and repay loans, purchase goods and services, pay bills, buy airtime and a host of other services using their cell phones. Such services will further Mobilink's vision of "reshaping lives" of the people of Pakistan by providing unparalleled benefits that were previously available only to a limited section of the society.

**August 2009**

On 18 August 2009, Orascom Telecom Holding signed a memorandum of understanding (MOU) to renovate Al Akarmeya Health unit in Edfu district, Aswan Governorate, as part of its Corporate Social Responsibility program. The MOU that is under the auspices of H.E. Governor of Aswan General Mustafa El Sayed, was signed between OTH, the Ministry of Health, and Takamol Project.

Through this project, OTH will finance in total the complete renovation and development of the Akrameya Health Care Unit, which serves a population of around 4,000 inhabitants of neighbouring villages and districts. This will entail a structural renovation, the provision of medical equipment, training the staff and upgrading the level of medical services provided in the unit, as well as providing the community with additional community services, such as literacy courses, health awareness message dissemination, and other development activities.

**September 2009**

As part of our Corporate Social Responsibility program, Orascom Telecom Holding (OTH) volunteers celebrated Eid El Fitr with the orphans of Dar El Mowasah orphanage in Al Abasseyia district. Orascom Telecom Volunteers donated their time and effort to pack the new clothes, shoes, school bags and sweets and distributed them to 140 boys and girls who are residents of the orphanage. Dar Al Mowasah was established in 1926 and is considered one of the poorest orphanages in Egypt.

**October 2009**

On 25 October 2009, Mobinil announced and commemorated the outcome of its 2009 Ramadan SMS fundraising campaign. The initiative gave more than 23 million Mobinil customers the opportunity to give back to the community through donating an amount from every transaction made. Mobinil was able to raise EGP 24 million during Ramadan, which were distributed to a network of micro-finance charities.

**November 2009**

Orascom Telecom Holding S.A.E announced the restructuring of its organization in a move to more effectively focus on growth and drive greater agility in the execution of key strategic transformational goals. Effective November 12, 2009, the Board of Directors of Orascom Telecom Holding has endorsed the restructuring of its organization, promoting Mr. Khaled Bichara to be the Group Chief Executive Officer reporting to Mr. Naguib Sawiris, the Company's Executive Chairman who will be leading and directing the Group's growth and expansion strategy.

Orascom Telecom Bangladesh, Banglalink won the Best Mobile Enterprise Application Product or Service Award category at the Mobile Asia Congress for 'Banglalink Jigyasha'. Banglalink Jigyasha- it translates into the banglalink question - this service provides access to Agriculture related information through a call center to the marginal farmers of the country and business related information to the small and medium enterprises.

**December 2009**

Orascom Telecom Holding S.A.E celebrated the inauguration of WIND Mobile, the latest addition to the successful list of OTH investments marking a historic day for wireless in Canada, as WIND Mobile was the first new national wireless provider in Canada in over a decade. WIND Mobile will provide voice, text and data services to Canadians on a next generation wireless network and, where it has not rolled-out its network, will provide national coverage through a roaming agreement.



Message from Group Executive Chairman

Dear Stakeholder,

I am honored to introduce Orascom Telecom Holding's second annual sustainability report. The 2009 report provides our stakeholders with information about our non-financial practices and activities undertaken in 2009. It also illustrates our sustainability performance in most areas of our operations and reflects our commitment to contributing positively to the countries in which we operate.

Much has happened in the last year since we published our first sustainability report "Defining and Refining". The financial crisis and the economic recession it triggered have resulted in inevitable reverberations affecting almost all businesses; however, the deleterious consequences of the economic climate were relatively limited on the telecommunications industry. On the contrary, the telecommunications industry has maintained a steady growth with no decline in demand among end customers.

For Orascom Telecom, 2009 was a year of new opportunities and challenges. Despite the various challenges we have encountered in the countries of our operations, which ranged from tax and legal challenges to security challenges, we were able to overcome many of them and create opportunities for success. We continued to expand our presence in various markets. In January 2009, TelecelGlobe, a subsidiary of Orascom Telecom Holding S.A.E. acquired the mobile telecommunications operator, Cell One in Namibia. We also acquired a management contract in Lebanon. In December 2009, we successfully launched Wind Mobile in Canada. In addition, in seeking a path to effective innovative management, we created a new organizational structure for Orascom Telecom and appointed Khaled Bichara as Group Chief Executive Officer in November 2009.

Despite security, tax and investment challenges, we believe that there are huge opportunities for continued growth and expansion in all areas where we affect and are affected by our stakeholders, be it markets, technologies, or social investment, particularly with the continuing rapid growth of, and change in the telecommunications sector.

I was particularly impressed by our employees' outstanding efforts to help local communities in Egypt, Pakistan and Canada. In Egypt, our Headquarters had their first chance to donate blood to the National Cancer Institute; pack food boxes for the poor; and donate money for the needy. In Pakistan, the torchbearers' team volunteered in 27 activities in 2009 with a total of 4000 volunteer hours. In Canada, Wind Mobile facing a delay to its launch, started on its volunteering program, dubbed as Random Acts of Kindness (RAK), where 400 employees, utilized their working hours to community work and assisting a number of organizations in their social and developmental work. I believe that in 2010 we need to maximize our impact and create enduring results to benefit the community by partnering with other organizations.

We face a distinctive set of CSR challenges in the different markets we operate in. The challenges we face in Egypt differ from those in Canada and Algeria. Consequently, we applied a decentralized responsibility structure based on the assumption that each operating company operates in a different socioeconomic environment and has its unique set of norms and values. In spite of this, the group has decided to establish common standards to ensure more uniform practices in areas such as stakeholder engagement, ethics, environmental management, social investment and occupational health and safety. We are currently developing a new institutionalized corporate social responsibility strategy that will assist our operating companies in identifying the material issues and set targets and action plans to be benchmarked and reported annually to our stakeholders.

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.

This year, we have selected "Values without Frontiers." as the theme of our report. This title reflects our affirmation that we are starting to formulate our corporate social responsibility strategy, policies and practices across our operations and we are doing this hand in hand with our shareholders, employees, customers, and our business partners globally.

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

Naguib Sawiris
Group Executive Chairman



Message from Group Chief Executive Officer

Dear Stakeholder,

It is an honour for me to be writing to you as the new CEO of Orascom Telecom Holding. I would like to seize this opportunity to introduce the Group's new approach to corporate social responsibility, and our commitment to an actionable way forward. Our new approach is just the start, but we are conscious that we have a long way to go.

One of the core strengths of Orascom Telecom Holding is its ability to operate in conflict zones and disaster prone countries through its decentralized management system. This is definitely a challenge in itself for many mobile operators, but as OTH has grown, it has also built up a resilient organization that has granted each operator the autonomy to respond to its challenges based on local needs.

Upon my appointment as CEO, my first-priority and clear-cut task was to take Orascom Telecom to its next stage of development. As part of this global task, we embarked upon an ambitious plan to transition from corporate philanthropy to embedded corporate social responsibility practices within our day-to-day business operations. While not yet completed, the plan has already established a number of significant proposals that, I am confident, will prove invaluable in helping Orascom Telecom better mitigate potential operational risks and overcome challenges, particularly in the environmental, social and governance domains.

Reflecting that indivisible link between our business operations and corporate responsibility, this year we have started to integrate sustainability in our management system. We have launched the process of fulfilling the requirements of Environmental Management Systems ISO 14001 and Occupational Health and Safety 18001 to undertake the surveillance audit and acquire the certifications. I also realize that the creation of sustainable business practices generate business opportunities for Orascom Telecom. The GSMA's various M-health, M-agri, M-learning, M-commerce and M-women working groups are

brilliant illustrations of how the mobile technology has created economic and social opportunities for the base of the pyramid. Our partnership with the GSMA in implementing different projects in Pakistan and Bangladesh served to achieve the goal of creating sustainable business practices.

Given the group's leadership role in the developed and emerging markets and the consolidation stage facing the telecommunication sector, I believe we need to focus some of our effort on building a greater understanding of the challenges we are all facing. While our decentralized management model has succeeded over the past decade, the new corporate responsibility strategy aims to develop corporate responsibility policies and strategies to reflect stakeholders' needs, which would be implemented through local CSR programs. For example, we will set general qualitative and quantitative targets on the group level and the operating companies will be the owners at the local level. We recognize that combining the vision and strategy of Orascom Telecom Group and the local implementation of its operating companies in the area of corporate responsibility would be valuable for all our stakeholders.

Khaled Bichara
Group Chief Executive Officer



Managing Our Corporate Social Responsibility

Organization

The Group Corporate Social Responsibility Division is responsible for strategy formulation and material issues identification. The Group Corporate Social Responsibility division now reports to the Group Executive Chairman who is responsible for the CSR performance of Orascom Telecom Holding S.A.E. The performance of the Group CSR is evaluated on a regular basis and the CSR projects and budget, particularly expenditures, are reported to the General Assembly.

Group Corporate Social Responsibility Team

A Group Corporate Social Responsibility (CSR) team was formed in February 2008. The creation of an independent division and cross-functional team solely responsible for the strategic direction and optimization of CSR across the group were effective steps towards achieving Orascom Telecom Holding's goal to enhance its CSR and sustainability profile. These steps significantly connect all Orascom Telecom Holding's employees who are responsible for corporate responsibility and sustainability.

The Group CSR is responsible for of a wide range of tasks aimed to embed the principles of sustainable business practices systematically across all our operations and all departments at the Headquarter level and more rigorously at the local operating companies' levels. A key element of the Team's responsibilities is the formulation of the Group CSR strategy, program and setting targets. Since its creation in 2008, it has developed instruments of its own to monitor and evaluate the performance of CSR and sustainability practices across the group. Additionally, the Group CSR Team undertakes a number of formal and informal stakeholder engagement activities to ensure that we meet our responsibilities and respond to the needs of the community in which we operate. The Team works to raise



awareness on CSR and sustainability issues among our employees using different communication tools and instruments. A further important duty is the compilation of data and external CSR and sustainability reporting. Our Group CSR Team works closely with local operating companies and Group operational functions on all these activities.

Orascom Telecom First Global Workshop

Driven by a desire to continuously improve our CSR performance, the Group CSR Team hosted its first global CSR workshop in October 2009, focusing on key csr tools, sustainability reporting and ethical conduct case studies. The workshop was held in Cairo in partnership with the World Bank Institute and the Egyptian Institute of Directors and was followed by a one month on line training using the World Bank Institute portal. All CSR staff of Orascom Telecom local operating companies participated in the workshop. The workshop provided the opportunity for all the attendees to engage with their counterparts in other operating companies and become a part of a CSR community. The workshop was a knowledge sharing and team building exercise. Over the coming years, additional forms of engagement between the Group functions and local operating companies will be introduced.

Communicating our CSR Internally

Orascom Telecom Holding S.A.E communicates regularly with employees about its corporate social responsibility activity to raise awareness of key CSR and sustainability issues. In 2009, we produced several animated videos to call for volunteers to be part of different employee volunteering activities; we also, publish regular newswashes and announcements on the intranet all our social investment and compliance programs. Public announcements using posters and roll-ups at our premises were also used to inform our visitors (suppliers, customers, regulators, and others) of our key initiatives.

Promoting Ongoing Dialogue – Engaging Our Stakeholders

Orascom Telecom Holding S.A.E has identified various groups of stakeholder who have a direct relationship to, or are affected by, our business. They include shareholders, customers, employees, suppliers, industry partners, governments, end-users, academia, non-governmental organizations and the media. Engaging in dialogue with key stakeholders is an essential ongoing activity undertaken to enhance our understanding of the different markets in which we operate. Orascom Telecom Holding S.A.E. is keen on responding promptly to its stakeholders worldwide to share information, to understand their expectations of our products and services and to help us determine our strategic priorities.

Examples of Orascom Telecom Holding S.A.E stakeholder engagement range from employee surveys, one-on-one meeting, press releases, and customer satisfaction surveys, among others.

Below are the details of OTH’s Stakeholder engagement:

Telecom Holding S.A.E Stakeholder Groups

Group	Description	Channels of Engagement
Customers	Includes OTH 98 million customers Potential customers, corporate clients Local distribution channels/sales partners	Daily interaction across all touch points
Shareholders	Private Equity Firms Investors	Analyst days and meeting Conferences and roadshows Subsidiary days Investor presentations Quarterly earning releases Press releases and press-ads One on one meetings, Conference calls and emails AGMs, EGMs,
Employees	19,595 of OTH employees	Employee opinion- surveys, intranet Code of conduct Annual group /departmental workshops Social events

Group	Description	Channels of Engagement
Government & Regulatory	Includes OTH subsidiaries interactions with: MoITs, 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
Suppliers	Orascom Telecom Holding S.A.E. works with a broad network of manufacturers and service providers.	Conferences meetings, Workshops, Social and sports events
NGOs	Examples include Cherie Blair Foundation, Aid organizations,	Feedback on oth 2008 sustainability report Partnership in development initiatives worldwide Meetings and participation in different conferences
Media	Examples include journalists, press associations TV and radio stations.	Press releases Social events, working groups and conferences
Academia	Examples include London Business School, The French University in Egypt Regional Information Technology Institute	Scholarships Trainings Graduate programs for employees
Supranational Organizations	GSMA Development Fund United Nations Global Compact UNICEF, UNESCO & GRI Communication on Progress.	Meetings and conferences

Business Ethics



Corporate Governance and Ethics

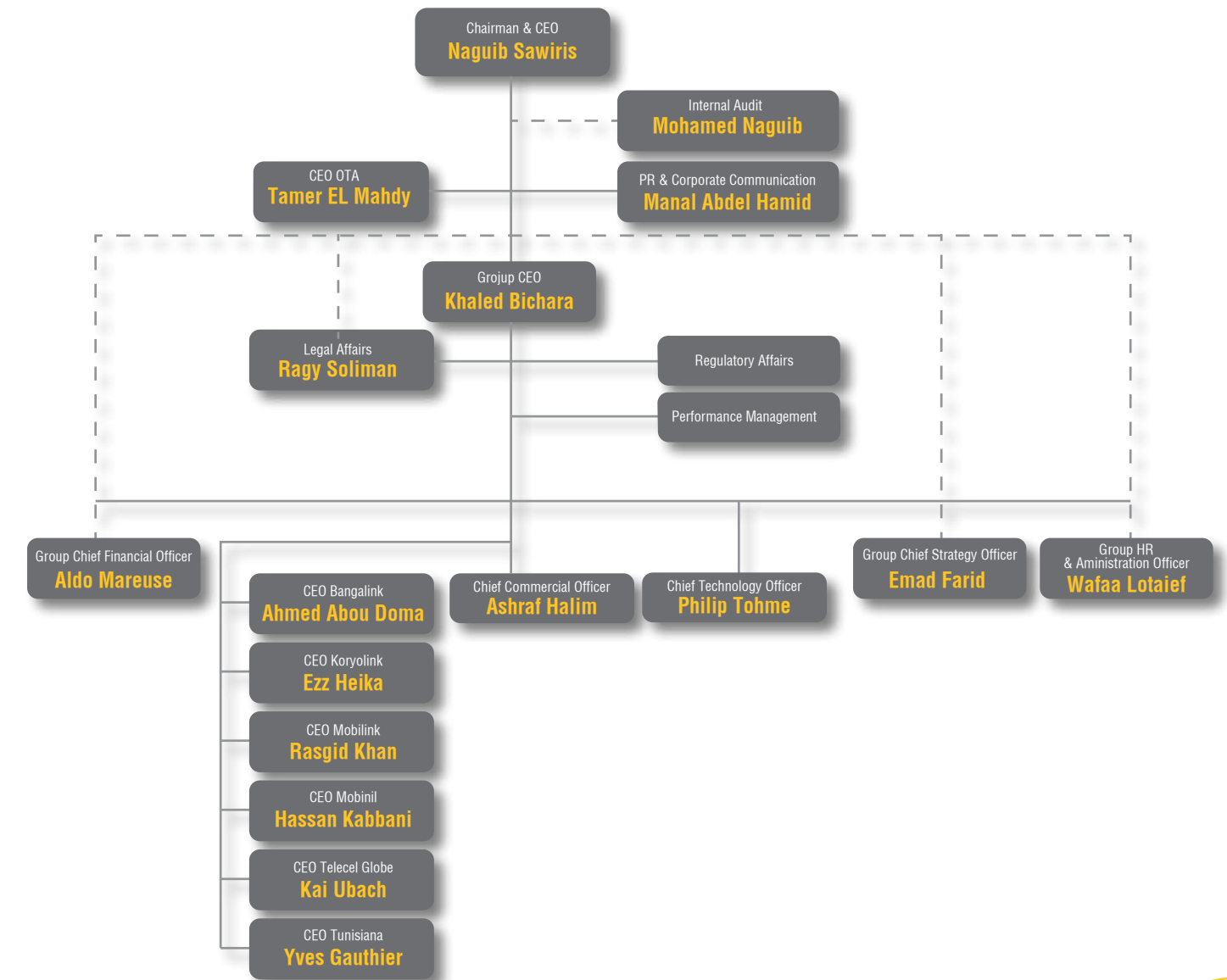
Orascom Telecom is committed to achieving and maintaining the highest standards of corporate governance. We consider effective corporate governance essential to enhancing shareholders' value and protecting stakeholders' interests. Accordingly, the Board attributes a high priority to identifying and implementing 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 Egypt Code of Corporate Governance and will strive to comply with these and other appropriate standards and governance guidelines.

Orascom Telecom Holding Code of Ethics

Orascom Telecom Holding's Code of Ethics provides our stakeholders with clear guidance on a range of complex areas, together with appropriate monitoring mechanisms. The Code of Ethics includes a number of policies and procedure designed mainly to ensure effective and ethical performance by our stakeholders. The standards addressed by Orascom Telecom Code of Ethics standards are anti-corruption, insiders trading, discipline and penalties policy, public disclosure, gifts and hospitality. In addition, all employees of Orascom Telecom including officers and directors sign an employability contract that includes clauses to ensure that they perform in an ethical manner.



Organizational Structure



The General Assembly

The General Assembly ("GA") is the ultimate governing body of the Company. The "GA" is composed of all the Shareholders of the company.

- The GA votes for all decisions. Each shareholder holds one vote.
- The GA holds at least one ordinary meeting per year and may have an extra-ordinary meeting as needed;
- The responsibilities of the GA are derived from the laws and Company Statues;
- The GA appoints the board, endorses financial results, appoints the external auditors, and approves dividends distribution.

Board of Directors

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

- Develops strategic plans on regular and systematic basis 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 the following two years, including 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 dividends policies;
- Appoints and removes the Chief Executive Officer and approves the recommendations of the Human Resources Department;
- Approves 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, they ensure that workshops and strategy meetings take place. Executives and other senior employees regularly attend Board meetings and are also available to be contacted by Directors between meetings. Shareholders and other parties who wish to communicate with the Board attend those meetings and are also encouraged to send their inquiries to Orascom Telecom investor relations email: ir@otelecom.com. Any concerns related to financial planning, financial information provided to shareholders, and systems of internal control, are immediately brought to the attention of, and are handled by the audit committee according to its procedures. Any concerns related to sustainability issues are immediately forwarded to the CSR function.

Executive Chairman
Naguib Sawiris

Board Members

Naguib Sawiris	(Executive-Board Member)
Onsi Sawiris	(Non-Executive-Board Member)
Ahmed Maher El Sayed	(Non-Executive Board Member)
François Dopffer	(Non-Executive Board Member)
Hassan Mostafa Abdou	(Non-Executive Board Member)
Iskander Shalaby	(Non-Executive-Board Member)
Khaled Galal Bishara	(Executive Board Member)
Khaled Ezz El-Din Ismail	(Executive-Board Member)
Ajit Nedungadi	(Non-Executive-Board Member)
Emad Farid	(Executive-Board Member)

In addition to three Alternate Board Members;

Hythem El-Nazer
Michael Cole
Salim Nathoo

Secretary to the Board
Ragy Soliman

The aforementioned 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 it, 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 personal and professional standpoint.

Board Committees

The Committee System of the Company is one of the most important tools for the management and the operational integration of the Company. As of December 2009, the Board Committees are:

Executive Committee

The objective of the Executive Committee is to review and, where appropriate, authorize corporate action with respect to most matters concerning the Company's interests, strategy and management of its business and subsidiaries during intervals between meetings of the Board of Directors, and generally perform such duties as may be directed by the Board of Directors from time to time.

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 overseeing and reviewing the following: (i) proposed financial plans; (ii) the financial information provided to shareholders and others; (iii) systems of internal controls which management and the Board of Directors 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.

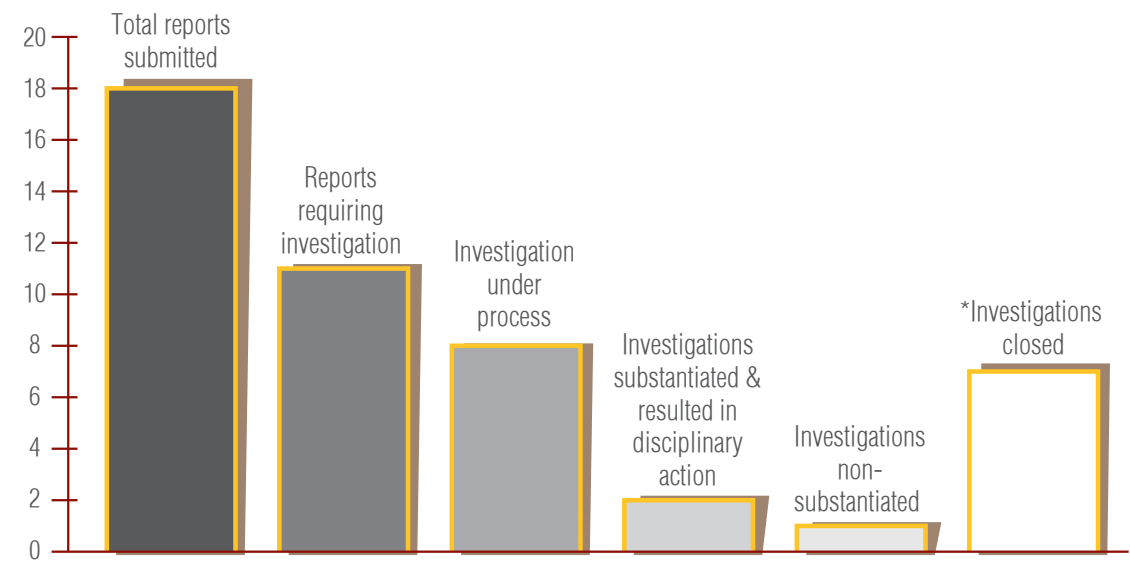
Operational Committee

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.

Whistle Blowing Hotline System

Orascom Telecom strives to maintain the highest standards of internal control and ethical behavior. In 2009, we introduced our whistle blowing hotline system to receive all Orascom Telecom Holding and operating companies' related controls and management complaints. The system establishes procedures for the receipt, retention, and treatment of complaints related to the Group regarding accounting, internal accounting controls, auditing matters and illegal or unethical behaviour; and the confidential, anonymous submission by employees of concerns regarding questionable accounting or auditing matters and illegal or unethical behaviour. OTH Audit committee will review status and progress of investigating all received complaints and the resolution and outcome of all investigations that have been terminated or completed. Each complaint will be treated as confidential, and the identity of the complaint will be maintained as anonymous, to the full extent reasonable in light of the Company's need to investigate the complaint. The hotline was introduced to OTH employees by a message from the Group CEO to encourage them to use the system to report their comments, and complaints to OTH senior management.

Orascom Telecom Holding Whistle Blowing Hotline System Report 2009



* Complaint is either out of whistle blowing scope or required information was not received from the whistle blower.
* Complaints directly reported to subsidiaries management without notifying the policy compliance employees are not included in the above report.

Human Rights Commitment

As part of Orascom Telecom commitment and respect to Human Rights in the workplace, the Group Executive Chairman, Naguib Sawiris signed the CEO Statement on the occasion of the 60th Anniversary of the Universal Declaration of Human Rights. The endorsement of the statement reaffirms our commitment to the UN Universal Declaration of Human Rights and the human rights related principals of the UN Global Compact with respect to our stakeholders.

CEO STATEMENT

The 60th Anniversary of the
Universal Declaration of Human Rights

60
UNIVERSAL
DECLARATION
OF HUMAN
RIGHTS

Dignity and justice for all of us

Our Customers

Customer satisfaction and innovation is one of the most important part of OTH's overall business strategy. The operating companies of Orascom Telecom Holding S.A.E apply a continuous improvement approach to their customer service to ensure an effective and immediate response to customers' requests. Orascom Telecom Holding S.A.E. is dedicated to providing customer care services to 6 different groups of customers in more than 12 countries including key and large corporate clients, small and medium enterprises, consumer customers, and authorized agents in addition to tailored services made available to customers with disabilities.

Customer Satisfaction

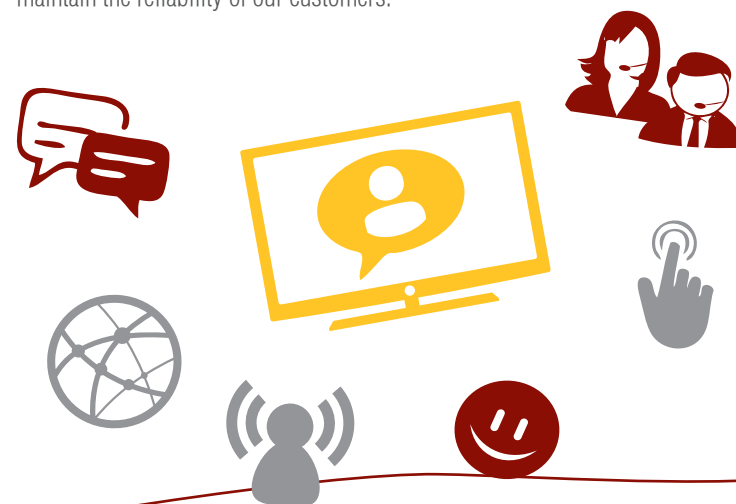
Our objective is not to meet the highest standards of customer care but actually strive to exceed them across customer touch points and throughout the entire customer lifecycle. In our material issues identification exercise, consumer issues and particularly customer satisfaction are of high priority. Customer satisfaction is a key component of our subscribers' loyalty and retention. In all the markets we serve, we use a number of tools to measure and asses our customers' satisfaction throughout their experience with our customer management platform.

- Service Level: Measures the percentage of answered calls that have been answered within seconds and the SL varies depending on customer's value segment.
- Staff Utilization: Number of customers served by each customer service representative and number of customer base to total customer care head count.
- Average speed of answer: Average time to answer a customer's call.
- Call Rate: percentage of lost calls before being answered.
- First Call Resolution: how many customers are served in the first contact within a specific period.

The satisfaction of our customers and ensuring effectual and immediate answer to their queries is managed transversely by the group local operating companies. In addition, each operator runs different programs to stimulate customer relationship and ensure that their customers are satisfied from their dealings with Orascom Telecom's local operator. We

run Customer Satisfaction Index Reports by third party quarterly and on monthly basis internally across the group and these reports show the ranking of our operators among other competitors in terms of quality of customer agents, interactive voice response IVR, speed of answer,...etc..

In 2009, Orascom Telecom Holding S.A.E group-wide target was to ensure that our local operators implement a customer oriented strategy and improve the level of customer satisfaction. To achieve this target, we launched a new customer relationship management system in three operators namely Mobilink, Mobinil and Orascom Telecom Algeria. Moreover, we introduced further self services on web portals and IVR in addition to availing a number of multilingual and promotional IVRs. Orascom Telecom values its long-term reputation with customers and therefore we continuously set up new challenging targets and KPIs and we run an ongoing customer service quality improvement program to maintain the reliability of our customers.



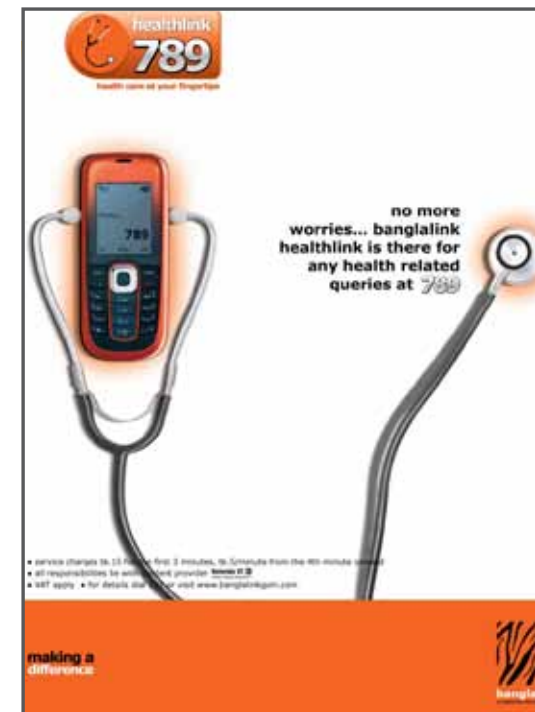
Complaints Management

Reducing customer complaints is at the heart of our operations to increase our customer's confidence and ultimately loyalty. Within the customer care department in all our operating companies there is a dedicated Complaints Management Team responsible for handling and analyzing customer complaints received through different communication channels (calls, web, email, letter, stores). These teams are empowered with systems and authority to handle customer complaints in order to retain our customers and increase their loyalty through a value segmented complaints compensation matrix, trouble ticketing/service request systems. For each complaint type there is a segmented SLA (Service Level Agreement) within which, the complaint should be resolved.

Expanding our Mobile Technology for Development

As a market leader in the countries of operations, we are committed to improving the lives of the communities we serve using our core business activity, the mobile technology. The last decade has witnessed the mobile technology stimulating social and economic development in different emerging markets in Africa, Asia and Latin America. The impact of the mobile communications on the development of the economy and society translated in improving the flow of information, improving access to quality health services, bringing in connectivity to inaccessible rural areas, and empowering women.

Orascom Telecom and its local operators collaborate with the GSMA Development Fund, international organizations and NGOs through its local operators to develop mobile services in the areas of increasing connectivity, energy and mServices including mHealth, mAgri and mWomen.



mHealth

banglalink- Healthlink service

In its continuous endeavour to provide customers with innovative and convenient services, banglalink, launched "Healthlink Service" for its customers. This service allows banglalink subscribers to get health counselling services through a third party call centre managed by Synesis IT. The customer service agents are all MBBS professionals and are trained to provide health related consultancy over the phone. The services offered include professional medical consultancy, health care information, and beauty tips.

mLearning

Mobilink Sms-Based Literacy for Learning

Launched in 2009 with the objective of reshaping lives through connectivity, the SMS-based literacy program is a joint venture between Mobilink, UNESCO and a local NGO called Bunyad that acts as the implementing partner. In the pilot phase, the 250 learners received interesting and informative text messages in Urdu on a daily basis, to which they were expected to respond. In the rollout phase, participants were evaluated on a periodic basis to assess gains in knowledge and learning. The program was conducted with the help of ten teachers recruited by Bunyad.

At the beginning of the program, 57 percent of the girls received grade 'C' and only 28 percent of the girls managed to score an 'A'. Towards the end of the project the percentage of girls receiving a 'C' dropped to as low as 11 percent and those receiving an 'A' increased to more than 60 percent. In addition, teachers reported a stark improvement in the confidence of the young girls. They explained that owning a mobile phone bolstered the girls' sense of security.

On 25 March 2010, Mobilink announced the expansion of the SMS-based literacy project. The five months pilot project conducted with 250 adolescent girls in Punjab resulted in a remarkable improvement in their skills and overcame the socio-cultural barriers traditionally associated with owning a cell phone. The President and CEO, Rashid Khan announced the replication of the program to include an additional 1,000 girls to widen the circle of beneficiaries.

What our stakeholders have to say



We have got many benefits because of this program. We have come to know how we can in a very minimum amount fulfil our needs. We were not aware of the cell phones but through this project we have come to know about the use and significance of cell phones. Now we know how to read and write. Our teachers help us greatly in learning.

Naseer Bibi, Solangi Awan: Hafizabad



What our stakeholders have to say



I am impressed with Orascom's commitment to advance women's socio-economic situation through its multiple initiatives. I witnessed the great impact the Lady Health Workers and the Ladies First programmes had on women's lives. The two examples formed part of the report we did together with GSMA which quantified the gender gap owning mobile phones in developing countries. I look forward to working together on using the mobile phone for women's health, education, income and safety.

Cherie Blair

Founder, The Cherie Blair Foundation for Women
Credit: John Swannell

Magri

banglalink-banglalink jigyasha

The economy of Bangladesh is highly reliant on the agricultural sector; in fact, 60 percent of the population are farmers. In addition, the growth of SMEs working in the agriculture sector is crucial to the economic development of Bangladesh. However, existing and potential SME owners often find it difficult to access necessary market information. In response, banglalink introduced "Krishi Jigyasha 7676" which provides information and answers to queries related to poultry, livestock feed, information on seeds, fisheries including daily prices, and agriculture with a focus on vegetable and fruit farming, among others. The "banglalink Jigyasha" offers services to individual farmers and fisheries just by dialling 7676. This service helped Banglalink become a pioneer in Bangladesh.

The "banglalink Jigyasha" won the Best Mobile Enterprise Application Product or Service Category at the prestigious Asia Mobile Awards 2009.

Mwomen

Women and Mobile, A Global Opportunity

The GSMA, which represents the interests of the worldwide mobile communications industry, and the Cherie Blair Foundation for Women, a charity that supports women entrepreneurs published 'Women and Mobile: A Global Opportunity' at Mobile World Congress 2010. The report, written by Vital Wave Consulting is the first detailed global study of its kind, attempting to understand the nature of women mobile subscribers in low and middle-income countries such as Kenya and India, and highlighting the barriers facing women's adoption of mobile technologies. It also shows that, by extending the benefits of mobile phone ownership to more women, a host of social and economic goals can be advanced.

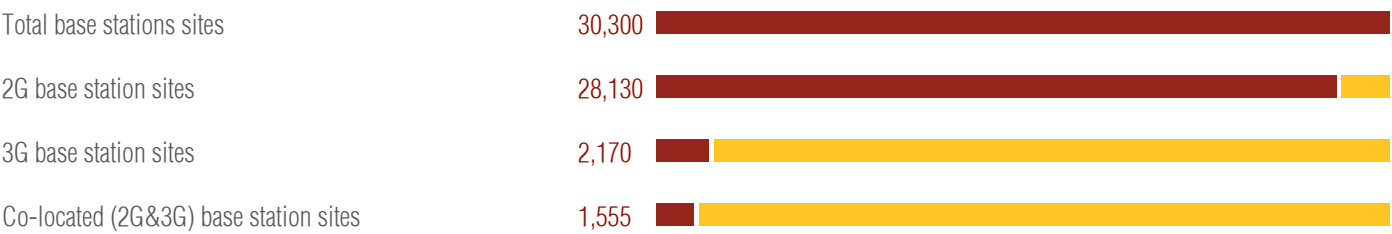
The report reveals for the first time the extent of the gender gap in mobile usage in many low and middle-income countries. It shows that a woman in a low or middle-income country is 21 percent less likely to own a mobile phone than a man. Closing this gender gap would bring the benefits of mobile phones to an additional 300 million women, empowering and enabling them to stay better connected with family and friends, improving their safety, and helping them obtain paid work, in line with the third UN Millennium Development Goal on gender equality. The mobile phone as documented in the report is an effective productivity and development tool which creates education, health, and employment, as well as banking and business opportunities.

GSMA, Development Fund, mWomen Programme, February 2010.

Our Network

Orascom Telecom Holding S.A.E mobile and fixed network infrastructures serve different segments of consumers and provide them with access to information and communications technologies in more than 12 countries. Orascom Telecom Holding S.A.E GSM consumers enjoy reliable indoor and out-of-doors coverage supported by the diverse range of operated narrowband and broadband technologies. Our products and services around the globe rely on a powerful network of 30,300 base station sites. Our aim is to improve customer experience and provide them with a powerful accessible network.

Orascom Telecom Holding S.A.E. Network

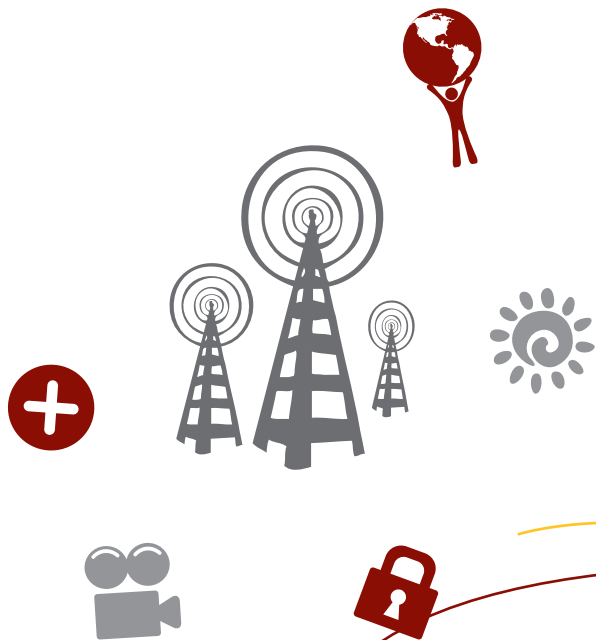


Sharing Mobile Network Infrastructure

We believe that network infrastructure sharing in the telecom sector is an important measure to minimize environmental impact, reduce costs, reduce the number of base stations and provide competitive advantage. All our operating companies with the exception of Wind Mobile who had recently launched operations in December 2008, have joined network-sharing venture to eliminate the duplication of needed base stations and reduce the Electro Magnetic Frequency Emissions.

Responsible Network Deployment

As one of the world largest telecommunications companies, Orascom Telecom Holding S.A.E. ensures that its operating companies comply with the national specific legislations and local government agencies guidelines. Despite that, Orascom Telecom did not develop a group based formal Network deployment policy yet. We guarantee that in all the countries where we operate, we comply with the rules of the International Commission on Non-Ionizing Radiation Protection (ICNIRP).



Contractors undertake most of our network deployment and management processes. Operating companies outsource most of the new sites' acquisition, maintenance and services management. Each operator assigns a quality supervision team to carry out regular on-site audit, and ensure contractors and sub-contractors are keeping the standards and quality parameters in addition to compliance with national and international safety as well as environmental policies and guidelines.

Engagement with our consumers is a top priority for Orascom Telecom Holding and its GSM companies, particularly to address concerns on the potential health effects of the electro-magnetic radiations. 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.

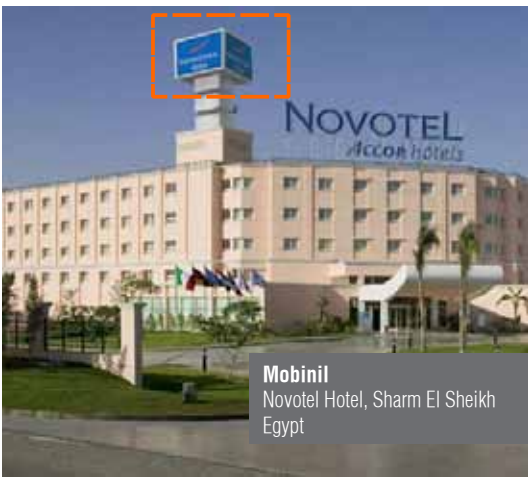
Visual Impact

A concern associated with the mobile telecommunications technology is the adverse visual effects of base stations. The operating companies of Orascom Telecom Holding use a different number of designs to cover the base stations and antennas particularly in areas proximate to touristic areas and properties of high value. The different designs include palm trees, flagpoles placing antennas inside signs, and matching architectural backgrounds.

How our Operating Companies Manage The Visual Impact of their Base Stations



Mobinil
Hilton Red Sea, Sahl Hasheesh
Egypt



Mobinil
Novotel Hotel, Sharm El Sheikh
Egypt



Orascom Telecom Algeria
Thalasso Hotel Sidi Ferradj
Algiers

Environmental Responsibility

The impact of our operations on the environment is considered minimal when compared to other industries. As a leading telecommunications company we recognize that we have an impact on the environment through three main elements: network, phones and offices. As part of our responsibility towards sustainable development, we are committed to minimizing the environmental impact of our products and services. Our target is to reduce the CO2 emissions resulting from our direct and indirect operations.

Environmental Management System 14001

In the fiscal year 2009, we started the process of establishing an environmental management system to be certified according to the standard ISO 14001. The environmental management system clearly identifies the processes and responsibilities that are required to eliminate our environmental impacts. The management system will be checked annually by a third-party auditor to guarantee that our strategy is implemented as effectively and that there is continuous improvement in our efforts to reduce environmental hazards. Orascom Telecom Algeria and the Egyptian Company for Mobile Services, Mobinil have also been certified to the standard ISO 14001.

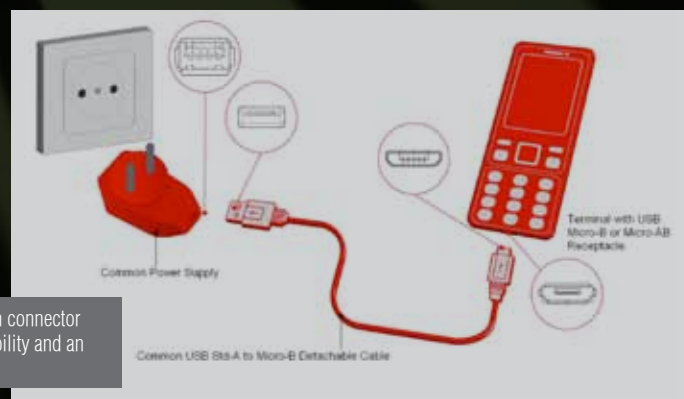
As part of the requirements of the ISO 14001, we have established Orascom Telecom Holding Environmental policy. The policy addresses all our existing and potential environmental impacts that might arise from our daily operation. The policy has been announced to all OTH operating companies, suppliers and employees. The policy is available at www.otelecom.com/csr

Improving Energy Efficiency of Our Base Stations

Orascom is participating in GSMA's Mobile Energy Efficiency project which analyses energy consumption data to identify areas where efficiency improvements can be made. To minimize our own carbon footprint and reduce the emissions of our network sites, we have deployed 67 solar powered base stations in three countries where we operate: Egypt, Pakistan and Bangladesh. The use of renewable energy enables the sites to be powered entirely by solar panels in order to reduce our reliance on diesel consumption and thus reduce our energy usage. We are currently exploring the possibility of expanding our network in regions that lack coverage for off-grid areas by deploying additional renewable energy sources.

Voluntary Emission Reduction

Some of Orascom Telecom operating companies offset part of their carbon impact by investing in researches and projects that support the environment across the world. In 2009, Mobinil purchased



UCS features efficient power characteristics, a common connector and a detachable cable to provide for broad interoperability and an enhanced and simplified user experience.

Initiatives to Reduce our Indirect Environmental Impacts

Launched in 2009, Orascom Telecom Holding joined the GSMA initiative "Universal Charging Solution", along with other 25 leading mobile operators and vendors. The UCS is a new means of helping our customers reducing environmental impact of our products and services. The UCS is considered one of the industry-wide tools of eco-consumerism and it is expected to reduce energy consumption by 50 percent and eliminate duplicate chargers. A number of our operating companies have introduced several eco-consumerism services such as paperless billing, E-charge and handsets and batteries recycling.



Consumer education is an important component in efforts to reduce environmental impact.



Our Employees

At Orascom Telecom, we recognize that our employees are our enduring advantage that makes up the base of our group infrastructure. Our workforce is an integral part of our corporate value chain that strives to exceed the expectations of our customers. We believe that valuing and empowering our people is crucial to our continued success.

We aim to attract, empower, and retain each and every individual who is passionate about contributing to the growth of our Group and wants to make a significant difference.

As of December 31st 2009, we employed over 19,595 full-time employees in 12 countries. 62 percent are based in the Middle East (Egypt, Algeria, Tunisia, and Lebanon), 32 percent are based in our operations in Asia Pacific (North Korea, Pakistan and Bangladesh), 3 percent are based in Africa (Namibia, Burundi, Zimbabwe and Central African Republic) and 3 percent are based in Canada. Orascom Telecom Holding and its operating companies offer competitive benefits to all full time employees such as medical insurance, pension plans, retirement plans, corporate performance rewarding incentive schemes. However, benefits vary considerably from one operation to the other due to many factors including local social security benefits.

Breakdown of workforce by operating company 2009

Op'co	Full Time	Expatriate	Consultant	Total
Orascom Telecom HQ	224	3		227
Orascom Telecom Algeria	3,255	28		3,283
Orascom Telecom Tunisia	1,469	5		1,474
Mobinil	3,344	6		3,350
Mobilink	4,702	6	2	4,710
Banglalink	1,218	18		1,236
Alfa Mobile	552	1	8	561
Koryolink	235	17		252
TelecelGlobe	602	24		626
Wind Mobile	603			603
Ring Holding	1,309	7		1,316
Link Dot net	1,781			1,781
ARPU+	163	8		171
Mena Cable	14	1		15
Total	19,605		10	19,595

Diversity and Inclusion

As a global business, our diversified workforce represents a vast mix of nationalities, cultures and backgrounds. In our experience, diversity is a business advantage helping us to understand the needs of our different customers, suppliers and communities in the different countries where we operate. Furthermore, a diverse workforce is an excellent source of broader range of perspectives.

Orascom Telecom Holding encourages equal opportunities across its operations. Women represent an active part in our organisations. Certainly, there are noteworthy regional differences, with women representing 53 percent in Americas, 17 percent in APAC and 24 percent in MEA and a total of 23% across the group.

by Gender 2009

Op'co	Male	Female
Orascom Telecom HQ	177	50
Orascom Telecom Algeria	2,134	1,149
Orascom Telecom Tunisia	1,032	442
Mobinil	2,312	1,039
Mobilink	3,908	800
Banglalink	1,038	198
Alfa Mobile	310	243
Koryolink	168	84
Telecel Globe	453	173
Wind Mobile	404	199
Ring Holding	1,113	160
Link Dot net	1,388	258
ARPU+	130	31
Mena Cable	14	1

As a signatory of the United Nations Global Compact, we are committed to eliminating any forms of discrimination and protecting human rights in our day to day operations. Due to the nature of our business, we have identified no risk of child or forced labor in all our operations.

Employee Health and Safety

The health, safety, and welfare of our employees are of principal importance to us and our stakeholders. Our objective is to provide our employees with an accident-free and secure workplace. Maintaining the health and safety of our people is critical to reducing group operational risks while supporting sustainability.

The management of employee health and safety varies from one operation to another according to each country local regulations as well as the size of the operation itself. Generally, responsibility for day-to-day health and safety falls within the duties of the human resources and administration departments; however, in operations such as OTA and Mobinil we manage our health and safety performance through our comprehensive health and safety management systems. These systems outline leadership and management responsibilities and provide the tools necessary to implement our health and safety strategies, including audits, inspections, and performance monitoring and tracking; health and safety training, including driving and contractor safety training; emergency preparedness; and incident investigation.

At Orascom Telecom Holding and in all the countries where we operate, we provide our employees with different health insurance programs and safety plans to help them live in good health. Our health insurance program extends to the employees' first degree relatives to help them meet their family health care needs. In addition, we provide our employees with a number of health and safety training programs to reduce hazards that might occur in the workplace.



Orascom Telecom Group Work-related Fatalities 2009

Serious reportable injuries	4
Total Accidents involving the fatality of an employee	8

In 2009, in order to integrate sustainability in our daily operations, we have started the adoption of the occupational health and safety management system, the OHSAS 18001. We have also committed to establishing objectives, targets and programs with the aim of reducing occupational risks at Orascom Telecom Headquarters to guarantee and continuously improve the health and safety of our employees.

As part of our wider management of corporate responsibility, we have developed the group Health and Safety policy. This policy has been communicated to all our operators as well as suppliers and vendors in order to ensure that OTH group policy is taken into consideration along country-specific local regulations. To ensure that our employees understand our health and safety policies and procedures, all related information is publicized on the intranet. In addition, all Orascom Telecom group employees worldwide attend a health and safety informative session as part of their induction training.

Employee Turnover

In 2009, our turnover rate was 9.5 percent compared to 9.8 percent in 2008 and 11.4 percent in 2007. 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.

Training and Development

Investing in personal career development continues to be fundamental to Orascom Telecom Holding. We offer our employees a variety of training and development activities to help them develop their skills and improve their efficiency. Orascom Telecom applies a competency-based approach to its training and development function. On an annual basis, each line manager highlights the gaps in the core competences that need to be developed for each employee. Accordingly, the training and development function works on identifying the appropriate training needed. This annual competency assessment is applied to all full-time employees of all departments.

OTH GSM average training hours per employee

Country	Fiscal 2007	Fiscal 2008	Fiscal 2009
Egypt	53	40	55
Algeria	38	50	29
Canada	N/A	N/A	N/A
Tunisia	32.4	27.6	29.58
Pakistan	N/A	0.24	0.37
Bangladesh	22	24	21
Lebanon	46	51	49
North Korea	N/A	N/A	10.10

Continuous learning is central to our career development and we offer different programs to enhance the professional qualifications of our employees as well as other programs designed to disseminate practical experiences. The training and development offerings in each country of operation differ according to the market demand and function needs.

Reinforcing Cultural Diversity through Annual Development Events
We reinforce cultural diversity through annual global departmental workshops. Every year, OTH holds different Management meetings and workshops where all operators send employees according to the topics discussed. These annual workshops offer lots of opportunities for exchange of knowledge and experience worldwide.

Talent Management Program

Orascom Telecom Holding actively supports career mobility across its operating companies through the Talent Management Program which was launched in 2008. In 2009, 23 employees selected from OTA, Mobilink, Banglalink, OTH and sister company Wind Telecommunication completed the first round of the Talent Management Program. The program focused on building the capacity of the selected employees and building on their practical experience. The five best performing participants were offered the opportunity to pursue an international e-MBA from London Business School fully covered by the company.

What our stakeholders have to say



Sanford I Weill suggested that people were a product of their experiences. This could well be said in the context of the Orascom Talent Management Program, an experience that has made a lasting impression on me as a professional and as a person. Besides all the work, I also experienced the richness of other cultures; including learning how to say a salutation in 5 different languages (besides English), driving a left hand car, indulging in Italian coffee traditions, experiencing amazing food i.e. Egyptian Koshary, Napoli pizza, Mozzarella di Bufala and Algerian Mint Tea to name a few. Every conversation & lost in translation moment has been an experience in itself!

Saad Khalid Bashir.
From Mobilink
Market Development Specialization



Our Social Investment

At Orascom Telecom Holding S.A.E., we believe that the support and trust of the local communities is indispensable to the success of our long-term business activities. Therefore, Orascom Telecom Holding S.A.E. and its local operating companies strive to build and sustain a trustworthy relationship with the host communities where we operate. The fact that we operate in conflict zones and disaster-prone countries urges us to construct a binding relationship and gain the support of the local stakeholders including host governments, NGOs and civil society and communities with the purpose of mitigating operational risk.

Group Social Investment Spending for 2009

Country	Social Investment Spending in USD
Egypt	3,000,000
Algeria	1,000,000
Canada*	N/A
Tunisia	223,922
Pakistan	1,100,000
Bangladesh	223,046
Lebanon	75,000
North Korea	1,100,000
Sub-Saharan Africa	400,000

* Wind Mobile, in Canada, was not operational until end of 2009.

We work with our local stakeholders to extend the positive effects of our presence by supporting social investment projects that are innovative, sustainable and that leave positive impact on the communities we serve. Our community investment priorities are reflected in all our operators' social investment activities, which include:

- Direct employment;
- Improving health practices and access for medical services;
- Using core business competencies in social development initiatives;
- Investing in education and learning support programs;
- Disaster relief;
- Employee volunteering;
- Improving living condition for children
- Charitable donations;

Through our social investment programs in more than 12 countries, we aim to improve the socio-economic environment and bring about change in underprivileged communities. Our social investment programs are locally tailored to create opportunities and improve the standards of living in areas where we do business.



Our Target for 2010

During the past decade, Orascom Telecom operating companies have been investing in different areas according to the needs of the communities. We believe one major challenge has been to improve monitoring and evaluation of our social investment across all our operations. We will also establish common themes across our operating companies to report against on annual basis and we will continue to support the mHealth, mLearning and mWomen alliances.

Education and Learning Support Programs

Education is one of the key factors that affect the socioeconomic development of countries where we operate in. It has a direct impact on the communities that affect and are affected by our operations. It directly influences the quality of both our human resources and our customers. Orascom Telecom Holding creates and sponsors educational and learning support programs for students of all ages, women living in rural areas and Persons with Disability (PWDs) to ensure that everyone gets an opportunity. Our programs across our operations focus on the provision of scholarships, capacity building, health education, and basic literacy programs. The core of our educational programs is to improve access to quality education. Brief descriptions of our education and learning support programs undertaken in 2009 are listed below.

Egypt- Orascom Telecom Holding S.A.E

Education Fund with the French University in Egypt

In recognition of the importance of liberal arts education, Orascom Telecom Holding established in partnership with the French University in Egypt an Educational Fund. The fund supports students who demonstrate educational excellence and are in need of financial assistance to join the undergraduate program in Literature & Linguistics, Engineering, Information Technology or Business Administration. The program will continue until 2012 and it offers both full and partial tuition fees to the selected students. The selection criteria include non-academic qualifications such as demonstration of extracurricular activities, volunteering and leadership skills. Seven students were enrolled in 2009; two in linguistics and five in information technology.

Algeria- Orascom Telecom Algeria

University Project

As part of Orascom Telecom Algeria's efforts to expand the reach of openly available educational resources, OTA partnered with 11 universities to provide selected students with different trainings to grant them professional experience and technical know-how. The training program accentuated Orascom Telecom Algeria's core knowledge and learning processes in using the managers and supervisor as trainees. The program provided students with on the job training in the accounting, communication, treasury, telecom and human resources departments. After the completion of the program, the recipient of the course received an internship at OTA. The total number of students who participated in this project were 56 and the partnering universities were:

- Ecole Nationale Supérieure de l'Informatique
- Ecole Nationale Supérieure Polytechnique
- Université d'Alger
- Institut National de la Télécommunications
- Université de Sidi Bel Abbès
- Université de Constantine
- Ecole Nationale Supérieure de Commerce
- Ecole Nationale Supérieure de Science Commerciales et Fin
- USTO Université des Sciences et de la Technologie d'Oran
- Université d'Oran
- Université de Tlemcen



Egypt-Orascom Telecom Holding S.A.E & Mobinil SIFE Egypt

As part of our education and learning support program, in 2009, we sponsored SIFE Egypt National Competition. SIFE is an international non-profit organization that works with leaders in business and higher education to mobilize university students to make a difference in their communities while developing their skills to become socially responsible business leaders. Students form teams on their university campuses and apply business principles to develop outreach projects that improve the quality of life and standard of living for people in need. SIFE is active on more than 1,400 college and university campuses in more than 40 countries.

The national champion SIFE teams from 40 countries met in Berlin, Germany for SIFE World Cup 2009. Competing teams presented the results of their community outreach projects to business leaders who evaluated the teams based on how much impact they achieved using business concepts to improve the quality of life and standard of living for people in need.

The competition began with each of the universities being divided among eight opening round leagues. From the opening round, two finalists from each league advanced to one of four semi-final round leagues. The teams from Canada, Egypt, Germany and India moved out of the semi-final round and won the opportunity to compete in the prestigious final round of competition and present in front of a distinguished group of international business leaders.

The final results were as follows:

SIFE World Cup Champion

Egypt
French University in Egypt

First Runner-Up

India
Alpha Arts and Science College First Runner-Up

Third Place

Canada
Memorial University of Newfoundland Third Place

Fourth Place

Germany
University of Mannheim



More than 2,000 university students, academic professionals, business executives and other guests, representing the top leaders of today and tomorrow, attended the 9th annual SIFE World Cup. In addition to the competition, events such a culture fair, Top to Top Forum, Top to Future Top Forum and many other unique activities offered participants the opportunity to connect, collaborate and learn from one another. The SIFE World Cup is a showcase of the positive difference that SIFE teams are making around the world and the success of this event offers strong support for the organizations' vision to be the premier international business and higher education network.



Egypt- Orascom Telecom Holding S.A.E Capacity Building for the Visually Impaired

In April 2009, Sawiris Foundation for Social Development (SFSD) and Orascom Telecom (OT) in collaboration with IPPSN funded The Development Association for Empowering Persons with Special Needs (DAESN) to implement a project entitled “Capacitating and Developing Skills Project for the Visually Impaired”.

The project started in May 2009 with the objectives of raising the capacities of 160 visually impaired persons to meet the requirements of the job market through a communication skills course. The course provided them the best ways of dealing with persons whether colleagues or customers, and enabled them to work in different fields, such as customer service, tele – sales and call centres.

Furthermore, as these works require using computers, the project provided them with a course in computer skills to meet the qualifications required by the market. Most importantly, the program provided the graduated beneficiaries with a free accessibility software that is downloaded in the company where beneficiaries work. The software is sponsored by Orascom Telecom and the IPPSN.

After the termination of three training courses, the trainees were employed mostly by private sector companies such as Orascom Telecom, Armanious Group, Orman Schools and Organizations, Behmen Hospital, Aramex, The Engineering Industrial Company, Coptic College for Girls, Daesn Association, Lions Garden City.

Namibia-Leo Namibia, Telecelglobe Education for All

In March 2009, Leo Namibia began an on-going programme of providing educational assistance to the less privileged children by offering bursaries in partnership with the Sam Nujoma Foundation, a foundation that promotes self-reliance and capacity building in Namibia.



The scholarship program is open to children from Grades 1 to 12 but emphasis is placed on assisting vulnerable students and those whose parents lack the financial capabilities to ensure their educational growth. Particular emphasis has been placed on supporting children in the lower grades, especially in communities that are struggling to put their children through the lower grades of school. This is in contrast to the thrust of most other corporate bodies in Namibia providing educational assistance, most of which are targeting students who are close to finalizing Grade 12 or about to commence tertiary education.

The 2009/2010 program is targeted at enabling 500 children across all 13 regions of the country to achieve their academic goals. Altogether, 138 schools across the country benefited from this initiative in 2009.

Leo Namibia's corporate social investment in the education of children is in line with and supportive of the Namibian Government's 2030 vision, a long-term plan for the growth of Namibia which envisages every child receiving an education.

Improving Health Practices and Access for Medical Services

Egypt-Mobinil SMS Campaign to Raise Awareness about Swine Flu

In an effort to raise the level of protection against H1N1 Flu, the Egyptian Ministry of Health launched a national campaign aimed at improving the hygienic habits and awareness levels among the public. In its leading role as a responsible corporate citizen, Mobinil participated in this campaign by sending awareness text messages to over four million subscribers, living in the most-affected areas by the pandemic, such as Cairo, Giza, Alexandria and some Delta governorates. The text message was drafted by the Ministry of Health, offering simple and effective advice on how to fight the influenza. That's not all! Mobinil also helped in spreading public awareness amongst our customers by distributing educational flyers at our shops.



Al Akrameya Health Unit Renovation - before



Al Akrameya Health Unit Renovation - after

Egypt-Orascom Telecom Holding Al Akrameya Health Unit Renovation

In 2009, Orascom Telecom Holding partnered with Takamol project to renovate Al Akrameya health unit in Aswan. The objectives of the project were to provide a functional high quality health facility with up to date equipment according to the standards of the Egyptian Ministry of Health with a well-trained staff to serve the community of El Akarmeya in addition to inflicting positive behaviour changes in the Upper Egypt governorate. The project activities included the complete physical renovation of the building, provision of new medical equipment, training of clinic staff and service providers, in addition to awareness-raising of local communities to improve their health behaviour.

In order to sustain the performance of the health facility and ensure improved health behaviour, the project established a clinic board by holding elections, which consists of 50 per cent clinic staff and 50 per cent community members. The community nominated those they saw fit to take on the job and a new clinic board has been appointed to run the clinic and maintain what has been learned in the trainings. The board itself also received a Clinic Board Management Training course. The board will encourage the community and prepare the clinic to empower the clinic to receive contributions; mobilize local businesses to support their clinic; and train clinic boards to manage clinic funds and donations.



Sesobel Sports Show

Improving Living Conditions for Children

Lebanon - Alfa Supporting Sesobel Association

Alfa's social investment program focuses on empowering children with special needs. Alfa works with non-governmental organizations to support the academic, physical and emotional development of handicapped children through managing different social events and launching sms fundraising campaigns. In 2009, Alfa supported Sesobel which is a Lebanese NGO that applies a holistic interdisciplinary approach taking into account the child's needs on every level, be it health, education, rehabilitation, . . . etc. Alfa worked with Sesobel to promote the "Child by Child" program where children interact with disabled children to promote both children's rights in the society. Together, they organized a sports show, and specialized sports trainer worked on training the children on different exercises. Alfa also launched an sms campaign to raise funds and raise awareness of the public on the importance of integrating children with special needs into the society.

North Korea - Orasom Telecom Holding Soy Bean Milk Factory

Since 1994, North Korea has been hit by several crises such as droughts and floods that led to sever food shortage and serious child malnutrition. In a primarily agricultural economy with little abundance of livestock and due to extreme weather conditions, DPRK reverted to soya bean as an alternative source of protein to provide basic nutrition in their diet. It was concluded that the most efficient approach to tackle the problem of child malnutrition is to invest in dairy products manufacturing projects. In 2009, Orascom Telecom Holding was presented with the project to install a modern soybean milk factory in Pyongyang. The new production line will be installed in a new 5,000 meter squared building currently being constructed in the centre of the Pyongyang foodstuff factory complex. The new lines will have an average daily milk production capacity of 4,000 litres per hour or 4 tons of powder milk per day. This complex will supply daily meals to school children in Pyongyang and its surrounding cities.

Disaster Risk Reduction

Pakistan - Mobilink

Mobilink Camp for IDPs

On 5 June 2009, Mobilink in partnership with Orascom Telecom Holding established a Mobilink Camp at Kund, Nowshera to support 1,000 displaced families who were affected by the terrorist activities that took place in Northern Pakistan. The camp provided shelter, food, basic non-food items, medical support, water and sanitation in addition to education and recreation activities. Mobilink Camp for the Internally Displaced Persons (IDPs) is considered the largest private sector commitment of its kind to date for IDPs relief.

In line with Mobilink's tradition of employee volunteerism, a team of Mobilink employees was personally involved in various areas of camp management, procurement of items and other requirements.

During the two months that Mobilink Camp was operational, it catered efficiently to the needs of displaced families also providing support and counselling for those most affected by trauma. The camp closed down on 13 August 2009 following the return of IDPs to Swat as required by the Government.

Subsequent to the return of the families, Mobilink volunteers worked to ensure that Kund Park returns to its original condition and that facilities that were built on site are removed and grounds levelled. All remaining educational and health material were also donated to relevant agencies in the area.



Mobilink Camp at Kund, Nowshera

Employee Volunteering

Across our operating companies, the tradition of giving and participating in voluntary activities is a core principle among our employees. Our employees support their local communities through various ways, such as raising funds, in-kind donations, and organizing charity events and visits to selected charities and hospitals.

Egypt-Mobinil

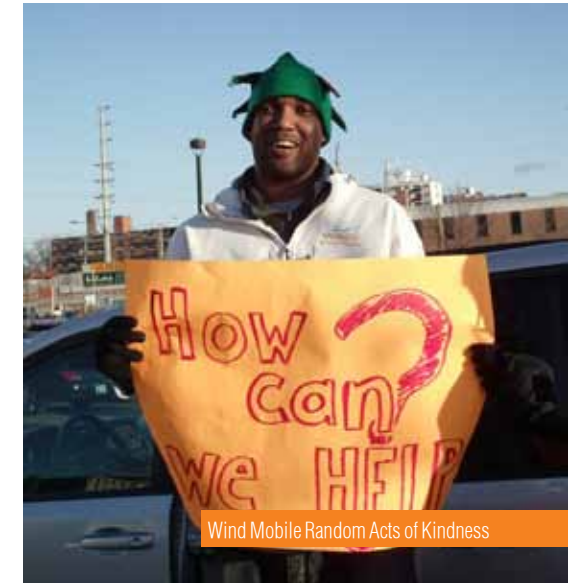
Habitat for Humanity

In continuation of our efforts to improve the welfare of the Egyptian community, Mobinil in cooperation with Habitat for Humanity Egypt organized a volunteer work camp to help build and restore Mobinil volunteers who included Mobinil Chairman Alex Shalaby, VP Finance Khalid Ellaicy, and VP Technology Marwan Hayek who were keen on participating in this mission. Our volunteer work reflects a strong commitment to giving back to our community; providing a sense of hope and solidarity to local families; and spreading the volunteering spirit in our Egyptian society.

Canada- Wind Mobile

Random Acts of Kindness

On November 18th, 2009, WIND Mobile launched its 'Random Acts of Kindness' (RAK) community initiative after a delay to its launch. The stall, as a result of a CRTC (Canadian Radio-television and Telecommunications Commission) ruling, put WIND Mobile in a position where 400 Store and Call Centre employees, fully trained and ready to go, were left idle. To best utilize these fully trained and enthusiastic employees, WIND Mobile deployed street teams into the Toronto and Calgary communities where WIND was to have a business footprint.



Wind Mobile Random Acts of Kindness

The 400 WIND Mobile employees brainstormed in their store and care teams, planning their RAK outreach autonomously. Over the course of one week, teams volunteered their time all over the Toronto and Calgary areas, assisting organizations such as the Salvation Army, Ronald McDonald House, and Habitat for Humanity. Further, many teams participated in ad-hoc public initiatives such as pumping gas, helping people carry groceries and sheltering public transit commuters from the elements. On November 30th, WIND Mobile participated in its biggest group RAK, with over 150 employees volunteering at the Daily Bread Food Bank. This group was made up of corporate, Store and Call Centre employees, including the company's Chief Customer Officer, its Chairman along with many other senior executives.



OTH employees during the packaging of food for the needy

Egypt-Orascom Telecom Holding

Food Packing and Distribution to the Needy

In September 2009, Orascom Telecom Holding partnered with the Egyptian Food Bank (EFB) to pack and distribute Ramadan basic necessities to needy families in different areas of Cairo governorate. Orascom Telecom and its employees were able to raise funds for around 2000 packages that were targeted to orphans, elderly, widows, and needy families in poor areas, such as Al Sayeda Zeinab, Al kom El Ahmar, Al Emam EL Shafei, EL Basateen and Al Amiria.

Orascom Telecom employees participated further and volunteered to pack the boxes, which took place at the premises of the Egyptian Food Bank located in 6th of October governorate. The packages, sufficient for families comprising of five people, included basic food items, such as rice, sugar, pasta, lentils, corn oil, beans, dates, tomato paste. This is considered the first round of packing and distribution that OTH has organized in partnership with the Egyptian Food Bank.

Paksitan-Mobilink

The Mobilink Foundation Torchbearers

The Mobilink Foundation is a reflection of the commitment of Mobilink and its employees to benefit the people of Pakistan. It is a grant-giving organization, which also provides support for the local community through its nationwide force of dedicated volunteers. The Mobilink Foundation Torchbearers platform was initiated in 2008 to formalize volunteer work. The nationwide Torchbearers contribute with over 250 hours of community service in the span of a month. Torchbearers have played a vital part in mobilizing employees as well as families and friends to allow the Foundation to participate in a number of initiatives such as setting up free medical camps, organizing blood drives, planting trees, and distributing food and other basic needs to the poor and vulnerable groups.



Mobilink employees vounteering activities with children in schools

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	12	
1.2	Description of Key impacts, risks, and opportunities.	•	Message from Group Executive Chairman, Message from CEO Our Social Investment	12, 14, 38	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	
2.2	Primary brands, Products, and/or services.	•	About Orascom Telecom Holding S.A.E	04	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	•	About Orascom Telecom Holding S.A.E	04	
2.4	Location of Organization's headquarters.	•	About Orascom Telecom Holding S.A.E	04	
2.5	Number /names of countries where the organization operates.	•	About Orascom Telecom Holding S.A.E	04	
2.6	Nature of Ownership and legal form.	•	About Orascom Telecom Holding S.A.E	04	
2.7	Markets served (e.g., geographic breakdown, sectors, customers).	•	About Orascom Telecom Holding S.A.E	04	
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.	14	
2.10	Awards received in the reporting period.	•	Message from the Group Executive Chairman, Our Customers	12, 29	
• Covered 🍷 Partially Covered ○ Not covered					

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
3. Report Parameters					
3.1	Reporting period.	•	About this report	02	
3.2	Date of most recent previous report.	•	About this report	02	
3.3	Reporting cycle.	•	About this report	02	
3.4	Contact point for questions regarding the report or its content.	•	Message from Group Executive Chairman	12	
3.5	Process for defining report content.	•	About this report	02	
3.6	Boundary of the report.	•	About this report	02	
3.7	Limitations on scope and/or report boundary.	•	About this report	02	
3.8	Basis for reporting on joint ventures, subsidiaries, etc.	•	About this report	02	
3.9	Data measurement techniques and the bases of calculations.	•	About this report	02	
3.10	Explanation of the effect of any restatement of information provided in earlier reports.	•	About this report, Our Social Investment	02, 38	
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	48	
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	20, 22, 24	
4.2	Indicate whether the chair of the highest governance body is also an executive officer.	•	Corporate Governance and Ethics	20	
4.3	Number of members of the highest governance body that are independent and/or non-executive members.	•	Corporate Governance and Ethics	23	
4.4	Mechanisms for shareholders and employees to provide recommendations to the highest governance body.	•	Corporate Governance and Ethics	23	
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	24	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	•	Corporate Governance and Ethics	24	
• Covered 🍷 Partially Covered ○ Not covered					

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
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	16	
4.8	Internally developed statements of mission or values, codes of conduct, and principles.	•	About Orascom Telecom Holding S.A.E	07	
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	07	
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.	16	
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	•	Our Employees - Environmental Responsibility	32, 34	
4.12	Externally developed economic, environmental, and social charters, principles subscribed to.	•	About this report – Our Customers - Environment Responsibility	02, 26, 32	
4.13	Memberships in associations and/or advocacy organizations.	•	About this report – Corporate Governance and Ethics – Our Customers	02, 20, 26	
4.14	List of stakeholder groups engaged by the organization.	•	Promoting Ongoing Dialogue- Engaging Our Stakeholders	16	
4.15	Basis for identification and selection of stakeholders.	•	Promoting Ongoing Dialogue- Engaging Our Stakeholders	16	
4.16	Approaches to stakeholder engagement.	•	Promoting Ongoing Dialogue- Engaging Our Stakeholders	16	
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.	29, 34	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.	04, 38	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 ○ 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	○			
EC3	Coverage of the organization's defined benefit plan obligations.	○			
EC4	Significant financial assistance received from government.	○			
Aspect: Market Presence					
EC5	Range of rations of standard entry level wage compared to local minimum wage at significant locations of operation.	○			
EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation.	○			
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	•	Our Employees	34	
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	38	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	•	Our Customers - Our Social Investment	26, 38	
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.	○			
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and action taken.	○			
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.	○			
Aspect: Non-discrimination					
HR4	Total number of incidents of discrimination and actions taken.	•	Our Employees	34	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.	○			
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	34	
• Covered ◐ Partially Covered ○ Not covered					

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
Aspect: Formed and Compulsory Labor					
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	34	
Aspect: Security Practices					
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	○			
Aspect: Indigenous Rights					
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	•	Our Employees	34	
Labor Practices and Decent Work					
Aspect: Employment					
LA1	Total workforce by employment type, employment contract and region.	•	Our Employees	34	
LA2	Total number and rate of employee turnover by age group, gender, and region.	☹	Our Employees	34	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	•	Our Employees	34	
Aspect: Labor/Management relations					
LA4	Percentage of employees covered by collective bargaining agreement.	○			
LA5	Minimum notice period (s) regarding significant operational changes, including whether it is specified in collective agreements.	•	Our Employees	34	
Aspect: Occupational Health and Safety					
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.	○	Our Environmental Responsibility	32	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		
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	○	Our Employees	34	
LA9	Health and safety topics covered in agreements with trade unions.	○		34	
• Covered ☹ Partially Covered ○ Not covered					

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
Aspect: Training and Education					
LA10	Average hours of training per year per employee by employee category.	•	Our Employees	34	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	•	Our Employees	34	
LA12	Percentage of employees receiving regular performance and career development reviews.	•	Our Employees	34	
Aspect: Diversity and Equal Opportunity					
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	34	
LA14	Ratio of basic salary of men to women by employee category.	○			
7. Product Responsibility					
Aspect: Customer Health and Safety					
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	30	
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.	○			
Aspect: Products and Services Labeling					
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	○			
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcome.	○			
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	☹	Our Customers	26	
Aspect: Market Communications					
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	○			
• Covered ☹ Partially Covered ○ Not covered					

Indicator	Description	Status	Report Section	Page(s)	Explanatory Notes
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.	○			
Aspect: Customer Privacy					
PR8	Total number of substantiated complains regarding breaches of customer privacy and losses of customer data.	○			
Aspect: Compliance					
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.				
8. Society					
Aspect: Community					
S01	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.	16	
S02	Percentage and total number of business units analyzed for risks related to corruption.	○			
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	○			
S04	Actions taken in response to incidents of corruption.	○			
Aspect: Public Policy					
S05	Public policy positions and participation in public policy development and lobbying.	○			
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	○			
Aspect: Anti-competitive Behavior					
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	○			
Aspect: Compliance					
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	○			
• Covered ◐ Partially Covered ○ Not covered					



Giving the world a voice