



Enriching Lives

United Nations Global Compact
Communication of Progress, 2016

Statement by Chief Executive Officer



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

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

Sincerely yours,

Vikram Sinha

Chief Executive Officer

About Ooredoo Maldives

Ooredoo Maldives became a signatory to the United Nations Global Compact in February 2012 and this report is the first Communication on Progress (COP) Report issued by the company. The reporting period is for the year February 2016 till February 2017.

Ooredoo Maldives Plc. is a leading international communications company delivering mobile, fixed, broadband internet and corporate managed services tailored to the needs of consumers and businesses. Guided by its vision of enriching people's lives and its belief that it can stimulate human growth by leveraging communications to help people achieve their full potential, Ooredoo has transformed the telecommunications industry for the people of the Maldives.

Over the past year, the company transformed from a telecommunications company to a full-fledged ICT company enabled by its recently acquired ISP license. With an aim to open up the opportunities of the digital age to all communities and businesses across the Maldives, Ooredoo continues to invest in bringing the world's latest technologies and innovations to the nation.

Enabled by the additional capacity from its nationwide submarine cable, Ooredoo successfully launched the largest and only nationwide 4G+ Network in the Maldives, bringing to life their vision of connecting all local communities to the socioeconomic opportunities opened up by high speed internet connectivity. The company initiated this important network upgrade in December 2016 to accommodate for increasing communication needs from local communities and businesses across Maldives.

Its networks, services and investments into new growth opportunities all demonstrate the transformative power of Ooredoo for its customers and their communities. Their work to drive the local telecommunication market to reach international standards, combined with Ooredoo's aptitude for introducing innovative and beneficial products and services helped the company achieve the favorable position it has in the market today.

Another important highlight of the year was the launch of Mobile Money services to the Maldives; an easy-to-use, safe, and affordable alternative to traditional financial management services. The company was the first to pilot the service in the country, and will continue to further develop this mobile gateway to a world of unmatched convenience, ease and security to the people of Maldives.

In the coming year, Ooredoo is focused on rolling out high speed broadband services across the Maldives. Combined with its nationwide 4G+ network, this holds great promise for businesses which are spread across the Maldivian archipelago, which will get connected to Ooredoo's globally renowned corporate services and end-to-end resort solutions. The company will continue to support the needs of the local communities to fully utilise the benefits of the digital age, and connect customers to exciting new opportunities for social and economic development.





Ooredoo: A Community Focused Company that Cares and Connects

As a community-focused company, we are guided by a vision of using our services to enrich people's lives and stimulate human growth. We believe in the power of mobile technology, specifically mobile broadband, as an enabler, to bring about social and economic progress.

Ooredoo has made a strong commitment to the United Nations Sustainable Development Goals (Global Goals) – a series of 17 ambitious goals to end poverty, fight inequality and injustice, and tackle climate change for everyone by 2030. The reach of mobile technology, particularly into under-served communities, is unprecedented and it can help make a direct contribution to nearly all of the issues the goals address. Ooredoo is passionate about mobile technology as a tool to effect positive social and economic change, and will continue to work hard in contributing to the sustainable development of the local communities, with special focus on Good Health, Gender Equality, Infrastructure & Innovation, Quality Education and Climate Action.

Some of the key initiatives and contributions that were carried out over the past twelve months under our corporate social responsibility program includes;

Good Health

Ooredoo celebrated its 11th anniversary by donating digital solutions for the disabled society. These solutions include 15 electronic wheelchairs for young children with disabilities, which allow for more comfort, enhanced mobility, and the opportunity to maximize their independence. Access to internet has the potential to connect communities to a world of knowledge, and exciting new opportunities for social and economic development. As such, Ooredoo partnered with Huawei to donate 500 USB Modem's, with a free internet plan for a year. With the assistance of Sadaqat Foundation, the modems will be provided to humanitarian and non-profit agencies that require communication support.

Ooredoo continued to play a key role in promoting a healthy lifestyle across its communities in the Maldives. High impact initiatives include PSG coaching clinic and Fans Do Wonders campaign held under Ooredoo group's partnership with Paris Saint Germaine. Ooredoo Maldives was also the official sponsor for the largest football league in the Maldives, the Dhivehi Premier League by Football Association of Maldives.



Gender Equality

On 25th February 2016 at the Mobile World Congress in Barcelona, Ooredoo Maldives became one of the first GSMA operator members to endorse the Connected Women Commitment Initiative aimed at reducing the mobile gender gap. Ooredoo is also committed to supporting the United Nations Sustainable Development Goal to achieve gender equality and empower all women and girls. Some key areas that Ooredoo is already focusing on to reduce the mobile gender divide include; improving digital literacy among women and girls through educational programmes and interactive content, strengthening gender diverse policies within the workplace to ensure equal opportunities to women and men, as well as engaging and supporting women and girls to contribute to and succeed in the technology field.

In 2016, Ooredoo partnered with local NGO Women on Boards to empower the next generation women to fill top hierarchy positions at all levels of the Maldives by unleashing their economic power. Additionally, the company held programs to create awareness on internet safety, and coordinated a “Science and Technology” evening to create interest in STEM subjects among young girls and boys.

Ooredoo has also begun a Gender Diversity Program within the workplace, to ensure equal opportunity to both men and women employees through facilitation of a gender diverse environment. Ooredoo believes that it makes complete commercial sense to support increased participation by women in today's workforce, with gender diversity at work leading to better business performance. Some of the ongoing initiatives to promote gender diversity at work includes the incorporation of gender diverse policies from recruitment stage and throughout the work life cycle.



Quality Education

Across our global footprint young people face a range of issues, including high unemployment and a lack of education opportunities. Ooredoo is doing its part to support the growing number of young people who are turning to mobile and online solutions as a way of overcoming these challenges to further their own learning and development.

In Maldives, Ooredoo launched a cloud based education solution, powered by Microsoft in Education. Under its corporate social responsibility, the company provided Ooredoo Smart Campus to a local educational institute which provides free courses to students, allowing Maldives Polytechnic to expand the reach of their free education to all students across Maldives. This was nominated for a Glomo Award in the field of Mobile Innovation in Education.

The company also launched a Youth Ambassador Program, a development program that guides the next generation of entrepreneurs and industry leaders in achieving their full potential in a digital world.



Infrastructure & Innovation

As part of our commitment to Digital Maldives, Ooredoo is working towards connecting all communities to smart solutions which provide new opportunities for development. To facilitate these opportunities for all local communities, Ooredoo invested in mega infrastructure and network upgrades including a nationwide submarine cable and expanded its 4G+ network across the country. Under its Smart City umbrella, Ooredoo also introduced free Wi-Fi hangout areas across prime spots in the capital city including hospitals, ferry terminals, youth center, café's etc. The company also provided Ooredoo Smart Campus (its cloud based education solution powered by

Microsoft in Education) to a local educational institute which provides free courses to students, allowing Maldives Polytechnic to expand the reach of their free education to all students across Maldives.

To foster innovative solutions, Ooredoo and UNDP partnered to host Miyaheli, the first Social Innovation Camp in Maldives. The camp supported new, alternative, and exciting ideas from youth to improve their communities for the better. The company also launched a Youth Ambassador Program, a development program that guides the next generation of entrepreneurs and industry leaders in achieving their full potential in a digital world.





Disaster Relief

As an active supporter of GSMA's Humanitarian Connectivity Charter, demonstrating the commitment of the mobile industry to support customers and responders before and during humanitarian emergencies, Ooredoo remains committed to implement the disaster response initiative to ensure effective and predictable response during times of crisis.

Ooredoo is among the first corporates in the Maldives to volunteer their support in times of crisis; such as the water crisis in Male', the devastating earthquake in Indonesia last year, the mecca crane collapse, the stampede in mina, and the power crisis in Thinadhoo.

The company has contributed both in terms of monetary donations, active participation as volunteers during recovery efforts, and by utilizing mobile technologies to provide support to those affected.

This also includes the provision of free calls to get in touch with friends and family, creating awareness to bulk messaging, using location based technologies to track recovery vessels etc.

Experien



3.0 The Ten Principles of the United Nations Global Compact

HUMAN RIGHTS

- Principle 1: Business should support and respect the protection of internationally proclaimed human rights.
- Principle 2: Business should ensure that they are not complicit in human rights abuses.

LABOUR

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- Principle 4: The elimination of all forms of forced and compulsory labour.
- Principle 5: The effective abolition of child labour.
- Principle 6: The elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

- Principle 7: Business should support a precautionary approach to environmental challenges.
- Principle 8: Business should undertake initiatives to promote greater environmental responsibility.
- Principle 9: Business should encourage the development and diffusion of environmentally friendly technologies.

ANTI CORRUPTION

- Principle 10: Business should work against corruption in all its forms, including extortion and bribery.

4.0 United Nations Global Compact - Human Rights Principles

Principle 1: Business should support and respect the protection of internationally proclaimed human rights.

Principle 2: Business should ensure that they are not complicit in human rights abuses.

Health & Safety

At Ooredoo we are committed to our employee's health and safety and expect all employees to take appropriate actions and promptly report incidents that are likely to result health and safety concerns. The Company issues personal protective equipment and have safety work instructions for all hazards activities.

Fair Treatment & Workplace without Harassment

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

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

Medical Insurance & Retirement Benefits

Ooredoo provides its permanent employees and their immediate family with medical care. Employees are enrolled in the company's medical insurance scheme on completion of probation period. The company has been successfully providing medical insurance to staff since 2005.



4.1 Implementation.

- Company policies and procedures are shared with all employees following the signing of employee contracts, and during the induction program that is carried out for all new joiners.
- Annual First Aid Trainings, Maritime Trainings and Fire & Safety Trainings conducted for relevant staff members.
- All employees are given medical insurance, and registered under the retirement benefit fund.



4.2

Measurement of Outcomes

- Introduction of policy on whistle blowing to ensure the receipt, analysis and processing of reports of violation of laws, regulations, policies, decisions, instructions, code of conduct or ethics in the company, in addition to the problems that occur in the system of internal control, maintain the confidentiality of company information and fraud attempts.
- This includes any errors that may have a negative impact on the company, group, employees, customers, investors, shareholders or others in general
- The whistle-blower reporting is controlled by the Internal Audit Department of Ooredoo Maldives, information related to the whistle blower and reported issues will be kept confidential.
- No reports have been filed since the system has been implemented.

5.0 United Nations Global Compact - Human Rights Principles

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4: The elimination of all forms of forced and compulsory labour.

Principle 5: The effective abolition of child labour.

Principle 6: The elimination of discrimination in respect of employment and occupation.

Equal Opportunity to all

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

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





5.1 Implementation.

- Company policy clearly adheres to the Maldives Employment Act to guarantee the elimination of forced and compulsory labour, the effective abolition of child labour, and the elimination of discrimination in respect of employment and occupation.

5.2 Measurement of Outcomes

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- Employee Engagement Survey carried out on an annual basis, through which employees are able to report any discomforts, distresses or wrongdoings on a confidential basis. The survey is carried out by an external party to ensure its confidentiality, and reviewed by HR, management and Ooredoo group. No relevant reports have been filed since the systems have been implemented.

6.0 United Nations Global Compact - Human Rights Principles

Principle 7: Business should support a precautionary approach to environmental challenges.

Principle 8: Business should undertake initiatives to promote greater environmental responsibility.

Principle 9: Business should encourage the development and diffusion of environmentally friendly technologies.

6.1 Implementation

- Ooredoo continues to implement green practices in their internal and external dealings, in order to reduce the company's carbon footprint. This includes the introduction of e-Bills, installation of eco-friendly lighting, and more.
- In helping to protect our planet, Ooredoo was the first company in Maldives to introduce the modern Single Radio Access Network (RAN) equipment. 100% of our sites have now been modernized with Single RAN equipment, successfully saving 54% in electricity consumption and 80% in carbon footprint. Ooredoo was also the first in South East Asia to start utilizing Easy Macro technologies, which has a carbon footprint of zero.
- Company-wide "Go Green" program carried out to encourage environment friendly practices and to reduce wastage of resources such as electricity, water, paper etc. Go Green program well received by employees, leading to a significant reduction in electricity charges.

6.2 Measurement of Outcomes

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7.0 United Nations Global Compact - Human Rights Principles

Principle 10: Business should work against corruption in all its forms, including extortion and bribery.

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

Suppliers

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

Conflict of Interest

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



7.2 Measurement of Outcomes

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