

# Enriching Sustainable Development



*Our vision at Ooredoo Maldives is enriching lives of the communities we operate in, by providing innovative communication products and services. We strive towards establishing a Digital Maldives and providing convenient and innovative solutions to the customers. Despite the challenges we faced during the year 2020 due to the global Covid-19 pandemic, we have continued to work towards the betterment of our communities considering the economic, social and environmental impacts, aligned with our corporate values of Caring, Connecting and Challenging.*

*Our community-oriented projects this year have been focused mainly on responding to the relief efforts of the Covid-19 pandemic. This would not have been possible without the dedication and passion of the Ooredoo Maldives volunteers who gladly contribute their time and efforts.*

*Looking towards 2021, I remain confident that we will continue to support communities and businesses in the Maldives through sustainable technologies and services.*



Najib Khan  
Managing Director / Chief Executive Officer  
Ooredoo Maldives



## Commitment to Achieving the Sustainable Development Goals

**In October 2015, Ooredoo Maldives pledged its commitment to the United Nations Sustainable Development Goals (“Global Goals”), which aims to eradicate extreme poverty, improve the lives of people and create an all-round healthier world for tomorrow.**

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (“SDG”s), which are an urgent call for action by all countries - developed and developing - in a global partnership. They recognize that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.

These are ambitious targets which cannot be achieved without fully leveraging the reach and capabilities of mobile technology. Ooredoo Maldives continues its work to stimulate human growth and contribute to the sustainable development of local communities across the nation.

With a strong belief in the transformative power of digital, Ooredoo Maldives is strongly aware of the role that it can play in supporting the achievement of the 2030 Agenda for Sustainable Development Goals; focusing on good health and well-being, quality education, gender equality, innovation, reduced inequalities, sustainable cities and climate action.

### Digital Literacy Program

Digital Literacy Programs were held for the elderly community of L. Isdhoo Kalaidhoo and HDh.Kulhudhufushi, focusing on the basics of mobile phone and internet use to the elderly community. The purpose of this program was to bridge the digital literacy gap between the generations and ensure that no one is left behind in this fast paced digital age.

### Rahkaatheirkan: Cyber-Safety campaign

As a part of the cyber-safety campaign an awareness session was held for parents of L. Isdhoo Kalaidhoo School. Due to travel restrictions, the campaign was later carried out virtually with weekly awareness social media posts and a monthly awareness video.

### Virtual Miyaheli

Ooredoo Maldives and UNDP Maldives teamed up with the Ministry of Youth, Sports and Community Empowerment and the National Youth Council for the 5<sup>th</sup> cycle of the “Miyaheli” – social innovation camp series. In response to the Covid-19 pandemic, our annual “Miyaheli” was held virtually, bringing together changemakers, experts and tools to create innovative ideas that would aid the nation in its response and recovery efforts during the time of Covid-19.

### Art for Action

Family Legal Clinic collaborated with UNDP Maldives and Ooredoo Maldives, for an art campaign to advocate for greater social responsibility, while uplifting the voices of those affected by gender based violence. The campaign was held nationwide, under the guiding themes of Justice, Empowerment, and Hope in relation to the issue of gender based violence. The aim of this campaign was to encourage the public to consider how communities and politicians can address these problems, to foster the notion that gender based violence is a collective issue that requires collective responsibility.

As the entire world responded to a health emergency of an unprecedented scale, a majority of our Corporate Social Responsibilities were focused on Covid-19 response. Our biggest priority was the well-being of our communities, especially in situations where our support was needed the most. Some of the critical actions that we have taken to support the emergency response to Covid-19 are included below.

### Donation to the Government of Maldives

Ooredoo Group and Ooredoo Maldives contributed MVR 2.5 million (Two and a Half Million Maldivian Rufiyaa) to the Government of Maldives as Relief Aid for the Covid-19 crisis.

### Donation of Intubation Boxes

Ooredoo Maldives donated 50 Intubation Boxes to the National Disaster Management Authority. Intubation Boxes separate health workers from patients, who have difficulty in breathing, during the intubation procedure. This involves the insertion of a tube into a patient’s trachea before connecting them to a ventilator, which without an Intubation Box would place healthcare workers at risk of infection.

### Distribution of Eid Meals

Ooredoo Maldives partnered with MATATO to provide special lunch meals on Eid Al-Fitr, for people in temporary shelters and expatriate workers in quarantine.

## Awareness on Covid-19

In collaboration with stakeholders; Health Protection Agency and Maldivian Red Crescent, Ooredoo Maldives spread awareness messages and health alerts regarding Covid-19, via SMS and social media. The Covid-19 response website was also whitelisted to ensure free accessibility to all.

## Internet support for Covid-19 stakeholders

Free internet support was provided for Government institutions and other stakeholders who were part of the national emergency response for Covid-19 in the Maldives. This includes Emergency Centers, Isolation Facilities, Flu Clinics and Communication and Awareness Teams.

## Quarantine Data Offer

10GB data was provided free of charge to all persons and staffs staying at quarantine facilities to help them stay connected with their loved ones.

## Education Offer

Ooredoo Maldives partnered with the Ministry of Education to provide easy access to educational tools such as Google Classroom, Microsoft Teams, Moodle, Zoom etc. for online classes. The free data allowances were made available for our customers, as validated by the Ministry of Education.

## Digital Classroom Setup for Maldivian Red Crescent

Ooredoo Maldives created Digital Classroom for the Maldivian Red Crescent for virtual psychosocial trainings to their regional branches. The setup was also used for mass awareness across the nation.

## Free Postpaid connections for the National Disaster Management Authority

Ooredoo Maldives provided free Postpaid numbers for Covid-19 contact tracing and surveying purposes.

## “OUR PEOPLE”

Our energetic and multi-cultural pool of employees continues to be the driving force behind our business growth and success. Our human resource strategy focuses on attracting the best talent while driving a performance oriented culture. We remain committed in providing an inspiring, safe and appropriate working environment for our employees. The Company continues to maintain its employee attrition rate at a healthy 6% since 2016. Employee strength stands at 370 out of which 93% are Maldivians, demonstrating the Company's commitment towards the community and local talent development. Female ratio of the total work force stands at 31% with female representation at Executive Management.

## TRAINING AND DEVELOPMENT

Capability building is a key strategic pillar focused on building a strong talent pool with specific skillsets to cater for the current and future needs of the Company. The shift from in-class training to virtual learning through the implementation of the Learning Management System (“LMS”) has been a very positive and effective step forward to continue the learning process, while we continued to work from home. We successfully covered 100% of the calendared training programs for the year and more, including leadership development, professional certifications, soft skills and competency development.

## EMPLOYEE WELLBEING & ENGAGEMENT

We believe employee wellbeing and engagement is paramount to the success of the business.

Year 2020 was kicked off with an energizer, an all employee outdoor event, “Brigade 2k obstacle run”, to gear up for the year.

The start of the pandemic loomed in late January 2020. Considering the health and safety of our employees as a top priority, various safety measures were implemented across the Company in February 2020 to ensure employees' safety and business continuity.

- Safety items (sanitizers, masks) were provided for employees at all Ooredoo Experience Centers (“OEC”).
- Office cleaning was carried out twice a day with disinfectants.
- Sanitizers were kept at all door entries.
- Frontline employees were provided with safety kits.
- A Pandemic Response Plan was created and Marshalls were appointed to implement the measures Company wide.
- Introduction of “Work from Home” policies which provided flexibility to work from remote locations during situations such as disaster recovery periods, viral epidemics, or to address a temporary personal situation of an employee. The urgent implementation of this policy contributed towards social distancing, according to the prevention efforts for Covid-19.
- All large group meetings were held only through video conferencing across organization.
- Biometric access was replaced by Secure ID cards.
- Regular updates were communicated with employees.
- High risk employees were identified and relieved from duties on the frontline. Safety items were provided to all employees and offices across Maldives.

With the first sign of Covid-19 in the Maldives, in March 2020,

Work from Home was implemented with 95% of employees being shifted to Work from Home with access to secure cloud-based systems.

Embracing remote working from home quickly became the new normal. Employees brought their children to zoom meetings and gave their kids a glimpse into the working world and had some fun interactions. Additionally, support groups and individual psychosocial sessions were held for employees who required psychological support during the lock-down.

All employee townhall meets were held for the very first time digitally, an interactive gathering held to communicate business updates and upcoming plans. Additionally, the very first digital Brigade challenge was held to revitalize the cross functional collaboration during the lock down phase.

The very first Employee Communication Forum (“ECF”) was held digitally with over 300 employees celebrating rewards and recognition as well as enjoying employee entertainment and fun videos. With the easing of Covid-19 safety measures, a Brigade virtual run challenge was held outdoors to bring back the energy and fun element into the work.

## DIGITAL HR AND OUR WAY OF WORK

We remain steadfast in our belief that the agile way of work is a mindset and that working in small groups wherein any task can be ideated, executed and monitored in a quick and efficient manner. We continue to work in Small Business Units (“SBU”) to drive the key business imperatives successfully and efficiently. We embraced digital way of working by leveraging technology in people management processes and practices in 2017. Automation and analytics are integrated into the fabric of everyday business. Our Performance Management System is run with real time performance reviews benchmarking our performance management standards against those of peers and leading multinationals. We run trainings on our LMS, with access to learning materials at fingertips any time. Employees reward each other on our E-Kudos instant reward programme implemented in 2018 which migrated to cloud in 2020.

Our HR procedures won the award for “Best Place To Work – 2020”.



# THE TEN PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT

	<b>HUMAN RIGHTS</b>
<b>PRINCIPLE 1:</b>	Business should support and respect the protection of internationally proclaimed human rights.
<b>PRINCIPLE 2:</b>	Business should ensure that they are not complicit in human rights abuses.
	<b>LABOUR</b>
<b>PRINCIPLE 3:</b>	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
<b>PRINCIPLE 4:</b>	The elimination of all forms of forced and compulsory labour.
<b>PRINCIPLE 5:</b>	The effective abolition of child labour.
<b>PRINCIPLE 6:</b>	The elimination of discrimination in respect of employment and occupation.
	<b>ENVIRONMENT</b>
<b>PRINCIPLE 7:</b>	Business should support a precautionary approach to environmental challenges.
<b>PRINCIPLE 8:</b>	Business should undertake initiatives to promote greater environmental responsibility.
<b>PRINCIPLE 9:</b>	Business should encourage the development and diffusion of environmentally friendly technologies.
	<b>ANTI CORRUPTION</b>
<b>PRINCIPLE 10:</b>	Business should work against corruption in all its forms, including extortion and bribery.

## United Nations Global Compact

### HUMAN RIGHTS PRINCIPLES

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

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

**Health & Safety**  
 Ooredoo Maldives remains committed to ensuring the health and safety of employees, with strong policies that guide our team to 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 hazardous activities.

In 2020, the Company created a Crisis Response Team to prioritise on the safety of our employees during the Covid-19 pandemic, ensuring the physical and mental well-being of employees while working remotely and taking critical safety measures in all interactions with team members, customers and the community at large. “Work from Home” policies were implemented which provide flexibility to work from remote locations during situations such as disaster recovery periods, viral epidemics, or to address a temporary personal situation of an employee. The urgent implementation of this policy contributed towards social distancing, which had then been recommended by the Health Protection Agency (“HPA”) as per prevention efforts for Covid-19.

**FAIR TREATMENT & WORKPLACE WITHOUT HARASSMENT**  
 Clear policies and procedures ensure fair treatment for all employees, with respect to assigning of work, remuneration, career development and all employee related matters. The Company has a zero-tolerance policy towards harassment which prohibits it in any form within the work environment, while ensuring that there will not be any retribution against an employee that lodges such a complaint.

**MEDICAL INSURANCE & RETIREMENT BENEFITS**  
 Ooredoo Maldives has been providing medical insurance to team members since its initial establishment in 2005. Upon successful completion of the probation period, all employees and their immediate family members are provided with medical care, under the Company’s medical insurance scheme.

## Implementation

- Company policies and procedures are shared with all employees upon handover of employee contract, as well as during the orientation program for new joiners.
- Annual First Aid Trainings, Maritime Trainings and Fire and Safety Trainings are conducted for relevant employees.
- All employees are given medical insurance and registered under the Maldives Retirement Pension Scheme.





## LABOUR PRINCIPLES

### Principle 3:

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

### Principle 4:

**The elimination of all forms of forced and compulsory labour.**

### Principle 5:

**The effective abolition of child labour.**

### Principle 6:

**The elimination of discrimination in respect of employment and occupation.**

### EQUAL OPPORTUNITY TO ALL

Employees of Ooredoo Maldives, as well as applicants, are provided equal opportunities in employment, development and trainings, as well as career advancements without any discrimination based on race, color, marital status, parental status, ancestry, source of income, religion, gender, age, national origin or handicap. The Maldives is a signatory to the United Declaration of Human Rights, and Ooredoo Maldives complies with all local laws and regulations, and respects the culture and values within all aspects of our operations.

### Implementation

- Ooredoo Maldives adheres to the Maldives Employment Act to guarantee the elimination of forced and compulsory labor, the effective abolition of child labor and the elimination of discrimination, in respect of employment and occupation.
- As a company that believes in the benefits of gender diversity, efforts are made to increase equal opportunities and participation across all functions and job levels. Under the Ooredoo Group led Gender Diversity Program, efforts made include encouraging female entrants for relevant postings during the recruitment stage, opportunities in training and development, providing mentorships for career growth and more.

## ENVIRONMENT PRINCIPLES

### Principle 7:

**Business should support a precautionary approach to environmental challenges.**

### Principle 8:

**Business should undertake initiatives to promote greater environmental responsibility.**

### Principle 9:

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

### Implementation

Climate Action is one of the key focus areas for Ooredoo Maldives' corporate social responsibility efforts, as part of its commitment towards achieving the United Nations Sustainable Development Goals. We help to protect our planet by implementing green practices within our business activities.

- Green practices have been incorporated within all internal and external dealings, to reduce the Company's carbon footprint. This includes the introduction of e-bills, installation of eco-friendly lighting within the office, and more.
- Ooredoo Maldives was the first company in the 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.
- Company-wide "Go Green" program was carried out to encourage environment friendly practices and to reduce wastage of resources such as electricity, water and paper.
- The Company abolishing the usage of single use plastic water bottles within the office, from 2018 on-wards.
- One of the major green practices started within the Company has been the automation of manual processes. The Company has completely digitized all internal processes, eliminating the need for paper use and printing within the workplace.

## ANTI-CORRUPTION PRINCIPLES

### Principle 10:

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

Ooredoo Maldives has policies in place to eliminate corruption inclusive of:

### 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.

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

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

### Implementation

- HR policies are communicated to and signed by all employees upon signing the employment agreement, and further explained in detail during the onboarding of new employees.
- Internal Audits are conducted to prevent corruption and bribery.
- A Disciplinary Committee is assembled to carry out non-biased investigations of fraud, bribery or corruption.

- A Whistleblower Policy was introduced 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, maintaining the confidentiality of company information and fraud attempts, this includes any errors that could have a negative impact on the Company, Ooredoo Group, employees, customers, investors, shareholders or others in general.
- The whistle-blower reporting is controlled by the Internal Audit Department of Ooredoo Maldives, whereby information related to the whistle blower and reported issues are kept confidential.
- Employees are given the opportunity to report any concerns, wrongdoings or frauds via the Whistleblower Policy.
- Instant reporting of concerns to Human Resources was enabled through a Digital Feedback Mechanism available from the Company Intranet.