



Omantel

Built on Trust, Measured by Impact

Sustainability Report 2025



His Majesty Sultan Haitham bin Tarik

May God protect him

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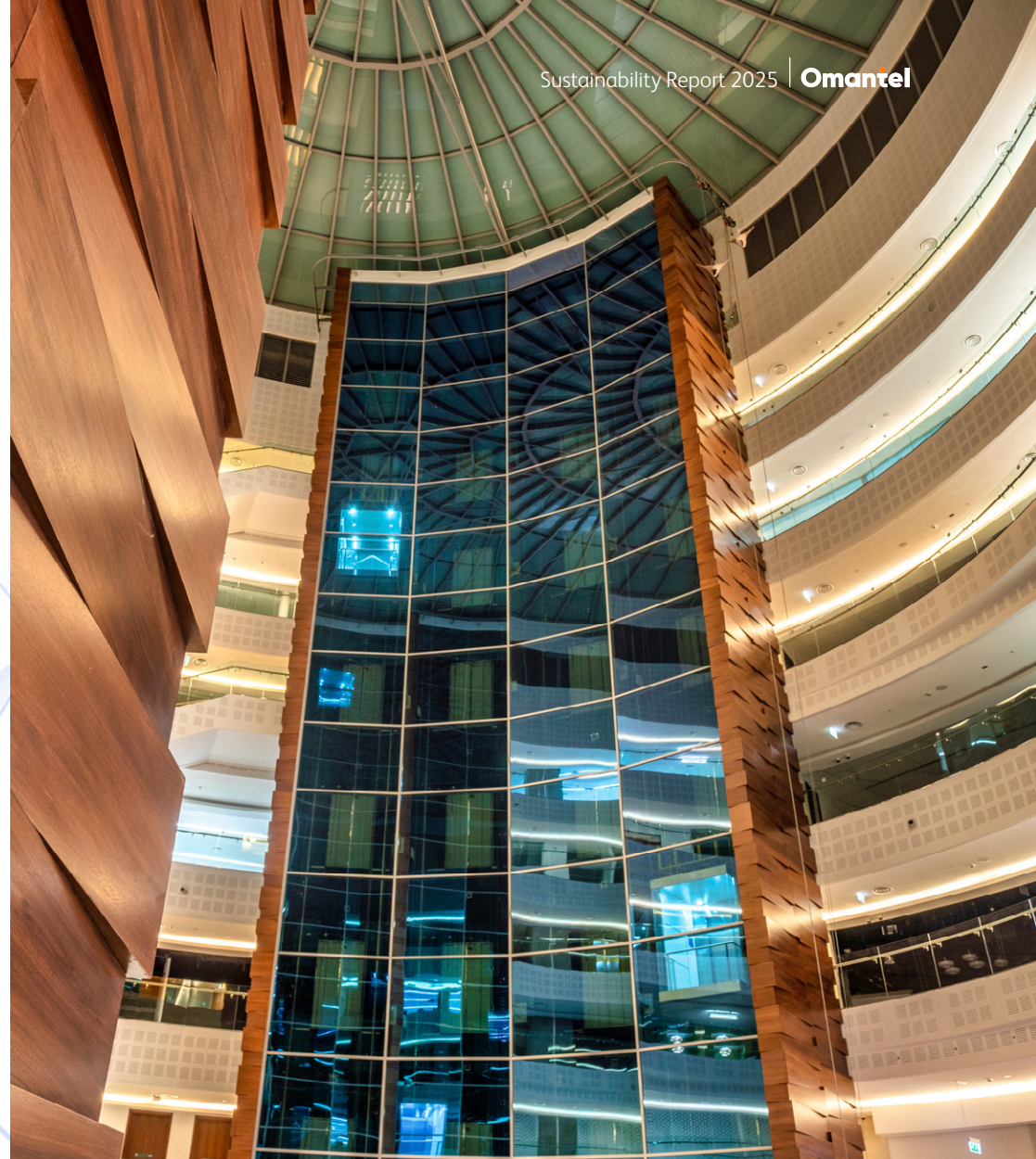
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01. Introduction

As Oman's leading integrated telecommunications and digital services provider, Omantel stands at the forefront of the Sultanate's digital transformation journey, connecting people, powering businesses, and enabling resilient, future-ready infrastructure that drives sustainable economic growth locally, regionally, and globally.



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About the Report

GRI 2-2, 2-3, 2-4, 2-5

Oman Telecommunications Company SAOG (Omantel) is pleased to present its Sustainability Report for the period 1 January to 31 December 2025.



Online Sustainability Report

This report outlines Omantel's environmental, social, and governance (ESG) performance for the year, and highlights the Company's ongoing commitment to embedding sustainability principles into its operations, governance structures, and long-term value creation strategy.

The Sustainability Report presents comparative ESG performance data from 2023 onwards, facilitating consistent year-on-year analysis and supporting the assessment of progress against strategic sustainability objectives.

Reporting Scope and Boundary

The scope of this Sustainability Report continues to focus primarily on Omantel's operations within the Sultanate of Oman, unless otherwise stated. Information on financial performance disclosed in this report includes contributions from the Company's subsidiaries, consistent with its consolidated financial reporting approach.

Reporting Framework

The 2025 Sustainability Report provides information on Omantel's ESG performance and commitment to responsible business practices, based on the annual reporting convention that began in 2024. The report is based on the materiality assessment and continues to comply with the Global Reporting Initiative (GRI) Standards and the Muscat Stock Exchange (MSX) ESG disclosure guidelines. The reporting is strategically aligned with Oman Vision 2040 and the United Nations' Sustainable Development Goals (SDGs).

Building on this commitment to international transparency and environmental stewardship, Omantel submitted its first

CDP (formerly the Carbon Disclosure Project) disclosure this year. This represents a significant milestone in strengthening our ESG disclosure and aligning with global best practices for climate-related reporting.

In alignment with the Financial Services Authority (FSA) directive for all publicly listed companies in the Sultanate of Oman to use the International Financial Reporting Standards (IFRS) S1 and S2 reporting framework starting from the 2029 fiscal year, Omantel is preparing for the upcoming International Sustainability Standards Board (ISSB) reporting requirements. In order to ensure a smooth transition, the Company will begin the baseline exercise and align itself with the international reporting requirements starting from 2026. This is a testimony to its commitment to reporting excellence.

External Assurance

The financial information presented in the Sustainability Report is based on audited financial statements prepared by KPMG consistent with prior reporting periods. Additional information on financial performance, risk management, and compliance is available in Omantel's Annual Report for 2025.

Limited assurance was obtained for the GRI Human Resource (HR)-related data following the AA1000 Principles. The

assurance was performed externally by Osool, a financial and managerial consultancy based in Oman. Omantel also implemented internal validation processes involving relevant stakeholders and subject matter experts to ensure the accuracy, completeness, and reliability of the information disclosed.

Greenhouse Gas Emissions

Following the comprehensive greenhouse gas (GHG) emissions assessment conducted in 2024, Omantel continues to disclose Scope 1, Scope 2, and Scope 3 GHG emissions in the 2025 Sustainability Report. The Scope 3 emissions boundary remains unchanged, and the calculation methodology applied is consistent with that used in the previous reporting period.

Where applicable, this report also includes new ESG initiatives and performance indicators introduced in 2025, for which historical comparative data are not yet available. Subsidiaries of Omantel, including Oman Data Park LLC, continue to be included within Scope 3 emissions calculations.

Contact Details

For further information on sustainability at Omantel or to share feedback, please contact: sustainability@omantel.om

About Omantel

GRI 2-1, 2-6 **MSX** G7

Driving Oman's Digital Evolution and Regional Technological Leadership

Organizational Profile

Oman Telecommunications Company SAOG (Omantel) is the Sultanate of Oman's leading integrated telecommunications and digital services provider. The Company plays a pivotal role in advancing national digital transformation while strengthening Oman's position as a regional and global connectivity hub.

Omantel delivers a comprehensive portfolio of services encompassing mobile and fixed communications, enterprise information and communications technology (ICT) solutions, digital infrastructure, international wholesale connectivity, fintech-enabled platforms, and innovation-led technology services.

Headquartered at Madinat Al Irfan Business Park in Muscat, Omantel is listed on the Muscat Stock Exchange (MSX). The Government of Oman remains the Company's majority shareholder, reinforcing Omantel's role as a strategic national asset aligned with Oman Vision 2040.

The Company's 21.9% stake in Zain Group and 26% ownership in Zain Omantel International (ZOI) strengthen Omantel's regional leadership in intelligent connectivity, artificial intelligence (AI)-enabled network orchestration, and cross-border digital services across the Middle East and North Africa (MENA) region.

Omantel's global presence is underpinned by strong partnerships with international telecommunications operators, enabling seamless roaming connectivity across over 150 countries.

This global footprint is further reinforced through investments in submarine cables, expanded international roaming capabilities, and strategic equity participations, positioning the Company as a key player in the global digital connectivity ecosystem.

In 2025, Omantel continued its strategic evolution from a conventional telecommunications operator into a fully integrated digital ecosystem enabler. This transformation is underpinned by sustained investments in AI, cloud computing, cybersecurity, smart infrastructure, and advanced digital platforms that support economic diversification and long-term national development.

MSX G1



Vision

Bringing together families, businesses and communities by reaching every corner of Oman and the globe.



Mission

- ◆ Fulfil all communications needs of our customers
- ◆ Attract and develop talent in a team-oriented environment
- ◆ Deliver profitable growth to our shareholders



Values

We focus on delivering the best services with professionalism and ethics in every aspect of our business and operations.

Collaboration

At Omantel, each and every employee plays a critical role in achieving business objectives. The company promotes idea sharing and collaboration at every level and across all operations.

Ownership

We own our faults and take full responsibility for our success, ensuring we do more than just talk the talk.

Passion

We are passionate about our people, our business, our customers and our country, and lead by example, inspiring others with our pursuit of excellence.

Simplicity

We simplify problems, and find clear and understandable solutions that are easy to implement and adaptable to the needs of our employees.

Value Creation Through Products and Services

Omantel's diversified portfolio supports sustainable economic growth and digital inclusion by enabling secure, resilient, and future-ready connectivity solutions.



International

Infrastructure

Connectivity to global subsea and terrestrial cable systems, and carrier-neutral data center facilities and services supporting international networks

- ◆ Connectivity to 20+ subsea cable systems
- ◆ Operation of seven separate landing stations
- ◆ Data center facilities meet international standards
- ◆ Oman Emirates Gateway (OEG) submarine cable
- ◆ Co-location services (indoor and outdoor)
- ◆ In-building solutions

Internet

Secure foundation for delivering internet protocol (IP)-based services with reliability, availability, and agility for wholesale partners

- ◆ IP Transit
- ◆ Content Connect
- ◆ Dedicated Internet Access (DIA)

Carrier Voice and Messaging Services

Global carrier voice and messaging footprint supported by real-time monitoring and service management

- ◆ Bilateral Traffic
- ◆ Transit
- ◆ International Toll-Free Service (ITFS)

Roaming and Mobile Services

International roaming coverage extended through partnerships with operators worldwide, with advanced mobile interoperability and security support

- ◆ International Roaming (network in 150+ countries with ~700 partners)
- ◆ Mobile Number Portability (MNP)
- ◆ Messaging Hub and Firewall

Domestic and International Connectivity

Ultra-low latency networking, leveraging subsea cable capacity for global reach and local access

- ◆ Dedicated Capacity
- ◆ Ethernet
- ◆ Multiprotocol Label Switching Virtual Private Network (MPLS VPN)
- ◆ International Private Leased Circuit (IPLC)
- ◆ Managed Optical Fiber Network (MOFN)

Regulated National Products

Provision of regulated wholesale services to licensed operators in Oman under the Reference Access and Interconnection Offer (RAIO) framework

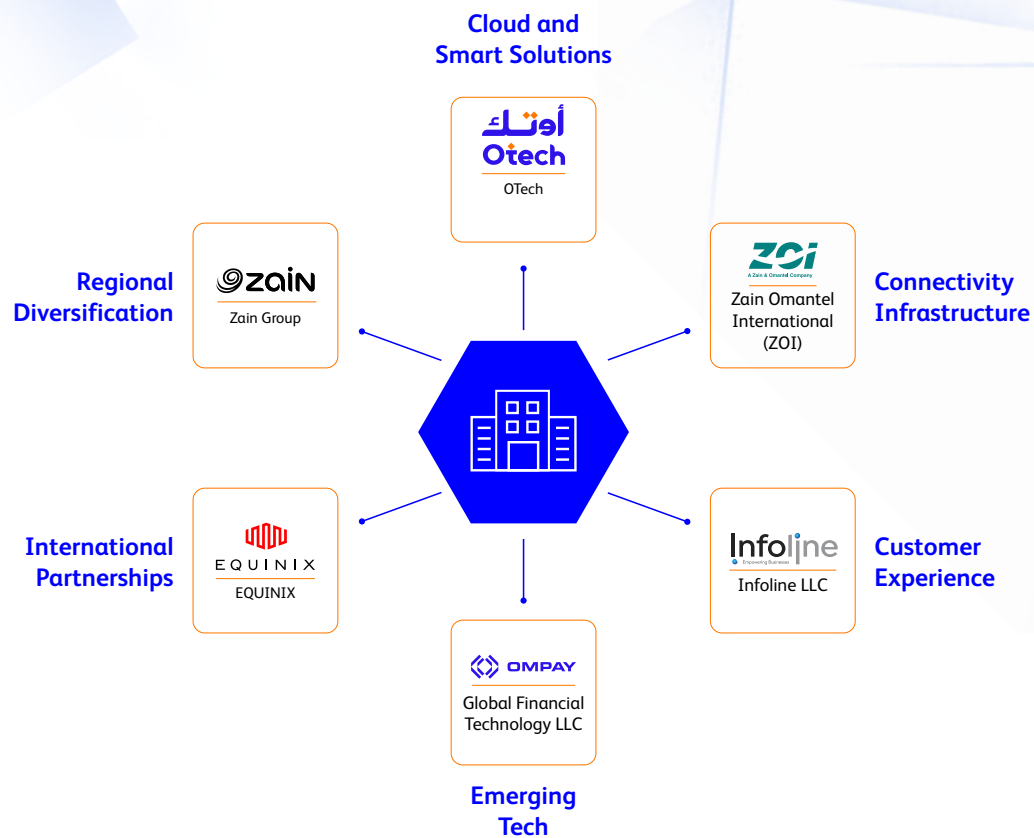
- ◆ Reference Access and Interconnection Offer (RAIO)
- ◆ Service documents
- ◆ Forms and procedures
- ◆ RAIO agreements

Key Subsidiaries, Associates, and Joint Ventures

GRI 2-1, 2-6 MSX G7

Omantel's operating model is supported by a diversified portfolio of subsidiaries and associates that provide key capabilities in digital infrastructure, fintech, cloud, connectivity, and innovation.

These entities underpin the Company's strategic expansion into high-growth digital services, while enhancing operational efficiency and market reach.



Corporate Strategy: Portal to the Future (2025–2027)

MSX G1

Following the successful execution of the “Shift Gear” strategy cycle (2022-2024), Omantel stepped into a new chapter of digital evolution in 2025 with the implementation of its new strategy ‘Portal to the Future’. Launched in 2024, this roadmap represents a significant shift from being a traditional telecom provider to becoming a tech-driven powerhouse. This transformation is closely tied to national development goals, and aims to drive digital change for Oman and the surrounding region.

The Portal to the Future strategy focuses on protecting and strengthening core telecom leadership, enhancing the customer experience, and scaling new digital and ICT growth engines. It is framed as a five-year roadmap that builds upon Omantel's legacy to accelerate innovation and societal digital capabilities, moving the Company beyond conventional telecom services.

Strategic Pillars

The strategy is built upon foundational pillars designed to steer Omantel's growth through 2025 and beyond. These pillars define how Omantel modernizes its operations, expands digital and ICT services, builds partnerships, and unlocks new value pools. We continue to strengthen our strategic approach through a combination of strong financial discipline, aligned people and partnerships, and a continued focus on customer experience.

Therefore, the strategy is designed to deliver sustainable, profitable growth while advancing Oman's economic and digital ambitions.

Core Priorities and Implementation in 2025

As the strategy is rolled out, Omantel is focusing on several key areas to ensure alignment with Oman Vision 2040.

1. Digital infrastructure

Omantel is placing strong emphasis on developing a reliable and robust fixed and wireless network infrastructure to uphold its core strengths. This effort is aimed at maintaining its market leadership, which is rooted in customer trust and national inclusion, while also boosting regional wholesale and international connectivity. These capabilities are further strengthened through Zain Omantel International (ZOI), which serves as the Group's primary platform for regional wholesale expansion, cross-border connectivity, and the scaling of international carrier services.

2. Integrated Digital Ecosystem

The Company aims to leverage the Omantel ICT portfolio to capture a larger market share in Oman, streamlining its ICT services into a one-stop shop with a unified approach. Additionally, Omantel plans to utilize Zain's markets to broaden its ICT offerings on a global scale. To back this ecosystem, the Company is continuously investing in modernizing its network and increasing capacity to ensure long-term resilience, coverage, and competitiveness.

3. Innovation and Entrepreneurship

Omantel is focused on diversifying its portfolio and developing digital and emerging technologies within Oman. By enhancing next-generation capabilities driven by these technologies, the Company seeks to lead in the digital space. Furthermore, it aims to foster innovation-driven partnerships to expand its overall impact and reach.

4. Financial discipline and value-focused investment

The strategy highlights the importance of strict financial discipline, with a focus on actively deleveraging to remain within the target range of 2-3x net debt to Earnings Before Interest, Taxes, Depreciation, and Amortization (EBITDA). Omantel is committed to making prudent investments and

forming partnerships only where it makes strategic sense, while ensuring a stable annual dividend. Ultimately, the Company places shareholder value at the forefront of every investment decision it makes.

Strategic Outcomes

In 2025, the Portal to the Future Strategy established Omantel as a leading tech innovator in the region. The narrative has shifted from aspirational ambition to clear strategic goals, enabling the delivery of advanced, secure, and scalable digital services that bolster national competitiveness and drive economic diversification.



Financial Performance and Economic Contribution

GRI 201-1, 201-2, 201-3, 201-4

In 2025, Omantel demonstrated resilient financial performance supported by diversified revenue streams, strong international operations, and disciplined capital allocation.

Financial Performance

As Omantel continues to navigate dynamic market conditions and evolving customer needs, its financial performance in 2025 remains a key indicator of the Group's organizational strength and resilience in supporting sustainable growth. Group revenue increased to $\text{OMR } 3,413.1$ Mn., representing a 11.4% growth compared to 2024. Domestic operations in Oman remain the primary revenue driver, complemented by growing contributions from subsidiaries in Iraq, Bahrain, Jordan, the Kingdom of Saudi Arabia, and Kuwait. This balanced geographic footprint reinforces the Group's resilience across markets.

This steady revenue performance has supported overall profitability, with EBITDA amounting to $\text{OMR } 1,155.4$ Mn., reflecting a 10.6% change from the previous year. Continued operational efficiency, alongside the expansion of digital and international services, contributed positively to revenue. Profitability remained solid, with net profit for the period amounting to $\text{OMR } 371$ Mn., representing a 87.7% year-on-year (YoY) increase, highlighting the stability of Omantel's diversified revenue streams.

Profit attributable to shareholders amounted to $\text{OMR } 88.4$ Mn., driven by contributions from domestic operations and regional subsidiaries, while non-controlling interest was $\text{OMR } 282.6$ Mn., broadly aligned with performance trends of subsidiaries. Overall, Omantel's financial performance in 2025 reflects its ability to navigate evolving market conditions, while continuing to deliver sustainable growth and long-term shareholder value.

Consolidated Profit and Loss Highlights

Revenue (OMR Mn.)

Driven by domestic and regional operations

11.4% Change

2025 ————— 3,413.1

2024 ————— 3,062.7

EBITDA

Supported by efficiency and digital growth

10.6% Change

2025 ————— 1,155.4

2024 ————— 1,044.7

Profit for the period (OMR Mn.)

Reflects revenue diversification

87.7% Change

2025 ————— 371

2024 ————— 197.7

Attributable to shareholders

Contribution from core business and subsidiaries

63.1% Change

2025 ————— 88.4

2024 ————— 54.2

Non-controlling Interest

In line with the performance of subsidiaries

96.9% Change

2025 ————— 282.6

2024 ————— 143.5



Industry Leadership, Governance, and Compliance

Industry Leadership and Corporate Excellence

Omantel continues to reinforce its position as a telecommunications and digital services leader in Oman and the MENA region. The Company's reputation is underpinned by strategic memberships, industry alliances, certifications, and awards, reflecting its commitment to operational excellence, innovation, and ESG practices.

Memberships and Alliances

GRI 2-28

Omantel maintains active participation in regional and international industry forums, collaborating with peers and government entities to shape the sector's future.

Memberships

GSMA™

GSMA Cybersecurity
(GSM Association)

**Carrier
Community**
Global Telecom Club

Global Carrier
Community (GCCM)



International
Telecommunication Union (ITU)



International Cable
Protection Committee (ICPC)



SAMENA Council for enhanced telecom
innovation and community impact



Mediterranean Cable Maintenance
Agreement (MECMA)



Omani Society for Human
Resource Management

Alliances

alaian>

Alaian Telecommunications
Alliance



GCC Sustainability
Innovation Hub

Certifications

Omantel continues to uphold international standards for sustainability, information security, and operational resilience.

Existing Certifications



◆ LEED Platinum certification – US Green Building Council (USGBC)



Business
Continuity
Management

◆ ISO 22301:2019 – Security and Resilience – Business Continuity Management Systems



◆ ISO 27001:2022 – Information Security Management Systems

◆ ISO 27701:2013 – Privacy Information Management Systems

Awards and Recognitions

During the 2025 reporting period, Omantel continued to receive recognition for its leadership in corporate responsibility, sustainability, innovation, and workplace excellence. The Company's efforts were acknowledged through several prestigious awards and accolades:

◆ **Silver Award for Environmental, Social, and Governance (ESG) Practices** (at the Oman Sustainability Week Awards 2025 in Oman)

Omantel received this recognition for its integrated sustainability practices across ESG dimensions.

◆ **2025 Forbes Middle East Sustainability Leaders Award**

This prestigious award identifies Omantel as a top organization in the MENA region for driving impactful sustainability initiatives and environmental leadership.

◆ **Excellence in Human Resources Management** (at the Excellence in Human Resources Management Awards in Oman)

The Omani Society for Human Resource Management (OSHRM) recognized Omantel for its exemplary Human Resources practices, workplace culture, and innovation.

◆ **Innovation in Practice Award – "Fikra" Program**

The HR team received this award for the "Fikra" initiative, an internal program designed to harness employee creativity and drive innovation from within the organization.

◆ **Mental Health and Workplace Well-being Excellence Affiliated with InsideOut and IFTDO**

This award recognizes Omantel's comprehensive efforts to support the mental health and overall well-being of its workforce.

◆ **Growth and Job Creation Award** (at the Oman Investment Authority Excellence Awards)

Omantel earned this award by driving revenue growth and dedicating 18% of its assets to new ventures, successfully meeting 98% of its yearly objectives. Furthermore, the Company expanded its workforce through new roles and replacement hiring for Omani nationals, effectively pushing its Omanization rate to 95%.



◆ **Lead Award: Best 5G Adoption (at the SAMENA Telecom Awards in Dubai)**

Omantel was recognized for outstanding deployment and adoption of 5G technology across its network, reinforcing its regional leadership in next-generation connectivity.

◆ **Best Loyalty Program in the Middle East (at Telecom Review ME)**

The "Makasib" program was recognized as the premier loyalty initiative in the region at the Telecom Review ME Excellence Awards 2025, underscoring Omantel's success in customer engagement and retention.

◆ **MEIRA Investor Relations Awards 2025**

Omantel secured top honors in the Oman categories, winning "Leading Corporate for Investor Relations," and "Best Investor Relations Professional" for excellence in stakeholder communication.

◆ **MEA Business Achievement Awards**

Omantel won awards under three different categories:

(1) **Industry Trailblazer**

This award recognizes Omantel's successful transformation and its role as a leader in the digital evolution of the MENA region.

(2) **Innovative Collaborations and Partnerships**

This category honors Omantel's strategic efforts to foster innovation through global and local partnerships.

(3) **Workforce Development and Empowerment**

This recognition highlights Omantel's significant investment in human capital and its commitment to empowering employees with future-ready skills.

These awards and recognitions reflect Omantel's ongoing commitment to sustainability leadership, technological advancement, human capital development, and inclusive community impact during the 2025 reporting year.



Chairman's Message

GRI 2-22, 2-23



Omantel's record-breaking financial performance in 2025 underscores a year of strategic clarity, where disciplined risk management and a commitment to ESG principles solidified our role as a regional leader in technology.

Navigating Complexity with Purpose and Resilience

Dear Stakeholders,

As I reflect on 2025, I am reminded that true leadership is not measured during times of ease, but in moments of profound uncertainty. The past year presented us with extraordinary challenges, including geopolitical tensions affecting our region to global economic headwinds and the relentless pace of technological disruption. Yet, through this complexity, Omantel has stood firm. We have demonstrated remarkable resilience and strategic clarity that stems from our unwavering commitment to the nation and the communities we serve.

Responding to Regional Challenges

The recent regional conflict has reinforced the critical importance of stability, preparedness, and responsible stewardship. While Oman's long-standing neutral stance and robust governance provided a foundation of security, we remained vigilant. Our crisis management protocols

were rigorously tested and further strengthened to ensure the safety of our most valuable asset: our people, including employees, customers, and partners alike. I am extremely proud of the agility and resolve our teams have shown in navigating these rapidly shifting circumstances.

In parallel, we maintained seamless operational continuity and safeguarded critical infrastructure to ensure uninterrupted connectivity for our customers. This stability is the direct result of years of disciplined risk management, diversified supply chains, and strategic foresight.

Transforming Strategic Progress into Value

Our ability to navigate these headwinds is reflected in our strong financial performance for 2025. Group revenue reached **3,413.1 Mn.**, reflecting an 11.4% YoY growth. Furthermore, net profit attributable to shareholders rose to **88.4 million**, a significant 87.7% increase. These results highlight the inherent strength of our diversified business model, and the effectiveness of our execution.

This financial success is a direct outcome of our "Portal to the Future" strategy. By positioning sustainability as a core pillar of enterprise value rather than a parallel agenda, we have successfully advanced digital transformation across government, education, and industry. We continue to expand our regional footprint and strengthen our leadership in 5G, cloud, AI, and cybersecurity.

Embedding Sustainability at the Core

For Omantel, sustainability is not a compliance exercise; it is the lens through which we innovate and grow. In 2025, we took significant strides across four key areas:

- ◆ **Climate Action:** We initiated our first CDP disclosure and expanded our greenhouse gas inventory to include Scope 3 emissions, remaining firmly committed to Net Zero by 2050. This year, we procured 100,000 MWh of renewable energy certificates from Nama Power and Water Procurement (PWP) and responsibly recycled 157.19 MT of electronic waste.
- ◆ **People and Inclusion:** We are proud to have achieved an Omanization rate of 95%, with 91% of our senior leadership being Omani nationals. We also advanced gender diversity, reaching 28% female representation

across the workforce and 23% in senior and executive roles. Our new Inclusion, Diversity, and Equity (IDE) Forum drove 19 initiatives to improve accessibility for persons with disabilities (PWDs).

- ◆ **Community Impact:** Through 25 Corporate Social Responsibility (CSR) initiatives totalling  750,000, we invested in the future of Oman. Highlights include our AI-powered cancer diagnosis tool, the Underwater Omani Landmarks Museum for marine restoration, and digital literacy programs that reached 2,400 children.
- ◆ **Governance and Ethics:** To protect our digital ecosystem, we introduced a comprehensive Anti-Bribery and Corruption Policy and a Third-Party Code of Conduct. We achieved 93% employee attestation of our Code of Ethics and maintained zero substantiated cybersecurity breaches.

Recognition and Accountability

Our progress has been validated by prestigious honors, including the Forbes Middle East Sustainability Leaders Award and the Silver Award for ESG Practices at Oman Sustainability Week. While we appreciate these accolades, we view them not as self-congratulation, but as a reaffirmation of the trust you place in us and the responsibility we carry.

Looking Ahead: Anchored in Purpose

As we move into 2026, we do so with clarity and resolve. The Double Materiality Assessment we have initiated will deepen our understanding of ESG impacts. We will continue to strengthen our decarbonization roadmap, enhance supply chain resilience, and expand our digital inclusion programs to ensure no one is left behind.

Beyond strategy and metrics, Omantel is defined by the integrity and ingenuity of its people. I extend my deepest gratitude to our Board, our leadership team, and every employee who serves Omantel with excellence.

To our shareholders, customers, partners, and the communities we serve: your trust is our compass. We will continue to operate with transparency, accountability, and a steadfast commitment to building a sustainable, digitally empowered, and prosperous Oman.

Mulham bin Basheer Al-Jarf

Chairman, Board of Directors
Oman Telecommunications Company SAOG

CEO's Message

GRI 2-22, 2-23



Omantel successfully transitioned into a technology-driven digital ecosystem enabler in 2025, achieving 11.4% revenue growth through the full activation of the "Portal to the Future" strategy.

Transforming Challenges into Opportunities for Sustainable Growth

Dear Valued Stakeholders,

The year 2025 will be remembered as a period of profound transformation, not only for Omantel but for the telecommunications industry and the nation we serve. It was a year that tested our resilience, demanded strategic agility, and reaffirmed our identity. We have proven that we are far more than a connectivity provider; we are the enablers of digital transformation, champions of sustainability, and dedicated partners in achieving Oman Vision 2040.

Delivering on Our Strategic Vision

In 2025, we fully activated our "Portal to the Future" strategy, marking our official evolution from a traditional telecommunications operator to a technology-driven digital ecosystem enabler. The strategic shift delivered robust year on year growth, with revenue and EBITDA, reflecting stronger operational performance and sustained business momentum.

Maintaining Stability in a Complex Environment

The regional geopolitical landscape has been undeniably challenging. However, by leveraging Oman's strategic neutrality and our proactive crisis management, we ensured uninterrupted service and the safety of all employees. We established a crisis command structure, conducted scenario planning, and maintained 24/7 intelligence monitoring to protect our operations, proving that our infrastructure is as resilient as it is advanced.

Our commitment to inclusive leadership reached a historic milestone in December 2025 as we welcomed Ms. Rasha bint Abdulhussain Sulaiman as the first female Board member to Omantel. This progress is supported by strong governance practices, including new policies on anti-bribery and corruption, child online protection, and human rights, reinforcing our zero-tolerance approach to unethical conduct.

Leading the Sustainability Agenda

At Omantel, sustainability is central to our core. In 2025, we:

- ◆ Submitted our first CDP disclosure and achieved a 28% reduction from the 2023 base year in Scope 1 and 2 emissions, a metric now directly linked to executive incentives.
- ◆ Procured 100,000 MWh of renewable energy certificates from Nama PWP to decarbonize our operations.
- ◆ Recycled 157.19 MT of e-waste through certified partners.
- ◆ Launched the Underwater Omani Landmarks Museum, combining marine conservation with cultural heritage.
- ◆ Achieved 95% Omanization rate and 28% female workforce representation, demonstrating that sustainability extends beyond the environment, and it encompasses people, equity, and national development.

Innovation and Digital Inclusion

We are proud to have driven meaningful impact through digital innovation. This year, we deployed a National E-Invoicing Platform for the Tax Authority and provided 1,736 smart devices to 64 schools. In healthcare, our AI-powered cancer diagnosis tool reduced diagnosis time from 12.7 hours to just 5.5 hours. We also onboarded 65 new enterprise customers and trained 2,400 children in coding through the Digital Hero initiative.

Furthermore, our Innovation Labs engaged more than 600 startups, providing an average of  140,000 in funding to 14 selected ventures, fostering a vibrant Omani entrepreneurial ecosystem.

Investing in Excellence: Putting Our People First

Our employees are the heart of our success. To ensure they remain future-ready, we delivered an average of 17.8 training hours per employee, focused on AI and digital skills. We also prioritized well-being by launching a Well-being and Mental Health Steering Committee, with 1,200+ employees participating in mental health surveys. We also achieved a 100% return-to-work rate for parental leave and supported 21 employees with disabilities.

We also introduced the IDE Forum, resulting in 19 initiatives to enhance workplace inclusion, and partnered with Zain Group on cross-regional well-being campaigns.

Empowering Our Communities

Our commitment to Oman goes beyond technology; it is about creating a tangible, positive impact on the lives of our people. In 2025, our 25 CSR initiatives, representing a total investment of  750,000, directly reached thousands of citizens across the Sultanate of Oman. We facilitated 15 individuals with visual impairment through an AI training program and empowered 45 female entrepreneurs through our

Mubadera Program. This spirit of service is also shared by our workforce, who contributed 4,935 volunteering hours to various causes. Furthermore, we advanced environmental stewardship through our "Turtle Commandos" initiative and specialized tree-planting research, ensuring that our legacy is one of both digital and environmental prosperity.

Securing Trust through Privacy

In an increasingly digital world, trust and privacy are non-negotiable. In our continuous efforts to ensure this, we upgraded to ISO 27001:2022 standards and maintained ISO 27701:2019 certification, blocked 218 TB of malicious traffic, and achieved zero substantiated cybersecurity breaches in 2025. By launching our Verified Caller Service, we are actively reducing fraud and building customer confidence in every interaction.

Championing Customer-Centricity

We remain committed to listening. This year, we resolved 96.7% of 141,480 customer complaints and introduced proactive measures such as Pre-Bill SMS and AI Chatbots to support our contact center agents. By combining AI-driven sentiment analysis with a hybrid service model, we are making our interactions more personal and efficient.

Looking Ahead: Our Roadmap for 2026

As we enter 2026, our focus is clear:

- ◆ Accelerate Decarbonization: Expand renewable energy sourcing across our data centers.
- ◆ Evolution of Reporting: Complete our Double Materiality Assessment to align with IFRS S1 and S2.
- ◆ Infrastructure Expansion: Extend 5G and fiber networks to underserved areas.
- ◆ Develop Future Skills: Deepen AI and digital capabilities across our entire workforce.

A Note of Gratitude

None of these achievements would have been possible without the dedication of our 2,338 employees, the trust of our customers, the guidance of our Board, and the support of our partners and shareholders. To the people of Oman, we are honoured to serve you and remain committed to building a digitally empowered, sustainable, and prosperous future together.

Aladdin Abdullah Hassan Baitfadhil
Chief Executive Officer
Oman Telecommunications Company SAOG

Sustainability Highlights

In 2025, Omantel strengthened its commitment to sustainable value creation while supporting Oman's long-term economic development and digital transformation. During the year, Omantel strengthened its governance framework and expanded the application of sustainable business practices to third parties. The overview below and subsequent detailed narrative highlight Omantel's focus on responsible growth, operational resilience, and long-term stakeholder value.

Environmental Climate and Energy

- **103,561 tCO₂eq** total greenhouse gas emissions (Scope 1 and 2)
- **Scope 3 emissions disclosed** as part of the climate reporting framework
- **1,043,481,545 MJ total energy** consumption
- **100,000 MWh renewable energy** certificates purchased from Nama PWP



Circular Economy

157.19 MT

electronic waste responsibly recycled through certified partners

Strategic Climate Milestones

- Submission of first CDP Disclosure

Communities and Digital Inclusion Community Investment

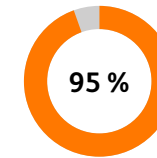
- **750,000 CSR Spend**
- **25 CSR initiatives** implemented across Oman
- **4,935 volunteering hours** contributed by employees

Digital Inclusion

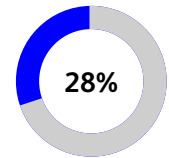
- **15 individuals with visual impairment** empowered through an AI training program
- **2,400 children** introduced to coding through the Digital Hero initiative

People and Talent Workforce Profile

- **2,338 employees** across Omantel's workforce
- **23%** female in senior and executive-level positions



Omanization rate



female workforce representation



Sustainability Highlights

Talent Development

- **17.8 average training hours** per employee
- **567 participated** in internship programs

Employee Well-being

- **1,200+ employees participated** in the Mental Health Scanner survey
- **31 counselling sessions delivered** through the Mashora program

Responsible Sourcing and Supply Chain

- **₹ 177.18 Mn.** directed towards local and small and medium-sized enterprise (SME) suppliers
- **87.1%** procurement spend with local suppliers (excluding SMEs)
- **20%** of suppliers screened using an ESG questionnaire in 2025
- **13** SME development workshops conducted
- **197** SME and freelancer participants supported through supplier workshops

Governance and Responsible Business

- Development of several policies, including the anti-bribery and corruption policy, human rights, and child online protection

Corporate Governance

- **78%** Board independence
- Board-level oversight of privacy and cybersecurity through governance committees

Ethics and Compliance

- **93%** employee attestation of the Code of Ethics and Conduct
- **96%** employee declaration and verification of outside business interests
- Third-Party Code of Conduct issued for suppliers to strengthen ethical supply chain practices

Data Privacy and Cybersecurity

- **0** substantiated cybersecurity or customer data breach complaints in 2025
- **100%** regulatory compliance maintained for the protection of services and infrastructure
- Maintained the **ISO27701:2019** certification and upgraded ISO27001:2013 to the **ISO27001:2022** certification, ensuring international standards for security and privacy
- Conducted a cybersecurity maturity assessment using the National Institute of Standards and Technology (NIST) framework to identify and bridge security gaps
- Reviewed and aligned privacy policies with Oman's Personal Data Protection Law (PDPL)
- Completed a privacy gap assessment and developed a roadmap for the automation of privacy operations



02. Sustainability at Omantel

At Omantel, sustainability is integrated into our strategy, shaping resilient infrastructure, responsible innovation, and inclusive growth that advance national priorities and long-term enterprise value.



Sustainability Strategy | Stakeholders | Materiality



Sustainability Strategy

Sustainability is not a parallel agenda at Omantel; it is embedded at the core of enterprise value creation, guiding how the Company innovates, operates, and grows responsibly, while enabling national and global sustainability priorities.

Omantel's sustainability strategy provides a structured framework for managing the Company's environmental, social, and governance (ESG) responsibilities in alignment with its corporate objectives, stakeholder expectations, and national development priorities. The strategy is embedded within Omantel's broader operating model and supports the long-term ambition to create measurable impact across the value chain, while contributing to Oman Vision 2040 and the United

Nations Sustainable Development Goals (SDGs), and aligning with the Muscat Stock Exchange ESG Disclosure Guidelines.

The strategy is implemented through Omantel's Sustainability Framework, which was last revised in 2023. The framework is structured around four pillars – Operating responsibly, creating a greener world, employer of choice, and developing prosperous communities – and is informed by the Company's materiality assessment.

Mission for Sustainability

Omantel aims to enable Omani society by building a digitally competent and connected community, and contributing to the sustainable development of Oman.



Omantel Sustainability Framework Pillars



In 2025, Omantel formally commenced the implementation of its “Portal to the Future” strategy, where sustainability is positioned as a core pillar of enterprise value creation, with commitments to environmental stewardship, inclusive digital transformation, and responsible innovation.

As part of the Portal to the Future strategy, Omantel's sustainability agenda is directly linked to its ambition to strengthen the Company's position as a regional technology innovator. The strategy aligns environmental stewardship and inclusive development with national priorities, while supporting enterprise growth through secure, intelligent, and scalable digital infrastructure that advances both ESG performance and market competitiveness.

Short-Term Strategy

In the short term, the nature of Omantel's business afforded the capacity and expertise to advance digital inclusion in our communities. There was a focus on enhancing digital infrastructure to strengthen the foundations of a connected community, while also enabling equitable access to quality tech knowledge and education to solidify the foundations of a knowledge-based, future-ready society in alignment with Oman Vision 2040.

Omantel also continued to take measures to reduce its operational carbon footprint, optimizing resource utilization through green building design (LEED Platinum certified headquarters).

Under this strategic direction, Omantel expanded its GHG inventory to include Scope 3 emissions, developed a decarbonization roadmap, and continued consideration of ESG factors across network operations, supply chain practices, and workforce-related initiatives. These actions support Oman's national commitment to achieving net-zero emissions by 2050.

Medium-Term Strategy

Over the medium term, Omantel aims to be a catalyst in Oman's start-up ecosystem, particularly in the ICT sector as well as in applications related to Industry 4.0. The Company will continue to support entrepreneurship, providing resources and platforms for innovators to develop and scale their ideas, thereby stimulating economic progress.

Furthermore, Omantel aims to fund and support eligible sustainable projects spanning both environmental and social initiatives from renewable energy investments to empowering female-led microentrepreneurs, underscoring Omantel's commitment to sustainable development across the Sultanate of Oman. The Company's commitment to uphold, promote, and protect human rights across its operations and through various initiatives is reflected in its Human Rights Policy published in 2025.

Strategic oversight of the sustainability agenda is provided by the Sustainability Steering Committee, which monitors implementation across the four pillars, and ensures that ESG priorities remain aligned with enterprise risk management and corporate performance frameworks. The Board of Directors retains ultimate oversight and receives regular reports on progress. Omantel has embedded ESG responsibilities across functional leadership

Long-Term Strategy

In the long term, Omantel's strategy is closely aligned with Oman Vision 2040, focusing on economic diversification, digital transformation, and innovation. The Company aims to incorporate sustainability at every level, dedicating outcomes to the environment, the communities, and the nation. This includes ongoing investments in state-of-the-art integrated network infrastructure to promote inclusive development and societal well-being.

Omantel also aspires to be a role model in environmental stewardship, working extensively on its GHG Assessment for the preceding financial year as its baseline. Omantel also worked to develop a comprehensive Net-Zero Roadmap to drive long-term plans for emission reduction. Other initiatives include the adoption of renewable energy sources, extensive recycling programmes, and the promotion of a circular economy to ensure sustainable development for future generations.

over the past several years. In 2026, this will be further formalized through the implementation of the ESG Policy, establishing a clear governance structure to guide enterprise-wide accountability.

This integrated approach positions Omantel to deliver sustainable outcomes through disciplined execution, enhanced transparency, and alignment with long-term national and regional priorities.

Stakeholders

GRI 2-29
 MSX S1

During the reporting period, Omantel continued to engage proactively in a structured manner with its key stakeholder groups through diverse and appropriate communication channels. This involved continuous dialogue and customized approaches, which enabled the Company to gain a deeper understanding of stakeholder expectations, priorities, and emerging concerns, further strengthening and helping to effectively manage relationships with key stakeholders. Moreover, it has facilitated the effective integration of stakeholder perspectives into policy formulation, strategic decision-making, and the Company's long-term sustainability agenda.

Omantel has identified its stakeholders as per the definition of the Global Reporting Initiative (GRI) – entities or individuals that can be significantly affected by an organization's activities, products, and services, or whose actions can reasonably be expected to affect the ability of the organization to successfully implement its strategies and achieve its objectives.

The following table outlines Omantel's key stakeholder groups, the primary channels used and frequency of engagement, and the main topics of interest and concerns identified through these interactions.

Stakeholder Engagement Overview: Key Concerns, Primary Channels Used and Frequency of Engagement

Potential Investors	Customers	Government Authorities and Regulators	Subsidiaries and Associates	Suppliers	Employees	Communities and Environment		
Key concerns	Engagement channels			Annually	Quarterly	Monthly	As required	Continuous
Value creation	Annual Ordinary General Meeting (e-AGM)			✓				
Market leadership	Extraordinary General Meetings			✓				
Sound governance	Annual Report and Sustainability Report						✓	
In-country value	Interim Financial Statements				✓			
Economic performance	Investor presentations				✓		✓	
Business expansion plans/corporate strategy	Press releases and media						✓	
Shareholder returns	Announcements made on the Muscat Stock Exchange (MSX)						✓	
ESG considerations/sustainability strategy	Dedicated page on corporate website							✓
Sustainable financing	Regular meetings/one-on-one discussions						✓	
	Feedback surveys						✓	

Materiality

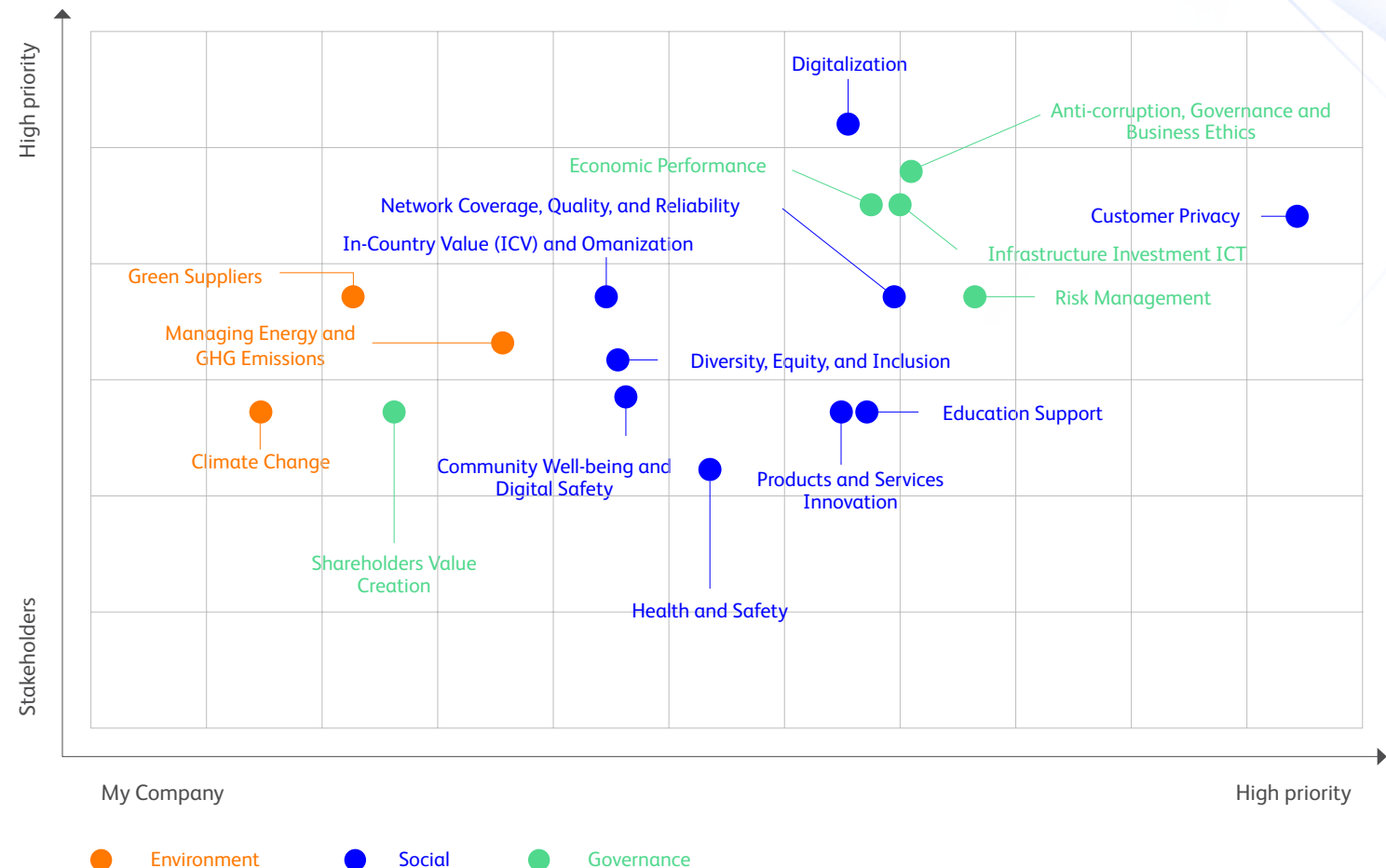
GRI 3-1, 3-2

Omantel systematically evaluates both current and emerging environmental, social, and governance (ESG) matters relevant to its operations and long-term strategy, through structured engagement with its key stakeholder groups. This process enables the Company to understand stakeholder expectations and identify issues that may directly or indirectly affect its ability to create sustainable economic, environmental, and social value, in line with the Global Reporting Initiative (GRI) Materiality Principle.

Looking Ahead

At the beginning of 2026, Omantel initiated its first Double Materiality Assessment (DMA) as part of its roadmap to further align its sustainability journey with IFRS S1 and S2 requirements. The outcomes of the DMA will be incorporated into the 2026 Sustainability Report.

Omantel Materiality Matrix



03. Sustainability Pillars

At Omantel, sustainability is integrated into our strategy, shaping resilient infrastructure, responsible innovation, and inclusive growth that advance national priorities and long-term enterprise value.



Operating Responsibly | Creating a Greener World |
Employer of Choice | Developing Prosperous Communities



Operating Responsibly

GRI 2-9, 2-10, 2-12, 2-14, 2-18, 2-19

As we present Omantel's Sustainability Report for 2025, I am filled with profound pride in what our collective commitment has achieved.

This year, we moved decisively from planning to action. We translated our "Portal to the Future" vision into measurable progress, enhancing the capabilities of our people, reducing our operational emissions, strengthening our governance frameworks, and extending our positive impact into communities across Oman. I am especially proud that we submitted our first CDP disclosure, a clear signal of our dedication to transparency and global best practice.

Yet, our journey is far from complete. As we look to 2026, we will deepen our focus through a Double Materiality Assessment, further integrate ESG into our risk and value creation models, and

continue our path toward net zero. Our responsibility is not only to operate responsibly today, but to build a resilient, inclusive, and sustainable digital future for Oman and its future generations.

Thank you for your trust, your effort, and your shared belief in our mission. At Omantel, we are not just reporting on sustainability, we are living it.

Lujaina Al Kharusi

Vice President Governance,
Regulatory Affairs and Compliance



Omantel is committed to operating with integrity, accountability, and transparency across all aspects of its business. This commitment is embedded in a corporate governance system that upholds ethical conduct, safeguards stakeholder trust, and ensures long-term value creation.

GRI 2-12, 2-13, 2-14 MSX E8, E9

In 2025, the Company continued to strengthen its governance, compliance, and risk management frameworks in line with evolving regulatory standards, international best practices, and national priorities under Oman Vision 2040. Through Board-led oversight, updated policy frameworks, enhanced employee awareness initiatives, and a deepening of enterprise risk management capabilities, Omantel reinforced its ability to act responsibly in a rapidly changing digital landscape.

Governance, Ethics, and Accountability

Corporate Governance Framework

Omantel's corporate governance is fully aligned with the Sultanate of Oman's Code of Corporate Governance, overseen by the Financial Services Authority (FSA). Governance responsibilities are distributed among the Board of Directors, Executive Management, and specialized committees, supported by internal control systems and independent oversight.

In 2025, the Company maintained compliance with all relevant FSA and Telecommunications Regulatory Authority (TRA) requirements, and no changes were made to the existing Disclosure Policy and Guidelines, which ensures the timely and accurate communication of material information to shareholders and stakeholders.

Board of Directors and Executive Leadership

GRI 2-9, 2-10, 2-11 **MSX** G1, G2, G8

Board Composition and Independence

The Omantel Board of Directors meets the FSA's independence thresholds and reflects sectoral diversity, spanning infrastructure, investment, finance, information and communications technology (ICT), public sector policy, and corporate governance. Board nominations are open to all candidates who meet the prescribed eligibility criteria, with Directors being elected by shareholders through a confidential voting process at the Annual General Meeting (AGM). In December 2025, Ms. Rasha bint Abdulhussain bin Jaafar Sulaiman was appointed to the Board, becoming the first female Director at Omantel.

Name of Board Member	Position on the Board	Type of Representation	Membership of Other Committees
H.E. Mulham bin Basheer Al-Jarf	Chairman	Non-Executive, Independent, Not a shareholder	2
Khalid bin Abdullah Al Khalili	Deputy Chairman	Non-Executive, Independent, Not a shareholder	1
Aimen bin Ahmed Al Hosni	Member	Non-Executive, Independent, Not a shareholder	2
Sayyid Zaki bin Hilal Al-Busaidi	Member	Non-Executive, Non-Independent, Not a shareholder	2
Ibrahim bin Said Al-Eisry*	Member	Non-Executive, Independent, Not a shareholder	2
Atif bin Said Al-Siyabi	Member	Non-Executive, Non-Independent, Not a shareholder	2
Musallam bin Mohammed Al-Barami	Member	Non-Executive, Independent, Not a shareholder	2
Khalid bin Talib Al-Hasani	Member	Non-Executive, Independent, Not a shareholder	2
Ishaq bin Zaid Al Maawali	Member	Non-Executive, Independent, Not a shareholder	2
Rasha bint Abdulhussain Sulaiman**	Member	Non-Executive, Independent, Not a shareholder	2

* Resigned on 24 November 2025.

** Appointed on 15 December 2025.

Board of Directors

Atif bin Said Al-Siyabi

Member
Non-Executive, Non-Independent,
Non-shareholder

Rasha bint Abdulhussain Sulaiman

Member
Non-Executive, Independent,
Non-shareholder

Khalid bin Abdullah Al-Khalili

Deputy Chairman
Non-Executive, Independent,
Non-shareholder

Musallam bin Mohammed Al-Barami

Member
Non-Executive, Independent,
Non-shareholder

Khalid bin Talib Al-Hasani

Member
Non-Executive, Independent,
Non-shareholder



Sayyid Zaki bin Hilal Al-Busaidi

Member
Non-Executive, Non-Independent,
Non-shareholder

Ishaq bin Zaid Al Maawali

Member
Non-Executive, Independent,
Non-shareholder

H.E. Mulham bin Basheer Al-Jarf

Chairman
Non-Executive, Independent,
Non-shareholder

Aimen bin Ahmed Al Hosni

Member
Non-executive, Independent,
Non-shareholder

Ibrahim bin Said Al-Eisry

Member Non-Executive,
Independent,
Non-shareholder

Management Team

**Hamza Moosa
Baqer**

Chief Audit Executive

Ali Hussein

Chief Strategy and
Innovation Officer

Talal Said Al Mamari

Chief Executive Officer
(up to 8 September 2025)

Samy Ahmed Al Ghassany

Chief Tech & Digital Officer

**Saleem Ahmed
Abdullatiff**

Vice President Enterprise

**Mohammed
Moshin Al
Abdullatiff**

Vice President
Consumer



**Jassim Mohamed
Al Masfari**

Vice President Digital
& Application

Ghassan Khamis Al Hashar

Chief Financial Officer

**Dr. Ghalib Saif
Al Hosni**

Chief People Officer

**Aladdin Abdullah
Baitfadhil**

Chief Executive Officer

Lujaina Saif Al Kharusi

Vice President Governance, Regulatory
Affairs and Compliance

Said Abdullah Al Ajmi

Vice President Technology &
Infrastructure

Executive Committee

MSX G1, G2

In November 2025, Mr. Aladdin Abdullah Hassan Baitfadhil was appointed as Chief Executive Officer of Omantel, replacing Mr. Talal Said Al Mamari. Mr. Baitfadhil has over two decades of experience in telecommunications and ICT strategy, and his appointment aligns with the Company's long-term digital transformation and stakeholder value creation strategies.

Board Remuneration Policy

GRI 2-19, 2-20

Board remuneration at Omantel is governed by the Commercial Companies Law (CCL) and the Code of Corporate Governance for listed companies. In accordance with CCL and FSA guidelines, sitting fees and annual remuneration are determined by shareholders during the AGM. Board members are only entitled to sitting fees and annual remuneration; they do not receive retirement or end-of-service benefits. Full details of the Remuneration Policy are outlined in Omantel's Corporate Governance Report 2025.

Board Performance Evaluation

GRI 2-18

Performance of the Board of Directors is independently evaluated every three years through an external consultant appointed

at the AGM. The evaluation covers the effectiveness of the Board's governance, oversight, and contribution to Omantel's strategic and environmental, social, and governance (ESG) priorities. Results are compiled in a formal assessment report, which highlights strengths and identifies areas for improvement, and is presented to the Board for action.

Executive Incentives and Sustainability Performance

MSX G5

In 2025, sustainability performance was directly linked to executive incentives by including a corporate emissions reduction target within the performance objectives of the Vice President – Governance, Regulatory Affairs and Compliance. The target required a 18% reduction in Scope 1 and Scope 2 emissions, which was successfully achieved during the reporting year. This linkage demonstrates the integration of environmental performance metrics into executive accountability frameworks.

Board Committees and ESG Oversight

The Omantel Board delegates oversight through five key committees, each comprising its members and mandated to provide focused oversight across key areas, thereby supporting effective governance and ethical decision-making.

Audit and Risk Committee

The Audit and Risk Committee oversees Omantel's internal control systems, financial statement reviews, risk management policies, and regulatory compliance. The Committee plays a key role in the prevention of financial fraud, and ensures adherence to accounting and audit standards. It is also responsible for the Company's Code of Ethics and Conduct, the whistleblowing framework, and matters related to ethical conduct and investigations.

Looking ahead to 2026, the Committee's remit is expected to progressively incorporate more structured oversight of ESG-related risks, with clearly defined sustainability roles and responsibilities to be formalized within the governance framework.

Members



**Musallam bin
Mohammed Al-Barami**
Chairman



**Ishaq bin Zaid
Al-Maawali**
Deputy Chairman



**Sayyid Zaki bin Hilal
Al-Busaidi**
Member

Nomination and Remuneration Committee

The Nomination and Remuneration Committee develops succession plans, nominates directors, reviews executive compensation policies, and ensures alignment with human resources (HR) policies.

Members



**Ibrahim bin Said
Al-Eisry**
Chairman



**Ishaq bin Zaid
Al-Maawali**
Deputy Chairman



**Musallam bin
Mohammed Al-Barami**
Member

Tender Committee

The Tender Committee represents the Board in reviewing and awarding tenders, evaluating bidding mechanisms, and recommending improvements.

Members



Atif bin Said Al-Siyabi
Chairman



Sayyid Zaki bin Hilal Al-Busaidi
Deputy Chairman



Khalid bin Talib Al-Hasani
Member



H.E. Mulham bin Basheer Al-Jarf
Chairman



Aimen bin Ahmed Al-Hosni
Deputy Chairman



Atif bin Said Al-Siyabi
Member

Digital Technology and Innovation Committee

The Digital Technology and Innovation Committee reviews Omantel's digital innovation strategy, technology investments, and cybersecurity policies, and advises the Board on alignment with business strategy.

Members

Code of Ethics and Conduct

MSX 59, 510

Omantel's Code of Ethics and Conduct outlines the core principles and values expected of all employees, aligned with legal and regulatory obligations.

The Code covers:

- ◆ **Personal Integrity:** Employees are expected to demonstrate honesty, respect, and ethical conduct.
- ◆ **Business Integrity:** Emphasizes fair dealings, compliance with anti-corruption and anti-bribery laws, and the avoidance of improper influence.
- ◆ **Company Information:** Stresses the protection of confidential information and responsible data use.
- ◆ **Workplace Practices and Human Rights:** Advocates for equality, fair treatment, and non-discrimination.
- ◆ **Health, Safety, and Environment (HSE):** Reinforces commitment to maintaining safe and healthy workplaces, and protecting the environment.
- ◆ **Company Assets:** Employees must protect the Company's physical, financial, and intellectual assets from misuse or theft.

These principles serve as the ethical foundation of Omantel's operations and are applicable to all employees and representatives.

All employees are required to acknowledge the Code annually through a designated system, with a completion rate of 93% in 2025.

Company-wide Ethics and Policy Awareness

MSX G5

A Company-wide campaign was conducted in 2025 to raise awareness and ensure understanding of key ethical policies and conduct requirements. Awareness-building methods that were used included the following:

- ◆ Physical sessions at five regional locations.
- ◆ Targeted sessions for high-risk departments (e.g., procurement and sourcing).
- ◆ Gamified awareness videos (three videos).
- ◆ Employee engagement survey and internal communications (social media, screensavers).

Channel	Employee engagement	Comments
In-person awareness sessions	350 participants	Five regional sessions + targeted functional sessions
Video awareness sessions	870 unique views and 7,200 total views	Topics: Anti-bribery, Whistleblowing, Conflicts of Interest
Code of Ethics employee attestations	93% completion rate	Verified via acknowledgment system
Outside Business Interests declaration	96% participation	Verified via acknowledgment system

Conflict of Interest Declarations

Code of Conduct: GRI 2-23, 2-24, 2-25, 2-26, 2-15

MSX G5

Omantel places high priority on transparency and integrity, with a clear framework to manage and disclose any actual or perceived conflicts of interest.

- ◆ **Conflict of Interest Management:** Robust policies and procedures are in place to uphold ethical standards and mitigate conflicts of interest.
- ◆ **Disclosure Policy and Guidelines:** The Disclosure Policy, approved by the Board and circulated internally, mandates that all members disclose their business relationships annually.
- ◆ **Awareness Sessions:** Regular awareness sessions are conducted to educate employees on the importance of disclosing business relationships, fostering a culture of transparency. Employees were requested to complete, update, or acknowledge their outside business interests, achieving a 96% completion rate.
- ◆ **Audit and Risk Committee Oversight:** All related party transactions are reviewed by the Audit and Risk Committee, ensuring independent oversight and accountability.

- ◆ **AGM Agenda Item:** The AGM includes a dedicated agenda item for approving related party transactions, ensuring shareholder visibility.
- ◆ **Financial Recordkeeping:** Related party transactions are accurately recorded in the financial statements to promote transparency and facilitate scrutiny by stakeholders.

Whistleblowing Framework

GRI 2-16

Omantel's whistleblowing mechanism enables employees, customers, and suppliers to report misconduct without fear of retaliation.

- ◆ **Policy Governance:** The Whistleblowing Policy was comprehensively updated in 2023 and underwent a high-level review in 2024, with no material changes requiring further updates.
- ◆ **Reporting Channels:** Complaints can be submitted confidentially via email to whistleblowing@omantel.om. Reports may be submitted anonymously, with full protection against retaliation.

- ◆ **Awareness Generation:** The policy is available on Omantel's public website and internal intranet (Tawasul). An awareness video featuring real-world examples of unethical behavior has been produced to reinforce understanding.
- ◆ **Communication of Critical Concerns:** Critical concerns can be reported through:

The whistleblower channel

Direct escalation to line managers or HR

Written complaint to the Chief Audit Executive and/or the Compliance Officer

All concerns are assessed based on severity, impact, and alignment with Omantel's values.

Policy Updates in 2025

In 2025, Omantel updated and introduced several key priorities to strengthen its governance and compliance architecture.

Anti-Bribery and Corruption (ABC) Policy

GRI 205, 205-1, 205-2

In 2025, Omantel introduced a comprehensive Anti-Bribery and Corruption Policy, which includes provisions on political and charitable donations, and updated gift acceptance limits. This policy is accessible via the Company's Corporate Governance web page, and has also been circulated internally through Omantel's digital platforms. As part of the Company-wide ethical awareness campaign, all employees received training on the ABC Policy, with targeted sessions delivered to two identified high-risk departments. To support policy enforcement, Omantel also rolled out a digitized gift declaration system to track and manage submissions, and ensure they are in line with policy requirements.

The ABC Policy reiterates Omantel's zero-tolerance approach to bribery and corruption in all its forms. Key provisions include:

- ◆ Prohibitions on direct or indirect bribes and facilitation payments.
- ◆ Rules governing gifts, entertainment, and hospitality.
- ◆ Employee obligations to report suspected corruption.
- ◆ Disciplinary consequences for violations.

Child Online Protection Policy

Omantel introduced a Child Online Protection Policy in 2025 to guide its interactions involving children, particularly during outreach, Corporate Social Responsibility (CSR), and digital literacy programs. The policy sets out:

- ◆ Clear guidelines on employee conduct when engaging with children.
- ◆ Provisions for reporting child safety violations or abuse.
- ◆ Restrictions on the use of Omantel platforms for harmful content.

The Child Online Protection Policy has been published on Omantel's website and intranet.

Human Rights Policy

GRI 2-23, 2-24, 2-25, 2-26

MSX G5

The Human Rights Policy consolidates Omantel's commitment to the Universal Declaration of Human Rights and other international standards. It affirms:

- ◆ Equal treatment, dignity, and respect for all individuals.
- ◆ Right to safe working conditions.
- ◆ Non-discrimination and grievance mechanisms.
- ◆ Respect for freedom of expression and privacy.

Reported Incidents and Complaints

GRI 205-3

In line with its commitment to ethical conduct and accountability under the Code of Ethics and Conduct, Omantel monitors and reports incidents relating to discrimination, misconduct, and breaches of Company policy.

For the reporting year 2025, there were no confirmed incidents of corruption.

All reported concerns are assessed through established governance channels, including escalation to the relevant management functions and, where required, oversight by the Audit and Risk Committee. Disciplinary actions are undertaken in accordance with internal procedures and applicable regulatory requirements.



Shareholders' Rights

MSX G4

Omantel is committed to safeguarding shareholder rights in accordance with the Commercial Companies Law (CCL) of the Sultanate of Oman, promulgated by Royal Decree No. 18/2019, and the Executive Regulations for Public Joint Stock Companies issued under Ministerial Decision No. 27/2021, and any other applicable regulatory framework governing public joint stock companies. Article 121 of the CCL affirms that shareholders have equal and inherent rights in ownership. Among the most important of these are rights relating to receiving dividends, preferential subscription for new shares, access to financial statements, attendance and voting at general meetings, legal recourse against board members and the auditor, and participation in liquidation proceeds. These rights, together with other rights and protections provided under the CCL and the applicable regulatory framework, support good corporate governance by promoting transparency, accountability, equitable treatment of shareholders, and meaningful participation in key company decisions.

Right to Convene Meeting

Pursuant to Article 164 of the CCL, in addition to the Annual General Meeting (AGM), a general meeting shall be convened where necessary or if requested by shareholders representing at least 10% of the share capital. In such cases,

the meeting shall be convened within a maximum of 30 days from the date the necessity arises or from the date the request is submitted. This provision provides shareholders with an important legal mechanism to ensure that matters requiring shareholder consideration can be brought before the general meeting in a timely manner.

Board Nomination and Election

GRI 2-10

Pursuant to Article 180 of the CCL and Article 115 of the Executive Regulations for Public Joint Stock Companies issued under Ministerial Decision No. 27/2021, shareholders have the right to stand for election to the Board and to nominate candidates for Board membership. Individuals may also nominate themselves for election to the Board. The Nomination and Remuneration Committee may support the general meeting by recommending qualified candidates, but this is expressly without prejudice to shareholders' rights to elect board members as they deem appropriate and to nominate candidates they see fit. Shareholders elect members of the Board of Directors through a direct secret ballot at the ordinary general meeting. The law also allows the ordinary general meeting to remove all or some members of the Board, regardless of any contrary provision in the Company's Articles of Association, reinforcing shareholder authority over the composition of the Board.

Fair Treatment in Takeover Offers

Under Oman's capital market framework for listed public joint stock companies, shareholders are protected by takeover rules designed to ensure fair and equitable treatment in acquisition and control transactions. The applicable takeover regime requires a mandatory offer once specified ownership thresholds are reached, including where an acquirer reaches 25% of the voting shares of a listed company. The framework is intended to provide equal opportunity for shareholders, including minority shareholders, to participate in takeover offers. It also includes fair-price protections under which the offer price must be at least equal to the highest price paid by the bidder during the preceding six months.

Approval of Directors' Remuneration

GRI 2-20 **MSX G6**

In accordance with the CCL, the general meeting determines the remuneration and sitting fees of members of the Board of Directors in line with the applicable rules. The law also requires the Company to disclose the privileges obtained by Directors and the amounts received by each Director during the financial year. This provides shareholders with an important mechanism to oversee Board compensation, and supports transparency and accountability in governance matters.

Adding Items to the AGM

Pursuant to Article 165 of the CCL, shareholders representing more than 5% of the share capital may request that a proposal be included in the agenda of the general meeting, provided that the request is submitted at least 20 days before the scheduled meeting date. This right helps ensure that shareholders can raise material matters for formal discussion and are not limited only to items proposed by the Board.

Access to Information Before the AGM

In accordance with the CCL, the Company ensures that shareholders are able to review the financial statements, along with the reports of the Board of Directors and the external auditor for the past year, at least 15 days prior to the AGM. Further, the Board provides each shareholder entitled to attend the annual ordinary general meeting with a summary of the audited financial statements, together with copies of the Board and auditor reports, issued alongside the meeting invitation. Through these practices, the Company promotes informed shareholder participation and reinforces transparency in advance of key decisions at the AGM.

Governance, Regulatory, and Compliance

Risk: GRI 2-12, 2-13, 2-14, 2-15, 2-16, 2-30

MSX G2, G5

Omantel's approach to governance integrates proactive risk management, strict regulatory compliance, and evolving cybersecurity safeguards. With oversight from the Board, and the Audit and Risk Committee, the Company has continued to strengthen enterprise-wide systems that protect data and stakeholder interests, while maintaining trust and anticipating emerging threats. The principles of ethical conduct and digital responsibility are embedded into Omantel's Enterprise Risk Management (ERM) framework, privacy, and national infrastructure protection strategies.

Supports governance through policy development and compliance monitoring, ensuring alignment with internal frameworks.

Rayan Abdullah Said Al Tubi
Assistant Specialist, Governance and Compliance

Regulatory Compliance and Disclosure

Omantel operates in a highly regulated environment and adheres to the requirements of national regulatory bodies, including FSA and TRA. The Company's Disclosure Policy and Guidelines are reviewed regularly, ensuring timely, transparent, and accurate communication of material information to investors and stakeholders, in line with applicable laws.

Oversight of regulatory compliance risks is provided by the Audit and Risk Committee, which reviews internal audit findings, and monitors legal and regulatory developments. No major changes were made to the Disclosure Policy in 2025, and the framework continues to govern disclosure responsibilities across the enterprise.



Enterprise Risk Management

Omantel operates a structured ERM framework to identify, assess, and monitor key strategic and operational risks. The framework is overseen by the Audit and Risk Committee, which receives regular updates on risk exposure, mitigation actions, and emerging risk trends. Risk oversight involves cross-functional engagement across technical, operational, and corporate functions, with a particular focus on cybersecurity, data privacy, digital infrastructure resilience, and climate-related considerations.

The 2025 Risk Profile Mapping highlighted principal risks in several areas: cybersecurity and data breach; telco to techco transformation execution; talent, attraction, retention, and reskill; competitive landscape; inadequate business resilience and sustainability agenda; complex regulatory environment; macroeconomic and geopolitical; and cost control, cost optimize, and reduce cost.

Data Privacy and Protection

MSX G5, G6

As Omantel continues its transformation from a traditional telecommunications operator to a digital technology company, data privacy and cybersecurity remain highly material to its business. Protecting customer data, securing networks, and safeguarding digital services are essential to maintaining trust, meeting regulatory requirements, and ensuring resilient and reliable operations.

Governance

The Digital and Innovation Committee of the Board plays a critical role in overseeing Omantel's Cybersecurity program by reviewing its strategy, Key Performance Indicators (KPIs), and progress reports. At the same time, the Audit and Risk Committee evaluates specific cyber risks on a quarterly basis, as these remain a top priority on the Company's Principal Risk Register. To further strengthen this specialized oversight, Omantel appointed a Data Protection Officer (DPO) during the year and established a dedicated privacy team within the Governance, Regulatory, and Compliance (GRC) Unit. This progress is managed by a Steering Committee led

by a Vice President-level executive, with the Corporate Management Team receiving comprehensive quarterly updates.

Omantel's cybersecurity strategy is driven by highly skilled Omani talent, including a Security Operations Center (SOC) that operates 24/7. These operations are strictly aligned with local authorities and regulators, such as the Telecommunications Regulatory Authority (TRA) and the National Cybersecurity Center.

This governance structure is underpinned by a robust policy framework that ensures the secure management of data privacy and information security across the entire business. This framework is applicable to all business lines and subsidiaries operating in Oman, and extends to employees, trainees, interns, third parties, and relevant operations.

Key policies within this framework include:

- ◆ Data privacy policy (publicly available on the Omantel website)
- ◆ Information Security Policy
- ◆ Data Classification Policy
- ◆ Data Retention Policy

Regulatory Alignment and Compliance

In 2025, Omantel continued strengthening its data privacy and cybersecurity framework in preparation for the enforcement of Oman's Personal Data Protection Law (PDPL) in February 2026. During the year, the Company conducted a comprehensive review of its Privacy Policy to verify and assess alignment with ISO 27701 requirements and the PDPL regulatory framework.

Omantel aligned its data privacy and protection practices with the requirements of the PDPL and developed a roadmap toward further automation of privacy operations. This alignment applies across the organization, covering employees, trainees, interns, third parties, and all operations within Oman.



Assurance and Certifications

Omantel reinforced its information security governance by upgrading its ISO 27001 certification from ISO 27001:2013 to the more rigorous ISO 27001:2022, while also successfully maintaining its ISO 27701:2019 certification.

Upgraded to
ISO 27001:2022

The Company continues to uphold critical international benchmarks, including various International Organization for Standardization (ISO) and Payment Card Industry (PCI) certifications across core services such as MPLS, mobile core, fixed-line internet, and internet hosting. These credentials directly enhance the protection of customer data and strengthen the Privacy Information Management System across multiple operational domains.

In 2025, the scope of these certifications was strategically expanded to encompass all cloud services provided by Omantel, including the National Cloud and Amazon Web Services (AWS) services. To ensure sustained compliance, annual certification audits are performed across Omantel's most critical systems and service environments, including:

- ◆ Customer Relationship Management (CRM) and Billing systems
- ◆ Open Source Software and Computerized Maintenance

◆ Data Warehouse and Cloud Infrastructure

These audits are complemented by annual internal and external audits of the Information Security Management System. This comprehensive audit process supports continuous improvement and ensures alignment with global standards, providing strong assurance to our customers regarding the security and privacy of their data.

Customer Data Rights and Privacy Protection

Omantel is committed to safeguarding customer privacy and empowering individuals with control over their personal data, in strict alignment with the Personal Data Protection Law (PDPL) and ISO 27701 standards. The Company strictly prohibits using personal data beyond the documented instructions of the Controller, and requires explicit consent as the primary basis for collecting personally identifiable information (PII). Customers are granted a comprehensive set of data control rights, including:

- ◆ The right to be informed about data collection and usage.
- ◆ The right to access, correct, or erase personal data.
- ◆ The right to restrict or object to specific processing activities and withdraw consent.
- ◆ The right to data portability and protection against unlawful automated decision-making.

◆ The right to lodge complaints regarding data handling practices.

Omantel maintains a policy of not selling or renting customer data to third parties, sharing it only when necessary to support service provision, transactions, or other lawful business purposes.

Privacy by Design

To ensure privacy is a foundational element of every innovation, Omantel has established a formal Privacy by Design (PbD) procedure. This framework embeds essential privacy principles directly into the design and architecture of all products, services, information systems, business processes, and networked infrastructure. By integrating privacy requirements from the very outset of any initiative, the procedure covers both internally and externally developed technologies. This approach ensures that privacy considerations are systematically and proactively addressed across Omantel's entire operations and digital ecosystem.

GRI 205-3 MSX G5

Formal Privacy by Design (PbD) procedure in place since 2022

Key features of this proactive procedure include:

- ◆ Data Privacy Impact Assessments (DPIAs): A mandatory process for all new projects, with annual reviews to address evolving risks.
- ◆ Privacy by Default: Applying privacy measures directly into systems and processes rather than as optional add-ons.
- ◆ Advanced Privacy Enhancing Techniques: Utilizing masking, anonymization, and federated learning to protect data throughout its entire life cycle.
- ◆ User-Centric Transparency: Prioritizing visibility through clear notices and end-to-end life cycle protection.



Third-Party Data Privacy and Security Requirements

Omantel extends its data privacy and cybersecurity requirements to all third parties and contractors who have access to Company information or data. At the contracting stage, every relevant partner is required to review and sign a specific cybersecurity and data privacy addendum, which establishes clear minimum security and privacy obligations from the outset of the relationship. This oversight is further strengthened by assessing third parties through the Data Privacy Impact Assessment (DPIA) process, allowing for the proactive identification and management of potential data protection risks. Additionally, Omantel utilizes its formal Privacy Policy and Privacy Notice to communicate its high standards for responsible data handling to all partners.

To ensure these standards are met, the Company provides direct privacy and security awareness training to third parties and contractors. In instances where direct training is not practical, contractors are contractually obligated to ensure their employees receive appropriate security training through their own employers. Through this comprehensive approach, Omantel strengthens data protection across its wider value chain while promoting consistent, high-level security practices among all suppliers and business partners.

Data Retention and Life Cycle Management

Omantel employs a robust data life cycle management approach, governed by its Data Retention Policy, to ensure that customer and business data are handled responsibly, securely, and in full compliance with legal and regulatory obligations. The policy establishes clear retention periods for different categories of data, supported by a formal schedule aligned with TRA regulations, Oman Commercial Law, Oman Tax Law, and other applicable requirements. Any retention period exceeding the limits set out in the Data Retention Matrix is strictly restricted and subject to approval from the Corporate Management Team.

For records that are archived for historical or research purposes, they are stored securely and rendered inaccessible in the ordinary course of business, with retrieval limited to designated administrators. Once the applicable archival period expires, records are destroyed in accordance with Omantel's media disposal guidelines. Through this structured approach, Omantel strengthens its overall data governance, protects sensitive customer information, and fosters a culture of accountable data management across the organization.

Cybersecurity Monitoring and Incident Response

To ensure the highest standards of digital safety, Omantel maintains a comprehensive data breach management process that strictly complies with ISO 27001, ISO 27701, and the Personal Data Protection Law (PDPL). This framework is managed by a dedicated response team utilizing both proactive and reactive measures, further reinforced by stringent access controls and privacy-enhancing technologies such as encryption and anonymization. These measures ensure that access to sensitive information is granted strictly on a need-to-know basis, supported by continuous logging and monitoring controls.

Building on this foundation, Omantel strengthened the protection of its customer data, digital channels, and service availability through a 24/7 Security Operations Center that detects and responds to threats in real time. During

2025, the incident response team achieved the following



Successfully managed
355+
cybersecurity incidents



Blocked
218 TB
of malicious traffic



Handled
107
fraud incidents



Training and Awareness

Omantel fosters a strong culture of privacy and data security by providing comprehensive training and awareness programs to all parties with access to Company information or data. In 2025, the Company delivered over 100 knowledge transfer and cybersecurity awareness sessions for internal staff, helping to strengthen the cybersecurity culture within the organization and enhance the overall maturity of the program. The Company also invested in building national capability by recruiting and developing 34 expert-level Omani professionals through clear career development paths aligned with evolving cybersecurity requirements, including emerging technologies such as AI and cloud. In addition, Omantel acquired a specialized online training platform for its internal security team, through which more than 800 learning hours were completed during the year.

Omantel continued to promote digital safety beyond its own operations through customer awareness campaigns designed to build a more cyber-aware nation. Throughout the year, the Company delivered multiple campaigns addressing emerging threats and attack trends, including AI-enabled fraud, spoofing, and other cyber scams. These initiatives were specifically designed to help customers better recognize and respond to digital risks, ensuring a safer digital environment for the entire community.

Leadership and Industry Engagement

Omantel continued to play an active and influential role in advancing global cybersecurity practices by participating in key industry forums, conferences, and collaborative initiatives. In 2025, the Company led the development of the regional GSMA Fraud and Security Group, successfully uniting more than 40 operators through over 20 specialized knowledge-sharing meetings and workshops. As a member of the governing body of the Gartner Middle East Forum, Omantel participated in both annual physical meetings and three virtual sessions throughout the year. The Company's expertise was further recognized when it was selected to serve on the judging panel for the Gartner Eye on Innovation Awards for Communications Service Providers, where shortlisted candidates were evaluated based on innovation, originality, industry contribution, and business feasibility.

In addition, Omantel participated in more than 20 conferences through keynote speeches, panel discussions, and brainstorming sessions. These international efforts are closely complemented by a deep alignment with national regulators to support the ongoing development and enhancement of cybersecurity and telecommunications frameworks, policies, and procedures.



100%
regulatory compliance maintained for the protection of services and infrastructure



100+
Knowledge transfer and cybersecurity awareness sessions for internal staff



Upgraded Identity and Access Management (IAM) systems for digital identity and access control



800+
learning hours of training for internal security team

Securing Oman National Cloud

In 2025, Omantel strengthened the security of the National Cloud through the implementation of advanced international standards and national accreditations.

- ◆ The Company continued the Ministry of Transport, Communications and Information Technology (MTCIT) Accreditation, affirming compliance with National Cloud security requirements.
- ◆ Cloud services were secured through multiple certifications.

ISO 27701: For enhanced privacy and information management

Cloud Security Alliance (CSA) Controls: Applying industry-specific cloud security benchmarks

ISO 27017 and ISO 27018: Addressing cloud-specific security and privacy practices to protect user data and maintain compliance

International Cybersecurity and Infrastructure Collaboration

- ◆ Participation in international cybersecurity frameworks or alliances.
- ◆ Engagement with regional telecom security initiatives.
- ◆ Any recognition or awards from international bodies for cybersecurity or data protection.

Responsible Supply Chain and Vendor Management

Suppliers: GRI 2-6, 2-23, 2-24, 308-1, 414-1

MSX G4, G5

In 2025, Omantel strengthened its supply chain governance through new ESG-linked standards, increased support to small and medium-sized enterprises (SMEs), and supplier awareness initiatives. The Company continues to align procurement practices with national development objectives and internal compliance expectations.

New Supplier Screening

Omantel introduced an enhanced supplier screening process in 2025 that includes ESG-related criteria. A new questionnaire was embedded into the supplier evaluation system, with 20% of vendors screened using the updated format during the reporting year.

Additionally, Omanization metrics, such as job creation and local workforce representation, were integrated into tender requirements. In 2025, no significant changes were made to the supplier onboarding, annual assessment, or vendor updating procedures.

Third-Party Code of Conduct

To strengthen ethical and sustainable business standards, Omantel launched a Third-Party Code of Conduct in 2025. The Code outlines key expectations across:

- ◆ Anti-bribery and anti-corruption.
- ◆ Environmental protection and HSE compliance.
- ◆ Labour rights and human rights.
- ◆ Confidentiality and data security.

The Code is accessible via the Corporate Governance section on Omantel's website, and is shared with new and existing vendors as part of contractual requirements.

SME Support and In-Country Value (ICV)

Aligned with Oman Vision 2040 and national economic diversification goals, Omantel continues to prioritize local content development by supporting SMEs, enhancing Omanization, and strengthening supply chain resilience. In 2025, the Company advanced its In-Country Value (ICV) strategy through targeted policies, updated procurement frameworks, and community-focused initiatives. Omantel also finalized its ICV governance procedure and aligned it with national Riyada policies to prioritize SME contracting opportunities.

Capacity Building and Awareness

Omantel delivered a series of workshops to support SME development:

- ◆ Eleven sessions in partnership with the Small and Medium Enterprises Development Authority (Riyada) for 149 participants.
- ◆ Two sessions with TRA for 48 participants.

These programs aimed to enhance vendor understanding of procurement expectations, sustainability criteria, and digital procurement tools.

Total number of registered suppliers

5,241

(2024: 4,808)

Total number of registered SME suppliers

1,040

(2024: 922)

Percentage spent on local suppliers (excluding SMEs)

87.1%

(2024: 87.6%)

New contracts signed

209

Total amount directed towards local + SME suppliers

₹177.18 Mn.

(2024: ₹142.07 Mn.)

Total amount directed towards SME suppliers

₹9.064 Mn.

(2024: ₹9.84 Mn.)

Creating a Greener World

Omantel's environmental priorities are structured under the Creating a Greener World pillar of its Sustainability Framework, with a focus on climate action, resource efficiency, biodiversity protection, and responsible operations. In line with pillar four of Oman Vision 2040 (An Environment with Sustainable Components) and the national commitment to achieve net-zero emissions by 2050, the Company's approach integrates strategic action across its operations and value chain to reduce the environmental footprint and build resilience against future risks.

This section outlines Omantel's performance and forward strategy in three priority areas:

- ◆ **Net zero and energy transition**
- ◆ **Waste, water, and the circular economy**
- ◆ **Climate risks and natural systems**

These areas correspond directly to the Company's material environmental issues that are being analyzed in detail in the DMA, which was initiated at the beginning of 2026. These issues include climate change mitigation, greenhouse gas (GHG) emissions, water use, waste management, and biodiversity, as they have both financial impact and stakeholder significance. The outcomes of this DMA will be included in next year's Sustainability Report. Omantel

initiated the process to submit emissions targets for validation under the Science Based Targets initiative (SBTi).

Net Zero and Energy Transition

GRI 305-3

MSX E1, E2, E3, E4, E5

Omantel's decarbonization strategy is anchored in its public commitment to achieving net-zero emissions across all GHG scopes by 2050. The Company has adopted a phased approach with a 2030 interim target to reduce absolute Scope 1 and 2 emissions by 45% from its 2023 baseline. In 2025, this commitment was operationalized through the continued implementation of the Company's Decarbonization Roadmap, first launched in 2024.

GHG Inventory and Emissions Performance

GRI 305-1, 305-2

Omantel's GHG inventory is prepared in accordance with the GHG Protocol Corporate Standard, applying an operational control approach to define organizational boundaries, and covering Scope 1, Scope 2, and selected Scope 3 emissions categories.

The Company strengthened its emissions management and decarbonization planning by subscribing to an emissions reporting

and tracking platform, and updating the Company's decarbonization roadmap. The inventory consolidates data from energy bills, fuel logs, and network assets.

In 2025, automation supported expanded emissions tracking across Omantel-owned and third-party sites, and improved Scope 3 estimation using updated activity data. It also enabled monthly reporting, trend analysis, and audit-ready documentation, enhancing the transparency and reliability of Omantel's decarbonization efforts.

The 2025 GHG inventory covers:

- ◆ **Scope 1:** emissions from direct fuel consumption in generators and vehicle fleets.
- ◆ **Scope 2:** emissions from purchased electricity.
- ◆ **Scope 3:** emissions from selected categories – purchased goods and services (category 1), fuel- and energy-related

activities not captured in Scope 1 and 2 (category 3), waste generated in operations (category 5), business travel (category 6), and employee commuting (category 7).

Scope 3 emissions in the baseline year were primarily driven by emissions associated with Oman Data Park (ODP), accounting for approximately 60% of total Scope 3 emissions.

In 2025, Omantel refined its Scope 3 calculation methodologies by incorporating more granular activity data, including improved information on energy and fuel consumption from third-party sites, building on the Scope 3 inventory established in 2024.



GHG Emissions

GRI 305-1, 305-2, 305-3, 305-4, 305-5 MSX E2

Method	Description	2023* GHG emissions (tCO ₂ e) baseline	Percentage of contribution from total	2024 GHG emissions (tCO ₂ e)	Percentage of contribution from total	2025 GHG emissions (tCO ₂ e)	Percentage of contribution from total
Location-based	Scope 1	25,776.76	8.87%	23,992.73	7.38%	22,852.71	6.95%
	Scope 2	76,592.80	26.36%	84,998.00	26.14%	80,708.35	24.53%
	Scope 3	188,248.61	64.78%	216,196.46	66.48%	225,394.10	68.52%
	Scope 1+2	102,369.56	35.22%	108,990.73	33.52%	103,561.06	31.48%
	Scope 1+2+3	290,618.17	100.00%	325,187.19	100.00%	328,955.16	100.00%
Market-based	Scope 1	25,776.76	8.52%	23,992.73	7.70%	22,852.71	8.17%
	Scope 2	88,567.60	29.27%	76,988.95	24.69%	50,857.17	18.18%
	Scope 3	188,248.61	62.21%	210,806.48	67.61%	206,056.01	73.65%
	Scope 1+2	114,344.36	37.79%	100,981.68	32.39%	73,709.88	26.35%
	Scope 1+2+3	302,592.97	100.00%	311,788.16	100.00%	279,765.89	100.00%

* 2023 figures are restated from the preceding report due to extended calculation scope.

GHG Intensity

GRI 302-3

Name	2023 Intensity level tCO ₂ eq/ TB	2024 Intensity level tCO ₂ eq/ TB	2025 Intensity level tCO ₂ eq/ TB
Cradle-to-gate (location-based)	0.0632	0.0498	0.0342
Cradle-to-grave (location-based)	0.1123	0.1013	0.0784
Product intensity (Scope 1 + 2)	0.0475	0.0362	0.0219

Projected emissions growth and impact of decarbonization initiatives (2023–2030)

MSX E3

	2023	2024	2025	Comments
Omantel baseline year emissions for Scope 1 and 2 (tonnes per year)	102,369.56	102,369.56	102,369.56	
"Reported emission for Scope 1 and 2 (Under With Grid Decarbonization Scenario) (tonnes per year)"	102,369.56	108,990.73	103,561.06	This scenario represents the default case, showing the decarbonization of the grid.
Growth percentage from the baseline year	0.00%	6.47%	1.16%	
"Omantel Scope 1 and Scope 2 Emissions Profile (Under the Without Grid Decarbonization Scenario) (tonnes per year)"	102,369.56	108,990.73	108,462.78	
Percentage change from the reported emissions for that year	0.00%	0.00%	4.73%	
Percentage change from the base year	0.00%	6.47%	5.95%	
Omantel Scope 1 and 2 Emissions After Decarbonization Initiatives (tonnes per year)	102,369.56	97,962.48	73,709.88	This is the default scenario, which shows the emissions reduction from the initiatives and decarbonization of the grid.
Percentage change from the reported emissions for that year	0.00%	-10.12%	-28.82%	The key decarbonization initiative in 2024 and 2025 was the procurement of International Renewable Energy Certificates (I-RECs) to address Omantel's Scope 2 emissions through renewable electricity sourcing.
Percentage change from the base year	0.00%	-4.31%	-28.00%	

Energy Demand and Efficiency Improvements

Electricity demand in 2025 continued to rise, driven by 5G deployment, increasing mobile data usage, and fixed infrastructure expansion. Omantel maintained its focus on operational energy management, including

the use of solar energy at headquarters (HQ) and grid energy efficiency improvements. Specific targeted measures for diesel use, lighting retrofits, and data center efficiency are under review.

Leads infrastructure planning and future projects, supporting efficient and sustainable network design.

Dr. Ali Said Al Hashmi
General Manager, Infrastructure Planning and Design



Energy Consumption GRI 302-1 MSX E1

	2023	2024	2025
Solar generation in MJ	3,639,668.40	3,972,157.20	3,003,174.00
Total electricity consumption in MJ	717,636,244.39	783,658,661.58	803,012,665.97
Diesel consumption generators (owned and rented) in MJ	225,240,112.71	217,224,631.61	237,465,705.31
Total energy consumption in MJ	946,516,025.50	1,004,855,450.39	1,043,481,545.28
Contribution from Renewable	0.38%	0.40%	0.29%
Contribution from Diesel Generator	23.80%	21.62%	22.76%
Contribution from the Grid	75.82%	77.99%	76.96%

Fuel Use and Generator Phase Out

Omantel operates diesel generators at remote sites where grid access is unavailable. In 2025, the Company continued fuel efficiency efforts across its fleet and initiated assessments for potential electrification. However, broader electric vehicle adoption remains constrained by gaps in national charging infrastructure.

Renewables and Green Energy Sourcing

On-site solar systems continue to supply part of the energy load at Omantel's Muscat HQ and are being evaluated for expansion to selected regional facilities. In 2025, the Company maintained its procurement of International Renewable Energy Certificates (I-RECs) to support the reduction of Scope 2 emissions through

renewable electricity sourcing. During 2025, 100,000 I-RECs attributable to the Manah II Solar Independent Power Project (IPP) were purchased from Nama Power and Water Procurement. These voluntary certificates contribute to the decarbonization of purchased electricity in a grid currently dominated by natural gas.

Energy Mix

In 2025, grid electricity comprised over 76% of Omantel's total energy mix, with diesel generators accounting for approximately 23% and the remaining 1% supplied by renewable energy and hybrid power solutions.

Grid electricity

76%

Diesel generators

23%

Renewable energy and hybrid power

1%

Participation in the GCC ESG Telecommunications Alliance (2023–2025)

Omantel continues to play an active role in the GCC ESG Telecommunications Alliance, a regional platform that fosters collaboration among telecom operators to advance sustainability practices and environmental, social, and governance (ESG) performance. In 2025, the Company contributed to the alliance by participating with stc group in the AI-Driven Energy Efficiency high-impact track at GCC Sustainability Hackathon 2025, in addition to collaborating with the GCC telcos and promoting knowledge exchange.

Waste, Water, and the Circular Economy

GRI 306-3 MSX E4

Omantel applies circular economy principles to manage material consumption and reduce the environmental impact across its value chain. This includes the recycling of end-of-life network equipment, battery life cycle controls, and minimal water withdrawals.

E-Waste and Material Recovery

GRI 306-2

Omantel generates electronic waste (e-waste) from network infrastructure, equipment at customer premises, IT hardware, and batteries. E-waste management is carried out via certified service providers, including be'ah, in accordance with applicable national waste management regulations.

Omantel signed a Memorandum of Collaboration with Be'ah to address national electronic waste and explore advanced technology integration within its waste management facilities. It also maintains an agreement with Evergreen, an e-waste recycling company based in Dhofar, for the recycling of electronic waste generated from its operations. Disposal pathways include transfer to certified recyclers and disposal through structured auction processes. Auctioned materials are subject to conditions requiring buyers to manage waste in accordance with applicable environmental requirements.

Omantel adheres to local hazardous waste regulations, and enforces environmental criteria in selecting contractors for demolition and site work.

Water Usage and Efficiency

Water consumption at Omantel remains minimal and is primarily limited to cooling systems and facilities. In 2025, water efficiency continued to be monitored across key operational sites, with a focus on data centers. Further evaluations of hybrid cooling methods are under review, aligned with long-term objectives of water use reduction.

Water consumption

24,345.33 m³

(2024: 37,997.21 m³)

(2023: 84,350.14 m³)

Climate Risks and Natural Systems

GRI 201-2 MSX E7

In 2023, Omantel initiated the formal integration of climate-related risks and opportunities into its Enterprise Risk

Management (ERM) framework by embedding them within the Group Top Risks profile. This supports a more proactive approach to environmental risk governance.

The ERM system includes an annual climate risk ranking process that evaluates both physical and transition risks by their potential business impact and the likelihood of their occurrence.

Risks considered include exposure of infrastructure to extreme weather events, increased energy costs from market shifts, and anticipated regulatory developments. At the same time, Omantel identifies opportunities to advance renewable energy deployment, sustainable network design, and climate-aligned digital services.

Recognizing the intersection between climate change and biodiversity loss, the Company is integrating ecosystem impact considerations into its site development and infrastructure planning. Omantel remains committed to enhancing resilience through cross-functional risk governance and continuous environmental risk monitoring.

Type of e-Waste	Volume collected in 2024 (t)	Volume collected in 2025 (t)
Batteries	171.27	146.48
Information Technology (IT) devices	28.96	5.95
IT Hard Disk Drives	0.82	0
Outdoor Unit (ODU)	1.70	4.76
Total	202.76	157.19

Climate Risk Categories

Omantel's updated climate risk profile is structured by time horizon and materiality. Key risks and opportunities identified in 2025 are given in the table below.

Physical risks	Transition risks	Opportunities
Extreme weather events (S) ◆ Susceptibility to heat waves, droughts, floods, storms, and cyclones. ◆ Potential for infrastructure damage: cell towers and data centers. ◆ Potential service outage and higher maintenance cost in the affected areas. ◆ Disruption of supply chain and procurement activities.	Increased energy cost (M) ◆ Shift to low-carbon energy solutions may escalate energy prices. ◆ Direct implications for powering infrastructure and equipment.	Renewable energy ◆ Deployment of green power solutions in line with the discussed risks that allow a reduction in operating expenditure (OpEx). ◆ Introducing sustainable products and services to accommodate the shift in consumers' preference and behavior towards lower carbon products and services.
Sea level rise (L) ◆ Vulnerability of Oman's coastal infrastructure. ◆ Threat to Omantel's infrastructure and customer displacement. ◆ Flooding of key operational sites and disruption to connectivity in low-lying areas (Duqm).	Investment in technology (M) ◆ Need for adopting renewable and energy-efficient technologies. ◆ Potential financial implications for Omantel.	Going digital ◆ Adoption of digital channels/going paperless. ◆ Expanding Internet of Things (IoT) and smart solutions to optimize energy use and support Oman's decarbonization efforts. ◆ Lead in digital inclusion initiatives that empower communities in adapting to climate challenges.
Rise in mean temperature (L) ◆ An increase in average temperature could impact operating costs and result in more energy consumption for additional cooling requirements.	Regulatory change (M) ◆ Global increase in greenhouse gas reduction regulations. ◆ Requirement for Omantel to adhere to evolving rules and standards. ◆ Potential reputational damage if Omantel lags regional sustainability benchmarks. ◆ Potential carbon tax in suppliers' countries, resulting in higher costs in Omantel's supply chain.	

*S – Small, M – Medium, L – Large when referring to risks

Natural Systems and Biodiversity

GRI 304-3 MSX E6

Omantel integrates biodiversity and ecosystem considerations into its infrastructure development and operational planning, particularly in ecologically sensitive coastal and marine areas. In 2025, the Company implemented its major projects in compliance with national environmental regulations, including environmental assessment and approval requirements. Omantel confirmed that no new operational sites were established within protected areas or biodiversity-sensitive zones, and that marine-related projects were undertaken in coordination with relevant environmental authorities to minimize ecological disturbance.

In 2025, a key initiative was the Oman Underwater Landmarks Museum, a partnership with the Environment Authority and Innotech. It involved deploying 3D-printed artificial reef structures, shaped like Omani landmarks, to support marine habitat regeneration. The project builds on earlier reef pilots that showed measurable biodiversity gains.

Omantel also continued nature-based initiatives, including the Oman Underwater Landmarks Museum, an artificial reef project located in the Daymaniyat Islands Nature Reserve, and a tree-planting initiative.

These efforts underscore Omantel's commitment to safeguarding Oman's natural capital, recognizing the country's unique vulnerability to climate change,

water scarcity, and ecological degradation. Through these actions, the Company supports ecosystem resilience, contributes to national conservation goals under Oman Vision 2040, and reinforces the environmental foundation of its sustainability strategy.

Environmental Governance and Outlook

GRI 2-9, 2-13, 2-24 MSX E8, E9

Omantel's environmental programs are guided by its Sustainability Steering Committee and ensures cross-functional alignment. In 2025, ESG roles were formalized in several departments, and environmental performance was embedded in key risk indicators and business KPIs.

Looking Ahead

As Omantel advances its environmental strategy, the focus is shifting from foundational capacity building to measurable, cross-functional performance delivery. Priority areas include expanding renewable energy sourcing options within Oman's evolving energy market, enhancing the quality of Scope 3 emissions data, and embedding circular economy principles into product life cycle and asset planning. Through ongoing participation in the GCC Sustainability Innovation Hub and strengthening internal ESG oversight, Omantel aims to align its practices with leading national, regional, and global standards, and enhance environmental value creation.



Employer of Choice

GRI 2-7, 2-8, 401-2, 401-3

Omantel continues to reinforce its position as an Employer of Choice in the Sultanate of Oman by cultivating a workplace that promotes collaboration, inclusion, and innovation. During 2025, the Company remained focused on strengthening employee engagement, supporting diversity and national talent development, and building future-ready capabilities through structured people practices and data-driven workforce management. These efforts support Omantel's broader sustainability objectives and long-term organizational resilience.

Successful Workplace Culture

In 2025, Omantel continued to strengthen a winning workplace culture through initiatives that promote inclusion, collaboration, recognition, and customer-centric innovation. The Company maintained a strong focus on employee engagement, creating an environment that empowers staff to actively contribute to business performance and enhance customer outcomes. This approach supports a motivated workforce committed to continuous improvement and organizational excellence.

Structured engagement initiatives played a key role in fostering dialogue between employees and senior leadership throughout the year. The Inclusion, Diversity, and Equity (IDE) Forum provided a senior leadership-led platform for open

dialogue on inclusion and accessibility, informing a series of initiatives to strengthen inclusive practices across the organization.

Omantel also reinforced a culture of appreciation and cross-functional collaboration through targeted programs. The Telecoin (digital currency) platform encourages peer-to-peer recognition across the organization, while the Customer Experience (CX) Lab facilitated cross-functional sprints to showcase the revenue impact of customer-centric products and initiatives.

GRI 403-6 MSX S1

31+

Individual counselling sessions

10

Organization-wide well-being awareness sessions

1,200

Employees participated in Mental Health Scanner survey

The Well-being and Mental Health Steering Committee was established in 2025, overseeing targeted initiatives promoting employee well-being across physical, mental, and social dimensions. As an initial milestone, Omantel launched the region's first Well-being Index in partnership with One Mind at Work, establishing a data-driven baseline to inform future interventions. During the year, a shared well-being strategy was also developed with Zain Group, marking the first cross-group collaborative approach towards aligning well-being priorities and maximizing collective impact.

Implementation efforts during the year included the delivery of several individual counselling sessions, organization-wide well-being awareness sessions, and five targeted briefing sessions for business leaders under the "Mashora" counselling program. In addition, Omantel successfully completed its second Mental Health Scanner survey, recording 15% increased participation from employees, compared to the previous cycle.

GRI 405-1 MSX S9

 **Female representation by organizational level**

Entry- and mid-level

30%

2024: 29%

2023: 28%

Senior and executive-level

23%

2024: 21%

2023: 20%

Supports the social pillar through employee engagement, well-being, and inclusion initiatives.

Rawan Maqbool Al Awaira
Specialist, Culture and Employee Engagement



Inclusion, Diversity, and Equity (IDE)

GRI 405, 406-1 MSX S4, S6, S9, S10

Gender equality remains a strategic priority, with representation across all organizational levels actively monitored. In 2025, Omantel continued to track and report gender distribution, ensuring equitable access to opportunities, and progression across entry-level, mid-level, and senior management roles. Additionally, no discrimination incidents were reported in 2025, which reflects a strong culture.

To further advance disability inclusion, Omantel leveraged IDE as a platform for dialogue on key workforce topics. The first segment focused on challenges faced by persons with disabilities (PWDs), resulting

in 19 initiatives aimed at improving workplace accessibility and enhancing physical and digital inclusivity for both employees and customers.

Workforce Profile (2023–2025)

IDE remained central to Omantel's people strategy in 2025, reinforcing the Company's commitment to a fair, respectful, and inclusive workplace. During the reporting period, Omantel maintained a stable workforce profile, supported by a high proportion of national employees, and consistent gender representation ratios across entry-level, mid-level, and senior management positions. These outcomes reflect ongoing efforts to provide equitable access to opportunities and support sustainable workforce planning.

Workforce composition by gender and employment type

Metric	2023	2024	2025
Full-time employees	2,360	2,390	2,338
Male employees	1,733	1,744	1,678
Male (%)	73	73	72
Female employees	627	646	660
Female (%)	27	27	28
Workers who are not employees	1,357	1,500	1,630
Workers who are not employees (%)	37	39	41

Employees by geographical location (2023–2025)

Country	2023	2024	2025
Oman	2,209	2,253	2,219
India	82	71	59
Pakistan	26	23	21
Philippines	5	2	1
Jordan	6	5	6
Egypt	7	7	4
Others	25	29	28
Total	2,360	2,390	2,338

Progress in disability inclusion was supported through the implementation of a dedicated Disability Inclusion Strategy focused on enhancing accessibility for both employees and customers. Key initiatives introduced during the year included accessibility widgets on digital platforms, priority service queues at customer outlets, and real-time sign-language interpretation solutions.

Engagement through IDE enabled constructive dialogue between employees and senior management, ensuring that

feedback was translated into practical initiatives. At the same time, Omantel partnered with Zain Group to deliver quarterly awareness campaigns focused on disability confidence, inclusive service delivery, and workplace accessibility. These campaigns featured employee roundtables, awareness sessions, and storytelling initiatives that showcased the lived experiences of persons with disabilities, fostered inclusive behaviors, and reinforced leadership accountability for promoting inclusion across the organization and the wider telecommunications sector.



Talent Acquisition and Workforce Dynamics

Talent acquisition in 2025 focused on attracting skilled professionals while strengthening the pipeline of those at the start of their careers. During the year, Omantel's new recruits included a significant percentage of women. Further, employees aged between 18 and 30 represented the majority of total new recruits, reinforcing the Company's commitment to long-term workforce sustainability and succession planning.

Total employees recruited

109

Women among new hires

37%

New hires aged between 18 and 30

59%

New hires by gender and age group (2023–2025)

GRI 202-2, 401-1, 402-2 MSX S9

	2023	2024	2025
Total hires	113	82	109
Female	43% (49)	34% (28)	37% (40)
Age 18–30	48% (54)	24% (20)	59% (64)
Age 31–50	52% (59)	74% (61)	39% (43)
Age 51+	–	1% (1)	2% (2)

*The numbers in parentheses are the actual number of hires.

Remuneration and Benefits

GRI 2-19, 2-20, 3-3, 202-1, 401-2, 402-2, 405-2

MSX S1, S2

Omantel offers a comprehensive remuneration framework designed to provide competitive compensation and benefits to all employees. Salary levels are regularly reviewed, with individual performance assessed through structured evaluations. Full-time employees are eligible for annual salary increments and performance-based bonuses, reflecting Company, business unit, and individual performance. Additional incentive schemes, such as the Sales Incentive Performance (SIP) program for sales staff and the Pay-for-Performance scheme for top performers, further recognize and reward outstanding contributions.

In 2025, the Female-to-Male Average Basic Salary Ratio stood at 81%, reflecting a higher concentration of male employees in senior leadership and technical job levels, rather than a discrepancy in pay.

In line with Oman's Labour Law and Omantel's reward practices, all full-time employees are eligible for an annual basic salary increment typically ranging from 3% to 5%, subject to individual performance outcomes. Employees are also eligible for performance-based incentive bonuses linked to three dimensions – Company performance, business unit performance, and individual performance ratings – with total incentive payouts ranging from three to six basic salaries depending on achieved results. The Pay-for-Performance scheme provides an additional incentive of up to 5% above the standard annual increment for top performers, subject to management approval, and is expected to be revised in alignment with new policy directions issued by the Ministry of Labour (MoL). A broad range of benefits is provided exclusively to full-time employees, including health insurance, home internet discounts, maternity and paternity leave in accordance with Oman's Labour Law, and end-of-service benefits as mandated by statutory

requirements. Contractual employees receive targeted support and training programs aligned with operational needs.

Measurement of Employee Engagement and Satisfaction

Omantel assesses employee satisfaction annually through a structured, multi-channel listening strategy. Our approach integrates enterprise-wide surveys, pulse checks, and qualitative focus groups to capture a holistic view of the workforce.

During 2024, Omantel deployed a multi-faceted Culture Analysis, incorporating "culture jams", focus groups, and interviews, to complement our eNPS and HR service benchmarking. In 2025, we further strengthened this approach by introducing a Culture Adoption Pulse survey, and specialized assessments for Psychological Safety and Engagement and Inclusion, alongside focused discussions on appreciation and recognition. These systematic efforts allow us to consistently track and improve employee sentiment across all key experience dimensions.

To further institutionalize these insights, Omantel plans to launch a unified organization-wide annual employee engagement survey in 2026. This will help us create a single, streamlined framework for benchmarking and longitudinal tracking, ensuring our efforts are data-driven and focused on continuous organizational improvement.

Women's Empowerment (WE)

In 2025, parental leave policies continued to support employee well-being, work-life balance, and workforce retention. All eligible female and male employees utilized their parental leave entitlement during the reporting period, with a 100% return-to-work rate across both groups. This outcome demonstrates the effectiveness of Omantel's parental support framework in enabling employees to reintegrate smoothly while maintaining engagement and continuity.

Existing female-friendly policies such as nursery facilities, nursing rooms, and flexible work arrangements continued to support women's participation, development, and career progression within the organization.

Parental leave and return-to-work rate (2025)

Metric	Female	Male
Eligible	660	1,678
Using leave entitlement	38	65
Returned to work	38	65
Return-to-work rate	100%	100%

Persons with disabilities

At the end of 2025, Omantel employs **21 PWDs**, with four of these employees participating in the master's program during the year. Progress in disability inclusion was driven by several key initiatives:

- ◆ Discussions at the IDE Forum, which resulted in 19 initiatives supporting employees with disabilities.
- ◆ Accessibility widgets/plugins launched on the Omantel website (www.omantel.om).
- ◆ Priority service queues for PWDs in all outlets.
- ◆ Real-time sign-language interpreter platform to support deaf and mute customers.
- ◆ Quarterly Zain Purple Confidence Roundtable discussions and a collaborative storytelling campaign with Zain Group to promote awareness on disability inclusion.

Employee Turnover

GRI 401-1 MSX S3

The overall employee turnover rate was 7% in 2025, primarily among staff aged 51+, reflecting workforce transitions associated with retirement eligibility, rather than underlying retention challenges. Turnover among younger and mid-career employees remained low during the year, indicating stable retention across core workforce segments, and the effectiveness of Omantel's employee engagement and retention practices.

Employee turnover by age group

18 to 30 years

0%

2024: 0%
2023: 0%

31 to 50 years

2%

2024: 2%
2023: 1%

51+ years

5%

2024: 1%
2023: 1%



Collective Bargaining, Labor Relations, and Grievance Mechanisms

GRI 2-25, 2-26, 2-30

Omantel maintained constructive and stable labor relations throughout 2025, underpinned by open communication and mutual trust between management and employees. All permanent employees continued to be covered under collective bargaining agreements, reinforcing fair employment practices, regulatory compliance, and structured employee representation.

Omantel's trade union, established in 2007, operates through an administrative board elected every four years, by secret ballot through the General Assembly. The union works in collaboration with corporate management to safeguard employee rights and promote shared interests. It engages with the Board of Directors and executive management regularly to discuss employee compensation, benefits, promotions, health insurance, and general workforce matters. Administrative board members formally participate in several human resources (HR) committees to ensure that employee perspectives are incorporated into decision-making processes.

The union represents approximately 65% of Omantel's total workforce (full-time employees), while the remaining 35% consists of contractual employees whose benefits are managed by their respective employers. In 2025, the administrative board conducted visits across all governorates in Oman to engage with employees and address concerns. Approximately 870 members were affiliated with the union's General Assembly by year-end. A new election cycle is scheduled for 2026.

Grievance mechanisms remained confidential, accessible, and effective during the reporting period, with no material changes to existing processes.

Omanization and National Talent Development

National talent development remained a strategic focus for Omantel in 2025, reflecting the Company's commitment to building a skilled, sustainable workforce. All Chiefs and Vice Presidents who hold an executive-grade classification are designated as part of the organization's Senior Leadership. Accordingly, any employee whose grade falls within the executive-grade band is also accounted for. Local citizens are defined as Omanis

Omantel sustained an Omanization rate of 95%, demonstrating its continued dedication to attracting, retaining, and developing Omani professionals across all levels of the organization. This achievement aligns with the Company's broader human capital strategy and national workforce localization objectives.

Omantel's structured programs for career progression, learning and development, and inclusive recruitment practices have contributed to strengthening the capabilities of the national workforce. The Company's proactive approach has also been recognized in local media and industry

publications, highlighting its leadership role in fostering Omani talent and supporting long-term workforce sustainability.

Omanization rate (2025)

MSX S9

	2023	2024	2025
Omani employees	2,209	2,253	2,219
Omanization rate (%)	94	94	95
Omani in senior leadership (%)	82	85	91



Learning and Development

GRI 3-3, 404-1, 404-2, 404-3 MSX S1

Omantel's learning and development initiatives in 2025 were strategically designed to support future skill requirements, leadership readiness, and the Company's broader digital transformation objectives. During the year, Omantel introduced the Artificial Intelligence (AI) Academy and Leadership Accelerators (in partnership with the International Institute for Management Development [IMD]), providing employees with advanced capabilities in emerging technologies and strategic leadership. Access to the Google Learning platform further enabled workforce upskilling in emerging tech areas. Additionally, targeted environmental, social, and governance (ESG) training for selected employees achieved an average post-assessment score exceeding 80%, reflecting effective knowledge transfer and practical learning outcomes.

Average training hours per employee:

- ◆ 2025: 17.8 hours
- ◆ 2024: 22.8 hours
- ◆ 2023: 21.5 hours

The decline in average training hours per employee in 2025 reflects a deliberate strategic shift in Omantel's learning model, rather than a reduction in investment. In 2025, the Company transitioned from volume-based classroom training toward outcome-driven and applied learning approaches. This included greater emphasis on on-the-job assignments, real business projects, mentoring, targeted learning journeys aligned with strategic priorities, and curated digital learning pathways. As a result, learning effectiveness, capability depth, and measurable business impact were prioritized over total training hours, resulting in a more focused and efficient learning ecosystem.

Learning and development programs – Key outcomes

Program	Key results/outcomes (2025)
Build the leaders program	32 participants completed the program, supporting leadership readiness and succession planning.
Mobility programs	112 horizontal role movements and six vertical progressions enabled internal talent mobility and career development.
IE University online courses	120 employees participated, completing 2,178 training hours, with a 96% completion rate.
Northern Virginia Community College (NOVA) – Year 2	36 participants completed the program, achieving a 96% satisfaction rate.
Internship program	567 interns participated, supporting early-career talent exposure and workforce readiness.
Gen Z program	31 graduates completed the program, contributing to youth engagement and future talent pipelines.
People manager program	Delivered targeted capability-building interventions for people managers to strengthen leadership effectiveness.
Future of jobs program	Focused on preparing employees for emerging roles and evolving skill requirements linked to digital transformation.
On-the-job training opportunities	527 across Oman + 60 from Huawei Program

These efforts collectively strengthen the leadership pipeline, enhance technical and digital capabilities, and prepare Omantel employees for evolving business and market demands.

Average post-assessment score of employees' ESG training

more than
80%

Average training hours per employee

17.8 hours



Training hours by gender (2025)

Category	Average hours per employee (2023)	Average hours per employee (2024)	Average hours per employee (2025)
Male	20.5	21	16.1
Female	23.8	24.5	21.7

Female employees continued to engage more extensively than their male counterparts. Omantel also delivered a diverse suite of programs to support career progression and workforce readiness.

Succession Planning and Leadership Pipeline

Succession planning at Omantel is governed and led by the Talent Planning and Mobility team, which holds full ownership of the framework, governance, and execution. The process is treated as a strategic priority, and is regularly reviewed and reported to top management. Key components include systematic identification of critical roles, structured mapping of successors based on performance and readiness, annual succession reviews, and individual development plans designed to close capability gaps. Succession planning is fully integrated with leadership development, mobility, and targeted learning interventions to ensure business continuity and long-term organizational resilience.

Support for Professional Certifications

Omantel actively sponsors industry-recognized professional certifications aligned with business needs and emerging skill requirements. This includes certifications in technology, digital transformation, AI, cybersecurity, project management, and professional tracks such as Chartered Financial Analyst (CFA), the Association of Chartered Certified Accountants (ACCA), and the Chartered Institute of Personnel and Development (CIPD). The Company covers costs for full certification programs and standalone exams, embedding certifications within structured development pathways to ensure practical application. This approach strengthens technical depth, professional credibility, and organizational capability maturity.

Support for Degree Programs

Omantel supports advanced academic development through strategically aligned degree programs. A key example is its partnership with IE University, delivered in collaboration with Zain Group, under the Masters in Digital Transformation program. Approximately 120 Omantel employees are currently enrolled and fully sponsored. The program focuses on digital leadership, innovation, and enterprise-wide transformation capabilities, reinforcing Omantel's transformation agenda and long-term leadership pipeline.

Currently, 120 employees fully sponsored and enrolled for degree programs

Coverage of Training Programs

While training initiatives primarily target full-time employees, selected programs extend to subcontractors at no cost, where capability uplift directly supports operational performance. Management has also approved customized training programs for retailers, particularly to enhance customer experience and service quality. External frontline resources may also be included where there is clear ecosystem value. This inclusive approach ensures capability alignment across the broader workforce contributing to Omantel's customer outcomes.



Employee Wellness, and Occupational Health and Safety

GRI 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10, 403

MSX S7, S8

In 2025, Omantel's employee well-being, and Occupational Health and Safety (OHS) framework focused on promoting healthy lifestyles, supporting mental well-being, and fostering a supportive workplace culture. Oversight by the Well-being and Mental Health Steering Committee supported the delivery of targeted initiatives aimed at building healthy lifestyles, strengthening mental resilience, and fostering collaborative work environments.

Mental well-being support was strengthened through expansion of the "Mashora" counselling program, and launch of the first regional Well-being Index in collaboration with One Mind at Work. During the year, the program delivered 31 individual counselling sessions, 10 employee awareness sessions, and five leadership briefings. In addition, more than 1,200 employees completed the Mental Health Scanner survey, indicating increased engagement and awareness across the organization.

Physical well-being initiatives included weekly management-led wellness sessions, organization-wide programs such as Saal Steps and Foot Health Awareness, and multiple sports tournaments involving more than 210 employees. These initiatives supported higher levels of engagement, encouraged active lifestyles, and strengthened social connections among employees.

OHS performance remained strong, with zero fatalities reported during the year. Omantel maintained a rigorous focus on safety standards, responding to 32 recorded incidents of non-compliance with health and safety regulations and voluntary codes; notably, zero injuries were reported across all instances.

The Heart Savers program was enhanced through expanded coverage of automated external defibrillators (AEDs) across Omantel facilities, while ongoing OHS training reinforced safety awareness, preparedness, and best practices. Collectively, these measures demonstrate the Company's continued commitment to maintaining a safe, healthy, and supportive workplace.

Awards and Recognition

In 2025, Omantel received recognition for innovative human resources (HR) practices and employee engagement, highlighting its commitment to excellence. Notable accolades included:

- ◆ **International Federation of Training and Development Organizations (IFTDO) Global HRD Awards 2025** – recognizing outstanding innovation in HR practices, leadership development, and strategic workforce management.
- ◆ **Omani Society for Human Resource Management (OSHRM) Innovation Award 2025** – awarded for excellence in designing and implementing innovative employee programs that enhance workforce capability and engagement.

- ◆ **Innovation in Practice for the "Fikra" initiative award**, recognizing the Company's structured approach to employee-driven innovation and idea generation.
- ◆ **Growth and Job Creation Award by the Oman Investment Authority (OIA)**, acknowledging Omantel's contribution to national employment and economic development.

These awards and recognitions reinforce Omantel's reputation as a leading employer in the Sultanate of Oman, and reflect its sustained dedication to fostering an inclusive, innovative, and high-performing workplace.

Future Plans and Objectives

Omantel will adopt a phased IDE approach for 2025–2026, prioritizing high-impact short-term initiatives, while addressing structural improvements to

strengthen long-term organizational capability beyond 2026. The Company will continue to enhance disability inclusion, ensuring that both employees and customers with disabilities benefit from accessible and inclusive practices across physical and digital touchpoints.

At the same time, Omantel will invest in expanding AI and digital capabilities to equip the workforce for emerging technologies and future operational demands. The Company will also focus on improving ESG readiness by aligning workforce initiatives with broader sustainability and corporate social responsibility objectives.

Employee well-being and safety will remain a core priority, with ongoing efforts to maintain a supportive, healthy, and safe work environment across all levels of the organization. Collectively, these measures will support the effective implementation of Omantel's IDE strategy, and contribute to building an inclusive, future-ready workforce capable of delivering sustainable business outcomes.



Developing Prosperous Communities

GRI 3-3, 413-1, 203-1, 203-2, 201-1

MSX S11

Omantel remains steadfast in its commitment to improving the well-being of the communities in which it operates. Beyond providing world-class telecommunications services, the Company continues to leverage its expertise, technology, and resources to create meaningful social impact. Through a well-structured corporate social responsibility (CSR) agenda, Omantel strives to empower Omani society, foster economic diversification, and promote inclusive development. Every initiative is designed not only to address immediate community needs, but also to build long-lasting value and resilience, ensuring that the benefits extend to all stakeholders.

Total CSR projects

25

CSR budget

750,000

CSR Core Strategic Priorities

Omantel's CSR portfolio focuses on four key areas:

◆ Community well-being

Enhancing the lives of underprivileged communities through health, housing, nutrition, and social support initiatives.

◆ Education

Equipping children, youth, and individuals with special needs with digital and technical skills for a modern economy.

◆ Entrepreneurship

Supporting startups and entrepreneurs to foster innovation, problem-solving, and sustainable business ventures.

◆ Environmental sustainability

Promoting conservation, awareness, and research through tree planting, marine habitat preservation, and ecotourism projects.

Financing living conditions for underprivileged through these pillars, Omantel supports programs that enhance the quality of life, promote digital literacy, protect natural ecosystems, and empower entrepreneurs. By aligning CSR initiatives with national priorities and community needs, Omantel continues to play an active role in building resilient and prosperous communities across the Sultanate of Oman.

Summary of CSR Efforts in 2025

During the reporting period, Omantel implemented CSR projects reaching a wide range of beneficiaries across the Sultanate of Oman. The overall CSR budget for 2025 was distributed across initiatives that directly impacted community well-being, education, entrepreneurship, and environmental sustainability.

This strategic allocation of resources reflects Omantel's dual focus: delivering immediate community support while investing in long-term development initiatives. Each project was designed with measurable outcomes, ensuring that funds were effectively utilized to generate social, educational, technological, and environmental value.

CSR Pillar	Number of Initiatives	Amount (ر.ع.)	%
Community Well-being	11	420,424	55.7%
Education	8	192,115	25.9%
Environmental Sustainability	3	109,800	14.6%
Entrepreneurship	3	27,661	3.7%
Total	25	750,000	100%



Leads CSR initiatives that drive community impact and support sustainability objectives.

Qais Mohammed Al Aamri
Manager, Corporate Social
Responsibility

Community Well-being

Artificial Intelligence Training Program for the Visually Impaired

Omantel continues to advance inclusive digital transformation by ensuring emerging technologies are accessible to all segments of society. In 2025, the Company implemented the Artificial Intelligence Training Program for the Visually Impaired, a specialized digital inclusion initiative designed to empower individuals with visual impairments by equipping them with practical knowledge of AI applications and assistive technologies.

The rapid advancement of AI presents both opportunities and challenges for persons with disabilities. Recognising the importance of inclusive access, Omantel structured the program to introduce AI concepts in a manner that is practical, interactive, and fully accessible for visually impaired participants.

Training modules focused on AI-powered assistive tools, including screen readers, voice assistants, text-to-speech technologies, and image recognition software, demonstrating how these solutions enhance independence, productivity, and access to information. Participants were guided through real-life applications of AI for education, employment, and daily living. All learning methods were adapted to the needs of visually impaired learners to ensure full accessibility.

A key objective was to strengthen participants' digital confidence through hands-on engagement. Guided sessions and practical demonstrations allowed participants to explore AI-enabled platforms and learn to use assistive technologies effectively.

The program positioned AI as a supportive enabler rather than a barrier, encouraging independent learning, communication, and problem-solving. It also included modules on digital safety and responsible technology use, reinforcing secure and ethical engagement with AI systems.

The program reflects Omantel's commitment to bridging digital divides and promoting equal participation in the digital economy. By focusing on accessibility, capacity building, and future-ready skills, the initiative supports the development of a digitally competent and inclusive society, in line with national efforts to enhance workforce readiness for persons with disabilities.



AI-Powered Cancer Diagnosis Tool

In alignment with its commitment to strengthening community well-being through technology-enabled solutions, Omantel advanced its healthcare-focused CSR initiatives in 2025 by supporting cancer patients and investing in artificial intelligence (AI) for early diagnosis.

Omantel supported the deployment of an AI-powered cancer diagnosis tool developed with the Oman Cancer Association and RadX Network, a global radiology platform. The solution augments radiological capacity through AI, particularly where on-site radiologist availability is limited. RadX operates a cloud-based radiology ecosystem connecting diagnostic centers, radiologists, clinicians, and patients, ensuring rapid, high-quality reporting across all imaging modalities, including mammography. AI-enabled models automatically detect, segment, and flag potential abnormalities for prioritized review, enhancing accuracy and efficiency without replacing clinical expertise.

A pilot implementation used screening studies collected over a three-year period. Nearly 3,000 women underwent mobile mammography screenings, where digital images were securely transmitted to the cloud, analyzed using deep learning algorithms, and subsequently reviewed by certified radiologists through a teleradiology workflow. The AI system detected lesions, architectural distortions, lymph node abnormalities, and calcifications, supporting the Breast Imaging Reporting and Data System (BI-RADS) classification.

AI-assisted interpretation reduced turnaround time for flagged positive cases by more than half, enabling faster clinical decisions and earlier referrals. Negative cases were communicated efficiently, allowing healthcare workers to focus on counselling and future screenings.

All AI-generated outputs were validated by certified radiologists. The models achieved high sensitivity and accuracy across multiple diagnostic indicators, confirming that combining AI with expert oversight enhances diagnostic confidence and patient safety. Positive cases were prioritized for immediate review, reducing intervention delays.

The AI-Powered Cancer Diagnosis Tool demonstrates how advanced technology addresses systemic challenges in public health. By enabling faster diagnosis, improving screening reach, and supporting healthcare professionals with intelligent tools, the initiative improves health outcomes and builds patient trust in screening programs.

Through this collaboration, Omantel supported initiatives addressing gaps in screening accessibility, diagnostic turnaround times, and patient guidance, particularly during mobile outreach campaigns. Omantel employees actively participated in awareness initiatives, including the 21st Annual Walkathon, reinforcing the Company's role as both a corporate contributor and an engaged community partner.

Additionally, the initiative supports national healthcare objectives by strengthening data-driven decision-making, optimizing specialist resources, and creating a scalable model for expansion to other diagnostic areas. The program aligns with Omantel's sustainability priorities by integrating innovation, social inclusion, and digital transformation to deliver long-term societal value.

Turnaround time for positive cases

reduced to **5.5 hours**
(from 12.7)

2,870

women underwent mobile
mammography screenings

Other community well-being projects

Initiative	Description
House Maintenance Program	Housing support for underprivileged families through renovations and rebuilding of homes.
Oman Food Bank	Food distribution to low-income families during Ramadan.
Fak Kurbah	Debt relief initiative in collaboration with Omani Lawyers Association.
HIV Hotline	Awareness and confidential counselling support for individuals affected by HIV/AIDS and substance abuse.



Education

Omantel believes that the foundation of a digitally competent society begins with its youth. In 2025, the Company advanced its commitment to education and digital literacy through initiatives that combine technology, creativity, and practical learning. These programs are designed not only to develop technical skills but to also foster critical thinking, problem-solving, and responsible digital citizenship, ensuring that children and students are prepared for a future driven by innovation.

Digital Hero: Minecraft – Learning Through Play

As part of its CSR activities during Khareef Dhofar 2025, Omantel brought technology, learning, and creativity together through 'The Digital Hero', an interactive educational initiative built around the globally popular platform Minecraft. Hosted at Salalah Grand Mall over eight days, the initiative transformed digital learning into an engaging, family-friendly experience designed to inspire curiosity and confidence among young learners.

The initiative featured a purpose-built interactive booth where children explored the basics of programming, data analysis,

and problem-solving using the Minecraft platform. Through guided activities and challenges, participants learned how digital tools function while developing logical thinking, creativity, and teamwork. The use of a familiar and engaging digital environment ensured high levels of participation and sustained interest across different age groups.

In addition to technical skills, The Digital Hero placed strong emphasis on digital safety and responsible online behavior. Awareness sessions were integrated into the learning experience to help children understand safe digital practices and the importance of navigating online platforms responsibly. This approach reinforces Omantel's commitment to building digital awareness alongside capability.

The initiative attracted strong community participation, reaching **2,400 child visitors** during the activation period. Families responded positively to the program's educational value and interactive format. Several Omantel employees volunteered in organizing and delivering the activities, reflecting the Company's culture of volunteering and its belief in employee-driven community engagement as a core component of CSR delivery.

Other education projects

Initiative	Description
Applied Research Fund	Funding and mentorship for students and academics to develop practical research solutions.
Children's Public Library	Enhancing digital learning and creativity in public libraries through technology integration.
Mujtama Tech	Community-focused digital literacy program for youth and grassroots organizations.



Entrepreneurship

Mubadera Women Empowerment Program

Omantel believes that empowered women are the backbone of resilient communities and catalysts for inclusive economic growth. In 2025, this belief took shape through the Mubadera Women Empowerment Program, a carefully structured initiative designed to provide Omani women with the skills, confidence, and opportunities needed to

thrive in entrepreneurship, innovation, and community engagement. The program embodies Omantel's commitment to fostering inclusive development while supporting national priorities for women's participation in the economy.

The Mubadera program was crafted as a journey of transformation. Participants from ten Omani women associations came together to explore the fundamentals of entrepreneurship, learning how to initiate,

sustain, and scale income-generating ventures. Through interactive workshops, practical exercises, and mentorship, women were encouraged to translate ideas into actionable plans, moving from early-stage or informal activities to structured and sustainable economic participation.

45

participants supported in 2025

The training modules combined business fundamentals, such as financial literacy, budgeting, pricing, marketing, and business planning, with digital enablement, introducing participants to tools and platforms that enhance visibility, engagement, and operational efficiency. By pairing theoretical learning with hands-on exercises, the program ensured that participants could immediately apply new knowledge to real-life business challenges.

Beyond skills, the program focused on cultivating confidence and fostering a supportive network. Women shared experiences, challenges, and success stories, creating an environment of mutual encouragement. This sense of community strengthened leadership, decision-making, and problem-solving abilities, empowering participants to navigate business challenges with assurance. The relationships built during Mubadera extended beyond the classroom, establishing a foundation for long-term peer support and collaboration.

In 2025, the Mubadera program directly supported 45 participants, enabling them to enhance existing ventures or launch new initiatives. By fostering economic independence and diversifying household income streams, participants strengthened financial resilience while contributing meaningfully to their communities. Socially, the program positioned women as role models and active contributors, reinforcing the ripple effect of empowerment across families and local networks.



Environmental Sustainability

Oman Underwater Landmarks Museum

Omantel continues to champion environmental stewardship and climate action by supporting initiatives that blend ecological protection with cultural heritage and technological innovation. In 2025, this vision was realized through the Oman Underwater Landmarks Museum, a groundbreaking artificial reef project designed to restore marine ecosystems while celebrating the country's architectural and cultural legacy.

Marine ecosystems are critical to biodiversity, climate regulation, and coastal protection. Artificial reefs are globally recognized as effective nature-based solutions for marine restoration. By increasing habitat complexity, these installations help rehabilitate degraded coastal areas, support biodiversity, and enhance the resilience of marine ecosystems against climate-related stressors. The Oman Underwater Landmarks Museum directly contributes to enhancing these ecosystems by providing stable, ecologically compatible substrates that encourage the settlement and growth of corals and marine organisms.

The project features 3D-printed underwater structures modelled after iconic Omani landmarks. The structures were manufactured using environmentally safe materials and designed to minimize ecological disruption while maximizing habitat benefits. These structures serve as artificial reefs, providing shelter, breeding grounds, and surfaces for coral settlement, while offering an immersive cultural and educational experience beneath the sea.

Beyond ecological benefits, the initiative serves as a platform for environmental education and experiential learning. Divers, researchers, students, and ecotourism operators are encouraged to engage with the reefs, observe marine biodiversity, and understand the importance of marine conservation.

By merging conservation with interactive cultural experiences, the project also promotes sustainable tourism, creating opportunities for economic development while preserving marine habitats. Community awareness campaigns complement the physical structures, fostering a culture of environmental stewardship across Oman.

The initiative was implemented through collaboration with the Environment Authority, Innotech, marine biologists, and educational institutions. These partnerships ensure scientific rigor, regulatory compliance, and alignment with Oman's national environmental priorities. Engagement with local communities and schools reinforces shared responsibility and supports long-term environmental education.

By connecting marine conservation with national heritage, the initiative fosters community pride and strengthens environmental responsibility among stakeholders. This approach aligns with international conservation best practices and reflects Omantel's commitment to sustainable, scalable solutions that support both biodiversity and climate resilience.

Other Environmental Projects

Tree Planting Research Initiative

Planned afforestation activities guided by research to ensure environmental suitability and long-term impact.



Volunteering

Volunteering continues to be a core element of Omantel's CSR approach, reflecting the Company's belief that meaningful social impact is achieved not only through financial support, but also through active participation and shared responsibility. Volunteering opportunities were made accessible to employees across functions and roles, encouraging participation based on interest and availability. Engagement was driven through organized CSR activities rather than ad-hoc volunteering, ensuring alignment with Omantel's broader social responsibility priorities.

This inclusive approach reinforces a shared sense of purpose and allows employees to contribute meaningfully to initiatives that reflect Omantel's values. Through hands-on involvement, employees contributed time and effort to initiatives aligned with Omantel's social, health, digital inclusion, and environmental priorities, helping to strengthen implementation and community engagement.

Nature of Volunteering Activities in 2025

In 2025, employee volunteering played a supporting role across several CSR initiatives, reinforcing Omantel's commitment to community well-being and inclusive development. Volunteering efforts during the year were focused on:

- ◆ **Community well-being and social support** – Contributing time and support to community and charitable initiatives implemented in partnership with national associations
- ◆ **Health awareness and prevention** – Participation in health awareness initiatives, including cancer awareness activities linked to national campaigns
- ◆ **Digital inclusion and education** – Supporting digital inclusion initiatives, such as community-focused digital empowerment programs
- ◆ **Environmental sustainability** – Assisting with environmental and sustainability initiatives, where employee engagement supported awareness and outreach objectives

Alignment with National Priorities – Oman Vision 2040

All of Omantel's CSR initiatives are designed to support Oman's long-term development goals as outlined in Oman Vision 2040. Through investments in education, digital empowerment, healthcare, social welfare, environmental sustainability, and entrepreneurship, these projects contribute to national priorities such as inclusive economic growth, human

capital development, innovation, and environmental stewardship. By fostering digital literacy, social resilience, and sustainable practices, Omantel ensures that its CSR efforts create meaningful impact, while advancing Oman's broader strategic objectives.



Customer Experience

MSX S8

Omantel places strong emphasis on delivering exceptional customer service, recognizing that responsive engagement and effective issue resolution are essential to building long-term customer relationships. The Company's customer experience (CX) strategy is built on a significant transformation: shifting from reactive service recovery to proactively engaging with customers in a way that anticipates their needs before they arise.

This means moving beyond measuring satisfaction after the fact and towards designing experiences that prevent friction, building trust, and creating lasting value at every stage of the customer relationship. The Company continues to strengthen its customer care framework by ensuring that customer queries, feedback, and grievances are addressed efficiently across multiple service channels.

The Customer Care team works closely with multiple internal departments to identify the root cause of recurring issues and implement corrective actions that enhance service delivery. This cross-functional approach ensures that customer feedback directly informs operational improvements and service innovation. This forward-thinking strategy aligns with Omantel's commitment to sustainability. By engaging proactively, we can minimize unnecessary

customer interactions and optimize operational resources. Moreover, a digital-first service design reduces our reliance on physical touchpoints. In this way, enhancing the customer experience and promoting sustainable operations go hand in hand.

CSAT survey scores

Inbound Consumer

VOC 84.8

Inbound Enterprise

VOC 87

Sales Consumer

VOC 91.6

Sales Enterprise

VOC 85

Consumer Complaints

VOC 72

Note: VOC - Voice Of Customer

2025: Laying the Foundations for Predictive CX

In 2025, several new customer experience initiatives were introduced to further strengthen service quality, improve response efficiency, and enhance transparency across the customer journey. These initiatives lay the groundwork for a larger predictive vision, aimed at creating the data infrastructure and operational intelligence needed to fuel the next wave of customer engagement.

Proactive Billing Intelligence

During 2025, Omantel introduced several initiatives aimed at proactively addressing customer concerns and enhancing service efficiency. The Pre-Bill SMS initiative was launched to improve billing transparency by notifying customers in advance about additional charges or unusual usage patterns before the billing cycle. By providing timely alerts, this initiative enables customers to manage their consumption, helps reduce billing-related inquiries, and contributes to a more balanced distribution of customer service requests throughout the month. More importantly, this initiative marks the beginning of a significant shift towards predictive billing engagement. By leveraging

consumption analytics and behavioral insights, we can offer personalized, forward-looking guidance on usage.

Intelligent Hybrid Service Model

Omantel also introduced a Contact Center Hybrid Module, which combines in-house operations with outsourced managed services to enhance scalability and operational efficiency. The model integrates advanced technologies such as AI-driven sentiment analysis, predictive care tools, and customer interaction analytics to support faster issue resolution and improve service quality. These capabilities provide the intelligence framework for real-time, sentiment-driven service routing, proactive care triggers and, ultimately, self-optimizing service journeys that continuously learn and adapt.

To further strengthen operational efficiency within the contact center environment, Omantel deployed the KP AI Chatbot, an AI-powered conversational assistant designed to support customer service agents. The chatbot enables agents to quickly retrieve relevant knowledge base articles and customer information, helping reduce call handling time, improve productivity, and ensure consistent information delivery to customers.

Empowering CX Through AI and Data

Omantel's Experience Agents continued to play a key role in providing personalized support and ensuring seamless interactions with customers across various channels.

The Company recognizes that the future of CX relies on people leveraging technology to create designs that truly resonate with customers. Accordingly, Omantel is actively developing AI use cases that enhance employee skills, providing teams with tools to identify journey pain points faster and

convert unstructured voice-of-customer (VOC) data into actionable insights. Instead of replacing human judgment, these tools are designed to enhance it, allowing employees to shift from simply interpreting data to insight-led design.

Equally important is the commitment to enriching journey metadata and creating unified data architectures. The goal is to establish a connected intelligence layer, where every customer interaction contributes to a growing knowledge base, ultimately leading to improved outcomes over time.

The Company also maintains 24-hour customer support services, enabling customers to access assistance through multiple communication channels, including call centers, digital platforms, and social media.

Customer Complaints Management

Compared to 2024, the total number of complaints decreased, reflecting improvements in service quality, proactive customer communication, and enhanced issue prevention measures implemented across the customer journey.

At the same time, the Company achieved a higher complaint resolution rate than the previous year, demonstrating the effectiveness of its strengthened customer care processes, improved response mechanisms, and cross-functional collaboration in resolving customer concerns more efficiently.

Number of Complaints Received

141,480

2024: 157,758

Number of Complaints Resolved

136,755

2024: 151,823

Complaints Resolution Rate

96.7%

2024: 96.24%

Average response time for complaints in 2025

Universal Average Response Time

47s

Non-Voice Average Response Time

2m 36s

Looking Ahead

Omantel's CX strategy focuses on embedding customer intelligence across the organization, ensuring customer insights guide decision-making across network operations, product development, and service delivery. The Company continues to enhance journey orchestration capabilities, apply predictive analytics within frontline operations, and advance AI-driven solutions to proactively address potential service issues before customers are impacted.

This approach reflects Omantel's belief that delivering a strong and future-ready customer experience requires fundamentally rethinking how the organization listens to, learns from, and responds to its customers. Through investments in predictive capabilities, AI-enabled tools, and integrated data platforms, Omantel is strengthening transparency, efficiency, and service reliability, reinforcing customer trust while supporting its long-term sustainability ambitions.

Digitalization

Digitalization and ICT Initiatives

In 2025, Omantel accelerated its digital transformation, achieving a remarkable growth across all ICT verticals. This expansion was driven by national-scale digital programs, cloud modernization, and the adoption of emerging technologies.

Key achievements and new platform launches include:

- ◆ **National E-Invoicing Platform**
A project for the Tax Authority, establishing one of Oman's largest national digital compliance platforms.
- ◆ **Smart Classrooms**
A nationwide digital rollout for the Ministry of Education, deploying 1,736 smart classroom devices (specifically IdeaHubs) across 64 schools nationwide.
- ◆ **Wi-Fi-as-a-Service (WaaS)**
Launched in November 2025 to provide scalable, managed connectivity for businesses.

◆ SME digital enablement

This was driven by A'amali+ bundles, cloud services, and API monetization through fintech partners.

◆ Verified Caller Service

Launched in January 2025 to improve citizen trust and reduce fraud by verifying legitimate business calls.

◆ API Platform

Launched with 21 production APIs, facilitating seamless integration for fintech partners such as Thawani and TadoomX.

◆ "Amman" CCTV/VSaaS Platform

Soft-launched in December 2025 to provide advanced cloud-based surveillance.

◆ AI-Based Satellite Imaging

Commercialized space-tech solutions for environmental analysis and infrastructure monitoring.

Digital Safety and Security

Ensuring the protection of customer data remains a critical priority, and in 2025, Omantel proudly reported no losses of customer data or privacy breaches. The Company strengthened its cybersecurity measures through the rapid adoption of managed security services, such as DDoS protection, mUTM, and advanced identity safeguards. The introduction of Verified Caller further helped build trust among citizens by reducing spoofing. To mitigate risks, Omantel employed multi-vendor procurement strategies to navigate supply chain challenges and implemented "privacy-by-design" controls across its growing cloud and API platforms.

Sustainability and efficiency were at the heart of these initiatives; the expansion of the National Cloud and Sovereign Cloud (AWS/Huawei) became essential for digital sovereignty, reducing the reliance on energy-inefficient, on-premise data centers. Furthermore, the rollout of LoRa IoT networks served as a national catalyst for smart city projects, promoting energy-efficient smart metering and improved automation in utilities and ports.

ICT – Partners in Innovation

Omantel's ICT division continued to drive digital transformation across Oman by providing advanced technology solutions that empower organizations spanning a wide range of sectors. The division focused on delivering sector-specific innovations that enhance efficiency, foster digital adoption, and support the growth of a digitally enabled economy.

By combining innovative technologies with sector-specific expertise, Omantel helped organizations across government, education, finance, and industry enhance operational capabilities, adopt advanced digital tools, and accelerate their transformation journeys.

Through these initiatives, Omantel reinforced its position as a trusted technology partner, enabling digital adoption, operational efficiency, and sector-wide innovation across Oman, while supporting the nation's broader objectives under Oman Vision 2040.

Innovation Labs

Omantel's Innovation Labs continue to foster entrepreneurship, having engaged with over **1,557 startups** and facilitating **₹ 2.4 million** in funding since its inception in 2021. The initiative provides mentorship, funding opportunities, and access to industry expertise to help startups bring their innovative ideas to fruition.

In 2025 alone, the Labs assessed **more than 600 startups** and chose **33** to participate in their accelerator programs, which are designed to boost business model viability, operational readiness, and market entry potential. Following the evaluation process, 14 startups received targeted investment support, with funding rounds averaging **₹ 140,000 per startup**. Additionally, 67% of the accelerator startups (10 out of 15)

either secured investment from Omantel or successfully piloted their business concepts with them.

Beyond funding, Omantel's Innovation Labs also place strong emphasis on knowledge sharing and ecosystem building. During the year, the Labs also hosted **12 events and workshops** centered on innovation, covering emerging themes such as artificial intelligence, digital entrepreneurship, and the adoption of advanced technologies. These initiatives created valuable opportunities for networking, mentorship, and collaboration among startups, investors, industry experts, and academic institutions.

The Labs also enhanced regional and international collaboration by forming strategic partnerships with organizations such as the stc group, Startup Grind, ASYAD Group, and other global innovation networks. These alliances facilitate cross-border startup exchange, access to international markets, and knowledge transfer, positioning Omani startups for sustainable growth and providing them with a competitive edge in the global market.

600+

startups assessed

14

startups received investment support

₹ 140,000

average funding per startup

12

innovation-centered events and workshops



Supporting innovation through incubators, emerging technologies, and partnerships that enable digital transformation and sustainable business growth.

Her Highness Sayyida Ghada Jaifar Al Said
Innovation Labs

مختبرات عمانتل للابتكار
Omantel Innovation Labs





Supports sustainability by integrating In-Country Value (ICV) principles, contributing to local economic development.

Talal Mohsin Al Bahri
Project Manager, ICV

5G Evolution

Omantel continued to expand and enhance its 5G network infrastructure, strengthening its position as a leader in next-generation connectivity. The ongoing development of 5G technology supports faster data speeds, improved network reliability, and enhanced capacity to meet the growing demand for digital services.

The evolution of the 5G network also enables new applications across industries, including smart cities, advanced manufacturing, healthcare, and digital services. By investing in cutting-edge telecommunications infrastructure, Omantel continues to support Oman's digital transformation and the broader development of a knowledge-based economy.

Omantel Network Infrastructure and International Presence

Domestic Network

Mobile Sites

4,010

(2024: 3,903)

Backbone Network Length

11,150 Km

5G Population Coverage

92%

(2024: 92%)

4G Population Coverage

98%

(2024: 98%)

Average Daily Data Traffic

9,205 TB

(2024: 7,377 TB)

Omantel Network Infrastructure

International Submarine Cables

20

(2024: 20)

Landing Stations

7

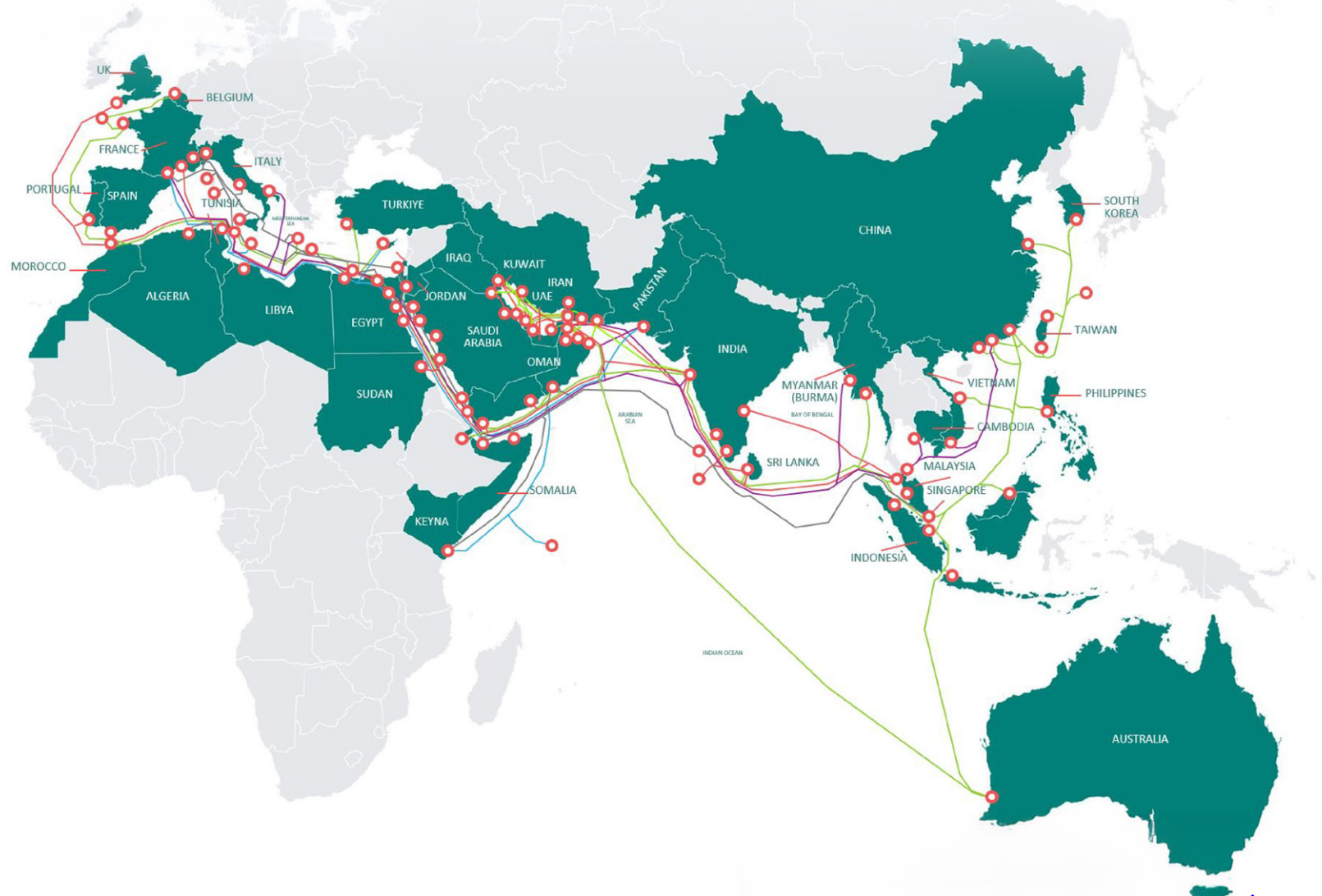
(2024: 6)

Data Center Infrastructure

Carrier-Neutral Data Center:
Equinix MC1 – first carrier-neutral data center in the region

Geographical Presence

Omantel maintains a strong geographical presence across the Sultanate of Oman, ensuring reliable connectivity and digital services for customers across urban and rural areas. The Company continues to invest in expanding its network infrastructure and enhancing service coverage to support communities, businesses, and government entities. Through continuous investment in telecommunications infrastructure and digital technologies, Omantel remains committed to delivering high-quality services while contributing to the country's long-term economic and digital development.



04. Annexes



MSX ESG Disclosure Table

Environment

MSX Reference	Metric	Page(s)
E1.1	Scope 1 emissions	20, 43-46
E1.2	Scope 2 emissions	20, 43-46
E1.3	Scope 3 emissions	20, 43-46
E2.1	GHG emissions intensity	20, 43-44
E2.2	Non-GHG emissions intensity	44
E3.1	Direct energy consumption	43-46
E3.2	Indirect energy consumption	43-46
E4	Energy intensity	43, 47
E5	Energy mix	43-46
E6.1	Water consumption	47-49
E6.2	Water recycled	49
E7.1	Environmental policy	47
E7.2	Resource policies	47
E7.3	Energy management system	12, 43, 46
E8	Management oversight	28, 49
E9	Board oversight	28, 49
E10	Climate investment	44-51

Social

MSX Reference	Metric	Page(s)
S1.1	CEO pay ratio	–
S1.2	CEO pay disclosure	–
S2	Gender pay ratio	52
S3.1	Full-time turnover	53
S3.2	Part-time turnover	53
S3.3	Contractor turnover	53
S4.1	Workforce gender split	51
S4.2	Mid-level gender split	50-53
S4.3	Senior gender split	50-53
S5.1	Part-time ratio	–
S5.2	Contractor ratio	51
S6	Non-discrimination policy	33, 35, 51
S7	Injury rate	57
S8	Health & safety policy	57, 65
S9.1	Child / forced labor policy	33, 50-54
S9.2	Supplier labor policy	33, 42, 50-54
S10.1	Human rights policy	33-35, 51
S10.2	Supplier human rights	33, 42, 51
S11	Community investment (% profit)	58-64

Governance

MSX Reference	Metric	Page(s)
G1.1	Board gender diversity	7, 10, 29, 32
G1.2	Committee gender split	32
G2.1	CEO/Chair separation	29, 32, 37
G2.2	Board independence	29, 32, 37
G3	ESG-linked incentives	32
G4.1	Supplier code of conduct	36, 42
G4.2	Supplier compliance %	36, 42
G5.1	Anti-corruption policy	33-39, 42
G5.2	Workforce compliance %	32-39, 42
G6.1	Data privacy policy	37, 38-41
G6.2	GDPR compliance	38-40
G6.3	Oman PDPL compliance	38-40
G7.1	Sustainability report	5-9
G7.2	ESG in filings	5-9
G8.1	Reporting frameworks	5, 29
G8.2	SDG alignment	5, 22, 23
G8.3	SDG targets/progress	–
G9	External assurance	5

GRI INDEX

Statement of use	Omantel has reported the information cited in this GRI Content Index for the period from 1 January 2025 to 31 December 2025, with reference to the GRI Standards
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No GRI Sector Standards were applied

GRI Standard	Disclosure	Omission- GRI Standard	Omission – Reason	Omission - Explanation	Page number
General Disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details				6
	2-2 Entities included in the organization's sustainability reporting				5
	2-3 Reporting period, frequency and contact point				5
	2-4 Restatements of information				5, 44
	2-5 External assurance				5
	2-6 Activities, value chain and other business relationships				6, 8, 9, 42
	2-7 Employees				50, 51
	2-8 Workers who are not employees				51
	2-9 Governance structure and composition				28, 29, 30, 32, 49
	2-10 Nomination and selection of the highest governance body				29, 32, 36
	2-11 Chair of the highest governance body				29, 30
	2-12 Role of the highest governance body in overseeing the management of impacts				28, 32, 37
	2-13 Delegation of responsibility for managing impacts				28, 32, 37, 49
	2-14 Role of the highest governance body in sustainability reporting				28, 32
	2-15 Conflicts of interest				34, 37
	2-16 Communication of critical concerns				34, 37
	2-17 Collective knowledge of the highest governance body				29, 32
	2-18 Evaluation of performance of highest body				28, 32
	2-19 Remuneration policies				28, 32, 52
	2-20 Process to determine remuneration				32, 37, 52
	2-21 Annual total compensation ratio		Confidentiality constraints	Confidential per internal HR policies	

GRI Standard	Disclosure	Omission- GRI Standard	Omission – Reason	Omission - Explanation	Page number
	2-22 Statement on sustainable development strategy				15, 17
	2-23 Policy commitments				15, 17, 34, 35, 42
	2-24 Embedding policy commitments				34, 35, 42, 49
	2-25 Processes to remediate negative impacts				34, 35, 54
	2-26 Mechanisms for seeking advice and raising concerns				34, 35, 54
	2-27 Compliance with laws and regulations				34, 37
	2-28 Membership associations				12
	2-29 Approach to stakeholder engagement				25
	2-30 Collective bargaining agreements				37, 54
Material Topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics				26
	3-2 List of material topics				26
Economic Performance					
GRI 3: Material Topics 2021	3-3 Management of material topics				11
GRI 201: Economic Performance 2016	Disclosure 201-1 Direct economic value generated and distributed				11, 58
	Disclosure 201-2 Financial implications and other risks and opportunities due to climate change				11, 47
	Disclosure 201-3 Defined benefit plan obligations and other retirement plans				11, 52
	Disclosure 201-4 Financial assistance received from government				11
ICV & Omanization					
GRI 3: Material topics 2021	3-3 Management of material topics				42, 54
GRI 204: Procurement Practices 2016					42
GRI 401: Employment 2016	Disclosure 401-1 New employee hires and employee turnover				52, 53
	Disclosure 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees				50, 52
	Disclosure 401-3 Parental leave				50, 53

GRI Standard	Disclosure	Omission- GRI Standard	Omission – Reason	Omission - Explanation	Page number
Anti-corruption, Governance and Business Ethics					
GRI 3: Material Topics 2021	3-3 Management of material topics				33
GRI 205: Anti-corruption 2016	Disclosure 205-1 Operations assessed for risks related to corruption				34
	Disclosure 205-2 Communication and training about anti-corruption policies and procedures				34
	Disclosure 205-3 Confirmed incidents of corruption and actions taken				35
GRI 402: Labor/Management Relations 2016	Disclosure 402-1 Minimum notice periods regarding operational changes		Confidentiality constraints	Confidential per internal HR policies	
Managing Energy & GHG Emissions					
GRI 3: Material Topics 2021	3-3 Management of material topics				43
GRI 302: Energy 2016	Disclosure 302-1 Energy consumption within the organization				46
	Disclosure 302-2 Energy consumption outside the organization				46
	Disclosure 302-3 Energy intensity				44, 46
GRI 305: Emissions 2016	Disclosure 305-1 Direct (Scope 1) GHG Emissions				43, 44
	Disclosure 305-2 Energy Indirect (Scope 2) GHG Emissions				43, 44
	Disclosure 305-3 Other indirect (Scope 3) GHG Emissions				43, 44
GRI 303: Water and Effluents 2018	Disclosure 303-5 Water consumption				47
Health and Safety					
GRI 3: Material Topics 2021	3-3 Management of material topics				57
GRI 403: Occupational Health and Safety 2018	Disclosure 403-1 Occupational health and safety management system				57
	Disclosure 403-2 Hazard identification, risk assessment and incident investigation				57
	Disclosure 403-3 Occupational health services				57
	Disclosure 403-4 Worker participation, consultation, and communication on occupational health and safety				57
	Disclosure 403-5 Worker training on occupational health and safety				57
	Disclosure 403-6 Promotion of worker health				57
	Disclosure 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships				57

GRI Standard	Disclosure	Omission- GRI Standard	Omission – Reason	Omission - Explanation	Page number
	Disclosure 403-8 Workers covered by an occupational health and safety management system				57
	Disclosure 403-9 Work-related injuries				57
	Disclosure 403-10 Work-related ill health				57
Training and Education					
GRI 3: Material Topics 2021	3-3 Management of material topics				
GRI 404: Training and Education 2016	Disclosure 404-1 Average hours of training per year per employee				55
	Disclosure 404-2 Programs for upgrading employee skills and transition assistance programs				55, 56
GRI 404: Training and Education 2016	Disclosure 404-3 Percentage of employees receiving regular performance and career development reviews				55
Diversity, Equity and Inclusion					
GRI 3: Material Topics 2021	3-3 Management of material topics				51, 52
GRI 405: Diversity and Equal Opportunity 2016	Disclosure 405-1 Diversity of governance bodies and employees				50, 51
	Disclosure 405-2 Ratio of basic salary and remuneration of women to men				52
GRI 406: Non-discrimination 2016	Disclosure 406-1 Incidents of discrimination and corrective actions taken				51
GRI 202: Market Presence 2016	Disclosure 202-1 Ratios of standard entry level wage by gender compared to local minimum wage				52
	Disclosure 202-2 Proportion of senior management hired from the local Community				52, 54
Community Wellbeing and Digital Safety					
GRI 3: Material Topics 2021	3-3 Management of material topics				58
GRI 203: Indirect Economic Impacts 2016	Disclosure 203-1 Infrastructure investments and services supported				58
	Disclosure 203-2 Significant indirect economic impacts				58
GRI 413: Local Communities 2016	Disclosure 413-1 Operations with local community engagement, impact assessments, and development programs				58
	Disclosure 413-2 Operations with significant actual and potential negative impacts on the local communities				58

GRI Standard	Disclosure	Omission- GRI Standard	Omission – Reason	Omission - Explanation	Page number
Customer Privacy					
GRI 3: Material Topics 2021	3-3 Management of material topics				38
GRI 418: Customer Privacy 2016	Disclosure 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data				20, 38
Risk Management					
GRI 3: Material Topics 2021	3-3 Management of material topics				37, 38
Shareholders Value Creation					
GRI 3: Material Topics 2021	3-3 Management of material topics				26
Products & Services Innovation					
GRI 3: Material Topics 2021	3-3 Management of material topics				8
Digitalisation					
GRI 3: Material Topics 2021	3-3 Management of material topics				67
Infrastructure Investment ICT					
GRI 3: Material Topics 2021	3-3 Management of material topics				67
Green Suppliers					
GRI 3: Material Topics 2021	3-3 Management of material topics				42
Climate Change					
GRI 3: Material Topics 2021	3-3 Management of material topics				48



31 March 2026

External Limited Assurance**OSOOL****Oman Telecommunication Company SAOG****Limited Assurance Statement on GRI 401, GRI 405, GRI 406 and AA1000AS**

Independent Limited Assurance on Human Resources (Employer of choice) Disclosures - Sustainability Report 2025

We have been engaged by Omantel to perform a limited assurance engagement on selected Human Resources disclosures included in the Sustainability Report for the year ended 31 December 2025.

Limited Assurance Scope

The scope of our assurance covered the following disclosures within the Human Resources section of the report: GRI 401, GRI 405, GRI 406 and the AA1000AS Principles. The selected disclosures were evaluated against:

- Global Reporting Initiative (GRI) Standards 2021
- AA1000 Assurance Principles (2018), including:
 - Inclusivity
 - Materiality
 - Responsiveness
 - Impact

Limited Assurance Methodology and Criteria

Reviewing the Human Resources (Employer of Choice) section of the Sustainability Report 2025, assessing alignment of disclosures with GRI requirements, reviewing supporting documentation, including:

- HR policies and procedures
- Code of Ethics and Conduct
- Grievance and disciplinary procedures

Performing analytical procedures and recalculations of selected indicators, conducting inquiries with relevant personnel where necessary, evaluating consistency between reported data and underlying records. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement and consequently does not enable us to obtain assurance that we would become aware of all significant matters.

**Assurance Findings**

Based on the procedures performed, disclosures under GRI 401 (Employment) were found to be consistent with supporting documentation, with no material inconsistencies identified in relation to recruitment, turnover, benefits, and parental leave data. Disclosures under GRI 405-1 (Employee diversity) are accurately presented and internally consistent. A disclosure gap was initially identified under GRI 405-2 relating to the ratio of basic salary and remuneration of women to men, which was subsequently addressed during the assurance process. Diversity of governance bodies was not identified within the HR section and may be disclosed separately in the Governance section. Under GRI 406 (Non-discrimination), policies and reporting mechanisms are in place; however, explicit disclosure of discrimination incidents required clarification. Overall, the reviewed disclosures are generally aligned with GRI requirements, with minor improvements noted in completeness and transparency.

Based on the limited assurance procedures performed, nothing has come to our attention that causes us to believe that the selected Human Resources (Employer of choice) disclosures for the year ended 31 December 2025 are not prepared, in all material respects, in accordance with the GRI Standards (2021) and the AA1000 Assurance Principles (2018).

OSOOL confirms that it has maintained independence and objectivity throughout the assurance engagement.

Asma Al Mafraji

OSOOL for Financial and Managerial Service.

C.R: 1363749