

2022



Beyon  
Sustainability Report



Care Beyon Now





## Care Beyon Now

We care about our people, our community, our nation and our planet.

We are well aware that our actions today have an impact on environmental, social and economical issues tomorrow.

As a responsible organisation, we make every effort to have a positive impact on people and communities beyond borders, gender, race and beyond the now.



Late Amir  
**His Highness**  
**Shaikh Isa bin Salman Al Khalifa**



**His Majesty**  
**King Hamad bin Isa**  
**Al Khalifa**

The King of  
the Kingdom of Bahrain



**His Royal Highness**  
**Prince Salman bin Hamad**  
**Al Khalifa**

The Crown Prince and Prime Minister  
of the Kingdom of Bahrain





# Who we are

A technology group born in Bahrain to reach out to the region and beyon. Bringing technology closer to people and businesses with best in class connectivity and digital solutions.

Beyon. Live the Difference.



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# About Beyon

Beyon is the topco brand of Batelco, the Beyon Digital Companies and International Investments. A technology group born in the Kingdom of Bahrain to reach out to the region and beyon.

Beyon. Live the Difference.



## Our Strategy

We are focused on creating an international thriving and diverse digital growth portfolio that spans across a variety of sectors including financial services, ICT solutions & cybersecurity, gov-tech, ed-tech, and much more. At the same time, we will continue to invest in our telco connectivity businesses to connect the world, provide innovative solutions to our customers and offer the best-in-class customer experiences. With these priorities – digital growth and connectivity – we are proud to contribute to Bahrain’s Vision 2030.



## Our Purpose

Accelerate the digital future for better lives and prosperity.



## Our Values

Think beyon limits  
Deliver beyon excellence  
Care beyon now.



**In our outlook for the year ahead, we will continue to reflect, refine, and evolve our corporate sustainability targets**

# Message from the CEO

**Mikkel Vinter**  
Chief Executive Officer

**Our sustainability report provides an overview of our progress and achievements in meeting our set targets and ambitious goals. It also serves as a communication and disclosure tool providing stakeholders with an overview of our sustainability journey and prospective contributions on the environmental stewardship front.**

Adhering to national and international sustainable development objectives, our sustainability report framework is developed in alignment with the Bahrain Bourse ESG Reporting Guidance, with reference to the GRI standards and we are committed to strongly support Bahrain's Vision 2030 towards achieving the Sustainable Development Goals (SDGs) set by the United Nations General Assembly.

We are proud to share in this report that we are making incremental progress in our sustainability journey through investing more in areas that will have a lasting impact, help us accelerate our journey to net zero and contribute to Bahrain's sustainability commitment.

Our 2022 areas of focus were centered on our community, the production of clean energy and in providing inclusive and innovative technology.

Our investment towards the community can be viewed through our numerous partnerships that results in a lasting positive impact in the communities around us, such as our ongoing Higher Education Scholarship in partnership with the American University of Bahrain (AUBH) and our support for the Crown Prince International Scholarship Fund, which provides third level education at leading international universities for top performing Bahraini students.

We strive to maximize the production of clean energy when possible and our efforts are reflected through our solar project. In 2022 we have expanded our Solar Park and initiated the second phase with a 1,141 tons planned carbon footprint reduction thus bringing the total to 2,282 tons annually between the two phases.

We also hosted many digital transformational launches during 2022, where digital solutions and innovative products and services were showcased in line with the ever-evolving digitizing economy.

I am pleased about the progress we are making towards our set sustainability objectives and would like to extend my appreciation to our partners and team

members who are driving sustainable action across the company. In our outlook for the year ahead, we will continue to reflect, refine, and evolve our corporate sustainability targets as it will enable us to expand our economic value, protect the environment, advocate on social development practices and care beyond now.



# About this report

Beyon’s 2022 Sustainability Report, highlights our Environmental, Social, and Governance (ESG) activities, performance, and progress, including our future commitments and objectives to integrate ESG best practices across the company.

This report focuses exclusively on the activities of our telecommunications company Batelco, part of the Beyon group, Batelco is a key player in driving sustainability efforts within our group, and it is our ambition to include further Beyon companies in future sustainability reports.



## Reporting Period

This report covers the calendar year from 1 January 2022 to 31 December 2022 and focuses on activities in that period. Information from previous years is provided, where necessary.



## Reporting Guidelines

This report has been developed in alignment with the Bahrain Bourse ESG Reporting Guidance, with reference to GRI standards and our commitments towards the United Nations Sustainable Development Goals (SDGs) and the Bahrain Vision 2030.



## Report Boundary

This report covers Batelco’s operations across the Kingdom of Bahrain.  
  
For welcomes any feedback or inquiries related to this report please email: [Lulwa.Almerbati@beyon.com](mailto:Lulwa.Almerbati@beyon.com) / [corporatecomms@beyon.com](mailto:corporatecomms@beyon.com)

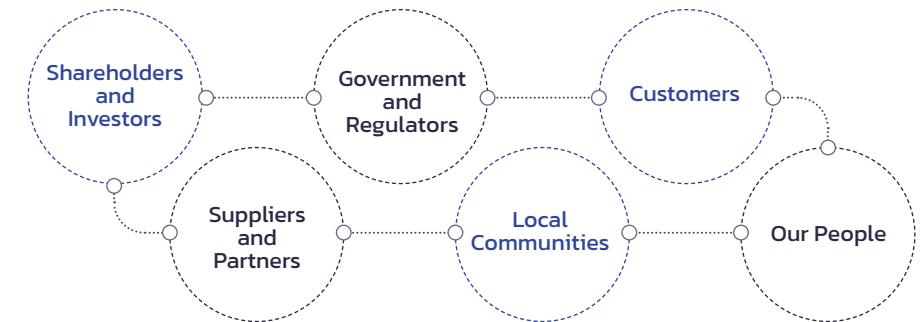


# Sustainability at Beyon

Sustainability is intrinsic to everything we do at Batelco. By embedding it within our business model and throughout our operations, we are able to improve economic value, protect the environment, and champion social development. This is a responsibility we take seriously.

## Our Stakeholders

Our stakeholders' perspectives are extremely valuable to us, helping to inform our business strategies and guiding our innovation across the swiftly changing telecommunications landscape. Our stakeholders include:



It is important to us that our stakeholders can easily share their views and feedback with Batelco, and to accommodate that, we have a variety of communication channels available, including:

- Annual General Meeting
- Social Media Platforms
- Digital customer service channels such as chatbots, mobile apps, eService, and SMS
- Publicly available company publications
- in-person feedback sessions
- Marketing and social media campaigns
- Customer surveys
- Company's website
- News announcements and press releases
- Newsletters and an internal intranet platform
- A dedicated complaints overseeing team
- Whistleblowing policy

## Our Materiality Assessment

In order to identify and prioritise what matters to our business and stakeholders, we conducted a materiality assessment in 2020 and updated it in 2021, to capture their views. In that process, we identified 16 material topics of significance to Batelco and our stakeholders.

### Most Important

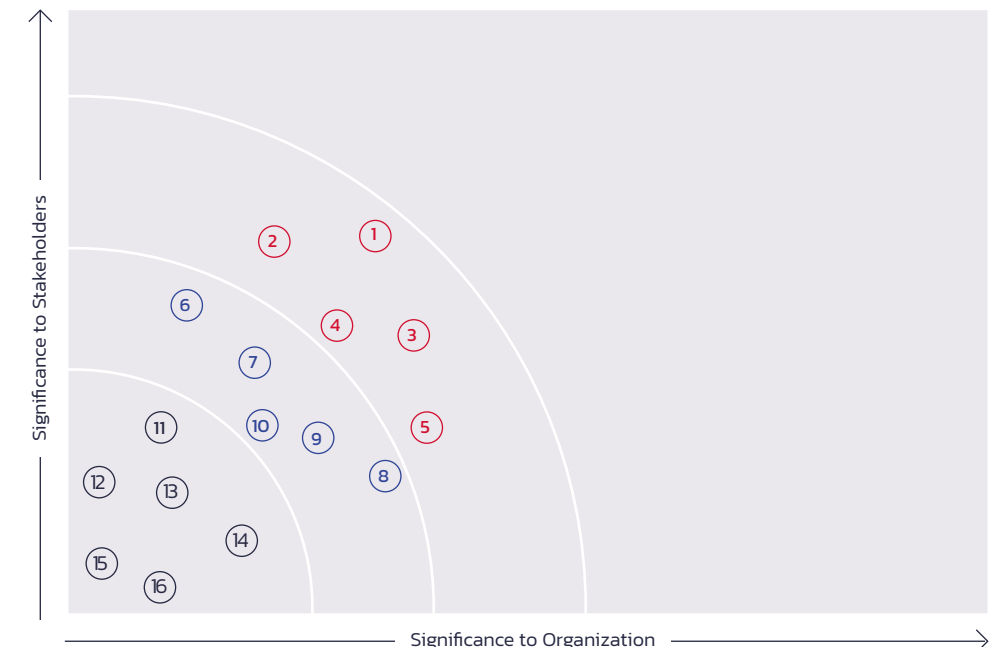
- 1 Privacy and personal data protection
- 2 Network quality, reliability and availability
- 3 Corporate governance and business ethics
- 4 Customer relationships
- 5 Innovation and transformation

### Very Important

- 6 Corporate social responsibility
- 7 Economic performance
- 8 Diversity and equal opportunity
- 9 Health and safety
- 10 Energy consumption and fighting climate change

### Important

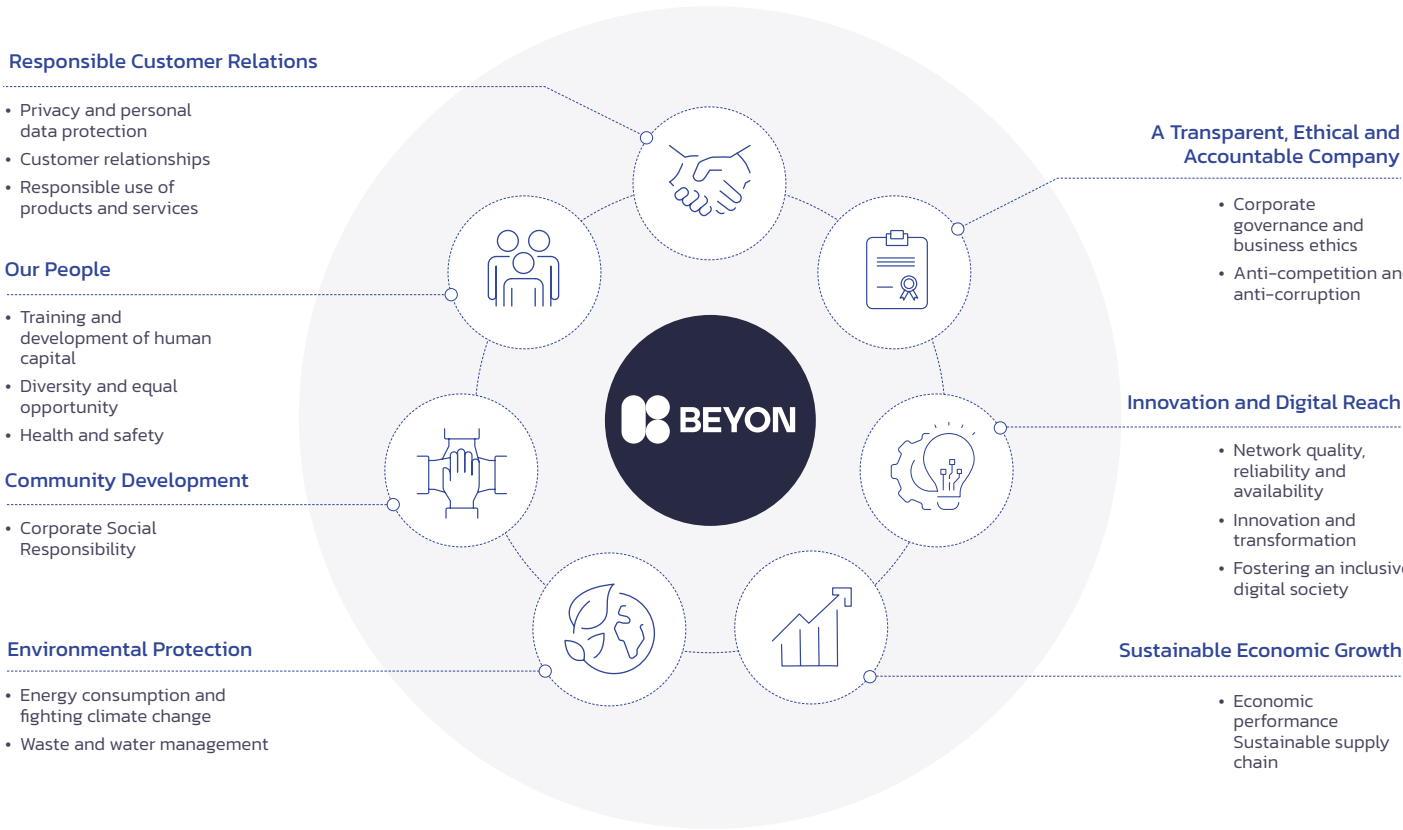
- 11 Anti-competition and anti-corruption
- 12 Training and development of human capital
- 13 Sustainable supply chain
- 14 Fostering an inclusive digital society
- 15 Responsible use of products and services
- 16 Waste and water management





Our Sustainability Framework

Our comprehensive approach to sustainability comprises seven specific focus areas. Each area plays a foundational role in creating shared value for Batelco and our stakeholders, and in positively contributing to important national and international objectives, such as the Bahrain Vision 2030 and the UN SDGs.



Our Contribution to the SDGs

The SDGs (Sustainable Development Goals) were adopted by all UN member states in 2015 as a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030. The 17 SDGs are interlinked, and it is recognised that action in one area will affect outcomes in others. It's also understood that development must balance social, economic, and environmental sustainability. The SDGs are the blueprint to achieve a better and more sustainable future.

We acknowledge that we need to play our part in transitioning towards a more sustainable future and recognise the interconnection between the 17 SDGs, meaning that one action can result in multiple outcomes. As a result, we are committed to supporting the goals and aim to ensure our business practices are in line with them. We also seek to ensure that we operate in a manner that positively contributes to those goals. Our sustainability framework pillars are linked to our contributions to the UN SDGs.

SDGs	Our Contribution
3 GOOD HEALTH AND WELL-BEING	<b>Ensure healthy lives and promote well being for all at all ages.</b> We opened our newly renovated staff center, 'Centraal,' that includes a new seating area, Padel courts and a big screen TV where staff can gather for sports events and entertainment.
4 QUALITY EDUCATION	<b>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.</b> Upon joining Batelco, new employees are given internal induction training, and all employees have access to e-learning courses on our internal staff portal. We also provide numerous internship and training opportunities for students and fresh graduates, developing their skills and knowledge to support future career progression.
5 GENDER EQUALITY	<b>Achieve gender equality and empower all women and girls.</b> Our commitment to equal gender opportunities is a focus within our hiring practices, and we strive to increase the number of women at all employment levels within our workforce.
6 CLEAN WATER AND SANITATION	<b>Ensure availability and sustainable management of water and sanitation for all.</b> We have launched a sewerage treatment plant project that purified 14,600 m3 of water in 2022 for irrigation purposes which resulted in a BHD11,000 saving.
7 AFFORDABLE AND CLEAN ENERGY	<b>Ensure access to affordable, reliable, sustainable, and modern energy for all.</b> In 2022, we installed a 1MW capacity solar system which is planned to generate around 1.8GWH of clean electricity annually in phase 2 of our Solar Park project.
8 DECENT WORK AND ECONOMIC GROWTH	<b>Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.</b> The Board has a critical role in establishing the direction of the company, and is responsible for financial auditing and reporting, internal controls, risk management and compliance with Bahraini law.
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	<b>Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.</b> To ensure everyone can enjoy Batelco's services, we have recently invested in expanding our coverage to the remote island of Jarada and Hawar Island. We implemented one of the most advanced cloud-managed Wi-Fi solutions, providing advanced campus-wide Wi-Fi for students and faculty members at UTB's campus in Salmabad.
10 REDUCED INEQUALITIES	<b>Reduce inequality within and among countries.</b> We have a zero-tolerance approach to harassment, bullying, offensive conduct and victimization of any kind, and we strictly prohibit discrimination or harassment based on race, color, religion, age, nationality, and gender.
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	<b>Ensure sustainable consumption and production patterns.</b> Our Child Protection-Wi-Fi product enables customers to configure specific parental control rules.
13 CLIMATE ACTION	<b>Take urgent action to combat climate change and its impacts.</b> We have reduced the power consumption of our mobile stations by up to 55% using technology that eliminates the need for a traditional cooling system.
16 PEACE, JUSTICE AND STRONG INSTITUTIONS	<b>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levels.</b> Batelco takes a zero-tolerance approach to bribery and corruption, and actively promotes fair competition. The company adheres to all rules and regulations related to anti-competitive practices, including Article 65 of the Telecommunications Law, which prohibits anti-competitive conduct.





2022 Highlights, Achievements, and Awards

The awards and recognition achieved by Batelco are a testament to our commitment to excellence in all areas of our business. We are extremely proud of our 2022 highlights and accomplishments. Batelco was rated best customer experience in Bahrain and achieved the highest scores according to the Bahrain TRA Customer Experience Report for 2022



We won a wide range of industry awards, including:



New Technology by MEA Business

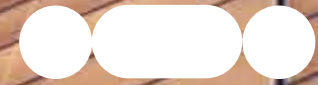
- 5G Solutions Provider of the Year by GB Tech Awards
- Outstanding Leadership and Growth by MEA Business
- Fastest Mobile Network by Ookla
- Exceptional Products and Services by MEA Business
- Fastest and Best Coverage in Bahrain by the Telecommunications Regulatory Authority (TRA)
- New Technology by MEA Business



Glotel Awards for Climate Action Excellence

- Outstanding Digital Transformation by World CIO 200 Summit
- We received recognition at the Glotel Awards in London for our sustainability initiatives, winning in the "Climate Action Excellence" category for our energy saving initiatives.
- We were a global top 10 telecommunications performer based on the Speedtest Global Index.
- For the second year running we were certified by Great Place to Work Institute Middle East.
- We launched the first digital telco branch in Bahrain at Wadi Al-Sail Mall.





Our solar park phase 2 completion reaffirms our commitment in our environmental investments in clean energy projects.







# A Transparent, Ethical and Accountable Company

Transparency, accountability, and strong ethics are the foundations of ESG best practice and are integral to Batelco’s operations. Robust governance, sound risk-management, a zero-tolerance approach to bribery and corruption, and the protection of human rights underpin our whole approach to business.

- Material Topics Covered:
- Corporate Governance and Business Ethics
  - Anti-competition and Anti-corruption

Sustainable Development Goals



## Corporate Governance and Business Ethics

As one of Bahrain’s top publicly traded companies, Batelco, under the supervision of its Board of Directors, is committed to upholding the highest standards of governance. Our Annual Report indicates the laws and regulations to which we adhere, but we strive to go beyond required compliance to set an example of excellence for corporate governance within Bahrain and beyond.

### Board of Directors

Batelco’s Board has a critical role in establishing the direction of the company and is responsible for financial auditing and reporting, internal controls, risk management, and compliance with Bahraini law. These decisions and procedures are always taken through the lens of Batelco’s positive impact on sustainability, our employees, and our wider communities. Our Board of Directors comprises 10 members, one of whom is female.

The Board conducts its own annual performance evaluation to ensure it is efficiently managing the economic and social responsibilities it has towards Batelco’s stakeholders and to ensure that it is operating within a governed framework. The Board also annually reviews the performance of the company against governance requirements issued by the Ministry of Industry, Commerce, and Tourism (MOICT) and the high-level controls of corporate governance issued by the Central Bank of Bahrain (CBB). In accordance with the governance code and applicable laws in the Kingdom of Bahrain, Batelco’s CEO shall not be the Chairman of the Company.

We have rigorous procedures for the appointment, training, and evaluation of the Board of Directors. Batelco ensures that the Board members are knowledgeable and aware of the telecommunications industry, Board duties and responsibilities, corporate governance practices, sustainability management, and Corporate Social Responsibility (CSR). Relevant CSR updates are provided to the Board annually.

We are committed to delivering value to all of our stakeholders, including our shareholders. It is important to us that all shareholders, including minority shareholders, participate their right to vote at Batelco’s annual general meetings (AGMs). As such, all shareholders have direct access to all AGM documents at least two weeks prior. Shareholders can join and vote on AGM items through virtual attendance and online channels, however voting for new Board members must be done in person

Board of Directors	2020	2021	2022
Total number of Board members	10	10	10
Total number of independent members	7	8	8
Total number of non-independent members	3	2	2
Total number of executive members	0	0	0
Total number of non-executive members	10	10	10
Total board seats occupied by men	9	9	9
Total board seats occupied by women	1	1	1

### Batelco Committees

Batelco comprises three executive-level committees. Each committee is responsible for ensuring it conducts its activities with the utmost consideration of economic, environmental, and social factors.

Committee	Main Responsibilities
Audit Committee	The role of the Audit Committee is to aid the Board in supervising and ensuring the accuracy and reliability of financial reporting, internal control systems, compliance to (or with) the internal audit function, external auditors, and adherence to the best practices relating to international financial reporting standards
Remuneration, Nomination, Donation, and Corporate Governance Committee	The committee provides support to the Board in developing policies and frameworks for nominating and compensating the directors and executive management of the organization. Along with supervising corporate governance and ensuring compliance with relevant laws and regulations, the committee is also accountable for assessing Batelco’s social and charitable contributions to ensure alignment with the company’s objectives for corporate social responsibility.
Executive Committee	The Executive Committee assists the Board in supervising and evaluating Batelco’s yearly business plan, performance targets, financial performance, capital and operational expenses, and investment portfolio assessment. Furthermore, the Executive Committee bears the responsibility of monitoring the risk management procedures of the organization.



The activities and responsibilities of each committee is further detailed in Batelco’s 2022 Annual Report.

Committee Chairs	2019	2020	2021
Total number of committee chairs	3	3	3
Committee chairs occupied by men	3	3	3
Committee chairs occupied by women	0	0	0

Human Rights

Ensuring respect for human rights is not only a key element of good corporate responsibility but also essential for promoting a safe and healthy company culture where individuals can prosper. We comply with Bahrain’s pledge to the American Statute Against Human Trafficking – Trafficking Victims Protection Act (TVPA), in addition to the Bahrain National Child Labor Law (2012) and Human Trafficking Law (1999), which address children’s rights, child labor, and modern slavery.

Anti-Competition and Anti-Corruption

Batelco takes a zero-tolerance approach to bribery and corruption and actively promotes fair competition. The company adheres to all rules and regulations related to anti-competitive practices, including Article 65 of the Telecommunications Law, which prohibits anti-competitive conduct. These regulations apply to every aspect of our business, from daily operations to the launch of new products and promotions.

To uphold this approach, we are guided by a comprehensive Code of Conduct, Fraud Risk Management Policy, and Whistleblowing Policy, which can be accessed by all Batelco employees.



Whistleblowing

Our Whistleblowing Policy encourages employees to anonymously report any instances of misconduct, with all complaints promptly investigated and treated on a confidential basis. A summary of the policy is available on our internal Batelco Hub for all employees. All Batelco employees are made aware of the policy and how incidents can be reported via hotlines and other direct communication channels. All Batelco employees are trained on anti-competition and anti-corruption measures, fraud prevention, and business ethics.

Internal Audit and Risk Management

Batelco follows a Corporate Risk Assessment Procedure to identify and evaluate risks and employ risk management processes and procedures in line with ISO 31000:2018 Risk Management Standard. Our Internal Audit department is responsible for performing audits of processes and procedures to evaluate and improve the effectiveness of risk management, control, and governance processes, including investigations related to fraud, bribery, and corruption.

To ensure the effectiveness of our risk management procedures, The Internal Audit Department collaborates with the Risk Management Department, which manages risks at an operational level. Together, these measures allow us to maintain a high level of risk management and mitigate potential threats.

The Risk Management Department

\* The Risk Management Department assesses risks to financial, governance, regulatory and compliance activities, including those related to corruption. It also monitors potential threats to the company’s good reputation and its community, its network reliability, customer experience levels, service and service quality, human resource activities and health and safety.

The Fraud Investigation Department

\* The Fraud Investigation Department conducts fraud- and corruption-related investigations and considers the actions taken to mitigate risks that have been identified during inquiries. Confirmed fraud cases are logged with the Batelco Fraud Register and are discussed within the Fraud Investigation Committee.

Batelco implemented a Data Analytics and Continuous Control Monitoring (CCM) project that aims to improve the quality of our audits by shifting from a sample testing methodology to a full testing approach. This enables us to comprehensively monitor and analyze complex data sets in real time, identify potential risks, and improve the efficiency of our workforce. The CCM project has successfully implemented 40 controls covering different departments in the year 2022.

Non-Compliance	2020	2021	2022
Total incidents of non-compliance with laws and regulations (#)	4	6	3
Total number of non-monetary sanctions (#)	3	0	2
Total legal and regulatory fines and settlements (#) <sup>1</sup>	1	1	1
Percentage of legal and regulatory fines and settlements that resulted from whistle-blowing actions (%)	0	0	0
Confirmed incidents of bribery and corruption (#)	1	0	0
Confirmed incidents of anti-competition (#)	0	0	0
Employees dismissed and/or disciplines for corruption (#)	2	0	0
Employees dismissed and/or disciplines for anti-competition (#)	0	0	0
Operations assessed for risks related to corruption (%)	0	2	1
Operations assessed for risks related to anti-competition (%)	0	0	0

<sup>1</sup> 2020 – A settlement paid by Batelco to TRA – Ref. LAD 0720 167  
2021 – A settlement paid by Batelco to TRA – Ref. LAD 0321 033  
2022 – A settlement paid by Batelco to TRA – Ref. LAD 0622 009



# Sustainable Economic Growth

We aim for maximum economic growth in a sustainable manner. We are focused on maintaining low costs and high operational efficiencies underpinned by transparent supply chains, responsible procurement, and a commitment to strengthening the local economy.

Material Topics Covered:  
– Economic Performance  
– Sustainable Supply Chain

Sustainable Development Goals



## Economic Performance

Our financial performance in 2022 is a reflection of our dedicated commitment to our strategic objectives. We continued to adapt and improve our processes for Business Continuity Management Systems, allowing us to protect our income streams following an incident or disaster, while also reducing the risk of additional losses. For more information on our financial performance, please refer to the Financial Statements included in Batelco's Annual Report.

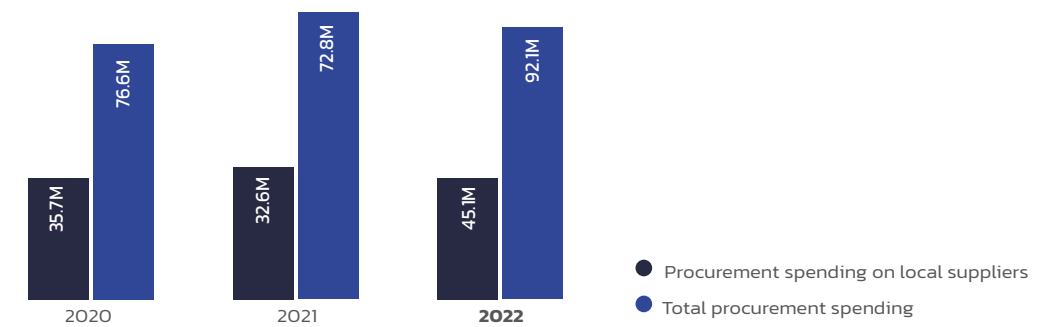
## Sustainable Supply Chain

Batelco's business objectives are closely aligned with the Bahrain Vision 2030, which seeks to strengthen the economy and promote prosperity. We are committed to ensuring that our supply chains reflect this ambition, and we are diligent in practicing responsible procurement.

We work hard to develop strategic relationships with all our suppliers and carefully screen each one against a variety of criteria. Looking ahead, we plan on revamping our supplier related policies after the implementation of the new Enterprise Resource Planning (ERP) system, to ensure our supply chains are as sustainable as possible.

In 2022, the total procurement spending increased by 27%, while the amount spent on local suppliers increased by 38%, compared to 2021 values.

Procurement Spending BHD (millions)





# Responsible Customer Relations

We are in the business of connecting people, so our customers are at the heart of everything we do. Providing exceptional customer service is at the top of our agenda, and we work hard to meet the needs of all Batelco’s service users. Part of this means promoting the responsible use of technology. As such, we have implemented several controls to ensure the safeguarding of customers’ personal data.

- Material Topics Covered:
- Privacy and Personal Data Protection
  - Customer Relationships
  - Responsible Use of Products and Services

Sustainable Development Goals



## Privacy and Personal Data Protection

Batelco diligently adheres to industry best practice when it comes to data security, using best-in-class technologies to keep data safe and our customers reassured. We abide by the Personal Data Protection Law (PDPL) of Bahrain and are certified to ISO 27001:2013 Information Security Management System. Our transparent Data Privacy Policy is accessible to all customers, and we provide a dedicated channel for related complaints or queries.

Our comprehensive Information Security Policy enables Batelco to proactively manage threats, vulnerabilities, and changes in the internal and external environment to limit negative impacts and capitalize on opportunities. We also have an Emergency Response Plan to address security incidents. The severity of the incident and the expected time to mitigate incidents are clearly defined and have been further aligned with the business continuity plans of the company. Regular internal and external audits are conducted on data privacy to ensure Batelco remains fully compliant with ISO standards.

Throughout 2022, Batelco further heightened its cybersecurity capabilities with enhanced event monitoring and detection technologies and data security controls.

Data Security	2020	2021	2022
Number of attempted cyberattacks (#)	7,381	47,345	6,978
Number of actual cyber attacks (#)	0	2	2
Number of data breaches (#)	0	0	0

## Customer Relationships

We strive to deliver an exceptional and seamless customer experience to Batelco service users. Our ‘Broadband in a Day’ offering, for example, gives customers free mobile broadband while their fiber orders are fulfilled, so they can get connected straight away. They are then able to enjoy free mobile broadband for 30 days after fiber installation and are offered very competitive price plans to keep the service thereafter.

Should customers wish to raise a complaint, they can do so quickly and easily through a number of different channels, including phone, email, chatbot, and, of course, in-person at our stores. We have a dedicated customer complaints department that works diligently to resolve all customer issues, with 80% of tickets resolved within five working days.

In December 2022, Batelco was rated best customer experience in Bahrain and achieved the highest scores according to the TRA customer experience report for 2022. This report is the first comparative satisfaction report published by TRA, which measures overall satisfaction levels of both consumer and corporate customers with their Mobile, Broadband, and Enterprise services.

Against 2021 figures, the number of Batelco mobile customers increased by 11% while the number of customer complaints decreased by 7% in 2022. This demonstrates our continued commitment to customer care.

Customer Overview	2020	2021	2022
Number of mobile customers (#)	627,448	683,766	756,152
Number of fixed line customers (#)	195,261	192,710	184,619
Market share in Bahrain – mobile (%)	35	36	36
Market share in Bahrain – fixed (%)	86	85	85

Customer Complaints <sup>2</sup>	2020	2021	2022
Number of customer complaints (#)	87,803	97,736	90,759
Number of customer complaints resolved (#)	89,510	98,069	87,946

<sup>2</sup> Data restated for number of customer complaints and number of customer complaints resolved in 2020 and 2021 accounting for Batelco only (excluding BNET). Customer complaints are the Broadband and Fixed Lines Faults / Tickets



**Spotlight: Launching the Digital Shop**

In October 2022, Batelco launched a first of its kind Digital Shop at Wadi Al Sail Mall. The Digital Shop combines digital authentication and robotic process automation to complete 90% of all retail transactions through a simple, intuitive digital journey. Customers can activate new services, upgrade and renew packages, and manage their accounts through a user-friendly interface. More Batelco Digital Shops will open in popular locations around Bahrain in 2023, and exciting new features will be added to the platform.

**Spotlight: Best Customer Experience in Bahrain**

Batelco was rated for Best Customer Experience in Bahrain, and it has achieved the highest scores according to the Bahrain TRA Consumer Experience Report for 2022. The report is the TRA’s first annual satisfaction comparison report that measures consumer and corporate customers satisfaction levels, with their Mobile, Broadband and Fixed provider.

**Spotlight: Rebuilding Batelco’s Mobile Application**

Batelco was recognized as the first telecom operator in Bahrain to provide customers with an omni-channel ecommerce experience built on MACH architecture, by MEA Technology Awards 2022 in November. The use of this technology increased digital sales by 300%, and customers selected Batelco’s mobile app as their preferred channel due to its user-friendly interface, simple checkout process, and single sign-on. The foundation of this technology will enable Batelco to efficiently scale their ecommerce offering in 2023. Customers can now access, purchase, and activate Batelco products and services from their preferred channel with a consistent user experience and used interface and a simplified checkout process.

Responsible Use of Products and Services

Batelco is committed to the responsible use of technology and provides employees with product and service training sessions, awareness programs, and refresher courses. Product and service updates are continuously communicated to all employees, including retail staff, through internal communication channels. These measures are in place to ensure that customers are not only kept informed of Batelco’s range of products and services, but are also equipped with the knowledge to use them responsibly.

To ensure that our products and services meet customer and regulatory requirements:

- Our principles are guided by ISO 9001:2015 for Quality Management System.
- Our advertisements adhere to the TRA consumer protection law, which mandates that all communication is fair, accurate and ethical.
- Our Child Protection-Wi-Fi product enables customers to configure specific parental control rules.
- Our website news center is now revamped to include a raft of help and advice articles, including topics such as digital parenting and child protection online.



# Innovation and Digital Reach

Batelco is at the forefront of delivering top-of-the-line telecom technology. Our reliable networks, high-quality services, and constant innovation means we enable digital lives and create seamless opportunities that meet the ever-changing needs of a connected society.

- Material Topics Covered:
- Network Quality, Reliability and Availability
  - Innovation and Transformation
  - Fostering an Inclusive Digital Society

Sustainable Development Goals



Network Quality, Reliability and Availability

Our business is all about keeping people connected, so it’s absolutely fundamental to Batelco that our services are fast, consistent, and reliable. As a leading telecoms operator, we use the very best-in-class technologies to keep our systems going, including 24/7 cloud connectivity and ‘self-healing networks’ that use automation and artificial intelligence (AI) to detect and fix outages, failures, and breaches to ensure consistent network performance and customer satisfaction.

Our state-of-the-art technology management center comprises three key facilities: the network operation center (NOC), the service operation center (SOC), and the performance and assurance center (PAC). Together, these facilities are responsible for ensuring continuous service, detecting and resolving incidents, predicting service issues, and leveraging a combination of big data, automation, and AI to maximize network performance.

Our services go above and beyond basic reliability, with our technology serving as a hub for new innovations such as VoLTE roaming, 5G and IoT, and the delivery of next generation voice core.

Furthermore, to ensure everyone can enjoy Batelco’s services at Bahrain’s well known sea locations, we have continuously enhanced the sea coverage in areas like Hawar, Fasht Aladhem, northern and western sea areas.

In 2022, the number of Batelco mobile subscribers increased by 11% and the number of Batelco mobile internet subscribers increased by 29% compared to 2021 values.

Mobile Adoption	2020	2021	2022
Number of mobile subscribers (#)	627,448	683,766	756,152
Percentage of mobile subscribers (%) <sup>3</sup>	35	36	36
Number of mobile internet subscribers (#) <sup>4</sup>	604,608	663,424	854,908
Percentage of mobile internet subscribers (%) <sup>5</sup>	30	34	37
Network coverage in Bahrain <sup>6</sup>			
Percentage of customers with 3G network (%)	99.9	99.9	99.9
Percentage of customers with 4G network (%)	99.9	99.9	99.9
Percentage of customers with 5G network (%)	95.0	99.0	99.9

Network Quality	2020	2021	2022
Average mobile broadband download speed (Gbps) <sup>7</sup>	Up to 2 Gbps	Up to 3 Gbps	Up to 3 Gbps

<sup>3</sup> Data Has been restated in 2020 and 2021.  
<sup>4</sup> Data has been restated in 2020 and 2021.  
<sup>5</sup> Data has been restated from the TRA to account for Q4 in 2020 and 2021.  
<sup>6</sup> Percentage of coverage area.  
<sup>7</sup> Based on the highest speed MBB technology deployed in the network, actual speeds depend on radio conditions and device capability.

Spotlight: Network Expansion

In 2022, Batelco expanded its mobile network to cover major housing developments throughout Bahrain, including Khalifa City, Salman City, East of Hidd, Ramli, Diyar AlMuharraq, Janabiya District 1, Zallaq AlAreen, Askar and Safrah. The expansion was aimed at meeting residents’ needs for fast and reliable mobile connectivity, including 5G and mobile broadband services. Batelco’s objective is to provide fast and dependable mobile connectivity and home broadband services to all its customers, regardless of their location. Batelco continuously extends its coverage and offers new solutions to cater to customer demands, such as Fixed Wireless Access, to ensure digital inclusivity for all citizens and residents. The company works with the authorities in line with government policy to deliver services to new areas that address the specific requirements of each location. As the first telecom provider in Bahrain to offer nationwide 5G coverage, Batelco is committed to providing the best network and constantly improving services to meet the expectations of developers and customers.

Innovation and Transformation

We are continually innovating to provide all customers with exceptional service and seamless access to digital facilities, including a revamped mobile app and e-shop, customer service chatbot, single-click payments, and OneBox e-billing integration.

For our business and industry customers, we have rolled out Core and Value-Added Service (VAS) platforms, remote radio site acceptance, Freshdesk Enterprise Service Management, and Salesforce automation, among other functions.

In 2022, Batelco released a new digital ERP suite which enables end-to-end processes optimization and automation for financial accounting and controlling systems. This includes:

- The introduction of an online supplier portal which provides suppliers with the full visibility of the peer to peer (P2P) lifecycle and any issues therein, which has reduced cycle timing and supplier complaints.
- Automated revenue reconciliation and accounting involves the creation of daily or weekly interfaces between billing systems and ERP at a transaction level. This process optimizes IFRS revenue allocation accounting and enhances the visibility of data, resulting in better quality reconciliation between source systems and ERP.
- Automated enterprise customer receipts allocation is a process that automatically assigns all bank and cash receipts to their respective customer accounts in ERP through an automated interface. This allows credit control teams to have immediate visibility into receipts, leading to a quicker and more precise process while also reducing customer complaints.
- Streamlined customer refunds involves a fully automated ERP process that retrieves customer and bank account details directly from billing systems and initiates an approval flow based on the refund amount or delegated authority. This approach has decreased the need for manual work and has enhanced the accuracy and efficiency of the process.

In 2022, our investment into digitalization and innovation increased by 10% compared to 2021.

Innovation Capability	2020	2021	2022
Investment in digitalization and innovation (BHD)	447,581	1,198,575	1,320,299

Spotlight: Big Data Initiative

Batelco has launched a new data analytics initiative that involves the integration of an analytics layer into the data warehouse. The initiative commenced with a real-time analytics and data streaming project aimed at enhancing analytical operations processes, specifically credit score processing. Another crucial component of the initiative is an analytical layer that features self-reporting capabilities. This layer provides an executive dashboard that displays important business metrics such as subscriptions, revenue, and orders. Throughout 2022, the initiative prioritized the establishment of a knowledge base and KPIs that facilitated improvements in data quality through cleaning, profiling, and matching. Overall, this initiative has revolutionized Batelco’s processes, enabling greater agility and efficiency.

Fostering an Inclusive Digital Society

Batelco is a strong advocate for digital accessibility and transformation for all, a key component of the Bahrain Vision 2030. To that end, and in accordance with the TRA and national telecommunication obligations, we are committed to providing service coverage to 99.9% of the population.

Our rates also reflect our accessibility commitments, with discounted packages for both fixed and mobile broadband offered to customers with special needs.

We also continue to support the enterprise sector, enabling entrepreneurs, SMEs, and large corporations to share in the benefits of the fastest and largest 5G network in Bahrain. Our revamped 5G mobile business broadband packages deliver speeds that are six times faster than 4G, with higher data capacity to meet business demands for mobility, reliability, and security within the workplace.



# Our People

Our people are our most important asset, and Batelco strives to offer all employees a positive workplace experience. We are proud to have been certified by the Great Place to Work Institute – Middle East for the second consecutive year in 2022.

We believe in supporting and developing our people, equipping them with the latest cutting-edge training resources and tools to enable them to thrive as digital-age leaders. We're committed to attracting and retaining the very best talent and providing everyone at Batelco a safe and inclusive working environment.

## Material Topics Covered:

- Training and Development of Human Capital
- Diversity and Equal Opportunity
- Health and Safety

## Sustainable Development Goals



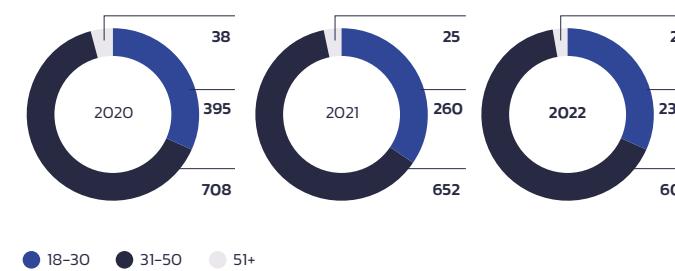
## Workforce Overview

### Workforce size

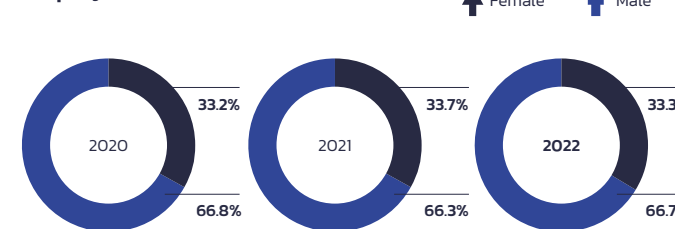
Total number of employees



### Workforce by age



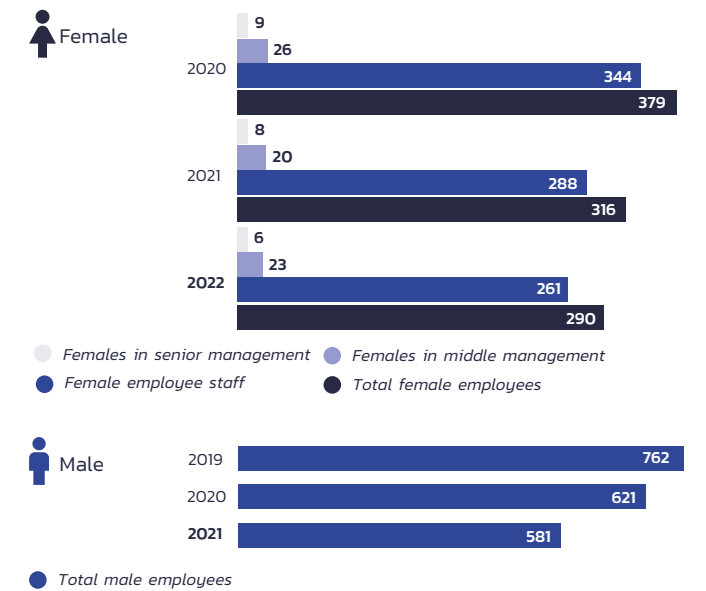
### Employment rate



### Workforce by employment level

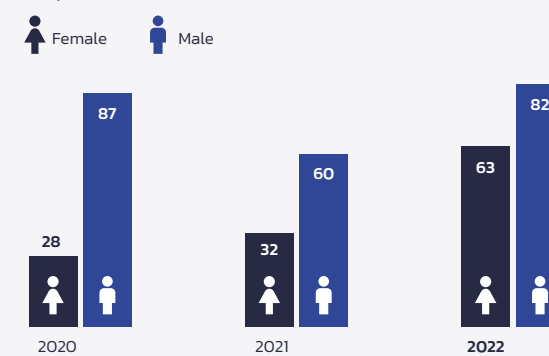


### Workforce by gender profile

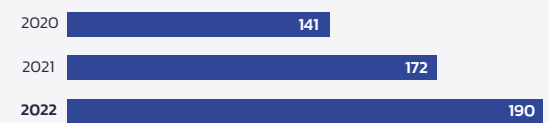


### New Employee Hires by Gender

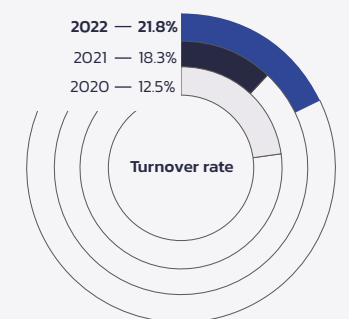
Employee hires by gender



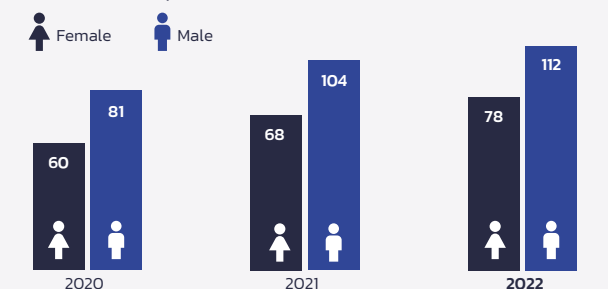
### Total number of employees who left the company



### Employee turnover



### Number of employees' turnover by gender





Employee Engagement and Satisfaction

We want to create a thriving and inspirational place to work, where all Batelco employees feel heard and valued. In 2022, we enhanced our initiatives, and we held seven BMajlis sessions, where we welcomed suggestions, ideas, and feedback from all of our team members. It is important for us that everyone at Batelco has a voice within our business.

This year, we also launched the annual Family Fun Day, where our employees were invited to bring their family members to our offices for a day of activities and socializing, and we opened our newly renovated staff center, ‘Centraal’. The refreshed premises include a new seating area, Padel courts, and a big screen TV where staff can gather for sports events.

We regularly circulate engagement surveys, which provide valuable insight into employee satisfaction levels and help us understand where to best direct our engagement efforts. We have also introduced pulse surveys in partnership with the employee analytics firm, Great Place to Work, which helps us to continuously measure our staff experience and close any gaps reported by our employees. In addition to that, we have increased the number of offers that our team members and their families can benefit from, which included various businesses in Bahrain such as gyms, hotels, restaurants and more.

The iCARE Ambassador is an award given to reward team members who embody our values and are considered as role models to others, through projecting the iCARE values in their daily work and contributing significantly to Batelco’s success. Each month, a team member is selected as the iCare Ambassador of the month.

At the end of each year, the individuals that have been selected as iCare ambassadors take part in our prestigious Chairman’s Award endorsed by the Company’s Chairman Shaikh Abdulla bin Khalifa Al Khalifa. Three individuals from our distinguished selected team members are honored for their exceptional demonstration of the iCARE values and outstanding contributions to Batelco. These winners are selected based on great achievements and efforts made contributing to the success of Batelco.

Employee Engagement	2020	2021	2022
Employee engagement score (%)	80	71	77

Bahrainization

In line with the Bahrain Vision 2030, all Bahraini employees are offered a dedicated leadership development program to prepare them for future leadership careers within Batelco. The nationalization rate of senior management increased by 5% in 2022 against 2021 figures.

Nationalization	2020	2021	2022
Nationalization rate of senior management (%)	62	50	54
Nationalization rate among total workforce (%)	86	85	87
Total number of national employees (#)	980	796	762
Female national full-time employees (#)	370	304	283
Male national full-time employees (#)	610	492	479

**Spotlight: SIMBA Program**

SIMBA is a unique program aimed at creating a consistent pipeline of talented young Bahrainis for future leadership roles within Batelco. The SIMBA team made great progress in 2022, successfully completing a customized Executive Education program in collaboration with London Business School, with the final milestone held in London Business School (London- United Kingdom) where our members had an intensive module encapsulating the entire program. The program also included a unique Technology Bootcamp in collaboration with Ericsson and concluded the program with a visit to the Ericsson Imagine Studio in Stockholm Sweden. By end of 2022, Batelco welcomed 12 new members into the SIMBA program as part of its ongoing commitment to cultivating the next generation of leaders.

Training and Development of Human Capital

We take a proactive approach to training and development because we want our people to reach their full potential and to ensure we have access to a pool of talented, knowledgeable team members that can go on to assume critical roles within the company.

Upon joining Batelco, new team members are given internal induction training, and all have access to e-learning courses on our internal learning portal.

Batelco runs several leadership development training programs, in collaboration with prestigious international academic partners, such as SIMBA, High Potential and Qae’d. This has allowed us to prepare more than 150 team members for leadership roles across the organization.

Batelco also offers multiple internship programs aimed to support and develop Bahraini youth within the Kingdom. In 2022, we trained 35 Bahraini students as part of our Industrial Trainee program, to support them with their educational requirements. In addition, we have also welcomed 14 new fresh graduates as part of our intensive 1-year Graduate Trainee program, with the potential of being established as a team member, and prepare them for their future careers.

We have also started an Exchange Program between Batelco and other subsidiaries of our parent company, Beyon, including Sure and Umniah. As part of the program, four of our Batelco team members were placed in these companies, with three employees from our subsidiaries coming to us. Participants had the opportunity to explore different projects, products, and ways of working, enhancing their knowledge and expertise and learning additional skills to take back to their original companies.

The average hours of training per employee increased by 8% in 2022 against 2021 figures.

Training	2020	2021	2022
Total hours of training for employees	56,427	34,639	34,961
Average hours of training per female employee	51.0	35.9	35.8
Average hours of training per male employee	49.0	37.4	34.2
Average hours of training per employee	50	37	40
Percentage of employees who received a performance and career development review (%)	100	100	100

**Spotlight: High Potential Leadership Programme**

Batelco has collaborated with Cornell University’s eCornell to create a four-month program aimed at developing 27 of their high potential team members for senior roles within the organization. The program comprises of three modules aimed at enhancing knowledge in digital transformation, problem-solving skills, and entrepreneurial thinking for the digital environment.

**Spotlight: Qae’d Program**

Qae’d, meaning “Leader” in Arabic, is an in-house leadership development initiative designed to support Batelco’s emerging team leaders and middle managers. The program provides participants with the necessary tools and knowledge to support them in their current roles while also enhancing their skills for future leadership positions. The program encompasses a wide range of topics, including leadership, growth mindset, leading with vision, developing high-performing teams, agile project management, coaching, and more.

Diversity and Equal Opportunity

Batelco is committed to providing a safe, equal, and inclusive work environment where open communication is encouraged, and employees feel free to bring their best selves to work. We have a zero-tolerance approach to harassment, bullying, offensive conduct, and victimization of any kind, and we strictly prohibit discrimination or harassment based on race, color, religion, age, nationality, gender identity and expression, national origin, disability, marital status, and citizenship status.

There were no known incidents of discrimination or harassment in Batelco’s workplace in 2022.

Our commitment to equal gender opportunities is a focus within our hiring practices, All of our leadership and training programs are inclusive of both genders, and we are proud that our leadership program in collaboration with the London Business School includes a majority of women (seven women to five men).

We regularly conduct human resource policy awareness sessions that cover non-discrimination, diversity, and inclusion so that everyone at Batelco understands the environment we strive to maintain.

Grievance Mechanism	2020	2021	2022
Number of performance grievances filed in the reporting period	28	8	9
Number of these performance grievances addressed or resolved	28	1	1

Wages and Benefits	2020	2021	2022
Salaries paid (includes standard elements basic pay and consolidated allowances etc.) (000 BHD)	23,292	21,743	18,964
Benefits paid (includes elements such as pension, gratuity, medical insurance, annual passage, education etc.) (000 BHD)	4,651	4,212	4,111
Basic remuneration of women to men ratio (%)	39.5	38.6	99 <sup>9</sup>

Maternity Leave and Absenteeism	2020	2021	2022
Number of female employees that took maternity leave (#)	6	12	10
Number of female employees who returned to work after maternity leave ended (return to work) (#)	6	12	9
Number of female employees returned from maternity leave who were still employed twelve months after return to work (retention) (#)	6	11	9
Return to work rate (%)	100	100	90
Retention rate (%)	100	92	90
Employee absentee rate (%)	6.94	3.96	4.65
	4.6	7.5	3.9

<sup>9</sup> For the year 2022, the basic remuneration of women to men ratio is calculated as the aggregate of all grades (excluding executives) comparing the average salary per grade paid to women employees as a % of the average basic salary per grade of men employees.

Health and Safety

We are committed to integrating health and safety requirements into our business processes through policies and procedures. Batelco’s management is actively involved in establishing health and safety objectives and programs, with a strong belief that investing in an occupational health and safety management system is essential for our success.

The occupational health and safety management system covers all employees, contractors, visitors, and other interested parties, where Batelco considers its health and safety policy as the overall sense of direction for its business and sets principles of action and goals for health and safety.

Batelco ensures all wireless communication services operate within nonionizing radiation limits and provides rest facilities in high-usage areas like call centers. In addition, employee consultation and participation are considered crucial to the success of the occupational health and safety management system, and our management reviews health and safety risks and opportunities regularly for continual improvement.

Batelco has identified key health and safety objectives for next year, including evaluating the effectiveness of emergency response systems and business continuity and conducting a comprehensive study to evaluate the feasibility of acquiring recognized international health and safety certifications and awards, such as ISO 45001:2018 Occupation Health and Safety Standard.

Health and Safety	2020	2021	2022
Total employee manhours (#)	N/A	N/A	1,504,832
Total contractor manhours (#)	N/A	N/A	576,384
Employee fatalities (#)	0	0	0
Contractor fatalities (#)	0	0	0
Employee lost-time injuries (#)	0	0	0
Contractor lost-time injuries (#)	0	0	0
Employee total recordable injuries (#)	0	2	6
Contractor total recordable injuries (#)	2	1	0
Total hours of HSE training provided to employees (#)	285	270	138.5 <sup>9</sup>

<sup>9</sup> The decrease is due to the fact that the security function is no longer under Batelco due to the separation between BNET and Batelco.



# Environmental Protection

Batelco is committed to having as little environmental impact as possible and to do everything we can to protect our planet and conserve natural resources. We are actively working to reduce energy use at our data centers, minimize our water consumption, and reduce the amount of waste we create. We are also exploring opportunities for renewable energy wherever possible.

Batelco has an established Sustainability Committee with clear responsibilities and accountability to review current established projects and their progress, improve them when required, explore new sustainable initiatives and projects, and explore sustainability topics that can be adopted in line with our sustainability vision. The Committee conducts meetings on a monthly basis.

Material Topics Covered:  
-Energy Consumption and Fighting Climate Change  
-Waste and Water Management

Sustainable Development Goals



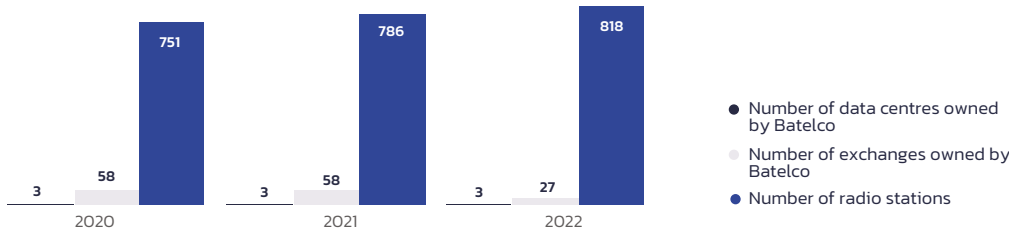
## Energy Consumption and Fighting Climate Change

We are proud of our bold B-Green campaign, designed to help us on the way to Net Zero by embedding sustainability within our corporate culture. This is underpinned by company-wide energy and climate awareness training sessions, which aim to positively impact behavioral change throughout the business.

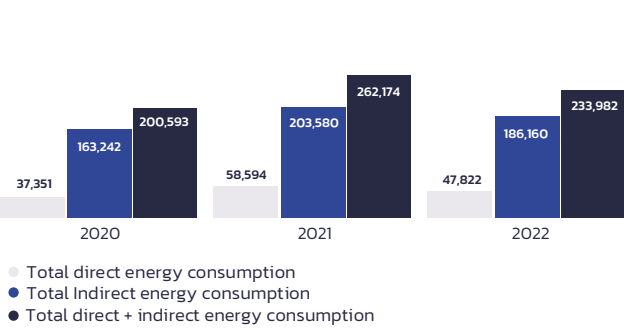
We aim to transition to clean energy sources and reduce annual energy consumption. In 2022, we installed a 1MW capacity solar system which generates around 1.8GWH of clean electricity annually. Coinciding with the establishment of our 2021 solar system phase 1, our solar project will allow us to reduce our carbon footprint by 2,282 tons annually allowing our data center to be functioning fully using clean and renewable energy. We have also reduced the power consumption of our mobile stations by up to 55% using technology that eliminates the need for a traditional cooling system.

These initiatives, along with careful energy monitoring and automated building management systems within our offices, enabled us to reduce our overall energy consumption by 11% in 2022. The energy consumption intensity was also decreased by 4% in 2022.

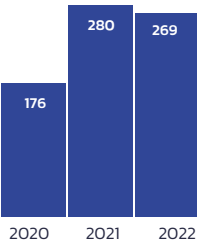
Batelco Infrastructure



Energy Consumption (GJ)

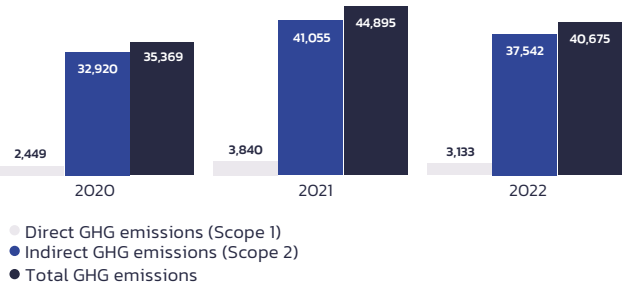


<sup>10</sup>Energy consumption intensity (GJ/ full time employee)

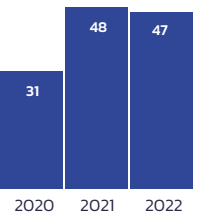


In 2022, our total Greenhouse Gas (GHG) emissions decreased by 9% and carbon emissions intensity decreased by 3%, against 2021 figures.

<sup>11</sup>GHG emissions (tonnes of CO2eq)



Carbon emission intensity (tonnes of CO2eq/employee)



<sup>10</sup> Petrol consumption from car fleet is unavailable for 2020, and partially available for 2021 (June onwards).  
<sup>11</sup> Data has been rectified for direct and indirect GHG emissions in 2020 and 2021.



Waste and Water Management

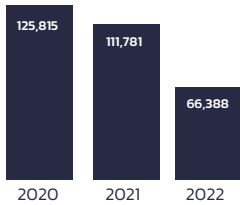
We are committed to conserving natural resources wherever possible. This means reducing our waste footprint, recycling where possible, and, particularly pertinent to the Kingdom of Bahrain, conserving water where we can.

We’ve launched multiple initiatives to address these needs, including a sewage treatment plant project that purified 14,600 m3 of water in 2022 for irrigation purposes and has resulted in savings of BHD11,000. We have also launched an internal initiative, ‘Recycle It Right’, to ensure Batelco employees recycle their office waste properly where 2,063 kg of paper was recycled.

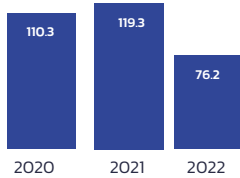
Employees attend regular environmental awareness sessions that cover water consumption and waste management, and we have published more than 50 articles on environmental topics in our employee newsletter, ‘The Weekly’. We strongly encourage all Batelco team members to practice these pro-environmental habits outside the workplace too.

In 2022, our total water consumption decreased by 41% compared to 2021 figures and has resulted in savings of BHD34,000. Additionally, water consumption intensity decreased by 36% compared to 2021 figures.

Total water consumption (m3)



Water consumption intensity (m³ / full time employee)



Community Development

We recognize the important role we play within our community and that we are in a prime position to create initiatives that can have a beneficial impact on all those within Bahrain. As such, we are committed to establishing and maintaining partnerships with organizations that enable us to have a positive influence on the communities around us.

Material Topics Covered:  
-Corporate Social Responsibility

Sustainable Development Goals





Corporate Social Responsibility (CSR)

We have a Donations and CSR Policy which is centered around key areas such as education, youth and sport, health, community, and the environment. We also sponsor various forums and exhibitions. Recently, our donations have increased substantially as we have undertaken several CSR and community development projects. Our CSR policy also includes a non-financial component where our employees devote their time to community service through volunteer work. In 2022, the total number of employee volunteering hours increased significantly compared to the hours volunteered in 2021.

Economic Value Distributed	2020	2021	2022
Donations (BHD)	4,516,357	842,412 <sup>12</sup>	2,248,650
Community investment as a % of pre-tax profit	6.56	1.00	3.00

Community Engagement	2020	2021	2022
Total value of community investments (BHD)	33,183	260,341	531,388
Total number of volunteers (employees) (#)	106	75	97
Total number of employee volunteering hours (#)	605	255	776

<sup>12</sup> Data has been restated to account or sponsorships.

The development of Bahrain’s youth is a priority for Batelco, and we are committed to providing our support through a wide range of initiatives aimed at fostering educational and cultural opportunities.

The Crown Prince International Scholarship Programme (CPISP)

Batelco is proud to be part of the Crown Prince International Scholarship Programme which has been running for over 25 years. The programme provides university education at leading international institutes for top performing students selected from both government and private secondary schools.

Brinc

Batelco partners with Brinc, a venture capital and accelerator firm, to support youth entrepreneurship and helping to contribute to the Bahrain Vision 2030. As part of the partnership, students have the opportunity to learn fundamental entrepreneurial, technical, and problem-solving skills from Brinc’s network of business and technology experts.



The American University of Bahrain (AUBH)

Batelco continued its scholarship programme in partnership with the American University of Bahrain (AUBH), and its pledge to sponsor the four-year university education of one Bahraini student every year. The students are selected on merit from the Kingdom’s government schools. Batelco is proud to have chosen Salwa Beshara for its 2022 scholarship and is delighted to note that the majority of shortlisted candidates were female.

Advanced Wi-Fi Solutions for UTB

Batelco partnered with the University of Technology Bahrain (UTB) to introduce an advanced cloud-managed Wi-Fi system at UTB’s Salmabad campus. The new Wi-Fi solution provides seamless campus-wide connectivity for students and faculty members, offering a significant upgrade to the existing network. This collaboration has enabled UTB to become the first educational institution in Bahrain to implement such a state-of-the-art Wi-Fi service, and demonstrates Batelco’s commitment to delivering innovative solutions that support education in the Kingdom.

‘Lamae’ National Programme

Batelco was proud that two Batelco team members qualified for the second stage of the national project, ‘Lamae’, which is sponsored by His Highness Shaikh Nasser bin Hamad Al Khalifa, His Majesty’s Representative for Humanitarian and Youth Affairs, and is implemented by the Ministry of Youth and Sports Affairs along with other official bodies. The programme aims to create promising young leaders with integrated national awareness ready to take on leadership roles in various industries throughout the Kingdom.





Batelco aims at encouraging residents of all ages to pursue a healthy and active lifestyle by participating in outdoor activities such as walking, running, cycling and swimming. Batelco is proud to join hands with like-minded entities to offer a varied range of opportunities for all to enjoy.

Sports Day

Batelco’s commitment to promoting a healthy lifestyle starts ‘at home’ with initiatives that include taking part in Bahrain’s annual National Sports Day. For 2022 Batelco organised its first Padel tournament which was attended by team members from throughout the company.

The Bahrain Triathlon Association

Batelco’s partnership with the Bahrain Triathlon Association supports their efforts to promote diverse sporting disciplines consisting of running, swimming, and cycling, and providing opportunities for participation in a number of events annually.

Fitness on Track

Batelco’s annual Fitness on Track scheme in collaboration with the Bahrain International Circuit, encourages everyone to participate in outdoor activities such as walking, running and cycling. Studies show cycling instead of driving short distances can improve health and air quality, benefits that clearly align with Batelco’s commitment to improving sustainability and strengthening the community and its wellbeing.

IRONMAN

Batelco continued its partnership with Faalyat to support the IRONMAN 70.3 Middle East Championship Bahrain in 2022. IRONMAN 70.3 is an inclusive sports activity and open to all ages and genders. The success of the annual event in Bahrain has led to a huge number of men, women and children taking up the various Ironman disciplines.



Sustainability is a priority at Batelco and we continue to invest in programmes and projects aimed at addressing, educating, raising awareness, and encouraging behavioural changes across different environmental and sustainability topics.

Solar Park Phase 2

To support the company’s efforts towards using clean energy for powering its operations, Batelco established the first phase of its solar park, which generates 1,600 MWH of clean energy in December 2021. This led to a significant carbon footprint reduction of approximately 1,141 tonnes annually. During 2022, as a part of the second phase, Batelco has expanded the solar project, which is located in Ras Abu Jarjoor near its Satellite Earth Station. The second phase has 1MW capacity and

will contribute to an additional reduction in carbon footprint tons annually, bringing the total carbon footprint reduction to 2,282 tons annually between the two phases, enabling the Company’s RJR Data Center to be fully functioning using clean and renewable energy.

Plastic Free July

Plastic Free July is an international movement of millions of people tackling the global problem of plastic pollution. Throughout the month, Batelco introduced a weekly activity designed to increase employee awareness of the damaging environmental effects of plastics.

In 2022 Batelco offered ‘Hiya Biya’ kits to team members for their children, to encourage the sustainable celebration of the occasion using pots made from natural palm-leaf instead of plastic. ‘Hiya Biya’ is a traditional festival celebrated during Eid Al Adha where children cast ‘Hiya Biya’ pots that they have been growing into the sea.

Other activities included ‘Dangers of Plastics’ awareness session and ‘My Challenge Choices’ initiative, where employees were encouraged to consider small lifestyle changes that can reduce plastic pollution.

National Initiative for Agricultural Development

Batelco is committed to supporting programmes that benefit the environment and local communities. As part of this commitment, Batelco is a proud sponsor of the National Initiative for Agricultural Development’s forestation project, which aims to plant 50,000 trees and shrubs in 29 different locations across the Kingdom. In 2022, Batelco continued to support this initiative by planting trees and shrubs in additional locations.



## Partnership for Sustainability Enhancement Topics

The Sustainability Enhancement strategic partnership allows regional GCC telecommunications operators to work closely together to address the environmental challenges and advance the sustainability agenda across the region by sharing knowledge and generating creative solutions through joint organizations of workshops, seminars, and other meetings, exchanging information and materials related to sustainability, and setting up a steering committee that meets quarterly.

**Batelco is keen to support major organisations and events that are in line with the Kingdom of Bahrain's efforts to be positioned as a leading regional hub. Such events bring together international audiences which include industry leaders providing them with the opportunity to network and build mutually beneficial partnerships.**

## Bahrain International Air Show 2022

Batelco participated in the Bahrain International Air Show (BIAS) as a Strategic Headline Sponsor, renewing the Company's longstanding partnerships with the event. The event brought together the world's top aviation and aerospace companies.

## Bahrain International Circuit

As the leading telecommunications provider in Bahrain, Batelco was proud to reaffirm its prominent position as a major supporter of the Bahrain International Circuit. By entering into an official partnership for 2022, we demonstrated our continued dedication to this world-renowned venue and its many fans.

## Platinum Sponsor of BITEC and Meet ICT 2022

Batelco was a platinum sponsor for The Bahrain International Technology Exhibition (BITEC) and Meet ICT 2022, which took place in June at the Gulf Convention Center. The conference provided a platform for top Information and Communications Technology (ICT) companies and industry experts to

present the latest trends in the field. Attendees were able to participate in speaker-led sessions and panel discussions, allowing for the exchange of knowledge and insights on the latest digital trends.

## Elevate Technology Forum 2022

As part of the Company's inhouse accomplishments, Batelco and the Beyon companies hosted 'Elevate', a technology forum, under the theme of 'digital transformation accelerated'. The event was organized for enterprise customers who are on a digital transformation journey. Over 300 customers attended to discuss the challenges of digitalization and learn about new solutions. The event provided an invaluable opportunity for discussion and learning.

