

# 2023



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





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## About this report

Welcome to Beyon Group's (hereafter referred to as 'Beyon') 2023 Sustainability Report. This is our inaugural group-wide sustainability report, reflecting the growing importance of sustainability within our business strategy and day-to-day operations. The report showcases our Environmental, Social, and Governance (ESG) activities, performance, and progress in 2023, as well as our future plans, commitments, and objectives to integrate ESG best practices throughout our operations. It is intended to communicate our progress to our stakeholders and reflect our transparency as a business. This report aims to provide a clear picture to stakeholders regarding our sustainability activities; in addition to enhancing our transparency as a company.





## Reporting Period

This report covers our ESG performance and activities from 1st January 2023 to 31<sup>st</sup> December 2023. It presents Beyon’s group-wide approach and commitment towards sustainable development.



## Reporting Guidelines

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



## Report Boundary

The scope of this report has been expanded from our 2022 report to include Beyon Group and its subsidiaries: Batelco, Beyon Money, Beyon Solutions, Beyon Connect, Beyon Cyber, Dhiraagu, Sure Group, and Umniah. This report establishes the baseline data for our progress towards a sustainable future.



## Feedback

Beyon welcomes any feedback or inquiries related to this report via email:

[Lulwa.Almerbati@beyon.com](mailto:Lulwa.Almerbati@beyon.com)

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## Message from the CEO



“Our sustainability strategy is based on a series of commitments related to carbon reduction, digitalization, prosperous community, and transparency.”



**Mikkel Vinter**  
CEO Beyon



I am pleased to present Beyon's first group-wide sustainability report, which marks a significant milestone in our sustainability journey. It highlights the ways in which we are building a more sustainable future, both for our business and the communities in which we operate, and our commitment to operating with high standards of ethical governance and transparency.

One of our company values is "Care Beyon Now"; the main driver that guides our efforts towards sustainability and motivates us to invest in initiatives, technologies and projects that support and enable a more sustainable world.

Our sustainability strategy is based on a series of commitments related to carbon reduction, digitalization, prosperous community, and transparency. In this report we are excited to capture the commitment and efforts of our connectivity and digital companies' sustainability journey; and we will continue to stay true to our sustainability commitments across our operations.

This report reflects our sustainability progressive roadmap governed by national and international sustainable development goals and priorities, and we are committed to deliver and support the Kingdom of Bahrain's 2030 vision, focused towards achieving the Sustainable Development Goals (SDGs) set by the United Nations General Assembly.

Moreover, Beyon is committed to align its emission reduction effort with Bahrain's net-zero vision for 2060 and we are actively investing in projects and initiatives that will accelerate our decarbonization vision and therefore contribute to the Kingdom's vision.

We remain dedicated to reducing our emissions through investing in renewable energy projects. One of our standout projects completed in 2023 is our solar park phase 2 in Bahrain, which along with phase 1 will contribute to an annual reduction of around 2,000 tonnes in carbon footprint.

Our commitment extends beyond Bahrain and include our global subsidiaries. Umniah's solar farms have increased the reliance on clean energy, with 45% of Umniah's total power consumption coming from renewable energy resources. Dhiraagu has invested in renewable solar energy with a 1.1 MWp PV Solar system installed in 2023 with 14% of the power consumption being from renewable energy.

Throughout the year we also achieved notable successes in our digital transformation programme, which is providing faster, more accessible, and more sustainable services to customers and communities, such as opening digital shops, investing in and revamping mobile applications, digitalization of payment processes and much more.

These are only some of the highlights achieved in 2023, and throughout this report you will find out about many more of our sustainability efforts and initiatives.

I would like to thank all our stakeholders, and especially our team members, for their efforts towards our achievements in 2023. As we look ahead, our strengths as an organization position us well towards creating a more sustainable world and to benefit from the opportunities that brings.

**Mikkel Vinter**  
CEO, Beyon



## Beyon at a glance

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



**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



## Sustainability at Beyon Group

Integrating sustainability within our everyday practices is a growing priority, with Beyon’s approach focussing on improving economic value, championing social development, and protecting the environment. In 2023, our dedication is brought to life through strategic initiatives, key partnerships and community engagements, with an investment of over BD2M in infrastructure, technologies and community support that fall within the parameters of our ESG pillars and pave the way for a more sustainable and promising future.

Operating under the premise of “Care Beyon Now” which is one of Beyon’s guiding principles towards sustainability; Beyon has an established Sustainability Committee that is led by the Chief Communications and Sustainability Officer. Beyon Sustainability Committee comprises of members from various departments and management levels and focuses on enhancing ESG practices across our operations, including exploring and developing innovative solutions, such as digitalised processes, renewable energy sourcing, and increased use of robotics, that increase efficiency, reduce waste and emissions, and encourage the transition to a circular economy. Clear goals and targets guide our activities, and KPIs measure our progress and help us identify areas for improvement.

As a GCC Telco Alliance member, Beyon actively engages in collaborative discussions with fellow telecommunications operators to advance sustainability initiatives. This has led us, with the Alliance, to launch the Sustainability Innovation Hub, aimed at developing and implementing innovative power solutions and stimulating innovation across the telecoms sector.



The Beyon Sustainability Committee represents: Batelco, Beyon Money, Beyon Cyber, Beyon Connect and Beyon Solutions.

## 2023 Highlights



2,567

Full-time employees



30 hours

Average training  
per employee



782

Female employees



67%

Local suppliers\*

99.9%

Customers with 3G,  
4G and 5G network  
coverage\*\*

0

Data breaches

1,745 hours

HSE training provided  
to employees

Awarded MEA  
Business Technology  
Achievement Award

for Beyon's outstanding  
contribution to energy  
saving initiatives

\*Figure excludes Sure

\*\* Figure reflects Batelco



**Our Materiality Assessment**

In 2023, we conducted a desk-based refresh of our materiality assessment to identify and prioritise the most significant impacts of our business on the economy, the environment and society. This refresh exercise enabled us to identify 14 material topics of paramount importance to Beyon and its stakeholders.



**Our Sustainability Framework**

Our sustainability framework encompasses five focus areas, each serving as a foundational element in generating shared value for both Beyon and its stakeholders. Our approach contributes positively to key national and international objectives.

At Beyon we focus and operate under the following premise of:





**Our Contribution to the SDGs**

Since their inception in 2017, the UN SDGs have acted as a collective global call to action to achieve social, economic, and environmental sustainability and a more just society.

At Beyon, we have a responsibility through our own actions to contribute to the achievement of the SDGs that are within our sphere of influence. We are progressively aligning our business practices with these goals and actively contributing to their realisation, as summarised below. In each chapter of this report, you will find out how we are contributing to specific goals.

SDGs	Our Contribution
	<p><b>Ensure healthy lives and promote well-being for all at all ages.</b></p> <p>We digitized and developed systems to support employees' health and safety through providing digital insurance, digitized personal information management. Furthermore, state-of-the-art staff centre 'Centraal' that provides the community and our team members access to high-class gym &amp; sports facilities to maintain their physical and mental well-being.</p>
	<p><b>Achieve gender equality and empower all women and girls.</b></p> <p>We are placing great emphasis on providing equal opportunities for both genders. Women are supported in their development to leadership positions in the company.</p>
	<p><b>Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.</b></p> <p>Extensive training and development opportunities enable our employees to grow and develop, and targeted recruitment initiatives support gender equality in the workplace.</p>
	<p><b>Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.</b></p> <p>Our digitalisation rollout is enabling faster, more efficient processes and improved digital services across our operations, benefiting our customers and communities.</p> <p>Our domestic and international connectivity infrastructure is supporting digitalisation, communication, and technology transformation across each of our geographies.</p>
	<p><b>Reduce inequality within and among countries.</b></p> <p>We expanded our reach to help ensure people in remote locations and across the economic and ethnic spectrum have access to digital services.</p> <p>We have a zero-tolerance approach to harassment, bullying, offensive and victimization of any kind, and we strictly prohibit discrimination or harassment based on race, colour, religion, age, nationality, and gender.</p>
	<p><b>Create cities that are welcoming, secure, and able to endure challenges. It emphasises affordable housing, accessible public spaces, and efficient transportation for inclusive, resilient communities. The goal promotes sustainable urban development and innovation, envisioning cities that balance economic, social, and environmental well-being.</b></p> <p>Our domestic connectivity forms part of critical national infrastructure, supporting safe and digital society transformation, enabled by connected infrastructure across each of our geographies.</p> <p>We aim to continue providing sustainable and digital solutions that provide seamless connectivity, faster and better services to communities.</p>
	<p><b>Take urgent action to combat climate change and its impacts.</b></p> <p>We continue to invest in renewable energy projects and other innovations aimed at reducing energy and water consumption across multiple geographies,</p>
	<p><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></p> <p>We take a zero-tolerance approach to bribery, corruption, fraud, and discrimination, and adhere to all applicable international laws and standards.</p> <p>We take corporate governance very seriously and ensure that we are transparent and in adherence to the best corporate governance practices.</p>
	<p><b>Encourages worldwide collaboration, partnerships, and resource-sharing to address global challenges and achieve sustainable development goals.</b></p> <p>We work with partners around the world to collaborate on projects that help to find new solutions and improve efficiency and connectivity.</p>



Integrating sustainability within our everyday practices is a growing priority, with Beyon's approach focussing on improving economic value, championing social development, and protecting the environment







# Business with integrity



## Material Topics

- Business Ethics and Governance
- Business Continuity and Enterprise Risk Management
- Economic Performance
- Supply Chain Management



Integrity is the essential platform for good ESG performance. Businesses must operate with openness and transparency. That means solid governance, effective risk management and a zero-tolerance approach to any form of corruption, bribery, or fraud.

### **Business Ethics and Governance**

Beyon Board of Directors acts as a governing body for its subsidiaries and each company has its own appointed Board of Directors.

We operate a robust Code of Conduct, a detailed and comprehensive set of rules governing the actions and behaviours of our team members and other stakeholders. The Code sets out clearly our commitments and expectations around appropriate behaviour. All new joiners are introduced to the Code as part of their induction, and it is also shared with our business partners to ensure their compliance. We also operate a Whistle-blowing Policy and Fraud Risk Management Policy to further ensure the integrity of our operations by providing protection against any breaches of our Code.

Beyon integrates its ESG goals and initiatives within its overarching business strategy, ensuring alignment with core operations, through defined key performance indicators and metrics that facilitate the measurement and oversight of progress toward ESG goals.

This holistic approach not only synchronizes sustainability objectives with strategic priorities but also empowers effective tracking and communication through established reporting channels. Our governance structures, policies and procedures ensure our subsidiaries adhere to all applicable laws and regulations. This is reinforced by regular training as well as monitoring and evaluation of performance.

#### **Board of Directors Composition & Diversity**

Total number of board members	53
Total number of independent members	37
Total number of non-independent members	16
Total number of executive members	4
Total number of non-executive members	49
Total board seats occupied by women	8
Total number of Committee chairs	8
Committee chairs occupied by men	6
Committee chairs occupied by women	2

\* Board of Directors Composition & Diversity reflect Beyon at a holding level for 2023.

\* Committee chairs reflect Batelco, Beyon Money, Sure, Dhiraagu & Umniah for 2023.

### **Business Continuity and Enterprise Risk Management**

Beyon and our subsidiaries conduct regular risk assessments to identify and mitigate any risks to our business. Within our subsidiaries, assessments and mitigation plans are regularly reviewed, updated, and reported to the Boards and relevant committees. Our risk management actions are aligned with leading processes, including ISO31000 Risk Management, the Committee of Sponsoring Organisations of the Treadway Commission (COSO) framework, and ISO22301 Business Continuity Management (BCM), and reviewed by external consultants.

All risks are evaluated both qualitatively and quantitatively based on likelihood, impact and control ratings, which enables us to produce residual risk ratings. Impact is measured through customised KPIs and thresholds, such as how many customers will be affected. Additionally, Beyon seeks external advice and expertise as required.

Once social risks, and their likelihood as well as impact exceed a certain rating, it will have a mitigation plan that is closely monitored by the senior management and Board Committees.

As well as the above risks, we carry out continuous reviews and improvement of all strategic, operational, compliance, reputational, environmental and social risks.

## Economic Performance

Beyon's remarkable achievements in 2023 reflected its unwavering commitment to digital transformation and its vision to establish itself as a leading force in the region and beyond. Through a series of strategic partnerships and acquisitions, Beyon solidified its position as an innovative and influential player in the industry. The group-wide efforts led to a successful financial performance for 2023.

For the full year of 2023, net profit was BD72.0M increased by 2% compared to 2022. Revenues for the full year were up by 5% to BD424.9M mainly due to increases in mobile, wholesale, and digital services. Beyon also grew its overall customer base by 2% year-over-year. The results are testament to Beyon's solid business strategy and positions the group well to grow and achieve its future objectives.

## Supply Chain Management

Beyon's objectives are aligned with the Bahrain Vision 2030 and its goal of strengthening the economy. This is reflected in Beyon's supply chain management and the relationships with our suppliers.

Beyon sourced from 6,045 suppliers in 2023, of whom 3,969 (67 %) were locally based. Our total spend on procurement was BD167,984,085, of which BD 52,352,085 (34 %) was with local suppliers.

**Batelco** digitalised the majority of its procurement processes following the successful implementation of a new Enterprise Resource Management system. The company enforces a strict procurement policy, mandating suppliers to undergo thorough screening before onboarding. Agreements cover intellectual property rights, confidentiality, conflict resolution, and compliance with relevant laws, including environmental, health, and safety regulations. Insurance policies such as workers' compensation and product liability are also required as per local regulations. Sustainability principles are also embedded in **Dhiraagu's** due diligence for suppliers. During 2023, the focus was on supply chain management to encourage responsible sourcing practices and ensure suppliers adhere to Dhiraagu's Environment and Social Management System. **Beyon Solutions** has also established rigorous supplier verification processes including on-site audits and compliance assessments.



Beyon recorded a total of

3,969

local suppliers in 2023.\*

\*Figure reflects Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect, Umniah and Dhiraagu.



Beyon recorded a total spending on locally-based suppliers and contractors

BHD 52,352,085

in 2023.\*

\*Total spending on locally-based suppliers and contractors' figures reflect Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect.







# Empowering our people



## Material Topics

Talent Attraction, Retention and Development  
Diversity and Equal Opportunity  
Health and Safety





A business is built on the creativity, enthusiasm and endeavours of its people. In a dynamic, rapidly evolving sector in which customer engagement is key, we need to attract and retain creative, highly motivated team members. We therefore aim to provide a workplace where people want to be – one that nurtures talent and enables people to grow and fulfil their potential in a positive, safe and inclusive environment.

We place great emphasis on attracting and retaining the finest talent, and on investing in people's development so that they are always equipped with the skills they need to perform at their best.

### **Talent Attraction, Retention and Development**

In an increasingly competitive market, attracting the best talent is ever-more important for businesses, as is their continual growth and development. Beyond invests in supporting our people through world-class training to equip them with cutting-edge skills. That provides a motivating environment in which people can maximise their talents, while helping us to stay at the forefront of our industry. We aim to regularly engage with our employees to ensure their voice is heard. In 2023, we achieved an employee engagement score of 75 % and 72 % for employee satisfaction.

Our full-time workforce in 2023 was 2,567, with 28 part-time employees. In total, 478 employees joined the organisation in 2023, including 179 females. The total number of employees leaving during the year was 525, particularly contributed by definite period jobs such as Call Center and Retail Shop agents. Across the organisation, we delivered 76,262 hours of training to employees, including 25,295 to female employees and 50,967 to males. This amounted to an average of training per female team members of 32 hours and 28 hours average for male team members.

Beyond was included in the 2023 Best Workplaces in Asia List, by Great Place To Work®, the global authority on workplace culture. Beyond was ranked 15th in the top performing 70 large enterprises on the list, which featured 200 organizations of all sizes that were chosen after surveying over 2 million employees across Asia and the Middle East about their experience in the workplace.

Furthermore, Beyond has launched its inaugural Beyond Executive Programme, in collaboration with the UK's Strathclyde University. The programme, which included 22 outstanding team members who are being developed for future leaderships roles.

Beyond aims to provide learning and development opportunities to all its employees. In 2023, team members completed more than 1,400 courses covering both soft and technical skills. This includes the completion of the SIMBA leadership programme by a second cohort of participants. SIMBA, run in partnership with the London Business School, offers tailored executive education to help nurture leadership skills in young Bahrainis. Batelco also continued its Qaed leadership programme for a second year. The programme saw 34 employees enhance their skills in areas such as leadership principles, growth mindset, strategic visioning, team dynamics, agile project management and coaching techniques.

At **Dhiraagu**, there is a focus on building a high-performance and knowledge culture, and employee engagement. In support of this, in 2023 the company successfully conducted a specialised training programme for cybersecurity analysts, equipping them to address the rapidly evolving challenges in the digital landscape.

**Sure Group** introduced a number of initiatives in 2023 to foster employee engagement, including:

- A quarterly recognition scheme
- Refreshing the 'Feel Connected' employer brand
- Setting mandatory SMART team engagement goals for all people managers
- Setting individual action plans for teams with low and/or declining engagement scores.

As a result of these and other actions, the company's employee engagement score rose steadily during the year and the 12-month rolling average now stands at 7.5 out of 10.

A number of employee engagement initiatives were also introduced at **Umniah** in 2023, including Culture Champion Interventions and Values Champion monthly awards. These are aimed at rewarding employees who make a significant contribution to promoting the company's culture and values.

Umniah remains committed to nurturing and enhancing the skills of its employees, ensuring they stay at the forefront of the ever-evolving telecommunications industry. Team members completed 18,000 learning hours in technical and soft skills. Several programmes were conducted in 2023, including the Mini MBA programme which revolved around key focus areas critical to the telecom industry's success, including Strategy & Marketing, Financial Aspects, Technology Considerations, and Practical Case Studies.



**478**

new employees joined in 2023.\*

\*Figure reflects Beyon, at a holding level.

**New employee hires by gender:**

Total number of new employees who joined the organisation (female)

**179**



Total number of new employees who joined the organisation (male)

**299**



**Employee Turnover:**

Total number of employees who left the organisation

**525**



Total number of employees who left the organisation (female)

**206**



Total number of employees who left the organisation (male)

**319**



♦ New hires and turnover figures reflect Beyon at a holding level for 2023.

**Average hours of training per year per female employee**

**32**

Hours



Average hours of training per year per male employee

**28**

Hours



\*Figure reflects Beyon at a holding level.



## Diversity and Equal Opportunity

Beyon is committed to nurturing an environment in which people feel safe and where diversity and inclusion thrive and are welcomed. We recognise the business advantages that come from encouraging a range of perspectives and different ideas that reflect the diversity of the society in which we operate. We are committed to equal opportunities for all our employees, and to ensuring that discrimination has no place in our operations.

In 2023, across the group, we recruited 179 new female employees, 37% of all new recruits. Women now account for 30.3% of our total workforce, and 89 of our female employees hold senior or middle management positions. On average, the average female salary was 96% of the average male salary.

**Dhiraagu** partnered with the International Finance Corporation in 2023 to conduct a Gender Workforce Diagnostic and receive technical assistance to achieve the targets outlined in its Gender Action Plan. The goal was to attract and retain women, and interviews and focus groups were held to better understand perceptions and challenges around gender diversity. At the end of the year, the company achieved the following:

- Publishing a flexible working policy and return-ship guideline.
- In an effort to enhance transition into technical positions, the company offered technical trainings to women employed in non-technical roles. This initiative proved successful with a 40% enrolment rate.
- 5 out of the 9 apprentices enrolled in technical areas under Dhiraagu Apprenticeship Programme were women.
- Launching Lean-in Circles which is a global movement dedicated to empowering women in the workplace by offering mentorship, encouragement, and invaluable advice, helping women navigate the unique challenges they face in their professional journeys. There are 6 circles with 29 female staff members enrolled in this programme at Dhiraagu.

At **Sure Group**, a recruitment drive focused on flexible hours to attract more female candidates, as this helps women manage their work and personal responsibilities more effectively.

Human Capital and Composition		
	Full-time employees	Part-time employees
	<b>2,567</b>	<b>28</b>
 Female employees	<b>782</b>	<b>15</b>
 Male employees	<b>1,785</b>	<b>13</b>

\*Human Capital figures reflect Beyon at a holding level for 2023.

## Health and Safety

Beyon prioritises employee health and safety (H&S), through policies that reflect our dedication to upholding a safe and healthy work environment for employees, contractors, and visitors.

We have a robust health and safety management system to ensure compliance with all relevant legal requirements. As the company has evolved and grown, the H&S system too has expanded to ensure it remains effective in addressing needs and potential risks across operations. Employees are actively involved in the implementation of the system, including the identification of hazards, risk assessments and determining control measures. This is reinforced through regular communications, training and education.

Two highlights in the year were the successful implementation of emergency drills and the development of new HSE training programmes, aimed at enhancing employees' skills and knowledge in alignment with regulatory requirements and best practice. In total, we delivered 1,745 hours of health and safety training in the year.

Looking ahead, we aim to expand the ISO 45001 standard for occupational health and safety management systems across the entire group, which will further improve our risk management and ensure a safe and healthy working place for everyone.

Moreover, Beyon newly renovated 'Centraal' is open to the community and provides access to high-class gym & sports facilities; it promotes and emphasizes on wellness and in leading a healthy lifestyle.

### Case study:

#### Beyon Solar Park Phase 2

Our solar park initiative involved the installation of new solar energy equipment, which involved a number of potential health and safety risks. Our H&S team conducted a thorough risk analysis and developed appropriate plans and control measures to mitigate the hazards identified. They also provided guidance on safe work practices, emergency response planning and environmental management throughout the project. With risks minimised, we were able to successfully construct, implement and operate the new installation without any health and safety incidents. The solar park phase 2 now generates 1.8 GWh of clean energy.



Key H&S milestones at **Dhiraagu** in 2023 included 12 comprehensive sessions on employee well-being, covering a range of aspects of both physical and mental health. The company also maintains a standardised approach to emergency preparedness across different regions, which ensures workplace safety. In Guernsey as part of the Fiber to the Premises project, **Sure Group** introduced new H&S management software and an online health and safety training platform. This platform covers key health and safety topics and is accredited by the Institution of Occupational Safety and Health (IOSH), ensuring it meets high-quality standards set by the IOSH.

**Umniah** is proud to hold ISO45001 certification, underscoring its commitment to the highest standards of health and safety. Achievements in 2023 included:

- Development of an H&S App, enabling real-time reporting of incidents, communications, and access to safety resources.
- Implementing several initiatives to ensure our premises are accessible and accommodating to people with disabilities.
- Launching an H&S magazine for employees and contractors, with news, tips and advice.
- Creating an H&S portal for contractors.
- Following the corrective actions for the outcome inceptions and audits reports.

### Health and Safety

Total employee manhours



3,013,893

Total contractor manhours



648,733

Total hours of HSE training provided to employees



1,745

\*Health and Safety figures reflect Beyon at a holding level for 2023.





# Yielding innovative solutions



## Material Topics

Digital Innovation





Driven by the digital revolution, technology is developing faster than ever, and increasingly shapes every aspect of a business's activities. Being innovative in a digital market is central to our continuing success. New, sometimes unprecedented challenges, require technically astute and creative solutions. Innovation is an essential strategic consideration that provides us with long-term competitive advantage.

## Digital Innovation

Digitalisation has changed the world. The digital age has swiftly evolved to touch nearly all aspects of human activity. This new age has fostered unprecedented change that has induced a seismic shift in the way that our world works. Our business is at the forefront of the digital revolution, and we can only maintain and increase our competitiveness in this rapidly evolving market by deploying the best minds, technology, and delivery systems. To do this we must continue to question the status quo and challenge ourselves to develop creative solutions that provide consistent and appealing value to our customers.

Beyon undertook a number of initiatives in 2023 to drive digital transformation:

- Digitised customer experience, to deliver an exceptional customer experience, including a new responsive website design.
- Automation and integration to reduce human error and increase productivity, with the automating of manual and repetitive tasks through Robotic Process Automation and the integration of systems such as Customer Relationship Management.
- Enhanced data security, ensuring the confidentiality, integrity and availability of customer data through robust cybersecurity measures like multi-factor authentication and data encryption.
- Employee training and development, empowering our employees with digital skills and knowledge
- Analytics-driven decision making, leveraging automation, AI and analytics tools to capture insights from data sources.

These initiatives will help optimise processes, enhance customer experiences and prepare us for future growth in the digital era.

**Dhiraagu** achieved key milestones through strategic initiatives focused on bolstering data privacy, customer engagement and operational efficiency. Notable accomplishments include:

- Know-Your-Customer (KYC) portal and the introduction of a digital on-boarding portal.
- The company also enhanced its secure digital service platforms by seamlessly integrating advanced cloud security measures.
- In alignment with the ongoing digital transformation of the Human Resources function, Dhiraagu introduced a new performance management system, using the PeopleHum HR management software, which streamlines processes and enhances employee performance tracking.

**Umniah's** digitalisation process achieved a number of significant improvements:

- Data Base server consolidation reduced the quantity of servers by 25%
- The charging and billing system upgrade reduced their Data Center footprint by 60%
- Digitalising invoicing processes reduce paper usage by 50%
- Opening three new digital shops enabled the closure of six physical stores

Increased adoption of digital channels by customers saw the share of digital sales rise from 35% to more than 50% during the year.

Initiatives at **Beyon Cyber** included digitalising all communications, including e-signatures, digitalising the maintenance, and tracking of IT assets, and automating customer ticketing processes and initial alert analysis. The focus on sustainability at **Beyon Connect** in 2023 was channelled into a digital innovation strategy. This was particularly for key products such as OneBox, where new features designed to replace traditional mail for document transfers with a digital approach were implemented. The company also invested in augmenting its digital OneID product which is a digital identity login and eKYC system that enables individuals to enroll a variety of verified legal identity documents into a secure digital ID wallet, to use as a highly secure enrollment and authentication application across public and private sectors' enhanced digital services. Moreover, Beyon connect will extend their investment to OneExpress invoicing, bringing a robust procurement and e-invoicing platform to MENA countries pursuing e-invoicing tax regimes.

As a FinTech, **Beyon Money** has digitalisation at the heart of all it does. As well as digitalising its processes, the company offers digital solutions such as Flexi Invest, one of the most innovative products in the financial market at present, providing rates that compete with time deposits while remaining liquid.

**Beyon Solutions** successfully implemented ConnectWise in 2023, a powerful software tool to enhance its operational efficiency, streamline various processes and promote seamless collaboration among team members. The company has already witnessed notable improvements in project management, ticketing, and client communication since its implementation. A new IT Service Management framework was also successfully implemented, which has resulted in improved service quality and customer satisfaction levels.





• Umniah Forsa project that aims to rehabilitate playgrounds for public schools in Jordan.





## Offering customer and community care



### Material Topics

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Customer Privacy and Data Security  
Customer Satisfaction  
Accessibility and Digital Inclusion  
Community Development



In today's digital world, protecting customers and maintaining the security and privacy of their data is one of the most important responsibilities for our business. Cyber-attacks on organisations are increasingly malicious and sophisticated. Maintaining the most effective and up-to-date security systems is essential in combating these threats. We seek to provide customers with an outstanding experience in all their contacts with us and maintain high levels of customer satisfaction. We also play an active role in our communities, investing in their growth and development and supporting education and wellbeing.

### Customer Privacy and Data Security

Beyon adheres to all personal data privacy laws as applicable for entities operating within Bahrain, and to industry best practice. We hold ISO 27001 information security management system certification and have implemented ISO 31000 for risk management and ISO 22301 for business continuity.

Beyon employees undergo training each year in data privacy, cyberfraud, phishing attacks and security best practices. Audits are conducted twice a year (one internal, one external) to assess and evaluate the effectiveness of privacy and security management systems.

There are four levels of cyber security test processes in place, including continuous threat and vulnerability scanning; threat and vulnerability solutions; penetration and stress testing; and endpoint detection and responses. Together, these provide a comprehensive and robust approach to cyber security across the organisation.

In 2023, external portals with customer logins were further secured with Multi-Factor Authentication, significantly reducing the major risk of customer credentials and data breaches.

**Batelco** established User Identity Management in 2023, with a centralised directory and streamlined user onboarding and offboarding processes. This also enabled a centralised access policy for user access over Batelco resources. The company has contracted its cyber security, including data security domain requirements, to Beyon Cyber, which is responsible for security management and implementation of security measures.

Additionally, Batelco's cyber defence service was enhanced with an automation solution that significantly reduces the detection and response times to threats. For example, a phishing attack detection and remediation process, that would take about an hour using a typical Managed Detection & Response (MDR) service, can now be completed in under 15 minutes thanks to automation enhancement.

**Dhiraagu** adheres to ISO 27001 and ensures a robust data privacy policy designed to safeguard sensitive information.

Key aspects include:

- Clear guidelines on data collection, usage, and storage practices.
- Encryption and secure storage protocols for sensitive information.
- Employee training programmes focusing on data protection and confidentiality.
- Transparent procedures for obtaining consent for data processing.

**Beyon Cyber** continues to develop in-house cybersecurity products and solutions. Innovations in 2023 include the development of an in-house customer portal that provides them with a high-level overview of their Security Information and Event Management (SIEM) environment; automated tasks and alert assignments to security operations centre analysts, as well as real-time updates for customers; automation of the entire end-to-end customer relationship process; and tools to help analysts by automating the initial alert analysis process, reducing the time to respond to alerts and notify customers.

Beyon Cyber also signed a strategic agreement in 2023 with Trend Micro, a global cybersecurity leader, that will support Beyon Cyber's efforts in delivering best-in-class cyber security solutions for the SME sector in Bahrain. **Beyon Connect** has obtained ISO 27001 certification for information security management systems and ISO 27018 for personally identifiable information security on its cloud ensuring robust controls and enabling the safeguarding of sensitive data and maintaining the integrity of services. To date, no data breaches have been encountered. Beyon connect initiatives included:

- Approve Integration to ensure dynamic Transport Layer Security (TLS) pinning for Beyon Connects applications
- External Vulnerability Assessment/Pentest - Products (Twice)
- Endpoint Detection and Response (EDR) implementation
- Managed Security Operations Center Onboarding with Beyon Cyber

Comprehensive cybersecurity monitoring and reporting was implemented at **Beyon Money** in 2023, enhancing visibility of activities on the company's network and helping them to proactively identify and prevent incidents relating to email phishing. **Beyon Solutions** successfully implemented ConnectWise in 2023, a powerful software tool to enhance its operational efficiency, streamline various processes and promote seamless collaboration among team members. Notable improvements in project management, ticketing, and client communication have already been witnessed since its implementation. A new IT Service Management framework was also implemented, which has resulted in improved service quality and customer satisfaction levels.



Beyon Group recorded

**0 data**

breaches in 2023. \*

\*Privacy figures reflect Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect, Dhiraagu and Umniah



### Customer Satisfaction

Our business is all about connecting people, so their experience and satisfaction are central to our purpose. We take great care to ensure our customers get the best products and services for their needs, and to listen to what they tell us. From product development and innovation to gathering feedback and responding, providing customers with the best-possible experience guides everything we do. In 2023, our customer satisfaction score was 4.34 out of a possible 5. Of customer complaints and queries raised through our communication channels, no fewer than 99% were successfully resolved.

At **Batelco**, a comprehensive Staff Level Customer Experience Dashboard has been introduced to monitor and analyse customer satisfaction metrics, including Net Promoter Score and Customer Satisfaction Score for each staff member where we achieved scores of 61 and 4.52 respectively. The implementation of this dashboard aims to raise customer satisfaction and foster personalised customer experiences.

The company introduced various initiatives in 2023 to enhance the customer journey. The Jawaher loyalty programme aims to foster customer retention and engagement, while the launch of digital shops boost accessibility across a range of products and services. Batelco's revamped mobile app prioritises convenience, accessibility and personalised interactions. Through the app, Batelco became the first telecoms operator to launch Instant Activation, representing a significant leap forward in elevating the customer experience. This new service provides the customer with the ability to activate a new mobile postpaid or prepaid line in just one minute without the need to interact with any staff. The aim is to extend this process to all customers in future and add features such as face recognition.

Also introduced in 2023, Batelco's Red Box Premium offering empowers families with parental controls and managed wi-fi features, creating a safer and more secure online environment for customers and children.

Last year saw one of **Dhiraagu's** most significant customer service achievements with the implementation of the eKYC portal. This digitalises the Know Your Customer process, enhances operational efficiency and customer satisfaction. During development, priority was given to providing customers with a seamless and secure onboarding process, enabling capturing of KYC data digitally prior to prepaid activation.

**Beyon Solutions** launched a number of initiatives in 2023 to better connect with its customers. These included launching new managed service offerings, upgrading the communications platform, implementing robust feedback collection, conducting customer experience workshops, and developing tailored solutions using insights from feedback.



## Accessibility and Digital Inclusion

Beyon believes that everyone should have access to digital services. By expanding availability and reach, we aim to ensure that everyone in the areas we serve can gain, safe, reliable access to today's connected society. Batelco's number of mobile subscribers reached 938,255 in 2023 and 99.9% of customers now benefit from 5G networks.

**Batelco** continued its expansion in 2023 by deploying more than 40 new sites, especially in new housing and developed areas, and added five sea sectors focused on the north sea area of Bahrain. In 2024, the company plans to enhance the inclusivity and accessibility of its digital channels, ensuring a seamless experience for individuals with disabilities and people with diverse abilities. This will include utilising technologies such as voice recognition and screen reader compatibility for text. As part of its strategic endeavours to provide nationwide Fixed Broadband (FBB) services, **Dhiraagu** expanded its Fiber To The Home (FTTH) network in 2023 to reach to households.

**Umniah** achieved a major success in 2023 with the launch of a 5G service in a record time of three months (15 months less than the deadline mandate from the regulator). The service went live to more than 200 sites in two major cities, making Umniah the first operator in Jordan to launch 5G on a commercial scale. This required overcoming many challenges, including the need to redesign key processes and unprecedented levels of collaboration with partners and vendors. Umniah's success is a significant milestone for the business.

**Beyon Cyber** is aiming to extend its focus to support small and medium-sized enterprises (SMEs). Recognising the unique cyber security challenges faced by SMEs, the company is developing customised cyber security products and services specifically catered to meet SMEs' needs. This includes sharing periodic cyber security reports customised for each customer to their requirements and developing and designing a customer portal for seamless access to cyber security statistics and reports. A customer help desk is also being introduced, featuring an automated customer survey and feedback process.

At **Beyon Connect**, digital platforms and services aim to reduce the need for citizens and residents to physically attend locations through a suite of mobile Apps. The use of leading facial biometrics technology is reducing the potential for fraud while enabling electronic Know Your Customer (e-KYC) and Identification & Verification (IDV) functions to be performed via simple and state-of-the-art tech that can be used on all forms of smart phones.



**Beyon Money** offers prepaid card options structured into three tiers: Platinum, Classic, and Dough. The Platinum card boasts an extensive array of benefits, with customers paying a fee, while the Classic card is provided at no cost and offers a smaller range of benefits. Dough cards cater specifically to young people aged 7 to 17 and aims to cultivate budgeting and spending habits to promote financial literacy from a young age.

In 2023, **Beyon Solutions** has launched a number of initiatives around accessibility and digital inclusion. These initiatives included:

- Workshops on cyber threats
- Implementing content-filtering tools
- Producing online safety guidelines
- Collaborating with relevant NGOs and agencies
- Regularly updating child protection policies
- Establishing reporting channels for online safety concerns

**Accessibility and Digital Inclusion**

Percentage of customers with 3G network	Percentage	99.9%
Percentage of customers with 4G network	Percentage	99.9%
Percentage of customers with 5G network	Percentage	99.9%
Average mobile broadband download speed	Gbps	3.3
Number of mobile subscribers	Number	938,255
Percentage of mobile subscribers	Percentage	40%
Number of mobile internet subscribers	Number	997,753
Percentage of mobile internet subscribers	Percentage	44%

\* Figures reflect Batelco only for 2023.

## Community Development

Care Beyond Now' is one of our key values. We uphold a robust corporate social responsibility (CSR) policy that governs our community investments and activities. Rooted in our commitment to contribute to Bahrain's economic, social and environmental development, the policy is aligned with the SDGs. We allocate funds to targeted programmes supporting education, youth, health and sports, and community development. Our focus is on initiatives that support national priorities, as outlined in the Bahrain Vision 2030, and that benefit Bahraini citizens. Across the group the total number of the CSR projects that we have supported have reached to 92 programmes.

At **Beyon**, we are 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. Moreover, one of our community investments is our four-year scholarship programme with the American University of Bahrain. The programme, which reached its third year in 2023, is providing a Bahraini high school student a full 4-year scholarship programme. Today we are sponsoring 3 students at the university.

We also partnered in 2023 with Brinc MENA, a hands-on Internet of Things (IoT) accelerator, supporting an IoT Hub offering unprecedented opportunities for start-ups to access mentorship, product design and development guidance, as well as manufacturing and exposure to regional and global investors and markets. Our team members also share their expertise and knowledge through talks and mentoring in programmes and workshops run by Brinc.

We maintained our partnership during the year with INJAZ Bahrain's programmes, which aim to contribute to the empowerment of Bahrain's youth, guiding them toward a brighter future as the leaders of tomorrow through delivering a number of educational programmes and initiatives centered on entrepreneurship, financial literacy, and leadership and work readiness programmes.

Beyon has also partnered with Bahrain Defence Force hospital to support their efforts in providing the highest quality of health care services, technology and facilities.

Beyon continued its partnership with the Royal Humanitarian Foundation, to support its national campaign to provide aid and support to countries and societies in need by donating BDI50,000

Other partnerships and support in 2023 include:

### Sports

- HH Sh. Nasser Premier League and His Majesty King's Cup
- Partnering with Faalyat to support the Ironman Middle East Championship
- Bahrain Triathlon Association
- Partnership with BIC on their Fitness on Track programme
- Bahrain Royal Equestrian and Endurance Federation



- Dhiraagu reef restoration efforts at Rasfari reef.



## Community

- Al Rahma Society, helping less fortunate families.
- Shaikh Ebrahim Centre, supporting cultural research and activities and raising awareness of our Bahraini heritage.
- Sandooq Al Zakat, supporting charitable programmes that contribute to social solidarity and help secure a decent life for citizens.

## Health

- Various partnerships to support the Kingdom's health sector and health-related projects.
- Partnership with Bahrain Defence Force hospital

## Volunteering

Beyon across the group supports volunteering as it positively impacts and benefits the communities, enhances employee's morale, teamwork, and brand reputation. We encourage team members to engage in volunteering activities through bespoke programmes, skill-based volunteering, community partnerships and employee engagement and recognition. In 2023, no fewer than 593 of our employees volunteered their time and skills, donating 2,508 hours.

**Batelco** supported the 'One Heart' campaign for the holy month of Ramadan in 2023. Based around inspirational stories of hope and compassion, the campaign encouraged local communities to donate to good causes and help those in need. Four local charities have benefited from this campaign: The Royal Humanitarian Foundation, Good Word Society, Autistic Therapeutic Equestrian Center, Bahrain association for parents and friends of the disabled

The Dhiraagu Maldives Road Race was the largest run in the Maldives in 2023. The race raises funds to help children in need and **Dhiraagu** partnered with 12 child-welfare NGOs. The company awarded a special grant of MVR 200,000 to the five most-nominated NGOs by the race participants. In addition, a further MVR 435,000 from the proceeds of each runner's registration and sales of special bib number was distributed amongst all 12 NGOs.

During the year, Dhiraagu also supported the Girls to Code Laamu edition, in partnership with the local NGO, Women in Tech Maldives, a key programme that aligns with our overall strategic commitment to empowering women.

In support of World Oceans Day and Dhiraagu's focus on caring for the oceans, the company joined forces with Parley Maldives. Employee teams volunteered in cleanup events at locations across the country.

Forsa is **Umniah's** long-term sustainability project in partnership with the Ministry of Education and the Madrasati Initiative aimed to connect individuals, private companies and organizations, and provide them with support for improving the physical and educational learning environments of Jordan's most neglected public schools. Madrasati serves Jordanian public schools run by the Ministry of Education identified as most underperforming and most in need of renovation. It has 140 partners from the public, private and civil society sectors. Through the project, between 2021 and 2023 the company helped refurbish 17 schools in five Governorates, benefiting 11,431 students.

Through its UVolunteer programme, launched in 2020, Umniah encourages employees to give back to the community or make a difference to people around them, promoting values of communication, giving and unity. The programme has an expanding list of strategic partners from organizations working in community service, most notably; Naua's platform- one of the Crown Prince Foundation initiatives, and Nahno, The platform for the National Youth Engagement and Volunteering Programme. In 2023, 63 employees donated 329 hours to different initiatives around Jordan.



In 2023, Beyon Group recorded

**2,823,352**  
BHD in CSR Investment.\*\*

\*Community figures reflect Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect, and Dhiraagu for 2023.



# Nurturing the environment



## Material Topics

Energy & Climate Change  
Waste & Water Management



Globally the pressures on the environment and our finite natural resources have never been greater. Protecting, conserving and enhancing the environment is the responsibility of each and every one of us, and at Beyon we are committed to playing our part. From reducing energy consumption and switching to renewable sources, to reducing waste and making more efficient use of materials, we can make a positive impact and help reduce our impact.

### Energy and Climate Change

The effects of climate change are increasingly apparent across the globe. Reducing energy consumption and emissions is fundamental to help managing these impacts. Beyon and its subsidiaries are taking a range of actions to reduce energy usage and to source power from renewable sources that will lower our carbon footprint.

In 2023, Beyon made notable progress in reducing energy consumption. The electricity usage totalled to 73,464,935 kWh, while fuel consumption included 1,155,871 litres, comprising 126,658 litres of petrol and 1,029,213 litres of diesel. Furthermore, Beyon demonstrated a strong commitment to renewable energy, consuming a total of 47,479,828 kWh from renewable sources. These achievements highlight Beyon’s dedication to sustainability and environmental responsibility.

We will treat 2023 as our base year to set targets that will allow us at a group level to further reduce our energy consumption, our direct and indirect emissions, and our carbon footprint. Moreover, it will also allow us to further expand and invest in projects and programmes in this space.

Our direct (Scope 1) emissions for the year were 169.92 tonnes CO<sub>2</sub>e, while indirect (Scope 2) emissions stood at 37,486.11 tonnes CO<sub>2</sub>e<sup>1</sup>.

<b>Direct GHG Emissions (Scope 1)</b>	tCO <sub>2</sub> e	169.92
Indirect GHG Emissions (Scope 2)	tCO <sub>2</sub> e	37,486.11
<b>Total GHG Emissions</b>	tCO <sub>2</sub> e	<b>37,656.04</b>
GHG Emissions intensity	tCO <sub>2</sub> e/employee	45

\* <sup>1</sup> GHG emissions figures reflect only Batelco in 2023.

During the year 2023, Beyon successfully achieved multiple accomplishments aimed at reducing its energy consumption levels. These achievements encompassed various initiatives and strategies implemented by Beyon throughout the year.



Beyon is part of the GCC Telco Alliance, which has established the Sustainability Innovation Hub, with the primary focus of the hub being to develop and implement innovative power solutions that are cost-effective, reliable, and environmentally friendly by harnessing renewable energy sources. It will enable telecom operators to reduce their reliance on traditional fuel sources and move toward a greener future. This transition will not only lead to substantial long-term efficiency but will also play a significant role in protecting the environment and aligning with the broader sustainability goals of the sector.

### Sustainability Innovation Hub

Since 2022, Beyon has been part of the GCC Alliance of Telecom Operators, which focuses on addressing environmental challenges and advancing the sustainability agenda across the region. In 2023, Alliance members announced the launch of The Innovation Hub, which includes leading telecom operators from Bahrain, Saudi Arabia, the UAE, Oman, and Qatar as well as other regional and international partners such as Nokia and Intel. The Hub's focus is on developing and implementing innovative power solutions from renewable sources that are cost-effective, reliable, and environmentally friendly. It will enable telecom operators to reduce their reliance on traditional fuel sources and move toward a greener future.



- Sure Group Guernsey Marathon sponsorship.



**Batelco** is dedicated to reducing its energy usage and embracing clean energy solutions. This includes deploying solar energy generation and energy-efficient technologies such as radio enclosures and inverter cooling across its facilities. Automated Building Management systems ensure optimal energy use in Batelco's main office locations, and they conduct regular energy use audits. Energy management sessions build awareness of good practice among its employees.

As part of efforts in Bahrain to cut down on energy use and reduce carbon footprint, Beyond completed and activated phase 2 of our solar park at Beyond Data Oasis. Phase 2 churns out 1.8 GWh every year, and along with Phase one allows the data centre at Beyond Data Oasis to run entirely on clean solar power. The next move, already in progress, is the Hamala DC (Data Center) solar park, boasting a 1.5 MW capacity and producing 2.5 GWh annually, which is set to slash our carbon footprint by 1,650 tons each year. This achievement will mark our second net zero data center powered entirely by clean energy.

Additionally, Batelco has rolled out the region's inaugural off-grid mobile site fueled by solar and wind energy. Completely detached from conventional energy sources, the site operates solely on vertical wind turbines and solar panels, doing away with the need for the utility grid and diesel generators. This shift translates to an annual reduction of 264 tons of carbon emissions and conserves 400 MWh of power per site. Batelco's next move is to delve into expanding into more remote mobile sites that make sense both financially and strategically, with the potential for up to ten remote sites.

Moreover, Batelco has completed phase 2 of outdoor enclosures at mobile/radio sites. The project's primary goal is to slash power consumption by 55% at Mobile Radio Sites. This will be achieved by strategically relocating telecom equipment from indoors to outdoor setups, eliminating the necessity for air conditioning units entirely. Such initiatives align seamlessly with Batelco's commitment to sustainability, driving positive change in its operational footprint. The approach is to reduce power OPEX by 55% per site and enable the rise of futuristic technology techniques and services like C-RAN & ORAN with minimum power consumption.

**Dhiraagu** has completed the installation of a 1.1 MWp solar array, as a result of which it now generates 18% of its electricity consumption through renewable sources. The project has already made a significant contribution to preserving the environment by reducing CO2 emissions by more than 600 tonnes annually.

The company has also completed a new data centre, with a more energy-efficient cooling design. The new facility achieved an average power usage efficiency of less than 1.6 for 2023.

The installation of a test PV solar array at **Sure Group** in 2023 has produced almost 5MWh of electricity. This has proven the effectiveness of solar in Guernsey and will pave the way for larger systems to be developed.

Sure acted as the technology partner for the Channel Island Games in 2023, upgrading all 25 venues in Guernsey to ensure seamless connectivity for islanders, athletes and spectators. In partnership with the Guernsey 2023 team, Sure invested £50,000 in equipment and £30,000 to raise awareness across the islands. They hosted a '100 days to go' event at their headquarters, and their sponsorship resulted in 12 media pieces during the Games and a further five following the event.

During the year, Sure also maintained their sponsorship of the Guernsey Marathon, partnering with the organisers to create a tech-enabled event. Sure provided new technology for runners such as chip-enabled bibs and timing mats and helped generate publicity for the event, including a marathon-running tips video for social media. Sure also partnered with Elizabeth College to donate unused sports clothing to athletes in Kenya, with the initiative being covered by the BBC.

Sure's main project for 2024 will be the introduction of free cooling systems that are essential units in data centres, as they help to remove the heat that is generated by servers and other equipment. The company is currently preparing a case for submission in 2024 to include power usage monitoring for future clarification of energy use/savings.

**Umniah** owns four solar farms with a capacity of 14.8MW and production of around 36GWh. The company plans to develop hybrid sites to reduce power consumption, and switch to hybrid cars to reduce fuel use. Meanwhile, **Beyond Connect** has joined the UN Global Compact, a global initiative that encourages organisations to adopt sustainable and socially responsible policies, and to report on their implementation. Progress will be reported annually in the years ahead.

## Waste and Water Management

Many of the operations of Beyon and our subsidiaries are in areas of water scarcity, so managing water efficiently is very important to us. We are also committed to the circular economy ideal, with its focus on recycling and reuse. Across our businesses, we have many initiatives to promote more efficient use of resources, and we work continually to raise awareness of good resource management among all our employees.

Beyon managed its waste effectively, generating 103,547 kg of non-hazardous waste and 5,692 kg of hazardous waste.<sup>2</sup> The company also prioritized recycling by successfully recycling 5,995 kg of office waste.<sup>3</sup> Moreover, Beyon exhibited responsible water usage, with a total consumption of 51,291 m<sup>3</sup>.<sup>4</sup> These efforts underline Beyon's dedication to sustainable waste management and efficient water utilization.

**Beyon** has conducts regular audits of its water management system. In 2023, the company used 35,892 m<sup>3</sup> of water, a significant reduction compared to 66,389 m<sup>3</sup> in 2022.

Through Beyon's water recycling programme, water from a sewage plant is treated for irrigation purposes. In 2023, 14,600 m<sup>3</sup> of water were treated and reused in this manner. Additionally, regular audits in the water management system address any deviations in regular water consumption that might result from leaks. Moreover, the deployment of robotic cleaning, inspired by adopting automation, conserves up to 200,000 Liters of water annually.

As part of its strategic objective to adopt circular economy practices, Beyon has signed an agreement with Mazad Bahrain, the Kingdom's leading auction services provider, that will enable listed assets to be repurposed through regulating and managing asset sales. This will enable products lifecycles to be extended, reducing waste to a minimum and ensuring that assets are kept in economically valuable loops rather than discarded in landfill.

In 2023, Beyon celebrated some notable achievements, including winning the MEA Business Technology Achievement Award for Exceptional Products and Services.

Sustainability programmes key milestones included:

- The completion of phase 2 of the solar park, adding 1MW capacity, and initiating phase 3 which will have an additional 1.5 MW capacity.
- The rollout of phase 2 radio enclosures, coupled with energy-saving network equipment, leading to a 42% reduction in diesel generator use.
- Innovative low-footprint inverter cooling systems, which decreased annual carbon emissions by 600 tonnes.
- The deployment of a dry robotic cleaning system at the solar park, boosting solar generation by 14% and saving up to 200,000 litres of water annually.
- Launching the region's first off-grid mobile site powered by solar and wind energy, reducing annual carbon emissions by 264 tonnes and conserving 400 MWh of power per site.

<sup>2</sup>Hazardous waste figures reflect Dhiraagu.

<sup>3</sup>Office waste recycled figure reflect Batelco, Beyon Money, Beyon Connect, Beyon Cyber, Beyon Solutions, Sure Group and Dhiraagu.

<sup>4</sup>Water consumption figures reflect Batelco, Beyon Money, Beyon Connect, Beyon Cyber, Beyon Solutions.





# GRI Index

## GRI Content Index

Statement of use	Beyon Group has reported the information cited in this GRI content index for the period 1st of January to 31st December with reference to the GRI Standards.
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<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	50
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	404-2 Programs for upgrading employee skills and transition assistance programs	24
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## Data Tables

### Business with integrity

#### Business Ethics and Governance

Governance	Unit	2023
<b>Board of Directors Composition &amp; Diversity</b>		
Total number of board members	Number	53
Total number of independent members	Number	37
Total number of non-independent members	Number	16
Total number of executive members	Number	4
Total number of non-executive members	Number	49
Total board seats occupied by women	Number	8
<b>Committee Chairs</b>		
Total number of Committee chairs	Number	8
Committee chairs occupied by men	Number	6
Committee chairs occupied by women	Number	2
<b>Internal Audit and Compliance</b>		
Total number of non-monetary sanctions	Number	0
Total amount of legal and regulatory fines and settlements	Number	0
Percentage of legal and regulatory fines and settlements that resulted from whistleblowing actions	Percentage	0%
Confirmed incidents of anti-competition	Number	0
Employees dismissed and/or disciplines for anti-competition	Number	0
Operations assessed for risks related to anti-competition	Number	0
Number of inquiries, complaints, or issues received by the Internal audit office through an internal monitoring or reporting system	Number	17
Percentage of inquiries, complaints, or issues received by the internal audit office through an internal monitoring or reporting system that were substantiated	Percentage	24%
<b>Anti-Corruption &amp; Discrimination</b>		
Total number of operations assessed for risks related to corruption	Number	0
Percentage of operations assessed for risks related to corruption	Percentage	0%
Total number of confirmed incidents of corruption	Number	0
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	Number	0

Governance	Unit	2023
<b>Anti-Corruption &amp; Discrimination</b>		
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	Number	0
Employees dismissed and/or disciplines for corruption	Number	0
Operations assessed for risks related to corruption	Number	0
Incidents of discrimination	Number	0
Harassment cases	Number	0
<ul style="list-style-type: none"> <li>♦ Board of Directors Composition &amp; Diversity reflect Beyon at a holding level for 2023.</li> <li>♦ Committee chairs reflect Batelco, Beyon money, Sure, Dhiraagu &amp; Umniah for 2023.</li> <li>♦ Internal Audit &amp; Compliance and Anti-Corruption &amp; Discrimination reflect Batelco, Umniah, Dhiraagu for 2023.</li> </ul>		

Board of Directors Evaluation	Unit	2023
Total number for training hours delivered to board members	Hours	10
Average number of training hours delivered to board members	Percentage	100%
Total number for training hours delivered to committee chairs	Number	4
Average number of training hours delivered to committee chairs	Percentage	100%
♦ Board of Directors Evaluation figures reflect Batelco, Beyon Money, Beyon Cyber, Beyon Connect and Beyon Solutions for 2023.		

## Business Continuity and Enterprise Risk Management

### Economic Performance

Finance	Unit	2023
Revenues	BHD (,000)	424,904
Operating Costs	BHD (,000)	-320,939
Employee wages and benefits	BHD (,000)	-55,518
Payments to providers of capital	BHD (,000)	-53,792
CSR investment	BHD (,000)	2,823,352
Total tax paid	BHD (,000)	-8,600
Net profit	BHD (,000)	72,049

- ♦ The figures shown above covers Beyon at a holding level for 2023.
- ♦ CSR investment figure covers Beyon at a holding level excluding Umniah.

## Supply Chain Management

Suppliers	Unit	2023
<b>Supply Chain Management – Procurement Activities</b>		
Total number of suppliers	Number	6,045
Total number of local suppliers	Number	3,969
Percentage of local suppliers	Percentage	67%
Total spending on suppliers and contractors	BHD	167,984,085
Spending on locally-based suppliers and contractors	BHD	52,352,085
Percentage of spending on local suppliers	Percentage	34 %

♦ Supply chain management figures reflect Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect, Umniah and Dhiraagu for 2023.

♦ Supply chain management monetary figures reflect Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect, and Dhiraagu for 2023.

## Empowering our people

### Talent Attraction Retention and Development

New Hires & Turnover	Unit	2023
Total number of new employees who joined the organisation	Number	478
Total number of new employees who joined the organisation (female)	Number	179
Total number of new employees who joined the organisation (male)	Number	299
Total number of new employees who joined the organisation (18–30)	Number	304
Total number of new employees who joined the organisation (31–40)	Number	67
Total number of new employees who joined the organisation (41–50)	Number	18
Total number of new employees who joined the organisation (51+)	Number	4
Total number of employees who left the organisation	Number	525
Total number of employees who left the organisation (female)	Number	206
Total number of employees who left the organisation (male)	Number	319
Total number of employees who left the organisation (18–30)	Number	239
Total number of employees who left the organisation (31–40)	Number	147
Total number of employees who left the organisation (41–50)	Number	57
Total number of employees who left the organisation (51+)	Number	11

♦ New hires and turnover figures reflect Beyon at a holding level for 2023.

♦ Total number of employees who left the organisation – age breakdown excludes Sure Group for 2023



Parental Leave	Unit	2023
Total number of employees who were entitled to parental leave (female)	Number	204
Total number of employees who were entitled to parental leave (male)	Number	515
Total number of employees who took parental leave (female)	Number	33
Total number of employees who took parental leave (male)	Number	47
Total number of employees who returned to work after parental leave ended (return to work) (female)	Number	32
Total number of employees who returned to work after parental leave ended (return to work) (male)	Number	47
Total number of employees returned from parental leave who were still employed twelve months after return to work (retention) (female)	Number	18
Total number of employees returned from parental leave who were still employed twelve months after return to work (retention) (male)	Number	29
Employee absentee rate		3.6

• Parental leave figures reflect Beyon at a holding level for 2023.

Training and Development	Unit	2023
Total number of training for females	Hours	25,295
Total number of training for males	Hours	50,967
Total number of training for total workforce	Hours	76,262
Total number of training for senior management	Hours	4,189
Total number of training for middle management	Hours	10,348
Average hours of training per year per female employee	Hours	32
Average hours of training per year per male employee	Hours	28
Average hours of training per year per employee	Hours	30
Average hours of training per year for senior management	Hours	33.71
Average hours of training per year for middle management	Hours	22.80

• Training and Development figures reflect Beyon at a holding level for 2023.

Performance Review	Unit	2023
Percentage of total employee who received a regular performance and career development review during the reporting period.	Percentage	100%
Percentage of female employees	Percentage	100%
Percentage of male employees	Percentage	100%
Percentage of senior management employees	Percentage	100%
Percentage of middle management employees	Percentage	100%

• Performance review figures reflect Beyon at a holding level for 2023.

Employee Engagement and Satisfaction	Unit	2023
Employee satisfaction	Percentage	72%
Employee engagement	Percentage	75%

♦ Employee Engagement and Satisfaction figures reflect Batelco, Umniah, Sure group and Dhiraagu for 2023.

Employee Wages and Benefits	Unit	2023
Proportion of basic salary/renumeration of women to men	Percentage	96%
Salaries paid (includes standard elements basic pay and consolidated allowances etc.)	BHD (,000)	25,855
Benefits paid (includes elements such as Pension, Gratuity, Medical Insurance, , Education etc.)	BHD (,000)	6,307

♦ Employee Wages and Benefits figures reflect Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect and Dhiraagu for 2023.

Processes to Remediate Negative Impacts	Unit	2023
Number of performance grievances filed in the reporting period	Number	14
Number of these performance grievances addressed or resolved	Number	14
<b>Non-discrimination</b>		
Number of incidents of discrimination reported	Number	0
Number of incidents of discrimination reviewed	Number	0
Number of incidents of discrimination resolved	Number	0

♦ Processes to Remediate Negative Impacts figures reflect Batelco, and Dhiraagu for 2023.

## Diversity and Equal Opportunity

Human Capital	Unit	2023
<b>Human Capital and Composition</b>		
<b>Full-time employees</b>	Number	2,567
Female full-time employees	Number	782
Male full-time employees	Number	1,785
<b>Part-time employees</b>	Number	28
Female part-time employees	Number	15
Male part-time employees	Number	13
<b>Permanent employees</b>	Number	1,991
Female permanent employees	Number	526
Male permanent employees	Number	1,465
<b>Temporary employees</b>	Number	525
Female temporary employees	Number	262

Human Capital	Unit	2023
Male temporary employees	Number	263
<b>Workers who are not employees</b>	Number	461
<b>Workforce by Category and Gender</b>		
<b>Senior Management</b>	Number	158
Male employees in senior management	Number	129
Female employees in senior management	Number	29
<b>Middle Management</b>	Number	260
Female employees in middle management	Number	60
Male employees in middle management	Number	200
<b>Workforce by Age Group</b>		
18-30	Number	815
31-40	Number	967
41-50	Number	610
51+	Number	213
<b>Workforce by Nationality</b>		
<b>Number of full-time national employees</b>	Number	2,065
Female national employee	Number	695
Male national employees	Number	1,370
<b>National full-time employees in senior management</b>	Number	94

♦ Human Capital figures reflect Beuon at a holding level for 2023.

## Health and Safety

Health and Safety	Unit	2023
<b>Quantitative OHS-related Key Performance Indicators</b>		
Total employee manhours	Number	3,013,893
Total contractor manhours	Number	648,733
Employee fatalities as a result of work-related injury	Number	0
Employee fatalities rate as a result of work-related injury	Percentage	0%
Contractor fatalities as a result of work-related injury	Number	0
Contractor fatalities rate as a result of work-related injury	Percentage	0%
Employee high consequence work related injury (excluding fatality)	Number	0
Employee high consequence work related injury rate (excluding fatality)	Percentage	0%
Contractor high consequence work related injury (excluding fatality)	Number	0
Contractor high consequence work related injury rate (excluding fatality)	Percentage	0%

Health and Safety	Unit	2023
Employee work related injury (excluding fatality and high consequence work)	Number	22
Employee work related injury rate (excluding fatality and high consequence work)	Percentage	3%
Contractor work related injury (excluding fatality and high consequence work)	Number	0
Contractor work related injury rate (excluding fatality and high consequence work)	Percentage	0%
Fatalities as a result of work-related ill health	Number	0
Cases of recordable work-related ill health	Number	0
Contractor lost-time injuries	Number	0
Employee total recordable injuries	Number	3
Contractor total recordable injuries	Number	0
Total hours of HSE training provided to employees	Hours	1,745

♦ Health and Safety figures reflect Beyon at a holding level for 2023.

## Yielding innovative solutions

### Digital Innovation

Privacy	Unit	2023
<b>Cyber Attacks</b>		
Attempted cyber attacks	Number	17,292
Actual cyber attacks	Number	2
Data breaches	Number	0

♦ Privacy figures reflect Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect, Dhiraagu and Umniah for 2023.

Digitalisation	Unit	2023
<b>Digital Innovation</b>		
Investment in R&D and innovation	BHD	1,557,054
<b>Digitalisation</b>		
Performance issues and service disruptions	Number	39
Total customer downtime	Days	6

♦ Digital Innovation figures reflect Batelco, Beyon Connect, Beyon cyber and Dhiraagu for 2023.

♦ Digitalisation figures reflect Batelco, Beyon Connect, Dhiraagu and Umniah for 2023.

## Offering customer and community care

### Customer Privacy and Data Security

Customer Privacy	Unit	2023
Identified incidents of breach and/or loss of customer privacy	Number	0
Complaints received from outside parties and substantiated by the organisation	Number	0
Complaints from regulatory bodies	Number	0

♦ Customer privacy figures are provided by Beyon at a holding level for 2023.



**Customer Satisfaction**

Customers	Unit	2023
Customer Satisfaction Score (0 to 5)	Number	4.34
Net Promotor Score (NPS)	Number	61
Customer complaints received through communication channels	Number	150,299
Number of customer complaints resolved	Number	147,953
Resolved issues that were raised through the complaint channels	Percentage	99%
Number of mobile customers	Number	941,311
Number of fixed line customers	Number	173,773
Market share in country of operation – mobile	Percentage	39%
Market share in country of operation – fixed	Percentage	81%

- ♦ Customer satisfaction figures reflect Batelco, Beyon Connect and Dhiraagu for 2023.
- ♦ NPS figure reflects Batelco for 2023.
- ♦ Customer complaint figure reflect Batelco, Beyon connect, Beyon Money and Diraagu for 2023.
- ♦ Number of mobile customers reflect Batelco, Beyon connect and Beyon Money in 2023.
- ♦ Number of fixed line customers and market share reflect Batelco in 2023.

**Accessibility and Digital Inclusion**

Market Penetration	Unit	2023
Percentage of customers with 3G network	Percentage	99.9%
Percentage of customers with 4G network	Percentage	99.9%
Percentage of customers with 5G network	Percentage	99.9%
Average mobile broadband download speed	Gbps	3.3
Number of mobile subscribers	Number	938,255
Percentage of mobile subscribers	Percentage	40%
Number of mobile internet subscribers	Number	997,753
Percentage of mobile internet subscribers	Percentage	44%

- ♦ Market Penetration figures reflect Batelco for 2023.

**Community Development**

Community	Unit	2023
CSR investment	BHD	2,823,352
Number of CSR projects	Number	92

- ♦ CSR investment figures reflect Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect, and Sure group and Dhiraagu for 2023.
- ♦ Number of CSR projects figures reflect Beyon at a holding level for 2023.

Volunteerism	Unit	2023
Number of volunteers	Number	588
Employee volunteer hours	Hours	2,508
Number of volunteering days	Days	144

- ♦ Volunteerism figures reflect Beyon at a holding level for 2023.

## Nurturing the environment

Environmental Management	Unit	2023
Number of data centres owned	Number	21
Number of exchanges owned	Number	37
Number of radio stations	Number	4,801

♦ Environmental management figures reflect Batelco, Umniah, Sure group and Dhiraagu for 2023.

Environmental Expenditure and Training	Unit	2023
Environment/sustainability related annual spending	BHD	1,384,773
Environment and/or sustainability training provided to employees, contractors and suppliers	Hours	35.5

♦ Environmental Expenditure and Training figures reflect Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect and Dhiraagu for 2023.

## Energy and Climate Change

Energy Consumption	Unit	2023
Electricity consumption	kWh	73,464,935
Total fuel consumption	Litres	1,155,871
Petrol consumption from operations and vehicles	Litres	126,658
Diesel consumption from operations and vehicles	Litres	1,029,213
Electricity, heating, steam purchased for consumption	kWh	10,398,479
Total renewable energy consumption	kWh	47,479,828

♦ Energy consumption figures reflect Beyon at a holding level for 2023.

GHG Emissions	Unit	2023
Direct GHG Emissions (Scope 1)	tCO <sub>2</sub> e	169.92
Indirect GHG Emissions (Scope 2)	tCO <sub>2</sub> e	37,486.11
Total GHG Emissions	tCO <sub>2</sub> e	37,656.04
GHG Emissions intensity	tCO <sub>2</sub> e/employee	45

♦ GHG emissions figures reflect only Batelco for 2023.

## Waste and Water Management

Water Consumption	Unit	2023
Total water consumption	Cubic meter	51,291

♦ Water consumption figures reflect Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect, Sure Group and Dhiraagu for 2023.

Waste	Unit	2023
Total non-hazardous waste generated	Kilograms	103,547
Total amount of hazardous waste generated	Kilograms	5,692
Waste recycled	Kilograms	5,995
Total paper consumption	Kilograms	1,948
Total paper recycled	Kilograms	1,495
Total cardboard waste recycled	Kilograms	4,475
Total Plastic waste recycled	Kilograms	25

♦ Waste figures reflect Batelco, Beyon Solutions, Beyon Cyber, Beyon Money, Beyon Connect and Dhiraagu for 2023.



