



ESG – Our Social Responsibility



Annual Report 2022

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DELIVERING RECORD PERFORMANCE

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Chairman's message

MD and CEO's message



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“Dear Shareholders,

There are times when we are astonished at the level of success that a disciplined group of professionals working together can achieve. We saw that on multiple occasions during FIFA World Cup Qatar 2022™, when teams that were underrated coming into the tournament outperformed some of the biggest names in football.”

HE. Sh. Faisal Bin Thani Al Thani

Group Chairman

13 February, 2023

[Read more](#)

Record-setting revenue

Revenue*

Amount in QR millions

22,698

Amount in QR millions



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2022 22698

2021 21906

2020 28867

2019 26916

2018 25927

Careers

Countries

EBITDA & EBITDA margin (%)*

Amount in QR millions

9,129

Amount in QR millions

9,274

42%

9,129

40%

2021

2022

2022 9129

2021 9274

2020 12130

2019 12847

2018 12202





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Amount in QR millions

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6,401

Careers

Countries

2021

2022

2022 6401

2021 6189

2020 6298

2019 6978

2018 7330

Dividend per share

0.43

Amount in QR

0.30

0.43

2021

2022

2022 0.43

2021 0.3

2020 0.25

2019 0.25

2018 0.25



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AMOUNT IN QR MILLIONS

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10 106

Careers 1.1X Countries

2021

2022

2022 10196

2021 14327

2020 24177

2019 24975

2018 22260

Total customers*

Number in millions

56

Number in millions

58

56

2021

2022

2022 56

2021 58

2020 120

2019 117



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Evolving Ooredoo into a smart telco

To position Ooredoo as the partner of choice across its global footprint, we have undergone a significant journey of transformation since 2021, strengthening and evolving our core business and identifying opportunities to accelerate financial growth.

Our evolved strategy focuses on five key strategic pillars:

**Excellence in Customer Experience****People****Smart Telco Evolve the Core****Strengthen the Core****Value Focused Portfolio**



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Revenue rose by 4% to QR 22.7 billion for 2022

Ooredoo is a key telco player in the MENA region, with a balanced portfolio that is exposed to dynamic growth markets with fast-growing GDPs and population. In Qatar, Ooredoo is the nation’s leading communications company, delivering mobile, fixed, broadband internet and corporate managed services tailored to the needs of consumers and businesses. As a community-focused company, Ooredoo is guided by its brand promise to ‘Upgrade Your World’, reflecting its agile, future-proof, employee- and customer-centric focus.

Middle East **27.9m** Customers

North Africa **20.2m** Customers

Southeast Asia **7.9m** Customers

Business review

Qatar

Kuwait

This was a fulfilling year for Ooredoo Kuwait, as we met our commitments and reached beyond our goals. Our unwavering focus on our strategy, and on our new Group motto ‘Upgrade Your World’, enabled us to deliver on our promises and return solid results.

Total customers



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2022 2,708



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2021 2,518

2020 2,531

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2019 2,588

2018 2,311

Operator importance to group



5%

Customers



12%

Revenue



9%

EBITDA



8%

CapEx

Financial performance

	2018	2019	2020	2021	2022
Revenue QR millions	2,905	2,772	2,492	2,540	2,809
EBITDA QR millions	662	867	617	738	850
EBITDA margin	23%	31%	25%	29%	30%
Blended ARPU* QR	68.8	58.5	59.3	66.0	61.8
Employees	1,225	1,132	1,363	1,230	1,423

* Blended ARPU is for the three months ending 31 December.

Oman

Iraq

Algeria

Tunisia



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Environmental, social and governance sustainability

We are vigorously pursuing Environmental, Social and Governance targets to help build a sustainable legacy for all.



Protecting our Environment



Developing our People



Safeguarding our Customers



Creating Ethical Economic Opportunity



Digital Opportunities and Community Care



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