

Nomination: 9262

Fatima Sultan Al-Kuwari

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company Ooredoo Group
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Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title Fatima Sultan Al-Kuwari
Category C01 - C20 Individual > C06 - Human Resources Executive of the Year
Individual Submission Format Written Answers
a. Briefly describe the nominated individual: history and past performance (up to 200 words). Required Since April 2021, Fatima Sultan Al-Kuwari has held the Ooredoo Group Chief Human Resources and Sustainability Officer position, and since December 202, the Chairperson of Ooredoo Maldives. Fatima is an experienced telecommunications executive, with more than 16 years of experience in commercial, marketing, product development, digital transformation, vendor-relationship management and brand & communication. She is also the first woman in the history of Ooredoo Kuwait to be appointed as a Board member of the company. Before taking up her role as the Group's CHRSO, Fatima was Ooredoo Qatar's Chief Consumer Officer. Previously, she was Ooredoo's Acting Group Chief Commercial Officer (CCO). Fatima joined Ooredoo in 2006 and served in a number of senior roles, including Ooredoo Group's Executive Director of Marketing and Ooredoo Qatar's Director of Public Relations and CSR. She leads the company's strategic human resources management and transformation and is working on creating a more agile, efficient and sustainable way of work. Powered by the ethos, 'we grow Ooredoo by growing our People' linking individual growth and development to Group success, since 2022, Fatima has led the Ooredoo Group Human Resources team through an innovative HR and Employee Experience transformation process.
b. Outline the nominee's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required Developing and launching Ooredoo Group's EVP, 'we inspire growth journeys', a revolutionising process of elevating Ooredoo's culture to enable and empower employees' growth from the grassroots up. Implementing a comprehensive employee engagement strategy that includes regular leadership and executive communication with initiatives such as Ask Me Anything and Coffee with the Chiefs. This also extends to innovations such as the O Bot, an online portal that answers all questions about HR policies. Introducing OneHR, an all-inclusive integrated online HR system that implements the latest technology to keep track of all HR administration. The system links employee's KPIs to their Individual Development Plan, training recommendations, performance management system, etc. Measuring employee experience through continuous open and transparent feedback in the annual employee experience and pulse surveys (developed in house), encouraging employees to have their say about their employee experience, without prejudice. This feedback has given rise to many initiatives and programmes and continues to be an open, transparent employee voice to advocate for change. Promoting cross-function collaboration to create solutions for Ooredoo HR challenges. For example, HR together with the OG Technology Team completed the Talent Density programme that aggregated talent across Ooredoo's markets to build succession strategies and identify future experts, and the HR and Innovation Teams worked together to create the O-Bot on Teams function. Promoting and developing in house HR skills and competencies to save on costs and reliance on external consultants. For example, the Talent Density programme was completed almost entirely with in house capabilities.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the nominee's past performance (up to 250 words). Required

Introducing a Ways of Working policy that allows employees to work from home two days a week with a flexible start time, a first for Qatar. She then enhanced this policy to enable employees to work from home at a location outside Qatar for up to four weeks per year.

Launching and sponsoring the Leadership Development Programme in partnership with Harvard Business School exclusive to Ooredoo employees across its footprint to prepare future leaders of the organisation.

Overseeing the development and launch of the Ooredoo Learning Academy, a learning platform that supports employee growth and development through formal training, online learning and peer-to-peer coaching and mentoring.

Spearheading the coaching programme, training employee volunteers to become ICF-accredited coaches to assist with peer-to-peer learning.

Championing diversity and inclusion activities, including Women's Month in March in support of International Women's Day as well as the Ooredoo Women's Summit. To promote women in leadership, the Female Leader of the Future, a unique signature program, empowers female leaders to define their leadership style, find their voice, increase their self-confidence, and learn how to overcome obstacles. Policies specifically for women include miscarriage leave and the redressing of the housing allowance to recognise sole-supporter women. A nursing room was installed for nursing mothers returning to work.

Launching Total Rewards which integrates competitive pay structures, performance-linked incentives, market-leading benefits, robust mobility programmes, and staff perks.

Promoting employee well-being and work/life balance with Wellness Days, fun fitness challenges, mental health awareness and Family Day.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Women's month: [https://www.linkedin.com/posts/fatima-al-kuwari_inspiringinclusion-inspiringinclusion-activity-7171744857982550016-_BQa?](https://www.linkedin.com/posts/fatima-al-kuwari_inspiringinclusion-inspiringinclusion-activity-7171744857982550016-_BQa?utm_source=share&utm_medium=member_desktop)

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Harvard leadership:

[https://www.linkedin.com/posts/fatima-al-kuwari_upgradeyourworld-wegrowooredoo-ooredoolearningacademy-activity-7202900962485665792-AnnP?](https://www.linkedin.com/posts/fatima-al-kuwari_upgradeyourworld-wegrowooredoo-ooredoolearningacademy-activity-7202900962485665792-AnnP?utm_source=share&utm_medium=member_desktop)

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https://www.linkedin.com/posts/fatima-al-kuwari_ooredoo-upgradeyourworld-harvard-activity-7134483769268314113-2IW-?utm_source=share&utm_medium=member_desktop

On the global stage: [https://www.linkedin.com/posts/ooredoo-group_hecparisqatar-gendergap-leadership-activity-7189247075790798849-iqu?](https://www.linkedin.com/posts/ooredoo-group_hecparisqatar-gendergap-leadership-activity-7189247075790798849-iqu?utm_source=share&utm_medium=member_desktop)

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https://www.linkedin.com/posts/fatima-al-kuwari_doha-knowmore-dtecosystem-activity-7164223519688531968-h6H0?utm_source=share&utm_medium=member_desktop

In the media: <https://www.telecomreview.com/articles/exclusive-interviews/7535-ooredoo-group-s-fatima-sultan-al-kuwari-details-her-path-of-determination-and-resilience>

<https://www.gulf-times.com/article/664807/qatar/ooredoo-group-official-tops-in-international-stevie-awards-for-women-in-business-2022>

<https://thepeninsulaqatar.com/article/13/03/2023/ooredoo-group-achieves-great-strides-in-socially-responsible-investing>

O Bot: https://www.linkedin.com/posts/fatima-al-kuwari_upgradeyourworld-innovation-activity-7170380055800496129-epJG?utm_source=share&utm_medium=member_desktop

Community and role model activities: [https://www.linkedin.com/posts/fatima-al-kuwari_ooredoo-aeuaepaetaehaerabraeqaeaez-activity-6915331355497103360-C-2D?](https://www.linkedin.com/posts/fatima-al-kuwari_ooredoo-aeuaepaetaehaerabraeqaeaez-activity-6915331355497103360-C-2D?utm_source=linkedin_share&utm_medium=member_desktop_web)

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[https://www.linkedin.com/posts/fatima-al-kuwari_greatreshuffle-hybridparadox-newworldofwork-activity-6859477580353945601-1TuM?](https://www.linkedin.com/posts/fatima-al-kuwari_greatreshuffle-hybridparadox-newworldofwork-activity-6859477580353945601-1TuM?utm_source=linkedin_share&utm_medium=member_desktop_web)

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[https://www.linkedin.com/posts/fatima-al-kuwari_itisallaboutthepeople-womenleadership-diversity-activity-6859133403531362307-NkJI?](https://www.linkedin.com/posts/fatima-al-kuwari_itisallaboutthepeople-womenleadership-diversity-activity-6859133403531362307-NkJI?utm_source=linkedin_share&utm_medium=member_desktop_web)

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New ways of working: [https://www.linkedin.com/posts/fatima-al-kuwari_weareooredoo-newwaysofworking-workingenvironment-activity-6909423053978374144-aUOW?](https://www.linkedin.com/posts/fatima-al-kuwari_weareooredoo-newwaysofworking-workingenvironment-activity-6909423053978374144-aUOW?utm_source=linkedin_share&utm_medium=member_desktop_web)

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Board diversity: [https://www.linkedin.com/posts/fatima-al-kuwari_breakthebias-activity-6906865000800235520-ZkzK?](https://www.linkedin.com/posts/fatima-al-kuwari_breakthebias-activity-6906865000800235520-ZkzK?utm_source=linkedin_share&utm_medium=member_desktop_web)

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Interview with the first female Chairperson of Ooredoo Maldives, Ms. Fatima Sultan al-Kuwari: https://www.youtube.com/watch?v=RiZH3WLXw-Y&ab_channel=CoralGlass

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No

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