

Company Results	Criteria Weightings (%)		Delta 2018 vs 2017	
	YEAR 2018	YEAR 2017		
Category: Technology	20.00%	25.00%	↓	-5.00%
NAVIGATION	3.00%	5.00%	↓	-2.00%
1 "Investor Relations" main tab on homepage	0.50%	0.83%	↓	-0.33%
2 IR main menu on homepage	0.50%	0.83%	↓	-0.33%
3 IR sub-menu links directly accessible from homepage	0.50%	0.83%	↓	-0.33%
4 English and Arabic version	0.50%	0.83%	↓	-0.33%
5 Search function (test via search for financial statements)	0.50%	0.83%	↓	-0.33%
6 All links to IR pages work and have content	0.50%	0.83%	↓	-0.33%
SPEED	1.00%	3.00%	↓	-2.00%
7 Loading speed test (faster than 7 sec - avg global loading time)	1.00%	3.00%	↑	2.00%
INTERACTIVITY	5.00%	5.00%	→	0.00%
8 IR Information Subscriptions	0.50%	0.50%	→	0.00%
9 IR updates	0.50%	0.50%	→	0.00%
10 Company News	0.50%	0.50%	→	0.00%
11 Company Reports	0.50%	0.50%	→	0.00%
12 Company Events	0.50%	0.50%	→	0.00%
13 Financial data presented in interactive graphs	0.50%	0.50%	→	0.00%
14 Financial data downloadable in excel	0.50%	0.50%	→	0.00%
15 Shareholder Forum	0.50%	0.50%	→	0.00%
16 Virtual visits to company facilities	0.50%	0.50%	→	0.00%
17 Content personalization for download	0.50%	0.50%	→	0.00%
DESIGN	1.00%	2.00%	↓	-1.00%
Responsive Design in multiple webbrowsers	0.50%	1.00%	↓	-0.50%
18 Internet Explorer	0.17%	0.33%	↓	-0.17%
19 Google Chrome	0.17%	0.33%	↓	-0.17%
20 Safari	0.17%	0.33%	↓	-0.17%
21 Responsive design for smartphones (iPhone)	0.50%	1.00%	↓	-0.50%
WEBSITE FEATURES	10.00%	10.00%	→	0.00%
22 Share Price Ticker (Homepage)	0.67%	0.67%	→	0.00%
23 Share Price Chart (Homepage)	0.67%	0.67%	→	0.00%
Share Price Information	0.67%	0.67%	→	0.00%
24 Latest Share Price (% up/down)	0.13%	0.13%	→	0.00%
25 Latest Share Price (QAR up/down)	0.13%	0.13%	→	0.00%
26 Traded Volume	0.13%	0.13%	→	0.00%
27 High/Low Price	0.13%	0.13%	→	0.00%
28 52 weeks High/Low	0.13%	0.13%	→	0.00%
29 Share price Chart (Company)	0.67%	0.67%	→	0.00%
30 Share Price Chart with index comparison	0.67%	0.67%	→	0.00%
31 Share Price Chart with peer group comparison	0.67%	0.67%	→	0.00%
32 Investment Calculator	0.67%	0.67%	→	0.00%
33 Dividend Calculator	0.67%	0.67%	→	0.00%
Ownership Structure	0.67%	0.67%	→	0.00%
34 By Top Shareholders	0.34%	0.34%	→	0.00%
35 By Geography	0.34%	0.34%	→	0.00%
36 Analyst Coverage	1.00%	0.67%	↑	0.33%
37 Analyst Consensus Estimates	1.00%	0.67%	↑	0.33%
Social Media Links	0.67%	0.67%	→	0.00%
38 LinkedIn	0.17%	0.17%	→	0.00%
39 Facebook	0.17%	0.17%	→	0.00%
40 Twitter	0.17%	0.17%	→	0.00%
41 Youtube	0.17%	0.17%	→	0.00%
42 Interactive comparison of financial information	0.67%	0.67%	→	0.00%
43 List of most viewed pages on IR website	0.67%	0.67%	→	0.00%
44 Latest updates on the IR website	0.67%	0.67%	→	0.00%

Company Results	YEAR 2018	YEAR 2017	Delta 2018 vs 2017
Category: Content	60.00%	50.00%	
COMPANY INFORMATION	15.00%	10.00%	↑ 5.00%
45 Business Model Description	1.50%	1.00%	↑ 0.50%
46 Company structure	1.00%	1.00%	→ 0.00%
47 Company history	1.50%	1.00%	↑ 0.50%
48 Company strategy	2.00%	1.00%	↑ 1.00%
49 Investment Case	2.00%	1.00%	↑ 1.00%
50 Ratios and Key Figures	1.50%	1.00%	↑ 0.50%
51 SWOT Profile and Risk Factors	1.00%	1.00%	→ 0.00%
52 Peer group comparison	1.00%	1.00%	→ 0.00%
53 List of company's advisers	0.50%	1.00%	↓ -0.50%
Company Approach to ESG	3.00%	1.00%	↑ 2.00%
54 Environment	1.00%	0.33%	↑ 0.67%
55 Sustainability	1.00%	0.33%	↑ 0.67%
56 Governance	1.00%	0.33%	↑ 0.67%
FINANCIAL INFORMATION	15.00%	10.00%	↑ 5.00%
Financial Calendar	1.00%	1.00%	→ 0.00%
57 Past Events	0.33%	0.33%	→ 0.00%
58 Future Events	0.33%	0.33%	→ 0.00%
59 Silent Periods	0.33%	0.33%	→ 0.00%
60 Quarterly Financial Statements	1.00%	1.00%	→ 0.00%
61 Annual Financial Statements	1.00%	1.00%	→ 0.00%
62 Quarterly Results Release	2.00%	1.00%	↑ 1.00%
63 Annual Report	2.00%	1.00%	↑ 1.00%
64 Online Annual Report	1.00%	1.00%	→ 0.00%
65 Earnings Guidance	2.00%	1.00%	↑ 1.00%
66 Financial reports archive	2.00%	1.00%	↑ 1.00%
67 Sensitivity analysis	1.00%	1.00%	→ 0.00%
68 Financial summary in excel format	2.00%	1.00%	↑ 1.00%
INVESTOR INFORMATION	15.00%	15.00%	→ 4.00%
AGM/ EGM Information	0.50%	0.63%	↓ -0.13%
69 AGM/ EGM Invitations	0.08%	0.10%	↓ -0.02%
70 AGM/EGM Minutes	0.08%	0.10%	↓ -0.02%
71 AGM Agenda	0.08%	0.10%	↓ -0.02%
72 AGM Archive	0.08%	0.10%	↓ -0.02%
73 AGM/EGM FAQs	0.08%	0.10%	↓ -0.02%
74 Corporate Actions	0.08%	0.10%	↓ -0.02%
75 Dividend policy	1.00%	0.63%	↑ 0.38%
76 Dividend history (previous dividend payments)	0.50%	0.63%	↓ -0.13%
77 Capital Markets Day	2.00%	0.63%	↑ 1.38%
78 Investor Roadshows	0.50%	0.63%	↓ -0.13%
79 Investor Conferences	0.50%	0.63%	↓ -0.13%
80 Event Presentations	1.00%	0.63%	↑ 0.38%
81 Webcasts/ Conference Calls	1.50%	0.63%	↑ 0.88%
82 Archive of webcasts/ conference calls	0.50%	0.63%	↓ -0.13%
83 General News	0.50%	0.63%	↓ -0.13%
84 Corporate News	0.50%	0.63%	↓ -0.13%
85 Regulatory Announcements	0.50%	0.63%	↓ -0.13%
86 News archive	0.50%	0.63%	↓ -0.13%
87 Equity Story Presentation	1.00%	0.63%	↑ 0.38%
88 Quarterly Investor Presentation (Results Presentation)	1.00%	0.63%	↑ 0.38%
89 Fact Book	1.00%	0.63%	↑ 0.38%
90 Fact Sheet	1.00%	0.63%	↑ 0.38%
91 Publications archive (5y if applicable)	0.50%	0.63%	↓ -0.13%
92 Creditor Information (bonds/ sukuk outstanding)	1.00%	0.63%	↑ 0.38%
93 Maturity Profile	0.50%	0.63%	↓ -0.13%
94 Funding Structure	0.50%	0.63%	↓ -0.13%
95 Funding Strategy	0.50%	0.63%	↓ -0.13%
96 Creditor Presentation	1.00%	0.63%	↑ 0.38%
97 Ratings	1.00%	0.63%	↑ 0.38%
MANAGEMENT INFORMATION	10.00%	10.00%	→ 0.00%
98 Executive Management (detailed bios)	1.00%	1.00%	→ 0.00%
99 Board Members (detailed bios)	1.00%	1.00%	→ 0.00%
100 List of directors (both executive and non-executive)	0.50%	1.00%	↓ -0.50%
101 Governance Reports	1.00%	1.00%	→ 0.00%
102 Internal control mechanisms and risk management systems	1.00%	1.00%	→ 0.00%
103 Key policies(summary overview)	1.00%	1.00%	→ 0.00%
104 Directors Dealing	1.00%	1.00%	→ 0.00%
105 Articles of Association	0.50%	1.00%	↓ -0.50%
106 Disclosure Policy	1.00%	1.00%	→ 0.00%
107 Organization Chart	1.00%	1.00%	→ 0.00%
TIMELINESS OF INFORMATION	1.00%	5.00%	↓ -4.00%
108 Updated most recent financial information	0.33%	1.67%	↓ -1.33%
109 Updated recent news items	0.33%	1.67%	↓ -1.33%
110 Reporting within reprrting deadlines	0.33%	1.67%	↓ -1.33%

Company Results	YEAR 2018	YEAR 2017	Delta 2018 vs 2017
Category: Service	20.00%	25.00%	
IR SERVICES ON WEBSITE	5.00%	5.00%	→ 0.00%
Detailed IR Contact Page	0.50%	0.63%	↓ -0.13%
111 Head of Investor Relations	0.07%	0.09%	↓ -0.02%
112 Contact for retail shareholder inquiries	0.07%	0.09%	↓ -0.02%
113 Position of each IR manager	0.07%	0.09%	↓ -0.02%
114 Office phone number of each IR manager	0.07%	0.09%	↓ -0.02%
115 Email address of each IR manager	0.07%	0.09%	↓ -0.02%
116 Picture of each IR manager	0.07%	0.09%	↓ -0.02%
117 Fax number	0.07%	0.09%	↓ -0.02%
118 Question Form	0.50%	0.63%	↓ -0.13%
119 Location Map	0.50%	0.63%	↓ -0.13%
120 Investor Information Kit (for download)	1.00%	0.63%	↑ 0.38%
121 Document Order Form	1.00%	0.63%	↑ 0.38%
122 Event Reminder	0.50%	0.63%	↓ -0.13%
123 Stock Glossary	0.50%	0.63%	↓ -0.13%
124 RSS Feed	0.50%	0.63%	↓ -0.13%
RESPONSE TO EMAIL INQUIRY (Service check)	15.00%	20.00%	↓ -5.00%
125 Request for information response time (Response within 24 hours)	10.00%	10.00%	→ 0.00%
Request for information response time (ranking)	2.00%	5.00%	↓ -3.00%
Request for information content	3.00%	5.00%	↓ -2.00%
126 Annual Report	1.00%	1.67%	↓ -0.67%
127 Latest Investor Presentation	1.00%	1.67%	↓ -0.67%
128 Latest Earnings Release	1.00%	1.67%	↓ -0.67%