

May 2013

To our stakeholders

I am pleased to confirm that Entebbe Handling Services Limited reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

Yours sincerely,

Georges Tytens

Chief Executive Officer

The Global Compact, Entebbe Handling Services (ENHAS) Activities and Engagements 2013.

Entebbe Handling Services Limited (ENHAS) is a Ground Handling Company, handling over 20 scheduled flights at Entebbe International Airport, Uganda. We have a workforce of 729 staff. ENHAS is a registered member of the United Nations Global Compact and we support and comply with the principles of the Global Compact.

Awareness programs

ENHAS has introduced towing limits for all our tractors. Indicators have been installed on all the tractors with the number of dollies or carts (weights) each can tow at a time. This safety innovation has reduced danger at the ramp and created a safe work environment. Equipment breakdowns have reduced and this has resulted in better service to our clients.

ENHAS has introduced a Safety Policeman to ensure staff adhere to Safety Procedures. This has reduced safety incidents/accidents at the workplace and thereby ensuring a safe work environment.

Our Health and Safety Policy promotes a "Just Culture" which encourages staff to report workplace hazards, threats, incidents and accidents in view of correction and not punishment. Staff readily report these occurrences and the root cause is established to avoid reoccurrence.

Environment

ENHAS is focused on saving the environment and making it better. Our Code of Conduct and Safety Policy, ensure care of the environment.

The company has embarked on making charcoal briquettes to save the environment. Briquettes are blocks of flammable matter used as fuel. They are made from biodegradable waste and thus save the environment by making good use of biodegradable waste and reducing the use of charcoal which degrades the environment through cutting of trees and emitting

harmful gasses in the atmosphere. It also helps to decrease the use of electricity and there by reduction in environmental hazards.

ENHAS has entered into a contract with Entebbe Municipal Council to use the dumping site and the bio degradable waste to make briquettes.

The company has a policy of disposing of used oils and waste. Used oil is taken to Total Uganda for disposing. Defective X-ray Machines are disposed at the National Radiation Centre, Makerere, Uganda. Expired drugs are disposed at National Drug Authority, Kampala, Uganda. Metallic scrap is disposed at Metallic Workshops in Kampala. Plastic bottles are disposed at Plastic Recycling (U) Ltd in Kampala. Toilet waste from aircrafts is disposed to a central gazetted area identified by Civil Aviation Authority, Uganda.

ENHAS has installed Ultraviolet Water Purification – UV Systems at all our operational areas both in Entebbe, Uganda and in 8 stations in the Democratic Republic of Congo. This system kills harmful biological contaminants and produces safe drinking water in abundance. It is economically affordable. It is also environmentally friendly as the environment is saved from plastic waste from bottled water and safe drinking water is in abundance.

Medical Scheme

ENHAS has contracted 3 Hospitals to provide medical services to all staff. A staff, spouse and 4 children are entitled to receive medical treatment from any of the 3 clinics/hospitals contracted by the company. The company has a Health and Safety policy in place.

Staff are also given free counseling on HIV/AIDS awareness. Condoms are distributed in staff washrooms and staff are provided free treatment for HIV/AIDS.

ENHAS is providing free Reproductive Health Seminars to all staff. This program helps staff to plan for their families and avoid having several children whom they cannot cater for.

The company also provides a mosquito net to all new staff and nets are given at a subsidized price for those who would like to have more than one.

Human Rights

ENHAS adheres to the Universal Declaration of Human Rights.

We have Terms and Conditions of Service, Company Values and Policies in place that underline the company's devotion to the Human Rights principles and protect the rights of staff at work. Female staff are entitled to maternity leave and paternity leave for the male staff in line with the labour law in Uganda. All staff have a right to be heard before a disciplinary penalty is imposed on them. Staff have a right to join the Amalgamated Transport and General Workers Union. Promotional opportunities are open to all staff.

Labour

ENHAS adheres to the labour laws of Uganda.

A staff upon engagement is given an appointment letter, job description and Terms and Conditions of service which are in line with Labour Laws of Uganda. Staff undergo general induction course and are mentored in the new job. Staff are provided meals at work, transport back home and medical treatment for self spouse and 4 children.

ENHAS Management holds meetings every fortnight to discuss issues regarding the company and staff concerns.

Anti-Corruption

The company has Terms and Conditions of Service and Code of Conduct which promote transparency and have zero tolerance for corruption. All new employees undergo a workshop on the terms and conditions of service and emphasis is put on avoidance of corruption and fraud. All trade transactions are carried out in a transparent manner and all customers and suppliers are treated fairly and with equity to avoid corruption. The company carries out internal and external audits to avoid corruption and fraud.

Thank you.