



Cairo – May 9th, 2012

Dear Mr. Secretary-General,

I am pleased to confirm that Etisalat Misr supports the ten principles of the United Nations Global Compact in respect to human rights, labour rights, the environment, and anti-corruption. With this communication, we express our intent to support and advance those principles within our sphere of influence. We commit to making the Global Compact and its principles part of the strategy, culture, and day-to-day operations of our company, and undertake to make a clear statement – to our employees, partners, clients, and to the public – of this commitment.

We recognize that a key requirement for participation in the Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the ten principles. We support public accountability and transparency, and therefore commit to report on progress within two years of joining the Global Compact, and every year thereafter according to the Global Compact COP policy.

Attached please find general information regarding our company, as well as the contact persons responsible for relations with the office of the Global Compact.

Sincerely yours,

Gamal A. El Sadat
Chairman



Company Profile

Etisalat Misr is a leading international telecom company operating in 17 countries around the world. Egypt is one of the countries where operation was launched in May 2007 as the first 3.5G operator. Etisalat's entry to the Egyptian market ushered in a new era for the telecom industry.

Etisalat Misr introduced for the first time to the market a host of 3.5G services, such as video calling, mobile TV, mobile broadband internet and data services. In a bolder step, 3.75G was introduced and assumed absolute market leadership in providing the fastest broadband internet in the market through USB modems and 3G mobile handsets.

Etisalat Misr's entry brought to the market an array of competitive and innovative rate plans that attracted one million subscribers in the first 50 days of operation. Thanks to the entry of Etisalat Misr to the market, mobile users in Egypt now have wider options, higher service quality, more innovative services and better value for money.

Today, Etisalat Misr's 2G and 3G robust and high quality network covers and serves 99% of the population in Egypt. Moreover, Etisalat Misr is the first and the only operator in Egypt that has an exclusive international gateway and its customers enjoy competitive international rates to all destinations around the globe. In order to complete Etisalat Misr's product portfolio, two well-established ISPs (Internet Service Providers) were acquired and provide broadband services to customers while at home and while on the move.

Etisalat Misr awards:

- Etisalat Misr has been awarded as "**Best New Entrant**" by CommsMEA in 2007
- Etisalat Misr is the winner of the "**Customer Care Excellence**" Award in 2009 by Genesys International Corporation. The Company was ranked the first worldwide amongst 200 international companies of various fields
- The CSR initiative, "Origin" was awarded "**Best Community Program**" in the 6th CSR summit in Dubai in October 2009 over numerous multinationals operating in the Middle East.
- Etisalat was awarded "**African Mobile Operator of the Year**" in 2009 and 2010 from ITP institute for its breakthroughs in the Egyptian market.



- “Ro’ya” tariff, which is addressed to serve sign language users using 3G technology, was the winner of ITP institute’s **“Most Innovative Non-voice Service”** award in 2009 as well.
- Etisalat was also awarded **“Best Market Offerings”** from DG group in 2009 for all of its exceptional and innovative market offerings that has revolutionized the market, and forced competition to follow with similar (and sometimes *identical*) offerings.
- Etisalat Misr was nominated amongst the best 7 operators in a developing country and amongst the best 6 companies globally in Customer Care Service at the **“World Communication Awards”** in 2010.
- Etisalat Misr’s “Ro’ya” tariff was shortlisted among the **“Best Customer Care and CRM”** solutions at the GSMA Mobile World Congress in Barcelona in 2010.
- In 2011, Etisalat Misr was named **“Mobile Operator of the Year”** and Eng. Saleh was named **“CEO of the year”** from DG group for the continuous efforts that led Etisalat to become the market leader in many aspects.



Human Rights

- Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights; and
- Principle 2 make sure that they are not complicit in human rights abuses.

Etisalat Misr's Contribution: Etisalat Misr is committed to respecting and abiding by of all human rights issues and laws that govern it in the Egyptian Law. We are a company that values human rights of all its stakeholders in all its operations, whether employees, subscribers, or even Egyptian citizens who might be affected by Etisalat Misr's operations.

The company's future plan is to coordinate with its suppliers to ensure that they respect all laws that govern human rights. It will be done in a persuasive manner, and not in an imposing manner to make sure that these laws are done voluntarily.

Labour

- Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4 the elimination of all forms of forced and compulsory labour;
- Principle 5 the effective abolition of child labour; and
- Principle 6 the elimination of discrimination in respect of employment and occupation.

Etisalat Misr's Contribution: In this principle, Etisalat Misr has had several milestones:

- All employees are entitled to medical insurance that is fully covered by the company for employees and their family members as well.
- All employees are entitled to different types of benefits, such as discounts in certain schools, certain real estate projects, subsidized memberships in sports clubs, etc.
- Etisalat Misr is an EOE (Equal Opportunity Employer), where there is no discrimination of any kind is done when it comes to employment or



occupation. The job's requirements are the indicators of who will fill the vacancy.

- There is a complete escalating system that employees can follow in case any form of breach occurs in their labour rights.
- Every year, a survey is carried out to measure the level of engagement of the company's different teams, as engagement is an indicator that employees are satisfied in their jobs and in the working environment. The survey results show that Etisalat Misr's employees have a very level of engagement.

Environment

Principle 7 Businesses should support a precautionary approach to environmental challenges;

Principle 8 undertake initiatives to promote greater environmental responsibility; and

Principle 9 encourage the development and diffusion of environmentally friendly technologies.

Etisalat Misr's Contribution: Etisalat Misr has a large contribution in this aspect.

- The company launched its renowned initiative "**Origin**" to tackle and contribute in solving the water problem on 4 frontiers. The first frontier is installing water connections for underprivileged families. The second frontier is building water purification stations in areas where people drink contaminated well or underground water. The third frontier is funding irrigation solutions that help preserve water and solve disputes amongst farmers in the countryside. The fourth frontier is helping patients of kidney failure (which is mainly a result of consuming contaminated water) get better treatment through supplying public hospitals with kidney dialysis machines and kidney dialysis stations that increase the efficiency of machines.
- Since the launch in 2009, around 95,000 unfortunate citizens have benefitted from this initiative, as well as around 4,100 cases have received medical treatment. We plan to keep working on this initiative for the coming 3-5 years.
- Moreover, Etisalat Misr is currently undertaking a new "**green**" concept in its cell sites, where the company installed 45 cell sites that work using solar and/or wind energy. Etisalat Misr's plan is to expand extensively in this new, state-of-the-art technology over the coming



period to reach 150 cell sites by mid 2012, with further expansion plans.

Anti-Corruption

Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery.

Etisalat Misr's Contribution: Etisalat Misr does not get involved in any sort or form of corruption that may occur, even if this will help in its operations. We refrain from any acts of extortion or bribery, even if asked to. This commitment will continue to be there, as integrity is part of Etisalat Misr's values.

Annex

Water Initiative “Origin”

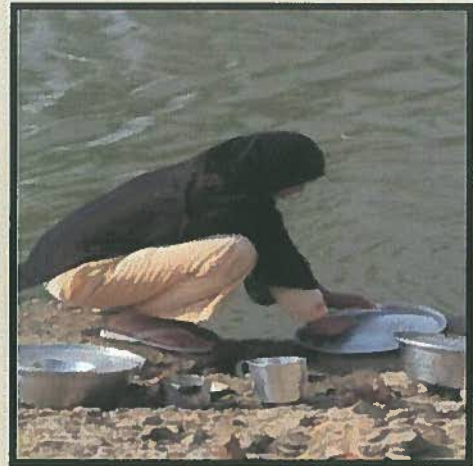
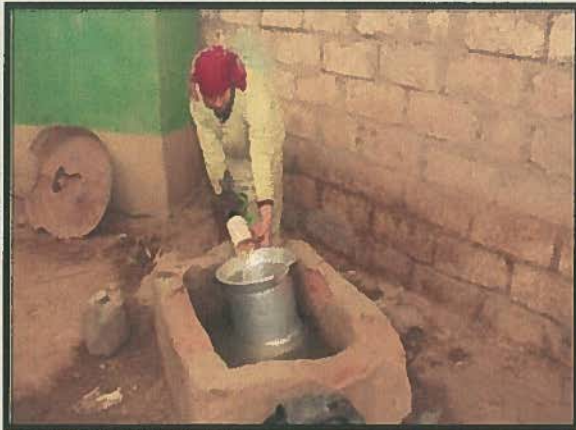
Etisalat CSR | Origin



Water Purification stations



•Rural areas are deprived from clean water depend on ground contaminated water and canals as their main source of daily potable water. Globally, an estimated 20% of child mortality for children under five years old is attributed to diarrheal disease alone.



Water Purification stations



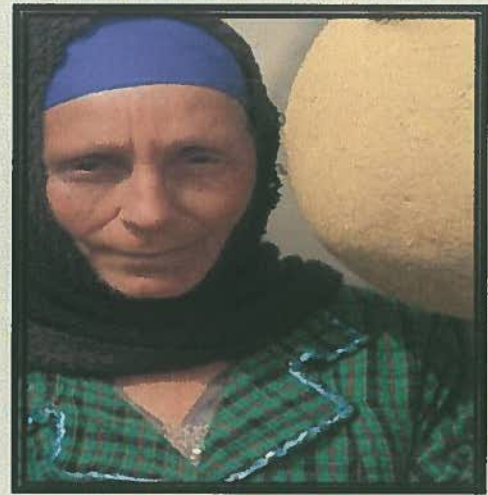
- Etisalat has built 9 purification stations in 6 governorates serving more than 50,000 people.



Water Connections



- Members of households without water connections, normally make 4-10 trips every day to fill a 20-liter container every time from any water source that is somewhere between 10 and 20 minutes walking distance from homes. Females and children are more likely to make the daily trips for water than males.



Water Connections



•3,000 connections in 3 governorates serving more than 30,000 beneficiaries.



Kidney Dialysis Machines and Purification Units

•Groundwater contamination and lack of clean potable water in rural Egypt has resulted into an increase level of kidney infection and failure. Therefore as part of “Origin” components, Etisalat Misr donates Kidney dialysis machines and purifications units to governmental hospitals were is deeply needed.



Kidney Dialysis Machines and Purification Units



- 7 purifications units were installed in hospitals across 7 governorates raising the capacity of 70 dialysis machines by 33% & 12 dialysis machines were installed in 9 hospitals serving 4100 patient per month.



Irrigation Canals



•Agriculture is the largest consumer of water, with 80-85% of Egyptian fresh water consumed in irrigation.

The efficiency of the traditional flood irrigation commonly used is estimated at 50%, due to irrigation malpractices on farm level.

The productivity per feddan at the tail of tertiary irrigation canals is estimated to average (30 – 50%) of the productivity at the head of these canals.



Irrigation Canals



•**6,500 meters of irrigations canals in 3 governorates with 15,000 beneficiaries.**

One feddan required 5.75 hours irrigation time before lining, but after lining it required only 4.25 hours. This means saving 1 hour and half per irrigation turn.

This saved 25% of the irrigation water. This also saved in oil and labor used for irrigation. Reduced the weeds and cleaning costs, two times per year.

This system ensured that water reach the end of the canal which contributed to fair distribution of water and promoted cooperation rather than conflict around water.

Lining irrigation canals reduced or stopped water leakage.

This reduced ground water levels which helped maintain / raise land fertility.

This saved land needed for water canal.



2012 Plan



- New revolving fund with UNICEF for water connections in Upper Egypt with a commitment of at least **1,000 connections** the first year.
- New water connections for **762 houses** in Sohag and Fayoum(Upper Egypt) .
- Construction of **5 purification stations** working on purifying water from **14 contaminated wells in 5 villages**.
- Total number of beneficiaries **123,518 minimum**.
- Installing **5 kidney dialysis stations** and **15 kidney dialysis machines** in public hospitals.
- Total number of beneficiaries is around **3250 patients monthly**.