

## **Statement of continued support by the Chief Executive Officer**

Your Excellency Secretary General,

I am pleased to confirm that the Emirates Telecommunications Group Company PJSC - “Etisalat” - reaffirms its support of the Ten Principles of the United Nations Global Compact in its effort to fight for human rights, its defense of labour and the environment, and its efforts to combat corruption.

These principles have always been part of our corporate culture, and since signing with the UNGC we have reinforced their application across our footprint building a structure that will have a sustainable impact for years to come.

In our latest Communication on Progress, we describe the results of initiatives already in place as well as the proactive actions taken since making our initial pledge. We have already engaged in a variety of initiatives in support of the strategy we laid out when signing with the UNGC.

I would also like to take this time to reconfirm our commitment to share this information with our stakeholders using our primary channels of communication.

Etisalat will continue to value the guidance and leadership of the UNGC, and looks forward to vigorously pursuing action in support of the organisation’s goals and values.

Yours sincerely,

Ahmad Julfar  
CEO  
Etisalat Group

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The progress of Etisalat Group’s CSR initiatives is assessed and reported on yearly in Etisalat Group’s Annual Report. This report compiles all the efforts by Etisalat at the Group level as well as the execution of various initiatives by OpCos across our 18 markets. (For a link to the latest report, please refer to the end of this document)

The following are some highlights of Etisalat Group’s work in the areas of CSR, Human Rights, HR, Labour, and the Environment.

### **Corporate Social Responsibility and Human Rights**

As a signatory of the United Nations Global Compact Etisalat Group is committed to using our influence to ensure compliance with generally accepted human rights articles within our value chain.

Etisalat Group is therefore proud to follow a zero-tolerance policy with regards to abuses of human rights within its value chain. Etisalat Group reserves the right to terminate business with a supplier with serious breaches of the Standards contained in this Policy and where the supplier consistently fails to take corrective action within an agreed timescale.

Etisalat's strategy continues to be inspired by international benchmarks set by the International Standards Organisation (ISO 26000) and the Global Reporting Initiative (GRI). Additionally, Etisalat's Chief Executive Officer, Ahmad Julfar has been providing leadership since 2012 as the signatory for the Group's United Nations Global Compact commitments. Mr. Julfar also provided the vision for these initiatives as a board member of GSMA's Mobile for Development Foundation.

Etisalat's ongoing investments and commitment to corporate social responsibility have been focused on improving the communities in which we have a presence. Embracing its CSR efforts with the same passion and leadership it brings to every part of Etisalat's business, 2015's key CSR efforts have strived to empower the communities that Etisalat serves in the Middle East, Africa and Asia. This has been through various 'Mobile for Development' initiatives that aim to provide commercial mobile services to people in emerging markets and particularly in areas with limited access.

To further this goal, a number of CSR initiatives have been undertaken to address local economic development; education; environment; health and personal finance.

Under the banner 'Etisalat for Good', Etisalat and its operating companies are actively working on 'Mobile for Development' initiatives in collaboration with its global partners. These efforts have helped bridge the gap between emerging markets and developed nations, while generating impressive digital dividends in the form of jobs, economic growth and stability.

In 2015 Etisalat Group partnered with Wikimedia Foundation's global initiative to enable everyone to access and participate in all the free knowledge on Wikipedia across its entire footprint.

In Sri Lanka, Etisalat Lanka is providing access to education using tablets and special software to a number of rural communities. During the first phase of the project, two rural villages were chosen and 10 android tablets were distributed among 48 families. Several Apps and locally relevant information was pre-installed on the tablets, and distributed to adults and youth alike. The programme has since been rolled out into schools and has earned the attention of global stakeholders, and was also featured in the successful Dubai Expo 2020 bid video. Android Village hub is now earmarked for replication in Egypt and other Etisalat markets, further highlighting the success of the initiative.

In Sri Lanka, Etisalat has successfully completed two additional Knowledge Centres - bringing the total number of knowledge centres to six - as part of its continuing efforts to develop ICT knowledge among school children. ICT education has been an integral part of Etisalat Lanka's CSR initiatives over the years, encapsulating its vision of giving students access to knowledge through various platforms, including the donation of a fully-equipped library and other educational materials.

Recognising the importance of computer literacy as an essential lifelong skill in the 21st Century, Thuraya – an Etisalat Group company - supports Information City's "Educate a Child, Build a Nation" initiative. This initiative advocates computer literacy for children in the UAE, helping them develop literacy skills from a young age. Computer literacy is an essential.

Etisalat has continually helped empower women and people with special needs, especially in communities lacking social or economic development. As a reflection of these efforts, GSMA awarded Etisalat one of the only two financial grants for projects that will provide sustainable benefit to women in three of the company's West African markets through its 'Weena' initiative.

*Weena*, expanded rapidly in 2015 and is now available in Togo; Benin; Cote d'Ivoire; Nigeria; Afghanistan, and Pakistan. Throughout the year, *Weena* has positively impacted the lives of over 93,000 women employed as selling agents "Weena agents". The largest impact *Weena* has had is on the lives of its end customers resource poor women, organised in associations, who own and use mobile phones and are rewarded for that usage through a unique, community-focused programme based on Etisalat's mobile money platform. Since the service launch, over 1.3 million women have been reached through *Weena*.

Etisalat's 'Mobile Baby', a complete suite of services powered by mobile technologies that allow healthcare workers to provide critical medical care in rural areas, has seen continued success during the year. More than 1500 mothers and expectant mothers were registered to the programme, while 261 traditional birth attendants were trained on how to use the programme's tools. Subsequently, related maternal care technologies were launched in Tanzania, Nigeria and Sri Lanka, with future projects lined up for Niger. Each of these initiatives have contributed tangibly and form the core of Etisalat's UNGC efforts to help reduce child mortality rates, while simultaneously improving maternal health in the regions.

The UAE, Egypt, Saudi Arabia and other countries within Etisalat's footprint rank among the worst effected nations suffering from diabetes. In an effort to help these countries fight diabetes, a team of Etisalat volunteers from its operations in UAE, Afghanistan, Egypt, Pakistan, Saudi Arabia, and Tanzania represented Team Etisalat in the GSMA organised 'mHealth Grand Tour 2015', a 9-day cycle ride from Brussels to Geneva testing new technologies, supporting research and raising awareness of technologies to help manage diabetes.

In Benin, Etisalat is distinguished by its sustainable social engagement programme, especially in the less fortunate communities. It has invested in a variety of education and health projects, such as the commitment to build an amphitheatre and several classrooms in Parakou, as well as offering solar kits to more than 20 villages in order to obtain free energy.

Another remarkable CSR programme is Etisalat Misr's Origin programme in Egypt. Launched in 2009, this programme was established to tackle water issues through various elements including connections; purification and irrigation canals. Since its launch, over a half million people have benefited from Origin. This is an ongoing initiative, now with the target of covering the whole nation.

In an effort to combat maternal and infant mortality while sustaining the company's innovative edge, Etisalat Nigeria has introduced the use of Mobile Technology in the provision of health services. The mHealth service provides a solution where midwives and healthcare providers use technology to capture, analyse, diagnose and ultimately prevent clinical conditions that lead to maternal and infant mortality.

As a result of the unfortunate regional conflicts and political unrest in countries like Mali, Central African Republic, Northern Nigeria, Egypt, Afghanistan, and Pakistan, a huge volume of refugees were brought to remote areas for urgent need for access to financial aid. This resulted in another Etisalat Group partnership, this time with the World Food Program, to create a secure and simple transaction tool for the refugees to be able to secure their needs, the Electronic Social Cash initiative.

The program provided the refugees with a card that included credit where they can scan to purchase their goods or they were given telephone SIM cards with credit that can also be scanned when financial transactions are needed to be made. This initiative ensured instant rollout across the entire countries, even in the areas with no power or banking infrastructure. It also enabled the control of merchant level prices for subsidized goods and allowed for control over the fund distributions.

In an effort to assist in a quick response to the Ebola crisis, Etisalat Nigeria teamed up with Samsung Electronics in a bid to curb the spread of the deadly virus by providing healthcare crews devices with Etisalat SIM cards equipped with data and airtime bundles. These measures are to assist in the collection of data on individuals who have been potentially exposed to the virus.

In addition to this timely reaction to contain and eradicate Ebola in Nigeria, seven Etisalat Group OpCos in Benin; Côte d'Ivoire; Gabon; Niger; Central African Republic; Togo, and Nigeria, partnered with the African Union and other telecom operators in a drive to support the fight against Ebola in West Africa. The drive is envisaged to combat the virus by using an SMS-dedicated platform to raise funds for the deployment of African health workers to affected countries.

The focus of the CSR contribution of the newest member of the Etisalat Group, Maroc Telecom, has been to cover the remote areas of Morocco to ensure accessibility to low-income communities. Maroc Telecom has provided coverage to over 7,000 isolated areas within the framework of PACTE (Program for Universal Telecom Access) and over 20,000 areas beyond the PACTE programme in Morocco. This initiative is in addition to other CSR programmes Maroc has conducted including: 700 scholarships, internship programmes; environmental initiatives, and community support throughout its footprint.

Etisalat's operations in Pakistan, Ufone and PTCL, have also been a valuable contribution to the Etisalat Group's CSR mission, with efforts focused on healthcare initiatives; humanitarian responses to the flood crisis in Sindh, and Tharparker relief operations.

In wake of the devastating flood that affected the northern areas of the country, Pakistan's Ufone joined hands with Pakistan Red Crescent Society (PRCS) to provide food to people in areas where floods devastated livelihoods of hundreds of thousands of families. Ufone also supported the Government of Pakistan and came up with a simple yet innovative way of biometric verification for fair cash disbursements to affected people.

Ufone and PTCL have been involved in a number of educational initiatives for underprivileged communities in Pakistan, in addition to introducing innovative power management and green management programmes.

Ufone developed an Emergency Alert System for schools which is a free of cost USSD based panic alarm system launched for schools. It is an end-to-end solution, which does not require any sophisticated handset, mobile balance or internet services for operation. It connects over 100,000 schools with 5,000 law enforcement officials who respond within seconds of an incident.

### **Human Resources and Labour**

At Etisalat, we believe the nurturing of talent at all levels will be the determining factor in our ability to achieve results, grow our business and pursue our goal of becoming the leading and most admired telecom group in emerging markets.

Being responsible for our employees means building a company that understands and lives its values and which nurtures a motivational culture is essential to how we do business. To do this, Etisalat Group is attentive to the expectations and needs of all employees. Etisalat is committed to placing men and women at the heart of its development strategy and this is accompanied by strong social goals e.g. to be among the preferred employers in the main countries where it operates.

In many of the markets in which Etisalat operates, trade unions are not legal. However, in those where unions do exist, like Pakistan and Atlantic Telecom's markets, and even in those where they do not, Etisalat Group extends great efforts to ensure that a constructive dialogue ensures between all stakeholders.

Given the footprint in which Etisalat operates, and the free movement of talent across borders, Etisalat Group sees the diversity of its teams as a key asset. Etisalat Group has long been convinced that through encouraging diversity and equal opportunities, the company is more creative and innovative. This results in more satisfied customers, better corporate performance, and an environment that attracts the best talent.

Etisalat also supports those with special needs or who experience other difficulties entering the labour market and have opportunities in different areas of its business.

Passion to excel drives Etisalat's people to deliver outstanding business results. Our human resources strategy enables employees to live this passion; unleash their talent, skills and capabilities. Our strategy is built on three pillars: culture and values, talent pool and operational excellence.

Our culture and values are essential to engage employees to contribute to our success. Being an Etisalat Citizen is synonymous to being open, collaborative, innovative and accountable. The Global Values Framework was created through the combined efforts of over 200 employees across Etisalat's operating companies. They developed the statement "Etisalat is a global family; putting customers at the centre of its actions; is innovative and focused on its people" that represents who Etisalat staff are and how they behave as employees of Etisalat Group.

The second pillar of the human resource strategy involves the continuous investment in enhancing the capabilities of our talent pool. Our first Group-wide HiPo programme targeting High Potentials employees to develop their leadership skills was an outstanding success with the graduation of 75

employees. The encouraging track record combined with low graduation attrition rates has highlighted the programme as a promising source of talent throughout the organisation. Additionally, new international assignment policies were introduced to fully optimise the spread of this new talent pool. A new intake of 100 trainees joined the program in 2014. In December 2015, Etisalat Group celebrated the second cohort of graduates.

Our third pillar, operational excellence, aims at ensuring an effective and efficient business management model. Two measures help monitor our operational excellence; the productivity index and the performance indicator.

The productivity index measures operational efficiency such as customers per employee, revenue per employee and staff cost ratios. The performance indicator reflects prompt and efficient managerial action in instances of staff level reductions, HR policy changes and the outsourcing of non-core activities.

The reviewed Performance Management System strongly contributed to align senior executives and employee objectives with the goals and aspirations of the Group's corporate strategy. It bridged performance and associated rewards in a consistent and coherent approach in all the operations.

We believe the Etisalat Group HR strategy is well balanced as it integrates the complexity of being a strategic international player while delivering efficient local business partnerships in all of its operations.

Recently, our leadership portfolio has been complemented with the addition of two new Best-in-Class development programmes: the Core Leadership Programme (CLP) for middle management, and the Global Leadership Programme (GLP) for executive development. These programmes help our talent pools to be the best they can be; from growing their functional skills and market knowledge linked to our business strategy and priorities, to developing the leadership skills required now and in the future.

Our Talent Acquisition function focus on ensuring that the Group functions are staffed with best-in-class specialists who are able to set the agenda and govern the operations within their areas of expertise. Talent Acquisition teams across our footprint now work in tandem with our strategic sourcing capability building and receive regular tactical support through Yammer, our recently-introduced social enterprise network.

We continue to develop our International Assignment programme to be more cost-effective and have forged stronger links between Talent Acquisition; Global Mobility; Succession, and Talent Management. There is now a greater collaborative focus on career planning and management. New tools have been rolled out including the Assignment Management Solution and Talent Bank software. By working closer together, we have been able to identify, recruit and deploy top talent to our Operating Companies (OpCos) where the assignees have continued to add value and provide knowledge transfer as well as develop their own technical and managerial skills. The Global Mobility of our assignees is one of the pillars of our Talent Management approach and is seen as a valuable tool in deploying, developing and retaining top talent. By actively managing our assignees and working closely with key stakeholders, we have optimised assignment management resulting in a more effective and efficient business model.

In 2014, we successfully conducted the 4th annual HR Excellence programme, based on the European Foundation for Quality Management (EFQM) methodology. Thirteen OpCos managed to improve their HR Excellence score year-on-year, three of them proudly reached international levels of excellence. The programme was also a great opportunity for the Etisalat Group to foster collaboration across all OpCos and functions to share best practices group-wide. The 5th HR Excellence programme is due to be rolled out in 2016.

Employee engagement continues to occupy prime position in the priorities of management. The latest Etisalat Global Employee Survey was conducted across all OpCos in 2015, as part of a five-year programme to enhance employee engagement and, by extension, business performance across the Etisalat Group. The survey has been well-received by our staff, who regard it as an excellent driver of required change and an opportunity to voice their views and opinions for the attention of management.

A Global Values Framework for the Etisalat Group was a direct result of previous survey. Designed following extensive consultations with all stakeholders, including customers and staff, the Global Values Framework is aimed at enhancing and cultivating the One Etisalat Family concept across the Etisalat Group. The One Family concept is part of the Etisalat Corporate Strategy and a key component of the People pillar.

We strongly believe that our people are a key strategic asset to our long term growth. In 2015 we have continued to develop and enhance the capabilities of our talent pool, and are confident we will be able to look back on another successful year.

### **Environmentalism**

Green ICT is a core component of Etisalat's business strategy and commercial portfolio and has been for many years. The company values and nurtures the energy and dynamism needed to achieve the very best, striving for excellence in building a sustained environment for the future.

Etisalat is committed to provide telecommunications and broadband services in a manner that strikes a balance between economic, social and environmental needs. It will minimize the environmental footprint (water, energy, waste and greenhouse emissions) of its operations by pursuing environmentally sustainable practices in our technical, commercial, managerial and administrative activities and services.

Etisalat fully appreciates the additional value that is created by reducing costs and creating new revenues based on the principles of eco-efficiency, internal carbon management and reduction of energy consumption. It also provides its customers with green and low carbon services to help promote an environmentally sustainable economy.

In telecoms, the core environmental concern is the network which must be managed for its waste output, energy consumption (diesel and electricity) as well as the visual impact it has on the environment. Due to the large scale deployment of networks, a standardised approach is required.

In 2010 Etisalat began the journey of implementing a Global Environmental Management System based on the principles of ISO 14001. This sets guidelines for the management of Group companies to ensure a consistent approach to network deployment, and facility management. Etisalat is in the process of generalising best practices across all countries and adopting eco-efficient criteria.

Etisalat's investment in next generation broadband infrastructure is also helping reduce consumption and emissions. In its own studies, the deployment of fibre optics has helped reduce power consumption by 70% and emissions by 80%. Etisalat expects more improvements from the deployment of even more efficient 4G networks.

Ranked higher than South Korea, Hong Kong and Japan by a large margin, UAE stands as a leader in fibre connectivity with 85.7 percent of the country covered by fibre-to-the-home (FTTH) network. The UAE's achievement as a top nation in rolling out the next generation network reaffirms its commitment to accelerate ICT adoption for a digitally enabled future. For the third consecutive year, the UAE tops global ranking in FTTH Council's Global Panorama FTTH report 2015, as the most fibre-connected country in the world with Abu Dhabi as the world's first Capital to be fully fibre connected.

Contributing to this success is Etisalat's FTTH network, which covers nearly 90 percent of the UAE's populated areas. Working towards embracing pervasive and ultra-high speed broadband networks, Etisalat has invested AED25billion over five years including 2015 to cover the UAE with advanced fixed and mobile networks.

Since the 1990s Etisalat has been exploring the use of solar power within its facilities. Its first ever deployment was at the Etisalat University College to provide water heating. Since then, it has deployed large solar base stations at 50 locations in the UAE. Across its footprint Etisalat is now deploying the most efficient network infrastructure possible, including carbon masts in Saudi Arabia, solar power in Egypt, and wind in Afghanistan.

Etisalat collaborated with the UAE's electricity utility providers to connect to the grid rather than run on diesel generators at over 100 mobile network sites, and switched to more efficient cooling systems for its mobile sites, substantially reducing electrical load requirement and consumption.

In Pakistan, Ufone launched several alternative energy systems in 2013 that included solar hybrid and smart power solutions as part of its efforts towards better power management and green initiatives. To reduce its carbon footprint in 2013 and beyond, Ufone installed long life batteries with a pay as you go model. Additionally, the company converted 150 BTS indoor sites to outdoor sites, resulting in a 15-30 per cent reduction in power consumption in the year.

In 2013, Etisalat completed its first solar project in Sri Lanka and became the first operator on the island to deploy 'Net Metering'. The 6KW solar powered solution is expected to reduce power costs by half. Etisalat's engineering teams across Sri Lanka are working on further optimising solar power generation at a number of its sites. The company is committed to ensuring its networks and systems deliver the highest quality of service in a responsible and efficient manner, with a plan to convert at least 300 sites in the future to 'Net Metering'.

Tower Sharing is also a key strategic initiative (deals made in Nigeria and Saudi in since 2014). Successful site sharing agreements reduce the materials and waste inherent in construction of new facilities. It also has a positive impact on maintenance and fuel distribution.

Maroc Telecom is using renewable energy, installing free-cooling ventilation systems at technical sites, switching to energy-saving technology (Single RAN), and encouraging electronic top-ups.

In Egypt, in 2012, Etisalat Misr partnered with the UNICEF for a project called: 'Raising Healthy Children with Safe Households Water Supply'. This project is within the framework of Etisalat's initiative "Water is the origin of Life", which was adopted from Etisalat's first day in the Egyptian Market. The initiative is known as the 'Origin Programme'

It is a long-term project, one with four main components: providing access to safe drinking water, water purification, irrigation water interventions, and treating renal failure disease. Access to clean water is a major strategic challenge for Egyptian society, and is essential for everyday living and health. Through this initiative the most marginalized children and their families have a chance to get their basic needs for safe water met and enjoy better health, hygiene, and opportunities to fulfill their potential.

Origin's initial target was to benefit 5,000 community members, in its first phase, in Qena Governorate, one of the most deprived Governorates in Upper Egypt, where many households still lack direct connection to the water distribution system. This is an ongoing project, which, so far, has benefited the daily lives of half a million people. The ultimate goal is to provide safe drinking water nationally.

In 2015 Etisalat UAE signed with ENEVO, a key trash bin sensors manufacturer, for the first embedded SIM cards agreement in the Middle East. Etisalat started delivering the SIM cards with a total forecast of 3000 SIM cards over a period of 4 years. The SIM cards to be used with refuse bins for Smart refuse management. The sensors show which bins are full and provide a more efficient way to plan and manage the deployment of bins and the fleet of collection vehicles.

Etisalat UAE is providing to BEE'AH in Sharjah Emirate a waste management solution that monitors waste levels and gases emissions covers, which allows for more efficient and effective fleet management, as well as the re-deployment of waste bins.

Emirates Energy Star, which focuses on environmental facility management, has created average savings on energy of 17% per facility since it started, and reducing overall CO2 impact. (See attached case study for full details).

In 2011 Etisalat Group signed an agreement with specialist e-waste company, Enviroserve, to develop recycling programmes for mobile phones and other gadgets across all of its markets. Speaking at the time, Etisalat Group CEO, Ahmad Julfar, commented: "Etisalat is playing an important role in reducing our customers' impact on the environment through many different technology innovations and initiatives. This agreement is an extension of our existing green vision and helps our customers actively participate in the protection of their natural environment. Electronic waste is difficult to remove and

dispose of safely, and through this agreement we are providing valuable knowledge and best practice to markets which need it most. We are delighted to take the lead on this key issue."

Under the agreement, the two companies have developed initiatives to safely dispose of e-waste such as old mobile phones and other electronic items. More than 450 tons of electronic waste in the UAE alone has been collected since the Envirofone campaign began.

Etisalat Nigeria was the first to launch Eco SIM Packs that reduced the size of packaging and only used biodegradable materials, so it was completely recyclable. As a result, Etisalat Nigeria has reduced the amount of plastic used in the manufacturing of its SIM cards by 50%, as well as its CO2 emissions.

Etisalat's Eco-SIM is manufactured with 50 per cent less plastic, so that the environmental footprint of this new SIM card is one half of that generated by the classic SIM card. The new format uses half the quantity of plastic for production, thus reducing waste generation, resulting in a reduction of CO2 emissions from 16g of carbon dioxide (CO2) to 8g CO2 generated per card. In addition, customers also received the new SIM cards in an environmentally-friendly envelope, which is made of natural, non-treated, non-bleached fibers, a paper window, aqueous ink and glue without solvent.

This approach was also adopted by Ebtikar Card Systems (part of Etisalat Group), which produces SIM card solutions. In 2011 it launched the LiM SIM card is half the size of a standard SIM card, and uses half the amount of plastic. Carbon dioxide emissions generated in manufacturing is also lowered from 16 to 8 grams for every LiM SIM card. Further, the smaller size means a corresponding reduction in transportation costs and overall waste.

In 2010 Etisalat UAE launched 'Pay and Win', a service designed to reduce its carbon footprint by encouraging customers to use the electronic channels for viewing and paying their bills. The online services allow both individual and business customers for bill payment toward Fixed and Mobile phones, Internet services and E-Vision, also lets them conveniently recharge and renew their Wasel accounts online.

The initiative created awareness towards an important social element as online transactions minimize the use of paper and transport costs for the customers, which in turn has important implications for the nation's environment. All of Etisalat's customers can now use an alternative method which is easy, fast, cost effective and environment friendly. As a result of the Go Green initiative, over 99% of post-paid customers have converted to e-Bill in UAE.

Etisalat Lanka has involved the local community in a recycling project – Sondurudiriya. The objective of the project is not only to recycle marketing waste, but also to provide an opportunity to uplift the lives of rural housewives. Etisalat's marketing materials provide the opportunity for rural housewives to produce handy, environmentally-friendly grocery bags. These bags are produced by the rural village housewives, in turn giving them a source of income to uplift their quality of living. The bags are sold at a nominal price and part of the income is reimbursed to the housewives.

It has also been identified that Etisalat's offices, retail outlets and call centres create waste and consumption issues that need to be managed. Etisalat is developing systems to help reduce this impact and also assist its channel partners and customers in becoming more efficient.

As environmental pressures grow globally, there is an increasing pressure on the need for smart buildings and cities to help reduce waste and pollution. In the UAE, Etisalat's Emirates Energy Star programme has the ambitious target of reducing the country's carbon footprint by 20 per cent within an optimum period. It targets old buildings equipped with Etisalat's fiber network, and connects them to a centrally managed control centre. The solution reduces power consumption, especially from air conditioning, and has already been installed in 80 buildings across the country. Thus far, Etisalat has saved the equivalent of 5,588 trees by helping enterprises eliminate more than 26,025 tonnes of unnecessary CO2 emissions, through 24/7 monitoring, streamlining and reducing energy usage of heating, ventilation and air conditioning (HVAC) equipment in the facilities.

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**More Information:**

For more detailed information please refer to Etisalat Group's 2014 Annual Report:

<http://etisalat.com/en/system/docs/12-4-2013/Etisalat-AnnualReport2014-English.pdf>