



April 2, 2019

**SUBJECT: 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,

**Eng. Saleh Al Abdooli**  
Group Chief Executive Officer,  
Etisalat Group

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 15 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

Etisalat Group's commitment to corporate social responsibility remains a major priority. The company integrated CSR into all business endeavors to create value for subscribers and shareholders as well as the communities that Etisalat serves. As it transformed into an integral player on the global digital stage, Etisalat aimed to empower people through technology, while harnessing the power of its network to help address modern society's most complex issues.

As a group, special efforts were undertaken to set new targets for tackling issues like climate change, promoting sustainable economic growth, and universal access to necessities in many countries. On a global level, Etisalat worked closely with the United Nations Global Compact on relevant initiatives across the Group's international footprint. Etisalat's CSR activities extended to technological development, education, health care, social and cultural engagement, environmental conservation, women empowerment, employee wellness, and beyond.

There was special focus on enabling technology and digital capabilities across the group at a grassroots level to make a collective positive impact on society. Moreover, specific efforts were made to encourage innovation and pioneer creative thinking for the next generation.

### CSR in 2018

In the UAE, a national initiative called 'Youth x Hub', a platform to connect young people enabled them to share their thoughts and launch new ideas together. Etisalat supported the efforts in the 'UAE Innovation Month', by organizing dedicated workshops to help youth refine their skills, initiate ideas, pioneer innovation, and transform their thinking process.

In Morocco, Maroc Telecom initiated various ICT projects in teaching and learning. In association with the Moroccan Ministry of Education, Maroc assisted in implementing educational programs in schools across the country. The operator actively contributed to Genie, Injaz and Nafid@ - the education ministry's three national programs part of 'Digital Morocco' strategy to provide ICT access to schools countrywide.

Now in its fourth phase, the Genie engineering program supplied equipment to more than 3 200 educational institutions. This included internet access and filtering solutions to protect students from sensitive content on the Internet. In addition, Maroc Telecom was one of the major contributors to the Injaz program, which also provided Moroccan students with computers and internet connectivity. The Nafid@ program, meanwhile, equipped teachers with the latest equipment and connectivity, enabling them to remain connected with their students at all times.

Etisalat also went beyond equipping students and the youth with technological solutions by providing insights into the future of technology and education.

At GITEX Technology Week, the largest technology event in the region, Etisalat showcased the latest education technology to students and teachers, inviting schools from across UAE to witness these futuristic use cases.

In Egypt, Etisalat Misr leveraged technology to further the cause of education by providing the Naguib Pasha Mahfouz Obstetrics and Gynaecology Museum, the world's largest and oldest repository of female reproductive health samples, with digital displays. Naguib Pasha Mahfouz is the first museum in the Middle East and Africa region to implement this kind of technology.

Etisalat's long-standing commitment in supporting the health sector was visible across its operations. The company organised special sessions, conducted by healthcare experts, to raise awareness of common and life-threatening diseases across its operations.

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Mobily in Saudi Arabia conducted health awareness sessions, many of which were led by students from local communities, focused on common skin diseases. Mobily employees participated in the Skin Expo, by organising educational booths focusing on common skin diseases and setting up free consultation clinics. At the same time, in Pakistan, the PTCL team conducted 362 health awareness sessions, setting up 226 mobile medical units, and reaching more than 25,000 patients in the country. Similarly, Etisalat UAE worked closely with community health services to support patients suffering from kidney-related diseases and going through the process of dialysis.

Blood donation drives were also conducted across the Group to involve employees actively in such health campaigns. As part of the 'Year of Zayed', blood donation drives were held across the UAE. Similarly, for Egypt's Health and Safety program, Etisalat Misr donated 150 blood bags to hospitals, while Mobily employees donated blood as part of Saudi Arabia's Health and Safety program. PTCL also went to the rescue of the

victims of two local bomb-blast incidents by donating 140 pints of blood. Etisalat Afghanistan also conducted a blood donation initiative, as well as World Diabetic Day check-ups.

Etisalat's concern for health care converged with its passion for cultural engagement during the holy month of Ramadan. At this time, as part of the UAE's National Program for Happiness, Etisalat's second ever Medical Box drive collected unused medicines for patients at Al Ihsan Medical Complex.

Similarly, Etisalat Misr employees organised a medical caravan for eye examinations at orphanages and distributed more than 4,000 food packs during the entire month. A special winter campaign contributed essentials to public hospitals with 'Virus C' inspections and cure campaigns delivered to over 1 400 people.

Etisalat also took part in the 'UAE Happiness Journey Carnival' to celebrate happiness by engaging with citizens, residents and visitors. Etisalat participation in this countrywide initiative for Happiness assisted in positioning the country as a global happiness hub. Maroc Telecom, meanwhile, engaged with its community by organising the Festival of Beaches, entertaining millions of young spectators at more than 135 concerts in various coastal cities over the summer.

Likewise, Mobily stayed close to the heart of the community with active participation in social and cultural events such as the Saudi Comic Con (a comic book and pop culture convention) and the Janadriyah Festival local culture and heritage among others. Mobily was honoured by the Ekhaa-Charitable Foundation for Orphans Care for supporting charitable projects and initiatives in the Kingdom. The company was lauded by Prince Khaled Al Faisal for its support of the national Hajj and Umrah awareness media campaigns over the past ten years.

PTCL's Razakaar volunteers continued to spread smiles across the community through quarterly initiatives held simultaneously at 20 locations across the country. The first initiative, 'Movie Mania' entertained 2,685 children of PTCL employees with exclusive movie screenings. Beyond this, PTCL assisted in feeding over 13, 000 needy people from mosques, orphanages, retirement homes and hospitals around the country during Ramadan.

At Ufone, as part of the 'Bano Achai Ki Misaal campaign', the spotlight was turned to recognise two exceptional Pakistani individuals during the holy month. These were Farzana Shoaib, founder of Binte-Fatima Retirement Home, and Dr Muhammad Amjad Saqib, founder of Akhuwat, a non-profit organisation and one of the world's largest Islamic microfinance organisations.

## Environment

From cultural and social engagement to environmental initiatives, sustainability however remained central to Etisalat Group's CSR strategy.

Since 2002, Maroc Telecom participated in the Mohammed VI foundation for Environmental Protection's voluntary carbon offset program to clean and maintain beaches and parks in Marrakech. Among these was Arsat Moulay Abdeslam, a 300-year-old, eight-hectare park in the heart of Marrakech. Maroc also set up a system for evaluating environmental compliance - a framework that included national regulations and the sector's best practices to help measure environmental performance and identify means for improvement.

In Pakistan, PTCL took a special interest in environmental conservation and claiming responsibility for finding solutions to global environmental issues. To raise awareness around rising deforestation in the northern areas of the country and the consequent threat posed to the survival of the Himalayan Brown Bear, PTCL partnered with the World Wildlife Fund (WWF) to plant 200, 000 Mangrove seeds in the province of Baluchistan.

PTCL further partnered with the WWF to conduct a 'spellathon' for 1,000 primary school students from displaced communities. The event included special sessions to educate children on environmental conservation. Participating schools were also equipped with the necessary connectivity to enable easier access to online educational resources.

Meanwhile, PTCL's Green Exchange saw PTCL's Razakaars put considerable effort into beautifying internal and external spaces of the organisation's offices across the country.

## Human Resources and Labour

Etisalat UAE employees were also actively involved in the Mohammed Bin Rashid Academy's drive to provide free education to the Arab world. Specifically, Etisalat volunteers joined the Academy's Translation Challenge by assisting in the translation of educational texts and video material for mathematics and science from English to Arabic.

Youth development initiatives were also in the limelight in Pakistan last year, with PTCL collaborating with the School of Leadership to send young children on its annual

“Young Leaders” program. As part of the program, PTCL’s Razakaar volunteer force mentored high school students from across the country.

Ufone, meanwhile, partnered with the Citizens Foundation to present the Rahbar program, whereby volunteers from Islamabad and Lahore provided leadership training and support in character building to local children.

In 2018, the empowerment of women was another significant priority for the Etisalat Group. PTCL focused on wellbeing initiatives for the female workforce with the formation of the in-house Pink Club. Among other initiatives, the club organised Power Yoga sessions followed by self-defence master classes for female employees. In addition, a month-long Breast Cancer Awareness Drive ran across the organisation with multiple awareness sessions held on the risks associated with the disease.

In Saudi Arabia, with the lifting of the ban on women driving in the country, Mobily participated in two nationwide campaigns to support and promote this change, which will strengthen the position of women in Saudi society and help them to play active roles in the country’s development. Mobily supported the Saudi Vision 2030 by working closely with the government on this and other countrywide initiatives.

Looking at the future, Etisalat Group will continue to maintain its ongoing commitment to positively enrich every life across its footprint. The group will drive the digital future by continuing to discover, design and invest in initiatives to empower people through technology which will help drive positive change for the communities in which it operates.

**More Information:**

For more detailed information please refer to Etisalat Group’s 2018 Annual Report:

<https://www.etisalat.com/en/system/docs/2019/Etisalat-Group-Annual-Report-2018-English.pdf>