



dhiraagu

Corporate Social Responsibility Report

**UNITED NATIONS
GLOBAL COMPACT:**
COMMUNICATION
ON PROGRESS (COP,) 2018



Statement by the Chief Executive Officer & Managing Director

On behalf of Dhiraagu, it is my pleasure to present the “Communication on Progress” (COP) Report for the year 2018 to the United Nations Global Compact (UNGC).

We continued to support the United Nations Sustainable Development Goals and during the year various programmes to support children, empower youth and to protect the environment were carried out. Key highlights include Dhiraagu Maldives Road Race, a platform for local NGOs to create awareness and raise funds and Dhiraagu Special Sports Festival, the only sports festival for children with disabilities. Dhiraagu Apprenticeship Programme also celebrated its 10th anniversary and enrolled 28 new apprentices during the year. Under our flagship CSR campaign to care for the oceans, we launched a focused campaign “Rethink. Reduce.

Reuse” advocating against the use of single-use plastic.

We remain committed to the 10 principles of the Global Compact in the core areas of Human Rights, Labour, Environment and Anti-Corruption. Through this report, we are pleased to communicate our policies, actions and how we implement these principles.

The report will be available on our website dhiraagu.com.mv

Sincerely,

Ismail Rasheed
Chief Executive Officer &
Managing Director





Introduction

DHIRAAGU became a signatory to the United Nations Global Compact in December 2012 and this report is the seventh Communication on Progress (COP) Report issued by the company. The reporting period is for the year 2018, from January – December.

The report is divided into two parts;



Section 1

Provides an overview about our business and our approach to corporate social responsibility.

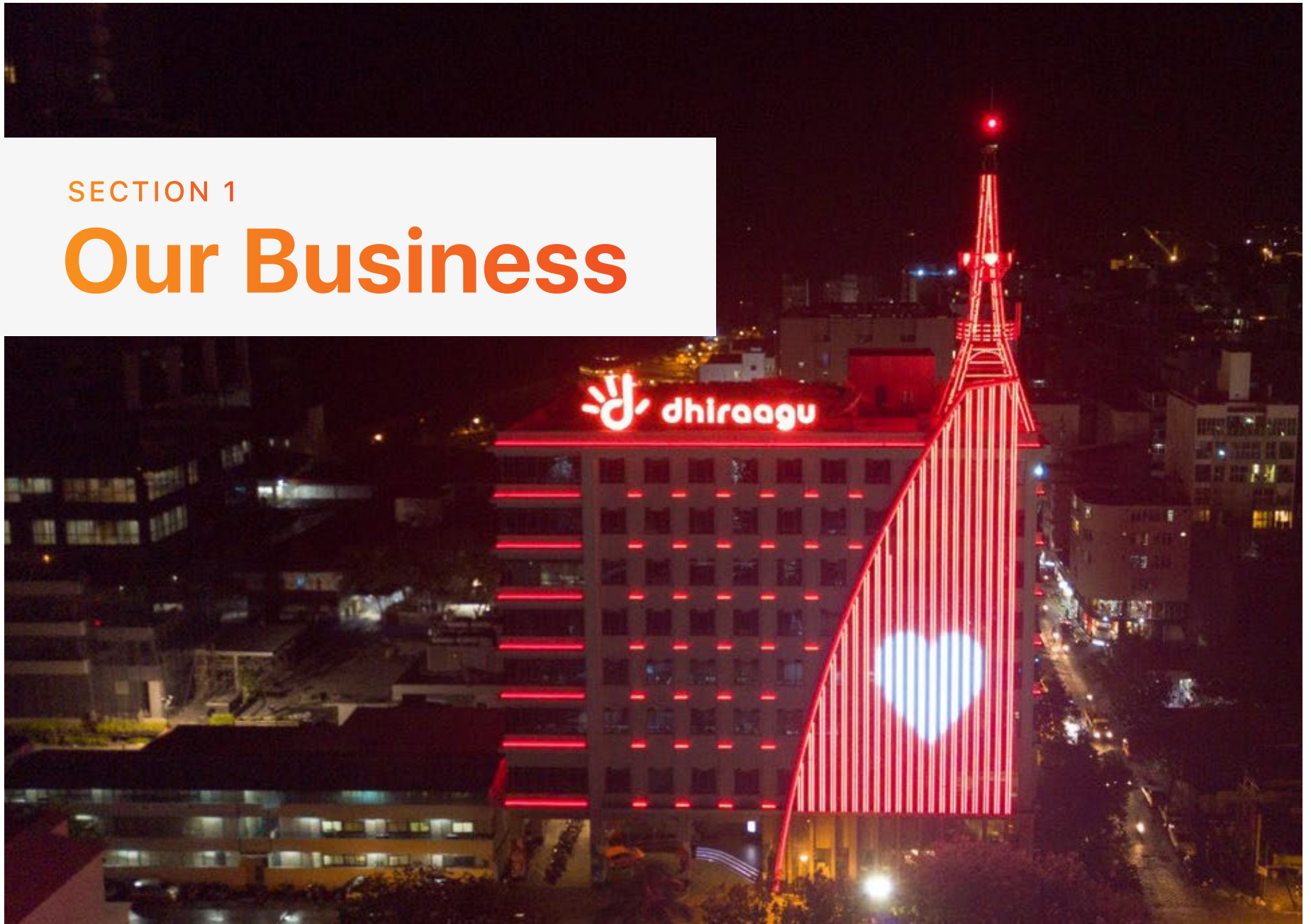


Section 2

Describes our policies, implementation and outcomes in relation to the specific Global Compact Principles.

SECTION 1

Our Business



Our Business

Our Vision

Enrich lives through digital services

Our Mission

To lead the market through excellence in customer experience

Our Values



Collaborate

We work together to offer our customers a seamless experience



Serve

We keep our customer at the heart of all we do, because we win when they do



Innovate

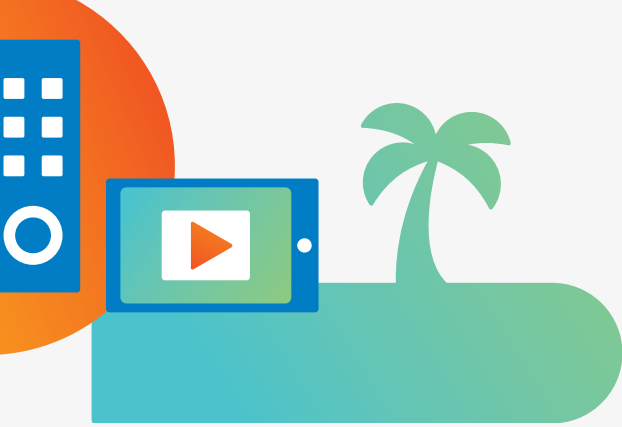
We constantly innovate to provide our customers with the latest and best in digital services



Inspire

We empower people, and never lose sight of the bigger picture of nation-building and growth





Who We Are

We are the leading telecommunications company in the Maldives, offering a full range of digital and communication services. Our business is to inspire and empower our customers to 'take on tomorrow' and thrive in the digital future. Our customers include individual consumers, small to medium businesses, corporate and government institutions.

We provide total solutions and cater to specific needs ranging from simple telephone services to complex integrated private networking solutions for global corporate customers. With over 500,000 customers and employing 99% trained qualified Maldivians present in 10 strategically located operating centres across the country, we remain the largest telecommunications provider in the Maldives.

With 30 years of working together to know and serve our customers better than anyone else, we continue to lead by consistently delivering the latest and best experience digital technology has to offer.



Our Products & Services

With telecommunications being an enabler in our increasingly connected society, our portfolio includes an array of mobile, internet, data, IPTV, mobile money and fixed services specially tailored to cater for the needs of both consumer and business segments.

We ensure reliable international connectivity and maintain our network resilience to deliver full coverage within the Maldives. We provide enterprise and government customers with fully integrated end-to-end solutions.

Our Presence

We overcome geographic barriers and stay close to our customers through the nation's largest retail and distribution network of 73 partners, 31 wholesalers, 279 agents, 8 overseas agents and over 3,800 retailers.

We provide the widest coverage in Maldives, which includes all of the country's 199 inhabited islands, all resort islands and all major industrial islands.

We have linked the Maldives from North to South through a 1,253 km long fibre optic submarine cable network which supports the nation's largest 3G and 4G LTE and fixed broadband network.

Corporate Social Responsibility

THE 3 PILLARS IN OUR CSR STRATEGY



Our People



Our Community



Our Environment



Our work is motivated by the principles of good corporate citizenship. We seek to set an example for the rest of society by adhering to the highest levels of integrity, sound ethics, transparency and accountability. We actively reinforce our ties to the Maldivian community by contributing to nation building and societal development. Which is why our CSR initiatives are strategically programmed to have maximum impact and ensure sustainability. We have three key pillars of focus for our CSR initiatives - our people, our community and our environment.

Our people refers to the Dhiraagu family of staff, whose welfare and wellbeing remain a principal concern of ours. Likewise, we are a distinctly Maldivian company who play an important role in strengthening the social fabric of our

society, which is why we remain committed to programmes that protect and preserve the sanctity of children, provide development opportunities for young people and foster a culture of learning within the community. As one of the most climate vulnerable countries in the world, we are committed to ensuring environmental protection and building a more climate-resilient country in the Maldives. We are committed to protecting our oceans and reduce our carbon footprint by remaining as one of the largest utilisers of renewable energy in the Maldives.

Our CSR actions are informed by our CSR strategy and guided by Dhiraagu CSR Committee. The Committee is chaired by the Chief Executive Officer & Managing Director

and is represented by senior management from various departments. We remain committed to our obligations under the United Nations Global Compact, the largest voluntary CSR initiative in the world, and remain steadfast in our commitment to promote the key areas of Human Rights, Labour, the Environment and Anti- Corruption.

Key focus areas under our Community pillar;



• **Child Protection and Support**



• **Empowerment of Youth**

Our Community

We continued to support various NGOs working for children's rights as well as programmes designed to empower young people.

Our initiatives under the Community pillar support the United Nations Sustainable Development Goals on Reduced Inequalities (SDG 10), Good Health and Wellbeing (SDG 3), Decent Work and Economic Growth (SDG 8) and Industry, Innovation and Infrastructure (SDG 9)



Care for Children

- Over 350 children participated in Dhiraagu Special Sports Festival 2018, an annual sports event organized and driven by Dhiraagu for children with disabilities in collaboration with 11 schools and 4 local NGOs.
- MVR 600,000 was contributed to local NGOs working in the area of child protection and support through Dhiraagu Maldives Road Race 2018, the largest run in the Maldives with over 3000 participants.



- We donated 10% of the proceeds from our Roadha Special Data bundles (amounting to MVR 411,068) to the local NGO, Tiny Hearts of Maldives who work to support children with congenital heart disease.
- On Children's Day, we contributed resources to help establish a Children's Thalassemia Ward in Laamu Gan Regional Hospital.
- On World Autism Awareness Day, we pledged to help establish a children's playground at the Maldives Autism Association.
- As part of our Eid Al Fitr celebrations, staff from our Head Office and Regional Operation Centres volunteered to distribute Eid Gifts to children across the Maldives.
- We supported Cancer Society of Maldives to launch a campaign on childhood cancer on the common warning signs and symptoms to create awareness amongst parents, teachers and the wider public.
- We provided Dhiraagu TV services for the children at Kudakudhinge Hiyaa and we continued our support by sponsoring teachers at the orphanage.
- We continued to be a member of the GSMA Mobile Alliance Against Child Sexual Abuse Content which blocks child sexual abuse content from our network. Dhiraagu was the first and is the only operator from Maldives to have joined this alliance along with other leading telecom operators from around the world.



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Empowering Young People

- Dhiraagu Apprenticeship Programme, our key CSR initiative which provides structured training and experience for young people celebrated its 10th anniversary. 28 new apprentices were enrolled and 14 apprentices graduated from the programme in 2018.



- We place emphasis to support the startup culture and foster innovation. Together with our local partner, Sparkhub, we organised Angelhack, the first and the largest international hackathon in Maldives.
- To inspire, educate and connect startup communities, the first Startup Grind X event for young entrepreneurs in Maldives was also held in partnership with Sparkhub. Startup Grind is the largest independent startup community, that nurtures startups through events featuring successful local founders, innovators, educators and investors who share lessons learned on the road to building great companies.

- We launched 'Film for Change 2018' in collaboration with UNDP Maldives, to empower young people to explore social issues through smartphones and tablets.

The project consists of a training component and a post-production component where trainees produced short films that were inspired by the United Nations Sustainable Development Goals on Quality Education, Gender Equality, Climate Change and Life Below Water.

Connecting Communities



- We continued to support the Blind and Visually Impaired Society of Maldives, by providing a customized phone meeting service, a digital space to empower and connect over 200 members across the country.
- We supported the Centre for Holy Quran by providing network solutions free of charge to facilitate the Centre to conduct digital Quran classes.

Disaster Relief



- We became a platinum corporate member of the Maldivian Red Crescent to support humanitarian efforts across Maldives.
- We contributed MVR 200,000 to the National Disaster Management Centre to assist with the ongoing relief efforts following the Male' flooding.

Information under the pillars "Our People" and "Our Environment" is detailed under Section 2 of the report under the respective Global Compact Principles.



Dhiraagu Apprenticeship Programme provides structured training and experience for young people. 28 new apprentices were enrolled and 14 apprentices graduated from the programme in 2018.



To inspire, educate and connect startup communities, the first Startup Grind X event for young entrepreneurs in Maldives was held in partnership with our local partner, Sparkhub.



Together with Sparkhub, we organised Angelhack, the first and the largest international hackathon in Maldives.



We launched 'Film for Change 2018' in collaboration with UNDP Maldives, to empower young people to explore social issues through smartphones and tablets.



SECTION 2

Global Compact Principles

United Nations Global Compact - Human Rights Principles



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, Assessment, Policy and Goals



Caring For Our People

Our committed and talented people have always been the driving force behind our success. We closed the year with 597 permanent full-time employees, 99% of whom are Maldivian.

Our initiatives for our people support the United Nations Sustainable Development Goals on Good Health and Wellbeing (SDG 3), Decent Work and Economic Growth (SDG 8) and Industry, Innovation and Infrastructure (SDG 9).

The Maldives is a signatory to the Universal Declaration of Human Rights and we remain committed to comply with all local laws and regulations pertaining to it.



Grievance Policy and Procedure

A Grievance Policy and Procedure was implemented in 2015 setting out the mechanism for employees to raise any concerns regarding any work related matters.

Medical Care

We have an in-house medical benefits scheme that offers more benefits and is more comprehensive than a basic health insurance scheme. The medical benefits scheme applies to all staff and to their dependents under age of 18.

Whistle Blowing and Fraud Reporting

A Whistle Blowing and Fraud Reporting policy and procedure was established in 2014 to strengthen the human resource governance structures within the company, raising confidence of our colleagues and other stakeholders in our systems and processes



Retirement Care

We continue to contribute 10% to the employee pension fund, which is beyond the 7% required by law. We have had a Retirement and Redundancy Policy and a voluntary retirement benefit scheme in place, even before the establishment of the national pension scheme in 2009.

Code of Conduct

We place great emphasis to conduct our affairs in a fair and transparent manner by adopting the highest standards of professionalism, honesty, integrity and ethical behavior. We have adopted internal policies which promote ethical and responsible conduct. These policies provide guidance to our Directors, management and employees on the standards of ethical business and personal conduct required of all employees in undertaking their daily business activities.

We target for all our employees to become familiar with our Ethics Policy and Code of Conduct. Our Ethics Policy, recognizes that our success depends on the ability to establish and maintain positive relationships, both internally within employees and externally with our stakeholders.

Health and Safety

We are committed to ensuring the health and safety of all our staff. Apart from complying with local legislations, we work towards achieving international best practices in relevant areas relating to our industry and specific work environments.

We have the following targets:

- To ensure that work activities are not harmful to the health of employees or to the general public and are as safe as is reasonably practicable
- To provide and to maintain adequate measures to control health and safety risks arising from work activities in order to prevent accidents and cases or work-related ill health
- To provide staff with relevant information, instruction, training and supervision to ensure health and safety at work
- To ensure that a conducive work environment is established for our staff



Implementation

Employee Induction Programme



The Ethics Policy together with the code of conduct is communicated with all new employees as part of the Employee Induction Programme and is shared on the online employee portal for further reference

Committee to Prevent Sexual Harassment at Workplace

Our Committee to Prevent Sexual Harassment at the Workplace is primarily responsible for increasing awareness to prevent sexual harassment, conduct investigations regarding any complaints and to take necessary actions against any persons who is proved to have carried out an act of sexual harassment.

Health and Safety implementation

Our Health and Safety Policy is applicable to all Dhiraaq employees and contractors. All senior managers are responsible to ensure that the Safety policy is implemented in their respective functions.

As part of the Induction Programme, all staff are briefed with regard to safety procedures including fire and first aid procedures.

A Safety Committee with representatives from all departments and regional centres is in place and a Safety Management Review is organised once a month in order to monitor and review the programme.



The company implements the following in accordance to the Health and Safety Policy

- Ensure that safe systems of work are implemented and reviewed.
- Ensure that all personnel are given information, instruction, training and supervision as appropriate in order to carry out their work safely.
- Carry out assessments of risk to the health and safety of persons involved in or affected by the operations of their departments
- Arrange induction safety training for all new employees.
- Ensure that all fire- fighting equipment is regularly inspected and serviced.

Employee wellbeing

Activities carried out to promote wellbeing off our people include:

- Physical fitness education sessions held in collaboration with Absolute Fitness
- A company-wide H1N1 influenza vaccine drive for our people and their families.
- An awareness session conducted on World Cancer Day in partnership with the Cancer Society
- A health Screening Programme conducted in association with Health Protection Agency (HPA)

Measurement of Outcomes



- The Induction Programme was conducted for all new staff and the ethics policy, code of conduct and safety procedures were briefed to ensure that employees are familiar with the policies from the very beginning.
- Basic fire awareness training was provided for 115 employees.
- Fire safety inspections and awareness sessions were carried out at Dhiraagu Head Office and at all the Regional Operation Centres.
- First Aid training was provided to 25 staff including new apprentices.
- Basic rigging with tower climbing training was carried out for all newly joined riggers.
- Dhiraagu staff Health Screening Programme was conducted in association with Health Protection Agency (HPA) for 205 staff .
- A company-wide campaign was carried out to provide vaccine against H1N1 influenza for staff and their families.



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United Nations Global Compact – Labour Principles

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 labor;

We ensure to comply with local employment laws in the Maldives. We do not engage or employ child and forced labour in any of our operations.

Principle 5
The effective abolition of child labor; and

Principle 6
The elimination of discrimination in respect of employment and occupation

We also ensure to eliminate discrimination with respect to employment in all our operations.



Implementation

We believe in open, transparent dialogue with regard to labor related issues within the organization.

We adhere to the Maldives Employment Act to ensure the elimination of all forms of forced and compulsory labour, the effective abolition of child labour, and the elimination of discrimination in respect of employment and occupation.

Employee Development

We equip our people with the tools and trainings required to foster a digital mindset and deliver increasingly responsive and customised services. We also give importance to ensure that our people have the right skills and competencies to further their own professional development.

Our HR department actively creates learning and development opportunities for our people.

Staff Engagement and Volunteerism

We seek to foster a healthy work life balance for our staff and their families. During the year, our HR Department together with the e-Club organised the following events:

- A Roadha Festival including Quran and Madhaha competition for employees
- A futsal tournament to celebrate our 30th Anniversary

- Dhiraagu Employees Soccer Cup (DESCUP 2018)

- Annual Award night to recognise and reward key innovators and the outstanding performers.

- A gala evening to mark our 30th anniversary where long service contributions were appreciated and awarded.

- Our teams also participated in the Club Maldives Cup, Inter-office Basket Tournament, and the Inter Office TT Tournament

Our people are encouraged to be involved in the community. They contributed their time and efforts to a range of community-based activities across the country:

- As part of our Eid Al Fitr celebrations, our people volunteered to distribute Eid gifts to children across the Maldives

- In collaboration with our partners; Parley Maldives and Maldives Airports Company Limited, we collected over 1.5 tonnes of ocean plastic on International Coastal Clean-up Day

- Our people also volunteered in SaafuRaajje, the Nationwide Clean-up programme organised by the Ministry of Environment

- Our employees joined the "Buddy Walk" to support the local NGO Beautiful Eyes Down Syndrome Association and contributed to a fundraising campaign "#meanddownsyndrome"

HRD Board

To periodically review human resource development plans, policies and procedures and recommend strategic directions, a Human Resources Board (HRD Board) is established and the committee convenes regularly.

Legal Reviews

Dhiraagu's General Counsel regularly gives legal advice on employment issues to deal within the bounds of the Employment law and company procedures.

Measurement of Outcomes

- During the year, 585 employees received training in technical and non-technical programmes to enable them further their knowledge and skills.

- The Long Service Awards and Annual Awards function were held to appreciate long service and recognize outstanding work performance, leadership and teamwork. 74 employees received awards in different categories



Dhiraagu Employees Soccer Cup (DESCUP 2018)



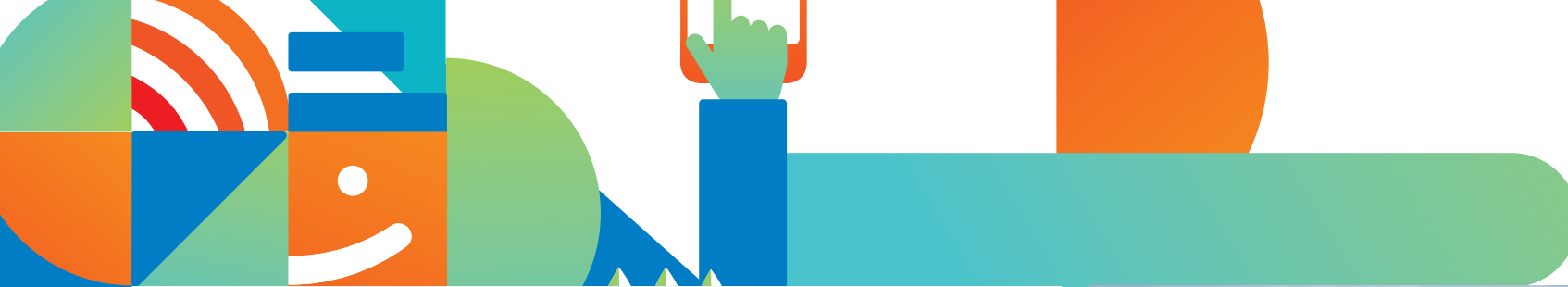
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United Nations Global Compact - Environment Principles



Principle 7

Business should support a precautionary approach to environmental challenges;



Principle 8

Business should undertake initiatives to promote greater environmental responsibility; and



Principle 9

Business should encourage the development and diffusion of Environmentally friendly technologies



We place great importance in raising awareness against single use plastic.

Advocating for the protection and preservation our natural environment and ensuring environmental sustainability in our corporate practices is an important aspect of Dhiraagu's CSR strategy.

Our initiatives under our environment pillar support the United Nations Sustainable Development

Goals on Affordable and Clean Energy (SDG 7), Responsible Consumption and Production (SDG 12), Climate Action (SDG 13) and Life Below Water (SDG 14)



Implementation

Care for the Oceans



Under the flagship CSR campaign “For the Oceans” Dhiraagu launched a focused campaign “Rethink. Reduce. Reuse” advocating against the use of single-use plastic.

We distributed our new ocean themed reusable bags to all our staff and public through our Head Office, Regional Operational Centres and popular supermarkets on World Oceans Day.

Our volunteers in collaboration with Parley Maldives and Maldives Airports Company Limited collected over 1.5 tons of ocean plastic on International Coastal Cleanup Day and raised awareness against single use plastic.

Together with our volunteers, we supported the nationwide cleanup programme Saafu Raajje by the Ministry of Environment.

Renewable Energy



We remain committed to low emission carbon-resilient business practices and seek to reduce our carbon footprint through increasingly relying on renewable energy to power our various systems. We take great pride in our role as one the largest producers and users of renewable energy in the country.

As part of our continuous efforts to increase the renewable energy footprint, we initiated a project plan to install additional 709kWp of grid tied PV solar power systems in 15 islands across the country to be completed by 2020

Energy Efficiency

Our Head Office was designed with sustainable green features and provides significant energy efficiencies. All the lights used in the building, including emergency lights are 99% LED lights.

We have motion sensors to switch off the lights in common areas to ensure lights are switched off when not in use. High heat reflective glass is used in building facade to minimise heat entering into the building. The office adopts central AC control, where air-conditioning is centrally turned off at pre-set times and is limited to official working hours.

Measurement of Outcomes

- The energy saving features incorporated in Dhiraagu Head Office resulted in an annual reduction of approximately 390,228 kwh of electricity, which is also equivalent to 276 metric tons of CO2 or 636 barrels of oil.





United Nations Global Compact - Anti Corruption Principles

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

Policy and Goals

Dhiraagu's Anti-Bribery Policy comprehensively addresses in detail with regard to the following;

- We do not tolerate bribery, and do not offer, give or receive bribes or improper payments or participate in any kind of corrupt activity, either directly or through a third party.
- We do not make facilitation payments and we do not allow others who work for us to make them either.
- Any gifts or hospitality or promotional expenditure we receive or give in connection with our business should

always be proportionate and reasonable in terms of value and frequency.

Gifts and hospitality should never be offered or accepted if it may be perceived as improperly influencing a business decision about or by us or impair independence or judgment about us.

- We do not make political contributions either directly or indirectly to political parties, causes or individuals
- We are committed to ensure that those who act on our behalf as representatives, agents, consultants and other providers of services do not bribe on our behalf.

Implementation

Supplier Code of Conduct

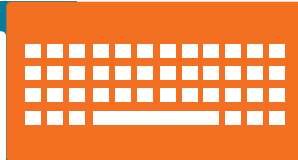
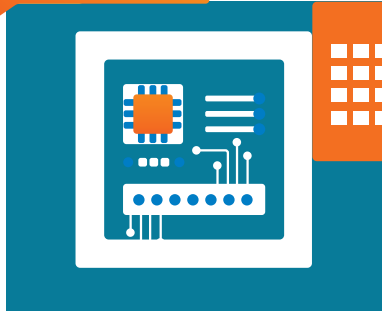
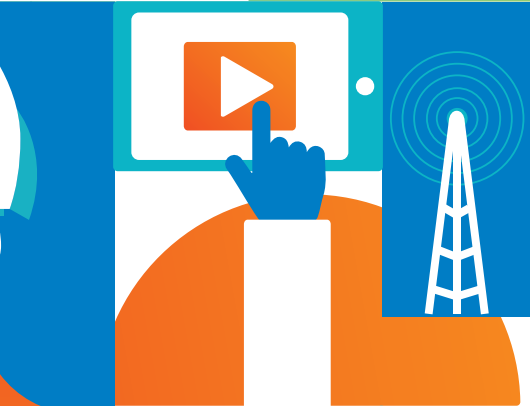
From 2013 onwards, it was made mandatory for all our suppliers to sign the Supplier Code of conduct when entering into a contract with us.

This code of conduct addresses the commitment to comply with applicable laws and regulations concerning bribery, corruption, fraud, and any other prohibited business practices.

Measurement of Outcomes

- ALL suppliers entering into a contract with Dhiraagu signed the Supplier Code of Conduct.





Take on tomorrow