



January 12, 2021

To: Secretary General, United Nations

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 official 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,

Hatem Dowidar
Group Chief Executive Officer,
Etisalat Group



Technology and connectivity have played a key role during today's challenges by keeping society connected, and in building a digital future for everyone. Through our operations and businesses, Etisalat aims to enable a digital society that enhances socio-economic progress across its footprint.

As a communications and technology company connecting millions of people, and businesses of all sizes, Etisalat's networks have played a critical role in building a resilient digital society with a rapid, comprehensive and coordinated response to support all sectors during this period of uncertainty and change.

Covid 19

In UAE, Etisalat supported the government initiative to stay at home to fight and control the virus spread across the country. Etisalat changed the network name to 'Stay at Home', and developed initiatives to enable at least 1 million students in the country to benefit from free access to distance learning websites and platforms, free browsing for 10 million subscribers to more than 800 websites related to education, health and safety. Etisalat UAE also conducted Stay-At-Home awareness campaigns across multiple channels (SMS, network ID, ringtones and social media).

Free mobile data was made available, in coordination with the Ministry of Education and Telecommunications Regulatory Authority to over 12,000 students whose families do not have Internet at home to support and enable distance learning.

Etisalat UAE also supported the 'Education Uninterrupted' campaign to generate donations in coordination with the ministry of education, and Dubai Cares in supporting the students from low-income families without a device at home enabling them to join the online lessons and continue their learning outside the classroom during the outbreak.

Dedicated support was also extended to the local authorities to maintain security and safety during these special circumstances, with free access to Dubai Police websites and apps facilitated the reach of the public in accessing online services.

The healthcare sector was the most overburdened, and critical during the peak of the crisis requiring maximum assistance for the quarantined, front line workers addressing the treatment and diagnosis of COVID patients. Etisalat



allocated extra network resources and services to the health sector, and provided connectivity to quarantined and other critical areas.

In line with the UAE government's directives, Etisalat launched a temperature screening solution with multiple product types and a wide range of applications. It is designed to detect skin-surface temperatures to achieve rapid and safe preliminary screening in public areas with high efficiency in a multitude of scenarios.

Etisalat also launched special offers as a token of appreciation for the UAE's frontline heroes during this unprecedented period. Etisalat's offers kept the frontline heroes connected, allowing them to experience convenience and flexibility as well as enjoy access to a variety of value propositions.

Remote customer care took precedence in the current situation with consumers using mobile and online services to conduct transactions or make purchases on 'My Etisalat UAE' app, Etisalat business mobile apps and business portals. Etisalat also provided access to 9 apps and platforms for distance learning, allowing visual and audio communications: Google Hangouts, Microsoft Teams, Blackboard, Zoom, Skype for Business, Cisco Webex, Avaya Spaces, BlueJeans and Slack on its fixed and mobile network in collaboration with the TRA.

To address the pandemic challenges, Etisalat undertook various measures to protect its employees and mitigate the expected repercussions of the Covid19 global pandemic, including remote working which was activated to ensure the safety of Etisalat employees and their families.

Majority of the teams could conduct work through remote connections enabling them to work off site and also apply mitigation practices with their teams, while still maintaining service levels.

Etisalat ensured maximum sterilisation, health and safety procedures for its employees and technical teams during the provision of services and Internet installations for homes, businesses and government entities.

On-site employees follow social distancing rules and hygiene protocols based on the guidance from health authorities, while retail and field staff have taken unprecedented measures, going over and above to serve customers while taking maximum precautionary measures to ensure their own safety and that of our customers.



Each morning the health of Etisalat's frontline staff is checked using state of the art technology before reporting for duty. They are then provided with gloves, masks, temperature guns and other protective gear to keep them safe.

At Etisalat's retail stores, all counters are sanitised regularly. The vehicles used by our field staff are thoroughly sanitised before going to any customer premises and field technicians are provided with full protective gear.

In light of the partial return to work in the office and given the importance of adhering to the precautionary instructions and procedures announced by official authorities, Etisalat employees were asked to adhere to a set of back-to-work guidelines during the transitional return to work to ensure the health and safety of employees and reduce the spread of the Corona virus. These guidelines cover health and well-being, travel and movement, office safety measures, communication channels and work from home. Etisalat carried out a number of internal awareness campaigns for employees to ensure that precautionary measures are being followed and that the guidelines announced by official authorities are implemented.

All operations teams associated with cloud, IoT, Customer Network Operations Centre (CNOC), SOC (Security Operations Centre), core, IT operations, call centres, and critical network elements are all prepared and tested for disaster recovery and full readiness in addition to working closely with all customers and their teams to ensure continuity of operations. Remote service with fast resolutions were enabled with remote monitoring of customer reported incidents related to home education, offices and large enterprises and establishment of remote device operation centre for predictive maintenance

Customer care units has also put contingency measures in place with support services spread across multiple locations, with social distancing a top priority, Etisalat has in place smart services that empower customers via Artificial Intelligence (AI) virtual assistance and automated self-support. In addition, customers also have the option to access self-serve channels like IVR automation, USSD, mobile and online services including the Etisalat Business Mobile Apps and business portals.

Etisalat implemented network upgrades and enhancement measures including local network upgrade and enhancement, implementing new fixed LTE stations inside cities as well as rural areas. Fixed LTE network capacity was expanded and upgraded to mitigate the traffic increase and maintain customer experience, and additional mobile sites deployed to cater to the increase on



demand and strategic locations in alignment with authorities' requirements. Etisalat network managed the exponential increase in traffic through increased local network capacity while also boosting its international data capacity to enable all customers with the best possible experience while they, learn, work and get entertained from home.

Another noteworthy initiative with Sheikh Mohammed Bin Rashid was making a provision of 10 million meals for needy people affected by the pandemic in the UAE. In a similar manner, Etisalat worked with government organisations to raise support and create awareness on the virus.

In Saudi Arabia, Mobily and the Attaa Digital initiative launched the 'Kollona Attaa' campaign to deal with the conditions of the pandemic supporting the government by urging people to stay and work from home. This campaign donated PCs and tablets with Mobily supporting the initiative by providing 40,000 data SIMS free of charge.

Mobily subscribers were also able to freely browse the national educational portals and the unified education system. These two platforms contain advanced digital solutions that provide advanced educational tools and content. This also includes the (Sehha) application that facilitates the use of free medical consulting services via smart devices for the cases that may not require visiting health centres.

As part of its mobilisation in the fight against the spread of the virus, Maroc Telecom in Morocco offered free access to all the websites and platforms of distance education and training of the Ministry of National education, vocational training, higher education and scientific research, enjoying the benefits of the 3G and 4G connectivity.

Maroc Telecom has also supported the community and businesses particularly affected by the health crisis, in particular small and medium businesses with a set of offers and services. This included the launch of 4G + Business Box, the MT VISIO videoconferencing service and several promotions on datacentre hosting, fiber optics and the Microsoft 365 Business Basic Pack.

In Egypt, Etisalat Misr supported the healthcare heroes by partnering with various organisations to support them mainly to mention a few, the American Chamber Egypt Foundation and with the United Nations Children's Fund (UNICEF) to provide 25,000 PPEs (doctors' medical gear worth EGP5 million). Among other initiatives, Etisalat Misr developed the paediatric department in



Om El Masreein Hospital, donated medical equipment and connectivity to isolation hospitals, and provided personal protective gears, emergency units for 300 public hospitals, 1000 primary healthcare units and 50 quarantine hospitals across the country.

Etisalat Misr also facilitated the building new sites in quarantine locations (Marsa Alam) in just 72hrs, and helped with permits for field maintenance teams during curfew hours, as well as facilitating fuel availability and transfer during lockdown. Etisalat Misr also donated 10,000 food boxes to support part time workers reaching out to more than 25,000 families.

PTCL Group in Pakistan played its due role in contributing towards Pakistan's global success in the fight against COVID19 with donations, relief and support packages. The group's foremost priority was to keep Pakistan connected in this time of crisis, whether it be individuals, organisations or government institutions being able to work seamlessly.

'Heroes of PTCL' raised awareness about the efforts of PTCL's frontline workers who despite lockdown served the customers to provide seamless connectivity across Pakistan during the pandemic. This initiative was promoted on PTCL digital platforms with approximately 700K reach and 2.8 million views. Due to these heroes, PTCL customers were able to work from home, provide online education to their children and get news updates, while staying in touch with their loved ones from the safety of their homes. PTCL Group participated in various Covid-19 activities, including supporting the efforts through distribution of medical kits and grocery items for 250 families at the Sukkur quarantine facility. The settlement was the largest quarantine facility in the country at the time and the project was done in collaboration with the district government.

At the peak of the pandemic, PTCL participated in activities that would help flatten the curve through advocacy and public awareness. The company collaborated with the International Rescue Committee (IRC) on behalf of the Government of Pakistan (GoP) and National Health Emergency Preparedness and Response Network (NHEPRN) to post a series of social media messages on important issues such as social distancing, washing hands repeatedly, and sharing credible information about the virus. The campaign was launched on all social media handles i.e. Facebook, Instagram, LinkedIn and Twitter, with our messages reaching an estimated audience of 0.6 million.

PTCL donated Rs.100 million to the Prime Minister's COVID-19 Relief Fund. This donation funded cash grants worth Rs.12,000 to more than 8,000 poverty-



stricken families across the country. There were contributions of Rs.1 million made to Corona Care hospital by the Pakistan Red Crescent Society in Rawalpindi. The donation covered the cost of medicines at the hospital which had been established to treat people during this period.

As part of the COVID-19 humanitarian response, PTCL also invited all employees to donate their earnings towards the affected communities. The collections were directed towards a nationwide food distribution campaign called Ramazan Dastarkhwan (Food Spread in Ramazan). There were 7000 families identified and provided with monthly groceries as part of the campaign. Our employee volunteers PTCL Razakaars distributed these food packs along with our collaborating partners Al-Khidmat, Saylani and Akhuwat Foundation covering 30 cities in all provinces of Pakistan.

Human Rights and Labour

At Etisalat, we celebrate diversity. We believe diversity and equal opportunity are not only human rights, but key to Etisalat's success.

With this in mind, we continue to provide a diverse and inclusive work environment for our employees, at all levels of employment. We also encourage a culture of staff volunteerism by creating the right opportunities and environment for our people to volunteer their time and contribute to society in the most meaningful way.

Etisalat is guided by the UAE labour law to ensure equitable and sustainable practices of fair employment. Etisalat policies provide benefits and protection either higher or equivalent to the terms mentioned in UAE labour law for migrant workers. Etisalat is also proud to follow a zero-tolerance policy with regards to abuses of human rights within its value chain and reserves the right to terminate business with suppliers with serious breaches of the standards contained in its policies where the supplier consistently fails to take corrective action within an agreed timeline.

In line with UAE's national vision, Etisalat strives to support young people and be a catalyst for youth employment. Etisalat seeks to hire youth in every appropriate job. Similarly we also seek to empower women and promote gender equality so that our local communities and business prosper. We ensure women rights are protected and exercised, and that our working culture respects women's rights at all times.



Etisalat is committed to the highest standards of health and safety in the workplace. To that end, it established a Health, Safety and Environmental (HSE) policy for all HSE related legislations. This policy applies to all Etisalat UAE staff, contractors, suppliers, consultants, visitors and partners at Etisalat premises and its projects.

Etisalat adheres to safe labour practices and laws regarding working hours and ensures good protection and safety of all employees. Moreover, Etisalat is OHSAS 18001 certified for health and safety.

In addition, health and safety risks are assessed as part of the physical and environmental controls that are included in the annual audit plan. These include, but are not limited to, reviewing the control environment for fire suppression systems, document retention and disposal, physical perimeter security and crisis management.

Through various events, Etisalat raises its employees' awareness on health and safety in the workplace as well as leading healthier lifestyles. In addition, Etisalat provides its employees with training sessions covering health and safety.

One of the prominent programmes is the Employee Wellness and Wellbeing Programme that was introduced back in 2010. Every year new enhancement and initiatives are added for employee health and well-being. Etisalat regularly run seminars and activities such as: health screenings, healthy food, educational awareness seminars, special health offers, smoking cessation support, stress management services (such as yoga and meditation), weight loss and exercise programmes, as well as many more fun filled activities.

Etisalat engages with its employees to better understand their needs and concerns and maintains open communication channels with its employees and develops action plans based on their feedback.

We encourage employee engagement through innovative management tactics involving a unique deployment methodology, engagement committees and a network of 'Engagement Champions', employee feedback mechanisms, and reward and recognition programmes.



Environment

'Climate change' is another topic that has taken precedence globally as well as in the UAE. Etisalat is keen on playing an instrumental role in reducing environmental impact. Etisalat is constantly working with its partners in implementing initiatives that can help attain its goals towards climate change.

Internally Etisalat focused on energy efficient equipment for all employees and processes including solutions for the data centres reducing the power consumption of cooling systems.

Ensuring sustainable consumption, preventing, and reducing waste generation is a critical aspect of Etisalat's environmental impact. Waste recycling is a major focus by reusing equipment and the recycling of network waste, IT equipment as well as other office equipment.

As part of the Go Green initiative, all customers have successfully moved from paper bills to eBills. In addition, Etisalat stores adopted a paperless approach and utilised smart and interactive tools to deal with customers. These awareness initiatives also include motivating employees to reduce the usage of paper.

More detailed information about Etisalat UAE Environmental efforts can be found at its sustainability report at:

<https://etisalat.com/en/our-impact/sustainability.jsp>

At Maroc Telecom, the Group have been working for many years to reduce the digital divide in its geographical and social dimensions by taking steps for the well-being of the population and to preserve the environment.

The company is also environmentally compliant by reporting data since 2009 and abiding by national regulations and industry best practices. Regular audits measure compliance with the standard, assess environmental performance and identify improvements. Since 2017, Maroc Telecom is awarded the Vigeo-Eiris 26000 certificate that measures the compliance of commitments with the ISO 26000 standard as well as the progress made.

To optimise the impact of its activities on the environment, the company works continuously through several actions: use of renewable energy, deployment of sustainable technologies, promotion of dematerialisation and digitisation of business processes, employee awareness, etc. It participates in the carbon



voluntary compensation programme of the Mohammed VI Foundation for the Protection of the Environment and regularly participating in the countrywide 'Clean Beaches programme'.

Maroc Telecom also maintains the Arsat Moulay Abdeslam Park, one of the largest gardens in the city of Marrakech that is now one of the top tourist destinations in the country.

In Pakistan, PTCL contributed positively to the environment by donating 40,900 trees across multiple cities of Pakistan. The initiative was part of its commitment to the government of becoming a prominent contributor towards the vision of a Clean Green Pakistan. PTCL also invited senior government officials from the IT and telecom ministry to participate in a tree plantation activity to endorse the Prime Minister's 10 billion tree plantation drive. While in Afghanistan Etisalat contributed to environmental causes by spearheading a tree plantation drive in the country with active participation from its employees.

ETHICS AND COMPLIANCE

We are fully committed to doing business in accordance with the highest standards of ethics and integrity, with professional business principles, and in compliance with legal and regulatory rules and standards. To protect Etisalat's reputation, foster business and stay competitive in markets in which we operate, adhering to the best standards of corporate ethics and complying with national and international laws is a fundamental requirement.

Our compliance governance framework ensures that Etisalat operates in compliance with national and international laws, regulations, and best practices regarding corporate compliance topics, including, but not limited to, anti-bribery and anticorruption, anti-money laundering, conflict of interest, gifts, entertainment and hospitality, and due diligence.

Our publicly available Code of Conduct is signed by our Group Chief Executive Officer, and is applicable to all employees, directors, and third parties of Etisalat. It includes topics such as bribery and corruption, gifts, entertainment and hospitality, conflict of interest, and money laundering. In addition to this, we have internal detailed formal standalone policies covering bribery and anti-corruption.



Mandatory training sessions were provided to all employees working in departments covering the legal and regulatory landscape, thus, helping us achieve greater awareness on the compliance governance policies and controls. Etisalat is also in the process of developing a Code of Conduct e-learning module which all employees, directors and third parties will be required to take yearly.

We undertake regular risk assessments to ensure compliance with all rules and regulations that form part of the UAE Regulatory Framework of Laws and Regulations. We have an ongoing and professional working relationship with the Telecommunication Regulatory Authority (TRA) and all other relevant industry stakeholders. In addition, we participate in industry consultations and ensure that all departments are aware of any changes to the existing regulatory landscape. Moreover, we take part in industry group meetings with the regulatory authority relating to future market changes and developments.

WHISTLEBLOWING

Our whistleblowing process promotes openness in the workplace and encourages employees to report instances of unethical behaviour, actual or suspected fraud, and violation of Etisalat's policies, processes, and any applicable laws and regulations.

The received information is classified to better understand the types of inquiries and complaints, the sources, and their frequency. In turn, this enables an appropriate and timely recommendation or remediation strategy. The process is outlined within the Etisalat Whistleblowing Policy which was reviewed in early 2019 to ensure compliance with organisational changes and current best practices.

Employees are encouraged to report on issues such as financial or non-financial maladministration or malpractice or fraud that have been or are likely to be committed, unethical behaviour, misuse of authority, leakage of confidential Information, non-compliance with laws and regulations, favouring a specific supplier/contractor, discrimination against any member of staff or customers on grounds of sex, race or nationality.



Anti-Corruption

Etisalat does not tolerate bribery or corruption of any kind, of or by our employees, directors, managers, or third parties.

Our commitment to combat corruption and bribery is reflected not only in our public Code of Conduct, but also in our Anti-Bribery and Anti-Corruption Policies (Anti-Bribery and Anti-Corruption Policy, Gifts, Entertainment and Hospitality Policy, Due Diligence and Engagement Policy, and Conflicts of Interest Policy)

All new staff joining Etisalat are required to sign the “acknowledgement and disclosure statement of conflict of interest and business ethics”. This statement includes a clause for employees not to commit or partake in any form of bribery and corruption. New staff also undergo a series of learning modules and quizzes about Etisalat’s policies.

Over the last year Etisalat UAE launched a Gifts, Entertainment and Hospitality Register. All employees are required to record all gifts, forms of entertainment or hospitality they give or receive using this register. The employee’s supervisor must approve the giving or receipt of any gift, entertainment or hospitality. The UAE Corporate Compliance function must approve any gift, entertainment or hospitality that exceeds certain defined monetary thresholds and/or is given to a government official.

Etisalat UAE is also in the process of finalizing a conflicts of interest register and intends to launch it in due course.

ANTI-COMPETITIVE PRACTICES

We promote fair competition and are committed to combat anti-competitive practices and behaviour in line with applicable legislations and regulations. In 2019, no claims were raised against Etisalat UAE for anti-competitive behaviour, anti-trust, or monopoly practices.

In addition to the training and awareness sessions provided to staff as part of our compliance governance framework, we also conduct tailored awareness sessions and knowledge based learning covering competition topics in line with fair competition policies, practices, and procedures.



COMBATTING FRAUDULENT ACTIVITIES

To prevent revenue leakages, Etisalat's Revenue Assurance Function has a dedicated Fraud Management team, responsible for monitoring and addressing subscription fraud and other fraudulent activities. The Fraud Management team is comprised of a detection team and an investigation team which perform regular fraud risk assessments.

The detection team's main objective is to quickly detect and deter any subscription related fraud or revenue leakages. The investigation team collects all cases, and searches for patterns of subscription fraud, where compliance violations and/or internal fraud have been identified, among sales channels.

As part of the Anti-Fraud Programme, we conduct employee training and awareness campaigns that cover the risks of fraudulent activities, what constitutes fraud, how to prevent and detect fraud and how to report suspected fraud. These campaigns equip employees with the knowledge and skills to detect fraudulent transactions.

CSR

In UAE, fostering an ecosystem for the next generation encouraging innovation and creative thinking is a key objective of our efforts combined with activities addressing development, education, social and cultural engagement, employee wellness, and more

In social engagement, Etisalat UAE collaborated with Al Ihsan Charity to provide medical care and medicines for free to people who are in need. A medical box was placed at 10 main Etisalat buildings with volunteers across the organisation coming forward to support the campaign by managing the donations and dropping them to the complex.

With Noor Dubai, Etisalat provided over 25 million individuals from Africa and Asia free treatment and preventive programmes including provision of surgeries, eyeglasses, and medication. Etisalat will facilitate SMS donations for a year with no service cost and monthly charges. We have also worked closely with Emirates Red Crescent during Ramadan by making SMS donations for those in need during this period.



Smiles, one of the largest lifestyle engagement programmes in the UAE, worked with Make a Wish Foundation by creating an opportunity for customers to donate their Smiles points towards this cause. Every year special initiatives are being conducted for health and fitness. Etisalat Marathon saw the active participation of hundreds of employees.

Etisalat participated in specific events to create awareness on certain segments of the society. The International therapeutic food conference was one such a platform, focusing on providing care for autistic children and increasing awareness on related diseases. We also supported a special initiative for the elderly people called Zakhr Card, designed to provide benefits to the aged citizens based in Dubai by giving them a 20 percent discount on specific services.

In Saudi Arabia, Mobily partnered Jood Eskin community campaign. The initiative focused on providing housing via a platform known as #employees_jood (employees' generosity) in line with its commitment to contribute towards the objectives of the Kingdom of Saudi Arabia's Vision 2030.

"The national housing project" is a project designed by the government to fund the community in order to help support families in purchasing a house through an online platform that achieves transparency, accuracy and professionalism. As a culture imbued with care, courage, agility and clarity. Mobily, invited its employees to participate in this campaign, to lend a hand to families in need. Our employees supported with generous donations to secure housing for Saudi families in need.

Maroc Telecom was recognised as the 'Top CSR Performer' in the 'Casablanca ESG 10 index' an index of the Casablanca Stock Exchange comprising the 10 most successful listed companies in corporate social responsibility.

In Education, Maroc telecom group supported 'Maktabati' service for the education and learning, a new online digital library for children and adolescents to help them access educational and cultural content. This platform consists of more than 10,000 books in French, Arabic and English available in the form of educational books, novels.

Maroc Telecom also contributes to the promotion of culture. Since 2002, it organises its festival of beaches in several cities of the Kingdom. It supports national events and institutions that promote culture and the preservation of



the national cultural heritage in several ways (music, painting, theatre, literature, etc.). We also encourage national sports and pay particular attention to the training of talents through partnerships with several national sports federations and associations (football, athletics, tennis, golf, equestrian sports, etc.).

Etisalat Misr in Egypt also worked closely with all segments of the society. The 'Deaf and Mute Health Knowledge Hub' was one such project that worked with 5,000 deaf and mute individuals directly by giving them access to online courses, health talks and provided access to 5,000 parents, caregivers and teachers of these children.

In Pakistan, 2020 was a momentous year for inclusivity programmes at PTCL. The company launched its flagship internship program for Persons for Disabilities (PWDs) this year, the JUSTUJU (Strive) Internship Program. A cohort of 22 interns was selected for Islamabad, Lahore and Karachi. Each intern was paired with a mentor from within PTCL to take their development journey forward against pre-defined scorecards. All mentors underwent a Disability Sensitivity Training (DST) courtesy our partners at DeafTawk to equip them with the necessary skills and attitude necessary to manage a resource with multiple needs.

PTCL also undertook multiple initiatives regarding gender inclusion and is currently running programmes for the wellbeing of women working at PTCL offices. The 'Pink' club at PTCL arranged power yoga sessions for all female staff during the month of Ramadan among other activities.

In the health and public safety area, PTCL set up 72 mobile medical health units across Pakistan reaching out to approximately 4,655 beneficiaries who have limited access to health facilities. The medical services team also hosted over 270 health awareness sessions for underserved community groups on pertinent health issues.

More Information:

For more detailed information please refer to Etisalat Group's Annual Reports: <https://www.etisalat.com/en/investors/annual-reports.jsp>