



January 10, 2022

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

Etisalat Group UN Global Compact Report For 2021

Last year will be seen as a defining year in history, with the pandemic making it clear that telecom and digital technologies have had a profound impact on societies across the globe.

We believe in the positive impact that technology can bring and strive to adopt technologies that ensure long-term benefits to our environment and the climate. In this report, we list just a few of our initiatives across the geographies that Etisalat group operates in, with examples of our efforts. From Morocco and sub-Saharan Africa to Pakistan, we showcase our strategic direction, aligned with UAE Vision 2021 and the United Nations Sustainable Development Goals (UN SDGs), as long-time signatories of the United Nations Global Compact.

With the world beginning its recovery from the pandemic, it will be essential to do so in a manner that creates the jobs of the future, builds strength to face crises, restores nature, and leaves no one behind.

The role of the telco has evolved in building a digital society and positively transforming every life it touches. Etisalat has always strived towards its vision of driving the digital future to empower societies by working on a wide array of initiatives that impact education, health, economic growth and the environment. Today in the new normal, governments, businesses and consumers see the value of digitization with the transformation technology has brought into their lives and day-to-day activities since the pandemic.

Etisalat has also made a stand on the global digital stage empowering people through technology, while harnessing the power of its network to address modern society's most complex issues. This was done by bringing together different stakeholders to work collaboratively to support the various communities in need at the same time stepping in with its expertise and resources to help solve societal issues and not just doing business as usual. Etisalat maintained its commitment to the United Nations Global Compact (UNGC) regarding relevant initiatives across the Group's international footprint.

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 basic necessities in many countries. Etisalat's CSR activities extended to technological development, education, health care, social and cultural engagement, environmental conservation, women empowerment, employee wellness, and beyond.

Keeping in line with the country's objective of establishing global cooperation and unity with tolerance and inclusivity, Etisalat took the lead by supporting the 'Global Forum of Human Fraternity' which was focused on the theme 'Building a Stronger Global Human Fraternity for Tolerance and Coexistence'. The innovative campaign for International Labour Day was also on the same lines of supporting workers from various nationalities to build their child's future with a scholarship for higher education. For World Blood Donor Day, Etisalat worked on creating awareness on blood donation and its impact on saving lives worldwide especially during the pandemic.

Human Rights and Labour (principles 1-6)

Etisalat is a UNGC signatory and upholds its support to its 10 principles that are derived from the Universal Declaration of Human Rights, the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.

We follow a zero-tolerance commitment with regards to human rights violation within our value chain. This is also followed with our strategic suppliers, in Etisalat UAE at least 96 percent of them have set policies related to environment, labour, and human rights practices.

Our people are the foundation of our success, providing the knowledge, skills and dedication we need to achieve our long-term business objectives. Our ambition is to be the best place to work, an organisation that is focused on the employee experience while attracting and retaining top talent from all over the world who live and share our values as well. By implementing global best practices, we are dedicated to developing our people to drive productivity, quality, and innovation and ultimately achieve our strategic goals.

We aspire to provide all our employees with the opportunity to work in a supporting environment, that encourages and facilitates exceptional performance and achievement of business goals. Therefore, we developed grievance management guidelines to eliminate the possibility of any detrimental effects arising from unresolved complaints. The guidelines aim to ensure that all communication channels are open, and all employees have an adequate opportunity to express their concerns in a fair and transparent manner.

Etisalat is an equal opportunity employer and has established policies and processes in place to ensure employee inclusivity and to ensure candidates are selected for open positions on a merit basis. We always encourage diversity and invite candidate from different backgrounds regardless of age, gender, religion, or disability.

At Etisalat we empower women and promote gender equality, actively encouraging women's participation across all business levels. Our equality policies ensure women rights are protected and exercised, and that our working culture supports female employees.

We are committed to the highest standards of health and safety in the workplace. Adhering to safe labour practices and laws to protect and ensure the wellbeing of our people. Our Health, Safety and Environmental (HSE) policy applies to all Etisalat UAE staff, contractors, suppliers, consultants, visitors and partners at Etisalat premises and its projects. All employees and third parties are expected to abide by the health and safety

rules and report any violation of health and safety immediately, as expressed in our Code of Conduct.

We continue to implement and regularly update the Etisalat Occupational Health and Safety Management System which has been developed in accordance with the ISO 45001:2018 requirements. Selected business units and facilities are certified against the Occupational Health and Safety Assessment Series (OHSAS) 18001/45001/integrated management system.

Regarding health and safety during the COVID-19 pandemic, several safety measures were put in place to prevent the spread. We provided online trainings to all employees, on our newly launched learning platform iQra.

Staff was able to access safety guidelines through the digital learning channel. We also provided clear guidelines for employees returning to offices, such as social distancing, office hygiene and sanitation. Health and Safety staff conducted regular checks to ensure that masks and social distancing requirements were being adhered to.

These efforts internally also led to Etisalat being recognised as the Best Employee for its wellness and wellbeing programme. This award showcases a high quality employee wellness programme that offers clear and measurable returns on investment that focuses on employers who place employee wellbeing centre stage within the organisation and have embedded a strong culture of health and wellness. Etisalat uses metrics, staff feedback and case studies to strengthen its programme.

Across our geographies, we also encourage our staff to participate in giving back to the communities where we operate – below are some examples of the same in our various operations.

In UAE through the partnership with the Global Forum of Human Fraternity in February 2021, Etisalat sponsored the forum as an official telecom partner in alignment with UAE government strategy of tolerance and coexistence.

This was the first virtual edition of an event establishing global cooperation and unity held under the patronage and participation of H.E. Sheikh Nahyan bin Mubarak Al Nahyan - Minister of Tolerance and Coexistence. The forum took place on February 4-6, 2021 through an innovative digital platform under the theme of 'Building a Stronger Global Human Fraternity for Tolerance and Coexistence'. We have supported the event through social media, SMS, Radio spots, Network name change.

'Zayed Tolerance Trail' and 'Ride For Life' are two initiatives organised under the patronage of the Ministry of Tolerance and Coexistence. The 'Ride for Life' is an annual event, with activities that utilise the shared passion of horsemanship as a universal

language to engage the community, especially people of determination. We have collaborated with organisers to support them as official telecom partner through social media coverage and network name change.

On International Workers Day, Etisalat UAE organised a surprise gift for fifteen construction workers of various nationalities who got a life touching tribute ahead of Labor Day. These selected workers from four labour camps in Dubai to participate in a special project. The workers were taken to a site where they unknowingly pieced together a massive tile structure with a hidden message. 'You've built today, so let us build your child's tomorrow'. After unveiling this message of gratitude, Etisalat gave them surprise gift of AED25,000 scholarship towards 15 worker childrens higher education.

On June 14, 2021, World Blood Donor Day, Etisalat posted an awareness video about blood donation, mentioning how donated blood can save life. Etisalat posted a video on all the social media channels. During the crucial times of COVID 19, blood donation drives are affected and blood banks are in need of blood. We sent out a special internal announcement and SMS to Etisalat staff encouraging them to donate blood to the blood banks in need.

GITEX UAE is the region's most anticipated technology exhibition held from 17 - 21 October 2021. Like every year, Etisalat offered attendees unparalleled access to new technologies and networking opportunities. Etisalat also introduced new digital and smart solutions that will soon empower our societies in the near future.

Etisalat Afghanistan supported medical cases through the employees' welfare fund committee supported 21 different medical cases through its employee welfare fund. Employees' welfare fund committee also distributed the 310 food items packages for its casual staff whose salaries are lower than AFN15,000, security guards, cleaners and outsourced drivers and needy people.

The employees' welfare fund committee helped nine different cases and supported the bereaved families financially. Free lunch week sponsored by employees' welfare fund programme, to commemorate the World Food Day Etisalat Afghanistan organises a one week free lunch for its cleaners every year.

Etisalat Misr partnering with Al-Mentor in May 2021 continued its support to the deaf and hearing impaired community, Etisalat Misr launched a digital version of the main copy of Ramadan ad, translated in sign language. This is to serve and enhance our communication to be inclusive to all sectors of the community.

Considering the challenges faced by Persons With Disabilities, Etisalat Misr partnered with Center for Entrepreneurship and Innovation AUC in June 2021 to support people with disabilities as a main beneficiary and highlighting the role of our employees as pioneers

in virtual responsibility, the CSR team partnered with Center for Entrepreneurship and Innovation at AUC, to launch HACK-21.

HACK-21 was an online hackathon for national, regional and international undergraduate university students of all majors, to tackle the challenges faced by people with disabilities during the pandemic. The hackathon aimed to create helpful assistive technologies to find innovative solutions to the current difficulties they are facing due to COVID-19.

Throughout the hackathon and as part of the responsible employee pillar, Etisalat Misr' employees joined as judges to the teams for three days. Etisalat Misr also supported with prizes for the two winning teams.

Cook For Good partnered with Doodle Factory and Baheya in March 2021 to engage Etisalat employees virtually, encouraging them to celebrate mothers' day and women in their families, during the month of March 2021. Cook for Good also tackles the responsibility of our employees creatively, as we collaborated with Doodle Factory and Baheya NGO for supporting female breast cancer patients.

There were also 500 kits (including an apron, a kitchen mitt, a mug and a kitchen towel) distributed amongst all employees to celebrate the women in their families creatively and give back to the women fighting breast cancer at Baheya Foundation.

In Pakistan, PTCL joined hands with the School of Leadership for the third time in three years by providing an opportunity to 10 children of PTCL/Ufone employees to become part of a six-day residential leadership camp. There was a special consideration for people of determination as well in this programme.

PTCL participated in an international forum called 'Project Girls 4 Girls that aimed to help young women develop the courage, vision, and skills to take on public leadership. As part of its objective to create women leaders, PTCL also played the role of a mentor and provided learning opportunities to the female staff. In addition to this the Pink Club at PTCL engaged the female staff in a campaign to quit processed sugars for a month as a step towards their health and well-being, a month-long awareness campaign was run for Polycystic Ovarian Syndrome (PCOS) followed by breast cancer awareness.

PTCL's in-house employee volunteer force 'PTCL Razakaars' partnered with renowned charitable organisation; Akhuwat Clothes Bank and managed to collect clothing for 9,000 deserving people with joint efforts from employees of PTCL and Ufone. Among the other activities of the volunteer force they arranged an hour-long webinar on the various aspects of down syndrome for all employees and open-air picnics for over 1,000 children from impoverished community groups across 17 locations in Pakistan. Primary and senior school children were engaged in a day full of physical and cognitive activities after having to stay indoors amidst the pandemic for over a year.

PTCL also set up mobile medical health units for underprivileged communities whereby vans equipped with medical staff and supplies reached out to underserved people in farthest parts of the country and provided them with basic medical assistance. The medical services team at PTCL hosted health awareness sessions for underserved population groups on a multitude of medical issues such as COVID-19, hypertension, diabetes, asthma, and awareness around the prevalent dengue epidemic in Pakistan among 15 other medical conditions. PTCL also has an employee contributory fund called the 'Rashid Khan Trust' for deserving staff at the group that extended financial assistance for medical and in-kind assistance to colleagues. PTCL also received industry recognition for its progressive practices in 'Inclusive Communication and Social Responsibility'.

Environment (principles 7-9)

Our commitment to innovate and develop new and enhance existing range of products that are more environmentally friendly is further supported by our drive to improve our processes and operations for better environmental efficiencies through energy and emissions, water, and waste management.

Etisalat is committed to managing its environmental impact and protecting natural resources. To that end, Etisalat UAE devised an Environmental Management Policy that tackles environmental issues and focuses on energy and waste management. Moreover, Etisalat is ISO 14001:2015 certified for environmental management. Etisalat UAE has ten High Rise Buildings (HRBs) across the UAE, and six of the biggest are ISO 14001:2015 certified.

Every year, we conduct regular environmental assessments across our branches and masts. We have an Environmental Management System (EMS) programme in place as well as a campaign that encourages internal collaboration between all teams to create initiatives that promote environmental protection. Across our operations, the Etisalat engineers continuously seek to adopt more ozone friendly efficient refrigerants to reduce GHG emissions, in line with the UAE's commitment to the Paris Climate Change Agreement.

At Etisalat, we acknowledge that urgent action is needed to address climate change and we are keen on playing our role in lessening our environmental impact. We recognise that we operate in an energy intensive sector, therefore, we concentrate our efforts to reduce energy consumption and implement initiatives that positively impact the environment

UAE is the leading country in the world in terms of FTTH penetration rate. Etisalat UAE strategically invested in a fibre optic infrastructure as opposed to the traditional copper cable systems. This is in fact due to the numerous advantages both technical and environmental.

Fibre optic cables cannot only cover greater distances than the latter, but also have reduced cabling mass. Lower energy consumption, reduced waste and sustainable architectures are all characteristics that make fibre infrastructure an environmentally advantageous choice.

Over the past 10 years, Etisalat has replaced all traditional copper cables to fibre optic cables. To date, Etisalat has deployed over 10,974,865 kilometres (km) of fibre optic cables, saving over 3,044 Gigawatt-hour (GWh) of energy per year. This has also resulted in the savings of over 1.8 million tons of CO₂eq in greenhouse gas emissions annually.

Etisalat is utilising renewable energy technologies since many years on its mobile sites and plans to continue this practice. Furthermore, other options such as use of solar air-conditioners were also explored, to further reduce energy consumption and carbon footprint.

We run an energy optimisation programme called ZIBRA within administrative buildings, which automatically controls light schedules and Air Conditioning (AC) schedules. We are also insulating our high-rise buildings to reduce heat in the summer. At our data centres we have introduced containment solution to improve efficiency in cooling. Some of our data centres are also equipped with solar water heaters, Variable Frequency Drive (VFD)-driven cooling architecture, condensate water, and load optimised performance operation scheme on dynamic rotary uninterruptable power solutions.

We prioritise the use of clean energy sources such as commercial power, solar energy, and hybrid power systems. Hence, we are always pushing to lower the number of diesel generators running in the network, which is reflected in the increasing number of base stations powered by cleaner energy sources.

Etisalat strives to minimise its impact on the environment by ensuring sustainable consumption is the use of material products, energy, and immaterial services. We seek to boost our waste recycling by reusing equipment and the recycling of various types of waste including network waste, IT equipment as well as other office waste. Our Environmental Management System Policy has a specific section that deals with waste generation and recycling.

As part of our efforts to move towards a paperless environment, we have achieved many digitisation and automation initiatives including the switch of paper billing to digital copies as part of the Etisalat “Go Digital” drive.

As most of our operations are run in water scarce countries, we strive to make efforts to reduce our water consumption. This encourages us to do our part and increase our efforts to use water more efficiently. We installed aerators for all water taps as well as capturing wastewater in more than one location and are reusing it for gardening in that same facility.

As part of its long-term commitment to sustainability across all of Etisalat’s market activities, raising awareness on the environment was key, especially with occasions like ‘Earth Hour’ observed globally; special efforts were taken in UAE and Saudi Arabia encouraging subscribers and communities to reduce energy consumption as a symbol of commitment to earth.

Since 2017, Maroc Telecom has been using an independent third-party expert to measure its performance against ISO 26000 standard. It holds an ISO 26000 certificate, with an "Advanced" level. The certificate is renewed every 18 months after an audit that measures the compliance of commitments with this standard and the progress made.

Meanwhile, Etisalat Misr's very happy Nile - Qursayah Island programme partnered with Bassita Social Enterprise during the period April - December 2021 to focus on Qursayah Island in Giza. The project aims at supporting the community with medical caravans to provide a better quality of life, alongside engaging our employees in cleaning activities of the Nile and beautifying the island.

The project provides a minimum of three medical caravans with six main specialties to support the health of 3,000 patients from Qursayah Island, along with awareness campaigns, and edutainment kits for children. All patients will receive a branded mask and all necessary safety measures will be implemented in the caravans.

This project is also in partnership with VeryNile - a social enterprise that works in environment and with the Rotary Egypt. The project engages the efforts of 150 Etisalat volunteers, divided on 10 weekends, 15 volunteers per visit. Etisalat volunteers will clean the Nile alongside painting 2 houses and the main hub on the island. To ensure sustainability, Etisalat Misr will also support in renovating 12 boats; which are regarded as sustainable economic means for the fishermen of the island. In addition, the project features recyclable pouches, as giveaways to our volunteers. Etisalat Foundation for Community Development and Care was also recognised for its sustainable efforts.

In Saudi Arabia, Mobily worked with Ericsson to recycle old electronic devices as part of its wider pledge towards the Saudi Vision 2030's sustainability goals to safeguard the environment for future generations.

In Pakistan, PTCL made a conscious shift to sustainable energy sources in the past few years. The technology department continued to install solar power solutions at multiple exchanges to significantly reduce the company's carbon footprint.

A week-long awareness campaign around Global Environment Day was also conducted that shared insightful content on the need for environment conservation. Employees were encouraged to 'Adopt a Plant' as celebration of the country's Independence Day and place it on their work desks to inculcate some greenery into the office space. It also ran the 'One Nest at a Time' initiative for its employees and installed birdhouses across its different regional offices to bring back disappearing birds to safe homes and provide them with shelter.

Ufone at the same time made sustainable progress by reducing its reliance on diesel generators and opting for more energy storage solutions and commercial grid power

optimising fuel utilisation. In a major achievement, Ufone also ranked among the top operators on a global level by GSMA benchmarking 31 different operators in 28 countries. The operator has always been an advocate of clean and green sources of power by investing in solar power solutions in areas where the climate and weather patterns permit solar to be a feasible source of energy. PTCL Group is planning to publish its first ever sustainability report in 2021 to showcase in a quantitative manner, its significant contributions towards efforts to the environment.

Anti-Corruption (principle 10)

Etisalat's Corporate Compliance provides reasonable assurance with applicable laws and regulations including the code of conduct, anti-bribery and anti-corruption, conflict of interest, gifts, entertainment and hospitality, due diligence and engagement. The corporate compliance team also drafts, and updates policies, develops monitoring and control mechanisms, and training programs, to ensure Etisalat's employees and third parties comply with ethical conduct.

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, we to national and international laws and standards.

We provide all the necessary guidance to the Etisalat departments and employees on inquiries related to compliance topics. We regularly review, assess, and implement audits on control and risk management systems to ensure our policies are accurately implemented across the organisation.

Etisalat has zero tolerance for corruption or bribery and is committed to maintaining an effective compliance programme to address bribery and corruption risks.

Our commitment to combat corruption and bribery is reflected not only in the code of conduct, but also in the anti-bribery and anti-corruption policy, gifts, entertainment and hospitality policy, conflicts of interest policy, and due diligence and engagement policy. All employees must attest to having read the anti-bribery and anti-corruption policy, gifts, entertainment and hospitality policy, conflicts of interest policy, and due diligence and engagement policy.

To ensure all employees are aware of, and understand the anti-bribery and anti-corruption policy, we launched an anti-bribery and anti-corruption awareness campaign and developed an anti-bribery and anti-corruption e-learning module which all employees are required to complete. All new staff joining Etisalat are also 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.

We also require our business partners to meet standards of all applicable laws and regulations as well as ethical principles making sure Etisalat works only with ethical partners with good reputations.

Our publicly available code of conduct document (link given in “More Information”), covers topics such as bribery and corruption, gifts, entertainment and hospitality, conflict of interest, and money laundering and is communicated to all employees. The code of conduct extends to everyone (including but not limited to employees, directors, contractors, suppliers) working for and with Etisalat, independent of role, rank/responsibility requiring them to comply with the code in their day-to-day operations and take actions that will preserve the trust that our customers and society place with us.

All employees are required to attest to having read and acknowledge the code of conduct each year. We also conduct an online code of conduct awareness campaign each year to educate all our employees on the code of conduct. We expect our suppliers and third parties to uphold the same standards and to act ethically as set out in the code of conduct.

We undertake risk assessments to ensure compliance with all rules and regulations that form part of applicable UAE and international laws within the scope of the corporate compliance programme.

Deloitte Audit and Consulting completed an audit on behalf of Etisalat Internal Audit of the Anti-Bribery and Anti-Corruption (ABAC) programme, across our operations. The audit covered the comprehensiveness and completeness of policies and procedures, risk assessment, compliance maturity assessments, training and awareness programs, and reporting and investigation. Recommendations for improvement were provided and plans of action were put in place being monitored by Group Compliance.

Etisalat has in place a mandatory anti-bribery and anti-corruption training programme focusing on ethical business conduct with almost all FTEs and PTEs having completed the training.

Our whistleblowing process monitors and reports any potential non-compliance incidents. It is a formal anonymous whistle blowing system with legal protection which include board approved policies that guarantee complete anonymity to the whistle blower as protection.

The policy is also in compliance to UAE laws and regulations including Federal Law no. 14 of 2020, which protects witnesses including those who are giving information about violations and crimes. The 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 and processes. The received information is classified to check for source, and 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 2020 to ensure compliance with organisational changes and current best practices.

Employees are encouraged to report on issues such as financial or non-financial mal-administration or malpractice or fraud that has been or is 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.

MORE INFORMATION:

For more detailed information please refer to Etisalat Group's Reports:

Annual Reports:

<https://www.etisalat.com/en/investors/annual-reports.jsp>

Sustainability Reports:

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

Governance Reports:

<https://www.etisalat.com/en/whoweare/governance.jsp>

Etisalat Code of Conduct:

<https://www.etisalat.ae/en/system/wst/assets/docs/consumer/general/code-of-conduct.pdf>