



Corporate Social Responsibility (CSR) Policy



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1. Introduction

Mobily's Corporate Social Responsibility (CSR) Policy and corresponding initiatives were developed under the guidance of the company's Sustainability department. Publication of the CSR Policy also ensures the company's desire to establish a firm basis for stakeholder communications on CSR efforts.

2. Definitions and Abbreviations

The below mentioned abbreviations and phrases have the meanings next to them, unless the context requires otherwise:

Abbreviation	Description
Company	Etihad Etisalat (Mobily).
CSR	Activities related to the company's social and environmental responsibilities encompass various practices and decisions. Social responsibility includes various practices such as philanthropy, sustainable development, and environmental sustainability
Customers	Beneficiaries of the company's services
Employees	Company employees
Investors	Individuals or entities that own shares in the company
Non-profit organizations	Organizations that do not aim to generate profits but focus on meeting the various needs of the community
Stakeholders	Any person who has an interest in the Company, including employees, creditors, customers, suppliers and the community.
CSRC	Corporate Social Responsibility committee

3. Purpose and Scope

3.1 Purpose

The purpose of this policy is to:

- Establish compatibility of CSR with corporate objectives, and integration of CSR within strategy, operations, and risk management at the company
- Reinforce the foundation of the company's existing Sustainability Strategy with a distinct approach and launching initiatives for activating Positive Community Impacts
- Implement the social responsibility practices of the company and demonstrate them to its stakeholders—including customers, employees, investors, partners, the government of KSA, and wider society—for whom the company seeks to benefit collectively through its business activities and CSR work
- Emphasize its alignment with the Saudi Vision 2030 on the social contribution of business and its capability development, quality of life, and achievement of the United Nations Global Compact (UNGC) Principles and the United Nations Sustainable Development Goals (U.N. SDGs)
- Continue and improve the company's communication of its CSR progress, activities, and intentions

3.2 Scope

Mobily has identified several key stakeholder groups whose consideration, engagement, and communication are of utmost importance. The company's CSR initiatives seek to provide skilling and investment into employees and communities, support wider government initiatives, offer transparency to investors on environmental and social impacts, and build a deeper understanding of the company's contribution to wider society, innovation, and positive change. The company will actively identify communities that may be impacted by its operations or initiatives. Priority stakeholder groups include:

- Customers
- Employees
- Investors
- Suppliers
- Public and private sector partners
- Non-profit organizations and charities
- Small and medium enterprises (SMEs)
- Youth-, women-, and disability-owned businesses
- Local government agencies
- Wider society (including youth, entrepreneurs, and vulnerable groups such as marginalized population and those with limited resources)

4. References

- The U.N. Sustainable Development Goals
- International Organization for Standardization (ISO) official website
- The U.N. Global Compact (UNGC) Principles
- Corporate Governance Regulations Issued by the Board of the CMA Pursuant to Resolution Number (8-16-2017) Dated 13/2/2017G Based on the, and amended by Resolution of the Board of the CMA Number (8-5-2023) dated 18/1/2023G

5. Policy Statement

The company aims to extend core business actions to achieve societal impact, which is integral to business success. To play a leading role in positively impacting the communities where it operates, the company will regularly assess the impact of the company's operations on local stakeholders and communities, and it will address stakeholder expectations regarding CSR topics important to them, the company's performance, and its outward impacts.

5.1 Policy principles

At Mobily, we are committed to conducting our business in a socially responsible and ethical manner. Our CSR policy is guided by the following principles:

- We prioritize our customers by providing high-quality, reliable services while ensuring their privacy and data security
- We strive to foster strong relationships with the communities we serve. We actively engage in initiatives that promote digital inclusion, education, and local development, ensuring that our services benefit all segments of society
- We recognize our responsibility to minimize our environmental impact. We are committed to continuously improving our practices in our operations, including reducing energy consumption, managing waste responsibly, and promoting eco-friendly technologies as we work towards a greener future.
- We recognize that our employees are our greatest asset. We are dedicated to creating a diverse, inclusive, and safe workplace where our employees can thrive and contribute to their fullest potential
- We operate with integrity and transparency in all our dealings. We adhere to the highest ethical standards, ensuring accountability and compliance with all applicable laws and regulations.

5.2 Policy pillars

The company will play an active role in enriching the world it operates in, achieving social impact through the application of digital tools to address societal issues. This will take shape across three primary pillars:



1. Talent pools:

Support the education and skills development, while addressing the needs of the TMT marketplace in Saudi Arabia, and the holistic development of young people as they prepare to enter the workplace or pursue entrepreneurship.

Related U.N. SDGs: 4 (Quality Education), 8 (Decent Work and Economic Growth), 9 (Industry, Innovation, and Infrastructure), 17 (Partnerships)

2. Fulfilling lives:

Promote well-being, happiness, social cohesion, and enhance life experiences for communities that Mobily operates in.

Related U.N. SDGs: 3 (Good Health and Wellbeing), 16 (Peace, Justice and Strong Institutions), 17 (Partnerships)

3. Enabling growth:

Support communities that Mobily operates in, and KSA more broadly, to encourage and enable inclusive growth and the alleviation of inequality.

Related U.N. SDGs: 8 (Decent Work and Economic Growth), 10 (Reduced Inequalities), 17 (Partnerships)

5.3 Governance

- The board of directors is responsible for approving this policy and overseeing its implementation
- The Corporate social responsibilities committee (CSRC) is responsible for approving CSR programs
- With regards to Mobily's commitment to ethical behaviour in its business dealings managed through Mobily's Code of Conduct, compliance and audit programmes
- In terms of CSR programs implementation and monitoring, the company has established a Corporate Social Responsibility Committee to provide oversight of all these aspects and a CSR Department to implement Mobily's strategy
- CSR initiatives funding will be reviewed and approved as per Mobily's DoA manual

5.4 Implementation and monitoring

Corporate Social Responsibility committee:

The primary role of the CSR committee is to:

- Approve CSR programs and activities;
- Review, evaluate and oversee the CSR strategy and funding guidelines;
- Review requests for funding from eligible community and charitable organizations;

- Prepare an annual report to be submitted to the Board of Directors on all CSR activities;
- Set short- and long-term plans to achieve the CSR strategy goals.

Corporate Social Responsibility department:

The primary role of the CSR department is to:

- Develop CSR strategy, policy, and programs;
- Assess and recommend all types of CSR activities (ex: philanthropy and charitable donations, sponsorship, volunteering) to the CSR committee;
- Execute the approved CSR activities from CSR committee;
- Develop periodic reports on progress on initiatives taken during the year on a semi-annual basis to CSR committee endorsement;
- Serve as the primary contact for all CSR activities

5.5 Reporting and transparency

- Annual report: publish CSR initiatives, and achievements in Mobily's sustainability annual report. This report will be made available to all stakeholders and will provide a comprehensive overview of the CSR activities and outcomes
- Stakeholder engagement: actively engage with stakeholders to gather feedback and incorporate their perspectives into CSR strategy. We will conduct regular surveys, focus groups, and stakeholder meetings to ensure we understand and address the needs and concerns of our stakeholders
- Open Dialogue: We foster open dialogue with our stakeholders about CSR policies and practices. We encourage questions, suggestions, and discussions to foster a culture of transparency and continuous improvement
- Compliance and Ethics: We adhere to all relevant laws and regulations governing our operations and CSR practices. Our commitment to ethical conduct extends to all aspects of our business, ensuring that our stakeholders can trust our actions and decisions

5.6 Review and Revision

- The amended version of the policy requires approval by Board of Directors
- any amendments to this document should follow the procedures outlined in the DoA Manual
- This Policy shall be reviewed after (3) three years or in the event of a change within the organization structure or laws or regulations or regulatory requirements. CSR department is responsible for ensuring that this document is reviewed as required and approved by the Board of Directors



5.7 Language

This Policy has been prepared in the Arabic and English language, in the event of a conflict or ambiguity between the Arabic and the English text, the Arabic text shall prevail