Sustainability

Sustainability at Yahsat

To support Yahsat in becoming a purpose led organisation and recognised global leader in advancing sustainable development, Yahsat has made considerable progress towards institutionalising sustainability throughout its corporate culture and decision-making process.

Please note that the notation ADX XX.XX (e.g. ADX G8.1) refers to the Abu Dhabi Securities Exchange (ADX) ESG disclosure guidelines. The guidelines are available on ADX website at https://bit.ly/ADXESGGuidelines.



To this end, Yahsat has developed a sustainability strategy centred around five pillars that are of utmost importance to Yahsat and its stakeholders. For each of its sustainability framework pillars, Yahsat has defined key objectives along with priority actions to be pursued over the next three years. Each of these objectives serve to improve how Yahsat addresses the most material sustainability areas relevant to its industry, as well as help Yahsat to increase its contributions towards important sustainability-related ambitions, including Abu Dhabi's Economic Vision 2030, the UAE's Space Policy, and the United Nations (UN) Sustainable Development Goals (ADX G8.2).

In the near future, Yahsat will be exploring how it can establish targets for the SDGs it currently contributes towards (ADX G8.3). Moreover, Yahsat's sustainability framework helps the company to prioritise its sustainability efforts towards most important sustainability areas.

Stakeholder Engagement & Materiality

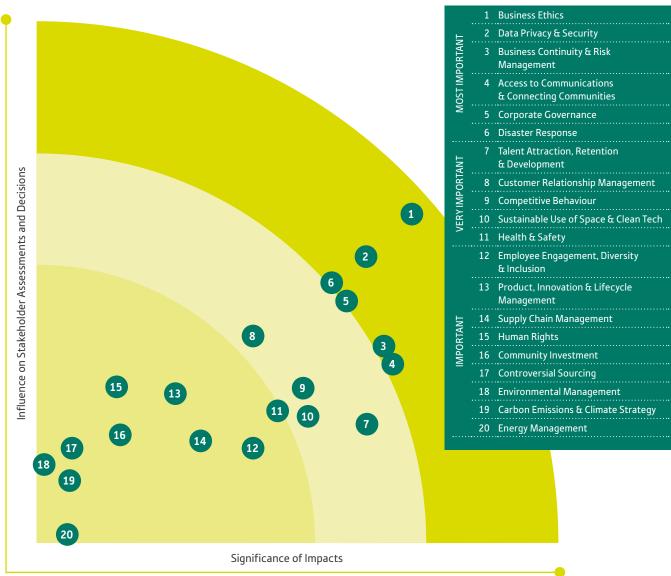
By continually engaging with Yahsat's stakeholders, we strive to better understand each stakeholder's expectations and key interests. This helps us to understand if we are sufficiently addressing all relevant material sustainability areas and to identify emerging material sustainability areas.



To understand where Yahsat needs to direct its sustainability efforts, 20 material sustainability areas have been identified and prioritised by Yahsat's executive management. A range of sources were used to identify all such areas, including leading and sector-specific sustainability reporting standards (e.g. GRI, SASB), the sustainability reporting quidance provided by the Abu Dhabi Securities Exchange (ADX), existing national and international sustainability-related ambitions, ESG disclosure expectations from ESG rating agencies, the sustainability areas being addressed by a selection of Yahsat's peers, and the key interests identified from Yahsat's key stakeholders.



Sustainable Areas Materiality Matrix



Yahsat's Sustainability Framework and Future Direction

To focus Yahsat's approach towards effectively managing, reporting progress on, and developing strategies to address all relevant material sustainability areas, a five-pillar sustainability framework was created (ADX G8.1), which essentially defines what sustainability means for Yahsat.

In the future, Yahsat will periodically review its sustainability framework, ensuring it continues to capture relevant material sustainability areas, each of which can evolve and change in priority over time. Regarding Yahsat's existing sustainability strategy, we continue to implement priority actions that have been identified, and we will regularly review and update our strategy to help Yahsat establish and maintain a leadership position in promoting sustainable development across countries it operates in and communities it serves. Some key examples of how Yahsat has been implementing strategic priority actions include the development of Yahsat's ESG policy and position statements for key areas of our business. Although we have not yet obtained any external assurance on our sustainability disclosures (ADX G9), this is an area we are currently exploring. For a more comprehensive discussion on Yahsat's sustainability-related progress, we encourage all readers to please read Yahsat's 2022 sustainability report (ADX G7) available on its website (http://bit.ly/3QZ16ex).



Reliable Corporate Governance

We are committed to operating with integrity and maintaining the highest professional and ethical standards in every aspect of our business. Through our established and evolving governance structures, we aim to ensure all of our operational activities are performing as intended, including complying with local and international regulations, improving business performance, and ensuring stakeholder interests continue to be met.

Material Issues Covered	 Business Ethics Business Continuity & Risk Management Competitive Behaviour Corporate Governance Data Privacy & Security
UAE National Space Strategy 2030	• Ensure a supporting legislative framework and infrastructure to match the future developments in the sector
Abu Dhabi Economic Vision 2030	Develop a Sufficient and Resilient Infrastructure Capable of Supporting the Anticipated Economic Growth
Sustainable Development Goals	8 distribution 9 materialistis 16 materialistis infinite infinite 17 materialistis infinite

Corporate Governance

Yahsat's corporate governance structures serve to embed responsible operating practices that successfully facilitate the creation and protection of stakeholder value. As defined in Yahsat's Charter of the Board of Directors ('Board'), the majority of Yahsat's Board must be independent, non-executive, and Emirati citizens. In compliance with the corporate governance guidelines issued by the UAE Securities and Commodities Authority, Yahsat's CEO is prohibited from serving as the Board Chair (ADX G2.1). The Board continues to maintain sufficient and varied industry experience to successfully guide Yahsat towards

its vision and has its performance evaluated annually. The Board also receives regular training on multiple areas of importance, including sustainability, and has approved corporate sustainability KPIs to regularly monitor (ADX E9) and incentivise executive performance (ADX G3). Moreover, an operations ESG committee has been formed to identify ways (e.g. projects, initiatives) that Yahsat can contribute towards its sustainability framework pillar ambitions; this committee meets on a monthly basis to present and discuss new ideas, as well as monitor the progress of approved projects and initiatives (ADX E8).

Board of Directors	ADX	2020	2021	2022
Total number of Board members	G1	8	9	9
% of Board seats occupied by men	— G1.1	75%	89%	89%
% of Board seats occupied by women		25%	11%	11%
% of Board Committees chaired by men	C1 2	-	75%	50%
% of Board Committees chaired by women	– G1.2 -	-	25%	50%
% of Board seats occupied by independent members	G2.2	N/A	67%	67%

Business Ethics & Competitive Behaviour

The Ethics and Compliance (E&C) function at Yahsat strives to ensure all commercial objectives continue to be met while operating at the highest levels of integrity. The E&C function is empowered through its E&C charter and independent and direct reporting structure to the Audit, Risk and Compliance Board Committee. Yahsat's Code of Ethics (ADX G5.1) applies to everyone who works directly for or represents Yahsat, including Yahsat's controlled subsidiaries. It is mandatory for all employees to acknowledge the principles of the Code of Ethics (ADX G5.2); during 2022, 100% of all employees received training on and acknowledged the Code of Ethics.

Through Yahsat's Competition Law Policy, guidance is provided to all employees on how to avoid engaging in anti-competitive behaviour. The policy covers specific areas susceptible to anti-competitive behaviour risks, including the participation in trade associations, conducting business with competitors, obtaining competitive information, conducting business from a dominant market position, mergers, acquisitions, joint ventures, and procurement practices. During 2022, no instances of anti-competitive behaviour were reported.

Data Privacy & Security

Maintaining highly effective data privacy and information security practices is a priority for Yahsat. Through robust and comprehensive governance structures, which include an information security charter, committee, security programmes and multiple polices, we ensure all data privacy and information security activities are appropriately conducted. More specifically, Yahsat maintains an Information Security Policy, a Data Retention Policy, and a Data Privacy Policy (ADX G6.1), which covers elements related to GDPR requirements (ADX G6.2), to appropriately guide and control our practices.

Throughout 2022, various measures were implemented to strengthen Yahsat's data privacy and information security practices. An information security programme was implemented that specifically enhanced access controls, data protection, vulnerability management, and incident response capabilities. Cybersecurity controls were upgraded and extended to Yahsat's subsidiaries. And incident response capabilities were improved through newly deployed artificial intelligence and machine learning solutions. During 2022, there were zero instances of identified leaks, thefts or losses of customer data.

Business Continuity & Risk Management

Yahsat's business continuity management (BCM) practices are periodically reviewed, tested, and enhanced each year, which serve to ensure all business functions and services continue to operate uninterrupted. Our BCM practices enable Yahsat to effectively respond to any key risks should they materialise, including fires, spacecraft anomalies, power outages, unavailability of critical applications, unavailability of personnel, and cybersecurity issues. During 2022, Yahsat successfully resolved one major spacecraft anomaly and one major gateway disruption through its established crises management plans.



Serving Customers & Communities

We are committed to operating with integrity and maintaining the highest professional and ethical standards in every aspect of our business. Through our established and evolving governance structures, we aim to ensure all of our operational activities are performing as intended, including complying with local and international regulations, improving business performance, and ensuring stakeholder interests continue to be met.

Material Issues Covered

- Access to Communications & Connecting Communities
- · Community Investment
- Customer Relationship Management
- · Disaster Response

UAE National Space Strategy 2030

- Provision of Competitive and Leading Space Services
- Development of advanced local capacities in space technology manufacturing and R&D

Abu Dhabi Economic Vision 2030 Develop a sufficient and resilient infrastructure capable of supporting the anticipated economic growth

Sustainable Development Goals







Access to Communications, Connecting Communities & Community Investment

Yahsat continues to help underserved communities gain access to the internet and information. These communities typically either lack the necessary telecommunications infrastructure and/or are based in remote areas where it is difficult to access such reliable services. In previous years, Yahsat has provided effective communications solutions to many of these communities, all of which are based across the world, including the United Arab

Emirates, Iraq, South Africa, Kenya, Pakistan, and Australia. These communication solutions have also facilitated access to e-learning opportunities, enhanced healthcare services, telemedicine solutions, and information and communication training.

During 2022, YahClick, in partnership with ZARNet, supported rural communities based in Zimbabwe to overcome internet connectivity challenges through the provision of affordable and secure internet connectivity to education, healthcare sectors and other government institutions. As a result, 1,000 government sites

gained access to reliable internet connectivity by the end of 2022. Through this partnership, we aim to provide affordable and reliable internet connectivity to total of 4,500 sites as part of the three year contract.

Other ways Yahsat supports local communities is by educating youth on space. Space summer camps were organised to educate youth on space sciences, the basics of space engineering, and space-enabled technologies. In partnership with Dubai Astronomy, virtual workshops were held for over 950 UAE-based students to celebrate World Space Week, which covered trending technologies and the latest developments in the global space and satellite sector. During 2022, Yahsat's community investments totalled approximately AED 38,168 (ADX S12). Moreover, we intend to develop and implement a Corporate Social Responsibility framework during 2023.

Disaster Response

Yahsat supports organisations striving to resolve and abate humanitarian crises, which is made possible through our range of satellite communications solutions. In the past, Yahsat has enabled multiple organisations to address various humanitarian challenges, including those originating from the category five Typhoon Rai in the Philippines. Throughout 2022, thanks to Thuraya's satellite mobile phones, numerous people in distress and needing emergency assistance were successfully rescued, including people stranded at sea near Oman, Malta, and the Philippines.

Customer Relationship Management

Driven by our centralised Customer Care Unit, a customer-centric approach is used to improve all operational and support services provided by Yahsat. Multiple customer-centric programmes continue to be implemented that cover key customer relationship management areas, including quality assurance on service delivery; measuring and understanding customer satisfaction; and quality assessments on customer interactions. Numerous upgrades were made to network components and systems, serving to increase operational efficiencies, provide additional network stability, offer a wider range of services, create resource synergies, and create standardised foundations to further develop integrated operational areas in the future. Enhanced customer satisfaction surveys were created to improve customer feedback and more accurately measure customer satisfaction. Customer satisfaction has shown improvements across our key service offerings, especially for Thuraya and YahClick, which recorded increases in customer satisfaction by 26% and 15%, respectively, when compared to 2021.







Investing in People

We know that our achievements at Yahsat are fundamentally built upon the cumulative abilities and attitudes of our workforce. We are committed to empowering our employees to succeed and to become role models in their communities. A key objective is to attract and retain highly talented employees while simultaneously promoting Emiratisation. By building a diverse, egalitarian and safe working environment, we strive to maximise employee well-being.

Material Issues Covered	 Employee Engagement, Diversity & Inclusion Health & Safety
	Human Rights
	• Talent Attraction, Retention & Development
UAE National Space Strategy 2030	Creating space culture and expertise
Abu Dhabi Economic Vision 2030	 Drive significant improvement in the efficiency of the labour market Develop a highly skilled, highly productive workforce
Sustainable Development Goals	3 MONTHER 4 TREATH 5 TRANSPORT 10 DESCRIPTION 10 DE



Talent Attraction, Retention & Development

Attracting talented candidates and increasing employee retention is a key success factor in helping Yahsat to achieve its strategic objectives. Yahsat's full-time workforce remained at relatively similar levels compared to 2021, increasing by 0.5%. To help our workforce develop, both professionally and personally, each Yahsat employee undergoes an annual

performance review that informs the development needs of each employee and accordingly helps human capital to plan training calendars. The average hours of training received by male and female full-time employees in 2022 was 22 hours and 33.3 hours, respectively, which includes training hours received from our newly introduced Global VSAT Forum platform, an established global standard for satellite communications skills.

Employees	ADX	2020	2021	2022
Total number of full-time employees		330	416	418
% of female employees	S4.1	17%	17%	18%
% of male employees		83%	83%	82%
Total number of part-time employees	S5.1	0	0	0
Total number of contractors and/or consultants	S5.2	59	61	39
Number of full-time employees in senior management		50	60	67
% of female employees	S4.3	8%	8%	12%
% of male employees	-	92%	92%	88%
Number of full-time employees in middle management		65	88	108
% of female employees		9%	9%	12%
% of male employees	S4.2 -	91%	91%	88%
Number of full-time employees in remaining positions	54.2	215	268	243
% of female employees	-	21%	21%	22%
% of male employees		79%	79%	78%
Number of full-time employees who left the Company	S3.1	27	25	52
Number of part-time employees who left the Company	S3.2	0	0	0
Number of consultant/contractors who left the Company	S3.3	12	5	13

Employee Engagement, Diversity & Inclusion

Fostering a work environment that understands and addresses employee needs is important. Through our annual people survey, which helps us to assess employee satisfaction levels by collecting employee feedback on existing workplace practices and employee engagement, we received a response rate of 97% (percentage of total full-time employees), an engagement score of 82, and an Employee Net Promoter Score (eNPS) of 48, all of which benchmarks favourably against regional benchmarks. In the future, we seek to continue improving employee engagement through the promotion of flexible work-life balance practices, better aligned job responsibilities with employee grades, focusing on employee wellbeing, and other measures.

Yahsat promotes diversity and inclusion and strives to maintain a workforce that reflects the communities it operates in. As stated in our Code of Ethics, Yahsat believes in equality and that everyone must be treated fairly (ADX S6). Two related targets we had previously established included increasing the percentage of female employees by one per cent, compared to 2021, and maintaining an Emiratisation rate of at least 50 per cent, both of which were achieved by the end of 2022. To support females in the development of their careers, Yahsat strives to hire young female talent and provide them with effective training and development opportunities. To support local talents, as well as align with Abu Dhabi's and the UAE's nationalisation aims, Yahsat supports Emirati

employees through its range of training and development programmes, some of which have been developed in collaboration with Mubadala to specifically target UAE nationals. Moreover, in terms of compensation, Yahsat regularly reports on the ratio of its CEO's total compensation to

median full-time employee total compensation, which continued to be 6:1 (ADX S1), as well as the ratio of annual median compensation for males to females that also remained stable at 1.2:1 (ADX S2).

National Employees	ADX	2020	2021	2022
Nationals among total full-time workforce		175	175	175
% of female employees	S11	25%	25%	25%
% of male employees	-	75%	75%	75%

Health, Safety & Human Rights

Creating a safe working environment that promotes healthy workplace practices and respects human rights is very important to Yahsat. Through our robust Health, Safety and Environment (HSE) governance mechanisms, which includes an updated HSE Policy (ADX S8) that complies with ISO 45001:2018 requirements, a newly formed HSE Committee, and HSE management systems, all HSE activities are appropriately managed. As a socially responsible business, Yahsat follows the highest international standards and consistently ensures that its facilities are safe and secure. In this respect, Yahsat has been awarded the international standard ISO 45001:2018 certification in Occupational Health & Safety (OH&S) Management Systems. Yahsat achieved the global standard for its consistent efforts to enhance and improve health, safety and environment standards across the Group.

During 2022, zero employee and contractor fatalities and injuries were recorded (ADX S7).

Respecting human rights is explicitly covered in our Code of Ethics, stating that Yahsat must abide by applicable international human rights principles (ADX S10.1). In Yahsat's Business Partner Code of Conduct, we require all Yahsat business partners to also abide the same international human rights principles (ADX *S10.2*), as well as prohibit child and forced labour practices (ADX S9.2). Additional ways we respect human rights is by strictly adhering to the UAE's labour laws, which incorporates human rights considerations, and prohibits forced labour and the employment of minors below the age of 15, respectively (ADX S9.1). During 2022, two grievances associated with respect and fairness were reported to the Ethics and Compliance function and were subsequently addressed.



Promoting Environmental Protection

We are committed to reducing adverse environmental impacts stemming from Yahsat's operational activities. Through reductions in our energy consumption and the exploration of incorporating renewable energy sources where possible, we are working hard to reduce our total carbon emissions. We are also seeking to reduce our resource consumption and increase material resource lifespans wherever possible.

Material Issues Covered

- Carbon Emissions & Climate Strategy
- Energy Management
- Environmental Management
- Product, Innovation & Lifecycle Management
- Sustainable Use of Space

UAE National Space Strategy 2030

Abu Dhabi Economic Vision 2030 • Develop a sufficient and resilient infrastructure capable of supporting the anticipated economic growth

Sustainable Development Goals







Environmental Management

We strive to systematically implement ways of efficiently consuming material resources and minimising our environmental impacts (ADX E7.1). By predominantly focusing on recycling

e-waste, our annual recycling rates increased by more than eight times when compared to 2021. Annual water consumption and the volume of wastewater generated both remained at relatively similar levels compared to 2021.

Product, Innovation & Lifecycle Management

As highlighted by the UN Office for Outer Space Activities, space-based services and technologies have the potential to support the achievement of all UN Sustainable Development Goals. To promote sustainable development, Yahsat continues to innovate and offer sustainable satellite communication services, especially for land, marine and aeronautical applications. One recent innovation we were proud to launch during 2022 was Thuraya's SatTrack for Land, a tracking and monitoring service developed for land vehicles. Key benefits of this service include real-time vehicle monitoring, geo-fencing, driver behaviour monitoring, and creating additional fleet insights, all which can help our customers to adopt more responsible fleet operations, including the reduction of fleet carbon emissions from optimised route planning and improved traffic safety.

Another way Yahsat tries to empower its customers to become more environmentally conscious is by providing instructions on how to appropriately dispose of Yahsat products. Specific products contain recycling instructions and inform our customers to avoid creating e-waste by disposing of the relevant product via municipal waste services.

Sustainable Use of Space

Promoting the sustainable use of space is an important commitment for Yahsat, which also supports the ambitions of the UAE's National Space Policy. Yahsat regularly participates in sustainable use of space forums, both domestically and internationally, including representing the UAE when participating on the UN Committee of the Peaceful Use of Outer Space Activities. Within our operational space asset practices, we adhere to the globally recognised Inter-Agency Space Debris Coordination Committee's (IADC) space debris mitigation guidelines. To further outline our position towards the sustainable use of space, Yahsat is currently developing an associated position statement to be published.

Energy Management, Carbon Emissions & Climate Strategy

Yahsat's building management system (BMS) helps the Company to efficiently manage its overall energy consumption (ADX E7.3). Key ways the BMS reduces energy consumption is by adjusting to seasonal energy changes, using occupancy sensors, adjusting to regular hours of operations, and controlling HVAC operations. Additional ways we were able to reduce energy consumption during 2022 was by replacing older IT equipment with more energy efficient equipment, as well as installing additional LED lights throughout our facilities.

Resource Consumption and Waste Generation	ADX	2020	2021	2022
Materials recycled (Kilograms)	-	10,627	4,030	33,870
Total water consumption (cubic metres)	E6.1	89,880	103,304	104,044
Total water reclaimed (cubic metres)	E6.2	0	0	0
Total volume of waste water generated (cubic metres)	E7.2	3,085	3,167	3,170

Energy Consumption	ADX	2020	2021	2022
Direct Energy Consumption (GJ)		679	679	679
Petrol consumption from operations and vehicles (Litres)		2,255	2,255	2,255
Diesel consumption from operations and vehicles (Litres)	& E5	15,764	15,764	15,764
Indirect Energy Consumption (GJ)		72,498	73,797	69,999
Electricity consumption (kWh)	& E5	20,138,381	20,488,425	19,444,134
Energy consumption intensity (GJ/employee)	E4	222	179	169

The majority of Yahsat's carbon emissions originate from its indirect energy consumption, which has averaged 20,027,239 kilowatt hours (kWh) over the past three years and remained at relatively similar levels each year. We continue to explore additional ways of reducing our carbon emissions, especially through the exploration of potential renewable energy sources to power our indirect energy consumption. By 2024, we aim to better understand and disclose Yahsat's Scope 3 GHG emissions (ADX E1.3), as well as other air emissions (ADX E2.2).

We also remain conscious of the negative impacts created by greenhouse gas (GHG) emissions and are committed to minimising our carbon footprint across our operations and supply chain. In this respect, Yahsat has joined the UAE Climate-Responsible Companies Pledge,

a strategic initiative by the UAE Ministry of Climate Change and Environment aimed at driving the engagement of the private sector in advancing national decarbonisation efforts to support the UAE Net Zero 2050 Strategic Initiative. Yahsat pledged its support to bolster efforts being undertaken to combat climate change – in line with the United Nations Sustainable Development Goal 13 on climate action – by enhancing its measurement and reporting of GHG emissions, developing plans to reduce its carbon footprint, and adopting climate change mitigation measures into the Company's business and operational model. Yahsat has further pledged to incorporate an inclusive approach to its sustainability and climate change action plans through the inclusion of youth, women and vulnerable segments of society.

Carbon Emissions	ADX	2020	2021	2022
Direct (Scope 1) GHG emissions (tons CO ₂ eq.)	E1.1	48	48	48
Indirect (Scope 2) GHG emissions (tons CO ₂ eq.)	E1.2	13,614	13,857	13,144
Total GHG emissions (tons CO ₂ eq.)	E1	13,661	13,905	13,192
GHG emissions intensity (tons CO ₂ eq./employee)	E2.1	41	33	32
Total amount invested, annually, in climate-related infrastructure, resilience, and product development (AED)	E10	_	_	59,000



Developing Business Partnerships

Business partnerships continue to be a crucial component of Yahsat's success. By prudently forming mutually beneficial partnerships, we strive to ensure all stakeholder concerns and associated risks are sufficiently addressed and monitored, as well as contributing towards national space ambitions.

Material Issues Covered	Controversial Sourcing & PartnershipsSupply Chain Management
UAE National Space Strategy 2030	Effective local and international partnerships and investments in the space industry
Abu Dhabi Economic Vision 2030	Develop a sufficient and resilient infrastructure capable of supporting the anticipated economic growth
Sustainable Development Goals	9 MORTH MONTH 12 REPORTED CONTROL CONT

Supply Chain Management

Yahsat's procurement activities are guided by its Procurement Policy, which details specific criteria and procedures to be followed when evaluating procurement decision for goods, works, services, and major capital projects. Our

Procurement Policy underwent a review and update during 2022 to streamline our associated processes, which are further supported by Yahsat's delegation of authority, Code of Ethics, Business Partner Code of Conduct, and other policies. Compared to 2021.

Supply Chain Management	2020	2021	2022
Total number of local suppliers engaged	302	277	165
Procurement spending on local suppliers (AED millions)	147	179	168
% of procurement spending on local suppliers	21%	16%	11%
Total procurement spending (AED millions)	708	1,100	1,500

Controversial Sourcing & Partnerships

As detailed in Yahsat's Code of Ethics, we have established principles, standards, and behaviours to ensure our strategic objectives are achieved while upholding our values. Similarly, Yahsat expects and requires all business partners to adhere to similar principles, standards, and behaviours, as defined in our Business Partner Code of Conduct (ADX G4.1). All Yahsat suppliers have formally certified their compliance with the Business Partner Code of Conduct, which is a mandatory requirement when registering as a

supplier through Yahsat's supplier portal (ADX G4.2). Prior to entering into an agreement with a potential business partner, a due diligence process is followed, which takes into consideration various factors, including contract value, the location of operations, types of services and/or goods provided, politically exposed persons, sanctions lists, watch lists, enforcement lists, court actions, and adverse media monitors. Moreover, we have recently developed a sustainable procurement position statement to further promote sustainable procurement practices.

