

CORPORATE SOCIAL RESPONSIBILITY & CHARITABLE CONTRIBUTION POLICY

2026

TECÓM GROUP

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1 INTRODUCTION

Overview

At TECOM Group, our journey towards a prosperous future is intrinsically linked with our dedication to responsible and sustainable practices that safeguard the interests of all stakeholders and contribute meaningfully to broader society.

CSR refers to the voluntary contribution of TECOM Group to community development through monetary and/or in-kind contributions to implement development projects and programmes—including economic, social, and environmental initiatives in the UAE. CSR is positioned under our overarching Environment Social Governance (ESG) framework.

TECOM Group's Corporate Social Responsibility and Charitable Contributions Policy (hereafter referred to as the "CSR Policy") sets out the strategic and governance framework for our social responsibility and community development initiatives.

The purpose of the CSR Policy is to ensure compliance with all applicable rules and regulations in the UAE, provide a strategic, forward-looking framework for CSR initiatives, serve as guidance for the governance of CSR initiatives and define the responsibilities and oversight mechanisms for the CSR Policy and CSR initiatives.

Ownership & Responsibility

The CSR Policy is owned by the Corporate Strategy and Marketing function, with oversight from the Chief Executive Officer (CEO), the Board of Directors, and Shareholders. Its implementation is the responsibility of the Corporate Strategy and Marketing function with support from other functions including Legal, Business Support and Finance.

The CSR Policy shall be reviewed annually by the CSR Policy owner and the CEO subject to the following:

- Risk Committee review and endorsement
- Board of Directors endorsement
- Shareholders' approval at the Annual General Assembly

2 CSR COMMITMENTS & FRAMEWORK

CSR Commitments

Under TECOM Group's ESG framework, five strategic pillars guide our sustainability agenda and activities—Governance, Economy, Planet, People and Community. Within the Community Pillar, our commitments are as follows:

- Continue to enhance our communities to support vibrancy and long-term sustainability.
- Committed to investing in CSR initiatives that yield impact, engages clients and contribute to community development; and
- Prioritise specific areas where we can generate significant impact, based on local requirements and our business model and invest in these areas.

This CSR Policy provides the operational guidance needed to implement these commitments effectively and in a compliant and strategic manner.

Framework

Our CSR framework reflects our commitment to creating long-term, positive impact on the communities where we operate. Grounded in our ESG framework and aligned with regulatory requirements and stakeholder expectations, it provides a structured approach to delivering social value through charitable giving, public health awareness, and strategic partnerships.

Our CSR efforts are clearly defined in the CSR Vision, the CSR Mission, and the CSR Purpose (as defined below)—supported by two core pillars and a focus on meaningful and measurable initiatives.

2 CSR COMMITMENTS & FRAMEWORK

Vision (Future)	Creating resilient, inclusive and thriving communities that foster sustainable living and collective wellbeing.	
Mission (Approach)	Empowering local communities by enabling charitable giving and promoting healthy, sustainable living through impactful and collaborative initiatives.	
Purpose (Timeless)	Creating shared value by aligning business strengths with community needs through responsible and community-focused action.	
Pillars	Pillar 1 Community Giving & Fundraising	Pillar 2 Health & Wellbeing Awareness
Objectives	To provide direct support to charitable causes and facilitate donations through trusted Fundraising platforms in collaboration with Licensed Charitable Organisations.	To promote public health and wellbeing by supporting awareness campaigns and initiatives that encourage healthier lifestyles and informed communities.
Current Initiatives	<ul style="list-style-type: none"> • Iftar distributions during Ramadan • The Good Store • WeWalk walkathon 	<ul style="list-style-type: none"> • WeWalk Walkathon • Movember • Pink Caravan
Enablers	Partnerships, Employee Engagement, Customer Engagement	

3 CSR GOVERNANCE

The CSR Framework serves as guidance while planning and selecting CSR initiatives. It is actioned through the following modes of implementation – Direct Contributions, Facilitated Contributions and Employee Volunteering.

Direct Contributions

Direct Contributions refer to the charitable donations, cash or in-kind, made directly by TECOM Group from its own funds or assets in support of charitable causes. Examples include Iftar meal distributions, providing free or discounted space to charitable organisations, or donating items such as laptops, furniture, or other assets. Non-commercial sponsorships, which are given without any commercial benefit in return, are considered direct contributions.

The annual direct contributions proposal shall be submitted for shareholder’s approval at the Annual General Assembly. The company has an established internal governance process to define and endorse proposed amounts. The direct contribution amount must be transferred to Licensed Charitable Organisations and shall not exceed the amount approved for the relevant financial year. Cash contributions must be audited as part of the regular financial audit process. All cash contributions must be disclosed through the official UAE Majra Platform annually, ensuring centralised monitoring by the government.

Facilitated Contributions

Facilitated Contributions are the initiatives where TECOM Group creates or supports a platform to enable others—including employees, business partners, and the public—to donate to charitable causes such as “The Good Store” and “We Walk” initiatives. Facilitated Contributions initiatives will be managed in partnership with Licensed Charitable Organisations. In all such initiatives, the Licensed Charitable Organisation shall act as the official campaign lead and obtain all required permits from Islamic Affairs and Charitable Activities Department (IACAD).

3 CSR GOVERNANCE

Employee Volunteering

Employee Volunteering is any work aimed at community development and achieving a public benefit. It is performed by the employee of their own choice and involves contributing their time, effort, or skills, with no intent to derive any material gain for themselves. All such activities are governed by the Community Development Authority (CDA).

All Employee Volunteering initiatives shall be conducted in coordination with an authorised Volunteer Work Organising Entity and in compliance with the requirements of the CDA.

**THANK
YOU**

2026

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