SOCIAL POLICY
OF UZBEKTELECOM JSC

Tashkent

Content

1. General provisions

1.1 The Social Policy (hereinafter referred to as the "Policy") of Uzbektelecom Joint Stock Company, hereinafter referred to as the "Company", has been developed in accordance with the legislative documents of the Republic of Uzbekistan, the Company's charter, the corporate governance Code, the regulation on internal control and other internal documents of the company.

1.2 The main purpose of this Policy is to establish the general principles of the Company's activities in the field of social responsibility and management of social aspects of activities, which the Company must adhere to.

1.3 The implementation of this Policy will help to solve the following tasks:

– formation of a unified approach to managing the social aspects of the Company's activities;

– ensuring respect for human rights and international labor standards;

– creation of safe, fair and non-discriminatory working conditions;

– development of professional potential of employees;

– building trust on the part of employees, customers, investors and society;

– reducing social risks in the Company's operations and its supply chain;

– ensuring transparency of social reporting in accordance with international standards.

1.4 The Company will regularly update this Policy in accordance with changes in the legislation of the Republic of Uzbekistan and international standards.

1.5 This Social Policy is applied in conjunction with the applicable internal regulatory documents of the Company and does not replace their provisions. The Policy does not contradict the Charter of the Company, the Code of Conduct and Ethics, Instruction on the management and development of human resources, Collective bargaining agreement, Policy in the field of health and safety at work, Anti-corruption policy and other internal regulations, but complements them in terms of systematization of social aspects of activities.

1.6 As part of its implementation, the Company's policy and activities take into account regulatory legal acts regulated by the legislation of the Republic of Uzbekistan, as well as international documents in the field of sustainable development.

2. Scope of application

2.1 The Policy applies to all branches and structural divisions of the Company, all service processes and other activities carried out by the Company.

3. Terms, definitions and references

3.1 The following terms and definitions are used in this Policy:

– **ESG (Environmental, Social and Corporate Governance)** - a set of characteristics, criteria and standards of sustainable development in the field of environmental protection, social development and corporate governance, which the Company takes into account when making management and investment decisions.

– **Cooperation with stakeholders** - processes implemented by the Company to involve stakeholders in its activities and consider their views in decision-making to achieve agreed outcomes.

– **Stakeholders -** an individual and/or a legal entity or a group of individuals who influence the results of the Company's activities and/or are influenced by the Company.

– **Non-financial report** - a set of data and non-financial indicators reflecting the goals, approaches and results of the Company's activities on all important issues of sustainable development, environmental protection, social development and corporate governance.

– **Field of activity** - the administrative-territorial units in which the company operates.

– **GRI Standards** - a global Reporting initiative, uniform standards and recommendations for non-financial reporting developed by an international organization.

– **Sustainable development** - the achievement of the goals of a long-term development strategy while maintaining a balance of interests of all stakeholders through the application of the principles of continuous technological renewal and re-equipment aimed at ensuring the integrity and social responsibility of activities, rational use of natural resources, industrial safety, environmental friendliness and efficiency.

– **UN SDGs** - the United Nations Sustainable Development Goals, adopted by the United Nations General Assembly to enhance global well-being and protect the planet.

– **Principles of the United Nations Global Compact (UN Global Compact)** - a set of internationally recognized principles of responsible business conduct developed within the framework of the United Nations initiative aimed at ensuring respect for human rights, labor standards, environmental protection and combating corruption in companies.

4. Principles of social responsibility

4.1 Openness, accountability, transparency, ethical behavior, respect for the interests of stakeholders, respect for human rights, intolerance to corruption, avoidance of conflicts of interest – these are the principles of the Company's social policy.

4.2 Disclosure of principles:

– **Openness** - the Company adheres to the principles of openness, transparency and mutual respect in its engagement with stakeholders and ensures the protection of their rights and interests. The Company develops long-term partnerships with stakeholders based on mutual trust.

– **Accountability** - the Company is accountable to employees, customers, shareholders, public authorities and society for the social aspects of its activities. The Company regularly assesses its social impact, discloses reliable information on its performance and ensures the achievement of established social indicators. It also takes the necessary measures to address identified risks and violations. The Company ensures the transparency of decision-making processes, as well as the effective functioning of mechanisms for the consideration of requests and the provision of feedback.

– **Transparency** - the Company ensures the transparency of its decisions and actions. Information is disclosed in accordance with applicable legislation and internal regulatory documents and is provided to stakeholders in a timely manner.

– **Ethical behavior** - the conduct of an individual in accordance with generally accepted norms of behavior, values and moral principles (such as integrity, conscientiousness and fairness), as well as adherence to a system of behavior governing social relations. The Company ensures compliance with these principles in its operations and requires employees to strictly follow established standards of professional and business conduct.

– **Respect for stakeholders' interests –** the Company respects the rights and legitimate interests of all stakeholders in accordance with applicable legislation, concluded agreements and business relations.

– **Respect for human rights –** the Company adheres to the principles set out in the Constitution of the Republic of Uzbekistan and international human rights instruments. The Company strictly prohibits the use of child and forced labor. The Company recognizes employees as a core value and pays particular attention to their professional development, working conditions, health and safety. The Company adheres to the principles of equal opportunity and meritocracy and continuously improves its systems for employee development and motivation.

– **Intolerance to corruption** - The Company's activities are based on the principle of zero tolerance for corruption in all its forms and manifestations, including bribery, abuse of position, obtaining unlawful advantages, and other corrupt practices. The Company implements and maintains a strict anti-corruption framework, takes measures to prevent, detect, and address corruption risks, and ensures that employees do not engage in any corrupt activities.

– **Avoidance of conflicts of interest** - the Company's activities are based on preventing situations in which personal interests may influence the proper performance of official duties or conflict with the interests of the Company. The Company establishes mechanisms for the identification, disclosure, and management of conflicts of interest and ensures that such situations are avoided by employees. Decision-making processes are carried out in strict adherence to the principles of objectivity, independence, and fairness.

5. The company's priority areas of social responsibility

5.1 In accordance with the selected main objectives, the Company carries out activities in the field of social responsibility in the following main areas:

5.1.1 Promoting socio-economic development and well-being of existing territories

The company is aware of its responsibility to customers and local communities within its business. In this regard, one of the main activities of the Company is to support economic growth and improve the quality of life of the population in the regions where it is located: job creation through the creation of high-quality infrastructure facilities, support for cultural and sports events, sponsorship, healthy lifestyle support and business expansion.

5.1.2 Employee development and team retention

In the field of human resource management, the Company is working to increase efficiency by attracting, developing and retaining talented employees. The company provides employees with various opportunities for professional and career growth: competitive salaries, career planning, performance-based bonuses, training programs based on an internal corporate plan, third-party training programs, various types of cost co-financing, as well as non-financial incentives.

5.1.3 Ensuring equal opportunities

The Company strictly adheres to the anti-discrimination policy based on age, race, ethnicity, gender or other characteristics and makes every effort to ensure that the realization of professional opportunities depends solely on the personal and professional qualities of the employee. The Company strives to maintain a corporate culture based on mutual respect and the active participation of all employees in the life of the Company.

5.1.4 Human resource capacity building

The Company considers it its responsibility to develop young professionals with the necessary knowledge and skills. In order to enhance the workforce capacity of the industry, the Company cooperates with leading higher education institutions, offers students industrial internship opportunities, organizes lectures for them and participates in other educational activities.

5.1.5 Implementation and promotion of an ethical approach to doing business, avoiding conflicts of interest and fraud

The Company adheres to the requirements of applicable legislation, international standards, as well as internal regulatory requirements in the course of its activities; ensures the fair selection of suppliers and contractors; strives to engage with counterparties that have a high reputation and meet the legal and generally recognized standards of corporate and business ethics, as well as other requirements in the field of sustainable development; implements an internal audit and risk management system; and uses communication channels for reporting information on issues related to corruption, fraud and violations of corporate ethics as an additional tool for monitoring compliance with legislation and ethical standards.

6. Mutual cooperation with stakeholders

6.1. The Company recognizes that effective management of the social aspects of its activities is impossible without systematic interaction with stakeholders. In this regard, the Company builds the interaction process on the principles of transparency, respect for the rights and interests of the parties, timely disclosure of information, regular communication and consideration of reasonable expectations in managerial decision-making.

6.2. As part of the implementation of this Policy, the Company identifies the following key groups of stakeholders in the social sphere:

– **Employees and trade union organizations -** stakeholders interested in compliance with labor legislation, the provision of safe and decent working conditions, fair remuneration, opportunities for professional development, and the protection of labor rights.

– **Clients -** stakeholders interested in the quality, safety and security of services provided, the protection of personal data, the availability and accessibility of services, and the Company's responsible approach to social activities.

– **Partners and suppliers -** stakeholders interested in transparent and fair interaction procedures, compliance with business ethics and social standards in the supply chain;

– **Local communities and population of the regions of presence -** stakeholders interested in creating jobs, developing social infrastructure, supporting educational and community initiatives, and minimizing the social impact of the Company's activities;

– **Public organizations and the media -** stakeholders interested in the accurate and timely informing of the public about the needs and interests of local communities, enhancing transparency, ensuring the independence and freedom of public organizations, and developing their professional capacity.

6.3 The Company ensures the functioning of mechanisms for the consideration of requests and the provision of feedback, which are accessible to employees, customers, partners and other stakeholders:

The Company's legal and physical addresses, telephone numbers and email address are indicated on the official website of the Company (Uztelecom.uz).

The mechanisms for submitting appeals include:
– the ability to send messages through the Company's official communication channels;
– the confidential processing of information;
– protection of applicants from persecution or other negative consequences;
– objective and timely consideration of appeals;
– the implementation of corrective measures in the event of identified violations

The Company considers appeals as a tool for identifying social risks and improving internal processes.

6.4 The procedure for interaction with stakeholders, including forms of consultations, regularity of communications and procedures for taking feedback into account, is regulated by the Company's internal regulatory documents.

6.5 The Company monitors incoming requests, analyzes their nature and systemic causes, and ensures the preparation of aggregated information on the results of consideration of requests without disclosure of personal data.

6.6 Information on social outcomes and key indicators is disclosed in the ESG reports or other public reporting documents of the Company.

7. Commitment to the UN Sustainable Development Goals

7.1 In developing its policies, measures and approaches in the field of sustainable development, the Company is guided by the Goals of the United Nations in the field of Sustainable

Development, the interests of stakeholders and the assessment of industry risks and impacts. Taking into account its key stakeholder groups, the scope of its activities and its capabilities, the Company supports the UN Sustainable Development Goals and identifies some of them as priorities for itself.

7.2 Taking into account the specifics of its activities and priorities of social responsibility, the Company focuses on achieving the following goals:

– **SDG 4 — Quality education** through the development of professional competencies of employees and support for educational initiatives;

– **SDG 5 — Gender equality**, by ensuring equal opportunities and promoting inclusive practices;

– **SDG 8 — Decent work and economic growth** through the creation of safe working conditions, respect for labor rights and the development of human capital;

– **SDG 9 — Industrialization, innovation and infrastructure**, in terms of developing digital infrastructure and sustainable solutions;

– **SDG 10 — Reducing inequality** by avoiding discrimination and supporting vulnerable groups;

– **SDG 16 — Peace, justice, and strong institutions**, through transparency, accountability, and adherence to business ethics.

7.3 In accordance with best practices and international standards, the Company will evaluate its contribution to achieving the UN SDGs on common goals, the results of which will be disclosed in the Company's non-financial reports.

8. Commitment to the principles of the UN Global Compact

8.1 The Company confirms its commitment to the principles of the United Nations Global Compact and integrates them into its social management system.

8.2 As part of the implementation of this Policy, the Company:

– supports and respects internationally recognized human rights and does not participate in their violation;

– complies with international labor standards, including freedom of association and the right to collective bargaining;

– excludes all forms of forced and compulsory labor;

– does not allow the use of child labor;

– ensures equal opportunities and non-discrimination in the sphere of work and employment;

– implements the principle of zero tolerance for corruption in all forms.

8.3 These principles are taken into account in the development of internal regulatory documents, personnel management, interaction with suppliers and contractors, as well as in the assessment of social risks.

8.4 The Company considers compliance with the principles of the UN Global Compact as an integral part of its social responsibility and the basis for sustainable development in the long term.

9. Principles of Sustainable Development Reporting

9.1 The Company undertakes to prepare an annual report on sustainable development, taking into account the protection of information constituting official, commercial and other legally protected secrets.

9.2 In preparing the sustainability report, the Company adheres to the standards of the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), International Financial Reporting Standards — IFRS S1 and IFRS S2, as well as the standards of the GSM Association (GSMA), and also takes into account the recommendations and requirements for ESG information disclosure regulated by the national legislation of the Republic of Uzbekistan.

9.3 The Sustainability Report is approved by the Company's management and made available to stakeholders by publication on the Company's official website, and, where necessary, issues related to sustainable development are included in the agenda of the Company's Supervisory Board meetings.

10. Conventions of the International Labour Organization (ILO)

This Policy is implemented taking into account the fundamental conventions of the International Labor Organization, ratified by the Republic of Uzbekistan, in terms of ensuring freedom of association, the right to collective bargaining, prohibition of forced and child labor, non-discrimination and ensuring equal pay for work of equal value.

Uzbektelecom JSC recognizes the importance of international labor standards as the basis of socially responsible activities and ensures their observance in its personnel policy, personnel management practices, labor protection system and interaction with suppliers. The implementation of the provisions of the ILO conventions contributes to strengthening social stability, protecting workers' labor rights and developing human capital.

11. The United Nations Guiding Principles on Business and Human Rights (UNGP)

The Company integrates these principles into the social risk management system, including assessing the potential impact on human rights, taking measures to prevent and minimize negative consequences, as well as providing mechanisms for reviewing appeals and complaints. The Company views compliance with human rights as an integral part of sustainable development and long-term sustainable operations.

12. Universal Declaration of Human Rights

This Policy is based on the provisions of the Universal Declaration of Human Rights, which enshrines the right to work, fair working conditions, and the principle of non-discrimination.

Uzbektelecom JSC ensures respect and protection of human rights in its activities, creating a safe and fair working environment and considering it as an integral part of its social responsibility.

13. KPIs and social performance monitoring

13.1The Company establishes a system of key performance indicators (KPIs) to evaluate the implementation of this Policy. Social indicators are established in accordance with the requirements of international standards and the Company's ESG strategy, and their regular monitoring and disclosure as part of non-financial reporting are ensured.

13.2 Development of professional competencies of employees

To ensure the professional growth of employees of Uzbektelecom JSC, a training plan is developed annually, including a wide range of advanced training courses aimed at meeting the current requirements and objectives of the Company.

Table 1. KPIs until 2030. Development of professional competencies of employees

Aspect **(S - Social component)**	**Metric**	**Execution deadline**	**Target value by 2030**	**Comment**
Development of professional competencies of employees				
(1)	Specialised training for top managers on ESG risks and sustainability	No later than December 2030	100% of top managers have completed at least one in-depth ESG training course over a three-year period	-
(2)	Implement leadership and mentorship training programs for women	No later than December 2030	Participation of at least 70% of women in the Company	Share of participants who completed the program — at least 70%

13.3 Human resources management

Personnel management of Uzbektelecom JSC is carried out in accordance with the legislation of the Republic of Uzbekistan and internal regulatory documents in order to ensure compliance with labor rights, create safe and decent working conditions, and form a sustainable corporate culture. The Company is guided by the principles of social responsibility, equal opportunities, and the development of human capital to increase operational efficiency, minimize social risks and ensure the long-term sustainability of the business.

Table 2. KPIs until 2030. Human resources management

Aspect **(S - Social component)**	**Metric**	**Execution deadline**	**Target value by 2030**	**Comment**
Human resources management				
(1)	Collection and disclosure of information on investments per employee	No later than December 2026 On an annual basis	-	
(2)	Collection and disclosure of information on the number of hours of employee training, including a breakdown by gender	No later than December 2026 On an annual basis	-	
(3)	Conducting an annual independent survey to assess employee loyalty and satisfaction, with the results disclosed in public reports	No later than December 2026 On an annual basis	-	Engaging an independent company to conduct an anonymous survey

13.4 The Company's approaches to employee rights, diversity and inclusiveness

Table 3. KPIs until 2030. Diversity and inclusiveness

Aspect **(S - Social component)**	**Metric**	**Execution deadline**	**Target value by 2030**	**Comment**
Diversity and inclusivity				
(1)	Collection and disclosure of information broken down by workforce	No later than December 2026	-	Approved by the relevant body of

	structure in terms of gender representation	On an annual basis		the management system
(2)	Share and disclosure of the number of employees with disabilities, including those covered by support programs	No later than December 2026 On an annual basis	100%	-

13.5 Remuneration

Table 4. KPIs until 2030. Remuneration

Aspect **(S - Social component)**	**Metric**	**Execution deadline**	**Target value by 2030**	**Comment**
Remuneration				
(1)	Annual assessment of the gender pay gap calculation between men and women	No later than December 2026 On an annual basis	-	
(2)	Collection and disclosure of information on the minimum wage in the Company Ratio of the median salary to the highest (or maximum) salary	No later than December 2026 On an annual basis	-	

13.6 Development of regions of presence and charity

Table 5. KPIs until 2030. Development of regions of presence and charity

Aspect **(S - Social component)**	**Metric**	**Execution deadline**	**Target value by 2030**	**Comment**
(1)	Cooperation with non-profit organizations and	No later than December 2026	-	at least 3 collaborati

	foundations to support vulnerable groups	On an annual basis		ons per year
(2)	Implementation of corporate social volunteering programmes	No later than December 2026 On an annual basis	-	at least 8 events per year

14. Responsibility

14.1 The Company's management bears overall responsibility for the implementation of this Social Policy, the integration of its principles into strategy and operational activities, as well as the formation of a culture of social responsibility.

14.2 The functional divisions of the Company, within the scope of their authority, ensure the practical implementation of the Policy provisions, including compliance with labor legislation, labor protection, employee development, and the implementation of the principles of equal opportunities.

14.3 The Company ensures monitoring of social KPIs, collection and analysis of relevant data, and also controls the implementation of this Policy within the framework of the internal control system, followed by disclosure of information in non-financial reports.

Responsible for the execution and implementation of this Policy:

– HR management and development department;
– Union Committee;
– The Council of Youth Leaders