

**The Policy for Cooperation with Stakeholders of “Uzbektelecom” Joint Stock
Company**

Tashkent

Content

1	General provisions.....	3
2	Scope of application.....	3
3	Terms and definitions.....	3
4	Identification of stakeholders.....	4
5	5 Goals and objectives of the company in its interaction with stakeholders	5
6	Principles that the company adheres to.....	6
7	Basis of mutual cooperation with stakeholders.....	7
8	Complains and suggestions mechanism and the process of their consideration.....	8
9	Monitoring and reporting	8
10	Responsibility.....	9

The Policy for Cooperation with Stakeholders of “Uzbektelecom” joint stock company

1 General provisions

1.1 The Policy for cooperation of the interested parties of “Uzbektelecom” joint stock company (hereinafter referred in as the “Company”) (hereinafter referred in as the “Policy”) has been developed in accordance with the legislative documents of the Republic of Uzbekistan, the Charter of the Company, Corporative management code, Code of Conduct for Company Employees and other internal documents of the Company.

1.2 The Policy is the key document that defines the Company's cooperation with its stakeholders. The Company strives for sustainable cooperative relations with all interested parties based on respect for human rights, compliance with the legislation of the Republic of Uzbekistan, regulatory legal acts, industry norms and rules, and contractual obligations.

1.3 Understanding the concerns and expectations of the stakeholders and taking measures to satisfy them based on the balance of stakeholders’ interests is an important component of increasing the Company's business efficiency and sustainability.

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 In developing this Policy, the legislation of the Republic of Uzbekistan and regulatory legal acts related to interaction with stakeholders , as well as recognized international standards, were taken into account.

2 Scope of application

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

2.2 The requirements of this Policy are mandatory for the Company's employees.

2.3 The provisions of this Policy are taken into account by the Company's management when making management decisions and planning the Company's activities in the medium and long term.

3 Terms and definitions

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

Stakeholders: Individuals and legal entities, various groups and associations, and other organizations whose interests are related to the Company's

The Policy for Cooperation with Stakeholders of “Uzbektelecom” joint stock company

activities, including the implementation of its investment projects, as well as parties that may have an impact on the Company.

Mutual cooperation with stakeholders : a system of mechanisms and procedures that ensure that the opinions of stakeholders are taken into account and accountability is maintained.

Cooperative and Social Responsibility (CSR) - it is the Company's responsibility for the impact of its decisions and activities on society and the environment through transparent and ethical behavior, which: contributes to sustainable development, including the health and well-being of society; takes into account the expectations of stakeholders ; complies with national legislation and international standards of conduct; is integrated into the Company's activities and is applied in its interactions.

Supplier: individuals, legal entities, groups of individuals or legal entities supplying goods/services (including contracting organizations).

Vulnerable groups of the population: This is any group or part of society that is at high risk of discrimination and rights violations, economic crises, and economic crises compared to other groups or the rest of society.

Sustainable development: a set and balance of aspects of activity that are coordinated with each other, including the use of natural resources, the direction of investments, the direction of scientific and technological development, and social responsibility, and that strengthen current and future potential to meet human needs and aspirations.

4 Identification of stakeholders

4.1 Based on the practice of interacting with stakeholders and assessing the significance of their impact on the Company's current activities and its strategic development, the Company has identified the following groups and their interests:

- **government bodies:** interested in compliance with the requirements of the legislative acts of the Republic of Uzbekistan, the Company's appropriate participation in the implementation of priority strategies for the socio-economic and cultural development of the country and regions;
- **shareholders and creditors:** Those who are directly interested in the long-term growth of the company's share value;
- **employees and Trade union:** they expect full implementation of labor legislation and employment contract norms, creation and maintenance of safe and acceptable working conditions, and provision of jobs with competitive wages and social guarantees;

The Policy for Cooperation with Stakeholders of “Uzbektelecom” joint stock company

- **clients:** interested in the quality and continuity of services provided, improving service standards and introducing innovations;
- **partners and suppliers:** interested in cooperation based on the principles of mutually beneficial cooperation, transparency, compliance with ethical standards, reinforced by legislation and the Code of Conduct for employees of Uzbektelecom Joint-Stock Company;
- **competitors:** interested in increasing their market share;
- **international organizations:** expects interest in international cooperation;
- **financial institutions (banks):** expects interest in placing free funds and servicing special accounts;
- **residents and local community representatives:** interested in the quality of services provided, attractive tariffs for services, employment, receipt of charitable assistance, health safety, compliance with human rights and ensuring security in the implementation of investment projects in the regions where the Company conducts its operations or expands its activities;
- **public organizations and media:** interested in adequately and timely informing the public about the hopes and concerns of local communities, increasing transparency, ensuring the independence and freedom of public organizations, and enhancing their expert capacity.

5.5 Goals and objectives of the company in its interaction with stakeholders

5.1 Sustainability and responsibility form the basis of the Company's economic stability, ensuring a balance of stakeholders' interests.

5.2 Mutual cooperation with the stakeholders - One of the most important tools of the Cooperative and Social Responsibility, which is in the process of constant improvement and ensures the achievement of stability by constantly taking into account the opinions and interests of the stakeholders .

5.3 The main purpose of the Company's cooperation with the stakeholders is to jointly select the Company's strategic development directions and ways to improve its activities and Cooperative and Social Responsibility practices. The goal of this work is to achieve a level of sustainable development that benefits all interested parties.

5.4 It is the task of the stakeholders to improve the Cooperative and Social Responsibility practices set out in the Company's regulatory documents by

The Policy for Cooperation with Stakeholders of “Uzbektelecom” joint stock company

implementing the following measures:

- Identify and analyze the needs, desires and opinions of the stakeholders , the risks and opportunities of cooperation with them;
- Formulation and resolution of the most important issues and problems of interested parties;
- achieving new production and socially significant results, identifying new areas of development and interaction based on the knowledge and other resources available in the stakeholders , the application of which will provide a synergistic effect;
- align its activities with the needs of sustainable development of the stakeholders and the demands of the public;
- Development and practical application of performance indicators that allow for adequate assessment of the company's activities by internal and external stakeholders ;
- timely identification and sorting of new groups of internal and external stakeholders , taking into account the existing stakeholders’ map.

6 Principles that the company adheres to

6.1 In its interaction with stakeholders , the Company adheres to the following basic principles:

Consistently informing the public about the Company's impact on society, the economy and the environment, its decisions and activities, is a key principle that the Company applies in implementing its approach to interacting with the stakeholders . This principle implies that the Company takes the necessary measures to minimize its negative impact, takes into account the wishes and positions of the stakeholders and undertakes to respond to them.

Openness: In the process of interaction with the stakeholders , the Company provides full, reliable information about its activities using various forms and methods, as well as the most effective means of communication. The Company's commitment to ensuring openness to all stakeholders is based on the principles set forth in international standards in the field of stakeholders and sustainable development.

Importance: The company knows what its stakeholders is, as well as what its interests are and what stakeholders interests are important to it.

Completeness: Through ongoing interaction, the company understands the opinions, needs, and concerns of interested parties, as well as their views on issues that are important to them.

The Policy for Cooperation with Stakeholders of “Uzbektelecom” joint stock company

Relationship: The Company expresses its attitude to the important issues facing stakeholders and the Company.

7 Basis of mutual cooperation with stakeholders

7.1 The Company strives to create an effective system of cooperation with stakeholders based on the following basic principles: respect for interests and mutually beneficial cooperation; timely information on all aspects of the Company's activities; regularity and consistency; identification of the wishes of stakeholders ; compliance with these obligations; striving to maintain a balance of interests in the decision-making process; cooperation in all key areas of the Company's activities.

7.2 The Company demonstrates its willingness to consider the views of interested parties, maintain ongoing communication, solicit and provide feedback, and consult with key stakeholders in good faith on issues that concern them and the Company, including ensuring sustainable development, ecology, climate change, ESG, etc.

7.3 7.3 The Company provides all opportunities for the submission, consideration and resolution of complaints; supports the operation of a fair, convenient and effective mechanism for considering and resolving complaints at the corporate level and at the level of the Company's production units.

7.4 The Company expects its suppliers to uphold the Company's ethical principles and to conduct their activities in compliance with the applicable laws of the Republic of Uzbekistan. It will cooperate only with suppliers who operate legally, reject corruption, respect human rights and ensure the safety of their employees.

7.5 The company has established a procedure and rules for interaction with government bodies, which each employee must be aware of, since certain interactions, for example, the provision of services to government structures and institutions, are regulated by the legislation of the Republic of Uzbekistan.

7.6 Employees shall treat their colleagues, as well as all representatives of the Company's customers and business partners, with respect, regardless of their age, working ability, gender, citizenship, ethnic origin, race or religion, and other factors that do not affect the Company's business interests.

7.7 The Company pays attention to interaction with representatives of local communities, including non-profit organizations and residents of the regions where operational activities are carried out, as well as with regions where

The Policy for Cooperation with Stakeholders of “Uzbektelecom” joint stock company

investment projects are implemented, and when implementing such projects, the Company provides for mechanisms for reviewing complaints. The relevant structural divisions of the Company's executive apparatus are involved in this interaction in accordance with their areas of activity.

8 Complaints and suggestions mechanism and the process of their consideration

8.1 It is important for the Company to listen to all stakeholders. In order to resolve individual and collective complaints and grievances quickly and effectively, the Company has the following communication channels in place, which guarantee that any person who leaves a message will be protected from retaliation and harassment:

8.1.1 The Company's legal and physical address, telephone numbers and e-mail are indicated in the Contacts section of the Company's official website | Uztelecom.uz |.

8.1.2 Procedure for considering applications is implemented in accordance with the Law in the order established in the law No UrQ-445 “regarding the applications of the individuals and legal entities” dated September 11, 2017 of the Republic of Uzbekistan.

8.1.3 Other methods of submitting appeals and complaints may be established in accordance with the decisions of the Company's management. It is important for the Company that this process is easy for any interested party.

8.1.4 Information on the procedure for handling complaints in the field of Transparency is posted on the company's official website.

9 Monitoring and reporting

9.1 The company adheres to the principle of transparency of activities, which is an effective means of achieving a positive image.

9.2 The Company shall provide periodic reports to stakeholders on the appeals received through communication channels. The reports shall be published on the official website (Reports on appeals received through communication channels).

9.3 These measures allow assessing the appropriateness and reliability of the methods of interaction used, as well as their compliance with legislative requirements and/or international standards and/or the Company's internal regulatory documents.

**The Policy for Cooperation with Stakeholders
of “Uzbektelecom” joint stock company**

9.4 In addition, the Company shall provide an annual report on environmental and social performance to its stakeholders as part of its annual report or other public document in the form of a separate publication.

10 Responsibility

10.1 The Company's management is committed to implementing the principles and goals set out in this Policy.

10.2 The Company considers it necessary to constantly improve this Policy and intends to update it in accordance with the dynamics of the Company's development.