

Yahsat Saves Lives

Disaster Response Commitment

Background

This document represents Disaster Response Commitment Position Statement for the Yahsats Saves Life operations as a part of company's commitment towards Environmental, Social and Governance (ESG) program aiming to amplify telecommunication services in regions affected by natural disasters and provide reliable connections to facilitate emergency search and rescue missions.

The Disaster Response Commitment Position Statement's main objective is to support Yahsat/Thuraya customers during unexpected natural disasters such as typhoons, earthquakes, tsunamis and ground conflict to ensure that they can safely rely on using their Yahsat/Thuraya satellite services uninterruptedly during such difficult situations, along with supporting distress calls from Yahsat/Thuraya users requiring emergency search and rescue.

Approach

The purpose of this Disaster Response Commitment Position Statement is to define Yahsat's commitment towards providing the full operational support when the below occurs:

1. Natural disaster in countries covered by Yahsat/Thuraya services.
2. Emergency request to enable service for people in distress and remote areas.

This position statement will guide the groupwide approach and actions on quality of service in the affected areas and will proactively outlines our approach and commitments towards addressing and providing the necessary requirements to provide uninterrupted satellite connection to every request initiated.

Yahsat's Commitment in Action

- Accurately handle the Service Partner requests, to monitor the beam capacity and ensure sufficient resources.
- Promise to capture all connection requests from countries or spot beams where the incident occurs.
- Coordinate to complete the failed connection request due to SIM cards status.
- Provide prepaid credit to customers with insufficient load to make emergency outgoing calls.
- Maintain optimal status of network services in the affected countries or spot beams where the incident occurs.

- Assist and coordinate the incoming distress calls with the nearest search and rescue agencies in the affected countries.
- Enforce Operation Level Agreement (OLA) with Backoffice support entity and the response time needed from each function to accomplish a successful disaster/emergency response.

Outlook: Keyways Yahsat is striving to improve its performance

- Continuously monitor the concerned spot beams and maintain sufficient resources to accommodate the expected increase in connection request.
- Capture and analyse reports for failed, blocked, dropped and false reaches with Customer Care.
- Periodically report success rate of monitored spot beams.
- Regularly monitor the affected spot beams of external interference and action accordingly should there be a presence of potential interference.
- Update list of Search and Rescue Agencies per country especially in those areas that are prone to natural disasters like the Pacific region.
- Maintain an updated and detailed record of transferred Prepaid credit and activated SIM cards.
- Regular Level 2 support from back-office, available online from the start to the end of the program.
- Postpone any planned network system activity that may affect the connectivity and provisioning of SIM cards.
- A reasonable budget, allocated to Customer Care to transfer Prepaid credit.

Scope

This position statement is applicable to all Yahsat employees, at both the corporate and subsidiary level.