Digital Inclusion Position Statement

Background

Digital inclusion refers to the pursuit of enabling all communities to contribute towards and benefit from a fast-changing and growing digital world, especially in terms of promoting equal access to digital opportunities, ensuring affordable access to the internet, and helping communities to develop the necessary skills to participate in a digital world. As the leading satellite operator in the United Arab Emirates (UAE), offering satellite services which reach over 80 percent of the world's population, the Yahsat Group ('Yahsat') recognizes its potential for promoting digital inclusion and addressing the challenges which have created the 'digital divide', which refers to the geographic and/or socioeconomic gaps that limit individual, business, or community access to information and communication (ICT) technologies and the internet.

Approach

- Yahsat commits to expanding global connectivity and promoting digital inclusion for all communities and groups negatively impacted by factors contributing towards the digital divide.

- Yahsat commits to establishing itself as a leading, reliable, and highly-responsive partner to governments, businesses, and communities that have been negatively impacted by natural or man-made disasters.

Yahsat's Commitment in Action

- In collaboration with regional and international partners, Yahsat has supported the expansion of satellite services providing satellite communication including mobile satellite services, satellite internet connectivity and accessing information for underserved communities throughout the world.

- Rural and remote communities have gained significantly improved and reliable internet access through the provision of Yahsat's satellite communications equipment and internet services, which has enabled these communities to access e-learning platforms and training content on ICT, as well as empower local businesses and governments to better serve their communities.

- Yahsat has helped to facilitate advancements in telemedicine and healthcare solutions for rural and remote communities, which has helped local organizations to effectively respond to medical concerns and share critical medical information.

- For organizations striving to resolve and abate humanitarian crises resulting from man-made or natural disasters, Yahsat has supported these organizations by swiftly providing reliable satellite communication solutions.

- Yahsat is a signatory of the United Nations Crisis Connectivity Charter, which aims to improve the way the global satellite community meets the communications needs of all stakeholders impacted by a disaster situation.

Outlook: Key ways Yahsat is striving to improve its performance

- Continue to better understand and address the limiting factors which have created the digital divide, including inequalities in accessibility, affordability, and digital literacy.

- Continue to promote telephony and internet access to underserved communities around the world by providing, and/or supporting the development of, the appropriate satellite communications infrastructure.

- Offer expanded interaction and support channels of voice, digital and support portals to ease access and enhance options for customers to obtain support with Yahsat services.

- Provide digital inclusion-related training to underserved communities and Yahsat employees.

- Support the United Nations Secretary-General's Roadmap for Digital Cooperation.

- Develop plans to ease the hardships experienced by Yahsat's customers stemming from man-made or natural disasters, as well as financial hardships.

- Enhance service offerings related to disaster warning communication solutions for high-risk communities and interested organizations.

- Enhance business continuity planning service offerings for interested governments, businesses, and other organizations.

Scope

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