

Corporate Social Responsibility



This Report refers to the requirements of the 10 Principles of United Nations Organization Global Compact G3 Sustainable Development Report Instructions set out in the Global Reporting Initiative (GRI).

Message from “Redinet” CJSC Management

“Redinet” Close Joint-Stock Company was founded in year 2001. Innovations and high technologies, together with professional staff are the main driving force of the Company. As of today, the Company employs a staff of more than 150 highly experienced and certified professionals of which: 6 PhD and 55 qualified engineers. “Redinet” CJSC has total premises of more than 8500 m² and office space of more than 1500 m², over 50 (4x4) special cars and trucks, supply, procurement chain and warehousing. “Redinet” also has affiliate companies in Georgia, Cyprus and United Arab Emirates licensed and certified to implement the whole scope of the Company’s major activities.

Since the year of foundation, in 2001, “Redinet” CJSC has introduced a system of management by quality into all aspects of professional activities and daily operations of the personnel. Presence of International ISO 9001:2008, ISO 14001:2004, ISO 27001:2005 and OHSAS certificates confirm the high quality of our management system. Our health and safety system management policy is also introduced into all aspects of professional activities, daily operations and performance of the personnel. The safety policy is conducted in accordance with the international OHSAS standard.

The scope of services provided by “Redinet” CJSC’s is by “A - Z” model.

- ✓ Design and Acquisition
- ✓ R&D
- ✓ Procurement, logistics, warehousing and spare part management
- ✓ Civil works
- ✓ Road Design and Construction



- ✓ Installation, commissioning, integration, maintenance
- ✓ Monitoring, statistical analysis and reporting
- ✓ Equipment repair and service center
- ✓ Network Optimization and Drive Test
- ✓ Renewable Energy Recourses and Saving Measures

“Redinet” CJSC is the authorized partner of international leading vendors such as Nokia, Ericsson, Siemens, Huawei, RAD Data Communication, RADcom, Corning, Edgecore, Telenco, Eltek, Delta, McAfee, SafeNet, Infosec etc...

The Company has seven Governmental Licenses for implementation of professional activities in the fields of design, construction, supply of equipment, system integration and commissioning services.

Telecommunication services

Wide range of telecommunication services provided by the Company includes the following:

- ✓ Site Acquisition
- ✓ Site Design (Including Project Documentation)
- ✓ Access Road Construction
 - Construction
 - Power
- ✓ Towers, Masts and Poles Manufacturing, Supply and Installation
- ✓ Shelters Manufacturing, Supply and Installation
- ✓ Site Construction (Civil Works, Grounding and Lightning)
- ✓ Power Supply, Including:
 - Acquisition of Technical Conditions
 - Power generators, batteries, AC/DC equipment, HV/LV transformers
 - Poles, Cables Supply and Installations
 - OPGW line construction and commissioning
- ✓ Telecom Equipment Supply and System Integration, Including:
 - Wired/Wireless Modems
 - Networking Devices: Layer 2 Switches, Routers, Servers
 - Network Performance Monitoring and Analysis
 - Network Adaptation and Optimization
- ✓ Technical maintenance of Towers, Masts, Poles and Shelters
- ✓ Network Planning
- ✓ Technical Maintenance of Equipment, Network Systems
- ✓ Mobile Network Drive Tests
- ✓ Construction of Fiber Optic Lines and Networks
- ✓ Calculation of Electromagnetic Compatibility
- ✓ Logistic Planning & Application
- ✓ Integrated Project Management
- ✓ HW/SW development, including Microprocessor/FPGA based board design
- ✓ SW application design.

Reference about regional network

“Redinet” CJSC has 6 branches and affiliates in the regions, providing immediate response to our customers' requirements. The Company possesses under its disposal certified professional staff in its every regional branch and Affiliate Company, ready to solve any kind of failure in operation or problem in sphere of telecommunication constructions and network maintenance.

“REDINET” CJSC also has affiliate companies in Georgia, licensed and certified to provide the full scope of services.

“Redinet” CJSC creates sustainable value for customers with its innovative technology, products and services, and pushes forward the sustainable development of the entire society. For years, “Redinet” CJSC has insisted on making a capital investment of the annual sales income into research and education of its specialists and communities.

“Redinet” CJSC takes the continuous improvement of its employee’s communication experiences as its mission and responsibility in order to constantly develop more advanced and more environment-friendly communication. Low carbon and environmental protection has become the core driven factors of the services and technical innovation of the Company.

These policies have been completely involved in the R&D, production, logistics, engineering and all other operational activities of the Company. “Redinet” CJSC performs the design of low depletion solutions for different levels of network frameworks, equipment, proposes construction and usage of solar energy, wind energy and other clean energy. Solar energy is used for mobile base stations, as it is capable of supplying power all year round based on a discharge of zero carbon dioxide. In operation processes, “Redinet” CJSC performs the efficient production flow of environmental protection and promotes E-type office to greatly reduce travel expenses.

In 2010, the Company initiated a discussion about excellence in culture for in-depth discussion about "how world level excellent enterprises are, and what employees in the process of going towards world level excellent enterprises should do." The broad mass of employees and the management participated in such discussions to join efforts and offer strategies for the development of the Company.

Employees are the most valuable assets of our business, therefore a good care and management of employees will always be the task of the company and the managerial cadres. The Company puts forward and emphasizes that "sincere care of employees is the core responsibility of all the management". It also performed CSR training for own employees, and starting from own logistics officers, urged our suppliers establish and maintain the CSR system of the entire supply chain.

In addition to pushing forward the development of the company and employees and making contributions towards the country, the society and education, the implication of corporate social responsibility is to make contributions towards local communities with regard to “Redinet” CJSC. It is also an important content to be a performer of global corporate social responsibility.

CSR Vision and Strategy

“Redinet” CJSC CSR vision is to conduct all business in an ethical and sustainable way that protects and advances the human rights, health, safety, wellbeing and personal development of all the people working directly or



indirectly for the company, operate always in an environmentally responsible manner and actively contribute towards solving the country's current and future challenges, help all its customers - internal and external - by taking advantage of the opportunities of a changing world and to positively impact the society on local level and in the countries where "Redinet" CJSC operates.

Corporate Responsibility

For "Redinet" CJSC, being a leader is more than just profitability, customer service and technological investment; it is about accountability to the protection and sustainability of the environment, to the betterment of society, and to the protection and support of our employees. Over years of operation, "Redinet" CJSC has made an uncompromising commitment to achieving its corporate responsibility goals. This accountability is reflected in corporate management processes, the company's green technology lines, employee involvement in community outreach, and the provision of a safe and efficient work environment. In the sector of telecom integration services, "Redinet" CJSC is the first company to initiate special design and deployment of greenfield mobile sites with special overhead platform level on the towers for placing the BTS and BSC, thus limiting the use of land for outdoor shelters. "Redinet" CJSC has developed an innovative design of Cell on Wheels (COW) mobile sites by means of assembling towers on the cars and trucks.

Commitment to the Environment

"Redinet" CJSC complies with the strictest environmental standards, and avoids the use of harmful substances in products and in their production and deployment processes. "Redinet" CJSC also requires that manufacturing partners comply with the same standards for production and material usage.

Electromagnetic Compatibility (EMC)

"Redinet" CJSC provides the whole range of services of electromagnetic compatibility (EMC) calculation. EMC calculation is an integral part of conformity process of common work conditions of radio-electronic station (RES). EMC calculation methodology is mastered by our professionals and widely used in this sphere. At the same time RES specificity of different radio services requires some general methodology changes and additions. This may refer to interacting RES basic data list, radio signal expansion models, EMS criteria assurance and also characteristics of reducing noise method accounting.

"Redinet" CJSC offers a wide spectrum of services of calculation of electromagnetic compatibility between satellite services terrestrial stations and RES wireless access. Qualified specialists of the company carry out calculations of working signal and total level of noise RES RR receiving device in order to get reliable estimates of working signal level relation to the total level of noise or the relation of total noise level with the noise level of RES RR receptor (RSP).

Our services enable to estimate and make conclusions concerning the probability of noise occurrence for RES RRL from other RRL RES, for wireless access RES and mobile network for civil application, acting in common frequency bands and located in remote zone. The results of our calculations are used by the radio frequency service institutions of Armenia in material examination, expertise and making decisions on radio frequency and radio frequency channels assignment.

Population Sanitary-Epidemic Welfare

The company carries out population sanitary-epidemic welfare calculations. The sanitary rules requirements are aimed to prevent unfavorable effects of electromagnetic fields of radio frequency range, produced by RES, to people's health. The company realizes the given services to legal authorities, private businessmen and civilians, realizing design, construction, reconstruction and commissioning of transmitting radiotechnical unit (TRU).

The sanitary-epidemic welfare services include the following activities:

- Company estimates electromagnetic density influence on population, as well as personnel serving for TRU, realizes energetic exposition of EEE electrical field, EEN magnetic field, density stream of Eeppe energy;
- The calculation of EMD level caused on resident area by TRU, in territories of mass resting, inside living, social and production accommodations, undergoing the effect of inner EMD radio frequency;
- The calculation of conditions of simultaneous radiation from several sources;
- The calculation of electrical field tenseness level of 50Gc frequency created by TRU supplying and force equipment inside living and social buildings;
- Keeping the requirements of conditions of EMD production effects in the territories (roofs) where the access of people not directly connected with TRU equipment maintenance is excluded;
- In case of few transmitter installation at the location (support, roof) of TRU antenna the sanitary-epidemiological examination is carried out for TRU in total;
- Prevention of people access to antenna placement area within dangerous limits;
- Calculation of RRS antenna placement and radiostations of civil range RGD with effective radiated power from 1000 to 5000 V where prevention of people access and absence of neighboring buildings at the distance of min. 25m. within any antenna limit independent from its type and direction of radiation;
- Installation of sanitary-protective and limiting zones with TRU prospective progress calculation and populated area with objectives of population protection from EMD effect.
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Quality Control

Quality assurance and control is one of the main directions of after-sale services of the Company. Our team of highly professional supervisors is visiting each construction or telecom implementation unit to proceed with quality tests. The aim of such an inspection is identification of problematic aspects of provided services or supplied materials for elimination of them having in mind the main driver, which is highest possible customer satisfaction. Apart from quality assurance of service quality "Redinet" CJSC provides specialized services such as quality inspection of:

- Basement inspection
- Steel construction inspection
- Grounding and lightning nspection
- Telecom implementation inspection

Commitment to Sustainability

"Redinet" CJSC applies efforts towards maximizing the reuse and recycling potential of its products and packaging. As part of our effort to promote environment-friendly practices we offer facilities to help employees



recycle batteries and plastics, provide guidelines for the practice of smart energy conservation on air-conditioning, electricity and light usage and paper consumption.

Commitment to Employee Health and Safety

“Redinet” CJSC has made it’s employee’s health and safety a top priority and provides safe and toxin-free work environments to ensure continuous improvement of employee safety conditions.

Commitment to Community

“Redinet” CJSC believes that investment in the community is an investment in the future of our society. “Redinet” CJSC encourages and enables its employees to actively participate in community outreach programs through volunteer work. Originally founded to support community projects for children and adolescents at risk, it has expanded into areas such as technology education and social activity, representing an investment that is not measured by financial gain - but by what “Redinet” CJSC can give back to society. Promotion of education, printing of books, dissemination of knowledge, innovation and technology news have become integral part of “Redinet” CJSC operation. We are proud of the established cooperation with local universities, National Academy of Sciences, printing agencies, benevolent NGOs and individuals, who help us to implement our mission of a corporate citizen. Talented students from vulnerable families, young authors and researchers, medical funds who provide vital assistance to treatment of children are in permanent contact with “Redinet” CJSC seeking for partnership and assistance to implement their projects and ideas. Since 2009, many lectures and presentation have been delivered by “Redinet” CJSC specialists in universities, many students have received “Redinet” CJSC help to pay their tuition fees, many authors have published their books with “Redinet” CJSC's contribution, many children suffering from diseases have been helped by “Redinet” CJSC to receive medical treatment in hospitals and health centers.

Commitment to Supplier Code of Conduct and Ethical Norms

In daily operational practice and during tendering processes, without exception, our Customers demand and expect from their suppliers to adhere to the highest standard morality and ethical conduct, transparency, integrity and honesty, respect of legislation and zero tolerance to engagement in corrupt practices of fraud or bribe.

As a leading player in the local and regional markets, technology supplier and system integrator of licensed telecom operators, utilities and enterprises, “Redinet” CJSC adhered to the provisions of the UNDP Supplier Code of Conduct, which is placed at the following link: <http://web.ng.undp.org/procurement/undp-supplier-code-of-conduct.pdf>.

As part of the above Code of Conduct, “Redinet” CJSC employees are instructed not to accept gifts, presents, offer of hospitality, which are beyond of corporate events or representational nature. Our employees should strictly refuse accepting or offering invitations to lavish dinners or entertainments. Our Company Staff is committed to conduct themselves in a professional, objective and impartial manner and must hold “Redinet” CJSC corporate rules and interests.