

CORPORATE SOCIAL RESPONSIBILITY





We are the people behind
the people behind the scene.



We do not get you **telecommunication**

We support the Installer who provides the products that allow your service provider to get you connected.

We do not get you **banking**

We support the datacenter that services your banks data needs.

We do not get you **transportation**

We enable the Integrators who assist your airport, railway, metro, marine or road transport provider to function smoothly.

We do not create **smiles**

We only assist others to make your
life a little better.



CEO's Message

In the last 20+ years, Dafnia has been adapting to change and evolving based on the current market trends and sector requirements. It is now time for us to change. We do not wish to be labeled as a company that goes along with the times. We want to be groundbreakers.

CSR is believed to be the bailiwick of large organizations. We have embarked on a mission to change this view. Unless Small and Medium Enterprises embrace the principles of Social Responsibility, no lasting change can be achieved.

A lot of work needs to be done. Although we are well on the way on some points, there are other which are yet to be explored. We are pleased to have the support of the entire Dafnia family in this effort.

We do not intend to change the world. We hope to take a small step in the right direction.

Daniel Fernandes,

CEO

Dafnia Group

What is CSR?

Corporate Social Responsibility for Dafnia means, making a conscious effort to reduce our negative impact on the environment, understanding the communities in which we operate, sharing and caring in whatever means possible, ensuring a safe, healthy and enjoyable workplace and understanding the importance of work-life balance for our employees.



MISSION

To connect people to quality products and services.

CSR MISSION

To connect to quality through sustainable use of resources and being socially responsible.

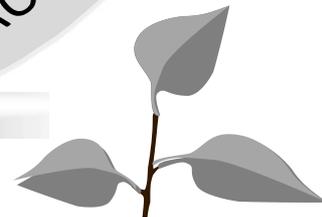
CSR Focus



Workplace practices are defined as standards of conduct, policies and procedures governing the treatment of employees, including issues of compensation, benefits, health and safety, diversity, work-life balance, employee input into company management decisions and employee training and development.



Marketplace practices are defined as standards of conduct, policies and procedures governing the way a company improves environmental and social outcomes through its provision of goods and service and its treatment of suppliers and customers. A company should be responsible in its approach to procurement; its supply chain relations; its marketing and advertising.



Community relations are defined as standards of conduct, policies and procedures governing the way a company builds positive links with members of its local communities – whether these are community groups, charities or other organisations in the social, cultural and educational arena.

Environmental practices are defined as standards of conduct, policies & procedures governing the way a company complies to reduce emissions that are potentially harmful to human health & the environment, reduce energy usage and the consumption of materials, decrease waste, use more recycled materials & develop environmentally friendly ways of working.

» ENVIRONMENT

Although where we work does not necessarily define who we are, the way we work and the impact we have on the environment is a major indicator of a company. Considering Health and Safety as paramount, making changes that reduce the negative effect on the environment is the foremost priority.



Objectives:

1. Reduce waste, reuse and recycle.
2. Manage direct and indirect carbon emissions.
3. Purchase sustainable products and services.

To ensure that any change is positive, the proposed change should be supported with records of current situation and compared with any potential gains to the environment. As economic prosperity is vital, the gains should be weighed against the associated costs.

» CUSTOMER

Economic prosperity can be achieved only if the customer is happy. Making sure that the customer has a pleasant experience every time he deals with us is very important.

Objectives:

1. Deliver service that treats all customers fairly and with respect.
2. Ensure that the customer has a voice in the policy priorities through feedback on products and services.
3. Maintain the highest standard of accountability and transparency to assure the customer on the quality of our management.
4. Positively influence suppliers to demonstrate high social and ethical standards.

Our existing systems and policies are already geared for these objectives. CRM is in place and functioning. ISO is being planned. Regular monitoring and prompt response to any issues will ensure achieving these objectives.



» COMMUNITY

A company that works closely with the community and understands its issues and concerns has a much greater chance at success than that which does not.



Objectives:

1. Work with partners to support and contribute to community projects.
2. Support local/national economies through our procurement spending.
3. Engage in philanthropic activities.

Donating money is not our primary objective. Working with the community on issues or events directly relating to community development is our main goal.

» WORKPLACE

The employee is a major stakeholder in our CSR strategy. He is the wheels of our policy. Hence ensuring that our employee is happy is the driving force of our CSR policy.



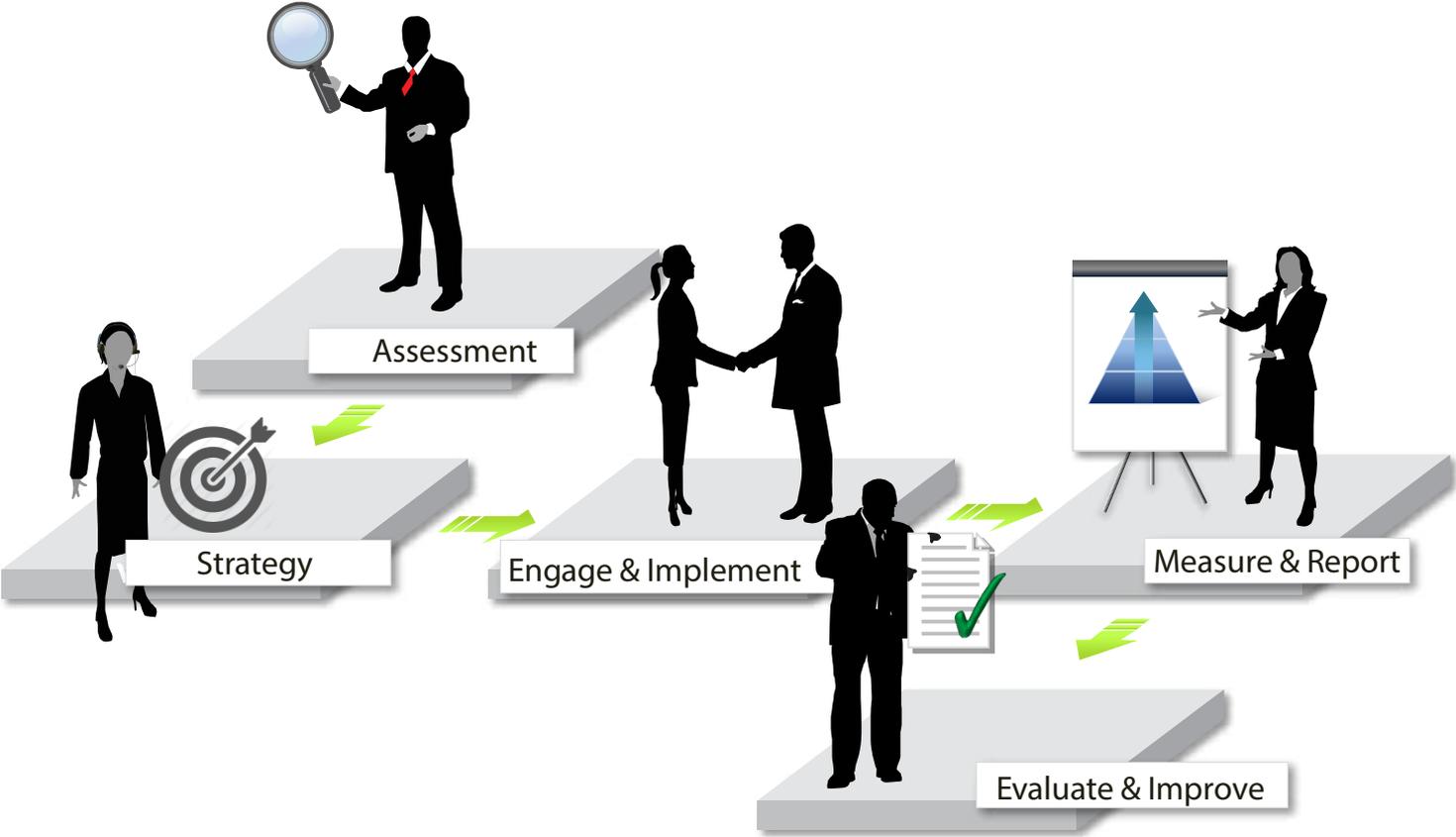
Objectives:

1. Develop a workforce and working culture that demonstrates respect, openness and fairness, and encourages diversity and equality.
2. Ensure high standards of health, safety and wellbeing for our people.
3. Build and foster an environment where our people can excel in their performance.
4. Ensure they can learn and develop in order to deliver a high quality of service to colleagues and the community.
5. Recruit based on the highest standards of merit, integrity, honesty and respect for diversity
6. Empower employees to maintain Work-Life balance.

Paid time-off for volunteer work, flexible work timing, work from home and other such facilities will be made available for employees who excel in their duties.

SUMMARY

Each year, an annual implementation plan for each priority area will be developed to deliver the corporate responsibility strategy and ultimately realize our mission. We see the CSR implementation process as an ongoing and never-ending process, rather than a strategy implementation with an evident beginning and ending.





Corporate Office
DAFNIA MIDDLE EAST FZ LLC
Tecom-Dubai, UAE
+971 4 4519080

 **wecare@dafnia.com**

 **www.dafnia.com**

Locate us at...



022.007.00007

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Dubai, UAE
+971 4 3352995

Abu Dhabi, UAE
+971 2 5557351

JAFZA, UAE
+971 4 8831401

Doha, QATAR
+974 44150543

Ruwi, OMAN
+968 24 750205