

Policy – Freedom of Expression and Surveillance Privacy

Public Document

Approved: CEO of Moldcell SA

Date: 15.05.2024

POLICY - FREEDOM OF EXPRESSION AND SURVEILLANCE PRIVACY

This Policy defines Moldcell's commitments in relation to requests or demands that potentially could seriously impact the freedom of expression and surveillance privacy of our users. Such requests or demands addressed to Moldcell may relate to such as:

- targeted surveillance in exceptional cases;
- mass surveillance, where the authorities demand unrestricted real-time network access;
- shutdown of all or parts of a network;
- blocking or restricting access to specific services, Internet websites or content;
- blocking or restricting individual customers' access to services or networks;
- obligations to transmit mandatory communications issued by the government authorities;
- significant changes or proposed changes in the law, or significant imposed or proposed operational changes, in the context of freedom of expression in telecommunications.

In this Policy document, the umbrella term "surveillance of communications" is used to cover all these activities.

The following principles shall apply for the activities under this Group Policy:

A. Public advocacy, primarily by Local management, promoting freedom of expression and surveillance privacy

1. We advocate clear and transparent legal provisions on proportionality and necessity for all government surveillance of communications. Vague, non-transparent and broadly conceived legal provisions are not appropriate when freedom of expression and surveillance privacy is at stake.
2. We argue that all government surveillance of communications, including international collaboration between authorities, should be conducted under the supervision of a court or some other independent judicial body. This will help to ensure transparency and accountability in relation to requests or demands made by governments.
3. We advocate that governments should not have direct access to a company's networks and systems. The company should retain operational and technical control.
4. We will encourage governments to be transparent about their use and scope of surveillance of communications. We will report transparently on Moldcell's efforts in relation to surveillance of communications. We will inform stakeholders about unconventional requests ('major events') whenever this is appropriate and within what is legally permissible.

B. Commitments in relation to unconventional requests and demands with potentially serious impacts on freedom of expression and surveillance privacy

5. We always strive to act in the best interest of our customers and the company. Risks to customers, including children and youth, relating to freedom of expression and surveillance privacy are integrated into our risk management processes to minimize possible negative impacts of government requests or demands.
6. We will comply with requests or demands relating to the surveillance of communications only to the extent required by law, including binding regulations and license requirements. We will also argue that all such requests or demands are submitted in writing and are signed by the appropriate government official.

Policy – Freedom of Expression and Surveillance Privacy

Public Document

Approved: CEO of Moldcell SA

Date: 15.05.2024

7. We will enhance internal decision making to efficiently determine whether a request or demand could be in conflict with international standards of human rights because of serious impacts on freedom of expression and surveillance privacy. Where such impacts seem to exist, we will pursue all available lawful and feasible measures to avoid compliance, and/or minimize any negative impacts on the freedom of expression. If in doubt, we will always treat requests or demands as potentially having serious impacts on freedom of expression. Whenever governments demand realtime network access, we will make high-level reviews. We will also regularly review existing demands regarding real-time network access.
8. We will define clear criteria, processes and responsibilities for assessing and determining the likelihood and seriousness of impacts on freedom of expression and surveillance privacy whenever we receive requests or demands relating to the surveillance of communications. We will provide guidance for the relevant personnel explaining how they should interpret and react to such requests or demands. We will also conduct training on such issues for staff within key functions and for our technical specialists. We will prioritize awareness raising and training in national contexts, where risks to freedom of expression are most severe. These criteria, guidance and training processes will be regularly reviewed.
9. We will always prioritize the safety and liberty of company personnel who can be put at risk when applying this Policy.

C. Other commitments

10. We will actively seek to provide products and services that can contribute to our customers' freedom of expression and surveillance privacy.
11. We will engage actively with other companies and other stakeholders to share our experiences and identify best practices in our field, as well as utilizing guidance from the UN, the EU and other supranational organizations. We will also strive to provide accessible, secure and independent grievance mechanisms.
12. These principles apply to the extent that they do not place Moldcell in violation of domestic laws and regulations.
13. Please note that there is an Instruction connected to this Policy.

BREACHES AGAINST THE POLICY

Any Moldcell employee who suspects violations of this Policy must speak up and raise the issue to their line manager, to the Sustainability Officer, or through the following email:

whistleblowing@moldcell.md, being also available for concerns raised from external parties on Moldcell's internal and external webpages.

PURPOSE

Moldcell has adopted principles to define our standards for respecting and promoting the freedom of expression and surveillance privacy of our users.

Companies should comply with all applicable laws and also have a responsibility to respect internationally recognized human rights, wherever they operate. If national laws, regulations and policies do not conform to international standards, companies should avoid, minimize, or otherwise address the adverse impact of government demands, laws, or regulations, and seek

Policy – Freedom of Expression and Surveillance Privacy

Public Document

Approved: CEO of Moldcell SA

Date: 15.05.2024

ways to honor the principles of internationally recognized human rights to the greatest extent possible. Companies should also be able to demonstrate their efforts in this regard.

Moldcell does not engage in the politics of the countries where we operate. We do not comment on politics or make political statements when representing our company. However, Moldcell does engage in dialogue on regulations that affect our business. Moldcell has therefore adopted these principles when encountering requests or demands with potentially serious impacts on freedom of expression and surveillance privacy.

Moldcell supports international standards on human rights. Our principles are based on internationally recognized laws and standards for human rights, including the Universal Declaration of Human Rights (UDHR), the International Covenant on Civil and Political Rights (ICCPR) and the International Covenant on Economic, Social and Cultural Rights (ICESCR). The application of these Principles is informed by the UN Guiding Principles on Business and Human Rights (UN Guiding Principles) and the OECD Guidelines for Multinational Enterprises.

Freedom of expression and surveillance privacy are fundamental human rights derived from the inherent dignity of all persons.

The primary purposes of this Policy are to reduce human rights risks, and to make sure our customers feel confident that Moldcell will, whenever possible, support, respect and safeguard their freedom of expression and surveillance privacy when we receive requests or demands from governments in relation to the surveillance of communications.

Through this Policy we aim to anticipate, address and minimize any potential impacts on freedom of Expression and surveillance privacy that may arise when governments make requests or demands that are unlawful, or where governments or national authorities are believed to be misusing products or technology in violation of the human right to freedom of expression and surveillance privacy.

SCOPE

This Policy relates to freedom of expression and surveillance privacy and applies to Moldcell as own binding policy. Moldcell will strive to fully adopt these principles in all operations in which has management control. We will also use our influence to promote the principles in other companies where Moldcell has ownership interests.

This Group Policy is part of Moldcell's Governance Framework, which includes:

- a) Code of Responsible Business Conduct, Purpose & Values, Strategic framework, Policies and Instructions for the CEO;
- b) Decisions made by the CEO, and Instructions and the Delegations of Obligations and Authority as approved by the CEO; and
- c) Instructions as approved by the responsible Head of Function or Head of Department.

ROLES AND RESPONSIBILITIES

Each director reporting to the CEO of Moldcell is responsible for ensuring that this Policy is duly communicated and implemented, and that the employees within his/her area of responsibility are familiar with and follow this Policy.

All Moldcell employees are individually responsible for reading, understanding and following this Policy.

Violations against the Policy can lead to disciplinary action, up to and including termination.