Request For Quotation

To Messer's :

Attention :

RFQ Number: EA/03-95-2026

RFQ Date: 5-Nov-2026

RFQ Deadline: 12-Nov-2026

e& Afghanistan invites quotes for **Queue management system for 6 PoS, Sound system installation in 19 flagships and Supply of Paper roll (all for Queberry related system)** is to be submitted by email, and the email subject is mentioned clearly. **The RFQ No. and name of tender.**

No		Item	Unit	QTY	Item- Price		Remarks
					Unit Price	Total Price	
1	Hardware	Supply of Ticket Dispenser	locations	6			for 6 locations-Details as per Annexure-A
2		Supply of Digital Signage / Spectrum	locations	1			for new flagship
3		Supply of Counter Display	locations	12			For new Sales agent counters
4		Supply of QueueBeryy Sound System	locations	19			For current 18 flagships and one new flagship
5		installation and Implemention of Queue system for these 6 PoS	locations	6			
6		installation of Sound system	locations	19			
7		Supply of Paper roll-Qubeery system	Roll	3,000			
8	Software	Enterprise Branch Software License	locations	6			
9		Enterprise Digital Signage Branch License	locations	1			
10		Enterprise Web Client License (per Counter)	locations	12			
11		Enterprise Branch Voice License	locations	6			
12		Enterprise Business Analytics Branch License	locations	6			
Total Cost==========							

1- Instructions to Bidders:- **All detailed Scope, specifications, locations addresses are as per Annexure-A**

i) Price shall be quoted in **Afghani/USD currency** only .

ii) Price Shall be final and valid for 60 days from the date of submission of Quotes

iii) The prices shall be inclusive of Afghanistan Government's taxes as stated below:
a) For delivery of Goods and Service: 2% WHT tax is for registered firms/local companies with Trade License and 7% for non registered firms/International Companies.

iv) Bidders should submit their hardcopy of quotation to Etisalat Reception desk, Main office and via email to **mhsalimee@etisalat.af** and cc to **AShalizi@etisalat.af and ihsanullah@etisalat.af** and it is better to be sent at the last day of the deadline.if you send the offer vial eamil, kindly share it in password protected file, once the comittee start the commerical evaluation, the password will be requested.

v) Vendors are free to submit their quotations in any format, However the Pricing sheet shall remain as is , The instructions shall be signed and attached to proposal

vi) Etisalat Afghanistan will apply Liquidity damage on delay beyond the delivery date as per its rules **i.e. 1% of the total value of PO per week for first week and 2% for second week, maximam up to 10% value of PO.**

2- Vendor Eligibility Terms & Conditions & Requirements

i) Certificate Or Letter of Authorized reseller to be attached with Quotation, **if available**

ii) Technology/ Technical/ ICT Services Sector/Operation Type Valid Business License (AISA or MOCI), **if applicable**

3- Payment Terms

ii) No advance Payment shall be allowed unless the vendor can provide Bank Guarantee for the advance amount.

4- Warranty ....
Warranty duration is ----------.
5- Delivery ....
Delivery of goods and services shall be within .....Weeks from the date of issue of PO/LoA
6- Delay in Delivery
For Late delivery , EA will deduct Penalty from the invoice
Bidder should be registered with Etisalat Afghanistan in Vendor Registration List. If any interested bidder is not registered, first they should register their company before tender deadline and submission of bid. Bidder offer will not be considered without registration process.

All items supplied must be new, genuine, and original. Counterfeit, copied, refurbished, used, repaired, or damaged items will be rejected immediately. The bidder shall submit a valid and updated Business License and a Corporate Bank Account in the registered name of the company as part of the bid submission. Cash payments and payments to personal/individual bank accounts will not be accepted. Payments will only be made to the bidder's verified corporate bank account registered under the company's legal name.

I/We have read the instructions and all the above mentioned conditions and accept these . Prices are mentioned in the table of prices .
Signature :.....
Name And Position of signing person .....
Firm/Supplier Name: .....
(Stamp of company)
NOTE:
1 -Vendor quotations will not be accepted unless all requested information has been provided and the quotation is signed & stamped.

Contact Details:
Name: Hamid Salimee/Sr. Analyst Procurement & Contract
Email and Phone: mhsalimee@etisalat.af / 0093 (0) 781201167/0786773773

Annexure-A

Scope of work

A- Queue management system:

1. Introduction:

E& Afghanistan Telecommunication is inviting vendors to submit proposals for providing a queuing management solution to support and align all future operations with the existing Queberry System (Dashboard, Greeter Module & reporting system). The insight into EA's points of sales & its location-wise details are included in Annexure A; this solution will be implemented across 6 EA point of sales (1 flagship & 5 mini-shops).

2. Project Overview:

The primary objective is to provide an efficient, scalable, and customer-friendly queuing management solution that meets E& Afghanistan's & Queberry System requirements. This system should enhance operational efficiency, improve customer experience, and facilitate management reporting and monitoring.

3. Scope of Work:

- Provide a Queue management system that aligns with the Queberry System, which is already installed in other POS systems.
- Provide a system that can organize customers' queues by issuing ticket numbers based on the service they require.
- Provide a system that allows customers to select the services they need by pressing the configurable service buttons in the touch screen interface/monitor for automatic issuance of the numbered queue ticket.
- Provide a system that has the facility to customize, add, or remove service buttons according to the requirements of E& Afghanistan.
- Provide a system that shall include the software and/or hardware components to enable the servicing agent to call the queue ticket numbers issued by the system and to show in the main display the queue ticket number being called/serviced and the servicing counter calling/servicing the queue ticket number.
- Provide a system that allows the creation of multiple display layouts and switching between different display layouts.
- Provide a system that shall be able to store statistical data/information and generate regular reports related to customer traffic, waiting and transaction time, and other reports that would show the efficiency of customer handling
- Provide a system that shall have support for appointment-based scheduling of clients/customers

- Provide a system that shall have support for online and central monitoring of the system during operation.

3.1 Ticking Machine & Ticket Issuing:

1. Provide a Kiosk Machine that aligns with the Queberry System, which is already installed in other POS systems.
2. The ticket ordering machine kiosk should have the capability to display several query types as defined by E& Afghanistan & Queberry System.
3. Capable of issuing different series of queue tickets for different types of services, which. can be expanded based on the future requirements of E& Afghanistan.
4. Has an automatic cutter for printed queue tickets.
5. Capable of adding a logo or other images and text on any part of the ticket queue.
6. Queue tickets are printed only when the selected service is pressed.
7. Able to print the point of sales name, date & time on the ticket, differentiate male & female customers via ticket printing.
8. Queue numbers can be automatically reset at the end of each day.
9. The ticket dispensing kiosk should be able to issue uniquely numbered tickets (i.e., No number duplication).
10. The ticket dispensing kiosk should have the capability for the ticket dispensing kiosk to issue a ticket based on the service or inquiry type that is selected by the client.
11. The ticket dispensing kiosk must have the ability to print the content within the ticket with certain information highlighted e.g., ticket number in a bigger font, bold and date and time stamp in smaller font, etc.
12. The ticket dispensing kiosk has the capability of ticket reprinting capability when there is a printer jam.
13. The ticket dispensing kiosk should have an alert capability if there is a technical problem with the kiosk
14. The ticket dispensing kiosk should have an early warning when consumables i.e., thermal paper reach a low level.

3.2 Queue Management System Application:

- Provide a Queue Management System Application that aligns with the Queberry System, which is already installed in other POS systems.
- User administration/management to manage client service agent access.
- System administration shall allow the user to apply basic configuration changes without requesting support from the service provider.
- Control/Configuration for the ticket dispensing kiosk, agent workstations, and roles, various types of information displays, audible and display alert notifications,

- The system must use three languages Persian, Pashto, and English.

3.2.1 Service Agent's Activity:

The agent servicing the client should have the ability to do the following, via a PC-based application (for function selection purposes):

- Start the service time, as they welcome the client.
- Stop the service time, as the client's query is resolved or escalated (and the client has left the cubicle, and the agent completed the wrap-up activities.
- The client's position in the queue will then be moved down the queue to a pre-configured number of places or to the bottom of the queue and will be given another chance to be serviced.
- Reroute the ticket, if unable to resolve the query or in case of a different query to what the ticket says.
- Close the desk, so that the agent desk is not active to service clients.
- Activate/ Reactivate the desk to start receiving the clients.
- Repeat calling the queue number, if needed.
- Recall or random call a queue number.
- Inquire about the number of waiting customers and the current queue status.
- Capable of inputting the type of transaction made by the customer.
- Capable of monitoring multiple transactions using a single queue number.
- Transfer customers to another service based on the prioritization guidelines to be identified by the EA Team.

3.2.2 POS Supervisor's Activity:

The supervisor managing the queue management operations should have the ability to do the following:

- Monitor the average waiting time per service type & transaction at the point of sales.
- Communicate with the staff via the Queue management application and provide support and assistance as required.
- Start/Stop the Queue management operation, as a beginning of the day/End of the day activity.
- Monitor and measure queuing performance.
- Command center functionality/dashboard.
- Must have the ability to manage staff availability roster, based on supervisor discretion.
- Capability to provide a supervisor/manager dashboard view to monitor the queue.
- Capture a duty roster for the day, and teller/staff availability such as lunch, coffee, and body break per agent.
- Use the application to predict the workload and staff contingency required for servicing the expected load of clients.

3.2.3 Queue Management Reporting Requirements

The Queue Management System must have real-time reports but not limited to the following:

- Provide a Queue Management System that aligns the reporting system with the Queberry System, which is already installed in other POS systems.
- Average and longest waiting time per service/transaction type.
- Average service time (per client),
- Per Service type
- Per Service Desk
- Per User (Client Only)
- Average ticket issuing load
- Report delivery scheduler
- Client feedback report per service type per agent
- Dashboard that must be available to the supervisors
- Number of clients serviced
- Type of clients serviced
- Average waiting times
- Average service times
- The number of abandoned tickets
- Number of cases per query type, to identify a root cause for seasonal influx to react proactively in the future.
- Power BI generated report facilities.

4. General Requirements:

The Supply, Delivery, and Installation of the Queuing Management System must cover the following:

- Supply and delivery of queuing management system (hardware and software).
- Customization of the queuing management system based on the services to be offered like New SIM Purchase, SIM Registration, SIM Replacement, Recharge/VC, VAS Modification, Change Ownership, DABs Bill Payment, KYC profile editing, Old Age & Disable Customers.
- Setup of queuing management system.
- Provision of five (6) days of operational and end-user training.
- Minimum 5 years technical support and maintenance of the system.
- One (1) year warranty on the hardware components.
- The contractor shall provide spare parts if required for replacement in QMS when required.

5. Vendor Qualification:

The bidder to provide the Queue Management system that aligns with the Queberry System, which is already installed in other POS systems.

- That the bidder has at least three (3) years of technical experience in the installation, commissioning, and maintenance of Queuing Management System (QMS).
- That the bidder has a history of at least five (5) successful operational QMS installed based on satisfied customers either private or government projects.

5.1. Deliverables:

- provide a Touch Screen Queuing Kiosk to aligned all the futures with the existing QMS based on the Number of Flagships and Mini-shops units – 22 /16'' inches.
- The Existing Monitor should be used.
- Queuing Management Software (Unlimited License).

5.2. Non-Functional Requirements:

- The Queue Management system should align with the Queberry System, which is already installed in other POS systems.
- The QMS must be based on the existing business process flow of E& Afghanistan.
- Provide comprehensive and configurable reporting.
- Consumables to be provided by the successful bidder.
- E& Afghanistan will provide VM Servers for Software Installation.
- Documentation including design as well as as-built documentation.
- Maintenance & support for 3 years as per the contract.
- E& Afghanistan can request for modification in the system within one year that must be completed not more than one (1) week without cost to E& Afghanistan, tailor fitting of the process flow.
- The contractor shall provide maintenance services for the Queue Management System (Q-Matic) and supply spare parts for repairing QMS for E& Afghanistan during the valid period of this Contract in accordance with EA's technical specifications to the satisfaction of EA.
- Upon reporting a problem via phone or email, the contractor shall send its qualified technicians to E& sales branches (Annexure-A) to solve the problem and provide E& with a ticket number so that E& can know the status of reported issues.
- The contractor shall visit E& Flagships/Shops to service the QMS twice a month by qualified engineers.
- The contractor shall provide spare parts if required for replacement in QMS when required.
- The contractor shall provide & deliver the spare parts within 48 hours.
- The contractor shall make sure to have proper reporting mechanisms in place to support sales branches & staff performance (Q-Matic dashboard).
- All on-call visits should be free of charge.

Annexure –A

List of EA Flagships/ Mini Shops				
No	POS Name	Location	Type of POS	Number of Printers Installed
1	New Flagship	Kabul Province	Flagship	1
2	New Mini Shop	Kabul & Provinces	Flagship	5 - Jaghori-Ghazni Province - Musa Qala Helmand Province -Qaisar - Faryab Province -Khowaja bahauddin - Takhar Province -Khogyani - Nangarhar Province

B. Sound system supply and installation for 18 flagships.

Sound system specification

sound system type : Mixer

supporting channels : at least 4 channel stereo mixer

capabilities : shall be able to combine, balance, shape, route and amplify multiple audio signals from microphones, instruments, or playback devices into one or more unified outputs.

Processor : 24 bit

weight : average

Speaker Specification

Type: ceiling-mounted

size: 12 inch

Required accessories

- Power cable
- pre-made 3.5 audio cable

capabilities: shall be able to receive sound from the mixer via normal power cable and generate smooth and clear audio

Sound System Required	
Flagship Name	**Location / Province**
Koti Sangi Flagship	Kabul
Gulbahar Flagship	Kabul
Muslim Plaza Flagship	Kabul
Lycee Mariam Flagship	Kabul
Karte Naw Flagship	Kabul
Khairkhwa Flagship	Kabul
Mazar Flagship	Mazar
Kunduz Flagship	Kunduz
JLD Flagship	Jalalabad
Parwan Flagship	Parwan
Poli Khumri Flagship	Poli Khomri
Kandahar Flagship	Kandahar
Takhar flagship	Takhar
Herat Flagship	Herat
Ghazni Flagship	Ghazni
Khost Flagship	Khost
Jawzjan Mini Flagship	Jawzjan
Sare Pul Mini Flagship	Sare Pul

These 18 flagships which already Queberry system installed here, need only for sound system devices to be installed and configured with system to be operationalized.

Annexure-B

Cybersecurity Requirements

General Security Requirements:

1. Vendor must ensure their operating systems are up to date and is not End of Life/End of Support.
2. Vendor must ensure proper patch management of their servers in alignment with EA IT and Cybersecurity policies.
3. Vendor must ensure a licensed and standard AV solution is installed in all of their operating systems.
4. Vendor must ensure full cooperation and coordination with EA Cybersecurity team whenever required.
5. Vendor must not install any application without proper coordination and agreement of EA SOC Team.
6. The use of insecure cryptographic algorithms and protocols are strictly prohibited and all integrations and system communication must be based on secure and strong cryptographic algorithms.
7. Vendor must ensure strong protection of EA data stored on vendor's cloud.
8. Vendor must align all of their services and configurations in accordance to EA Information Security policies and standards.
9. Vendor must use and install only licensed applications.
10. The installation and Integration of servers must be aligned with IT and Cybersecurity requirements.
11. Vendor must not use/install any application/service that is not required.
12. Vendor must communicate any software installation with EA Cybersecurity team in advance.
13. Vendor must align their changes according to EA Change Management Policy.

14. Vendor must ensure all their operating systems are fully patched with the latest OS/Software updates.
15. Vendor must not use any OS that is/will be End of Life / End of Support in less than 3 year.
16. Only secure and strong cryptographic algorithms are allowed to be used in the vendor platforms.
17. System must support Role Based Access Control, and Rule Based Access Control
18. System must provide Strong authentication and authorization mechanisms
19. System must be capable of advanced logging mechanisms to ensure user activities are logged for audit and security purposes and the log must include all of the following at minimum.
    - Failed and successful logins
    - Modification of security settings
    - Privileged use or escalation of privileges
    - System events
    - Modification of system-level objects
    - Session activity
    - Account management activities including password changes, account creation, modification…
    - Event logs must contain the following details:
    - Date and time of activity
    - Source and Destination IP for the related activity
    - Identification of user performing activity
    - Description of an attempted or completed activity.
20. The system must support live log retention of 1 Year and backup up to 3 years.

21. System must be capable of encrypting the log files to ensure user does not modify or change the logs.
22. System must provide cryptographic algorithms such as AES 128/256 Bit, SHA 256/384/512 bits.
23. System must be secure against well-known attacks including but not limited to SQL Injection, XSS, CSRF, SSRF, Code Execution and other attacks.
24. Vendor system's password configuration must be aligned with EA Information security policies.
25. System must support integration with LDAP, IAM "Identity and Access Management" and PAM "Privileged Access Management" Solutions.
26. System must support external log synchronization mechanisms to push logs to another system for analysis such as SIEM and centralized log server.
27. The database must support the encryption of admin user's information with algorithms such as PBKDF2 and SHA256/384/512 bits.
28. The database platforms "if any" must support the encryption of data in-transit and at rest.

Important Note:

Bidders, vendors, and any concerned party shall fill all the fields in the below table, any missing or non-compliant item may cause disqualifying the proposed system from the Etisalat Security side.

No.	Description	Compliance (YES/NO/NA)	Comments
1	Etisalat Security Requirements		
1.1	The Contractor/Supplier/vendor to sign Non-Disclosure Agreement (NDA) with Etisalat before finalizing RFx/contract/POC agreement as per Etisalat NDA process.		

No.	Description	Compliance (YES/NO/NA)	Comments
1.2	Contractor/Supplier/vendor equipment's (e.g. Servers, PCs, etc.) that are connected to Etisalat network must be securely wiped before taking out of Etisalat premises.		
1.3	The proposed/contracted system shall pass Etisalat Security Audit (Vulnerability Assessment/Penetration Testing) before go-live/service acceptance by Etisalat. Contractor/Supplier/vendor shall provide SLA for fixing Security gaps based on severity.		
1.4	Contractor/Supplier/vendor shall fix all security issues identified and reported by ETISALAT and/or Third Party Contracted to do the testing, with no additional cost		
1.5	Contractor/Supplier/vendor confirms that its products/solution are tested for weaknesses via methods such as Vulnerability Assessment, penetration testing, red teaming exercises and scans that check for compliance against the baseline security standards or security best practices, before the new product or any of its releases is delivered to ETISALAT. The Contractor/Supplier/vendor shall provide evidence/report of the security assessment/audit of the proposed solution.		

No.	Description	Compliance (YES/NO/NA)	Comments
2	Security Architecture		
2.1	The Contractor/Supplier/vendor shall ensure that proposed solution shall comply with the applicable IT and Telecom Security standards (such as Afg. NESA (SIA) IA V2, Afg. DESC (ISR), Afg. TRA, 3GPP, ETSI, ENISA, CSA, NIST, PCI, ISO, GDPR etc.) The Contractor/Supplier/vendor shall confirm the applicable standard.		
2.2	The proposed solution shall support the latest operating systems and application versions. Contractor/Supplier/vendor to ensure proposed solutions will run the latest stable software, operating system, and firmware.		
2.3	The solution shall be designed with multi-tier architecture, (Demilitarized Zone (DMZ), middleware, and private network). Any system accessible from the Internet shall be on the DMZ and access to internal sensitive data shall be secured through the middle tier application proxy.		
2.4	The proposed solution shall not impact or relax existing Etisalat security control or posture.		
2.5	The performance of the proposed system shall meet the business requirements without disabling or removing any existing security		

No.	Description	Compliance (YES/NO/NA)	Comments
	control		
2.6	The Contractor/Supplier/vendor shall provide only secure methods of communication such as HTTPS, SFTP, SCP, TLS1.3, IPSEC, SRTP, SSH v2, SNMPv3 between the proposed nodes. Non-secure protocols such as Telnet, HTTP and FTP shall not be used.		
3	**Password Security**		
3.1	All Operating Systems (e.g. Linux and Windows) shall be hardened according to well-known standards such as, but not limited to NIST, CIS security benchmark, and NSA.		
3.2	The proposed system includes password management module that supports the following features:		
3.3	Setting the minimum password length		
3.4	Password complexity, and not accepting blank passwords		
3.5	Maximum password age and password history		
3.6	Account lockout		
3.7	Enforce changing password after first login		
3.8	Prompt / notify for the old password on password changes		
3.9	The password shall be saved in hashed format		

No.	Description	Compliance (YES/NO/NA)	Comments
	(i.e. irreversible encryption)		
3.10	Forgetting or resetting password function shall support using OTP or email for verification		
4	**Authentication**		
4.1	The proposed system shall not provide access without valid username and password.		
4.2	All user access to the proposed system shall support Privilege account Management (PAM) integration.		
4.3	For public web applications, the proposed system supports and uses CAPTCHA or OTP to prevent password dictionary attacks		
4.4	For mobile applications, the proposed system shall support and uses fingerprint authentication method		
4.5	The proposed system supports and uses secure authentication protocols, like Kerberos, LDAP-S, NTLM V2 and above, HTTPs (for web applications)		
4.6	The proposed system will not use insecure authentication protocols, like NTLM v1, HTTP (for web applications)		
4.7	The proposed system shall support session timeout settings		
4.8	The proposed solution shall support secure API		

No.	Description	Compliance (YES/NO/NA)	Comments
	architecture to integrate systems to exchange data where deemed necessary.		
5	Authorization		
5.1	The proposed solution shall support role-based access controls that includes access profiles or security matrix (i.e. Role Name VS. Access Permissions)		
5.2	The proposed system supports role-based access permissions, i.e. Administrator, Operator, Viewer, User...		
6	Software Security		
6.1	The software development and testing will not run on the production systems, and will be running in an isolated environment		
6.2	The software source code will not include clear-text passwords		
6.3	The software code will not include insecure protocols, like FTP, telnet ...etc.		
6.4	The software testing will not use live/production sensitive or PII data unless it's masked as Etisalat security policy		
6.5	The proposed system enforces input and output validation to prevent security attacks, like SQL Injection, Buffer Overflow...etc.		
6.6	For web portals, the proposed system includes		

No.	Description	Compliance (YES/NO/NA)	Comments
	all security controls to prevent/protect from OWASP Top 10 security attacks and risks		
6.7	For mobile application, the proposed system shall include security checks / controls to protect from mobile attacks, like SSL Pinning, Jailbreak, Anti-debug, Anti-hooking, and Advanced Obfuscation...		

No.	Description	Compliance (YES/NO/NA)	Comments
7	Security Event Logging		
7.1	Proposed systems shall support standard logging protocols such as CIFS/Syslog/CSV logs files		
7.2	The system shall generate and support audit logs that contain the following fields (as a minimum): a) Username b) Timestamp (Date & Time). c) Client IP Address d) Transaction ID & session information		
7.3	The proposed solution shall support the integration with Etisalat NTP for time synchronization and accurate logging.		
8	Public Cloud Security		
8.1	Etisalat customers' and staff personal data (PII: name, contacts, address, Emirates ID, Passport number, Nationality ...) is encrypted at rest and in transit using a strong industry-standard encryption protocol		
8.2	The Public Cloud setup that stores PII information shall be hosted in the Afghanistan		
8.3	The Public Cloud setup is hosted in a		

	dedicated tenant for Etisalat (i.e. not shared)		
8.4	The Public Cloud data Center shall not be moved to another country or location without prior coordination and approval from Etisalat		
8.5	All Etisalat data will be permanently erased from the Public Cloud on termination of the service or support agreement		
8.6	The proposed Cloud system supports Etisalat Cloud Access Security Broker (such as Microsoft MCAS, Netskope CASB)		
9	**Virtualization and Container Security**		
9.1	If applicable, Bidder shall ensure the proposed virtualized infrastructure, service based and micro services architecture to support multi tenancy, zoning & micro-segmentation, security visibility, secure virtualization (sVirt), trusted image signing, virtual Firewalls, DoS protection, Trusted platform module (TPM), Hypervisor & Host OS security to secure data and resources.		
9.2	The proposed solution shall support integration with Etisalat/Leading Container Security Solution, where applicable, to scan the container images and ensure malware protection of CI/CD pipeline.		
9.3	Suppliers must inform EA Cybersecurity of		

	any non-conformity with defined EA policies and processes that are agreed upon in advance to acquire a written approval from EA Cybersecurity Department or senior management as required otherwise Supplier will be responsible for all the potential losses		

Contract – Annexure c:

Etisalat Afghanistan's Supplier Code of Ethical Conduct – Making Good Possible Together

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1. Supplier Definition and Scope

1.1. The term **Supplier** means any person, entity or organisation that provides or seeks to provide Etisalat Afghanistan with products, goods, or services. This includes all officers, employees, Suppliers, subSuppliers, and agents of any Supplier.

1.2. This Supplier Code of Ethical Conduct applies to all Etisalat Afghanistan Suppliers and their procurement agreements.

2. Purpose of this Code

2.1. **Etisalat Afghanistan** is fully committed to doing business in accordance with the highest standards of ethics and integrity, with professional business principles and in compliance with all applicable laws in the country. We recognise the importance of earning and maintaining the trust of our customers and stakeholders where we operate.

2.2. We expect our Suppliers to abide with this Code (as defined below) and conduct all our business and relationships with the highest standards of ethics to maintain this trust.

2.3. This Supplier Code of Ethical Conduct (**the "Code"**) sets out Suppliers' obligations in relation to compliance with ethical conduct, any relevant legal obligations including anti-bribery and anti-corruption, sanctions, export and trade controls, and relevant regulations and standards in the Country in which the Supplier operates.

2.4. The purpose of the Code is to promote safe working conditions and the responsible management of social, ethical, and environmental issues in Etisalat Afghanistan's procurement and supply chain. This includes issues such as human rights, working practices, labour standards, environmental, the responsible sourcing of minerals and health and safety.

2.5. The Supplier is encouraged to ensure its own Suppliers and subSuppliers are made aware of the principles of the Code when undertaking any work, or providing any product or service to, or on behalf of Etisalat Afghanistan.

3. Supplier selection and on-boarding

3.1. Etisalat Afghanistan is committed to doing business with the highest standards of ethics and integrity. We expect that our partners, Suppliers, consultants, agents, etc. apply the same standards.

3.2. To ensure that Etisalat Afghanistan work with the right third parties and to protect Etisalat Afghanistan's brand and reputation, we conduct a thorough registration/selection, due diligence, and engagement processes prior to on-boarding or engaging any Suppliers.

3.3. The Supplier shall take reasonable steps to ensure that it's selection processes also include adequate due diligence on sub-Suppliers.

3.4. The Supplier shall ensure it does not commence any work or activities on behalf of Etisalat Afghanistan until it confirms it has read, understood, and will comply with all the principles set out in this Code.

4. Supplier monitoring

4.1. The Supplier must ensure they have processes in place to identify, correct and monitor the continued compliance of any activities that fall below the standards of ethical conduct set out in this Code.

4.2. Any breach of this Code may be considered to be a material breach of any agreement or contract with Etisalat Afghanistan, and Etisalat Afghanistan reserves its legal rights and remedies in respect of any such breach.

5. Data Protection, Privacy and Confidentiality

5.1. At Etisalat Afghanistan, we respect the privacy of our customers and third parties, as well as of others with whom we conduct business.

5.2. The Supplier must ensure they handle any confidential or customer personal data with due care, ensuring it has a process in place to ensure access and storage of this data is managed securely.

5.3. The Supplier shall ensure that any authorised communication of Etisalat Afghanistan confidential or customer information should be limited to appropriately trained and authorised individuals who need it to carry out their work, in accordance with applicable laws and for legitimate business purposes only.

5.4. The Supplier must ensure they protect any Etisalat Afghanistan confidential or customer information from improper disclosure.

5.5. The Supplier shall respect Etisalat Afghanistan's brand and intellectual property rights and manage any technology and know-how it receives from Etisalat Afghanistan in a manner that protects these intellectual property rights.

6. Modern Slavery, Child Labour, and Human Trafficking

6.1. Etisalat Afghanistan is committed to ensuring all workers in our procurement & supply chain receive fair and equal treatment in full compliance with the laws, rules, and regulations of the country. In case there are different standards set forth in this Code compared to the applicable laws, rules, and regulations, Etisalat Afghanistan expects the same standards or more stringent requirements to be applied.

6.2. Etisalat Afghanistan prohibits the use forced labour, whether in the form of prison labour, indentured labour, bonded labour or otherwise. No employee or worker may be compelled to work through force or intimidation of any form, or as a means of political coercion. Also, we operate a zero-tolerance policy for any form of Slavery and Human Trafficking in our operations and procurement & supply chain. The Supplier shall not permit the use of any form of forced, bonded, compulsory labour, slavery, or human trafficking. We will treat any reported incidents seriously, with respect and in confidence.

6.3. Etisalat Afghanistan condemns all forms of exploitation of children. We remain committed to prohibit and eliminate the use of child Labour in our operations and procurement & supply chain. Our aim is to ensure that all our operations remain in compliance with national regulations. The Supplier shall not knowingly use any child labour and should not employ or engage anyone who is below the minimum legal age for employment in line with applicable laws in the country.

6.4. All the Supplier's employees shall be freely employed. This means all employees must be provided with employment contracts that stipulate, the employee's rights to terminate their employment with reasonable notice period, the working hours, and the minimum wage and required benefits in line with applicable laws in the country.

6.5. The Supplier may deduct subsistence expenses from employees' wages as required and substantiated for the nature of the work or in accordance with established company policies (Article 95 of Afghanistan's Labor Code). Any such deductions must be transparent, justified, and consistent with reasonable standards, ensuring that they do not impede an employee's basic rights or cause financial hardship. However, the Supplier shall refrain from making any other wage deductions, withholding payments, imposing unauthorized debts upon employees, or demanding the surrender of government-issued identification, passports, or work permits as a condition of their employment. All deductions must comply with fair and legal practices, respecting the rights and protections afforded to employees under the prevailing labor regulations. The Supplier shall not engage in or support the use of corporal punishment, threats of violence or other forms of mental or physical coercion. All employees shall be treated with dignity and in accordance with our policies maintaining a work environment that is free of any sort of physical punishment. All employees should be aware that we will treat all incidents seriously and with respect and in confidence and we will promptly investigate all allegations of physical punishment. No one will be victimized for making such a complaint.

7. Discrimination

7.1. Etisalat Afghanistan believes that everyone should be treated with dignity and respect, therefore, Etisalat Afghanistan prohibits all forms of discrimination, harassment, humiliation, threats of violence and abusive or offensive behaviour.

7.2. The Supplier shall not engage in, or support, any form of discrimination, in hiring, employment terms, remuneration, access to training, promotion, termination, retirement procedures or decisions including but not limited to race, ethnicity, skin colour, age, gender identification or any other characteristics protected by law, pregnancy, disability, religion, political affiliation, nationality, medical condition, social origin, social or marital status and trade union membership.

8.Bribery and Corruption

8.1. Etisalat Afghanistan's stance on avoiding Bribery and Corruption means that regardless of local customs, we never receive or provide Gifts, Entertainment,

Hospitality or any other benefits that are motivated by an improper purpose, such as to gain an inappropriate business, personal or other advantage.

8.2. The Supplier shall not tolerate or enter into any form of bribery, including improper offers or payments to or from employees, customers, Suppliers, organisations or individuals.

8.3. The Supplier shall abide by all applicable anti-corruption laws and regulations of Etisalat Afghanistan and applicable laws in the country, including the Foreign Corrupt Practices Act ("FCPA") and applicable international anti-corruption conventions.

8.4. The Supplier shall have an anti-bribery policy that sets out the principle of zero tolerance to any form of bribery or corruption within their organisation, including facilitation payments.

8.5. In the course of doing business with or on behalf Etisalat Afghanistan or fulfilling any agreement or contract with Etisalat Afghanistan, the Supplier must not in relation to any public or government official, offer, give, promise, receive or request any bribes (financial or any other improper advantage).

8.6. The Supplier shall ensure its employees, Suppliers and sub-Suppliers are aware of its antibribery policy and how to comply with its requirements.

9. Money laundering

9.1. The Supplier shall act in accordance with all applicable international standards and laws on fraud and money laundering and (where appropriate) maintain an anti-money laundering compliance programme, designed to ensure compliance with the law including the monitoring of compliance and detection of violations.

10. Health & Safety

10.1. The Supplier shall ensure it provides a safe working environment for employees, Suppliers, partners, or the community who may be affected by Supplier's activities, in accordance with international standards and national laws.

10.2. The Supplier shall ensure it meets general principles of health and safety risk prevention. General principles include ensuring it has systems and processes

in place for identifying, minimising, and preventing health and safety hazards, using competent and trained people, providing and maintaining safe equipment and tools, including ensuring personal protective equipment is made available as required.

10.3. The Supplier shall ensure that these health and safety obligations are communicated and applied to all parties including sub-Suppliers when undertaking any work or activities on behalf of Etisalat Afghanistan.

10.4. Suppliers, vendors, and Suppliers carrying out work for & on behalf of Etisalat Afghanistan are obliged to comply with Health, Safety & Environment (HSE) policies, rules, standards, processes, procedures, and best international practices.

10.5. Conform with all the local laws and regulations laid down by the Government of Afghanistan related to their operations, wellbeing, health of employees, public, protection and sustainable use of natural resources and the environment they operate.

10.6. the Suppliers are required to strictly follow and implement mentioned HSE regulation and standards during their operations and activities. The instructions are produced primarily for the use of the Supplier's management and supervisory staff who are required to ensure that the rules and procedures are brought to the notice of all the Suppliers' workers and that such rules and procedures are strictly followed by them.

10.7. EA will not be responsible for any damages, loss, incident, legal issues, and non-compliance with HSE standards that may arise from the Suppliers' activities.

10.8. Supplier must obtain permit for work and report any HSE related incidents such as injury, fatality, death, and non-compliance to Etisalat Afghanistan HSE focal points and via email hse@etisalat.af.

10.9. For more details about Etisalat Afghanistan HSE Policies and regulations, please contact hse@etisalat.af.

11. Environment and Climate Change

11.1. The Supplier shall commit to protecting the environment. Supplier shall minimise its use of finite resources (such as energy, water, and raw materials)

and the release of harmful emissions to the environment (including waste, air emissions and discharges to water).

11.2. The Supplier shall seek to improve the environmental performance of the products and services it provides, as well as support those that offer environmental and social benefits to Etisalat Afghanistan's customers.

11.3. The Supplier shall adhere to relevant environmental legislation and international standards in Afghanistan. In cases where specific environmental legislation is not readily evident or enforced within Afghanistan, the Supplier must establish and maintain reasonable practices to manage environmental impacts in accordance with internationally accepted norms and principles. The Supplier shall identify, monitor, and minimize Greenhouse Gas emissions (GHG) and energy consumption from its own operations including CO2 emissions from transportation and travel and support.

12. Speak Up

12.1. The Supplier shall provide an anonymous complaint mechanism for its managers and workers to report workplace grievances and shall take measures to protect whistleblower confidentiality and prohibit retaliation.

12.2. The Supplier shall report any instances of illegal or unethical behaviour or breaches of this Code (in relation to the goods and services being provided to Etisalat Afghanistan) in confidence using the 'Speak Up' contact details below.

12.3. The Supplier shall regularly promote these Etisalat Afghanistan 'Speak Up' contact details to its employees and any agents or subSuppliers working on the Supplier's behalf for Etisalat Afghanistan: via the official Etisalat Afghanistan whistle-blower email eawb@etisalat.af.

ANNEXURE E,

1. Anti-Bribery Anti-Corruption

1.1 The Supplier represents and warrants on behalf of itself, its directors and employees and any third-party employed and/or retained to act for or on its behalf including, without limitation, agents, Suppliers, sub-Suppliers and professional representatives (**"Representatives"**) (including executive officers and directors of any such Representatives) that:

(a) it complies and will comply with all applicable laws, statutes, and regulations relating to anti-bribery and anti-corruption including but not limited to the UAE Penal Code and to any applicable foreign anti-bribery and anti-corruption laws.

(b) it will not directly or indirectly through a third party, in relation to, in connection with, or arising from the performance of this Agreement give, receive, promise, attempt to give or to receive or in any way facilitate the giving and/or receiving of anything of value to any person for unlawfully of securing an improper advantage for (an advantage that is not legitimately due to) either Party, inducing or influencing any person to take any action or refrain from taking any action to obtain or retain business for either Party, and/or inducing any government or public official to take or to omit to take any decisions unlawfully;

(c) it has and shall maintain in place throughout the term of this Agreement its own adequate policies and procedures that are aligned with the Relevant Requirements, and shall train its own employees on its policies and procedures to ensure compliance with the Relevant Requirements, and will enforce its policies and procedures where appropriate.

(d) it shall immediately and in any case within three (3) days report to Etisalat Afghanistan in writing any actual or suspected violations including any request or demand for any undue financial or other undue advantage of any kind that it receives in connection with the performance of this Agreement; and

(e) following a request from Etisalat Afghanistan, it shall certify to Etisalat Afghanistan in writing and signed by an officer of the Supplier its compliance with this clause and the compliance of all persons associated with it as well as that of its third parties under this Agreement. The Supplier shall provide such supporting evidence of compliance as Etisalat Afghanistan may reasonably request.

2.1 "Conflict of Interest" shall mean any circumstance, potential, actual, or perceived, that might cause a Party, persons associated with it, or a third party, to place their financial or personal interests above the interests of their contractual commitments and the performance of their obligations under this Agreement causing them to be biased in their business

judgments, or to not act in good faith when taking decisions and actions that are detrimental to the interests of the other Party under this Agreement;

2.1.1 The Supplier shall immediately and in any case within three (3) days notify Etisalat Afghanistan in writing if a Public Official[1] becomes an officer or employee of the Supplier or acquires a direct or indirect interest in the Supplier and the Supplier warrants that it has no Public Officials as direct or indirect owners, officers or employees as of the date of this Agreement.

2.1.2 The Supplier represents and warrants that neither it nor any persons associated with it or any third party has interests that would conflict in any way with the performance of its obligations under this Agreement; and

2.1.3 If any actual or potential Conflict of Interest arises under this Agreement, the Supplier shall immediately and in all cases within three (3) days inform Etisalat Afghanistan in writing of such conflict and shall provide all relevant information to assist Etisalat Afghanistan in its assessment of such conflict.

3.1 The Supplier shall ensure that any third party associated with the Supplier who is performing services or providing goods in connection with the performance of this Agreement does so only on the basis of a written contract which imposes on such third-party terms equivalent to those imposed on the Supplier in this Annex 1. The Supplier shall be responsible for the observance and performance by such third parties of the terms similar to those stipulated by this compliance provisions and shall be directly liable to Etisalat Afghanistan for any breach by such third parties of any of the Relevant Requirements. For the purposes of this Annex 1, a person associated with the Supplier includes any subSupplier of the Supplier. The Supplier may only engage a third-party (e.g., subSupplier) under this Agreement subject to Etisalat Afghanistan's prior written approval.

3.2 In connection with its relationship to Etisalat Afghanistan and each of the transactions established by the Agreement, the Supplier has maintained and will continue to maintain complete and accurate books, records, invoices and other documents concerning payments and expenses.

3.3 Etisalat Afghanistan or its auditors or representatives may at any time audit Supplier's compliance with this Annex 1, and the Supplier warrants its full cooperation with any investigation of suspected violations, including but not limited to, the timely provision of all relevant information, records, documentation, evidence, and employees, as may be requested by Etisalat Afghanistan.

3.4 Etisalat Afghanistan shall be entitled to suspend payments of Supplier invoices that are, or

[1] *"Public Official," for the purposes of this agreement, includes, but is not limited to: (i) any elected or appointed official (whether in the executive, legislative or judicial branches of government) of a local, state, provincial, regional or national government (or any department or agency of those types of government bodies), (ii) any government employee, part-time government worker, unpaid government worker, or anyone "acting in an official capacity" (i.e., acting under a delegation of authority from a government to carry out government responsibilities), (iii) any political party, party official, or candidate for political office, (iv) any official or employee of a public international organization such as the World Bank or United Nations, or any department or agency of those types of organizations, (v) any official, representative, or employee of a company that is under even partial ownership or control by a government.*

become due in case there is a reasonable believe that the Supplier might have committed an actual or potential violation of this Annex 1 or applicable anti-bribery or anti-corruption laws, or whenever investigation or audit conducted reveal actual or suspected violations of this Annex 1, or that become due at any time during a period of ninety (90) days thereafter.

3.5 The Supplier shall indemnify Etisalat Afghanistan against any losses, liabilities, damages, costs (including but not limited to legal fees) and expenses incurred by, or awarded against, Etisalat Afghanistan as a result of any breach of this Annex 1 by the Supplier.

3.6 Breach of this Annex 1 shall constitute a material breach of this Agreement by the Supplier. If the Supplier is in breach of this Annex 1:

(a) Etisalat Afghanistan shall have the right to terminate this Agreement with immediate effect and suspend all payments, without prejudice to its rights and remedies under this Agreement, including its right to claim damages; and

(b) the Supplier shall not be entitled to any claim compensation or any further remuneration, regardless of any agreements entered into with third parties

2. Export Controls and Sanctions

Definition Section:

Affiliated Persons	mean any owner, officer, director, partner, principal, employee, any legal entity with control of or controlled by the Supplier or same owner(s) and/or or agents, suppliers or other Suppliers of the Supplier.
Applicable Sanctions/Export Control Laws	mean the Sanctions Laws and/or the Export Control Laws of the UAE, and any other jurisdiction in which the Supplier deals in Items and/or provides services [including but not limited to US, UK, EU].
Blocked Person	means, at any time, any person (a) whose property or interest in property is blocked by any Sanctions, (b) designated as a target of asset freeze under Sanctions, (c) with whom dealings are otherwise prohibited under applicable Sanctions or Export Control Laws, or (d) owned or controlled by any such person.
Export Control Laws	mean laws and regulations related to the regulation of imports, exports, re-exports, sale, resale, transfers, releases, shipments, transmissions, or any other provision or receipt of goods, technology, technical data, software, or services, and any laws or regulations of a similar nature administered and enforced by Governmental Authorities.

EU	Means the European Union
Governmental Authorities	mean any agency, office, bureau, department, or instrumentality of the national government of the UAE, [any other applicable jurisdiction: US, UK, EU], that is responsible for administering and enforcing Sanctions and Export Control Laws and/or which has other relevant regulatory or other authority over the Supplier, as required in the context of the relevant Agreement.
Item	means hardware, software including source code, technology, documents, technical data, diagrams and services.
Representatives	mean any third-party employed to act for or on behalf of Supplier including, without limitation, agents, Suppliers, sub-Suppliers and professional representatives.
Sanctions Laws	mean economic or financial sanctions or trade embargoes imposed, administered or enforced by Government Authorities with applicable jurisdiction.
Sectoral Sanctioned Entity	means, at any time, any person subject to Sanctions administered or enforced Governmental Authorities.
US	Means the United States of America
UK	Means the United Kingdom of Great Britain and Northern Ireland
UAE	Means the United Arab Emirates

<u>Sanctions and Export Control clauses:</u>

[1. The Supplier acknowledges that any Items that it provides under the Agreement may be subject, or become subject in the future, to the Applicable Sanctions/Export Control Laws of one or more jurisdictions (including without limit those of the U.S., the European Union, the UAE, the UK and any other jurisdiction in which it deals in Items), and shall not deal in, supply, deliver, broker or export any such Items without first obtaining all governmental licenses and approvals and making any notifications that may be required under such Applicable Sanctions/Export Control Laws.]

2. The Supplier agrees at all times to comply with and ensure that it, its Affiliated Persons and Representatives act in compliance with all Applicable Sanctions/Export Control Laws in carrying out its responsibilities under this Agreement. Without limiting the foregoing, the Supplier represents, warrants and undertakes that:

2.1 Neither the Supplier, nor any of its Affiliated Persons or Representatives is a Blocked Person, Sectoral Sanctioned Entity, or otherwise sanctioned person/entity with whom dealings are prohibited or restricted under the Applicable Sanctions/Export Control

Laws;

2.2 The Supplier will not, in connection with any activities involving [Etisalat Afghanistan] (including all Affiliated persons or representatives of [Etisalat Afghanistan]) or this Agreement, export, re-export, ship, sell, resell, supply, deliver, or otherwise transfer any Items to, from, or through – either directly or indirectly – any country or person in violation of any Applicable Sanctions/Export Control Laws;

2.3 The Supplier will not cause [Etisalat Afghanistan] to violate any Applicable Sanctions/Export Control Laws;

2.4 The Supplier shall provide to [Etisalat Afghanistan], prior to delivery of any Items that would be classified under applicable Export Controls, [i] a schedule identifying in writing the export controls regime to which the Items are subject and, [ii] the appropriate export controls classifications (e.g., Export Control Classification Numbers) with respect to each Item, in sufficient detail to enable [Etisalat Afghanistan] to ascertain any export control that may apply to [Etisalat Afghanistan]; and

2.5 The Supplier shall promptly notify [Etisalat Afghanistan] in writing of any suspected or confirmed violations or issues of non-compliance involving any Items provided to [Etisalat Afghanistan], and in any case no later than within 3 days.

2.6 The Supplier shall notify [Etisalat Afghanistan] in writing as soon as possible if:

(i) the Supplier, or any of its Affiliated Persons or Representatives, has become listed on any restricted parties list (including, without limitation, any US, EU, UK or UN sanctions lists) or becomes subject to any Sanctions; or

(ii) it becomes aware that any relevant Governmental Authority has initiated or will initiate any investigation or proceedings against the Supplier, or any of its Affiliated Persons or Representatives, relating to an actual or potential breach of any Export Control Laws or Sanctions in relation to its obligations under this Agreement.

3. The Supplier shall identify, obtain and maintain all government registrations, licenses and approvals required under any applicable Export Control Laws to engage in the activities covered by this Agreement, including any applicable registrations or licenses to engage in the business of manufacturing, exporting, brokering or trading export controlled Items.

4. Nothing in the Agreement is intended, and nothing herein should be interpreted or construed, to induce or require either Party or their Affiliated Persons or Representatives to act in any manner which is inconsistent with, penalized, or prohibited under any Applicable Sanctions/Export Control Laws as applicable to such Party;

5. Neither party nor its Affiliated Persons or Representatives shall be obliged to perform any obligation otherwise required under this Agreement if this would be in violation of, inconsistent with, or expose such party to punitive measures under, any Applicable Sanctions/Export Control Laws.

6. If [Etisalat Afghanistan], acting reasonably, believes that the Supplier, its Affiliated Persons or its Representatives breached or is likely to have breached any element of these Sanctions and Export Control clauses, [Etisalat Afghanistan] shall have the right to immediately conduct an appropriate audit into any such breach or potential breach, using its own resources and/or through independent third parties engaged by [Etisalat Afghanistan], and shall withhold payments to the Supplier during the period of any such audit. Supplier, its Affiliated Persons or its Representatives shall at all times cooperate fully and in good faith including with regard to the prompt provision of all relevant information, records and documents in order to facilitate and expedite the conduct of any such [Etisalat Afghanistan] audit.

7. The Supplier agrees that non-compliance with any of the representations and/or obligations set out in this Agreement by the Supplier, its Affiliated Persons or its Representatives may result in adverse consequences for [Etisalat Afghanistan] and would allow [Etisalat Afghanistan] to consider such non-compliance as a material breach of the Agreement, and would further entitle [Etisalat Afghanistan] to immediately terminate any and all existing Agreements with the Supplier for cause without liability as specified in the Agreement.

8. The Supplier agrees to fully indemnify and hold harmless [Etisalat Afghanistan] and its representatives against any damages, costs, losses, liabilities, fines, penalties, and/or expenses (including attorneys' fees and expenses) arising out of and in connection with the Supplier, its Affiliated Persons or Representatives non-compliance with these Sanctions and Export Control clauses, including violation or alleged violation of any Applicable Sanctions/Export Control Laws.

9. The Supplier agrees that [Etisalat Afghanistan] may, at its sole discretion, conduct surveys and audits (either directly or through independent third parties engaged by [Etisalat Afghanistan]) to verify compliance by the Supplier, its Affiliated Persons and Representatives with these Sanctions and Export Control clauses and Applicable Sanctions/Export Control Laws. Such surveys or audits shall be reasonable as to scope, location, date and time. The Supplier, its Affiliated Persons or Representatives) shall cooperate fully and in good faith with any such survey or audit including the prompt provision of all relevant information, records and documents as [Etisalat Afghanistan] may reasonably require in order to facilitate and expedite the conduct of any such audit.

10. In the event that [Etisalat Afghanistan] is required to obtain an authorisation, licence or other governmental approval or to make a notification under Applicable Export Control Laws

for reasons arising out of this Agreement or the acts contemplated by it, the Supplier shall provide such assistance to [Etisalat Afghanistan] in obtaining such approval as [Etisalat Afghanistan] may reasonably require.

3. Anti-Money Laundering and Counter Finance of Terrorism:

1. **"Applicable Anti-Money Laundering Laws and Counter Finance of Terrorism" or "AML/CFT"** means any laws, rules, or regulations applicable to [Etisalat Afghanistan] and the Supplier, that prohibit engaging in or facilitating financial transactions that promote or conceal unlawful activity in any jurisdiction.
2. The Supplier represents and warrants that:
   i. the Supplier and each of its affiliated persons will refrain from engaging, whether directly or indirectly, in improper and/or illegal conduct, including money-laundering and terrorist financing; and, where applicable, will comply with Applicable AML/CFT Laws;
   ii. If applicable, the Supplier has in place procedures aimed at preventing AML/CFT violations; and
   iii. the Supplier agrees to notify [Etisalat Afghanistan] promptly and in any event within 3 days, in writing, of any suspicious activity under AML/CFT Laws, of which it becomes aware relating to the transaction involving Etisalat Afghanistan. Upon reasonable request, the Etisalat Afghanistan agrees to provide Etisalat Afghanistan with documentation relating to its AML/CFT policies and procedures and assist [Etisalat Afghanistan] with any clarification required without any undue delay.