



**Ooredoo Group**

# **HUMAN RIGHTS POLICY**

**POLICY**

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Group Chief Legal & Regulatory Officer



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## **1.0. Purpose**

At Ooredoo, we strive to promote and respect the human rights of customers, employees, contractors and suppliers and any other counterpart we might be in relation to due to business or institutional subjects (all of them understood for the rest of the document as stakeholders). The Following provisions are the extracts from the Ooredoo Internal Corporate documents in relation to Human Rights.

## **2.0. Policy Statements**

### **2.1. Health & Safety**

The health and safety of our stakeholders are of utmost importance to us, and we believe by providing a safe and healthy workplace, we continue to uphold their human right to working in a safe environment. We work very hard to ensure our workplace and operations provide a safe and productive environment and we always comply with local laws and regulations as well as Ooredoo group/local operating standards.

### **2.2. Diversity & Inclusion**

We believe creating a diverse and inclusive environment strengthens and protects the human rights of our stakeholders. At Ooredoo, we do not tolerate any form of discrimination especially, but not limited to age, gender, disability, cultural background or religious beliefs. We do not tolerate any disrespectful or inappropriate behaviour of any sort, and we specifically encourage our employees to speak up and challenge any questionable behaviour.

We confirm our recruitment and selection practices are guided by the following principles:

- Recruitment and selection are conducted based on merit without bias or discrimination.
- Applicants and employees shall have equal opportunities in employment, or promotion irrespective of their race, color, marital status, parental status, origin, source of income, religion, sex, gender, age, national origin, or handicap.
- Recruitment and selection will be conducted in a manner that is respectful of any given local culture and in accordance with immigration, QFC regulations and OG standards.

### **2.3. Anti-bribery and Corruption**

We recognise that any action related to bribery and corruption can have an adverse effect on the human rights of others. At Ooredoo, we do not tolerate any form of corruption in the form of bribes, gifts, or improper payments to and from employees & stakeholders. We have robust policies covering gifts, bribes, loans and any other hospitality related gifts. We also advise against any actions that may be considered a conflict of interest, and we recommend that all our employees report these cases immediately before acting.

### **2.4. Controls and Governance**

#### **Human Rights Diligence**

Our human rights due diligence approach is based on exercising policy controls, risk

assessments, mitigation, employee training and continuous monitoring.

We assess the potential risk impacts related to human rights when engaging with suppliers, initiating new contracts, getting in touch individually or on a recurrent basis with new stakeholders, entering new markets and regions, and developing new products and services. We conduct regular risk assessments to assess the risk of human right infringement arising from our operations, products and services. Any findings are integrated into future processes to address any impact on human rights.

#### **Whistle-blower Policy**

We encourage everybody within the realm of our stakeholders who has a concern regarding a grievance to get in touch and report it as early as possible. At Ooredoo, we are committed to transparency, accountability, integrity and compliance. Any employee that uses this channel will be protected from reprisal and retaliation. Ooredoo will investigate, address, and act on every report made throughout this channel.

More information can be found on: <https://www.ooredoo.com/en/ooredoo-whistleblowing/>

### **3.0. Disclaimer**

The Company adheres to national legislation in addition to the State of Qatar's reservations to certain provisions of the International Covenant on Civil and Political Rights to which the State of Qatar acceded under Decree No. 40 of 2018.

### **4.0. Reference**

- Constitution of the State of Qatar
- Decree No. 40 of 2018 approving the accession of the State of Qatar to the International Covenant on Civil and Political Rights
- Reservations made by State of Qatar to the covenant.