

Equal Opportunity Employer Policy

Purpose

Ooredoo Group's Equal Opportunity Employer Policy reflects its commitment to ensure equality and promote diversity in the workplace. Ooredoo Group is committed to implement rigorous strategies to recruit, develop, and contiguously ensure training programs and career advancements are given to all employees' equitability and accessible way.

This Equal Employment Opportunity Policy is the pillar of a healthy and productive workplace. Everyone should feel supported and valued to work productively so we are invested in treating everyone with respect and consideration.

Scope

Our Equal Opportunity Employer Policy applies to all employees, job candidates, stakeholders, partners and visitors.

Objectives

Ooredoo Group built its Equal Employment Opportunity Policy around preventive and affirmative actions to ensure fairness in all aspects of employment. These aspects include:

- Hiring
- Training
- Evaluating performance
- Administering compensation and benefits
- Terminating employees

The Human Resources department is responsible for assessing our company's processes and ensuring they are bias-free. Whenever we find biases interfering, we will act immediately to refine our processes, train our people to combat their biases and protect possible victims of discrimination. We will give everyone the chance to work in an environment where their rights are respected.

Guidelines

Being an Equal Opportunity Employer means that we provide the same opportunities for hiring, and advancement, to everyone without discriminating due to protected characteristics. In line with local Qatar laws and cultural contexts, these protected characteristics include but are not limited to:

- **Age:** Discrimination based on age, whether against older or younger employees, is prohibited. All employees should have the same opportunities regardless of their age.
- **Gender:** Discrimination based on gender is prohibited. Equal opportunities should be provided for all genders.
- **Ethnicity/Nationality:** Discrimination based on ethnicity or nationality is prohibited. Employees of all ethnic and national backgrounds will be treated with respect and dignity.

- **Religion:** Discrimination based on religious beliefs or practices, including those related to holidays, prayer times or religious attire, is prohibited.
- **Disability:** Employees with physical, mental or developmental disabilities will not be discriminated against. We are committed to ensuring accessible workplaces and opportunities for all employees.
- **Medical History:** Discrimination based on medical history or the presence of health conditions (including chronic conditions) is prohibited.
- **Pregnancy:** Discrimination based on pregnancy, childbirth or related medical conditions is prohibited under QFC Employment Regulations.
- **Marital Status:** Employees should not be discriminated against based on their marital status, including those who are single, married, divorced or widowed.

Grievance procedure

All line managers are responsible for using equal opportunity practices and making decisions based on objective, non-discriminatory criteria. Everyone should comply with this Policy at all times.

If an employee sees or suspects that the EEO Policy is being violated, we encourage them to report it immediately to the Human Resources Department. Employees can choose from the following reporting methods:

- **Direct Reporting:** Employees can directly report a violation to HR via email, phone, or an in-person meeting.
- **Anonymous Reporting:** If an employee is concerned about confidentiality or fear of retaliation, they can use an anonymous reporting system (such as the Ooredoo Whistleblower email addresses) to notify HR of the suspected violation. The matter will be investigated discreetly. Whistleblowing reports are kept confidential. Ooredoo is committed to protecting the person(s) who reports in good faith from retaliation.
- **External Reporting:** If necessary, employees can also report any incidents to the Qatar Ministry of Administrative Development, Labor and Social Affairs or other relevant authorities to ensure that their rights are protected.

Confidentiality Safeguards

HR will ensure that any complaint of discrimination is handled with the utmost confidentiality. The identity of the person filing the complaint and any details regarding the complaint will be disclosed only to the necessary parties involved in the investigation and resolution process. Employees will be protected from retaliation, and any actions of retaliation will be subject to disciplinary action.

Disciplinary consequences

When someone discriminates, they will be subject to disciplinary action depending on the severity of their actions. Disciplinary measures may include counselling, retraining, written warning, suspension, or, in severe cases, termination of employment. The actions taken will depend on the nature of the violation and will be consistent with the company's overall commitment to upholding fairness and equality.