



Ooredoo Group

SUPPLIER'S CODE OF CONDUCT

POLICY

Policy reference number	
Last Approval Date	Next Revision Date
Owner	Final Approval

Group Chief Strategic Sourcing Officer

DOCUMENT CONTROL SHEET

Creation Date:	Document Owner:
Department: Group Procurement	Current Version Number:

Review Record				
Date	Version	Reviewed by	Title	Signature

Distribution		
Version	Name	Location

Approvals		
Name	Designation	Signature

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1.0. Purpose

The Supplier Code of Conduct outlines the ethical, social, and environmental standards that all suppliers, contractors, and business partners of Ooredoo Group must adhere to. This policy ensures that Ooredoo Group conducts its operations responsibly while fostering long-term relationships based on shared values of integrity, transparency, and sustainability.

2.0. Scope

This policy applies to all suppliers, vendors, contractors, consultants, and other third parties who provide goods or services to Ooredoo Group or any of its subsidiaries

3.0. Compliance with Qatari Laws and Regulations

Suppliers must comply with all applicable laws and regulations in Qatar and the jurisdictions in which they operate. Specific local laws include but are not limited to:

- Labor Laws: Law No. 14 of 2004 (Labour Law), covering employee rights, working conditions, and wages.
- Environmental Protection: Law No. 30 of 2002 on the Protection of the Environment, addressing environmental sustainability.
- Anti-Corruption Laws: Provisions under Law No. 11 of 2004 (Penal Code), which prohibit bribery, corruption, and fraud.
- Telecommunications Standards: Decree Law No. 34 of 2006 on the Telecommunications Law, regulating industry-specific compliance.
- Data Privacy: Law No. 13 of 2016 on Personal Data Privacy Protection, ensuring data confidentiality and security.

4.0. Policy Statements

4.1. Ethical Business Conduct

- Suppliers must operate with integrity, avoiding any form of bribery, corruption, extortion, or fraudulent practices.
- Suppliers must disclose any conflicts of interest to Ooredoo Group that could affect the business relationship.
- Fair competition practices must be upheld, ensuring compliance with antitrust laws.

4.2. Human Rights and Labor Practices

- Suppliers must uphold the human rights of workers, ensuring no forced labor, human trafficking, or child labor.
- Suppliers must ensure fair wages, reasonable working hours, and non-discriminatory employment practices.
- Suppliers must respect workers' rights to freedom of association and collective bargaining in compliance with local laws.

4.3. Health, Safety, and Environmental Responsibility

- Suppliers must maintain safe and healthy working environments that comply with local laws and industry standards.
- Suppliers must minimize environmental impact through waste reduction, efficient resource use, and safe handling of hazardous materials.
- Suppliers are encouraged to adopt sustainable practices and support Ooredoo Group's environmental initiatives.

4.4. Data Protection and Cybersecurity

- Suppliers must protect the confidentiality, integrity, and security of Ooredoo Group's data in compliance with Law No. 13 of 2016 on Personal Data Privacy Protection.
- Robust cybersecurity measures must be in place to prevent data breaches and unauthorized access.
- Any incidents affecting data or information security must be promptly reported to Ooredoo Group.

4.5. Quality and Reliability

- Suppliers must ensure that goods and services meet agreed-upon quality and reliability standards.
- Consistency in product delivery and service performance is essential to maintain Ooredoo Group's operational integrity.

4.6. Transparency and Accountability

- Suppliers must provide accurate and truthful documentation regarding their operations, products, and compliance.
- Suppliers must allow Ooredoo Group or designated third-party auditors to verify compliance with this policy through assessments and on-site inspections.

4.7. Supply Chain Responsibility

Suppliers must extend the principles of this policy to their own supply chains, ensuring subcontractors and business partners adhere to similar ethical, legal, and environmental standards.

4.8. Core Principles

- Compliance with Laws and Regulations

Suppliers must strictly follow all applicable laws, including Qatar's labor laws, anti-corruption statutes, environmental regulations, and telecommunications standards.

- Respect for Human Rights

Suppliers must uphold international human rights principles as outlined by the Universal Declaration of Human Rights and ILO standards.

- Environmental Stewardship

Suppliers are expected to adopt environmentally friendly practices and comply with Qatar's environmental laws to reduce their ecological footprint.

- Fair and Ethical Operations

Suppliers must ensure their operations are free of unfair labor practices, unethical behavior, and conflicts of interest.

5.0. Monitoring, Reporting, and Accountability

5.1. Reporting Obligations

- Suppliers must report any violations of this policy or unethical behavior to Ooredoo Group.
- Confidential reporting mechanisms will be made available, and whistleblowers will be protected from retaliation.

5.2. Audits and Assessments

- Ooredoo Group reserves the right to conduct regular audits of suppliers' operations to ensure compliance.
- Non-compliance identified during audits must be addressed through corrective action plans.

5.3. Corrective Actions and Consequences

- If a supplier fails to comply with this policy, Ooredoo Group may terminate the relationship or impose penalties.
- Suppliers may be required to implement remediation plans within a specified timeframe.

6.0. Policy Amendment

- This policy supersedes all previous policies, circulars, memos, instructions on the subject.
- Any changes to the provisions of this policy shall be reviewed and recommended by the GCCO to GCEO, preliminarily approved by the Audit and Risk Management Committee and finally by Board of Directors.