

Supplier Code of Conduct / Guide

Introduction:

Ooredoo Palestine is committed to conducting business with the highest standards of integrity, ethics, and responsibility. We expect the same commitment from our suppliers. This Supplier Code of Conduct outlines the expectations and requirements that suppliers must adhere to when conducting business with us.

1. Legal Compliance:

The Suppliers are expected to comply with all applicable local, national, and international laws and regulations. This includes, but is not limited to, labor laws, environmental regulations, anti-corruption laws, and any industry-specific regulations.

2. Ethical Business Practices

Ooredoo Palestine is committed to the highest ethical standards and compliance with all applicable laws, rules, and regulations. Ooredoo Palestine requires Suppliers to adhere to the following standards:

2.1 Bribery and Anti-Corruption

The Supplier shall refrain from any form of corruption or even actions that could potentially be construed as such.

The Supplier may not offer, promise or grant illegal benefits to national or international public officials or decision-makers operating in the private sector in order to achieve a preferential treatment or favorable decision; same applies when dealing with donations, gifts or invitations to business meals and events.

2.2 Business Integrity

The Suppliers shall not offer money, gift, or any forms of treat, entertainment or convenience to Ooredoo Palestine (such as employees and their family members and associates), or any third party. Gifts include a benefit, fees, commissions, dividends, cash, gratuity, services, or any incentives.

3. Labor Practices and Human Rights:

3.1 Non-discrimination and workplace diversity

Suppliers must comply with all applicable laws relating to discrimination in hiring, employment practices, and harassment and retaliation. Ooredoo Palestine expects Suppliers to operate workplaces free of discrimination, harassment, victimization, and any other abuse on any grounds including but not limited to age, disability, ethnic or social origin, gender, nationality, race, marital status, parental status, pregnancy, religious beliefs, or union affiliation.

As one component of Ooredoo Palestine's long-standing commitment to advancing diversity and inclusion, Ooredoo Palestine actively promotes relationships with diverse businesses in Ooredoo Palestine's sourcing and procurement process.

3.2 Modern slavery / human trafficking

Ooredoo Palestine does not tolerate slavery, forced labor, or human trafficking in any form. Ooredoo Palestine requires Suppliers to fully comply with the applicable legal requirements of slavery, forced labor and human trafficking laws, and expects Suppliers to enact practices to ensure compliance with such laws.

3.3 Child Labor

Ooredoo Palestine does not tolerate child labor in any form. Suppliers must act in compliance with all laws regulating minimum working age for each position, including any laws pertaining to the employment, apprenticeships, and internships of youths and students.

3.4 Human Rights

Ooredoo Palestine does not tolerate human rights violations in any form. Ooredoo Palestine expects Suppliers to enact practices to maintain a respectful and safe workplace. Ooredoo Palestine expects Suppliers to not tolerate physical violence, threats, corporal punishment, mental coercion, verbal abuse, disrespectful behavior, bullying or harassment of any kind.

4. Employment and working conditions.

4.1 Health and safety

Suppliers must comply with all applicable health and safety laws and regulations. Ooredoo Palestine expects Suppliers to adopt practices to minimize health and safety risks, support accident prevention, and ensure a safe workspace for all workers.

5. Environmental Practices

Ooredoo Palestine considers environmental responsibility integral to delivering world-class services and solutions that create shareholder and community value. Ooredoo Palestine requires Suppliers to demonstrate a commitment to responsible environmental stewardship.

5.1 Environmental footprint

Suppliers must comply with all applicable environmental laws and regulations. Ooredoo Palestine expects Suppliers to address Suppliers' environmental risk and impact. And, where applicable, Ooredoo Palestine expects its Suppliers to measure, manage and reduce water, carbon footprint and waste in its operations.

6. Ooredoo Palestine's Rights

Ooredoo Palestine reserves the following rights to ensure and enforce Suppliers' compliance with the Code.

6.1 Supplier Selection

Ooredoo Palestine will evaluate Suppliers' compliance with the Code during the Suppliers' evaluation and selection process, or upon Ooredoo Palestine's request.

6.2 Violations and Termination

Supplier shall ensure that its subcontractors, if any, comply with the Code, and acknowledge that it is responsible for its subcontractors' violations. In the event of non-compliance with, or violation of, the Code, Ooredoo Palestine may give the Supplier a reasonable opportunity to respond with proposed corrective actions, unless the violation is severe or incurable, or there is a violation of law. Ooredoo Palestine may suspend or terminate its relationship with the Supplier and/or disclose the matter to the appropriate authorities if there is a violation of law.

The Code is not meant to, and does not, supersede any applicable law, or any term in an agreement between Ooredoo Palestine and a Supplier. To the extent there is any conflict between this Code and any applicable law or provision of any agreement, the applicable law or agreement shall prevail.