



Ooredoo Kuwait

**HUMAN RIGHTS & NON-DISCRIMINATION
POLICY**

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TABLE OF CONTENTS

1. PURPOSE	4
2. SCOPE	4
3. APPLICABILITY	4
4. DEFINITIONS	4
5. STAKEHOLDER ENGAGEMENT & COMMUNICATION	4
6. POLICY STATEMENTS	5
7. POLICY RESPONSIBILITY	6
8. EXCEPTION	6
9. REDRESSAL	6
REFERENCES	6

1. Purpose

We are committed to developing an organizational culture that promotes human rights and non-discrimination in accordance with the laws and regulations applicable in the State of Kuwait as well as Covenants, Declarations, Agreements officially recognized and adopted by the State of Kuwait.

2. Scope

This Human Rights & Non-discrimination Policy applies to all employees of Ooredoo Kuwait. We strive to create an organization in which human rights of all the employees are upheld in accordance with the Laws prevailing in the State of Kuwait. In exceptional cases where there is evident of violations of human rights, we will adopt corrective measures in line with the Ooredoo Kuwait HR Policy.

3. Applicability

We expect all employees in Ooredoo Kuwait to uphold human rights and prevent any violations.

This policy shall be distributed and communicated to all employees and have it available for all employees to review at any time within the organization.

4. Definitions

In the application of this Policy, the following words and expressions have the meanings hereby assigned to them, unless the context otherwise requires.

The Company/ organization	Ooredoo Kuwait
Business activities	Activity related to the purpose of making a profit.
Human Rights	Rights inherent to all human beings, regardless of background
Non-discrimination	Preventing discrimination against people;
Stakeholder	A person, group or organization with a vested interest, or stake, in the decision-making and activities of our organization.
Child	Anyone under eighteen years of age, unless national or local law stipulates a higher mandatory (minimum) working age, in which case the higher age shall apply.
CEO Office	Office of the Chief Executive Officer of Ooredoo Kuwait
Board	Board of Directors of Ooredoo Kuwait

5. Stakeholder Engagement & Communication

We encourage human rights awareness and respect in our organization. Moreover, to improve upon our policy considerations, we engage with our key stakeholders through formal communication channels such as but not limited to meetings and email communication as needed.

6. Policy Statements

6.1. Child labor/minimum age permanent employees

We refer to the meaning of "minimum age permanent employees" to anyone having minimum years of age as defined by the related Laws and regulations in the State of Kuwait.

"Child labor" means any work by a child or young person. We neither use child labor nor recruit them.

6.2. Employment Relationship

We recognize the importance of secure job environment for the individual by developing a culture of merit-based employment. Ooredoo Kuwait takes full responsibility for employee relationship under the applicable local legal framework and shall not seek to avoid obligations of the employer.

6.3. Equality

We engage our employees through direct interactions and carry out anonymous surveys to gauge their views on feelings of equality and inclusivity in the workplace.

6.4. Fair wages and compensation

We adhere to Kuwait Labor Law and regulation and benchmark compensation in relation with wages and compensation.

6.5. Forced/ bonded/ compulsory labor

We do not tolerate forced, bonded or compulsory labour and other kinds of servitude within our own operations. We take appropriate steps to ensure that everyone who work for Ooredoo Kuwait, in any capacity, benefits from a working environment in which their fundamental rights and freedoms are respected. Our efforts align with labor laws of the State of Kuwait.

6.6. Health and safety

Employee health and safety are important and we believe that by providing a safe and healthy workplace, we continue to uphold the human right to working in a safe environment. We always comply with local laws and regulations as well as Ooredoo Kuwait policies.

6.7. No harsh or degrading treatment/harassment

Ooredoo Kuwait considers harassment as any offensive act, comment or display that humiliates, insults or causes embarrassment, or any act of intimidation or threat.

We ensure that our workers are treated with dignity and in manners that are free of all forms of harassment, whether physical, verbal or psychological.

We take instances of the use of corporal punishment, threats of violence or other forms of mental or physical coercion very seriously.

6.8. Non-discrimination

Ooredoo Kuwait believes that freedom from discrimination is a fundamental human right. It is essential for workers to be able to choose their employment freely, to develop their potential to the full and to be rewarded based on merit.

We treat all workers and job seekers equally, regardless of any attributes and we confirm our recruitment and selection practices are guided by the following principles:

- Recruitment and selection are conducted based on merit without bias and discrimination.
- Applicants and employees shall have equal opportunities in employment, or promotion regardless of background or attribute.
- Recruitment and selection will be conducted in a manner that is respectful of any given local customs and laws.

6.9. Working conditions - including working hours

The working conditions of our employees are, at a minimum, in compliance with Kuwait labor law. Compliance with Kuwait Labor Law standards is taken into consideration for us in all our operations.

7. Policy Responsibility

The Chief Human Resources Officer (CHRO) is the Policy Owner. Ooredoo Kuwait has a Corporate Governance Head who coordinates between the Policy Owners and the Board. Any changes to the provisions of this policy shall have multiple layers of review which includes Corporate Governance Department, CEO Office and finally the Board.

Monitoring and execution of Policy fall under Human Resources department, with assistance from other involved stakeholders. Policy review happens minimum once in 3 years as per ISO Guidelines.

8. Exception

Unless otherwise stated, this Policy is applicable to all employees and is not liable to be changed without any further notice.

9. Redressal

Design, implementation, consultation approvals and monitoring will be as per "Decision Rights Matrix" of Ooredoo Kuwait.

References

- Kuwait Ministerial Decree No. 22, respecting the safety precautions to be taken against occupational injury and disease
- Ooredoo Decision Rights Matrix
- Kuwait Labor Laws