



Ooredoo Oman

Harassment and Bullying Guideline

External Version

Guideline Statement

Ooredoo Oman has a zero tolerance towards harassment and bullying and takes all matters raised very seriously

Anti-Bullying culture

The purpose of this guideline is to communicate to all employees, including supervisors, managers and executives that Ooredoo Oman will not *in any instance* tolerate bullying behavior. Employees found in violation of this guideline will be subject to discipline action from the company and might be extended to the Omani Authorities if needed.

Definition

Ooredoo Oman defines bullying as repeated, harming or mistreatment of one or more employee / contractor / vendor by one or more perpetrators. It is abusive conduct that includes:

- Threatening, humiliating or intimidating behaviors.
- Excessive use of power
- Work interference/sabotage that prevents work from getting done. ▪ Verbal abuse.

Such behavior violates Ooredoo's Code of Ethics, which clearly states that all employees will be treated with dignity and respect

Examples

Ooredoo Oman considers the following types of behavior examples of bullying:

- **Verbal bullying.** Insulting, mocking or maligning a person or his or her family; persistent name-calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying.** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property.
- **Gesture bullying.** Nonverbal gestures that can convey threatening messages.
- **Exclusion.** Socially or physically excluding or disregarding a person in work-related activities.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Shouting or raising one's voice at an individual in public or in private.
- Using obscene or intimidating gestures.
- Not allowing the person to speak or express himself or herself (i.e., ignoring or interrupting).
- Personal insults and use of offensive nicknames.
- Public humiliation in any form.
- Constant criticism on matters unrelated or minimally related to the person's job performance or description.
- Public reprimands.
- Repeatedly accusing someone of errors that cannot be documented.
- Spreading rumors and gossip regarding individuals.
- Encouraging others to disregard instructions.
- Manipulating the ability of someone to do his or her work (e.g., overloading, withholding information, setting deadlines that cannot be met, giving deliberately ambiguous instructions).
- Assigning menial tasks not in keeping with the normal responsibilities of the job.
- Taking credit for another person's ideas.
- Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave.
- Deliberately excluding an individual or isolating him or her from work-related activities, such as meetings.
- Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual's property (defacing or marking up property).

Individuals who feel they have experienced bullying should report this to the list of trustees identified in this guideline or by any means that he or she wants before the conduct becomes severe or pervasive. All employees are strongly encouraged to report any bullying conduct they experience or witness as soon as possible to allow Ooredoo Oman to take appropriate action.

Ooredoo management assures there will be no retaliation act from any employee / contractor / vendor or any involved party because of raising their case. Any proven act of retaliation may result in discipline action including yet not limited to verbal or writing warning.

Reporting your case to the trustees team

Whether you are an Ooredoo employee, contractor, or Vendor, you may contact the Ooredoo Ethics list of trustees of your preference to report violations of the law or the Code of Business Conduct. An independent individual of the Ethics team will attend your case. Although you may choose to remain anonymous, we recommend that you provide an email address (which may be anonymous) or a phone number where you may be contacted for follow-up purposes.

Ooredoo assures no interference from any none related party to the investigation including your line manager / directors / C level or any other parties that has influence to the investigation direction unless been part of the investigation interviews or been called for his/her statement

Harassment

The Company believes that all employees should be treated with dignity and respect. It is the policy of the Company to provide a work environment, which is free from harassment. As used in this guideline, harassment includes sexual, racial, ethnic, and other forms of harassment, including harassment based upon disability.

Some examples, depending on the facts and circumstances, include:

Verbal or Written Harassment - unwelcome or derogatory comments regarding a person's race, color, sex, religion, ancestry, ethnic heritage, mental or physical disability, age or appearance; threats of physical harm; or the distribution of material having such effects, including by electronic mail or display in any Company work area.

Physical Harassment - hitting, pushing or other aggressive physical contact or threats to take such action, or inappropriate gestures.

Sexual Harassment - unwelcome sexual conduct. Whether verbal or physical, including sexual advances, demands for sexual favors, or other verbal or physical conduct of a sexual nature, whether or not it was designed or intended to promote an intimate relationship.

It is not considered harassment for supervisors and other members of management to enforce job performance and standards of conduct in a fair and consistent manner.

Any employee who believes she or he is being harassed should consider telling the offending party that she or he objects to that conduct. This often solves the problem. However, if an employee is not comfortable confronting the offending party (or if the offending party's unwelcome conduct continues), the employee should advise his or her immediate supervisor of the offending conduct. If the employee is more comfortable discussing the issue with someone other than his or her immediate supervisor, or if the immediate supervisor has not taken what the employee regards as appropriate action to solve the problem, the employee should contact a Human Resources list of trustee's representative and raise his/her case.

Reports of harassment will be investigated promptly and discreetly.

Any employee who reports any act of harassment in good faith, including sexual harassment will not be retaliated against because of such report.

Confidential Reporting of Alleged Code Violations

If you need advice or assistance or know of a violation of the Code of Business Conduct, you should contact Human resources division by emailing below email address or by telephone to your preferred representative from the list of trustees.

If you use the trustee's team, Mailbox or Code e-mail address:

1. You may refrain from identifying yourself (although, in the absence of such identification, the Company may have insufficient information to investigate the allegations).
2. No retribution shall be imposed on you for making the report in good faith unless you are one of the violators.
3. Your confidentiality shall be maintained unless disclosure is:
 - **Required or advisable in connection with any governmental investigation or report;**
 - **In the interests of the Company, consistent with the goals of the Code; or**
 - **Required or advisable in the Company's legal defense of the matter.**

The trustee's team, Mailbox and Code e-mail address are not intended to be used for personal grievances. All matters that do not appear to constitute violations of the Code of Business Conduct will be referred to the appropriate department; for example, reports concerning personnel grievances will be sent to the Human Resources Department.

The address of the Mailbox for making Code reports is:

Email: CareLine@ooredoo.om

If you wish to mail, a letter to the company please used the bellow address:

Human resources division
Subject: Code of Business Conduct
Omani Qatari telecommunication company "Ooredoo"
P.O. Box 874 P.C 111
Central post Office, Sultanate of Oman