

## Ooredoo Palestine

### Employee Leave Guideline

## Annual Leave

### Eligibility and Entitlement

- Executive employees are entitled to 25 workdays of annual leave per year, or as stated in their employment contract.

#### **All other employees:**

- Up to 5 years of service: 14 workdays per year.
- More than 5 years of service: 21 workdays per year.

### Usage and Approval

- All paid leave is on a 'use or lose' basis.
- To support work-life balance, annual leave should be used within the same calendar year.
- A maximum of 10 unused days can be carried over and must be used by Q2 of the following year.
- To enable responsible workforce planning, leave must be approved by the direct supervisor at least 2 weeks in advance, unless in emergencies.
- HR must receive approved requests at least 1 week before leave.
- Managers before taking leave, must assign deputies to uphold team resilience and fostering collaborative leadership.
- Leave can be taken in 4 hours increments.
- Leave is accrued monthly starting from the hire date, including during probation (prorate).

### Special Considerations

- If leave is canceled by the company due to business needs, travel costs will be reimbursed.
- If canceled voluntarily, costs are the employee's responsibility.
- Fridays, Saturdays, and public holidays are not counted in annual leave days.
- Leave must be recorded in HRMS.
- No one is allowed to take unplanned leave in the absence of a direct supervisor.
- Unapproved absence of 7 days post leave without justification may result in dismissal.
- Extensions require approval from the Director and HR Director.

## Sick Leave

### Entitlement

- First 1–14 calendar days: full pay.
- Days 15–28: 50% pay.
- From day 29 onwards: unpaid.

### Usage and Documentation

- 30 days of sick leave per calendar year.
- Cannot be carried over or accrued.
- Inform the supervisor as soon as sick leave is advised.
- Doctor's note required for absences longer than one day.
- Hospitalization during annual leave, if proven, will restore the leave days.

### Medical Review

- After 30 days of sick leave in a year, the company may request a medical review to assess fitness for work.

## Maternity Leave

### Eligibility and Duration

- Female employees with 6+ months of service: 10 weeks leave (4 weeks predelivery, 6 weeks postdelivery).
- Employees with less than 6 months: leave deducted from other balances or unpaid.

### Certification and Pay

- Medical certificate must be submitted upon return.
- Leave is fully paid at 100% of total salary.

### Breastfeeding Leave

- 1 hour of paid breastfeeding leave per day for one year from delivery.

## Paternity Leave

### Entitlement

- Male employees with 6+ months of service: 3 consecutive paid days within 1 week of birth.

## Special Leave

### Official Holidays

- Employees receive full pay for official holidays including: Hijri New Year, Gregorian New Year, Isra and Miraj, Labor Day, Eid AlFitr, Arafat Day, Eid AlAdha, Prophet's Birthday, Independence Day, Christmas and Easter.
- Additional days may be declared based on government or company decisions, allowing flexibility in response to national or organizational needs.
- Working on an official holiday entitles employees to 150% pay in addition to regular pay.

- If a holiday falls during annual leave, those days are returned to the leave balance.

#### Rest Days

- Work on rest days is compensated at 150% pay.
- Employees will be notified in advance when needed on rest days.

### Marriage Leave

#### Entitlement

- Single employees who marry after probation are eligible for 5 paid working days.
- Only eligible once during employment with the company.
- Must be used within 1 year of the marriage certificate date.

### Hajj Leave

#### Entitlement

- Muslim employees with 5+ years of service: 14 calendar days paid Hajj leave (excluding Eid holidays).
- Granted only once during service.
- Request must be approved 4 months in advance.

### Unpaid Leave

#### Policy

- Can only be requested after exhausting annual leave.
- Granted only if business needs allow.
- Must not exceed 1 month per year.
- After 6 months of service, employees may take up to 2 weeks unpaid leave.
- Holidays are included in the unpaid leave count.
- Unpaid leave periods are excluded from service calculations for Endo service and bonus eligibility.

### Bereavement Leave

#### Entitlement

- 3 working days for the death of a second-degree family member (per labor law).
- If outside Palestine, travel time can be approved and deducted from annual leave.