



Ooredoo Palestine
CHILD LABOR POLICY



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1.0. Purpose

Ooredoo Palestine's (the "Company") Child Labor Policy is designed to define the company's position on the employment of minors with its day-to-day operations and/or supply chains.

This policy aims to ensure full compliance with international and national labor laws, regulations, and standards, as well as to uphold the rights and well-being of minors.

The Ooredoo Palestine Child Labor Policy seeks to devise a safe and nurturing environment for minors by prohibiting any forms of child labor within Ooredoo Palestine and its supply chains.

2.0. Policy Statements

Ooredoo Palestine is committed to conducting its business practices within the scope of the law, regulations and policies. Additionally, the company takes pride in ensuring that it is enhancing to society and protecting the environment while operating in an ethical manner. Therefore, the policy defined below as "Ooredoo Palestine Child Labor Policy" ensures that the company does not take part in any form of child labor within its organization and/or supply chains.

1. *Definition of Child Labor:*

- a. Child labor, as defined by the International Labor Organization, refers to "work that is hazardous to a child's health and development, demands too many hours and/or is performed by children who are too young."
- b. The legal minimum age for employment at Ooredoo Palestine is 18 years and anyone under such age is considered a minor. No participation is allowed for anyone under 18 years regarding apprenticeship, volunteers training programs without parental consent. For the avoidance of doubt, in all cases, no one under 18 years is allowed to join Ooredoo as an employee or internship or volunteer.
- c. 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 and specifically to the Palestinian Labor Law no (7) for the year 2000 and Palestinian Cabinet Resolution No (167) of 2004 regarding the employment of minors.

2. Prohibition of Child Labor:

a, Ooredoo Palestine prohibits the use of child labor in any part of its day-to-day operations and/or supply chains.

b. All employees, contractors, and suppliers are expected and required to comply with this policy and Ooredoo Palestine's Supplier **Code of Conduct**¹ which shall become part of any agreement and/or engagement. Contractors and suppliers shall guarantee that child labor is not used directly or indirectly while conducting business. At all times, Ooredoo Palestine reserves the right to not engage and/or terminate any agreement it has with any contractor and/or supplier if they employ any child and/or breach this policy and/or the Palestinian Labor Law no (7) for the year 2000.

Compliance with Legal Requirements:

a. Ooredoo Palestine complies with all applicable laws and regulations regarding child labor in Palestine.

b. In cases where national laws and international labor standards conflict, the higher standard that provides greater protection to children shall be followed.

2. Due Diligence:

a. Ooredoo Palestine is committed to conducting regular assessments and guaranteeing due diligence to identify and address any risks of child labor within its operations and/or supply chains.

b. Suppliers are required to provide regular updates and information regarding their policies and practices related to child labor.

c. Suppliers are required to agree to this policy and the Ooredoo Palestine Supplier Code of Conduct before any engagement with Ooredoo Palestine.

¹ Ooredoo Palestine's Suppliers Code of Conduct can be accessed using the following link:
https://www.ooredoo.ps/cached_uploads/download/2023/10/30/supplier-code-of-conduct-1698654352.pdf

3. Remediation and Reporting:

- a. Any suspicions or concerns regarding child labor within Ooredoo Palestine operations and/or its suppliers must be reported immediately in accordance with the Whistleblowing Policy at Ooredoo Palestine.
- b. Ooredoo Palestine takes prompt and appropriate action to address any and all confirmed cases of child labor and work towards remediation and prevention through reporting such matter to the Palestinian Ministry of Labor.

4. Awareness and Training:

- a. Ooredoo Palestine will provide adequate training and awareness programs to all employees, vendors, and suppliers to ensure full understanding and compliance with the articles of this policy.
- b. Training programs focus on recognizing any indication of child labor and the necessary steps needed to prevent it within the scope of Ooredoo Palestine's operations. Additionally, training programs will aid in promoting responsible sourcing and ethical business practices.

5. Continuous Improvement:

- a. Ooredoo Palestine is firm in devoting time to continuously improve its child labor policy with accordance to national and international industry standards by regularly reviewing and updating its policies, procedures, and due diligence mechanisms.
- b. Any feedback and suggestions received from relevant stakeholders will be taken into consideration to enhance the effectiveness and impact of the policy to guarantee its alignment with evolving best practices.
- c. Ooredoo Palestine further commits to any report or requirement it may be subject to on child labor compliance.

Non-Retaliation:

- a. Ooredoo Palestine prohibits any form of retaliation against individuals who reported suspected child labor practices and/or participates in any investigations related to child labor.
- b. Any acts of retaliation will be taken as a serious violation of company policy and is subject to appropriate disciplinary action.

Conclusion

Ooredoo Palestine Child Labor policy is the position taken the by company regarding the employment of minors within day-to-day operations and/or suppliers. It aims to ensure that the company, its subsidiaries and employees abide by national and international labor law and standers, while securing a safe and appropriate environment for minors.