

Majid Al Futtaim – SUSTAINABILITY

Employment Conditions Policy

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Majid Al Futtaim Group operates in a region where there might be a gap between employment conditions and international best practice. As a business we directly employ over 40,000 people and have a number of direct suppliers' and contractors' staff living in employee accommodation. We are committed to protecting the rights of its employees, upholding best practice labour standards and ensuring that our suppliers and contractors do the same. This is an important part of our broader sustainability policy and our ambition to lead by example, enhancing people's lives through sustainable business activities.

This Policy, in alignment with our Business Code of Conduct, sets out the standards we apply to our own employee workforce, and which we expect our direct suppliers (Tier 1) and contractors to meet. It seeks to ensure the protection and enhancement of employment conditions as the primary way in which we can manage risks associated with human rights across our activities. Based on a thorough understanding of the risks associated with the markets in which we operate, the policy has been developed to align with international best practice standards, (in particular the International Labour Organisation Core Conventions and the requirements set out by the UN Global Compact), and engagement with internal and external stakeholders.

In addition to expecting all concerned parties to comply with all applicable government legislation and disclose incidences of non-compliance, we are committed to the following for our own employee workforce and expect our direct service providers and Tier 1 contractors to do the same. Failure to comply with all or any aspect of this policy will result in the issuance of a formal warning and a deadline to remediate the non-compliance within 30 days or the timeframes constituted in the Majid Al Futtaim checklist guidance depending on type of non-compliance. If unmet, this may result in termination of the contract and exclusion from any future tendering processes with immediate effect.

Wages & Benefits

- Employees shall be provided remuneration that meets or exceeds the legal minimum wage (where applicable). When there is no minimum wage mandated the market benchmarked wage, which considers location specific living costs, should be used.
- Overtime must only be engaged in when voluntary and when a clear compensation policy is in place.
- Employees shall receive their wages in full via electronic bank transfer or as per labour law requirement and on a pre-agreed schedule without delay. A payslip shall be provided detailing legally mandated deductions. All other deductions from wages shall only be made with expressed consent of the employee or as per applicable law.

	<ul style="list-style-type: none"> • The employer shall cover or reimburse foreign / expatriate employee costs associated with medical examination, visas, and air travel – at least every two years and at the beginning and end of employment, between the location of work and the country of origin. • The employer will provide transport to and from their place of work or allowances/subsidies for transport to and from their place of work. Allowances/subsidies must be declared by the employer and be in addition to the agreed wage. • Employees will receive medical insurance, in line with Majid Al Futtaim policies and guidelines that govern this benefit. • Where the labor laws mandate it, all expatriate employees with a tenure of over one year will be entitled to severance pay. If otherwise the employee is a local in the country of employment, then the country applicable social insurance or pension plans will prevail.
<p>Working Hours</p>	<ul style="list-style-type: none"> • Employees shall not be required to work more than 60 hours per week, or the legal limit on regular working hours where the legal limit is lower, unless formally agreed. In cases where overtime is agreed, it should be undertaken in line with the requirements set out in the Wages & Benefits section above. • Employees shall be entitled to at least one day off in every seven day period, or what is required by the respective country labour law. • No employee will work more than 5 hours without a break. Where applicable, regional requirements in this regard shall be observed.
<p>Annual Leave</p>	<ul style="list-style-type: none"> • All employees will receive as a minimum the paid annual leave in accordance to local legal requirement. • All employees will be entitled to take public holidays in their country of employment fully paid, plus one additional fully paid day for relevant religious holidays.
<p>Basic Employee Rights</p>	<ul style="list-style-type: none"> • Employees shall retain, or have unbarred access to, custody of original government-issued documentation and travel documents. • Employees shall only be employed on a voluntary basis. The main terms of the employer and employee relationship, details of pay, leave,

discipline, and grievance systems shall be freely agreed. Terms of employment shall be provided in a language understood by the employee. Unreasonable restrictions on the movement of employees within the workplace when entering or leaving shall not be imposed. Where a third party recruiter is used, all fees and expenses shall be covered by the employer and shall not be reclaimed from the employee at any time.

- To ensure equal opportunity, employees shall not be discriminated against during hiring, advancement, disciplinary procedures, and termination of employment or retirement. Employees shall not be discriminated against based on gender, race, ethnicity, national origin, religion, age, disability, sexual orientation, union membership or marital status.
- All employees shall be treated with respect and dignity during the course of their employment. Employees shall not be exposed to harassment and abuse in the workplace. Acts of harassment and abuse that shall not take place include mental or physical coercion, threatening behaviour, inhumane treatment, or sexual harassment.
- Where legally permitted, employees shall be allowed to associate with others and able to form profession related organisations of their choosing and they shall be allowed to engage in bargaining together (collectively) without fear of discrimination, harassment or retaliation. Employees shall be informed of their rights in this regard.
- The right of employees to seek resolution of labour disputes shall be recognised and respected.
- Employment bans for those seeking to change jobs at the end of a contract is not allowed. If required employer to provide no objection letter at the end of the services to the employee.

Women's Rights

- Women employees shall receive equal pay including benefits; equal treatment and equal opportunity to fill all positions open to male employees.
- Women employees shall not be required to take a pregnancy or medical tests except where required by applicable laws or regulations or it is relevant for workplace safety.

	<ul style="list-style-type: none"> Women employees should be entitled to maternity leave with full pay in accordance to the relevant local legal requirements or employers policy whichever shall be longer. Appropriate services and accommodation shall be provided to women employees in relation to their pregnancy.
Child Labour	<ul style="list-style-type: none"> We will not tolerate child labour. A minimum working age of 16, or higher as mandated by country law, is maintained.
Health & Safety	<ul style="list-style-type: none"> Employees shall be provided with a safe work environment and be guaranteed that best practice health and safety measures will be implemented at their site of work. Health and safety audits are performed twice annually at all operations and developments. A dedicated health and safety manager / risk & compliance manger to oversee the management of health and safety across all operations and developments where required.
Employee Accommodation	<ul style="list-style-type: none"> Where employees are provided with accommodation, accommodation will be required to meet the requirements laid out in the Majid Al Futtaim Employee Conditions Audit Checklist or Local Regulations; whichever more stringent. Employee accommodation audits are performed twice annually at all accommodation sites. Any which fail these audits will be expected to rectify these measures within 30 days or as per the timeframes constituted in the Majid Al Futtaim checklist guidance depending on the non-compliance. Failure to do so may result in termination of contractor/supplier contracts.
Education	<ul style="list-style-type: none"> All employees will receive the training they require to deliver their roles. Employees will be offered additional training in areas that improve their employment opportunities and earning potential.

To understand the performance of our direct suppliers and contractors against these standards, we require our service providers and contractors to maintain accurate records of compliance, make all relevant documentation available to Majid Al Futtaim Group and provide access to all relevant sites and facilities to Majid Al Futtaim Group auditors or any designated third party audit company.

Two main processes will be employed to ensure these standards are maintained:

1. Regular audits of health and safety, employee accommodation provisions, and documentation and records
2. Interviews with a proportionate sample of the workforce

In order to guarantee the timely and full payment of agreed-upon wages, Majid Al Futtaim Group will utilise the Wages Protection System operating in the countries where available at present, and in accordance with employment laws in all other countries in which Majid Al Futtaim Group operates.

We recognise that improving employment conditions is a journey that will require ongoing effort and attention. To ensure that these standards are consistently applied we commit to monitoring and auditing both our performance and that of our suppliers, sharing lessons learned with the industry and working together with our sister companies to scale up the outcomes of our efforts.

Responsibility for the delivery of this Policy and the associated processes and procedures rests with the Corporate Sustainability team in collaboration with Human Capital and Risk & Compliance of each operating company, with oversight from the Board.