

HOLDING – HUMAN CAPITAL

VOLUNTEERING PRINCIPLES

Employee Volunteering

Key Principles

Majid Al Futtaim recognises the positive and meaningful impact of employees participating in voluntary activities:

- To make a difference to people's lives
- To be part of and contribute to the local community or environment
- To learn or develop new skills or enhance skills
- To meet new people and gain new experiences for personal development
- To gain confidence, motivation and a sense of achievement
- To enhance social/personal wellbeing and work-life balance

At Majid Al Futtaim we believe that our greatest and most valuable asset is our people. Human Capital is one of our four strategic business priorities, which ensures that the best human resource practices are deeply rooted in our business culture. Our ability to provide workplaces and corporate programmes that support the wellbeing and productivity of our people is a crucial part of what makes our business attractive and successful. Volunteering will provide us the opportunity to leverage positive impact through our employees and staying true to our vision to create great moments for everyone, everyday.

As part of our Group Sustainability Strategy, Dare Today Change Tomorrow, we are committed to transforming the lives of our communities and customers. This Employee Volunteering policy provides a framework to guide employees into volunteering opportunities which are aligned to our Group Sustainability strategy. Volunteering benefits everyone involved – our employees and the communities we are part of - and enriches the culture of Majid Al Futtaim. A volunteering culture hugely contributes to community wellbeing and transforming lives.

Being a socially-responsible company reaps many rewards that contribute to Majid Al Futtaim's success, such as reputation, admiration, and respect, both inside and outside the Company. Through our vision of create great moments for everyone, every day, we help people imagine, design and create a better world. One way to help create a better world is to allow employees to volunteer on company time.

It is our expectation that our Employee Volunteering Policy will be followed by all Operating Companies and Business Units where we directly employ staff. This policy has been created in July 2018 and is subject to regular review.

Volunteering Guidelines

1. Time allocation:

- a) All full-time and part-time Majid Al Futtaim employees are allowed to volunteer during company hours for qualifying, eligible nonprofit organisations as well as internal volunteering projects organised by any of the OpCos. Employees may volunteer up to 12 hours per year on company time. All volunteering during company time requires prior approval by the employee's line manager and the external volunteering organisation must fall within Majid Al Futtaim guidelines. Employees may volunteer during company hours regardless of geographical location, in their country of work or during a business trip as long as it is within the duration of the business trip and doesn't incur additional hotel accommodation cost beyond what's required for business purpose.
- b) Employees may use the 12 hours at any time and in any increments during the year with manager's prior approval, which allows for flexibility and opportunities to get involved with organisations that may need more than 1 hour at one time.
- c) It is recommended that early discussions take place between the employee and their manager, as far in advance as possible, about the employee's plans to participate in internal or external voluntary activities or events, to enable both to consider how this may be accommodated. Approval for the volunteering is only provided in accordance to the on-going needs of the business.
- d) Volunteering days cannot be carried from one leave year to the next.
- e) Any additional volunteering hours exceeding 12 hours will be considered a personal choice and cannot be taken on company time and must be part of annual leave instead.
- f) Employee volunteering during annual leave is considered as volunteering on personal time and will not be deducted from the 12 hours.

2. Eligible Organisations

- a) Regardless of geographical location, organisations must be non-profit entities and must be registered with the government as non-profit agencies. Preference is for organisations in the country of work. Organisations that are **ineligible** for volunteering on company time are those that are:

Religious: Religious programmes or organisations whose principal purpose is promote a particular religious faith, creed, or doctrine (e.g. missions, religious orders, etc.)

Discriminatory: Programmes that discriminate on the basis of race, religion, national origin, citizenship, gender, marital status, disability or any other classification protected by law

Lobbying/Advocacy: Fraternities, sororities, their affiliated foundations, political organisations, lobbying groups or individuals

Fundraising: any type of fundraising activity by any non-registered humanitarian or charity organisation

- b) The choices for reputable and worthy non-profits are varied and vast, and there is something for everyone. Employees are encouraged to volunteer for projects which support our sustainability ambitions, and therefore help us in addressing our sustainability material issues. Our material issues are the issues which represent the biggest risks and opportunities from a sustainability perspective, they can be found within our Sustainability Policy: <http://www.majidalfuttaim.com/-/media/majid-al-futtaim/majid-al-futtaim-sustainability-policy2018.pdf?la=en>.
3. Volunteering is a personal choice and employees are not obligated or mandated to volunteer. This programme is a benefit offered to employees to provide opportunities to support their local communities.

Applying for Volunteering Days

4. All employees who volunteer on company hours are asked to apply for their volunteering days through their relevant leave management system. The application should state the activity and organisation they wish to contribute to, how much time is being requested and how this opportunity will contribute to the community and to their own personal and professional development. The leave is subject to line-manager approval and the operational requirements of the business. Employees who volunteer on personal time do not require line manager's approval.
5. Upon completion, employee may be required to present a written letter of recognition of their volunteering commitments from the volunteering organisation to demonstrate their contribution and submit to their line manager in the leave management system.

Insurance, Risk & Health and Safety

6. Majid Al Futtaim is not responsible for injury or damages related to volunteering by employees and their families whether on personal or company time.
7. It is important that employees undertaking volunteering activities/ projects ensure that the projects are covered by the appropriate organisation's liability insurance and meet health and safety requirements.

Knowledge of Volunteering Law

8. It is the responsibility of the volunteering employee to make themselves knowledgeable about the volunteering laws in their respective countries and/or where they intend on volunteering and verify that the eligible organisation they are volunteering for is registered with and compliant to Community Development Authority (CDA) in the UAE or to the respective laws of the land in other countries, before they engage in any volunteering activity.
9. The volunteering employee is responsible for obtaining necessary legal registrations / permits required to volunteer in the UAE or the country where they are volunteering and to ensure that the volunteering organisation is providing necessary insurance coverage throughout the volunteering activity before they engage in any volunteering activity.
10. The Company will not be responsible for providing insurance coverage during any volunteering activity whether volunteering in company time or in personal time.
11. In situations where the volunteer is required to have substantial contact with young people or vulnerable adults (e.g. elderly people, adults with a learning disability), it is likely that the volunteer will need to sign a disclosure or provide a good conduct certificate.
12. It is the responsibility of the volunteering organisation and/or the employee to identify when a disclosure or the good conduct certificate would be necessary and ensure that this has been undertaken before they commence any volunteering activity.

FAQs

1. Why Does Majid Al Futtaim Want Me To Log My Volunteering hours?

Majid Al Futtaim employees who volunteer whether on company time are asked to log their hours so that the Company has data to share with the public. "How many hours employees have volunteered in the community" is a common question in workplace best practices related surveys. We can show that employees have donated thousands of hours to the community in a given year.

Additionally, being a socially-responsible company reaps many rewards that contribute to Majid Al Futtaim's success, such as reputation, admiration, and respect, both inside and outside the Company. Through our vision of great moments for everyone, everyday, we help people imagine, design and create a better world. One way to help create a better world is to allow employees to volunteer on company time.

When employees log their company volunteer hours, it shows that we employ people who care about their communities. It proves that we take the commitment to care for our communities seriously. Showing that we donate volunteer hours for a variety of causes (e.g. education, environment, health, the arts) not only backs up our claim of being a good and caring company, it helps to maintain our outstanding reputation as a caring community partner. Thank you for logging your hours and contributing to our vision to create great moments to everyone, everyday and to our aspiration of a stellar, international reputation.

2. Are there nonprofits ineligible for volunteering on company time?

Yes. Employees may not volunteer for religious, discriminatory or lobbying/ advocacy or fundraising organisations that are non registered humanitarian or charity in nature. Volunteering employees must not solicit money / funds on paid company time.

3. When I volunteer on company time, do I get paid extra?

No. When employees volunteer on company time, employees are not actively working for Majid Al Futtaim. The Company is providing time off as a benefit, but there is no reimbursable expense tied to the volunteer time. The Company is not liable or responsible for the employee or the volunteering organisation during volunteer time.

The volunteer time that Majid Al Futtaim grants employees is for use during regular office hours with manager's prior approval. The Company does not grant hours off for employees who volunteer during non-work hours. If an employee chooses to volunteer on weekends or nights, it is on their own time and not reimbursable by the Company in hours or pay.

4. How does volunteering on company time work?

Employees identify an organization they wish to volunteer for and ask approval for time off from their line manager. This must be done through the relevant leave management platform. The employee must provide the following information:

- Name and location of organisation
- What the organisation does; its purpose
- What the employee will be doing
- Requested hours and days of volunteering each month

Managers may decline the volunteer time off and to ask employees for further information if they are unfamiliar with the non-profit organisation or if the timing of the requested time impacts the Company's business needs and deadlines. Managers wishing to further inquire about the qualifying organisation are welcome to contact their Human Capital Business Partner.

5. Will the company help me obtain necessary volunteer registrations?

Volunteering employee is responsible for familiarising themselves with the volunteering laws of the land in their countries. Additionally they are responsible for verifying the volunteering organisation is compliant with the law, obtaining necessary permits, registrations, signing necessary disclosures and providing good conduct certificates where required. The volunteering employee must ensure they are provided with insurance coverage by the volunteering organisation before they engage in any volunteering activity.

6. I am not interested in volunteering, do I still avail the 12 hours benefit to use for other activities other than volunteering?

We understand that volunteering is a personal choice. This benefit is available to encourage Majid Al Futtaim employees to give back to the community. By doing so we contribute to our vision of great moments for everyone, everyday

Questions concerning the Volunteering Policy can be sent to the relevant Human Capital Business Partner.