



Mannai Corporation QPSC Stakeholders' Rights

In accordance with the provisions of Article 8, clause 5 and Article 38 of the GOVERNANCE CODE FOR COMPANIES AND LEGAL ENTITIES LISTED IN THE MAIN MARKETS (the "Code"), the Company has developed a Stakeholder Policy to protect the Stakeholders and their rights. The Company has before enactment of the Code on its own motion enacted a policy for protection of the stakeholders known as "Mannai Way". The policy enumerates the policy of the Company towards protecting the rights of stakeholders such as Shareholders, employees, creditors, customers, suppliers, and others and ensures they are protected and respected, and they have complete freedom in obtaining correct and sufficient information. The Company's Management maintains open and transparent communication channels with stakeholders, and also the information is published through the Company's website and the daily newspapers. The Company has also amended its Articles of Association to include provisions which protect the Shareholders rights.

The Company's Management follows a principle of fairness and equality among the employees and workers, and there is no discrimination based on race, gender or religion. It is mentioned in the Employee Manual that "The Company policy is not to discriminate in its activities or with respect to employment terms and conditions on the basis of age, gender, race, colour, national origin or religion. Such a policy ensures that only relevant factors are considered, and that equitable and consistent standards of conduct and performance are applied."

The Management also provides incentives and remuneration according to specific policies and principles. On February 17, 2010, the General Assembly, upon recommendation of the Board of Directors, approved the "Remuneration Policy" which aims at remunerating fairly and responsibly in light of performance related components and scope of the functions at all levels, and to link rewards to corporate and individual performance and shareholders' interests.

The Board of Directors has adopted a whistle blowing policy providing employees with protection and confidentiality when they report to the Management any suspicious behavior, where such behavior is unethical, illegal, or detrimental to the Company's and shareholders' interests, and ensure their protection from any harm or negative reaction by others. The Management is committed to taking cognizance of and investigating all cases of reported misconduct or wrongdoing and reporting the outcome of such investigations to the Board. The whistle blowing policy is summarized on the Company's website.

The Company policy towards its Customers is to always exceed Customer's understanding through listening and understanding. The Company aims to beget the customers' loyalty and trust through honesty and courtesy. The Company is committed to provide high standards of quality customer care, timely delivery and after sales service anticipate and respond to customers need including return policies.



The Company Policy towards its Suppliers and Business Partners is that of an open partnership by delivering best in class solutions to its customers, develop long term relationships with partners of Choice and build competitive advantage for the business the Company represent. The Company is bound by its Agreements entered into with Suppliers and Business partners and ensures that it abides by the terms of such Agreement. All grievances arising from such Agreements will be as per the Dispute Resolution Mechanism expressly provided in such Agreements.

Overall the Company aims to promote the interests of the Community as a whole where they operate by contributing to the local economy. The Company aims to adhere to practices that protect and support the natural environment by continuously developing and training human resources.

Indemnification Provisions

In the event of any proven violation to Stakeholders rights the Company shall indemnify them and protect their rights as per the applicable provisions of the law and as per the indemnification provisions of their respective contracts, if any.

Any complaints pertaining to any violation of Stakeholders rights addressed to the Company shall be brought to the Notice of the Legal Department in Mannai and the Legal Department shall make detail enquiries into this matter. The report will then addressed to the Corporate Governance Committee who will discuss this matter in the Committee meeting and submit a report to the Board. The Board will then take corrective action as may be deemed necessary.

The Company has entered into Agreements with its Principals and Major Suppliers and are bound by the terms of the Agreement and is also committed to comply to all the applicable laws of Qatar to protect the interests of the Principals, Suppliers and Customers. It is with this purpose that the whistle blowing policy of the Company is implemented.

All the Company Executives and Employees will be bound by rules and regulation of the Employee Handbook which covers the code of conduct and ethical practices to be followed by the Employees of the Company, which ensures the protection of the Stakeholders.

The Company is committed to make social contributions for the upliftment and betterment of the society of which it is an integral part for such appropriate causes the Management of the Company may deem fit as a deserving cause.

Hamad Bin Abdulla Bin Khalifa Al Thani
Chairman