

## Enterprise Risk Management Policy

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### POLICY OBJECTIVES

Ooredoo Tunisia's Enterprise Risk Management Policy aims to adopt a systematic and integrated approach to identify, analyze, assess, address, monitor and review risks, balancing management costs with expected benefits. It integrates risk management into governance, strategic planning and internal processes to strengthen resilience, covering all risks, especially strategic risks with significant impact. By clarifying roles and responsibilities, it ensures effective ERM actions, supports informed decisions and promotes sustainable growth in an uncertain environment.

#### Benefits:

The ERM policy aims to:

- Enhance the effective achievement of the business objectives through risk mitigation
- Protect the interests of, and build value for Ooredoo's investors, permitting them to have increased confidence in Ooredoo's corporate governance and ability to deliver
- Assist in decision-making and planning, and improve their quality; and
- Assist in safeguarding the business' assets, including people, finances, property, and reputation.

### ERM FRAMEWORK

Our ERM framework is guided by the principles of ISO 31000:2018 and encompasses all types of risks (strategic, operational, financial and compliance) and aims to integrate risk management into corporate governance, Internal business planning and processes. Provides clear guidance and support to ensure consistent application of risk management practices across the organization.

#### Structure:

Our risk management process involves the following steps:

1. **Board of Directors:** The ultimate authority for managing risks, defining the risk appetite, and approving the enterprise risk management policy.
2. **Audit and Risk Committee:** advises the Board of Directors on the adequacy and effectiveness of risk management processes and implementation.
3. **CEO & Executive Management:** Foster a culture of risk management and ensure significant strategic, operational, financial, and compliance risks are identified, analyzed, evaluated, treated, monitored, and reviewed on an adequate basis.
4. **ERM Committee:** Supports the CEO in implementing the ERM policy and processes and reviewing quarterly ERM reports.
5. **ERM Team:** Coordinates risk management activities across the company and supports the CEO in reporting to the Board and Audit & Risk Committee.

#### Process

Our risk management process involves the following steps:

1. **Risk Identification:** Recognizing risks which could have a positive, negative, or a deviation from the expected impact on Ooredoo Tunisia's objectives
2. **Risk Assessment:** Analyzing and evaluating the potential impact and likelihood of identified risks.
3. **Risk Treatment:** Implementing appropriate measures to mitigate or manage risks.
4. **Risk Monitoring and Reporting:** Regularly monitoring risks and reporting to the ERM Committee, CEO, Audit & Risk Committee, and Board of Directors.

### POLICY ENFORCEMENT

The implementation of the ERM policy at Ooredoo Tunisia is a collective responsibility at all levels of the organization. All management and staff have a responsibility for identifying, analyzing, evaluating, treating, monitoring, and reviewing risks that relate to their function. Compliance with the ERM policy is mandatory, and regular audits and reviews are conducted to ensure adherence.