



INTRODUCTION

Our reputation matters greatly to us. Honest, accessible and efficient communications with external stakeholders builds trust, contributes to our reputation and demonstrates that we are a responsible organization. We believe in openness, clarity of information and know that effective communication is an essential asset to our business success. We conduct business in compliance with the principles established in our Code of Conduct, our values, and applicable laws and regulations. This Policy describes our commitments and expectations when communicating with others.

OUR COMMITMENTS

- We commit to high quality communications through all channels.
- We aim for all communications to be clear, honest and accurate.
- We commit to openness and transparency in all our communications.
- When QAFAC speaks publicly, it is with the consistent, single voice of the authorized spokespeople only.
- QAFAC is concerned about facts, seeks to validate information and does not comment on rumors.
- We commit to proactive and planned communications through appropriate channels that meet stakeholders' needs and promote relationship-building and trust:
 - based on mutual respect
 - based on active listening, acknowledging differing perspectives, interests and rights.
- QAFAC actively reviews communications opportunities, evaluating risks and benefits before taking action.
- We ensure that communications comply with all applicable laws and regulations, and are in line with pre-existing agreements with partners on disclosure.
- When using social media, we always strive to uphold our values and enhance our reputation.
- We provide relevant QAFAC employees with adequate resources and training in communications.

EXPECTATIONS AND APPLICABILITY

We require employees and all persons doing business with QAFAC to comply with this Policy.

- Everyone at QAFAC is responsible for protecting QAFAC's reputation.
- Externally, unless authorized to do so, employees and all persons doing business with QAFAC must not disclose QAFAC confidential information he or she holds as a result of his or her duties or as a consequence of belonging or working with the organization.
- Internally, employees and all persons doing business with QAFAC must not disclose confidential information not authorized to receive it.
- If employees and all persons doing business with QAFAC communicate personally on social media, they should make it clear that they do so in their own name, state that any opinions are their own and that they do not speak on behalf of QAFAC.
- Employees and all persons doing business with QAFAC must never comment negatively on social media in a way that may affect QAFAC's reputation.
- Employees should never record or make derogatory remarks, exaggerations or inappropriate characterizations of people, governing bodies or other entities doing business with QAFAC.

Where this Policy sets higher standards than those required locally, the higher requirements of this Policy will apply. It is everyone's duty to speak up if they observe or suspect a violation of this Policy. We will only work with those who share our standards of business conduct and values.

Ahmed Abdulqader Al-Ahmed
CEO, Qatar Fuel Additives Company Limited (QAFAC)
QF-PCY-LEG-0010