



Procedure for Reporting Suspected Misconduct and Unlawful Acts

Ethical Reporting Policy

flydubai



Table of contents

03	Introduction
03	Objective
04	Examples of Reportable Incidents
05	Customer Complaints or Queries
05	Guidelines
06	Procedure for Reporting
06	Investigation

Introduction

In line with good corporate governance practices, the management of flydubai (the "Company") encourages employees, contractors and vendors (the reporting individual ("RI")) to report suspected and/or known improper conduct or violation of any applicable laws.

Objective

The objective of this Policy is to provide and facilitate a mechanism for any RI to report such concerns and does not replace normal communication channels with managers and business partners.



Examples of Reportable Incidents



Incidents or misconduct covered by this Policy are those that could harm the Company or its employees. Without limitation, examples include:

No	Item	Details
a)	Fraud	Act of making false representations of material facts whether by words or conduct, by concealing information, or by making misleading statements to obtain some benefit or payment.
b)	Waste, Theft or Abuse of Company Resources	Theft or substantial misuse of Company resources as well as spending money in excess of requirements, resulting in unnecessary costs to the Company.
c)	Bribery	The provision or promise of financial or non-financial favours to gain a competitive advantage, or to influence a decision or action, or the acceptance/solicitation of such favours.
d)	Conflict of Interest	A conflict of interest arises when an employee's personal or close family relationships or activities interfere, or could give the impression of, affecting his/her ability to act in the best interests of the Company.
e)	Auditing and Accounting	Any intentional misrepresentation of information, undue influence over, or concerns with respect to the independence of, external or internal auditors or the oversight of audit functions of activities.
f)	Harassment	Any unwanted behaviour that offends, demeans, or threatens an individual or group. It can take various forms, including verbal, non-verbal or physical conduct.
g)	Discrimination	Treating someone unfairly or unfavourably based on certain characteristics such as race, gender, age, religion, disability, or other protected characteristics.

Customer Complaints or Queries

Please note that the Ethical Reporting System is not for general customer queries or complaints. Please direct such requests to:

- flydubai Contact Centre: +971 600 54 44 45
- Email: letstalk@flydubai.com

Guidelines

No	Item	Details
a)	Disclosure	This Policy is applicable to all reporting individuals ("RI").
b)	Anonymity	It is the policy of the Company to allow the RI to either identify themselves or, if they prefer, to remain anonymous when reporting suspected and/or known instances of misconduct.
c)	Confidentiality	Details of the improper conduct report and RI identity shall be kept private and confidential. Where the RI has chosen to reveal his/her identity when making such a report, written permission from the RI will be obtained before the information is shared with the relevant Company management as part of the investigative process.
d)	Assurance Against Reprisal and/or Retaliation	Where the RI has chosen to reveal his/her identity, it is the policy of the Company to provide assurance that the RI will be protected against reprisals and/or retaliation. Disciplinary proceedings may be made against employees who purposely, knowingly or recklessly make false accusations.
e)	Legal or Similar Action	The Company reserves the right to take legal or similar action against any RI who has knowingly participated in improper conduct.

Procedure for Reporting

If the RI suspects that improper conduct has occurred, the RI is encouraged to contact the Senior Vice President – Internal Audit or the Chief Executive Officer. This can be done by:

- a) E-mail to ethicalpoint@flydubai.com
- b) Ethical Reporting System located on flydubai.com
- c) Postal or courier service to the following addresses:

Ghaith Al Ghaith
Chief Executive Officer
flydubai Campus,
E611, Emirates Road,
Warsan 3,
PO Box 353 Dubai, UAE

Tom Mtine
Senior Vice President – Internal Audit
flydubai Campus,
E611, Emirates Road,
Warsan 3,
PO Box 353 Dubai, UAE

Investigation

Upon receiving a report of suspected misconduct or unlawful act, the Company will determine the relevance of the reported incident and decide whether this is a concern falling within the Ethical Reporting Policy. The RI may be contacted to provide additional information to support the investigation.

Authorised By:

Ghaith Al Ghaith
Chief Executive Officer