

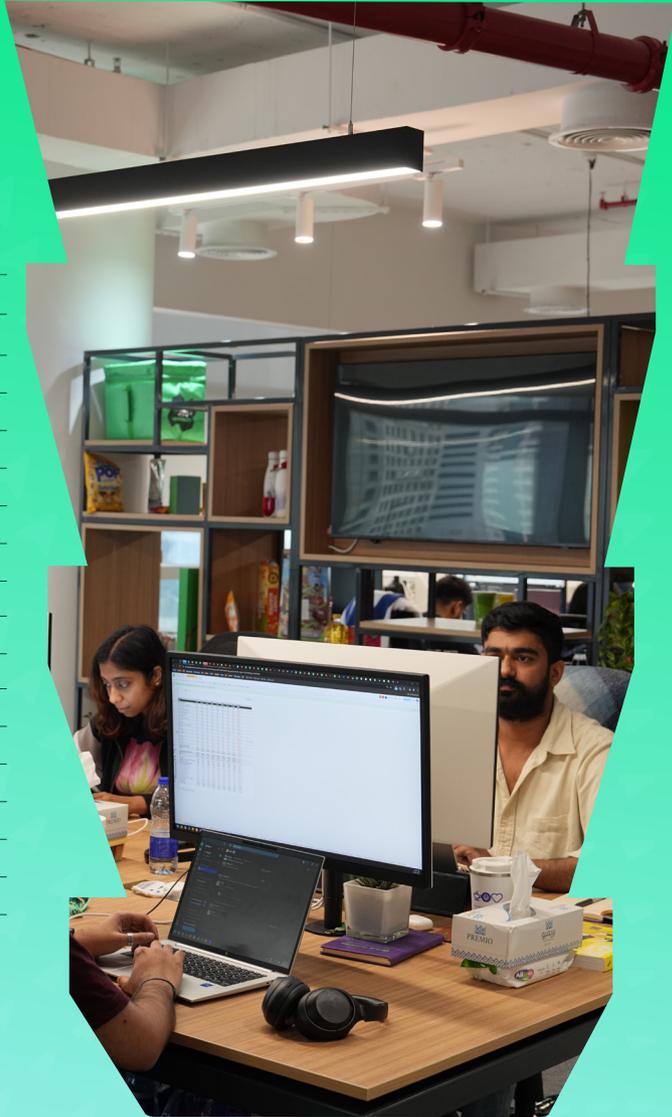


careem

Code of Conduct

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Guided by Integrity: Our Code, Our Compass

At Careem, integrity is more than just a principle, it's the foundation of how we simplify and improve lives, build trust with our communities, and create a lasting organisation that inspires. Our Code of Conduct (hereinafter "Code") embodies this commitment by setting clear, actionable standards for ethical behaviour across all our operations.

Rooted in the high standards of ethics, professionalism, and fairness, the Code reflects the Values we live by and guides us in making the right decisions, even when the right path isn't the easiest one.

It reinforces our commitment to legal, regulatory, and ethical excellence, ensuring consistency in how we honour our responsibilities to colleagues, captains, customers, board members and the broader communities we are blessed to serve.

Whether you are navigating a complex business decision or ensuring day-to-day actions align with our Purpose, Our Code empowers you to:

01



Honour the trust placed in us by our communities and partners.

02



Act with integrity, transparency, and respect.

03



Speak up when something doesn't feel right.

Let the Code be your compass - so we can lead by example and build the most impactful platform in our Region.

Scope & eligibility

The Code applies to all colleagues at Careem, including interns, consultants, outsourced personnel, subsidiaries, and affiliates, regardless of seniority or location.

Policy

At Careem, integrity is fundamental to how we operate. The Code sets clear expectations for ethical behavior, ensuring compliance with laws, fostering a culture of trust, and protecting our reputation. It serves as a guide for responsible decision-making, helping colleagues align their actions with Careem's Values while safeguarding the company from legal and reputational risks.

By upholding the Code, we reinforce our purpose and build a lasting organisation that inspires.

Accountability



1

All **Colleagues** are responsible for reading, understanding, and complying with the Code, acting with integrity in all business dealings, and promptly reporting any suspected misconduct or violations through the appropriate channels.

2

Senior Management and People Leads must lead by example, foster a culture of integrity and accountability, ensure their teams understand and follow the Code, and support colleagues who raise concerns in good faith without fear of retaliation.

3

Ethics & Compliance: Oversees the implementation and enforcement of the Code, provides training and guidance, conducts investigations into reported concerns, and supports the business in managing ethical and compliance risks effectively.

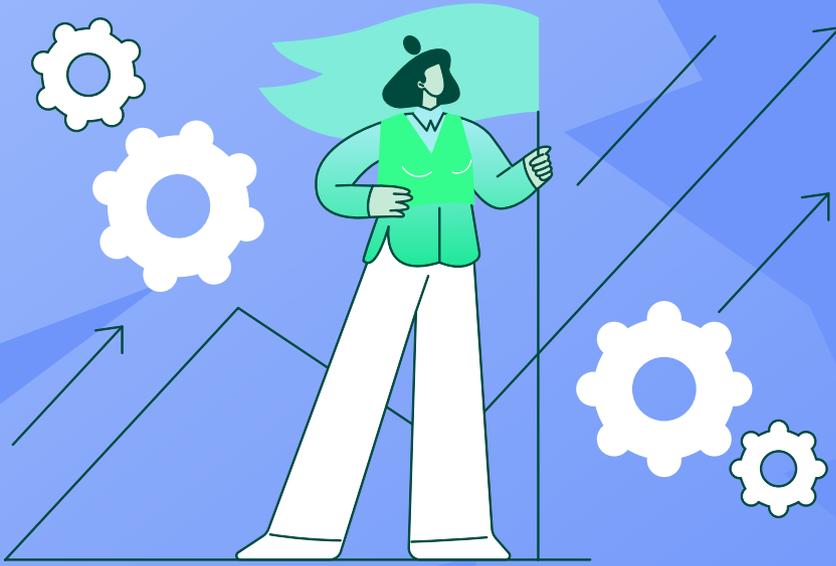
Training & development

To ensure all Colleagues understand and uphold our ethical standards, training on the Code is mandatory for all Colleagues. This training is delivered through a mix of interactive e-learning modules via the Careem Compliance Management System (CCMS) and face-to-face sessions facilitated by the E&C Team.

Face-to-face sessions provide an opportunity for deeper discussion, real-world scenarios, and Q&A, while e-learning ensures broad accessibility and consistency across all locations. Both formats are designed to reinforce the principles in the Code and help colleagues confidently apply them in their day-to-day decisions.

Training and development will be administered in accordance with **E&C Communication, Education & Training (CET) Policy.**





Leadership Message

Message from the CEO

Salam Colleagues,

As Careem turns 14 this year, I find myself reflecting on the remarkable journey we've shared. From a small startup to a purpose-driven Everything App that has impacted millions of lives, our success has always hinged on one critical factor: how we get there.

Yes, it's important to win, but what matters most is winning the right way, with fairness, integrity, and a deep commitment to our values.

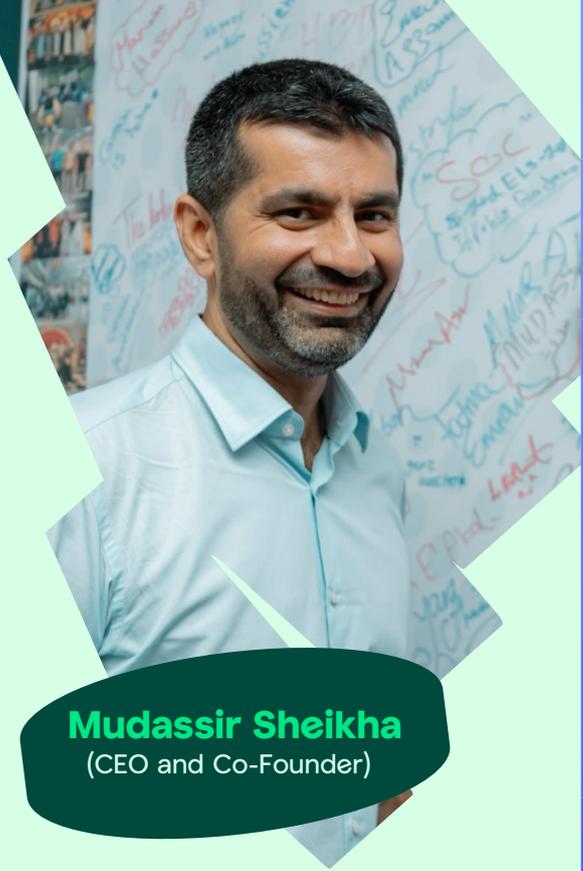
This milestone is not just a time to celebrate. It's a moment to reaffirm our commitment to accountability, ethics, integrity, and transparency. These aren't just words on a page. They are the very foundation of the trust we've built with our customers, captains, partners, merchants, regulators, and with each other. As we know, trust takes years to earn but only moments to lose.

That's why conducting business with uncompromised ethics is not optional - it's essential. To truly deliver on our purpose, we must do more than avoid wrongdoing; we must live our values in every decision we make.

Our Code of Conduct is here to help each of us stay on the right path. It outlines the standards we hold ourselves to and provides clear guidance for making ethical decisions at work. Whether you're a colleague or senior leader, upholding these standards is a shared responsibility.

Let's continue to hold ourselves and each other to the highest ethical standards as we build a lasting institution: one that truly inspires.

**#YallaCareem #Chapter3
Mudassir**



Mudassir Sheikha
(CEO and Co-Founder)

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Our Code

What is our Code About?

The Code is our go-to guide for understanding what is expected of all of us at Careem. It lays out the ethical standards we follow to keep our business (and our consciences) clean

Think of it as your compass helping you navigate everything from big strategic decisions to everyday interactions, all while staying true to our purpose: To simplify and improve lives, and build an organisation that inspires.

This Code does not replace our policies, it works alongside them. But if something ever feels unclear or if two rules are locked in a standoff, the Code takes the lead.

Finally, remember: when something doesn't feel right, SPEAK-UP, Integrity starts with you!



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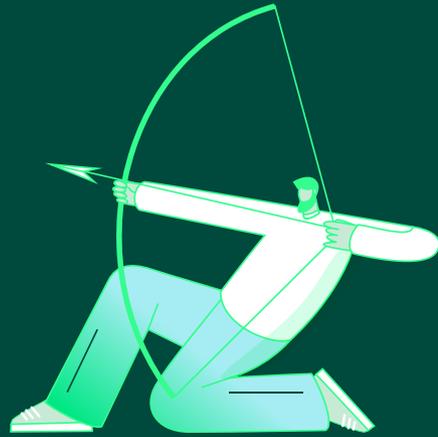
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Guided by Values

Careem's guiding principles are simple! They're rooted in our purpose and lived through our values.

Our Purpose is to simplify and improve lives while building an organisation that inspires.

Our Values guide how we bring that purpose to life every day through the decisions we make, the way we treat one another, and how we show up for our customers, captains, colleagues, and communities.



These principles are not complicated. They're grounded in doing what's right, acting with integrity, owning our impact, and holding ourselves to a high ethical standard, even when no one is watching. They help us navigate complexity, resolve challenges with clarity, and build trust in everything we do.

When in doubt, we return to these foundations: Does this align with our purpose? Is it consistent with our values? Is it the right thing to do? By following these guiding principles, we create a culture of accountability, fairness, and respect one decision at a time.

Our Values:



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Expectations from Colleagues

All Colleagues, regardless of role, level, or jurisdiction is responsible for upholding the Code. Acting with integrity isn't optional; it's how we earn trust, protect our culture, and live our values every day.

All Colleagues are expected to:



Make ethical choices and take responsibility for your actions.



Demonstrate Careem's Values



Read, understand, and follow the Code in your daily work.



Speak up if something doesn't feel right.





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We respect each other

Thriving as a team starts with how we treat each other with empathy, openness, and mutual respect. When we create a culture where every colleague feels safe to speak up, contribute, and be themselves, we unlock the full potential of our collective talent. Respect isn't just the right thing, it's what drives us forward.



Careem prohibits any form of discrimination directly or indirectly because of age, race, colour, gender, religion, national origin, disability, and any other characteristic protected by law.

We strive to uphold a fair and inclusive workplace, ensuring that unlawful discrimination has no place in any aspect of employment, including recruitment, promotions, training opportunities, compensation, and benefits.

01



Hiring and promotion decisions are based on merit and objective job requirements.

02



All colleagues receive fair compensation, in compliance with applicable wage laws and regulations.

03



Disability, personal circumstances, or home commitments do not influence employment decisions, except where necessary for operational or role-specific requirements.

For more detailed information refer to:
[Confidential Reporting Line and Non Retaliation Policy](#)
[Disciplinary & Grievance Policy](#)
[Physical Security Policy](#)
[Workplace Violence Prevention and Anti-Bullying Policy](#)

Diversity and inclusion

Diversity is the strength that powers our creativity, innovation, and success. We are committed to building and nurturing an inclusive environment where everyone, regardless of their background, identity, or circumstances, feels respected, empowered, and able to thrive.

We recognise that embracing a wide range of perspectives, experiences, and abilities enriches our culture and drives better outcomes for our customers, our colleagues, and our communities. This includes, but is not limited to, diversity in race, ethnicity, gender, age, religion, nationality, language, sexual orientation, disability status, socio-economic background, and cultural heritage.

Our goal is to foster lasting, systemic change by building a culture that actively recruits and promotes diverse talent, ensures fair and unbiased practices, creates inclusive and respectful workspaces, provides continuous education



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Workplace Violence, Bullying and Harassment

All Colleagues have the right to a safe, respectful, and inclusive workplace. Workplace violence, bullying, harassment, and abuse - whether verbal, physical, or online - are strictly prohibited. Any unwanted conduct that humiliates, threatens, intimidates, or creates a hostile environment will be treated as a serious disciplinary matter, which may include termination.

Harassment and abuse can take many forms, including but not limited to verbal abuse, sexual harassment, psychological intimidation, or online misconduct such as offensive messages or posts on digital platforms.

This includes unwelcome advances, inappropriate comments, threats, or coercive behaviour. Such conduct is strictly prohibited regardless of intent and applies not only in the workplace, but also during Careem-sponsored events, business trips, or training sessions. If you experience or witness misconduct, SPEAK UP.

You can address it directly where appropriate or report it confidentially through our Confidential Reporting Line. Careem ensures confidentiality and protection from retaliation for all reports made in good faith.



Health, Safety and Security

We are committed to maintaining a safe, healthy, and secure environment. Workplace safety is a shared responsibility, and we expect all colleagues and third parties working with or on behalf of Careem to adhere to health and safety regulations and proactively address any unsafe practices.



Everyone is responsible for reporting incidents, hazards, and violations that may put others at risk. **Immediate action and timely reporting** help prevent harm and foster a culture of safety and accountability.

To maintain a secure workplace, colleagues are required to visibly display their Careem ID badge, report lost or stolen badges, and challenge unidentified visitors. Being fit for work is essential, and working under the influence of drugs, alcohol, or illegal substances is strictly prohibited. While alcohol consumption during travel or team activities is a personal choice, colleagues are expected to be mindful and respectful of others.

When travelling for business, Colleagues are required to follow all Safety & Security protocols:



For emergency support, contact Safety & Security 7/24, through:

Email: safetysecurity@careem.com

Slack: [#safety_security_support](#)

For more detailed information refer to
[Physical Security Policy](#)
[Travel and Entertainment Policy](#)



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How we win matters

Playing by the rules

First things first, we follow the law!

We operate across many jurisdictions and multiple verticals from food and groceries to mobility, payments, and beyond. With this scale comes a diverse set of legal, regulatory, and cultural landscapes. **But despite the complexity, our posture is simple and unwavering: follow the law, period!**



This means adhering to all applicable laws, regulations, statutes, and legal obligations whether local, national, or international. We are committed to understanding the rules that govern our business and holding ourselves to the highest standard of accountability.

Acting lawfully isn't just about avoiding risk. It's about earning and maintaining trust from our customers, captains, partners, regulators, and each other. It's how we protect our reputation, and build a lasting institution.

Colleagues are expected to understand the legal requirements relevant to their roles. If you're ever unsure, seek guidance from the Legal Team.

No to Corruption

We believe that how we win matters just as much as winning itself. That's why Careem upholds the highest standards of ethics and integrity in everything we do. Corruption, whether through bribery, kickbacks, fraud, or facilitation payments has no place in our business, and we enforce a zero-tolerance policy toward it.

Our commitment to fair and ethical business is not just a principle, it's a requirement. We comply fully with all applicable anti-corruption, anti-bribery, and anti-money laundering (AML) laws across every market where we operate. This includes local laws as well as international standards.

For more detailed information refer to [Anti-bribery and Corruption Policy](#)

Declare all Conflicts of Interest

Colleagues are expected to always act in the best interests of Careem, upholding fairness, transparency, and integrity in every business decision. A COI arises when personal interests, whether your own or those of a close family member or personal relation interfere with, or even appear to interfere with, Careem's business interests.

To ensure transparency, all colleagues must submit a COI declaration, even if no conflict exists on the Careem Compliance Management System. Any potential COI including outside activities (compensated or uncompensated), board memberships, must be disclosed and approved by E&C Team before proceeding.

Never make a COI decision on your own. When in doubt, consult the E&C Team.



For full guidance, refer to the [Conflict of Interest Policy](#).

Careem is Politically Neutral

Careem operates across a wide range of jurisdictions, cultures, and political systems. To maintain trust with our stakeholders and protect our reputation, we remain political party neutral as an organisation

We fully respect each colleague's right to hold and express personal political beliefs. However, Careem's name, brand, resources, and platforms must never be used to promote or endorse any political party, candidate, campaign, or ideology.

To uphold this neutrality, all colleagues must avoid:

01



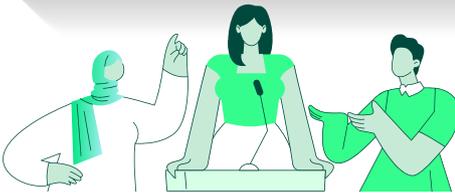
Speaking on behalf of Careem in any political or public policy discussion unless expressly authorised.

02



Using company time, tools, emails, or social media accounts for political activity.

03



Making political donations, endorsements, or public statements on behalf of Careem or suggesting the company's support.

04



Blurring the line between personal and professional activity. If you engage in political activity, be clear that it's in your personal capacity, not as a representative of Careem.

If you're ever unsure whether an action may compromise our neutrality, seek advice from the E&C Team before proceeding.

For details, refer to: [Sponsorships, Donations, Charitable and Political Contributions Policy.](#)

Sanctions & Trade Compliance

Strict compliance with all applicable sanctions laws and regulations is a non-negotiable requirement. Business can not be conducted with any individuals, entities, governments, or industries that are subject to international sanctions.

The sanctions landscape continuously evolves. Thus, all third parties, colleagues, and captains are subject to continuous sanctions screening and due diligence. This helps protect our business and ensures we operate lawfully across every market.

If there's ever uncertainty about whether a person, entity, or transaction might be restricted, pause and consult the E&C Team before taking any action.

For more details, refer to the [Sanctions Policy](#).



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Be Mindful when gifting

We're proud to work in a region known for its generosity, warmth, and hospitality. In many of our markets, offering gifts or hosting guests is a deeply rooted cultural norm and a sign of respect. At Careem, we appreciate and honour that spirit.

However, it's important to recognise that gifting can be misunderstood or misused. What begins as a kind gesture could be seen as an attempt to influence decisions, create obligations, or secure an unfair advantage. That's why we have clear guidelines in place to ensure gifts are given, received and declared appropriately, transparently, and within ethical boundaries.



GEHT Must Always Be:



Modest, reasonable, transparent, and properly documented



Not provided in the form of cash or cash equivalents



Not timed around key business decisions or appear improper



Not frequent, lavish, or solicited



Must not be provided to Public Official

Important Reminders:

All GEHT above threshold must be pre-approved via CCMS by the E&C Team, unless an exception is clearly defined in the GEHT Policy.

If the GEHT does not meet policy criteria, it must be politely refused or handed over to E&C.

When in doubt—ask!. The Ethics & Compliance team is here to help.

Any GEHT involving Public Officials is prohibited.

For full guidance, refer to [Gifts, Entertainment, Hospitality & Travel Policy](#).

Big No to Money Laundering

Careem does not and will not tolerate any involvement in money laundering or terrorism financing under any circumstance.

Money laundering is the process of concealing the origin of illicit funds to make them appear legitimate. It undermines financial systems and is illegal in every country where Careem operates. This means that there should be extra scrutiny with:

Know the source

Always understand where funds come from and who ultimately owns them.



Check for red flags

Be alert to unusual payments, evasive behaviour, or integrity concerns.



Keep records clean

Maintain accurate, complete, and honest records at all times.



Speak up

Report anything suspicious to the E&C Team immediately.



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External Engagements

Third Parties

We rely on a broad network of third parties to help deliver our services whether vendors, consultants, agents, partners, suppliers, or others. These relationships are essential to our success, but they also come with serious responsibilities.

Engaging with third parties must be done with care, integrity, and in line with Careem's standards and applicable laws. There are clear guardrails we must follow from due diligence and contract approvals to data protection and fair treatment.

Red lines must never be crossed, such as working with unvetted vendors, ignoring sanctions risks, or facilitating bribery or fraud.

We ensure that all third parties:

01



Are reputable, qualified, and legally permitted to operate

02



Do not create actual or perceived COI.

03



Agree to ethical business practices through contractual commitments and by consenting to our Third Party Code of Conduct.

Every colleague plays a role in protecting Careem from reputational, legal, and financial risk when working with external parties. If you're unsure about the right process, or if something doesn't feel right, pause and reach out to the E&C Team before moving forward.

Careem only partners with third parties that align with our standards of integrity and compliance.

[For more detailed information refer to Third Party Due Diligence Policy](#)
[Procurement Policy](#)

Reputable Third Parties

Careem is committed to working only with reputable third parties who uphold our standards of integrity, compliance, and ethical conduct. Before engaging any vendor, consultant, agent, partner, or supplier, it is essential that they successfully complete Careem's Third Party Due Diligence process.

This process enables us to evaluate potential risks related to legal compliance, financial stability, reputational standing, and alignment with our core values – including anti-corruption, human rights, and data protection. Engaging third parties without proper due diligence is strictly prohibited, as it may expose Careem to significant legal, financial, and operational risks.

The E&C Team leads the due diligence process, and all colleagues are expected to provide accurate and timely information to support a fair and efficient assessment.



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Engaging with government and Public Officials

Governments and Public Officials might be key stakeholders for Careem, requiring careful and compliant engagement. All interaction with public officials must adhere to all applicable laws, regulations, and Careem policies.

Careem strictly prohibits any attempt to improperly influence government entities or officials for business, policy outcomes, or enforcement matters. Given the complexity of these relationships, all interactions must be transparent and ethical.

Sharing Careem data with Public Officials is prohibited without prior approval from Legal, Ethics & Compliance, Information Security, and Government Relations. Always seek guidance when in doubt.

Antitrust & Competition Law

Careem is committed to competing fairly, and on the basis of merit. We believe in driving innovation and delivering value to our customers without engaging in practices that undermine healthy market competition.

Competition and antitrust laws exist to promote open and fair marketplaces, and they apply to all aspects of our operations. These laws prohibit activities such as price fixing, market allocation, abuse of dominant position, and the improper sharing of sensitive or non-public competitive information.

If you are ever unsure whether an agreement, discussion, or exchange of information may raise competition law concerns, you must consult with the Legal Team before proceeding. When in doubt, always edge on the side of caution and seek guidance.





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Communicate with Care

How we communicate both externally and internally reflects our brand, our reputation, and the trust we build with our stakeholders. Every message we share represents not just our words, but our values, partnerships, and purpose.

To maintain consistency, credibility, and compliance, all colleagues are expected to adhere to the following principles when it comes to communication:

External Communications

All external communications, including media interviews, public statements, or press responses, must be **pre-approved by the Communications Team**.

Only authorised and trained spokespeople are permitted to engage with the media on behalf of Careem. If you receive a media inquiry or press request, immediately forward it to press@careem.com.



Internal Communications

Information shared within Careem is considered confidential unless explicitly designated for broader distribution. This includes but is not limited to company strategies, financial data, internal reports, product roadmaps, personal data, and any non-public business information.

All Colleagues are expected to treat internal communications with the highest level of discretion, professionalism, and care. **This means:**



Only sharing information on a need-to-know basis



Avoiding forwarding internal emails or documents outside of authorised channels



Being mindful of your environment when discussing sensitive topics, especially in public or informal settings



Respecting access controls and data classifications

Social Media

When using social media, always act responsibly and respectfully. If sharing personal opinions, make it clear they are your own. Avoid content that could be seen as discriminatory, threatening, or harassing.

Remember that your online presence reflects on you and may be linked to Careem. Ensure your content including posts, photos, and interactions aligns with our Values and professional standards.

Do not share confidential information, discuss company performance, or reference clients, customers, or partners without prior written approval. What is unacceptable in the workplace is also unacceptable online.





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Our Assets, My Responsibility

Confidentiality

Confidential information is one of Careem's most valuable assets and must be protected at all times. Non-public information including strategies, financials, and personal data must not be shared externally without explicit approval from the Communications Team.

Access is restricted to what is necessary for your role. Any unauthorised disclosure, intentional or accidental, violates company policy, your agreement with Careem, and may breach legal obligations. External sharing of sensitive information must be covered by confidentiality clauses approved by the Legal Team.



Personal data includes any information that can identify an individual, alone or when combined with other data. Careem strictly complies with all privacy laws, regulations, and policies when collecting or processing data from users, Earners, suppliers, colleagues, and contractors.

We must handle personal data ethically, securely, and only for its intended purpose. This applies to developing new products, apps, or features. Misuse of sensitive data can result in loss of trust and legal consequences for both Careem and individuals.

For more detailed information refer to:
[Data Protection Accountability Policy](#)
[Policy on Confidentiality](#)

Privacy

We respect the privacy of our colleagues, customers, captains, partners, and all third parties we engage with. Personal data is a cornerstone of trust and we are committed to handling it with the highest standards of care, transparency, and integrity.

We collect, use, and retain personal data only for legitimate business purposes, and always in line with applicable laws and internal policies. Access to personal data is limited to those who are authorised and have a clear business need. Unauthorised use or disclosure is strictly prohibited.

To uphold our privacy commitments, every colleague has a role to play. This includes:

01

Completing mandatory compliance, data privacy and information security training every year

02

Sharing personal data only with authorised individuals who have a legitimate need to know.

03

Collecting and processing only the data necessary for your work, and retaining it only as long as needed

04

Being transparent about how we handle personal data, and how individuals can raise concerns or access their data

05

Reporting any actual or suspected data breaches or misuse immediately to your manager, Ethics & Compliance and Information Security Team.

06

Staying informed about Careem's data protection and privacy policies

Protecting personal data is all of our responsibility and essential to maintaining the trust that drives our mission.

Information Technology Assets

Careem IT assets must be used responsibly and in compliance with company policies and **Privacy Notice for Colleagues, Trainees, Consultants and Contractors.**

Prohibited activities include:

Illegal or unauthorised access to systems or data.

Privacy violations or improper collection/use of personal data.

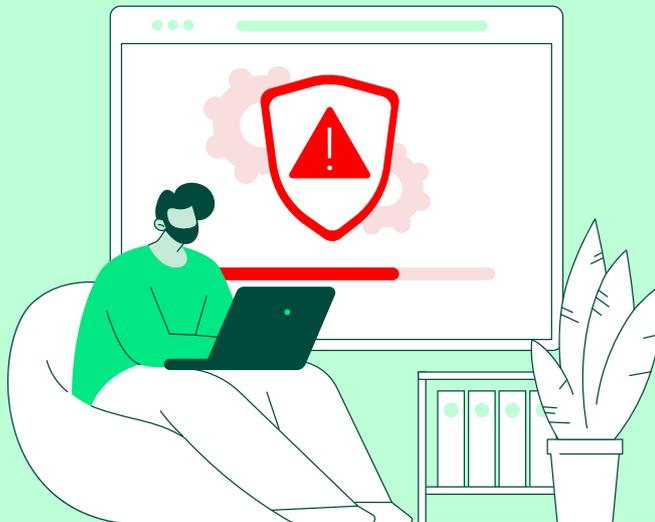
Sharing passwords or compromising system security.

Introducing malware or tampering with IT resources.

Sending inappropriate, fraudulent, or offensive emails.

Installing unapproved or pirated software.

Leaving IT resources unattended or unprotected.



For more detailed information refer to the [Information Security Policies](#) or contact Information Security at infosec@careem.com



Environment & Sustainability

Environment & Sustainability

Building a lasting institution means acting today to protect tomorrow. Sustainability is not an add-on – it is a core part of how we operate, grow, and serve our region.

Everyone working for or with Careem is expected to consider the environment in their daily decisions and operations. We all have a role to play in reducing our environmental impact and improving the way we use natural resources.

We are committed to:

01



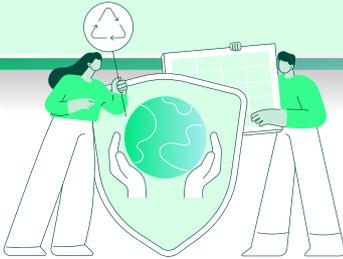
Minimising harmful emissions, waste, and discharges to air and water.

02



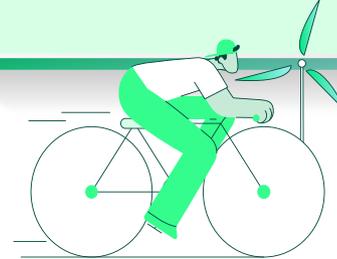
Reducing our use of finite resources like energy, water, and raw materials.

03



Complying with all applicable environmental laws and standards in every market where we operate.

04



Ensuring responsible environmental practices even in countries where regulations are limited or not enforced.

Careem collaborates with captains, customers, suppliers, and partners to design services and solutions that minimise our environmental footprint. We aim to lead by example – transparently, responsibly, and sustainably.



Speak Up

Speak Up! Every Voice Matters

Creating a culture of integrity doesn't happen by accident, it depends on every one of us. That's why speaking up is not just encouraged at Careem—it's expected.

Raising concerns about unethical behaviour, policy violations, or anything that feels off helps protect our colleagues, customers, captains, partners, and the business itself. Whether it's misconduct, a potential compliance breach, or something that simply doesn't sit right, your voice matters.

You do not need to have all the facts to report a concern. You'll never be punished for speaking up in good faith. In fact, retaliation of any kind is strictly prohibited.

How to Speak-up?

There are multiple ways to raise concerns about actual or potential violations of the Code, policies, or any unethical behaviour you may witness or experience. Speaking up helps us address issues early, protect each other, and uphold our values.

You can voice your concern through any of the following channels:

Speak to your Line Manager – often the quickest and most direct route for resolution.

Reach out to your People Business Partner – for confidential guidance and support, especially in sensitive situations.

Contact the E&C Team – for concerns involving compliance, legal risk, or ethical breaches.

Use the Confidential Reporting Line (CRL) – a secure, third-party-hosted platform available 24/7 for anonymous reporting.

 Submit a report: [CRL Website](#)
 Access CCMS: [CCMS Website](#)

For more detailed information refer to:
[Confidential Reporting Line and Non-Retaliation Policy](#)



What to Report on the CRL?

All colleagues are encouraged and expected to report any conduct that may violate Careem's Code of Conduct, internal policies, or applicable laws. If something feels wrong, raises ethical concerns, or could harm our people or reputation, it should be raised.

You should report concerns related to:

01

Breaches of the Code of Conduct or any internal policy

02

Bribery, fraud, or corruption in any form

03

Criminal activity or other unlawful conduct

04

Unethical behaviour, including abuse of position or authority

05

Actions that could harm Careem's reputation or credibility

06

Concealment, falsification, or destruction of important records or documents

If you're unsure whether something qualifies, speak up anyway—it's always better to raise a concern than stay silent. The Ethics & Compliance team is here to guide you.



Non-Retaliation

All reports whether made through a line manager, People Business Partner, the E&C Team, or the CRL are handled with the utmost discretion. We are committed to ensuring that concerns are assessed objectively, investigated thoroughly, and resolved appropriately. Information is shared only with those who need to know in order to carry out the investigation or provide support.

Careem maintains a strict zero-tolerance policy toward retaliation. This means that no colleague will face negative consequences for raising a concern in good faith, even if it turns out to be unfounded. Good faith means you genuinely believe the information you are providing is true, regardless of the outcome.

Retaliation can take many forms—being excluded, demoted, reassigned, harassed, or even subtly undermined. All of it is unacceptable. If retaliation does occur, it will be treated as a serious violation of our Code and dealt with accordingly.

Investigations

Every report submitted through Speak-Up channels is taken seriously and handled with care. The E&C Team is responsible for overseeing a fair, thorough, and timely investigation of all concerns raised, regardless of the source or subject.

Investigations are conducted in accordance with Careem’s internal protocols and global best practices. An appropriate and impartial investigator with the right expertise and without any conflict of interest is assigned to lead the process. Throughout the investigation, E&C maintains strict confidentiality to protect the integrity of the process and the privacy of everyone involved.

Findings and outcomes are shared only with those who need to know, ensuring fairness while respecting the rights of all parties. When misconduct is confirmed, Careem’s Disciplinary Committee takes actions in accordance with Careem’s Disciplinary Matrix.

We are committed to handling all reports with objectivity, discretion, and respect, and to creating an environment where colleagues feel safe to raise concerns without fear of retaliation.





Yalla

Yalla

You've read the Code and completed the training. You understand what is expected and why it matters. Now it's about putting it into practice in your daily work. Whether you're making decisions, addressing challenges, or representing Careem, this Code is here to help you act with purpose and integrity.

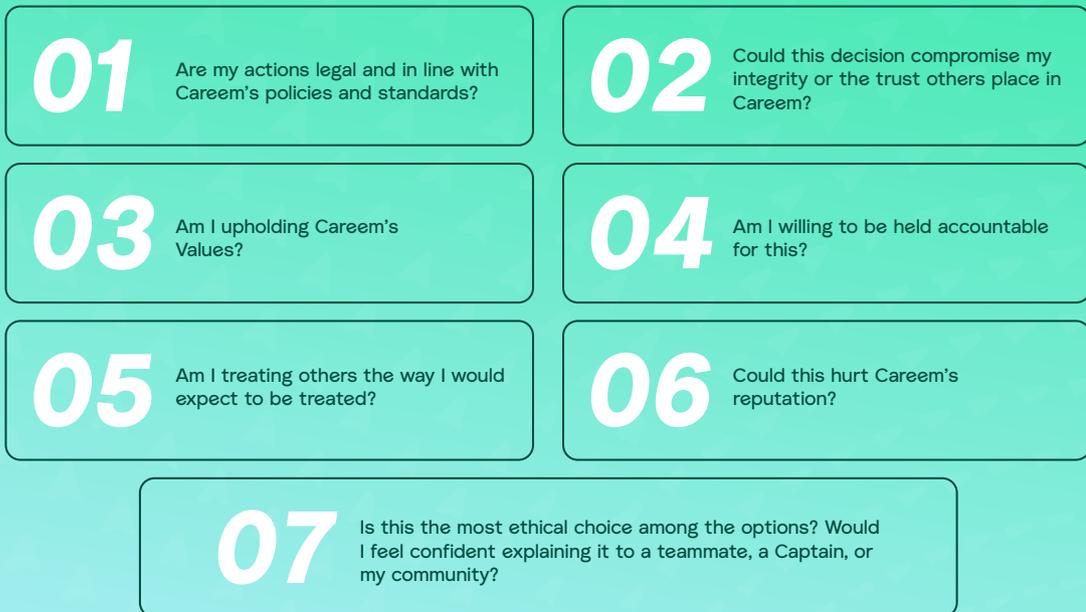
It won't cover every situation you'll face but your judgement, sense of responsibility, and the Careem spirit will help you navigate the rest.

When faced with uncertainty, choose the path that is responsible, respectful, and right for your colleagues, our communities, and customers.

Use the following framework to guide your decisions:



When you're not sure what to do, ask yourself:



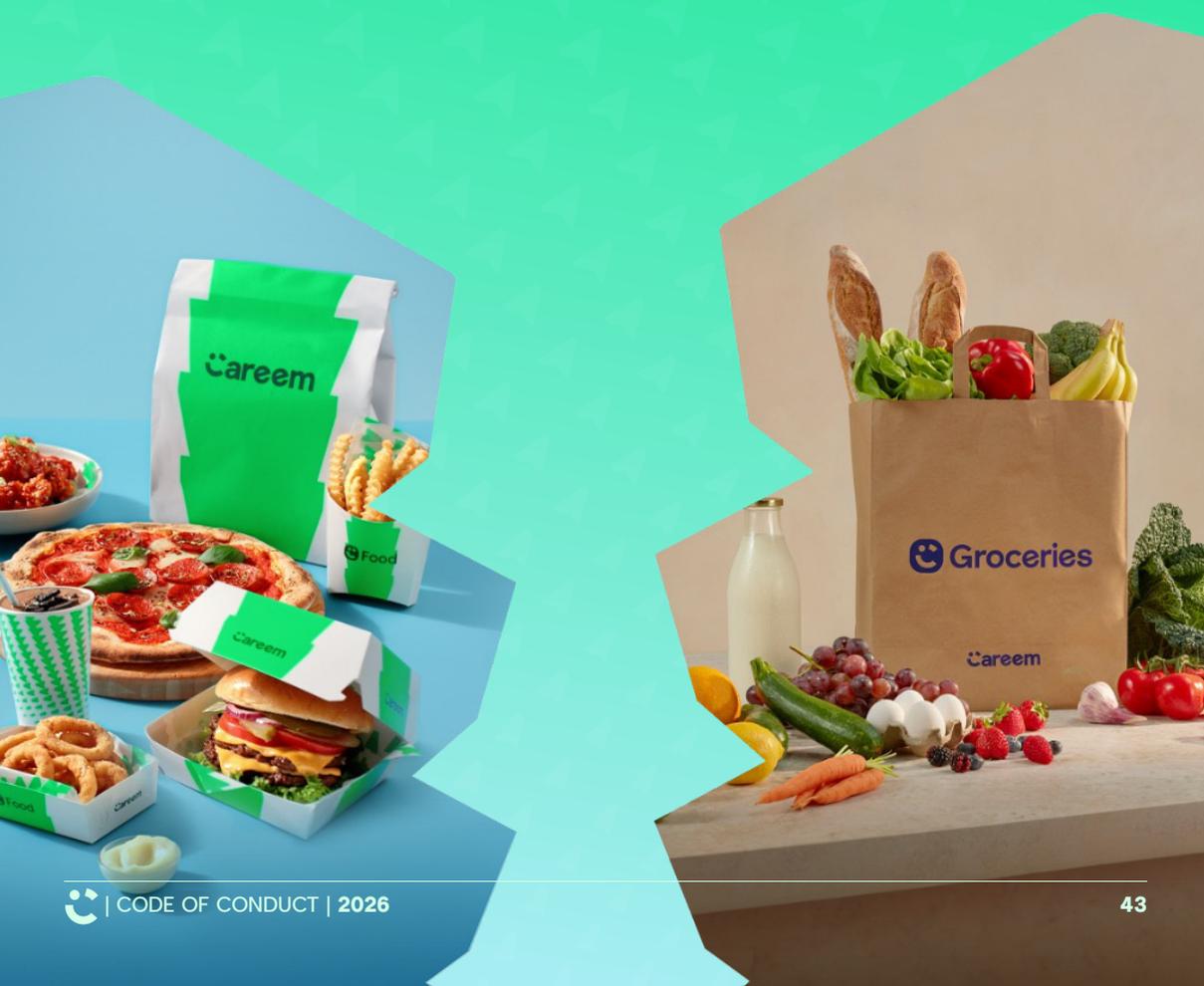
Consequences of Violation

Every colleague has a responsibility to understand and follow the Code. Failure to comply may result in disciplinary action and could also expose both the individual and Careem to criminal, financial, or legal consequences.

Breaches of the Code are taken seriously. Any violation will be reported to the Compliance Steerco and addressed in line with Careem's Disciplinary & Grievance Policy. The severity of the consequences will reflect the nature of the breach and the potential impact on the business, colleagues, or the communities we serve.

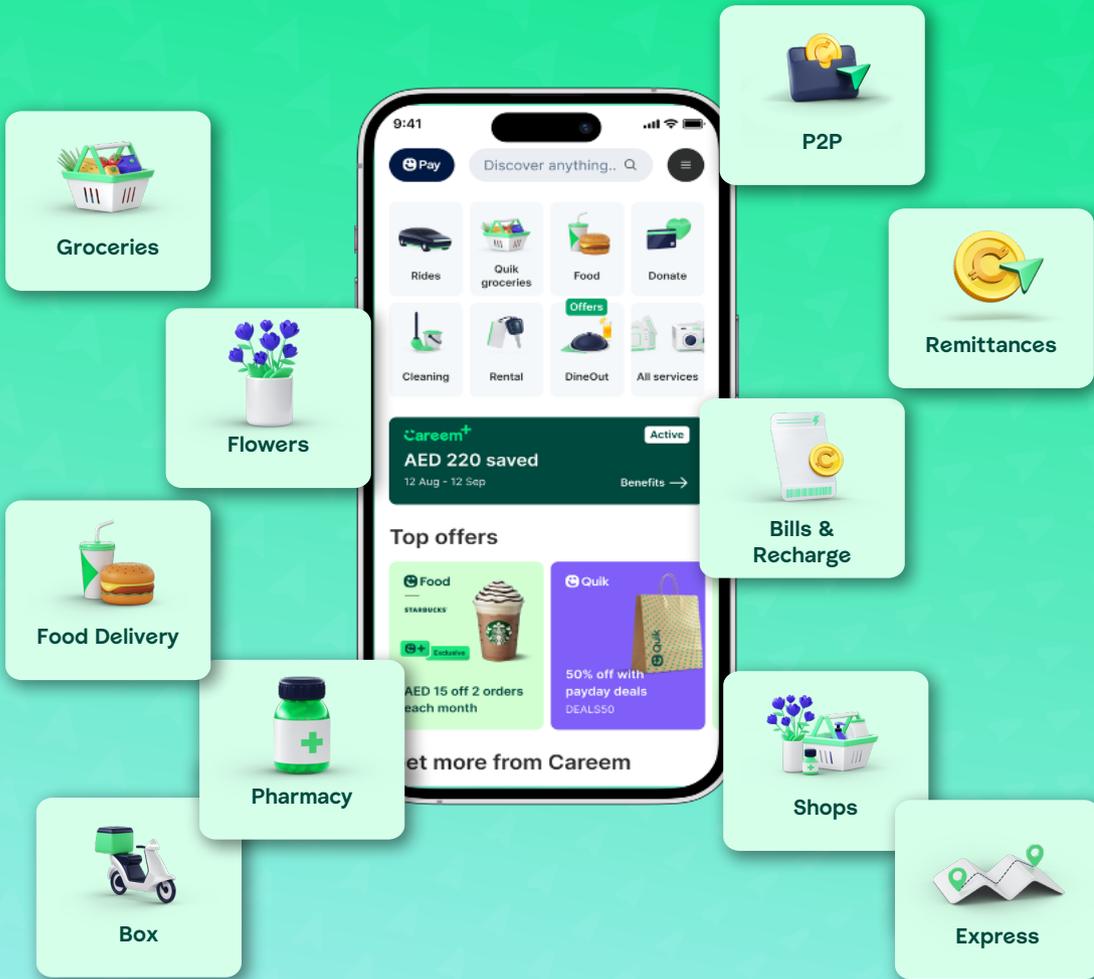
That's why it is essential for all colleagues to familiarise themselves with the Code and commit to upholding it in everything we do.

Any breach of our Code will be reported to the Compliance Steerco and are subject to disciplinary action in accordance with Careem's Disciplinary & Grievance Policy.



Careem is the region's most advanced Everything App

- 18 everyday services on a single app, leading with rides, deliveries and payments
- Industry-leading membership program in Careem Plus
- Everything App live in Dubai, Abu Dhabi, Sharjah, Riyadh and Amman



Glossary

✔ Ask Compliance:

CCMS module for submitting enquiries to the E&C team.

✔ CCMS:

Careem Compliance Management System: Third party hosted tool used by the E&C team to address, control, mitigate and/or resolve issues related to ethics and compliance.

✔ Close Family and/or Personal Relations:

Careem Colleague's parents, siblings, spouse, children, and extended family members (whether direct, married or adoptive in nature), non-married partners, and friends, whose relationship with the Colleague is close that it could influence, or be perceived as influencing, the Careem Colleague's objectivity.

✔ Code of Conduct:

The Code.

✔ Colleagues:

All Colleagues (tigers and cubs) including consultants (EXTs) of Careem operating anywhere in the world, including any, subsidiary, or affiliate.

✔ Conflicts of Interest (COI):

A Conflict of Interest arises when a situation creates, or appears to create, a conflict between Careem's interests and those of a Careem Colleague, their close family members, or personal relations.

✔ CRL

Confidential Reporting Line.

✔ E&C:

Ethics & Compliance Team.

✔ GEHT:

Gifts, Entertainment, Hospitality and Travel.

✔ IT:

Information Technology.

✔ Public Official:

- Officers and employees of any national, regional, local or other governmental entity or of a public international organisation such as the United Nations.
- Candidates for political office and elected government officials at any level of government.
- Employees of government-owned or government-controlled commercial enterprises.
- Political parties and party officials.
- Any other person acting in an official capacity for/on behalf of any of the above.

✔ Purpose:

Careem's Purpose is to simplify and improve lives while building an organisation that inspires.

✔ Third Parties:

Careem's third parties include any external individuals, entities, or organizations that engage with Careem to provide goods, services, or support business operations. This includes but is not limited to vendors, suppliers, contractors, consultants, service providers, agents, business partners, franchisees, and any other external entities acting on behalf of or in collaboration with Careem.

✔ Values:

Careem Values Version 4.0