

# Courier License for Domestic Services

# TABLE OF CONTENTS

1. Definitions
2. Grant of License
3. Compliance Obligations of the Service Provider<sup>5</sup>
4. Authorized Services
5. Effective Date
6. License Term
7. Payment of Fees
8. Assignment and Novation
9. Transfer of Control
10. Prohibition on Anticompetitive Practices
11. Breach of License
12. Penalties and Sanctions
13. Reference for Criminal Proceedings
14. Security Requirements
15. Enforcement Powers of the CRA
16. Severability
17. Governing Law
18. Notices

(the "Service Provider") this Postal Services license ("License") to provide Postal Services pursuant to Chapter 3 of Law No. 15 of 2023 on the Regulation of Postal Services (as may be amended from time to time and in force) (the "Postal Law") and subject to the terms and conditions set forth in this License.

## 1. Definitions

- 1.1. The words and expressions used in this License have the meanings set forth in the Postal Law (as defined below) unless otherwise defined herein.
- 1.2. "Postal Items" include letters, postcards, publications, postal parcels and anything else that can be transferred by post.
- 1.3. "Postal Services" constitutes collecting, transporting, receiving, clearing, sorting, distributing and delivering Postal Items inside or outside the State's borders in various appropriate ways and means; issuing, printing and marketing stamps, among others; installing and removing postal boxes and letter boxes and any other Postal Services specified by the authority.
- 1.4. "Force Majeure Event" is any event beyond the reasonable control of the Service Provider (including acts of God, acts of a public enemy, acts of a foreign government or of the government of the State of Qatar or any political subdivision thereof, fires, floods, earthquakes, hurricanes, tornadoes, typhoons, droughts, wars, epidemics, riots, theft, quarantine restrictions and freight embargoes, or acts of a regulatory agency or other governmental body) and which could not reasonably have been foreseen or mitigated by it.

## 2. Grant of License

This License is a unilateral administrative decision granted to the Service Provider by the CRA pursuant to Chapter 3 of the Postal Law.

## 3. Compliance Obligations of the Service Provider

- 3.1. The Service Provider must observe and comply (and must ensure its officers, directors, subcontractors, agents, advisers, and employees to observe and comply) at all times with:
  - 3.1.1. the Postal Law and the regulations issued by the CRA,
  - 3.1.2. any other applicable laws, by-laws, implementing decisions, regulations, decisions, orders, rules, resolutions, decrees, instructions, notices, guidelines or similar in the State of Qatar.
- 3.2. This License does not discharge or absolve the Service Provider from its obligations to obtain any other licenses, permits, approvals, or consents that may be required under any other applicable laws, by-laws, implementing decisions, regulations, decisions, orders, rules, resolutions, decrees, instructions notices, guidelines or similar in the State of Qatar.

- 3.3. The Service Provider is responsible for all costs, expenses and other commitments (financial and non-financial) in respect of obtaining and maintaining this License and the provision of Postal Services.

## 4. Authorized Services

- 4.1. Subject to the terms and conditions set out in the Postal Law and the regulations issued by the CRA , the Service Provider is hereby authorized to carry out the following activities and to provide the following services to the public, provided that it does so without any undue preference for or undue discrimination against particular Persons, groups or classes of Persons:
- 4.1.1. collecting, transporting, receiving, clearing, sorting, distributing and delivering Postal Items:
- 4.1.1.1. where the origin and destination is within the State of Qatar, excluding services which are reserved as exclusive services to be provided by the Public Postal Operator as specified by the Minister of Communications and Information Technology;
- 4.1.1.2. originating from another country to be delivered to a destination in the State of Qatar;
- 4.1.1.3. originating from the State of Qatar to be delivered to a destination in another country;
- 4.1.1.4. originating from and delivered to countries or places outside of the State of Qatar but through the State of Qatar; and
- 4.1.2. installing, managing and removing Letter Boxes;
- 4.1.3. installing, managing, renting, and removing Postal Boxes.
- 4.2. The Service Provider is not authorized to provide any other Postal Services that are not described in Clause 4.1.
- 4.3. Nothing in this License permits or authorizes the Service Provider to provide any services exclusively reserved to the Public Post Operator or that are prohibited under the Postal Law and the regulations issued by the CRA.

## 5. Effective Date

The effective date of this License is the date of its issuance as shown on its cover page ("Effective Date").

## 6. License Term

This License is valid for a period of five (5) years from the Effective Date unless earlier modified, suspended, revoked or renewed in accordance with the Postal Law and the regulations issued by the CRA.

## 7. Payment of Fees

- 7.1. The Service Provider must pay all applicable fees specified in the Conditions and Controls for Licensing document pursuant to Article 12 of the Postal Law.
- 7.2. The payment, method and timing rules and procedures are determined by the CRA and shall become binding upon and enforceable against the Service Provider immediately upon the issuance of this License or as may be stipulated in the License Fee Regulation.

## 8. Assignment and Novation

The Service Provider must not transfer, assign (in whole or in part), novate or otherwise dispose of its rights, duties, liabilities and obligations under this License and nor will this License be deemed transferred, assigned or novated by contract, by operation of law or for any other reason, without the prior written approval of the CRA pursuant to Article 4 of the Postal Law. Any approval pursuant to this Clause may be subject to such terms and conditions as the CRA may at its sole discretion impose.

## 9. Transfer of Control

- 9.1. No transfer of Control of the Service Provider may be effected by any transaction or series of transactions without the prior written approval of the CRA pursuant to Article 34 of the Postal Law. Any approval pursuant to this Clause may be subject to such terms and conditions as the CRA may at its sole discretion impose.
- 9.2. If the Service Provider decides to undertake, or becomes aware of, any transaction or arrangement having as a consequence or intended consequence of effecting a transfer of Control, the Service Provider must deliver to the CRA a written notification describing such transaction within a period of not less than [ninety] ([90]) calendar days prior to the intended completion date of the transaction but in any event, within [fifteen] ([15]) calendar days from the date the Service Provider becomes aware of such transaction.
- 9.3. A notification made pursuant to Clause 9.2 must be in reasonable detail or in any form that the CRA may publish or require from time to time and with sufficient clarity and must at minimum identify the parties to the transaction, including their respective affiliates or any related persons, and must summarize the nature of the transaction, including the intended completion date.
- 9.4. The CRA may request other information not provided for under a notification made in Clause 9.3 as it deems necessary in its sole discretion to make an informed decision under Clause 9.1.

- 9.5. The Service Provider must at all times comply with any other procedural requirements in relation to a transfer of Control as may be specified in the Postal Law and the regulations issued by the CRA.

## 10. Prohibition on Anticompetitive Practices

- 10.1. The Service Provider shall not do or omit to do anything which has the intention or effect of preventing, restricting or distorting competition in any commercial field concerning Postal Services in the State of Qatar, subject to the Postal Law and regulations issued by the CRA.
- 10.2. The act or omission referred to above means the following:
- 10.2.1. abuse by the Service Provider, either independently or with others, of a Dominant Position in the market or in a substantial part of it which materially prevents or limits competition in an unfair manner;
- 10.2.2. abuse by the Service Provider, either independently or with others, of a Dominant Position in the market or in a substantial part of it which materially prevents or limits competition in an unfair manner;
- 10.2.3. conclude any agreement, enter into any arrangement or understanding or undertaking any concerted practice with any other person which materially prevents, restricts or distorts competition in any market;
- 10.2.4. cause anti-competitive changes in the market structure, in particular anticompetitive mergers and acquisitions.
- 10.3. Without prejudice to the generality of the above, the Service Provider must not:
- 10.3.1. engage in anti-competitive cross-subsidization;
- 10.3.2. if dominant, abuse its dominant position;
- 10.3.3. enter into exclusive arrangements with third parties for the location of its facilities that are required to provide any of the Postal Services;
- 10.3.4. enter into any agreements, arrangements or undertakings with any person, including any supplier of services that compete with any of the Postal Services, which have as their objective or cause the fixing of prices or other restraint on competition;
- 10.3.5. use information obtained from competitors if the intention or effect of such use is anti-competitive;
- 10.3.6. withhold from other Service Providers on a timely basis technical information about essential facilities and other commercially relevant information that the Service Provider is required by the CRA to provide a Postal Service; and

- 10.3.7. whether in respect of the tariffs (or other terms applied or otherwise) show undue discrimination against particular persons or persons of any class or description as respects the provision of any Postal Service.

## 11. Breach of License

- 11.1. The Service Provider will be liable to the CRA for all breaches of this License whether caused or carried out by itself or its officers, directors, subcontractors, agents, advisers, and employees. Failure to comply with any terms of this License, or any terms or provisions of the Postal Law and the regulations issued by the CRA may be determined a breach of this License by the CRA. The CRA will determine whether a breach of this License has occurred and may take action or issue orders in accordance with the Postal Law and the regulations issued by the CRA
- 11.2. The Service Provider will not be deemed to be in breach of the Postal Law and the regulations issued by the CRA , in the event and to the extent that it does not perform its obligations due to an order of the CRA or as a direct result of a Force Majeure Event.

## 12. Penalties and Sanctions

- 12.1. Without prejudice to any other rights or remedies available to any State of Qatar ministry, authority, institution, agency and department for breaches of any other law arising out of the Service Provider's conduct, if the Service Provider breaches the Postal Law or the regulations issued by the CRA or fails to comply with an enforcement order of the CRA, the Service Provider may be subject to administrative penalties, financial penalties, criminal penalties and sanctions as per Chapters 12 and 13 of the Postal Law.
- 12.2. Without prejudice to the penalties referred to in Clause 12.1 of this License, if the CRA determines that the Service Provider's conduct impedes, or may impede, the introduction, development, or maintenance of effective competition in the postal sector, the CRA may order the Service Provider to cease the conduct, and to require the structural, operational or organizational separation of the Service Provider's business activities.
- 12.3. The Service Provider may not pass onto its customers any of the costs associated directly or indirectly with any fines, penalties and sanctions imposed in accordance with the Postal Law and the regulations issued by the CRA

## 13. Reference for Criminal Proceedings

Following investigation, conduct by the Service Provider may be referred to the relevant governmental authorities for further investigation and/or criminal proceedings for any violation of the Postal Law, the regulations issued by the CRA , or offences set forth in any other law of the State of Qatar, irrespective of whether or not the CRA has determined that the Service Provider's is in breach.

## 14. Security Requirements

- 14.1. Without prejudice to any other Clause of this License, the Service Provider must make available to duly authorized agencies of the State of Qatar upon request all information (in oral, written, electronic and visual form) that is held by the Service Provider and must fully cooperate with such authorities.
- 14.2. The Service Provider must at all times comply and collaborate with the relevant State of Qatar ministries, authorities, institutions, agencies, organizations and departments in all ways possible, including implementing security requirements and technical measures and specifications for the provision of national security and emergency services and must implement any notices, directions, orders and instructions of the CRA with respect to services issued related to the same in a prompt and timely manner.
- 14.3. Upon the request of the CRA, the Service Provider must participate in any emergency activities, preparations, or meetings in collaboration with the relevant State of Qatar ministries, authorities, institutions, agencies, organizations and departments.
- 14.4. The Service Provider must keep in strictest confidence any information that relates to this Clause 14 unless otherwise expressly notified by the CRA in writing.

## 15. Enforcement Powers of the CRA

- 15.1. The CRA will have the enforcement powers vested in it by the Postal Law. Except in situations involving imminent and irreparable harm, as determined by the CRA in its sole discretion, the Service Provider will be given written notice of the basis of any proposed enforcement action taken against it, an opportunity to respond to the notice, and a reasonable period of time in which to comply with any final enforcement decision issued by the CRA prior to the imposition of any penalties or sanctions.



- 15.2. The time periods for responding to an enforcement decision and compliance with the same will be prescribed by the CRA with due regard to the relevant circumstances, in the absence of specific procedures established by the Postal Law and the other regulations published by the CRA

## **16. Severability**

Every condition and part of this License will be construed as a separate and severable provision so that if any condition and part hereof becomes invalid, unenforceable or illegal for any reason, the remainder of this License will remain in full force in every respect.

## **17. Governing Law**

This License is governed by and interpreted in accordance with the laws of the State of Qatar and any dispute or claim arising out of or in connection with this License shall be determined exclusively by the courts of the State of Qatar.

## **18. Notice**

- 18.1. Notices in connection with this License must be in writing, and in both Arabic and English languages; and
- 18.1.1. for the CRA, must be marked for the attention of the President, at the offices of the CRA; and
- 18.1.2. for the Service Provider, must be marked for the attention of [insert job position], at the offices of [insert name of Service Provider], [insert headquarters address], Doha, Qatar.

## **19. Contracts with Third Parties**

- 19.1. Where the Service Provider intends to engage with a third party, which includes the creation of subsidiaries, the effect or purported effect of which would permit the entity or person who is not originally a party to the License to share benefits of or otherwise gain any rights or privileges of the Service Provider or pursuant to this License, such transactions shall require the approval of the CRA.

## **20. Renewal and Amendment of License**

- 20.1. Procedures and timescales for License renewal and amendment are specified in the Regulations for Postal License Applications and Postal Specifications document pursuant to Articles 4, 5, 6 and 7 in Chapter 3 of the Postal Law.

## **21. Financial Reporting**

- 21.1. The Service Provider shall adhere to any accounting and financial reporting requirements specified by the CRA pursuant to Articles 12, 24, 26 and 27 in the Postal Law.

## **22. Register for Postal Services**

- 22.1. As per Article 24 in Chapter 5 of the Postal Law, the Service Provider shall maintain an accurate and up to date register of all the Postal Services it provides.

## **23. Dispute Resolution**

- 23.1. As per Article 39 in Chapter 11 of the Postal Law, disputes between Service Providers or the Service Provider and another will be settled according to the rules and procedures specified by the CRA.

## **24. Consumer Protection**

- 24.1. The Service Provider must adhere to any consumer protection regulations issued by the CRA pursuant to Article 3 in Chapter 2 of the Postal Law.

## **25. Postal Tariffs**

- 25.1. Pursuant to Article 26 in Chapter 6 of the Postal Law, the Service Provider shall determine the tariffs of Postal Services in a fair, transparent and non-discriminatory manner. The Service Provider must also adhere to any rules and procedures specified by the CRA on determining tariffs.

## 26. Provision of information requested by the CRA

- 26.1. The Service Provider shall as soon as possible and in any event, within the period specified by the CRA, provide true and complete responses in good faith to all information requests issued by the CRA in the form and frequency specified by the CRA in its request for information.
- 26.2. Pursuant to Articles 24 and 26 of the Postal Law, the Service Provider shall provide detailed information about the Postal Services it provides, their level of quality, the service tariff prescribed therefor, updating that information on a regular basis and publishing it through available means and in the manner decided upon by the CRA.
- 26.3. Article 38 in Chapter 10 of the Postal Law specifies two types of information requests that the CRA might make to Service Providers:
- 26.3.1. ad-hoc requests as and when needed; and
  - 26.3.2. periodic (regular) reporting requests.
- 26.4. The type of information requested by the CRA are specified in Annex I.
- 26.5. Following a direction from the CRA, and in order to provide the required information, a Service Provider may be required to maintain accurate and updated records of all Postal Services and transactions. The CRA may specify the types of records that the Service Providers must maintain, their data, retention periods and other relevant provisions.

## 27. Notifications of modifications to Postal Services

- 27.1. The Service Provider must respond to any request from the CRA regarding any material modification to the manner in which the Postal Services are provided. The Service Provider must respond to such a request from the CRA as soon as possible, but at least within 30 days, and in good faith.
- 27.2. The Service Provider must notify the CRA where it considers an event is likely to affect the Service Provider's ability to comply with the conditions of its License, including occurrences which may detrimentally affect the permanence, availability or quality of the licensed service.

## 28. Access to premises by the CRA

- 18.1 The Service Provider must fully cooperate in allowing the employees of the CRA vested with the power of judicial seizure to enter the Service Provider's premises, facilities, offices, and post offices, obtain access to, and demand the production of, the Service Provider's records, documents, information (in oral, written, electronic and visual form) and inspect postal-related equipment or any

other related items at any reasonable time, on demand and without prior notice pursuant to Article 24 in Chapter 5 and Article 51 in Chapter 13 of the Postal Law.

## **29. Assistance with representation before international and governmental organizations**

- 28.1 Upon request of the CRA, the Service Provider must provide technical assistance and support (including but not limited to: data and statistics, opinions and preferences, workflow assessments, inter-working arrangements, financial clearing issues, etc.) to the CRA in connection with the CRA's representation of the State of Qatar before regional and international governmental organizations, and participation in conventions, forums and the like.

## **30. Mail Integrity**

- 29.1 The Service Provider must establish, maintain and comply with appropriate measures and procedures to ensure that the risk of loss, theft, and damage to Postal Items occurring during their transmission is always minimized to the extent possible pursuant to Article 24 in Chapter 5 of the Postal Law.
- 29.2 The Service Provider must not under any circumstance mislead others into believing that a Postal Item was sent at a time or from a place other than which it was truly sent pursuant to Article 32 in Chapter 7 of the Postal Law.

## **31. Prohibited Postal Items**

- 31.1 The Service Providers must not receive or deliver prohibited Postal Items. The list of items determined by the CRA as prohibited to be sent via Postal Services are specified in Annex II pursuant to Article 18 in Chapter 4 of the Postal Law.
- 31.2 This list may be amended by the CRA from time to time, in coordination with the competent authorities of the State of Qatar. The CRA will also publish this list on its website. In the event of a discrepancy between the list in this document and the list on the website, the list on the website takes precedence.
- 31.3 The CRA may issue written orders to a Service Provider to deliver or seize Postal Items in the event that the CRA suspects that there is a violation against the list of prohibited Postal Items pursuant to Article 29 in Chapter 7 of the Postal Law. The Service Provider must respond immediately to any such written order.

- 31.4 If the Service Provider suspects the content of the Postal Items violates the list of prohibited items provided above, the Service Provider must seize the infringing Postal Items or content and notify the CRA and the competent authorities.

## **32. Confidentiality of Postal Items**

- 32.1 The Service Provider must ensure that the confidentiality of Postal Items is guaranteed pursuant to Chapter 7 of the Postal Law.
- 32.2 Postal Items may not be monitored, and their confidentiality may not be disclosed, except in the following cases (set out in Article 28 in Chapter 7 of the Postal Law):
- 32.2.1 if a judicial body in Qatar decides to examine such Postal Items;
- 32.2.2 if such Postal Items are abandoned (i.e. the item is undeliverable – see Clause 33);
- 32.2.3 in cases prescribed by the other laws of Qatar.
- 32.3 Viewing may only be granted to those to whom a decision has been issued by the competent authority, the employees of the CRA, or persons legally authorized to do so.

## **33. Undeliverable Postal Items**

- 33.1 The Service Provider must deliver a Postal Item to the addressee shown on the item.
- 33.2 If a Postal Item is not deliverable on the first attempt (e.g. due to the need to pass the item directly to the recipient to obtain a signature, or due to the item being too large for the recipient's mailbox), then the Service Provider may choose to attempt re-delivery on one or more occasions. The Service Provider must develop and publish a policy for its approach to re-delivery, including the number of delivery attempts that will be made before an item is considered undeliverable, and a policy for holding items for collection by a customer at a central location.
- 33.3 Where the Postal Item is determined to be undeliverable, the Service Provider must in the first instance return the item to the sender.
- 33.4 Where it is not possible for the Service Provider to return the item to the sender (due to the absence or illegibility of the return address on the outside of the item), the Service Provider may open the item to attempt to ascertain the return address pursuant to Article 30 in Chapter 7 of the Postal Law. If the Service Provider opens the Postal Item, it must make a mark indicating the opening of the Postal Item, the date of such opening and the name of the employee supervising the opening of the Postal Item.
- 33.5 If the return address can be ascertained having opened the undeliverable item, the Service Provider

must return the item to the sender.

- 33.6 If it is still not possible to ascertain the return address for the undeliverable item, and depending on the nature of the item, then the Service Provider must:
- 32.6.1 destroy the item if it is of negligible value (e.g. newspapers, magazines, or advertising mail);
  - 32.6.2 hold the item in a secure location for a period of at least six (6) months if the item is valuable (e.g. money, personally addressed correspondence, e-commerce items). If at the end of that period the item has not been claimed by the recipient or sender, then the Service Provider must destroy it.
- 33.7 Where the Service Provider destroys an item according to the procedures set out above, the Service Provider must undertake the destruction safely and in a way that maintains the confidentiality of the item.
- 33.8 The Service Provider must create a register called “The Register of Undeliverable Postal Items” to document the Postal Items that could not be delivered, including:
- 32.8.1 the reason for non-delivery;
  - 32.8.2 the date(s) of attempted delivery;
  - 32.8.3 the flaws in the name and address of the sender;
  - 32.8.4 the description of the Postal Item;
  - 32.8.5 the date of opening of the Postal Item;
  - 32.8.6 the name of the official supervising the opening of the Postal Item;
  - 32.8.7 the date and outcome of the Postal Item, either: return of Postal Item to the sender, preservation of the Postal Item, or destruction of the Postal Item.
- 32.9 Judicial officers may, at any time, verify the data of the “Register of Undeliverable Postal Items” and the Service Provider’s compliance with filling in the details of the register and with the mechanisms, procedures and rules as set out in this document.

## **34. Liability of Service Providers for Losses and Damages**

- 34.1 The Service Provider will be liable for loss or damage of registered Postal Items deposited therewith and for any delay or error in their delivery pursuant to Article 25 in Chapter 5 of the Postal Law.
- 34.2 Subject to the terms and conditions of service advertised by the Service Provider at the time of acceptance, and any requirements for the payment of additional insurance premiums for items of a specified value, the Service Provider will be liable to pay compensation to the sender for any loss, damage, delay or error for up to one year after the date of the Service Provider’s receipt of Postal

Items, except under the following circumstances:

- 34.2.1 where the loss, damage, delay or error is caused by a Force Majeure Event;
- 34.2.2 where the loss, damage, delay or error is caused by the sender's mistake or negligence, or due to the nature of the content of the dispatched item;
- 34.2.3 where the contents of the Postal Items are prohibited (see Clause 31)
- 34.2.4 where the item is seized by any competent authorities.

## 35. Access to property

- 34.1 Pursuant to Articles 35 and 37 in Chapter 9 of the Postal Law, the Service Provider may access private property (and carry out all necessary work in connection with the installation, operation, maintenance, repair and replacement of postal facilities that exist in such property) in accordance with the following rules:
  - 34.1.1 Service Providers must always seek the written permission of the property owner;
  - 34.1.2 Service Providers must obtain all necessary permits and planning permission for any work or installations from the relevant planning authority;
  - 34.1.3 In the absence of written permission or a dispute over access, the Service Provider must consult the competent authority and obtain a warrant or legal permission to enter the private property in order to undertake activities specified by the competent authority.
- 34.2 The Service Provider shall not enter into any agreement that gives it exclusive access to property and excludes or harms other Service Providers pursuant to Article 36 in Chapter 9 of the Postal Law.

## 35. Procedures for a Service Provider that chooses to stop offering services

- 35.1 Pursuant to Article 11 in Chapter 3 of the Postal Law, if a postal Service Provider stops offering Postal Services, they must undertake the following:
  - 35.1.1 notify the CRA in writing at least three (3) months prior to the expected date of cessation of services. The Service Provider must provide the reason for the expected cessation of services to the CRA.
  - 35.1.2 deliver all postal materials in its possession to the correct recipients before the date of the cessation of services or make arrangements with a third-party licensed Service Provider for the same.
- 35.2 The Service Provider must undertake any other action determined by the CRA in such matters.

Signed by:

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Eng. Ahmad Abdulla Al-Muslemani

President

For the Communications Regulatory Authority

Dated: [insert date of issuance]

## Annexes

### Annex I Information Request

Pursuant to Article 38 in Chapter 10 of the Postal Law, the type of information requested from the CRA may include (but may not be limited to):

information on the types of services offered, e.g. international vs. domestic; types and frequency of collection and delivery; formats, weights and quality (speed) or service.

2. information on financial performance (e.g. annual financial reports).

3. information on staff numbers and infrastructure (building locations, coverage, capabilities, vehicles).

4. information on number of staff who are Qatari nationals.

5. information on volumes and revenue of mail by product.

6. information relating to e-commerce and merchants (B2C or B2B).

7. information related to the quality of services.

8. information on procedures for customer complaints and enquiries; reports on the volume of customer complaints;

9. information on the volume and nature of undeliverable items.

10. information required by the CRA or UPU in relation to Terminal Dues.

11. information required by the UPU for any other matters.

other information that the CRA may require from time to time.

A Service Provider may inform the CRA of any reasons that may prevent it from providing all the required



information and may request the CRA to not disclose all or part of the submitted information due to its confidentiality or for reasons of a commercial nature.

In order to claim confidentiality (or commercial sensitivity) of information in submissions, Service Providers must justify and provide a non-confidential version of such material in which all information considered confidential has been redacted and replaced with “[CONFIDENTIAL]”.

## Annex II Prohibited Items

As per Article 18 in Chapter 4 of the Postal Law, the CRA determines the following list of items as prohibited. to be sent via Postal Services:

1. Materials that may endanger the employees of the Service Providers and the CRA due to their nature, way of packing or packaging may contaminate or damage other Postal Items or postal equipment or may impede the provision of Postal Services.
2. Explosive or flammable substances and other hazardous materials.
3. Radioactive materials, unless they are prepared for transport according to IAEA standards and are sent by persons or entities that are legally authorized to deal with them.
4. Materials that violate morals, ethics and public order.
5. Narcotic and hazardous psychotropic substances and other toxic substances prohibited by the laws and regulations in force in Qatar, except substances sent for medical or scientific purposes to entities that are authorized by the legally competent authorities.
6. Animals and living organisms, except for the following:

bees, cupping worms and silkworm; and

parasitic organisms that kill harmful insects and are designed to combat them, and are exchanged between officially recognized universities, colleges, institutes or research centers, provided they are placed in a way that prevents damage and helps to easily inspect the organisms without the need to open the containers.

7. Platinum, gold, silver, jewelry, or any other valuables, except those that are sent and imported by authorized mail with a declared value.
8. Items prohibited to be imported, exported or traded, or items not decided upon by the CRA, or the competent authorities, according to the provisions of applicable laws, prohibit to import or export them by post.
9. Any other materials that are prohibited by a decision of the CRA.

This list may be amended by the CRA from time to time, in coordination with the competent authorities of the State of Qatar. The CRA will also publish this list on its website. In the event of a discrepancy between the list in this Postal Licensing Framework and the list on the website, the list on the website takes precedence.