

# Corporate Social Responsibility

This code applies to all of our operations and sets out the minimum standards expected from our staff in their internal and external dealings with colleagues, customers, and third parties.

## 1.1 Basic Standards of Conduct

(a) We will conduct every aspect of our business with sincerity, integrity and honesty. We respect human rights and the interests of our employees, customers and third parties.

(b) We will respect the legitimate interests of third parties with whom we have dealings in the course of our business.

## 1.2 Employees

(a) We are committed to creating and maintaining a safe and healthy working environment for our employees.

(b) We strive to create a workplace in which there is mutual trust and respect. An environment where every employee feels a responsibility for the performance and reputation of our company.

(c) We respect the individual and each other's rights, customs and traditions including the right to freedom of association and the right to decide.

(d) We will work towards achieving a diverse workforce, recruiting, employing and promoting employees only on the basis of objective criteria and the qualifications and abilities required for the job to be performed.

(e) We will maintain good communications with employees through our information and consultation procedures.

(f) We will assist employees in realising their potential.

## 1.3 Customers

(a) We are committed to supplying quality products and excellent levels of service. We are flexible to and understand our customers' needs and demands.

## 1.4 Compliance with Law

(a) We will comply with the laws and regulations applicable wherever we do business.

## 1.5 Business Integrity

We will not offer, give, seek or receive, either directly or indirectly, inducements or other improper advantages for business or financial gain and no employee may offer, give, seek or receive any gift or payment which is, or could be construed as such.

## 1.6 The Environment

(a) We are committed to making continuous improvement in the management of our environmental impact.

(b) We will work with our partners to promote environmental care, increase understanding of environmental issues and disseminate good practice.

## 1.7 Community Involvement

(a) We endeavour to be a good corporate citizen and to fulfil our responsibilities to the societies and communities in which we operate.

