



FIRST QUALITY CERTIFICATION

Code of Conduct & Business Ethics Policy

This declaration is part of **First Quality Certification** (FQC) Employees' Code of Conduct and Business Ethics to communicate **First Quality Certification** (FQC)'s expectations to our employees in an open, clear and tactful manner. Code of conduct is the most important part of **First Quality Certification** (FQC)'s Employee Handbook.

First Quality Certification (FQC) promote open communication, hence, we expect all employees to follow our code of conduct and foster a well-organized, respectful and collaborative working environment. Employees should avoid use of offensive words or actions, participate in serious disputes and/or disrupt the workplace.

Compliance with Law

First Quality Certification (FQC) employees must safeguard our company's legitimacy and authority. All employees should comply with all environmental, occupational safety and fair-dealing legal obligations. **First Quality Certification** (FQC) management expects our employees to be ethical, professional and responsible when dealing with our company's business, services and corporate image.

Respect in the Workplace

All **First Quality Certification** (FQC) employees should respect their colleagues. **First Quality Certification** (FQC) management do not allow any kind of discriminatory behaviour or harassment or bullying. Employees should conform with our Equal Employment Opportunities Policy in all aspects of their work, from recruitment, to performance evaluation to interpersonal relations.

Protection of Company Property

All **First Quality Certification** (FQC) employees should treat our company's property whether tangible (material), or intangible, with respect and utmost care.

Employees should not misuse or mishandle company's equipment or use it frivolously.

Employees should protect and handle with care, all kinds on intangible property of the company such as trademarks, customers information and other property such as company information, reports, etc. Employees should only use them as part of their tasks and/or to complete their job duties.

Employees should protect company facilities and other material property such as company cars, etc. from damage and vandalism.

Professionalism

All **First Quality Certification** (FQC) employees must at all times present themselves with integrity and professionalism.

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Personal Appearance

All **First Quality Certification** (FQC) employees must follow our dress code and personal appearance guidelines. (See Employee Handbook for more details).

Bribery

First Quality Certification (FQC) management discourage employees, more importantly its Auditors from soliciting or accepting gifts from clients, in whatever form. **First Quality Certification** (FQC) management prohibit briberies for the benefit of any external or internal party.

Duties and Authority

All **First Quality Certification** (FQC) employees should fulfil their duties with integrity and respect towards its clients, stakeholders and the community. Managers must not abuse their authority. As managers, **First Quality Certification** (FQC) management expects them to delegate duties to their team members, as appropriate. Likewise, **First Quality Certification** (FQC) management expects the team members to follow team leader's instructions and complete their duties in a timely manner.

First Quality Certification (FQC) management encourage knowledge-sharing and mentoring throughout the company.

Absenteeism and Tardiness

All **First Quality Certification** (FQC) employees must be always punctual and strictly follow the office timings. Auditors must likewise follow their schedules. However, where there are occasions that prevent employees from following the company's standard working hours and days, **First Quality Certification** (FQC) management can make exceptions for valid reasons and therefore may exercise flexi-time. (See Employee Handbook for more details).

Conflict of Interest

First Quality Certification (FQC) management expect its employees to avoid any personal, financial or other interests that might hinder their capability to perform their duties. (See Employee Handbook for more details).

Communication

All **First Quality Certification** (FQC) employees must be open for communication with their colleagues, managers or team members.

Privilege, Incentives and Other Benefits

First Quality Certification (FQC) management may, in acknowledging an employee's effort, skills and work performance, give privileges, incentives and other benefits. However, **First Quality Certification** (FQC) management expects all its employees to not abuse the employment privilege and benefits

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given to them. Privilege, incentives and other benefits are granted based on merits and on the discretion of the company.

Policies

All **First Quality Certification** (FQC) employees should read and follow all **First Quality Certification** (FQC) company policies. All questions may be directed to your managers or the HRA Manager or the Operations Manager, in his absence.

Cyber Security and Digital Services

First Quality Certification (FQC)'s corporate internet connection is primarily for business. Hence, **First Quality Certification** (FQC) management expect its employees to exercise due diligence in using internet, corporate emails and social media in the performance of your duties. (See Employee Handbook for more details).

Disciplinary Actions

First Quality Certification (FQC) give disciplinary action against employees who repeatedly and/or intentionally fail to follow **First Quality Certification** (FQC)'s Code of Business Conduct & Ethics. Disciplinary action can be punitive or corrective, depending on the circumstances and varies according to the nature of violation. (See Employee Handbook for more details).

Possible punitive consequences may include, but not limited to below;

- Demotion
- Reprimand
- Suspension
- Termination (for more serious offenses)
- Detraction of benefits for a definite or indefinite time

On the other hand, possible corrective actions, may include;

- Training
- Preventive steps such as Transfer
- Counselling

First Quality Certification (FQC) management, however, may also take legal action in cases of serious bribery or corruption, theft, embezzlement or other unlawful behaviour.

This policy applies to all **First Quality Certification** (FQC) employees regardless of employment status and rank and shall be periodically monitored and reviewed for its effectiveness and applicability.

Rashid Matar Al Qubaisi
Chief Executive Officer

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