

# CODE OF CONDUCT

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## Introduction:

Continuous Services Arabia (CS Arabia) is dedicated to maintaining the highest standards of integrity, transparency, and ethical behaviour in all aspects of our business operations. This Integrity Management Policy provides a comprehensive framework to guide the conduct of our employees, contractors, and business partners.

## 1. Code of Conduct

### 1.1 Principles of Ethical Behaviour

At CS ARABIA, we believe that ethical behaviour is fundamental to our success and reputation. The following principles form the cornerstone of our Code of Conduct:

**Honesty and Integrity:** All employees and business partners are expected to act honestly and with integrity in all business dealings. This means being truthful, transparent, and fair, and avoiding any form of deception or misconduct.

**Respect and Dignity:** We are committed to treating all individuals with respect and dignity, fostering an inclusive work environment that values diversity and promotes mutual respect. Harassment, discrimination, or any form of abusive behaviour will not be tolerated.

**Professionalism:** Professionalism is key to maintaining our credibility and reputation. Employees are expected to demonstrate a high level of competence, responsibility, and courtesy in their interactions with colleagues, clients, and business partners.

**Compliance with Laws:** Adherence to all applicable laws and regulations is a fundamental aspect of our business operations. Employees must ensure that their actions comply with local, national, and international legal requirements, as well as company policies.

**Confidentiality:** Protecting confidential information is essential to maintaining trust and competitive advantage. Employees must safeguard sensitive information and respect confidentiality agreements, disclosing proprietary or confidential information only with proper authorization.

**Accountability:** Taking responsibility for one's actions is crucial for building a culture of trust and integrity. Employees are accountable for their decisions and must ensure that their conduct aligns with the ethical standards and values of CS ARABIA.

### 1.2 Ethical Decision-Making

Making ethical decisions requires careful consideration of the potential impact on stakeholders and alignment with our core values. Employees should ask themselves the following questions when faced with ethical dilemmas:

- Is the action legal and compliant with company policies?

- Does the action align with CS ARABIA's values and ethical principles?
- How would the action be perceived by colleagues, clients, and the public?
- Would I be comfortable if my decision were made public?

If the answer to any of these questions is uncertain, employees should seek guidance from their supervisors or the compliance officer.

### **1.3 Reporting and Addressing Ethical Concerns**

CS ARABIA encourages employees and business partners to report any ethical concerns or violations of this policy. The company provides multiple channels for reporting, including a confidential hotline and a dedicated email address for ethics inquiries. All reports will be taken seriously and investigated promptly and thoroughly.

- **Confidentiality and Non-Retaliation:** Reports of ethical concerns will be handled with the utmost confidentiality. CS ARABIA prohibits retaliation against individuals who report ethical concerns in good faith.
- **Investigation Process:** All reported concerns will be investigated promptly and impartially. The compliance officer will oversee the investigation process, ensuring that appropriate actions are taken to address any violations.