



Al Yalays Government transactions center - DIP 2

Message from the Chairman and Chief Executive Officer

Signature

Introduction

Al Yalays Government transactions center (, " Al Yalays Government transactions center ") adheres to the U.N. Global Compact, a United Nations initiative created to encourage companies to adopt a socially responsible attitude by committing to promote principles relating to human rights, international labor standards and anti-corruption, and to integrate those principles into their practices. It is a commitment that ensures that markets, business, technology and finance operate for the benefit of Economies and societies, Al Yalays Government transactions center made a commitment to combat in his organization . In furtherance of that commitment, Al Yalays Government transactions center adopted this Code of Conduct This Code of Conduct contains the fundamental principles for assisting and guiding Al Yalays Government transactions center employees in respecting the laws and regulations that govern their activity. It forms part of the Global Compliance Framework. This Code of Conduct includes Compliance policies regarding

- Anti-corruption
- Influence peddling
- Gifts, travel and entertainment



- Donations, sponsorship and philanthropy
- Political activities
- Facilitation payments
- Conflicts of interest

Definitions of Certain Terms used in this Code of Conduct

Corruption is dishonest, unethical or fraudulent conduct to obtain a benefit or for other improper purposes. It includes criminally-sanctioned conduct in which an individual (the corrupted person) solicits, approves or accepts a donation, offer, promise, gifts or benefit of any kind in order to perform, delay or refrain from performing an act that directly or indirectly falls within the scope of his/her individual duties. The benefits may be financial but need not be exclusively financial.

Corruption may take various forms, ranging from influence peddling to Facilitation Payments to Bribery. The persons involved may be government officials or private individuals such as client's suppliers or business partners. Acts of Corruption are sometimes facilitated by the use of commercial intermediaries in an attempt to hide them or conceal them from potential investigations.

Generally, there are two types of Corruption:

- Active Corruption, which consists of offering someone a benefit in order to influence a decision or decision-making mechanism or in exchange for a benefit (authorization, right, supply, business, contract, financial gain, etc.);
- Passive Corruption, which consists of accepting or receiving a benefit (usually money or service) in return for using one's influence to affect a decision. Passive Corruption is not necessarily solicited, but it may be, and it may include practices as serious as extortion.

Facilitation Payment is a form of Corruption in which money is paid, typically to a public or government official, to ensure the performance or acceleration of certain administrative formalities or processes.

Bribery is a common form of Corruption where cash or any other gift of value is offered to another person in return for a favorable decision or result, inaction or delayed action.

Extortion means demanding undue recompense in return for the grant of business, a contract or authorization, by exerting pressure that may range from occasional or daily demands for money to physical threats against individuals and their family.

Scope of the Application

The Code of Conduct, along with our policies, values, and standards, applies to all of



When our Code refers to "You" it means all of us, whatever job we do at Al Yalays Government transactions center Economic operations,

When our Code refers to "You" it means all of us, whatever job we do at Al Yalays Government transactions center. It also includes everyone who works with us in a full time, part-time or temporary job,

Principles of the Code of Conduct

Our People

Al Yalays Government transactions center is all of us who we are, and what we do. So, we want it to be a great place for all of us to work-A a place where we all feel valued, and there's equal opportunity for everyone to grow and develop.

Human Rights

We are aware that human rights are the basic rights and freedoms that belong to every person in the world. They are based on core principles like dignity, fairness, equality, and respect. Hence, we respect human rights in the way we do our business and do not take part in or benefit from, any activity, which abuses them. It is a fundamental part of our values and code of conduct

We have transparent processes to ensure we respect human rights

Always:

- Observe, protect and promote human rights
- Comply with legal requirements regarding employment, wages and working hours
- Report any cases of human-rights abuse.

Never:

- Hire child or forced labor, or work with suppliers or partners who do so
- Ignore, personally display or engage in human-rights abuse.

Fair Treatment & Equal Opportunities

We endeavored Al Yalays Government transactions center to be a workplace of mutual trust and respect. So, we treat everyone fairly and equally and value difference and diversity

Employee policies and practices shall be administered in a manner that ensures that decisions are merit-based and that equal opportunities are provided to all employees and all qualified applicants for employment without regard to their race, caste, religion, color, ancestry, marital status, sex, age, nationality, disability, and veteran status. We won't encourage and/or tolerate any form of discrimination.



Where we are allowed to, we will promote equality by encouraging recruitment from disadvantaged groups, such as people with disabilities

Always:

- Understand what behavior is appropriate, so you do not discriminate against other people
- Reflect our Values in your actions
- Understand and comply with Al Yalays Government transactions center policies, employment laws and regulations
- Respect local cultures and traditions
- Report any concerns you may have about discrimination or unfair treatment

Never:

- Tolerate, personally display or engage in unlawful discrimination or prejudice of any kind.

Respectful Workplace

Al Yalays Government transactions center employee has the right to work in a respectful work environment

All employees shall be treated with dignity and in accordance with our policy to maintain a work environment that is safe, free of any kind of harassment - whether sexual, physical, verbal, or psychological.

We have zero-tolerance towards harassment of any kind, threat, or any violence against an employee, whether by a colleague, third party, or a member of the public.

If you harass a co-worker, you will face disciplinary action. Harassment means any behavior that offends someone, violates their dignity, or intimidates or humiliates them, including sexual harassment.

Harassment in the workplace can include:

- Bullying
- Using threatening, abusive or insulting words
- Threatening behavior
- Unwanted physical contact, or Open hostility
- Spread of malicious remarks and gossip
- Sexual harassment
 - We take violence extremely seriously. Examples of violence include:



- Verbal abuse
- Offensive language
- Racist or sexist remarks
- Physical threats or assault
- Physical attacks, including spitting and throwing objects.

Always:

- Treat everyone you interact with at work with courtesy, dignity, and respect.
- Recognize cultural differences, find out about local practices, and adapt your behavior accordingly.
- Take reasonable care of yourself and other people who may be affected by your actions.
- Follow rules and procedures designed for safe working.
- Report all incidents of harassment, verbal abuse, threats, and physical assault
- Assist in any investigation into an incident.
- Report any dangers or concerns you may have about potentially violent or abusive situations or the environment in which you work.

Never:

- Behave in a way that could be offensive, intimidating, malicious or insulting.
- Humiliate, denigrate or injure another person.
- Retaliate against someone who has made a complaint.
- Threaten anyone with physical violence or verbal abuse.

Substance abuse

Al Yalays Government transactions center is committed to providing a safe and productive work environment free from substance abuse (drug and alcohol).

Employees are prohibited from using, possessing, selling or distributing drugs or alcohol or other substances at the workplace.

Where necessary, we may enforce procedures to prevent drug and alcohol use. These can include screening for drugs or alcohol. Your line manager or human resources department can tell you more.



While it is our policy to help employees with substance-abuse problems, we also have a responsibility to maintain discipline and a safe working environment and to respond to poor performance, misconduct or excessive absence. Our support for employees can, therefore, take place at the same time as disciplinary procedures

Always:

- Be fit and ready to carry out your duties while at work
- Come to work free from alcohol or drugs which could affect your performance, client obligations, or which would breach the law or regulations
- Tell your manager if you are taking prescribed drugs which could affect your performance at work
- Report substance abuse by others

Never:

- Be in possession of drugs other than those prescribed by a doctor
- Distribute or sell, alcohol or alcoholic substances on Al Yalays Government transactions center premises and property (including transport vehicles and extended workplace)

Our Business

We trust our employees to work in our best interests and to protect our reputation

Personal and business integrity often comes down to common sense: if in doubt be cautious and ask your manager. To do otherwise could damage our business

Fair Competition in Markets

Al Yalays Government transactions center as an organization shall:

1. Compete fairly, openly and ethically.
2. Never fix prices or try to control supplies.
3. Support laws that promote and protect competition.
4. Never arbitrarily boycott customers or suppliers or enter into any other anti-competitive agreements.
5. Specifically, not engage in activities, which generate or support the formation of monopolies dominant market positions, cartels and similar unfair trade practices.
6. Collect information about the competition only in the normal course of business.



7. Market its products and services on its own merits and shall not make unfair and misleading statements about competitors, products & services.
8. Not use its influence to intimidate anyone or coerce them into anti-competitive conduct.
9. Meet all contractual obligations through the work we do for our customers

Always:

- Make sure that decisions about pricing, customers, bids and markets are taken by us alone
- Make sure there is a legitimate reason for discussions with a competitor, supplier or contractor
- Seek legal advice if you are uncertain about how to proceed
- Use only publicly available sources to understand a competitor's business
- Report any suspicion of anti-competitive behavior to your respective manager/the company's legal team.

Never:

- Discuss or agree any of the following with competitors:
- Fixing prices, discounts or pricing policy
- Trading terms or conditions of contract
- Dividing up markets, customers or territories
- Partnering, with the explicit goal of eliminating all competition
- Rigging a competitive bidding process, including arrangements to submit a sham bid

Working with Suppliers & Third Parties

We deal fairly, honestly and transparently with suppliers and third parties, and expect them to be fair and honest too.

We select our suppliers on merit and expect them to meet our compliance and ethical standards. We apply consistent procurement processes and keep to our delegated approval authorities. We ensure that our supplier relationships are always based on fair and honest dealing.

Always:

- Follow procurement processes and stay within your delegated authority
- Use preferred suppliers
- Ensure our supplier relationships are based on fair and honest dealings
- Communicate honestly and openly with suppliers

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- Be clear on our terms of business and keep to them
- Raise a Purchase Order before committing to buying goods and services

Never:

- Breach your delegated authority
- Make a contractual commitment to a supplier until you have all the necessary approvals
- Tolerate ethical breaches by suppliers

Political Activities

Al Yalays Government transactions center **respects its employees' right to participate as individuals in the political process as long as they make sure that they do not represent YALAYIS GOVERNMENT TRANSACTIONS Center and their activities are not viewed by others as participation by or on behalf of** Al Yalays Government transactions center.

We respect the authority of governments and maintain honest relationships with them, their agencies, officials, and staff. We contribute to public debates about policies that affect our business.

How to behave

If you choose to do so, participate in political activities in your own name and outside of work hours and work locations.

Never use Al Yalays Government transactions center premises, materials, supplies, equipment, or other resources for political activities.

Do not use Al Yalays Government transactions center corporate image, logos, stationery, or other Al Yalays Government transactions center -branded materials to support your political views.

Gifts, Travel, and Entertainment

When someone receives something of value without having paid the fair market value for it, he or she has received a gift. For purposes of this Code of Conduct, travel and entertainment mean giving or receiving something of value, such as meals, drinks, admission tickets, transportation, travel costs, accommodation or allowances, without paying for it.

Al Yalays Government transactions center requires its employees who engage with clients, prospective clients, business partners, vendors, suppliers and other third parties to follow certain guidelines in considering offering or accepting gifts

Al Yalays Government transactions center generally permits the giving and receiving of business gifts and entertainment under the following conditions:

- They are reasonable in value and frequency;

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- They are appropriate and customary business courtesies;
- They are consistent with laws and lawful business practices as per the law
- They are proper in appearance and without risk of embarrassment or harm to the reputation of Al Yalaisy Government transactions center or of the person receiving the gift, travel or entertainment.

In all cases, you must keep a written record specifying the type of gift, travel and/or entertainment, its justification, and you must ensure that the gift, travel and/or entertainment cannot be given with the aim of improperly influencing a decision.

How to behave

AL Yalaisy Government transactions center employees should not give or accept any lavish or excessive gifts or benefits, whether monetary or non-monetary, directly or indirectly, to or from any government official, supplier, subcontractor or any other third party. Gifts or invitations should never influence AL YALAYIS GOVERNMENT TRANSACTIONS Center employee's business decisions or be seen as influencing the person receiving them.

Always:

- Make sure any gifts or hospitality you offer comply with local laws and regulations
- Understand local customs for giving and receiving gifts and hospitality
- Use common sense when deciding what is reasonable
- Talk to your line manager if you have been offered a substantial gift or hospitality

Never:

- Solicit gifts, services, benefits or hospitality from customers or suppliers
- Offer or accept:
- Cash or its equivalent such as cheques, loans, gift certificates, stock or options
- Gifts or hospitality if you think that it may create an undue influence or business obligation
- A discount that is not available to all employees
- Entertainment that is indecent or sexually orientated, that does not comply with **AL Yalaisy Government transactions center** business center Values and code or which might adversely affect our reputation

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Examples

•I have been offered a gift that I think is intended to influence my decision with Al Yalayis Government transactions center matter. What should I do?

Politely refuse the gift and report it, general manager of the center,

•As part of my job, I organize numerous meetings and trips. Now a hotel where I often book rooms for Al Yalayis Government transactions center employees has offered me a free weekend for my parents' wedding anniversary. Can I accept it?

No. Even if you are not personally going to benefit from the gift, accepting the offer gives the appearance of accepting a benefit to influence your business decisions and makes it difficult to remain impartial when you arrange the future hotel accommodation

Conflicts of Interest

A conflict of interest may occur when with AL Yalayis Government transactions center employee has a financial, business, or personal interest or activity that interferes or conflicts, or appears to interfere or conflict, with AL Yalayis Government transactions center, Center best interests or reputation.

"Conflict of Interest" generally describes situations where an employee's own interest may influence the way he or she handles company business. It usually involves a situation where an employee or an employee's family members can benefit personally from transactions involving the company. For example, if you employed your spouse/partner/relative as a supplier.

While a possible conflict between personal interests and company interests does not always result in damage to the company, its very existence creates an inappropriate condition. Even the appearance of conflict of interest should be avoided. It is not possible to describe all instances where a conflict of interest could occur. There are many situations that are or could be perceived as a conflict of interest, such as;

•A situation that interferes with your duties or responsibilities to AL Yalayis Government transactions center, or that affects your ability to act in the best interests of Al Yalayis Government transactions center • A situation in which you, a family member or friend receives an improper benefit, including money, services or another gain, as a result of your position with AL Yalayis Government transactions center:

□Sells material, equipment or property to the company ;

□Renders any service to the company;

□Has contractual relations or business dealings with the company



□Competes with or engages in a similar business as that of the company. (For this point a formal disclosure of this information must be made to the HR Department).

How to Behave

When you conduct professional activities, you must act only in the best interests of the AL Yalaisy Government transactions center, and refrain from benefiting or taking advantage of any situation, either directly or indirectly through a third party, for your own gain or that of others.

You must identify actual and potential conflicts of interest in advance and comply strictly with the procedures provided for by AL Yalaisy Government transactions center, in specific areas of operation, such as procurement, subcontracting, and business development.

Avoid using AL Yalaisy Government transactions center ,resources for personal gain or benefit of any kind. This includes AL Yalaisy Government transactions center , office equipment, materials, time, resources and/or intellectual property

Company business must be conducted solely on the basis of merit and open competition. Employees must refrain from actions that might impair their independent judgment or provide an unfair advantage to a contractor.

Employees should not indulge in dual employment or perform work or render services for an organization that competes with the company or with which the company does business without appropriate approval from management.

Always:

- Be professional and impartial in your relationships with contractors and suppliers
- Tell your line manager about any relationships which could create a conflict of interest
- Excuse yourself from making decisions that may create a conflict of interest for you
- Gain management approval before you start any dual employment

Never:

- Use your position, contacts or confidential information to benefit yourself or your family and friends
- Allow your relationship with contractors and suppliers to influence decisions you make on behalf of AL YALAYIS GOVRMENT TRANSACTIONS Center
- Accept gifts or hospitality that might place you under an obligation
- Borrow or take benefit from the company's customers or individuals or firms or vendors with which we do business

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Examples

•While performing my job, I discovered a great business opportunity that may be worth a lot of money.

May I take the opportunity for myself?

If the opportunity is within AL Yalayis Government transactions center line of work or related to an AL Yalayis Government transactions center partner or supplier, you must disclose the opportunity to your manager, local Legal Department Officer and follow their advice.

•My spouse works for one of AL Yalayis Government transactions center competitors We don't talk about work at home, and I cannot see what my spouse does in his or her professional life. Yet some of my colleagues have suggested I am in a compromising situation. What should I do?

This could create the appearance of a conflict of interest. To protect both yourself and the company, you should disclose the facts to your manager, local Legal Department, or Regional Data Privacy Officer.

In addition, you and your spouse should take steps to ensure that confidential or proprietary information of both companies is protected and not disclosed to the other party. For example, you should not share your AL Yalayis Government transactions center log-in or password with your spouse or anyone else.

Influence peddling

At al Yalayis Government transactions center, influence peddling is strictly forbidden.

Donations, contributions, philanthropy, sponsorship

Charitable donations, contributions, and sponsorships are gifts given for a charitable purpose or to support a particular charitable or philanthropic cause. A charitable donation, contribution, or sponsorship can be in the form of cash, services, or new or used goods. It can also include emergency or humanitarian aid, development aid support, and medical care assistance.

As a responsible corporate citizen, AL Yalayis Government transactions center believes in contributing to the communities where we work by supporting worthy charitable causes, organizations, and activities through our Corporate Social Responsibility Committee.

How to behave

Any charitable donation or contribution to, or sponsorship of, a charitable cause or activity on behalf of AL Yalayis Government transactions center must be approved in advance in writing by General Manager. When contributing to a charity or sponsoring a charitable cause or activity on behalf of AL Yalayis Government transactions center, the **company Social Responsibility Committee** must ensure that the recipient is a bona fide charity, appropriately registered or licensed and that the contribution is in line with our corporate values and policies.

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Donations or contributions to, or sponsorship of, a charity associated with a government official are not permitted.

All approved charitable donations, contributions or sponsorships must be properly accounted for and accurately reported in the company's books.

Anti-corruption, Anti-Bribery and Facilitation Payments

At al Yalays Government Transactions Center, all acts of Corruption, Bribery, or Extortion in any form are strictly forbidden.

AL Yalays Government transactions center must comply with all applicable laws relating to bribery or corruption and legal payments, including UAE bribery law and anti-corruption law.

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Health, Safety, and Environment

AL Yalays Government transactions center as an organization shall strive to provide a safe and healthy working environment.

We want to help build a better world for future generations so we treat the environments we work in and the people we work among with care, respect, and thoughtfulness. We attempt to prevent environmental problems damage

Inside Information

Inside information is information:

- About the AL YALAYIS Government Transactions center, or other companies that we negotiate with or deal with
- Examples of insider information include full-year or half-year financial results, a major newcontract, acquisition or disposal
- If you have internal information periodically or periodically or you have a project because you are working on it
- You should not use the internal information for internal trading, to our advantage or anyone else

Our Information

It's the job of every one of us to protect the information and ideas that give us our competitive advantage

Confidential Information and Records

-We deal with confidential and sensitive information on behalf of the clients we serve and our business operations every day. We are responsible for protecting the information, which we have access to, and to be alert to any instances of an unsolicited approach or misuse.

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-Your use of confidential information must comply with our policy and the law. Any violations or breach, whether intentional or inadvertent, should be reported to Al Yalays Government Transactions center

These include:

-To protect our information in a consistent and appropriate manner, it is important that we classify and clearly mark the information so that we are all clear on its importance.

-Any entry or exit of sensitive information to or from the premises (temporarily or permanently), either physically or electronically has to have prior approval. The same has to be recorded with the Security and Department Head.

-All information handled within the company should be adequately labeled, sorted, and stored up to a defined expiration date.

-All documents, files, records, customer details, client data, project plans, strategies, developments, execution process, quality metrics, etc, relating to the business of Al Yalays Government Transactions center, its clients and customers, that is proprietary to Al Yalays Government Transactions center, or its clients shall be deemed to be "Confidential Information".

-Confidential Information is to be strictly confidential and no employee shall, directly or indirectly, make known such confidential information (either physically or verbally or electronically) to any person or entity or permit such confidential information to be disclosed or made known to any person or entity, in each case either inside Al Yalays Government Transactions center or otherwise.

-Every employee should faithfully and diligently protect such confidential information from being disclosed to unauthorized persons. Such persons include, but are not necessarily limited to, persons who are not Al Yalays Government Transactions center employees, persons who are Al Yalays Government Transactions center employees but who do not have a need to know the confidential information in order to perform their duties, persons not under a written confidentiality agreement with Al Yalays Government Transactions center in regard to the confidential information, and persons not directly aware of the proprietary and trade secret nature of the confidential information.

-All documents, files, records, project plans, strategies, customer details and items of information or equipment relating to Al Yalays Government Transactions center are and shall remain the property of Al Yalays Government Transactions center, including notes, documents, and files created in the performance of duties of employment.

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-All documents, files, records, and items of information relating to Al Yalays Government Transactions center business clients and customers shall not be altered, modified, or deleted unless authorized by the authorized person or respective Head of Department.

-If you leave Al Yalays Government Transactions center to work elsewhere, you must not reveal confidential information about Al Yalays Government Transactions center. Similarly, if you previously worked for a customer or competitor, you should keep the information you obtained there confidential. It is never acceptable to coerce someone into divulging confidential information about a previous employer.

Our policies and the law require us to keep certain types of information for specified periods. You must make sure you know and follow these requirements.

Always:

- Follow all information security, data protection and retention rules that apply where you work
- Protect information and records from unauthorized accessory interference
- Use confidential information only for the purpose for which it was intended
- Retain information in line with retention requirements

Never:

- Leave sensitive information lying around or unsecured
- Discuss confidential information in public
- Disclose confidential information to a new employer
- Disclose confidential information about your former employers
- Conceal, alter, destroy or tamper with company records
- Share confidential information of the company and its clients/customers to any external person or company for any reason what so ever.

Securing Information and Using Our Systems

- We are expected to carefully manage the way we use IT equipment, passwords, and logins We must also accurately classify our information and dispose of it properly.
- We must protect valuable information from unauthorized disclosure, modification, or deletion. We also respect people's right to keep their personal data private.



- You must ensure that the following are encrypted before you use them. Personal computers (PCs) which are not used wholly within
- our secure premises
- Portable PCs and devices, and
- Removable media.

You must not:

- Connect non- Al Yalays Government Transactions center, or Private IT equipment to Al Yalays Government Transactions center. or customer networks without your IT department's permission.
- Intentionally introduce viruses, Trojans or other malicious programs into systems belonging to us, our customers or our partners.
- Download software from the Internet and install it upon the company computer equipment.
- Use the company's computer to make unauthorized entry into any other computer or network.
- Dispute or interfere with other computer or network services or equipment.
- Use Internet access to transmit confidential, political, obscene, threatening, or harassing materials.
- Attempt to bypass or modify the company's firewall security and settings.

Always:

- Keep your passwords and other login details safe
- Maintain appropriate privacy levels for information
- Use encrypted computers, devices, and removable media
- Lock your PC when you leave it unattended
- Consider the security of documents, PCs and IT equipment when traveling
- Report the loss of any laptop, mobile phone, PDA, removable media device or any paperwork that contains confidential, customer or personal data

Never:

- Use a password that does not meet our guidelines



- Log on to Al Yalays Government Transactions center or customer system using someone else's password or log on someone else using yours
- Write down or disclose your username, password or any other access code or use someone else's. Including such information related to customers.
- Attempt to crack or capture passwords or decode encrypted information
- Remove or disable our anti-virus software and malware controls
- Use an unencrypted computer or device outside secure Al Yalays Government Transactions center premises
- Leave PCs or other IT equipment in an unattended vehicle for a long period
- Disrupt network communications, interfere with service to others or change an information system so others cannot use it
- Unless as part of authorized security activities:
 - Access or transmit information about, or software designed for, breaching security
 - Create computer viruses, or
 - Monitor or intercept network traffic

Business Communications and Technology

We want our employees to access, process, and publish information in ways that meet our professional, social, ethical, legal, and security requirements while protecting our reputation.

Email Business Communication tool:

Email is a business communication tool and users are obliged to use this tool in a responsible, effective, and lawful manner. Although by its nature email seems to be less formal than other written communication, the same laws apply.

- If you send/forward emails with any libelous, defamatory, offensive, racist or obscene remarks, you and Company can be held liable. If you receive an e-mail of this nature, you must promptly notify your supervisor.
- If you unlawfully forward confidential information, you and Company can be held liable.
- If you send an attachment that contains a virus, you and Company can be held liable.
- You must only use company email addresses and messaging systems for company business.



- You must attach our standard disclaimer to the end of each email you send from our system.
- You must be vigilant for suspicious emails and messages, delete them immediately and report them to your IT department.

You must not:

- Send anonymous emails or messages from company systems.
 - Forward a message without acquiring permission from the sender first.
 - Send unsolicited email messages including advertising material ("spam"), , or other pyramid schemes of any type.
 - Use company email to harass, threaten, take undue advantage, and demean, etc other employees, clients, and external public.
 - Use company email or company media to campaign, voice opinion, start or illicit a chain response on any political, misanthropic, terrorism, etc
 - Forge or attempt to forge email messages and company correspondence.
 - Send email messages using another person's email account.
 - Divulge any client data /sensitive authentication data over emails
 - Use external email accounts (such as Hotmail, Yahoo, and Gmail), instant messaging, or text messaging systems to transfer information with, sensitive information owned by or relating to customers and Al Yalaysi Government Transactions center.
- Although the Company's email system is meant for business use, the Company allows the reasonable use of email for personal use as long as it does not interfere with work.
- We may monitor your use of the internet, email, messaging, and other information systems for security and compliance purposes. This may include scanning all your email messages and attachments for unsuitable content.
- We may use any information we receive through monitoring to investigate breaches of this standard or any law and to instigate disciplinary or legal proceedings.
- We provide you with computer technology to make our processes and communication more efficient and effective, without replacing personal contact.

Technology

The following are company property and you should only use them for their intended purposes:

- Our computer hardware and software



- The information on our systems, and Any Al Yalays Government Transactions center information on your home or other non- Al Yalays Government Transactions center system.

Internet Usage

- The company provides Internet access to its staff to assist them in carrying out their duties for the company. It should not be used for personal reasons.
- Personal use of the Internet is only permitted on a strictly limited basis and only with the specific approval of your supervisor or manager.
- You may only access the Internet after you have been authorized to do so by your Head of Department in writing and by using Al Yalays Government Transactions center content scanning software, firewall and router.
- All legal protections to data and software provided by licenses and copyrights are to be respected.
- You should not at any time access or download inappropriate materials, including non-business related materials or extreme material such as pornographic, racist, anti-social, or extreme political nature or which incites violence, hatred, or any inappropriate or illegal activity.
- You should not browse personal webmails unless permitted only on a strictly limited basis with the specific approval of the Information Security Manager.
- You must take care not to infringe the copyright of third parties when downloading materials or forwarding the same to others.
- You should ensure that all information which is posted on the organization's website is accurate and up-to-date.

Always:

- Use computer hardware, software and the information on our systems responsibly and for business purposes

Never:

- Make calls or send texts which are abusive or unprofessional
- Call premium rate numbers, except for business reasons
- Make private international calls, unless you are abroad on company business



- Conduct any unapproved private employment or business activities
- Distribute, showcase, store, view, print or access any pornographic, obscene, indecent, hateful or other offensive material (for example material that is racist) or anti-social or against the local government
- Engage in any illegal activity, including fraud, plagiarism, forgery, or any form of intimidation or harassment
- Download, store, copy or transmit the works of others (including software, games, MP3 music and video files) without their permission, as this may infringe copyright
- Participate in online gambling, or soliciting for personal gain
- Disable company security measures

Social Media

Social media provides new opportunities for business, communication and collaboration, and new obligations for us to protect our people and reputation.

Social media includes sites such as Facebook, YouTube, LinkedIn, Twitter, blogs, newsgroups, and others where you can post text. We recognize that you may use social media for self-expression and that in some circumstances Al Yalayis business center interests can be supported through these channels.

Social media use shouldn't interfere with your responsibilities at Al Yalayis Government Transactions Center. Al Yalayis Computer systems are to be used for business purposes only. When using Al Yalayis computer systems, the use of social media for business purposes is allowed (ex: Facebook, Twitter, and LinkedIn), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.

You should get appropriate permission before you refer to or post images of current or former employees, members, vendors, or suppliers. Additionally, you should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks, or other intellectual property. You should be aware that Al Yalayis center may observe content and information made available by you through social media. You should use your best judgment in posting material that is neither inappropriate nor harmful to Al Yalayis center, its employees, or Customers.

Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing libelous, or that can create a hostile work environment.



Social media networks, blogs, and other types of online content sometimes generate press and media attention or legal questions. You should refer these inquiries to authorized Al Yalaysis Center spokespersons

You are responsible for everything you publish on social media. If you identify yourself as an Al Yalaysis center employee, then:

- Your profile and content must be correct and consistent with the way you would present yourself and Al Yalaysis to colleagues and customers
- You must not post indecent, offensive, discriminatory or defamatory content
- Your content must respect all religious, political, economic and racial differences and opinions
- Your content must respect others' privacy
- Anything you state as fact must be correct and fair, and where you make mistakes, you must correct them as soon as possible.

-If you publish anything about Al Yalaysis business center, you must make clear that the views are yours and do not represent those of Al Yalaysis business center. You must comply with our requests not to discuss topics related to confidentiality, customer, job profile, or legal aspects. You must also comply if we ask you to remove information that breaches legislation, regulations or our policies.

. Where authorized and appropriate for your work, you may publish material on social media sites which refers to Al Yalaysis or uses our name, providing you:

- Behave professionally
- Do not harm the reputation of Al Yalaysis business center and our employees
- Check the privacy settings, to ensure that your posts do not compromise your identity, location or other personal details in a way that could put you, your colleagues, the company or our customers at risk

Always:

- Ensure you publish material which is correct and fair
- Make it clear that you have published information in a personal capacity and that it does not represent Al Yalaysis Center view
- Remove information you have published which breaches legislation, regulations or company policy

Never:

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- Publish information that could compromise the security of you, the company, colleagues or customers
- Publish the name of the client or process working or post comments
- Co-branded
- Publish, post or release any information that is considered confidential or not public If there are questions about what is considered confidential, you should check with the Human Resources Department and/or supervisor

You are strictly prohibited from publishing comments, pictures, judgment, feedback related to any Customer or Customer's client, or release any information that is considered confidential or not public.

Enforcement of the Al Yalayis Government transactions center code of conduct; disciplinary sanctions

Any Al Yalayis Government transactions center employee who has attempted to breach or has breached this code of conduct, whether by negligence or willful misconduct, will be subject to disciplinary sanctions in accordance with applicable laws and regulation, including administrative measures and criminal penalties, as well as disciplinary sanctions provided for in the internal regulations of the company of which he or she is an employee or corporate officer.