# Invigo's Code Of Conduct

Anti-Corruption, Bribery, and Whistleblowing

Policy

IGO/ADM/3705/FG-2015-V2.0

10/11/2015

### Contents

1. INVIGO's POLICY STATEMENT	3
2. WHO IS COVERED BY THE POLICY?	3
3. WHAT IS BRIBERY?	3
4. HOSPITALITY AND GIFTS	3
5. WHAT IS NOT ACCEPTABLE?	4
6. DONATIONS	4
7. YOUR RESPONSIBILITIES	4
8. RECORD-KEEPING	5
9. WHISTLEBLOWING: HOW TO RAISE A CONCERN	5
10. WHISTLEBLOWING: WHAT TO DO IF YOU ARE A VICTIM OF BRIBERY OR CORRUPTION	5
11. WHISTLEBLOWING: PROTECTION	5
12. WHO IS RESPONSIBLE FOR THE POLICY?	6
13. MONITORING AND REVIEW	6
14. COMPETITION	8
15. CULTURE OF OPEN AND HONEST COMMUNICATION	8
16. CONFIDENTIAL AND PROPRIETARY INFORMATION	8
17. ACCOUNTABILITY	8

#### 1. INVIGO'S POLICY STATEMENT

- 1.1 It is our policy to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption, and are committed to acting professionally, fairly and with integrity in all our relationships and business dealings wherever we operate and to implementing and enforcing effective systems to counter bribery.
- 1.2 We will uphold all laws relevant to countering bribery and corruption. We remain bound by the laws of the Republic of Lebanon in respect of our conduct both at home and abroad.
- 1.3 The purpose of this policy is to:
- (a) Set out our responsibilities, and of those working for us, in observing and upholding our position on bribery and corruption; and(b) provide information and guidance to those working for us on how to recognize and deal with bribery and corruption issues.
- 1.4 Bribery and corruption are punishable for individuals and if we are found to have taken part in corruption we could face an unlimited fine and face damage to our reputation. We therefore take our legal responsibilities very seriously.
- 1.5 In this policy, third party means any individual or organization Invigo come into contact with during the course of your work for us, and includes actual and potential clients, customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies, including their advisors, representatives and officials, politicians and political parties.

#### 2. WHO IS COVERED BY THE POLICY?

This policy applies to all individuals working at all levels and grades (collectively referred to as workers in this policy).

#### 3. WHAT IS BRIBERY?

A bribe is an inducement or reward offered, promised or provided in order to gain any commercial, contractual, regulatory or personal advantage.

#### 4. HOSPITALITY AND GIFTS

- 4.1 This policy does not prohibit normal and appropriate hospitality (given and received) to or from third parties and the giving or receipt of gifts, provided that the amount does not exceed 40 USD.
- 4.2 Normal and appropriate hospitality and gifts would include where the hospitality or gift:
  (a) is not made with the intention of influencing a third party to obtain or retain business or a business advantage, or to reward the provision or retention of business or a business advantage, or in explicit or implicit exchange for favors or benefits;
- (b) complies with local law;

- (c) is given in our name, not in your name;
- (d) does not include cash or a cash equivalent (such as gift certificates or vouchers);
- (e) is appropriate in the circumstances. For example, small gifts to be given at Christmas time;
- (f) taking into account the reason for the gift, is of an appropriate type and value and given at an appropriate time;
- (g) is given openly, not secretly; and
- (h) is not offered to, or accepted from, government officials or representatives, or politicians or political parties, without the prior approval of the Board of Directors.

#### 5. WHAT IS NOT ACCEPTABLE?

It is not acceptable for you (or someone on your behalf) to:

- (a) give, promise to give, or offer, a payment, gift or hospitality with the expectation or hope that a business advantage will be received, or to reward a business advantage already given;
- (b) give, promise to give, or offer, a payment, gift or hospitality to a government official, agent or representative to "facilitate" or expedite a routine procedure;
- (c) accept payment from a third party that you know or suspect is offered with the expectation that it will obtain a business advantage for them;
- (d) accept a gift or hospitality from a third party if you know or suspect that it is offered or provided with an expectation that a business advantage will be provided by us in return;
- (e) threaten or retaliate against another worker who has refused to commit a bribery offence or who has raised concerns under this policy; or
- (f) engage in any activity that might lead to a breach of this policy.

#### 6. DONATIONS

We do not make charitable donations or contributions to political parties.

#### 7. YOUR RESPONSIBILITIES

- 7.1 You must ensure that you read, understand and comply with this policy.
- 7.2 The prevention, detection and reporting of bribery and other forms of corruption are the responsibility of all those working for us or under our control. All workers are required to avoid any activity that might lead to, or suggest, a breach of this policy.

- 7.3 You must notify your manager and/or the Board of Directors as soon as possible if you believe or suspect that a conflict with this policy has occurred, or may occur in the future. For example, if a client or potential client offers you something to gain a business advantage with us, or indicates to you that a gift or payment is required to secure their business. Further "red flags" that may indicate bribery or corruption are set out in the Schedule.
- 7.4 Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct.

#### 8. RECORD-KEEPING

- 8.1 We must keep financial records and have appropriate internal controls in place which will evidence the business reason for making payments to third parties.
- 8.2 You must declare and keep a written record of all hospitality or gifts accepted or offered, which will be subject to managerial review.
- 8.3 You must ensure all expenses claims relating to hospitality, gifts or expenses incurred to third parties are submitted in accordance with our expenses policies and specifically record the reason for the expenditure.
- 8.4 All accounts, invoices, memoranda and other documents and records relating to dealings with third parties, such as clients, suppliers and business contacts, should be prepared and maintained with strict accuracy and completeness. No accounts must be kept "off-book" to facilitate or conceal improper payments.

#### 9. WHISTLEBLOWING: HOW TO RAISE A CONCERN

You are encouraged to raise concerns about any issue or suspicion of malpractice at the earliest possible stage. If you are unsure whether a particular act constitutes bribery or corruption, or if you have any other queries, these should be raised with your line manager and/or the Board of Directors, or simply reported by sending an email to the following address: <a href="mailto:whistle@invigo.com">whistle@invigo.com</a> – email received by the board of directors.

## 10. WHISTLEBLOWING: WHAT TO DO IF YOU ARE A VICTIM OF BRIBERY OR CORRUPTION

It is important that you tell the Board of Directors as soon as possible if you are offered a bribe by a third party, are asked to make one, suspect that this may happen in the future, or believe that you are a victim of another form of unlawful activity.

#### 11. WHISTLEBLOWING: PROTECTION

- 11.1 Workers who refuse to accept or offer a bribe, or those who raise concerns or report another's wrongdoing, are sometimes worried about possible repercussions. We aim to encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken.
- 11.2 We are committed to ensuring no one suffers any detrimental treatment as a result of refusing to take part in bribery or corruption, or because of reporting in good faith their suspicion that an actual or potential bribery or other corruption offence has taken place, or may take place in the future. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavorable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should inform the Board of Directors immediately.
- 11.3 We take seriously our responsibility to enforce this Whistleblower Policy and therefore encourages any person reporting a Concern to identify him or herself so as to facilitate any resulting investigation. Notwithstanding the foregoing, in reporting a Concern, a Protected Person may request that such report be treated in a confidential manner (including that the Company take reasonable steps to ensure that the identity of the reporting person remains anonymous). Concerns may also be reported on an anonymous basis throughout a fill-in form on Invigo's portal, sustainability section. Reports of Concerns will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

#### 12. WHO IS RESPONSIBLE FOR THE POLICY?

- 12.1 The Senior Management Team have overall responsibility for ensuring this policy complies with Invigo's legal and ethical obligations, and that all those under our control comply with it.
- 12.2 The Board of Director's representative has primary and day-to-day responsibility for implementing this policy, and for monitoring its use and effectiveness and dealing with any queries on its interpretation. Management at all levels are responsible for ensuring those reporting to them are made aware of and understand this policy and are given adequate and regular training on it.

#### 13. MONITORING AND REVIEW

- 13.1 The Board's representative will monitor the effectiveness and review the implementation of this policy, regularly considering its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible. Internal control systems and procedures will be subject to regular audits to provide assurance that they are effective in countering bribery and corruption.
- 13.2 All workers are responsible for the success of this policy and should ensure they use it to disclose any suspected danger or wrongdoing.
- 13.3 Workers are invited to comment on this policy and suggest ways in which it might be improved. Comments, suggestions and queries should be addressed to the Board of Directors.

13.4 This policy does not form part of any employee's contract of employment and it may be amended at any time.

Policy last updated November 2015

Schedule Potential risk scenarios: "red flags"

The following is a list of possible red flags that may arise during the course of you working for us and which may raise concerns under various anti-bribery and anti-corruption laws. The list is not intended to be exhaustive and is for illustrative purposes only.

If you encounter any of these red flags while working for us, you must report them promptly to your manager or to the Board of Directors:

- (a) you become aware that a third party engages in, or has been accused of engaging in, improper business practices;
- (b) you learn that a third party has a reputation for paying bribes, or requiring that bribes are paid to them, or has a reputation for having a "special relationship" with foreign government officials;
- (c) a third party insists on receiving a commission or fee payment before committing to sign up to a contract with us, or carrying out a government function or process for us;
- (d) a third party requests payment in cash and/or refuses to sign a formal commission or fee agreement, or to provide an invoice or receipt for a payment made;
- (e) a third party requests that payment is made to a country or geographic location different from where the third party resides or conducts business;
- (f) a third party requests an unexpected additional fee or commission to "facilitate" a service;
- (g) a third party demands lavish entertainment or gifts before commencing or continuing contractual negotiations or provision of services;
- (h) a third party requests that a payment is made to "overlook" potential legal violations;
- (i) you receive an invoice from a third party that appears to be nonstandard or customized;
- (j) a third party insists on the use of side letters or refuses to put terms agreed in writing;
- (k) you notice that we have been invoiced for a commission or fee payment that appears large given the service stated to have been provided;
- (I) a third party requests or requires the use of an agent, intermediary, consultant, distributor or supplier that is not typically used by or known to us; or
- (m) you are offered an unusually generous gift or offered lavish hospitality by a third party.

#### 14. COMPETITION

We are dedicated to ethical, fair and vigorous competition. We will sell INVIGO's products and services based on their merit, superior quality, functionality and competitive pricing. We will make independent pricing and marketing decisions and will not improperly cooperate or coordinate our activities with our competitors. We will not offer or solicit improper payments or gratuities in connection with the purchase of goods or services for INVIGO's or the sales of its products or services, nor will we engage or assist in unlawful boycotts of particular customers.

#### 15. CULTURE OF OPEN AND HONEST COMMUNICATION

At INVIGO everyone should feel comfortable to speak his or her mind, particularly with respect to ethics concerns. Managers have a responsibility to create an open and supportive environment where employees feel comfortable raising such questions. We all benefit tremendously when employees exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times. INVIGO will investigate all reported instances of questionable or unethical behavior. In every instance where improper behavior is found to have occurred, the company will take appropriate action. We will not tolerate retaliation against employees who raise genuine ethics concerns in good faith. Employees are encouraged, in the first instance, to address such issues with their managers, as most problems can be resolved swiftly.

#### 16. CONFIDENTIAL AND PROPRIETARY INFORMATION

Integral to INVIGO's business success is our protection of confidential company information, as well as nonpublic information entrusted to us by employees, customers and other business partners. Confidential and proprietary information includes such things as pricing and financial data, customer names/addresses or nonpublic information about other companies, including current or potential supplier and vendors. We will not disclose confidential and nonpublic information without a valid business purpose and proper authorization.

#### 17. ACCOUNTABILITY

Each of us is responsible for knowing and adhering to the values and standards set forth in this Code and for raising questions if we are uncertain about company policy. If we are concerned whether the standards are being met or are aware of violations of the Code, we must contact the management. INVIGO takes seriously the standards set forth in the Code, and violations are cause for disciplinary action.

Signature

Name For

Position