



Partner Code Of Ethics

'Lets all speak aswaaq'

أسواق
aswaaaq®



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tamraat®

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Vision

“To be benchmarked as a World-Class Retailer in the region”



Mission

“To build a profitable, competitive and sustainable business through our people, continuous innovation and excellence by providing quality services and products to our customers and community”



Core Values

Dedication, Leadership, Innovation, Integrity, Professionalism, Speed, Teamwork, Transparency and Happiness.



Key Drivers

*Let's All Improve ROI
Let's All Be Closer to our Customers
Let's All Be Closer to our Employees
Let's All Support to our Community
Let's All Aim to Standardize
Let's All Learn, Innovate & Grow*



CEO Message, aswaaq L.L.C

Living our beliefs and applying our values is one important aspect of achieving success in our life. In aswaaq, we work towards achieving our vision in the first place, achieving other objectives which varies according to the changes that we are witnessing across the year.

The 'Partner Code of Ethics' includes the behaviors and conduct that we should adopt in our life as well as in the course of our daily work. Being partners in the success of aswaaq business, we should apply this code in our dealings with each other.

The 'Partner Code of Ethics' implies the roles and responsibilities that we should take towards the situations which we might get exposed to from time to time. My belief in sharing the responsibilities urged to introduce this Code so that can work hand in hand to achieve excellency in the level of the services we provide.



INTRODUCTION:



The 'Partner Code of Ethics' here in refers as 'The Code' sets out the highest standard of ethical business practice we expect from every Partner of aswaaq Group. The purpose of this document is to set out aswaaq's expectations for its Partners regarding compliance with its ethics and standards. aswaaq expects Partners to share our commitment to ethics and integrity by complying with the aswaaq 'The Code'.

'The Code' sets out the rules and standards that are necessary to conduct aswaaq business in an ethical, compliant manner and in accordance with aswaaq values. Our Partners should comply with all applicable laws and regulations and behave ethically. Partners who violate applicable laws are unacceptable to us. 'The Code' is a summary of all the laws, standards and policies that apply to aswaaq and its subsidiaries.

'The Code' does not dilute our Partners legal obligations, and it does not override the terms of any agreement we have contractually agreed. If there is any conflict between the terms of an agreement we have with a Partner and this Code, that agreement will prevail. For any non-compliance of the terms in this document shall lead to suspension of partnership with the Partner.

'The Code' applies to all Partners who conduct business with us, undertake any work for or represent aswaaq in any manner. 'The Code' shall be revised from time to time. Partners should always refer to www.aswaaq.ae to ensure they are complying with the latest version of 'The Code'. We expect our Partners to ensure that any of its personnel who interact with aswaaq are familiar with and comply with the standards set out in this document. aswaaq deserve right to negotiate the contracts terms time to time as per the market circumstances and the Partners to support and respond positively. As a mutual partnership engagement Partner and their personnel shall participate in the wafa loyalty program. Partner shall propose & use the UAE made products wherever applicable to support the national products.



DEFINITIONS:

- aswaaq – aswaaq Group i.e. aswaaq LLC & its subsidiaries.
- Partner – Means a firm, corporation and/or any other legal entity or its duly authorized representatives

A. COMPLIANCE WITH LAWS AND REGULATIONS:

We expect our Partners to comply with all applicable laws and regulations but not limited to the following.

I. To comply with all regulatory requirements regarding all areas of their business and its operations, including but not limited to corporate governance, occupational health & Safety, labor standards and environment management.

II. To create and maintain accurate books and records and not to improperly delete, destroy or remove or falsify or otherwise tamper with such books and records. Records shall be retained in a manner consistent with applicable rules and regulations.

B. ETHICAL BUSINESS PRACTICES:

We expect our Partners to comply with each and ethical business practices but not limited to the following.

I. Conflicts of Interest

Partners and personnel performing services for aswaaq are expected to adhere to all professional standards and codes governing conflicts of interest related to the services performed.

II. Confidentiality

Partners, Partner staffs, subcontracted staffs and ex-staffs may not use, disclose or retain confidential or proprietary information about aswaaq (including aswaaq subsidiaries, member firms, customers, or partners) obtained in the course of their business dealings with aswaaq beyond the terms and conditions stated in the Partner's contract with aswaaq. Partners should take proactive measures to prevent the improper disclosure of confidential information. Any inadvertent disclosure of aswaaq or third party confidential information or concerns that the security of such information may have been compromised subject to the information, must be reported to aswaaq immediately.



III. Self-Regulatory Obligations

As a Self-Regulatory Organization, aswaaq employees and Partners have a heightened and proactive responsibility to ensure regulatory integrity. We expect Partners to report any suspicious conduct or potential rule violations relating to the markets we own and operate.

IV. Gifts & Anti-corruption

aswaaq expects Partners to comply with our 'The Code' with regards to the gifts provisions as well as applicable corruption and bribery laws including, but not limited to, Corrupt Practices and Bribery Act in all work related to their services to or on behalf of aswaaq. A Partner may not offer or accept a gift or other item of value involving aswaaq personnel, customers or other Partners in exchange for any action or other favorable treatment under any circumstances. aswaaq has a zero-tolerance policy towards bribery and corruption. Any form of bribery in connection with aswaaq business by our Partners is unacceptable. aswaaq expects Partners and/or their personnel to report to: hrdepartment@aswaaq.ae

- i. any requests for unpermitted gifts by aswaaq personnel related to the Partner's engagement,
- ii. any requests for a bribe, gift or other improper payment related to Partner's work for aswaaq

C. RESPECT

Treat each other with respect and value diversity. Harassment, intimidation, abuse, violence and any other disrespectful or offensive behavior to individuals is unacceptable. We expect our Partners to recruit, select and promote their employees solely on their qualifications, skills, aptitude and attitude. In employment-related decisions, our Partners must comply with applicable anti-discrimination requirements concerning matters of race, color, national origin, gender, marital status, religious belief, age or physical or mental disability. While in the premises of aswaaq, we expect Partners to adhere to widely accepted standards of professionally appropriate dress, with sensitivity to cultural considerations.

D. ENVIRONMENT

We expect our Partners to comply with Environmental regulations but not limited to the following.

- I. To adopt sustainability and environmental practices in line with our aswaaq Environment & HSE policy Statement. To the extent practical and feasible, we expect Partners to provide us with information to support our reporting and transparency commitments related to sustainability and environmental impacts.

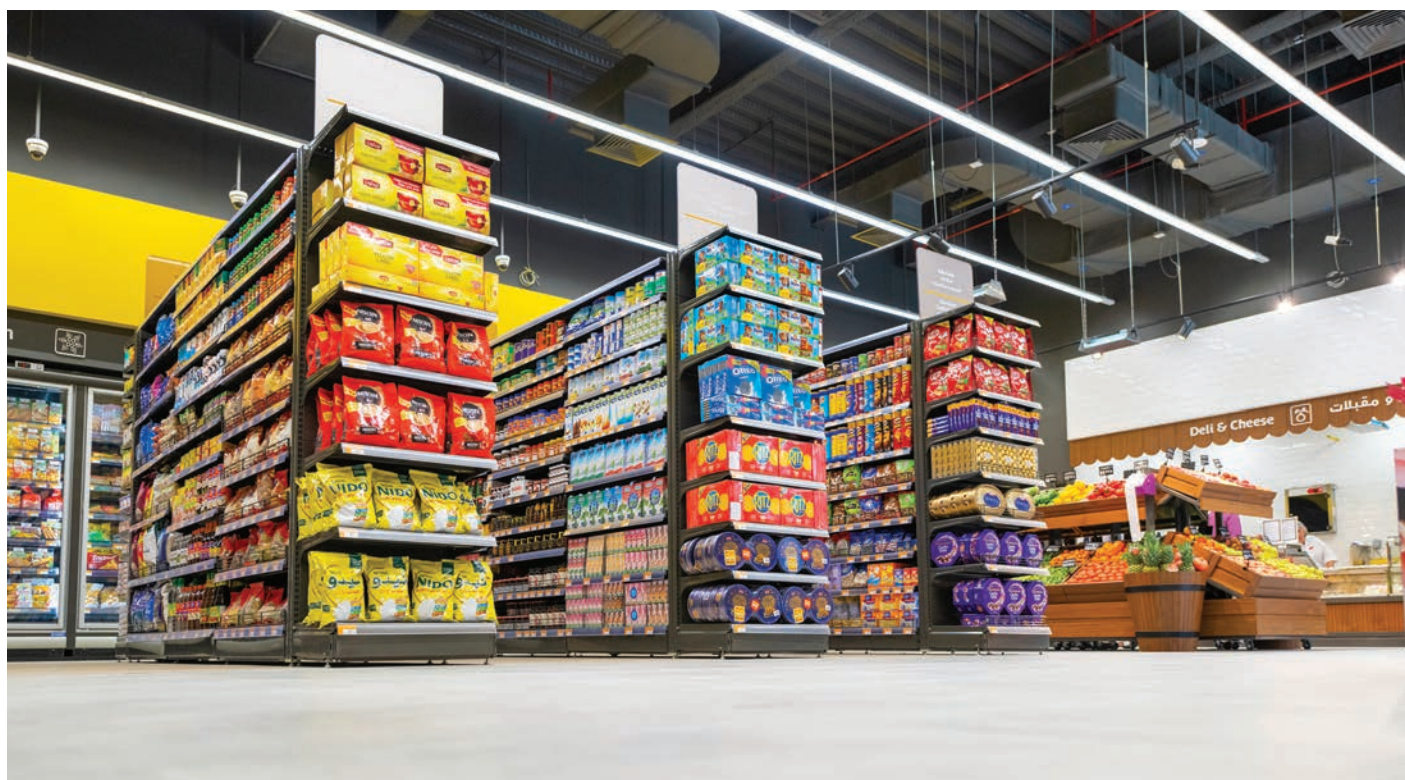


- II. To have in place the relevant Policies and Operational procedures to manage the environmental and social impacts of its business and to promote continuous improvement.
- III. To provide the accurate information regarding the business activities labor, workplace health & safety and environmental practices.

E. HUMAN RIGHTS & WORK SAFETY

We expect our Partners to follow all the regulations as per the UAE labor law and Health & Work safety procedures but not limited to the following.

- I. To conduct themselves consistent with our published HSE Policy statement. Partners must adhere to applicable human right laws including, but not limited to, those related to forced labor, child labor or human trafficking in line with the UAE Labour law.
- II. To set working hours, wages, insurance and overtime payments in line with the applicable Labour law of UAE. We expect the Partners to pay all the employees on time without any delay with the wages as per the market standards as per the UAE Labour law.
- III. To take appropriate action such as policies, procedures, standards, contingency measures, and management systems in orders to prevent occupational illness and work-related accidents and to provide the safe and healthy workplace to its employees.



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