

	Company Name:		
	شركة الديار المتحدة Diyar United Company		
Title:	Customer Code	Issue date 01-11-2016	Rev date 05/06/22
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REVISION HISTORY					
Revision	Description of Change	Author	Reviewed By	Approved By	Effective Date
01	Revised Clause 3.3, 3.4, 3.6, and 3.9	MR (Q, H&S)	Dennis Appleby	Dr. Mohammed Marouf	05/06/22

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1.0 PURPOSE

This Customer Code has been developed to outline behaviors that will benefit Diyar's clients and enable fair, ethical and safe business practices.

2.0 SCOPE

This conduct applies to all of Diyar's customers ensuring the safety, security, comfort and convenience.

3.0 POLICY

Our Code incorporates best practices in the areas of Labour and Human Rights, Health and Safety, Environmental Impact, Ethics and Management Commitment; along with emphasis on the element of overall social responsibility.

DIYAR manages and operates its businesses with integrity, honesty and sustainability and this is a great asset to our organization.

3.1 Human Right and Ethical Standards

Diyar United Company insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind Diyar's success.

At Diyar, we passionately believe that people are the most valued assets of our company. We trust, inspire, and empower our people to set and achieve high expectations, standards and challenging goals; working together towards accomplishing our vision. We ensure embedding Ethical behavioural conduct in our culture; thereby avoiding any kinds of complicity and discrimination activities.

All customers are encouraged to respect human rights and ethical standards and enhance the importance of such values within their business practices.

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3.1.1 Customer Rights

The definition of Customer right is 'the right to have information about the quality, quantity, purity, price and standard of goods or services', along with the right that the customer is to be protected against any unfair practices of trade. The customer rights include; but not limited to:

- The right to be safe: The customer has the right to be protected against products, production processes and services that are hazardous to health and safety.
- The right to be informed: the customer has the right to be informed about the facts that will help him/her in sourcing and receiving the products or services in a proper manner and be aware of his basic rights and responsibilities.
- The right to choose: the customer has the right to choose from a variety of quality goods and services sold at competitive prices with quality assurance.
- The right to be heard: the customer's interests are to be represented before official and non-official entities and his/her views are to be taken with regard to the development of goods and services.
- The right to be compensated: the customer has the right to a fair solution for his/her grievances about the product or services received and if any unfair customer practices observed.
- The right to a healthy and sustainable environment: the customer has the right to live and work in a hazard-free environment.

3.2 Community and Societal Involvement

Diyar aims to accomplish its business goals while fulfilling its social responsibilities and codes of conduct. We demonstrate our commitment to the societies and communities in which we operate; by engaging with community and other stakeholders.

All Customers are encouraged to strive forward to improve their social presence in communities in which they operate by activities such as charitable donations and involvement of their employees in social activities surrounding their sphere of influence.

3.3 Gifts and Entertainment

Diyar is committed to conducting all business without undue influence. The Code requires us to exercise good judgment and practice moderation in giving and receiving business gifts and entertainment.

Customers are required to be aware that it is not acceptable for any employees to give, solicit or receive gifts, payments, services or other benefits that influence any business decision or that create the appearance of influencing any business decision.

Diyar is committed to conducting all business without undue influence. The Code requires us to exercise good judgement and practice moderation in giving and receiving business gifts and entertainment. Examples of other corrupt activities includes – travel and hospitality, facilitation, political donations, loans from clients/customers, community benefits and club membership, personal favors etc.

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Customers are required to be aware that it is not acceptable to give, solicit or receive gifts, payments, services or other benefits that influence any business decision or that create the appearance of influencing any business decision.

3.4 Quality, Health, Safety, Environment (“QHSE”)

In accordance with Diyar’s Quality, Health Safety & Environment policy and guiding principles; we are committed to operate in a responsible manner that ensures standard operating quality procedures are followed; and in a manner that safeguards the health and safety parameters and also protects the environment.

The Quality, Health & Safety and Environmental policy is maintained through implementation of ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System and ISO 45001:2018 Occupational Health and Safety Management System.

All customers are encouraged to operate in compliance with legally mandated standards for workplace health and safety; along with being considerate against local environmental laws and practices including but not limited to those pertaining to waste disposal (proper handling of toxic and hazardous waste, segregation where regulated, etc), air emissions, pollution, etc.

3.4.1 Common Hazards and Safety Measures

Hazard is a source, situation, or act with a potential to harm in terms of human injury or ill health, or a combination of both injury and ill health. Being safe and operating in a healthy workplace is a vital right of every person and also a business imperative and it is the policy of Diyar to ensure Safe work practices are followed maintaining an accident and ill health free organization.

Operating in the sphere of Information Technology; we would encourage our customers to understand and practice safe handling of products and services as outlined in the product operating manual and as trained by Diyar’s workforce; ensuring minimization of any unforeseen hazards.

Hazards are classified as follows:

Anything in the workplace that has the potential to harm people is considered as workplace hazard. This can include objects in the workplace, such as machinery or dangerous chemicals. Other hazards relate to the way work is done.

1. Physical hazard

- Slippery or uneven ground leading to slips/falls on a level.
- Work at heights, leading to falls
- Falls of objects from height such as tools or materials, leading to impacts on passersby.
- Inadequate space to work, such as low headroom, leading to head impacts.
- Poor ergonomics (e.g. bad posture or repetitive work), leading to acute or chronic health effects.
- Manual lifting/handling of materials with the potential for back, hand and foot injuries
- Trappings, entanglement, burns and other hazards arising from equipment.
- Transport hazards, either on the road or on premises/sites, while travelling or as a pedestrian



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- Fire and explosion (linked to the amount and nature of flammable material).
- Harmful energy sources such as electricity, radiation, noise or vibration
- Unsuitable thermal environment, which can lead to hypothermia or heat stress.
- Violence to staff, leading to physical harm

2. Chemical hazard

- Substances hazardous to health or safety due to inhalation [such as carbon monoxide (CO) the hazard would be linked to the amount of CO].
- Acidic Contact with, or being absorbed through, the body
- Ingestion (i.e., entering the body via the mouth), such as lead paint.
- Stored materials that degrade over time (such as oxidizers).
- Lack of oxygen.

3. Biological hazard

- Biological agents, such as bacteria or viruses that might be inhaled.
- Ingested (e.g. via contaminated food products).

4. Psychological hazard

- Excessive workload, lack of communication or control, workplace physical environment, leading to stress (linked to the magnitude and duration of stressors).
- Physical violence, bullying or intimidation within the workplace, leading to stress.
- Involvement in a major incident, leading to post traumatic stress

4. Environmental hazard:

An environmental hazard is a substance, state or event which has the potential to threaten the surrounding natural environment and / or adversely affect people's health. This term incorporates topics like pollution and natural disasters such as storms and earthquakes.

Apart from the above classified hazards; all customers are encouraged to ensure appropriate safe handling on the products and services received.

Operating in the Information Technology industry; our safe handling products & services include but not limited to;

- Laptops
- Printers
- Batteries
- Cartridges
- Network Cables
- Power Sockets
- Customized Stations
- Infrastructure

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All customers are encouraged to read through the associated manuals in line with product safety and hazards and practice the same.

3.5 Laws and Regulations

All customers are encouraged to operate in full compliance with all applicable laws and regulations of the countries in which they operate; including, but not limited to, those relating to labor and employment, immigration, health and safety, intellectual property, corruption and the environment.

3.6 Anti-Corruption

As top management of Diyar we pledge and commit for zero tolerance towards corruption. Diyar is committed to abiding by all laws and regulations to prevent bribery and corruption and thus we encourage our employees to comply with all applicable anti-bribery and anticorruption laws.

Corruption can take many forms, and can include behaviors like:

Public servants demanding or taking money or favors in exchange for services, politicians misusing public money or granting public jobs or contracts to their sponsors, friends and families, corporations bribing officials to get lucrative deals etc.

Customers are requested to abstain from offering, paying, soliciting or receiving any form of bribe as an inducement or reward for any business transaction which intends to obtain improper advantage and to conduct their business in full compliance with all applicable laws intended to promote free and fair competition.

3.7 Confidential/Proprietary Information

Customers are required to respect the Company's intellectual property, and other confidential, proprietary or sensitive information, and may not use or disclose any such information except in accordance with their contract with the Company. Any information or data regarding the Company's operations shall be treated by Customers as confidential at all times.

3.9 Communication & Reporting

Diyar is committed to maintaining the highest levels of integrity and honesty amongst its workforce and takes very seriously any form of malpractice that is identified in the name of the organization. As an organization, our values are to be fair and transparent across all business channels and our Whistleblower Policy is designed to further strengthen our culture of ethics and reliability.

The Company has developed a whistleblowing policy that specifies guideline for reporting any suspicious or violating conduct committed, so that the necessary remedial action may be taken in a timely manner.

We encourage our business partners to report any serious concerns – that show any malpractices, unethical conduct, fraudulent or illegal practices through our dedicated whistleblower E-mail. (whistleblowing@diyar.me.com)

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We assure that all the reports will be thoroughly reviewed by Diyar’s Human Resources Team, and the identity of the reporter will be kept confidential, unless express permission is given.

TO REPORT ANY SUSPICIOUS BEHAVIOUR OR ACTIVITY (ILLEGAL, UNACCEPTABLE OR UNDESIRABLE), PLEASE COMPLETE THE FORM ATTACHED AND SEND IT WITH THE SUPPORTING DOCUMENTS BY ONE OF THE FOLLOWING WAYS:

- By hand to Head office | BT Tower, Khaled Bin Waleed Street- Sharq, Kuwait. P.O.Box 3985-Safat 13040
- By email: whistleblowing@diyarme.com

6.0 EFFECTIVE DATE

This policy is effective from **5th June 2022** and supersedes any other such policy previously in effect.

	Company Name: شركة الديار المتحدة Diyar United Company	Document No: F/WBP/01-00		
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Please provide the following details about any suspicious behavior or activity (illegal, unacceptable or undesirable) suspected or any violation or suspicion of violating the law or regulations that may negatively affect the company. Please note that you may be asked for assistance to complete the investigation, if necessary.

VIOLATION REPORTING IS TREATED WITH STRICT CONFIDENTIALITY

Please note, all the fields are mandatory except 'Witness information'

Reporting person information

Name : _____ **Position :** _____ **Department :** _____

Telephone : _____ **Email:** _____

Suspect's information

Name : _____ **Position :** _____ **Department :** _____

Witness information (if any)

Name : _____ **Position :** _____ **Department :** _____

Telephone : _____ **Email:** _____

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1. What is the violation / inappropriate activity that occurred?

2. Who is the perpetrator of this violation / inappropriate activity?

3. When did the event happen and when did you notice the event?

4. Where did the event happen?

5. Is there evidence that can be presented to us?

6. Is there another suspect party other than mentioned above?

7. Do you have any other information or details that would help us in the investigation?

8. Do you have other notes?