



## Code of Conduct

Ultimate Solutions adheres to total quality management and follows professional practices during developing and updating ERP solutions. Therefore, our code of conduct has been created to achieve a balanced quality performance at the interpersonal and professional levels of employees in order to maintain professional excellence and serve the best interests of our customers.

### Objectives

Code of Conduct is a set of principles and standards developed to maintain integrity and transparency across the company's internal and external practices. All employees and all those who have an interest in the company or represent it to third parties (i.e., business partners) must comply with this code of conduct legally and administratively.

These standards establish rules and ethics that maintain professional punctuality, effectiveness, loyalty, efficiency, and excellence of employees' behavior while performing their job duties.

These standards also aim to inculcate cultural and ethical values and morality in employees in order to avoid suspicions that may adversely affect the dignity and prestige of the work. Code of Conduct directs employees to provide high-quality and high-speed services to customers with the highest degree of professionalism and neutrality and to report violations if any. Furthermore, consolidating these behavioral and ethical rules achieves the company's vision and mission and maintains good management that rewards dedicated employees, and holds negligent employees accountable.

### Core Values and Moral Obligations

- Our Code of Conduct complements –and not replaces– the legislations and laws that exist in the country and regulate the practices, behaviors, and relations between the company and other parties. Code of Conduct also goes along with what was decided by the internal regulations, policies, and procedures.
- Our Code of Conduct applies to all people who work for Ultimate Solutions,

Annex Code:	Annex 01/IMSP.15	Version/ Modification No.	0/1	Publishing Date:	01/02/2023 AD	Modification Date:	..... / .... /20 .....AD	Page 1 of 8
-------------	---------------------	------------------------------	-----	---------------------	---------------	-----------------------	--------------------------	-------------



any company fully owned by Ultimate Solutions, and Ultimate Solutions' business partners. This includes members of the Board of Directors, consultants, company executives, and the employees who represent Ultimate Solutions to third parties.

- Our Code of Conduct is an integral part of the documents to which the company and all who work for it or represent it adhere.
- Our Code of Conduct shall be considered in all agreements made between Ultimate Solutions and its external consultants, agents, distributors, and vendors.
- Our Code of Conduct applies to those who work for Ultimate Solutions from the date of joining the company whether through contract, work start, assignment, or appointment, and remains valid until the end date of that relationship. Note that employees who are on leave of all types or who carry out work assignments inside or outside the country must adhere to this code of conduct.
- Ultimate Solutions always looks forward to working with any company or organization that has matching rules and principles.

## Fulfillment of Employees' Rights

Ultimate Solutions is committed to protecting the contractual and functional rights of other parties –in terms of minimum wages and maximum working hours– following signed contracts and labor laws and legislations. The company also respects the provision of medical care, social insurance, and other benefits stated in its policies. The company ensures its employees' equal opportunity, prevents any obstacles that may impede workflow, and does not force any of them –under any circumstances– to perform their duties illegally.

Without prejudice to the right to have recourse to administrative or judicial authorities, employees have the right to complain to company management about any action taken against them with no fear of any future consequences or of being harmed.

Ultimate Solutions assures to provide equal employment opportunities in terms of recruiting, promoting, and rewarding based on objective criteria such as educational qualifications, professional experience, and competencies that suit the nature of the occupation and applicable regulations that maintain the diversity of the company. Ultimate Solutions adopts an employment policy that ensures

Annex Code:	Annex 01/IMSP.15	Version/ Modification No.	0/1	Publishing Date:	01/02/2023 AD	Modification Date:	..... / .... /20 .....AD	Page 2 of 8
-------------	---------------------	------------------------------	-----	---------------------	---------------	-----------------------	--------------------------	-------------



equality among employees regardless of their race, color, gender, religion, nationality, region, age, marital status, or physical disability. Ultimate Slotutions uses objective criteria to deliver functional training and development opportunities in addition to evaluation measurements that measure the employee’s professional and ethical performance, duties accomplishment, commitment to work regulations, and administrative relations. Ultimate Solutions employees are entitled to the same rights and privileges as per the company's stated regulations and policies.

### Conflict of Interest

Ultimate Solutions expects employees to be fully dedicated to its interests and ensures that the employee's interests are not in conflict with the company's rights and interests. Moreover, employees must report any personal or professional interests that may conflict with the company's interests, for example, but not limited to:

1. Involving in any other job that may cause a real or possible conflict with the interests of Ultimate Solutions.
2. Investing in any existing or potential competitors.
3. Creating partnerships with employees, consultants, or customers that may conflict with or affect the interests of the company.
4. Participating in a business with, providing a service to, or giving company contracts to acquaintances and relatives working for other companies.
5. Representing companies that make deals with Ultimate Solutions.
6. Using Ultimate Solutions assets and properties for personal purposes.

### Occupational Safety and Health

Ultimate Solutions continuously applies and updates the highest standards to ensure a healthy and safe workplace at all levels of its business by:

1. Carrying out periodical assessments and checks for environmental, health, safety, and security risks across all company facilities, handling any related issues, and monitoring and reviewing the results.
2. Ensuring compliance with legal requirements, internal regulations and policies, and any other rules approved by the company.

Annex Code:	Annex 01/IMSP.15	Version/ Modification No.	0/1	Publishing Date:	01/02/2023 AD	Modification Date:	..... / .... /20 ....AD	Page 3 of 8
-------------	---------------------	------------------------------	-----	---------------------	---------------	-----------------------	-------------------------	-------------



3. Providing a sound and healthy working environment.
4. Adopting adequate security measures and procedures to prevent suspicious activities that may risk and threaten employees or company’s facilities.
5. Prohibiting bringing any firearm, sidearm, or any other weapons –whether licensed or not– into the company's facilities. In addition, banning bringing any prohibited items or materials or anything that may violate public morality into the workplace.

### Combating Corruption

Ultimate Solutions fights all forms of corruption that may arise from practicing improper behavior or violating laws, regulations, or company policies and procedures.

### Unlawful Use of Company Funds and Rights

Any employee who assaults or misuses the company’s funds in their possession or at their disposal, whether by embezzlement, waste, neglect, spending other than what was allocated for them, theft, or fraud in obtaining the company’s funds or rights, directly or indirectly, shall be held accountable.

### Bribery and Abuse of Power and Authority

Bribery offense occurs when a person gives, donates, grants, gifts, or receives anything of value in exchange for doing an act that violates the Ultimate Solutions procedures and regulations or harms its interests.

**Bribery may include, but is not limited to, the following:**

- Accepting, giving, or offering any valuable items –from or to a third party who deals with Ultimate Solutions– that result in a benefit to this third party, lead them to waive something, or affect their decisions in a way that harms the interests of Ultimate Solutions. These items can be (money, services, entertainment, hospitality, paying travel expenses, facilitating loans, political contributions, employment offers, etc.)
- Paying any amount of money to help Ultimate Solutions to get a deal or gain an unfair advantage over its competitors by making surreptitious deals with potential customers or government authorities.

Annex Code:	Annex 01/IMSP.15	Version/ Modification No.	0/1	Publishing Date:	01/02/2023 AD	Modification Date:	..... / .... /20 .....AD	Page 4 of 8
-------------	---------------------	------------------------------	-----	---------------------	---------------	-----------------------	--------------------------	-------------



- Giving overstated deductions, discounts, or commissions without the company's approval.

## **Fraud and Breach of Trust**

This offense means making a personal gain, causing a loss to the company, or taking away others' money or rights through fraudulent, deceptive, misleading practices, or through deliberate concealment of data that must be disclosed.

### **Fraud can take many forms, the most prominent of which are:**

- Submitting false certificates, documents, or fabricated statements, for payments or purchases that are not real; or providing incorrect travel expenses, or misleading accounting records.
- Misleading the customers with features that do not exist in the system or promising them additional features without referring to the concerned party.
- Misleading the company by providing incorrect information about a customer or claiming to perform tasks that have not been performed actually.
- Entering incorrect data or modifying existing ones in the company's systems in order to take away any target customer, lead, or opportunity from other colleagues.
- Transferring Ultimate Solutions' customers or potential to other competitors.
- Claiming falsely that individual(s) or company(ies) contributed to sales, implementation, or any other practices, to get higher commission or misuse the company's funds.
- Assisting Ultimate Solutions' customers or providing them with information that helps in carrying out financial, legal, or any other form of violations.
- Urging customers to complain to the official authorities in order to blackmail Ultimate Solutions to give in to demands that do not comply with its policies and procedures.
- Downloading or installing Ultimate Solutions' systems without proof of purchase from the company.

Annex Code:	Annex 01/IMSP.15	Version/ Modification No.	0/1	Publishing Date:	01/02/2023 AD	Modification Date:	..... / .... /20 ....AD	Page 5 of 8
-------------	---------------------	------------------------------	-----	---------------------	---------------	-----------------------	-------------------------	-------------



## Protecting Intellectual Property and Copyrights

- The systems, software, tools, and any other product that have been developed for Ultimate Solutions, whether by the employee him/herself while doing their jobs, or by their colleagues, sister companies, or any third party, are the exclusive property of Ultimate Solutions. Employees shall not retain any of these materials in any way, give them to others, or transfer them outside the company. Moreover, employees must hand these materials over when leaving the job.
- Data usage is subject to all applicable laws and regulations, including the Anti-Cyber and IT Crime Law. Employees are not allowed to use the company's PCs, telephone lines and equipment, the internet, mobile phone, and e-mail system in an aggressive manner, to threat or get revenge on a third party, or to damage the morale of other employees. Moreover, employees are not allowed to transfer or exchange inappropriate materials or messages that violate public morals using any of the company's devices, telecommunication channels, or bandwidth.
- Ultimate Solutions has the right to access any information and data stored on any electronic media devices either owned by the company or use the company's bandwidth, or wired and wireless lines.
- It is illegal to leak any information, both technical or non-technical, about the company, its customers, and even those who deal with it.
- It is illegal to insult the company or harm its interests on social media, in public gatherings, public meetings, conferences, etc-
- It is prohibited to complain about the company's internal affairs to the customer.

## Interpersonal Communication Ethics

Anyone who works for Ultimate Solutions deserves respect and decent treatment, regardless of their job grade. Taking into consideration that Ultimate Solutions is an international company, we urge our people to act cautiously, as behaviors and practices that may be acceptable in one culture are not necessarily acceptable to others. Therefore, any action that may insult, belittle, defame, or harass any employee is prohibited. This includes, but is not limited to spreading lies, rumors, gossip, defamation, insults, sexual harassment, mockery, violation of personal freedom, retaliatory behavior, teasing, bullying, and commenting on other people's behavior or physical appearance. These prohibited behaviors also include direct assault and affiliation with or

Annex Code:	Annex 01/IMSP.15	Version/ Modification No.	0/1	Publishing Date:	01/02/2023 AD	Modification Date:	..... / .... /20 .....AD	Page 6 of 8
-------------	---------------------	------------------------------	-----	---------------------	---------------	-----------------------	--------------------------	-------------



engagement in any activity that entails abusive, threatening, exploitative, harmful, intimidating, or hostile behavior.

## **Customer Care Ethics**

When it comes to handling customers, Ultimate Solutions' employees need to adhere to the following:

- Ensuring accuracy when entering customers' information into the company's systems, and should regularly update this information upon communicating with the customer.
- Considering honesty and accuracy when advertising, marketing, and making offers about our systems.
- Selecting the accurate products, services, and solutions that fulfill the customer's needs.
- Delivering training sessions to our customers on how to use the system and how to get the most benefit of its capabilities in organizing their business, developing their activities, and maintaining their data.
- Ensuring that we keep up with the latest trends in the industry and including them in the company's systems, and delivering these updates to customers who use our service.
- Making promises that we can fulfill during the different phases including the sales, implementation, and after-sales services.
- Being polite to customers, not raising voices or using inappropriate language.
- Treating customers with respect and not ignoring them or disregarding their calls during official working hours.
- Focusing on work and not getting distracted by personal issues while serving customers.

## **Consequences for Violating Code of Conduct**

Since the code of conduct is an integral part of the company-employee relationship, any act of violating the rules or breaching the obligations contained therein subjects the violator to the penalties stated in the sanctions and penalties policy after verifying the violation.

Annex Code:	Annex 01/IMSP.15	Version/ Modification No.	0/1	Publishing Date:	01/02/2023 AD	Modification Date:	..... / .... /20 ....AD	Page 7 of 8
-------------	---------------------	------------------------------	-----	---------------------	---------------	-----------------------	-------------------------	-------------



In case of non-compliance with the code of conduct, the violator bears solely the consequences of that violation, including any penalty that may be imposed by the regulator, and compensates the company for the damage they caused. Furthermore, Ultimate Solutions has the right to implement disciplinary measures against the violator in accordance with the company's work regulations.

The Complaints Committee shall be elected and authorized by the General Manager to be in charge and to form the committee(s) that will investigate the referred cases and approve the proper penalties. The Human Resources Department is the authorized party to impose penalties.

### **Approval and Effectiveness**

The code of conduct has been approved by the General Manager on January 30, 2023.

Human Resources Department is responsible for reviewing and updating the code of conduct, whenever needed, and submitting them to the General Manager for approval. The HR department also prepares the necessary forms and clarifications and training programs, and presents them to the General Manager for approval.

Annex Code:	Annex 01/IMSP.15	Version/ Modification No.	0/1	Publishing Date:	01/02/2023 AD	Modification Date:	..... / .... /20 ....AD	Page 8 of 8
-------------	---------------------	------------------------------	-----	---------------------	---------------	-----------------------	-------------------------	-------------