



Jordan Industrial Ports Company

شركة الموانئ الصناعية الأردنية

Ref.: JIPC-28-HR Rev.00

Date: Aug 11, 2021

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Code of Conduct and Work Ethics



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1. Policies

In these rules, the words that refer to the singular include the plural and vice versa, and the words that refer to the masculine include the feminine and vice versa.

What is the Code of conduct and why?

Behavior is the activity that an individual express through his relationships with those around him, and the Code of conduct are a set of principles and standards aimed at ensuring integrity, transparency and accountability in all aspects of the company's business and business.

These instructions aim to set out the rules of job conduct that would establish the principles of job discipline, transparency, integrity, objectivity, efficiency, loyalty and effectiveness in the behavior of the employees during the performance of their duties and functions

It aims to instill good morals in the employee to distance himself from the suspicions. It also aims to direct employees to the need to provide fast and high-quality services to clients and investors with the highest levels of professionalism and impartiality. This does not prevent the beneficiaries of the company's services from being encouraged.

Reporting any violations of these rules by the company's employees As the consolidation of these behavioral and ethical rules would achieve the company's vision and mission, consolidate the concept of good management, enhance job performance and behavior for employees, and reward employees and improving the company's image.

2. Core Values of the Code of Conduct

The basic principles of professional ethics, The lofty values that guarantee the company to exercise its competencies and perform its role with honesty and objectivity, and to enhance the confidence of all external parties related to the company's business in order to realize this noble goal. The company and its employees are committed to the following principles and values:

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2.1. Transparency

What is meant by this is the company's announcement of its mission, objectives, policies and standards, and its application of the principle of accountability within the limits of the laws and legislations in force in the Kingdom.

2.2. Integrity

That all employees of the company be above all suspicions and that their professional behavior should not be tainted by any prejudices. The integrity of the company's employees can be measured on the basis of the intent to act and the extent to which it is connected or away from whims and personal interests. The principle of integrity requires a commitment to refrain from siding with any political, social or sectarian tendencies, and not to employ the company's business and legal powers for the benefit of any party at the expense of another party

2.3. Honesty and Integrity

It means honesty, integrity and good moral character, which requires the company and its employees to perform their professional duties with honesty, impartiality, impartiality and responsibility. With keenness to comply with the laws and legislations in force in the Kingdom.

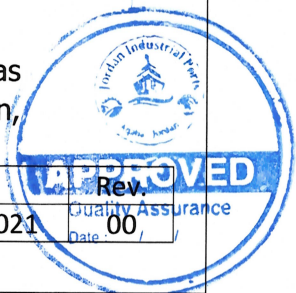
2.4. Impartiality and objectivity

The principle of impartiality and objectivity is an essential element to enhance the community's confidence in the company's business. The company adopts this principle through its commitment to exercise its competencies with impartiality, integrity and transparency. Objectivity for the company means the commitment of all its employees to the laws, legislations, circulars and professional standards that enable it to work with objectivity and high professionalism.

2.5. Justice and Equality

The company is committed to dealing fairly with all parties, and no person has the right to unfairly benefit from any individual through manipulation,

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concealment of information, misuse of confidential information, or distortion of facts or irregularities.

3. Values of professional competence

For the code of conduct the job code of conduct stipulates that the company's employees must have high professional competence that qualifies them to fully perform the professional duties and responsibilities entrusted to them. To achieve this, the company and its employees are bound by the following rules:

3.1. Familiarity with professional standards

The company and its employees are obligated to be aware of and apply professional standards as much as possible during the performance of their job duties, including the standards that the employee must abide by.

3.2. Exerting professional due care

The company and its employees must exercise due professional care when performing the tasks entrusted to them, by adhering to the laws, legislations and professional standards relevant to the company's work.

3.3. Continuous learning and self-rehabilitation

The company encourages its employees to continuously learn to obtain higher educational degrees or specialized professional certificates and sets the necessary material and moral incentives to achieve these values. On the other hand, the employee must be committed to continuous education and self-development in his field of work throughout his career. The employee is responsible for updating his knowledge and improving his skills to carry out his professional duties to the fullest. Accordingly, the company is committed to training and providing all necessary resources for this purpose.

3.4. Working hours Specific official working hours

to complete the work related to the company performed by the employee concerned in their respective competence with professionalism, accuracy, honesty and loyalty and therefore the employee must be a full working time is

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devoted to the performance of the duties of the job and not to take advantage of the time to complete or spend his own personal business and he has to keep on working hours from loss Wasting in private and personal matters without benefiting from them in the completion of work.

3.5. Professional secrecy

This means that the company's business, including all data, information and documents that the employee has access to while performing his job duties, are confidential. All employees are prohibited from disclosing information and data related to it, and this prohibition shall remain in place even after the employee leaves the company.

3.6. Maintaining documents

documents and records Company employees maintain committed to all documents and records that are in their custody, as they must take care of permanent files and files, worksheets, and save them in accordance with the rules and procedures of the company nor the employee damage may be those documents and documents only after obtaining written approval from the competent authority of the company.

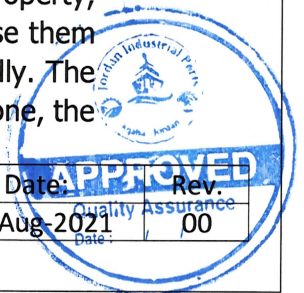
3.7. Dealing with the media and public appearance

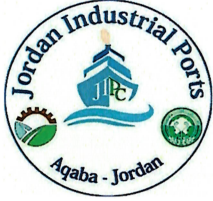
The company's management is responsible for responding to all requests and inquiries received from the media and related to the company. Employees may not participate in any media activity with customers, suppliers, or any other person in relation to the company, or agree to do so, and may not publish displaying any written or electronic materials, giving lectures, or conducting interviews Or appearing in public activities in which the name of the company is mentioned without obtaining a prior approval from the management.

3.8. Resource usage

The company employee is responsible for maintaining all property, materials and information in his custody or control and not to use them for any personal purposes except as provided in writing or legally. The company's communication systems, including e-mail, fax, telephone, the

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Internet and computers, must be used only to perform his job duties and in accordance with the company's policies and in accordance with the relevant laws.

3.9. Preserving the company's assets

The company provides all official office and stationery equipment and devices that the employee needs to perform his job duties, and the employee must maintain these devices and equipment and improve the warehouse and inventory.

4. Personal values of the code of conduct

The rules of business conduct include the following:

4.1. Conflict of interest

All employees of the company must avoid conflict of interest during their work in the company, whether in technical or administrative functions. Indirectly in any business or tenders related to the company's business.

4.2. loyalty to the homeland

The employee's commitment to loyalty to the homeland and not to offend in any way to the homeland or its symbols, adherence to the rules and principles of the Kingdom's constitution and laws.

4.3. Affiliation to legitimate political or professional organizations

Affiliation with political or professional organizations the company's employees may not belong to any of the prohibited associations, organizations, or bodies in the Kingdom, and it is permissible to join legitimate political or professional organizations, provided that it does not conflict with the principle of independence and independence of work. times, including official holidays, and at any place, whether inside or outside the Kingdom.

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4.4. Respecting the customs and traditions

in the community the employee must respect the social and cultural customs and traditions of the Jordanian society, and the employee must respect the religious rites in the Kingdom and be careful not to underestimate them, belittle them, or ridicule them.

4.5. Public health

The employee shall maintain good appearance and general health within and outside the company and shall behave in a proper and good manner.

5. Our commitment to our customers

We must put the company's clients' interest in the first place, provide them with excellent services, and always act with the highest standards of integrity and honesty.

5.1. Privacy of customer information

The company is committed to protecting the personal and confidential information of its customers and using it appropriately to achieve this end. In a way that allows them to better choose the appropriate services to meet their financial needs and goals.

All employees must protect all personal and confidential information of customers and ensure that only authorized persons have access to customer information.

5.2. Fair treatment

The company is committed to provide all its services to customers in a fair manner and to make its decisions based on fair standards without discrimination based on race, gender, religion or any other factors.

5.3. Combating money laundering

Money laundering is considered a global problem with dire consequences, and the process of money laundering is known as a process of transferring various illegal proceeds into money that appears to be legal and thus in

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its commercial costs. The company and its employees must work seriously to prevent the use of its transactions and services to assist in money laundering operations and to detect and report reservations related to this to achieve this end. The international anti-money laundering agencies have also set standards to protect financial institutions from using them to launder the proceeds from prohibited activities. The company plays a key role in adopting and encouraging the principles of combating money laundering and defining the role it can play.

5.4. Gifts and entertainment

The staff not to exploit their jobs to accept any gifts or hospitality or any other benefits of any kind should have been directly or through an intermediary may have a direct impact on objectivity in the implementation of its functions or would affect his decisions or have compelled him to commit something to meet its acceptance , Noting that it is strictly forbidden to ask for any gifts, hospitality or personal favors. If the employee is placed in a position where he cannot refuse gifts, hospitality, or other benefits that do not apply to the cases mentioned, or when he deems that accepting certain types of hospitality will return to him at the expense of him. The employee shall inform the department manager of this in writing, and the department manager shall inform the company's general manager in writing whether gifts, hospitality, or interests should be refused, disposed of kept

6. Our commitment to each other

The employee shall respect his managers and co-workers and act with tact, prudence, objectivity, impartiality and impartiality while addressing them verbally, in accordance with social customs and professional norms.

6.1. Dealing with managers and officials

- Dealing with managers and officials Adherence to the implementation of the managers' orders, directives and instructions according to the administrative hierarchy. He shall not be bound to carry out these orders and instructions unless confirmed by his manager in writing In this case,

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the Director General must be informed of the violation, and in all cases, the employee must refuse to implement the instructions If its violation constitutes a violation, misdemeanor or felony punishable by the company legislation .

- Dealing with managers and officials with respect and not trying to win any preferential treatment through methods of flattery or deception or through mediation and favoritism.
- Not to deceive or mislead managers and refrain from concealing any information related to his work with the aim of influencing the decisions taken or hindering the progress of work The employee must cooperate with his managers and provide them with the opinion, advice and experience that he enjoys with all objectivity and honesty, and to put at their disposal the information in his possession for the interest of the work.
- Informing his manager of any transgression, violation or difficulties he faces in the field of work.
- Informing the newly appointed direct manager, completely and accurately, on all topics and documents, including outstanding matters to ensure the continuity of work.

6.2. Dealing with colleagues

- Dealing with respect, tact and honesty, maintaining sound and friendly relations with them without discrimination, respecting their privacy and refraining from using any information related to their private lives with the intention of causing harm.
- Cooperating with his colleagues and sharing his opinions with high professionalism and objectivity and providing them with assistance wherever possible to solve the problems they face in the field of work and keenness to spread positive trends among colleagues to help improve work performance and improve its environment.
- Refrain from any immoral behavior, practices or actions that violate public morals, correct behavior, and the man's obligation to respect women as a colleague and business partner, and vice versa.

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6.3. Dealing with subordinates to the administration manager

- Develop the capabilities of his subordinates, help and motivate them to improve their performance, and set a good example for his subordinates by working to abide by the laws, regulations and instructions in force.
- Transferring the acquired knowledge and experiences to his subordinates and encouraging them to increase the exchange of information and knowledge transfer among them.
- Supervising his subordinates, holding them accountable for their work, evaluating their performance objectively and impartially, and seeking to provide training and development opportunities for them in accordance with the relevant regulations and instructions.
- Rejection of any pressure from a third party that leads to preferential treatment of the subordinate.
- Respecting the rights of his subordinates and cooperating with them in a highly professional manner without discrimination
- Obligation that the instructions to his subordinates be in writing in the event that he receives a written notice from his subordinates that his orders or directives he issued are contrary to the legislation in force.

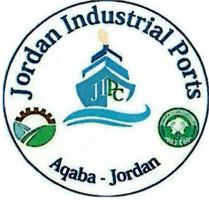
7. Our commitment to you

The company is committed to creating a sound work environment that provides all employees with all the requirements that will enable them to achieve their career aspirations, according to the following:

- Informing employees and informing them of the job code of conduct and its basic values. Notify them that good moral behavior is a duty and obligation and that it is part of the way in which they perform their work.
- To treat employees fairly and fairly without unjustified discrimination
- Create safe, fair and healthy working conditions for employees that meet their basic requirements, needs and personal and business goals.
- Encouraging the spirit of initiative and innovation among employees and providing mechanisms that encourage them to submit suggestions related to improving and developing the various aspects of work in the company.
- Encouraging employees to communicate and open communications for discussion aimed at resolving related issues that concern them during the performance of their job duties and working to find appropriate solutions to them.

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7.1. Incentives

To encourage the company's employees to abide by these rules and in the belief of the company's management of the necessity of rewarding the employee who abides by the provisions of the regulations and laws, and these rules regulating the behavior of the company's employees are punished by the reproaches charged by the company.

7.2. Disciplinary sanctions

If the employee commits a violation of the laws, regulations, instructions and decisions in force in the company and these rules of conduct or their application or commits an act or behavior that violates the responsibilities and powers entrusted to him, or obstructs them or breaches his duties, then the human resources policies in force stipulated in the manual shall be imposed on him. In the company.

8. Report and Inquiry

8.1. Report

If you suspect that there is something illegal or you are asked something that you think is illegal and inappropriate or may lead to a conflict of interest directly or indirectly, or the use of funds for the purpose of illegal or suspicion of money laundering or the financing of terrorism and contrary to the document content rules work behavior in the company involved in violation of the laws, regulations, decisions and procedures applied in the company you have to raise this issue as soon as possible with your direct supervisor, and if not, the matter be submitted to the Director of the Department concerned or to the General Manager, which in turn take appropriate whether to refer the subject to the legal affairs procedures the company or the competent committee to investigate the matter, and this is done in strict confidence and without delay, and the employee who is aware of an issue, and if he has nothing to do with it, must raise it on the condition that:

- To have evidence or evidence about the issue raised, whether criminal or prohibited activities
- Believes that there is abuse, immoral behavior or a clear violation

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- That such matters be raised in good faith
- If it is found that there is bad faith behind the report, the employee shall bear all the responsibilities resulting from that

8.2. Inquiry

The administration encourages all employees at all levels of administration not to hesitate to inquire and seek advice regarding the application of the rules of conduct, work performance and dealing with others from the direct or higher official.

The company aspires to achieve the highest levels of ethical and professional behavior at work, and the management of the company emphasizes the necessity of familiarity with these rules and commitment by all employees to these rules of conduct and basic values and to provide the highest possible level of services to all working members and dealers, and the management is committed to rewarding the diligent employee and his negligent issues To achieve the company's vision and mission, consolidate the concept of rational management, and enhance the functional and behavioral performance of employees.

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