



## ISA Code of Ethics Policy

### 1. PREAMBLE

- 1.1 ISA Code of Ethics sets out the basis of ISA relationship with customers, suppliers, staff and the law. It is derived from the Group's operating values and practices and the ISA Spirit.

The ISA Spirit's main elements are:

- a) Two-way loyalty of staff to management and management to staff.
- b) Commitment to quality service and a willingness to go the extra mile.
- c) Valuing of people: demonstrating care for the interests of customers and all who do work for ISA.
- d) Building enduring relationships with customers and suppliers through long-term commitments and face-to-face contacts.
- e) Honesty in communication with customers and all who do work for ISA.
- f) Compliance with all relevant laws, regulations and internal ISA policies.

- 1.2 This Code of Ethics reflects these values and acts to preserve them. The Code addresses:

- a) Global corporate ethics
- b) ISA customers
- c) ISA staff, subcontractors, consultants and suppliers
- d) Community and environment

### 2. GLOBAL CORPORATE ETHICS

- 2.1 ISA respects and abides by the laws of the countries in which it operates and all relevant supranational laws and regulations. Further, ISA people conduct their business in full understanding of, and in compliance with, ISA policies including those covering corruption, bribery, money laundering, whistle blowing and trade sanctions.
- 2.2 ISA respects the rights and cultural practices of people in the countries in which it operates.
- 2.3 ISA provides a work environment free of discrimination and harassment based on age, ancestry, colour, marital status, medical condition, mental disability, physical disability (including persons infected with the HIV virus or persons with AIDS), national origin, race, religion, sex, sexual orientation or veteran status.

### 3. ISA CUSTOMERS

- 3.1 ISA' customers can expect ISA employees to do all within their power to meet their needs and exceed their expectations.
- 3.2 ISA' customers can expect all ISA employees to deal honestly with them and not commit any crime at their behest.
- 3.3 ISA's customers can expect ISA employees to work to create enduring and positive relationships with them.



#### **4. ISA Employees, Suppliers, Subcontractors and Consultants**

- 4.1 People who undertake work for ISA do so cooperatively in a spirit of trust built on honest communication, professional conduct, fairness in business dealings and in full compliance with all laws and regulations.
- 4.2 ISA values highly the cultural diversity of all who undertake work for ISA and nurtures their willingness and capacity to work together to achieve common goals.
- 4.3 ISA employees ensure that workplace health and safety standards and practices are given priority and extend to all who undertake work for ISA.
- 4.4 ISA managers support the honest efforts of all staff to improve themselves and make provision for training and professional development to ensure staff are appropriately equipped for the jobs they are required to do on behalf of customers.
- 4.5 ISA managers recognize that all who undertake work for ISA is connected to families and that the well-being of the family has an impact on their ability to work effectively.
- 4.6 ISA employees will neither attempt to use their standing as employees of ISA to derive a private business advantage for themselves, any associate or family member nor engage in any other activity which constitutes a conflict of interest between their private and professional roles.

#### **5. COMMUNITY AND ENVIRONMENT**

- 5.1 ISA managers are committed to creating a healthy and safe work environment for all who undertake work for ISA.
- 5.2 ISA companies are committed over the long term to creating a more sustainable environment through the development of effective recycling and waste management policies and practices.
- 5.3 ISA employees recognize the importance of contributing to the well-being and development of the communities in which they work.
- 5.4 ISA is committed to causing no harm to the environment.