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Third Party Code of Conduct

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1 Introduction

Tech One Global Group (hereinafter referred to as “Tech One”) is committed to Lead, Inspire, Motivate and Empower organizations through Digital Transformation. Our Core values are Integrity, Empathy, Innovation, Diversity and Inclusion, Growth Mindset. We take pride in maintaining the highest legal and moral standards.

For over a decade, Tech One has been serving our clients based on Trust, Integrity, and honesty. We are determined to maintain the highest ethical standards in doing business, and our people play a crucial role in upholding this commitment.

We are committed to delivering excellence to our clients, and we expect our clients and third parties, including subcontractors, outside consultants and suppliers, to abide by the same ethical principles. The Code of Conduct of Tech One sets forth the standards of conduct, action, and behavior to ensure that the highest ethical and professional standards are met and maintained. This Code of Conduct is binding on all third parties who are in contractual relationship with Tech One.

2 Scope

This Third Party Code of Conduct applies to all suppliers, subcontractors, consultants, contractors, vendors, service providers, strategic partners, and any personnel acting on their behalf in connection with Tech One business. Third Parties are expected to comply with this Code, applicable laws and regulations, contractual obligations, and any security, privacy, quality, or compliance requirements communicated by Tech One.

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3 Implementation

Our Code of Conduct serves as a guide for our conduct, though it may not address every situation you might face. Its purpose is to encourage you to reflect on how we embody our company values in both our decision-making and actions. We consistently adhere to laws, regulations, and our internal policies, guidance, and procedures, and we are committed to upholding quality and trust. The third parties are expected to comply with the Code of Conduct of Tech One. In the event of non-compliance with the Code of Conduct any of the following actions may entail;

- (i) Request for an audit at the cost of the third party of its own organization or its subcontractor regarding the extent of the violation of the Code of Conduct;
- (ii) Requiring the third parties to follow the corrective action plans;
- (iii) Removal of the third party from the supplier lists; or
- (iv) Contractual termination

“Third Parties” means any person or organization, including its personnel, representatives, subcontractors, consultants, suppliers, service providers, or strategic partners, that is engaged by Tech One to provide goods or services to Tech One, deliver goods or services for Tech One customers, or establish a business or strategic partnership with Tech One.

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4 Values and General Conduct

4.1 Professional Integrity

We maintain the integrity of our company's reputation by accurately representing our position in all professional and business matters. Any form of misrepresentation is against our values and will not be tolerated. You are expected to communicate honestly, provide accurate information, and ensure that Tech One's stance is truthfully represented in every interaction.

4.2 Equality and non-discrimination

We always strive to be fair and objective in our advice and actions. We are never influenced in our decisions, actions, or recommendations by issues of gender or sexual orientation, race, faith, color, age, or personal disability. We value a discrimination-free organization, and we expect the same attitude from the third parties . You should treat everyone fairly, and every employee should be given opportunities without any discrimination. If you feel you or anyone is treated unfairly, you should report it to the relevant personnel to take action. Reporting of discrimination helps to make the organization a safe place to work.

4.3 Harassment and Bullying

Our workplace is built on mutual respect, with zero tolerance for all forms of harassment or bullying. You are expected to interact with all workers in a manner that upholds their dignity, avoiding any behavior that could be seen as harassment or bullying.

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4.4 Diversity

We believe a diverse workforce with a variety of perspectives can bring innovative solutions. Our Diverse workforce is contributing to our increased creativity and productivity. We expect third parties also to appreciate Diverse colleagues and adopt Diversity and Inclusion.

5 Business Practices

5.1 Health and Safety of Workplace

Tech One aims at maintaining a safe and healthy workplace, and it is important that third parties provide a safe work environment while adhering to legislations on the health and safety of the workers.

5.2 Responsible social media management

Third Parties are expected to engage responsibly on social media platforms. This includes promoting a positive image of our company, maintaining professional conduct, and respecting the confidentiality of company information.

Personal posts that may reflect poorly on our brand or conflict with our core values should be avoided. When sharing content related to our work, it's essential to ensure accuracy and seek proper authorization where necessary.

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5.3 Conflict of interest

You are expected to always avoid conflict of interest. Whenever you are faced with a conflict of interest, you should disclose it and shall always seek specific approvals from the head of your Strategic Business Unit. We take great care to be completely objective in our judgment and ensure that we are influenced only by the best interest of our customers. You are expected to follow the same impartial process..

5.4 Quality assurance

Tech One is committed to maintaining the highest quality through constant review with customers and relevant stakeholders. We encourage regular meetings to review the work and provide regular progress reports. You are expected to contribute to such quality assurance work.

5.5 Gifts, Entertainment, and Favors

You should not solicit or accept gifts, meals or entertainment, or any other favor, compensation of any kind where there is reasonable belief that such solicitation or acceptance would in any way, influence, or appear to influence, business decisions in favor of any person or organization with whom or with which the Tech One has, or is likely to have, business dealings with.

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5.6 Commitment to strategic partnerships

We prioritize our strategic partnership with Microsoft as a cornerstone of our business and expect Third Parties to do the same. You are expected to fully support our main strategic business partner by adhering to the core values of our business, this code of conduct and the existing laws in the countries where we operate including any specific guidelines issued by Microsoft upon notification of such to the Third Parties. Your actions should always align with our commitment to our main strategic partner, ensuring that our business relationships are consistent and mutually beneficial.

5.7 Responsible use of Artificial Intelligence (AI)

As a tech company, we encourage the use of Artificial Intelligence (AI) to enhance productivity and innovation. We believe in its benefits but are committed to using AI responsibly and ethically. You are expected to:

- Safeguard company data in compliance with privacy laws.
- Ensure AI systems do not perpetuate bias or discrimination.
- Make AI decisions understandable and accountable.
- Use AI to support, not replace, human decision-making.
- Stay informed and continuously improve AI practices.

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6 Intellectual Property and Proprietary information

6.1 Confidentiality

You are expected to respect personal and professional confidentiality and exercise discretion in all matters of official business. You should not reveal any private and confidential information to a third party unless such information is requested by an order of a court of law. These moral obligations continue upon leaving Tech One.

You may be given access to or acquire confidential information, data, business knowledge, or any other business-related information in the performance of their duties. It shall be the responsibility of the Third Parties to treat such information with strict confidence. Source codes, system configurations, prototypes, and other creations developed during the course of business shall be the sole property of Tech One.

6.2 Privacy

Tech One respects the privacy of all its employees, business partners, customers and third parties. You must handle personal data responsibly and in compliance with all applicable privacy laws. act as per any relevant contractual obligations, use such information only for legitimate business purposes and take care to prevent unauthorized disclosure.

6.3 Intellectual property rights

You are expected to respect the intellectual property rights such as patents, copyrights, trademarks, and other intellectual properties of Tech One and others. By this we expect compliance with the terms specified in the terms of use of the intellectual properties.

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7 Involvement with the Society

7.1 Protection of the Environment

Tech One respects the environmental laws and regulations and is committed to reducing the carbon footprint. You should respect and act in compliance with all the environmental laws and regulations.

8 Reporting and Enforcement

8.1 Whistleblower Protection

You play a crucial role in upholding our values. If you observe or suspect unethical behavior, you are expected to report it without fear of retaliation. You will not face any retaliation, such as demotion, harassment, or any other adverse action, for reporting in good faith. We are here to support you. If you need guidance on how to report or are unsure about a situation, reach out to our People & Culture Team and Compliance Officer. Remember, when in doubt, report—it's the right thing to do.

8.2 Our approach to investigation

We are dedicated to maintaining a fair process that protects the integrity of our organization. If a violation of the Code of Conduct is alleged, we will carry out a detailed and impartial investigation.

Confidentiality will be maintained throughout the process, and all individuals involved will be treated with fairness and respect. We are committed to resolving all issues promptly and

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fairly, upholding the integrity of our workplace.

ETHICAL DECISION-MAKING MODEL



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