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## **CODE OF CONDUCT AND ETHICS POLICY**

|                           |                                       |
|---------------------------|---------------------------------------|
| <b>Policy Number</b>      | <b>ADM-2021-005</b>                   |
| <b>Date of Issue</b>      | <b>2021 December 23</b>               |
| <b>Effective Date</b>     | <b>2022 January 3</b>                 |
| <b>Version Number</b>     | <b>2</b>                              |
| <b>Next Review date</b>   | <b>2022 December 31</b>               |
| <b>Training Frequency</b> | <b>Yearly</b>                         |
| <b>Applies to</b>         | <b>All Associates of isoSolutions</b> |
| <b>Issued By</b>          | <b>Arun Kumar Singh</b>               |
| <b>Position</b>           | <b>Managing Director</b>              |



## **A. Integrity is Central to our Business**

At isoSolutions integrity means we are fair, honest and trustworthy. Our customers and suppliers rely every day on:

Integrity in our workplace;

Integrity in sales & marketing;

Integrity in purchasing and operations;

Integrity in compliance to law, rules and regulations in all the countries we do business; and

Integrity in community relations.

We encourage questions and suggestions. We value discussion. We believe that our future is based on our integrity and accountability.

## **B. Definitions**

**“Associates”** means all Employees, Contractors, Part time workers or anyone who may have been engaged by isoSolutions to complete work or provide a product or service.

## **C. Employment Practices**

One of isoSolutions’ greatest strengths is its skilled, engaged, and diverse workforce. isoSolutions’ Associates will treat each other with dignity and respect.

### **DIVERSITY AND NON-DISCRIMINATION**

isoSolutions is committed to attracting, motivating, and retaining an inclusive and diverse workforce. As part of this commitment, our policies prohibit discrimination based upon race, color, religion, gender, national origin, age, disability, sexual orientation, gender identity or expression, veteran status or any other basis protected by Canadian Federal and Provincial law.

### **HARASSMENT**

isoSolutions provides a safe workplace and does not tolerate verbal or physical harassment or intimidation.

### **ALCOHOL AND DRUG ABUSE**

isoSolutions prohibits alcohol and drug abuse during work hours or any business meetings. The term abuse means excessively using or misusing a legal or illegal substance.

## MINIMUM HIRING AGE

Regular full-time Associates must be at least 18 years old. isoSolutions does not distribute products using forced or indentured labor, including child labor.

## D. Assets and Property

isoSolutions Associates must conserve, preserve, and protect isoSolutions' physical and intellectual property and financial assets.

## CONFIDENTIALITY AND NON-DISCLOSURE

isoSolutions Associates must adhere to the terms of the confidentiality and non-disclosure policy.

## BUSINESS RECORDS

isoSolutions Associates must record information accurately, completely and in accordance with company legal requirements. Where applicable, original data (the result of an original observation or activity) must be recorded exactly as it was first observed and cannot be estimated (outside of specifications), guessed at, or altered in any way.

Special care should be taken with the following records, whether in paper or electronic format:

- ❖ Financial records, including financial statements, accounting entries, and supporting detail information;
- ❖ Records filed with or required by government agencies; and
- ❖ Other business-related records including time records and business expenses.

## E. Conflicts of Interest

isoSolutions Associates must not engage in any conflict of interest and must be aware of any apparent or perceived conflicts of interest. Any such perceived conflict must be reported to Management and recorded. If Management approval is received, the approval decision must be documented.

A conflict of interest or perceived conflict of interest may arise when:

- ❖ An Associate, or Associates' relative has a financial interest, a job or a position on the Board of Directors of any IsoSolutions competitor, supplier, distributor, health care organization, vendor, or any organization that seeks to do business with isoSolutions;
- ❖ An Associate is engaged in a second job or business that may conflict with their responsibilities to isoSolutions.
- ❖ An Associate takes advantage of personal opportunities based on information obtained through isoSolutions such as use of isoSolutions property, information, or position.

Associates may not compete with isoSolutions, and owe a duty to advance isoSolutions' legitimate interests when the opportunity arises.

## **F. Advertising and Promotion**

Honesty in advertising and promotion are central to isoSolutions' integrity.

isoSolutions Associates:

- ❖ will promote products with materials that must be truthful, non-misleading and include a balanced picture of risks and benefits. Information used must be supported by appropriate back up, data and facts. These materials include advertising, literature, and public statements about products and services.
- ❖ must not unfairly criticize a competitor's products or services;
- ❖ must use appropriate data and facts to support any comparisons between products;
- ❖ be aware that in some countries, all comments about a competitor or their products or services are prohibited; and
- ❖ act in legal compliance with any regulations regarding a competitors' products or services.

## **G. Gifts and Entertainment**

isoSolutions recognizes that, in many cultures, exchanging courtesies such as modest gifts and entertainment is an integral part of conducting business. Acceptance of such modest courtesies is permissible if the gift or entertainment helps improve business or community relationships.

### **WHAT IS ACCEPTABLE**

isoSolutions' Associates can accept:

- ❖ modest meals, entertainment, or small gifts given to improve business or community relationships;
- ❖ modest gifts which comply with local laws, regulations or any other applicable policies; and
- ❖ gifts which are in good taste, reasonable, and customary in value; and

### **WHAT ISN'T ACCEPTABLE**

isoSolutions' Associates cannot:

- ❖ accept any modest gift given to influence purchasing decisions or during the purchasing or contracting decision process with an agreement (implicit or explicit) to purchase.
- ❖ accept paid extravagant recreational outings, travel, or lodgings at supplier sponsored events;
- ❖ accept tickets to sporting events or artistic performances where the giver will not be present;
- ❖ accept "prizes" sponsored by a commercial entity;

- ❖ accept gifts valued at an amount which the Associates would not be able to reciprocate in equal value; and
- ❖ solicit gifts or ask suppliers or other business associates to support charitable causes.

## **H. Prohibition of Corrupt Practices**

Associates must be aware that accepting or giving inappropriate gifts and entertainment has the potential to harm isoSolutions' business reputation and may be illegal. Every country where isoSolutions does business prohibits improper payments to or from government officials or private corporations. In many parts of the world, government officials include healthcare professionals like doctors and hospital administrators who work in the public sector.

Associates must not directly or indirectly exchange inappropriate cash, entertainment, gift cards, or cash equivalents or any gift as this:

- ❖ may have the appearance of a bribe or kickback;
- ❖ can be perceived as influencing decisions in the best interest of, or gaining an improper advantage for isoSolutions;
- ❖ may be thought of as trying to win or retain business or to improperly influence the act or decision of any government official, political party, candidate for political office, or official of a public international organization; and
- ❖ may have the appearance of illegally influencing the action of any individual, customer, company, or company representative.

## **I. Suppliers & Customers**

isoSolutions relies on its network of global suppliers to distribute quality products required by our customers. It is critical that all isoSolutions suppliers share our commitment to conducting business with integrity. When engaging or dealing with a supplier, isoSolutions Associates are required to:

- ❖ ensure suppliers are reliable and qualified;
- ❖ ensure the engagement of a supplier does not create an actual or apparent conflict of interest;
- ❖ evaluate, approve, and contract with suppliers before any services, materials, components or products are purchased from them in accordance with isoSolutions' requirements;
- ❖ obtain approval from Management prior to any public endorsement of a business partner;
- ❖ adhere to isoSolutions' policies governing purchase; and
- ❖ review all customer feedback and grievances systematically, analyze the problem and its root cause and take appropriate measures to implement necessary corrective and preventive measures in isoSolutions' processes and procedures.

isoSolutions is committed to meeting and exceeding the expectations of our customers.

## **J. Reporting**

Any violation of these standards should be reported to the Director, Administration as per below information:

Name: Susan Ireland

Designation: Director, Administration

Email: [sireland@isosolutions.com](mailto:sireland@isosolutions.com)

Phone Number: +1-604-669-7277

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_