

Code of conduct and ethics Preface

Congress service center (CSC) aims to be leading service provider devoting our human resources to very best level of quality service and professional advice to all clients.

Our Mission: Offering high-end tailor made services to exceed clients' needs and expectations in event management, travel, translation, interpretation, consultancy and publishing.

Our Vision: Our Company to become the prime worldwide service provider by providing the very best level of quality service and professional advice to all our clients at the absolutely best price.

All CSC employees should follow this Code of conduct and ethics in order to comply with all CSC principles, national laws, regulations, and business ethics and to express our social and environmental responsibility.

This code of conduct will be the guiding standard for everyone in CSC, outlining standards of conduct in all business activities. It is amended annually, as needed, to address changing laws or procedures that impact our business.

CSC way

Be kind and proactive

Lead by example

The client is always right

Focus and get things done

Act with respect and integrity

Be a lifelong learner

Celebrate success

Code of conduct

Principle 1: Respect for Human rights

CSC respects the dignity, integrity and diversity of individuals

CSC respects basic human rights of all employees and will not discriminate against its staff or other interested parties on the basis of race, nationality, gender, religion, regional background, physical disability, marital status, or any other characteristics protected by law.

CSC will not employ underage persons, as commonly defined by international standards and relevant national laws.

CSC will determine conditions of employment and compensation for personnel in a fair and non-discriminatory manner, taking into consideration relevant international standards and national, local or state laws, with the laws of host jurisdiction prevailing.

CSC will ensure that working hours of personnel will be in accordance with the specific nature of their duties and comply with national, state and local laws.

CSC do not support abusive behavior.

CSC top management will ensure fair compensation for all employees

CSC will ensure that working hours of personnel will be in accordance with the specific nature of their duties and national laws and regulations, and no extended working hours will be enforced without mutual agreement.

Principle 2: Employee personal responsibility

1. Follow Our Code

All of your work must comply with our Code, our principles, and the law.

Every CSC employee should perform its work responsibly and ethically, always preserving and enhancing CSC reputation. CSC code gives you all the information you need in doing so.

It is an employee responsibility to know the principles of CSC and to apply it in the decisions you make and the work you do.

Having in mind that CSC operates in many countries, our employees are committed to complying with the laws of the countries in which we operate.

2. **Speak up**

Feel free to speak up. If you ever see violation of the Code, you should speak up.

Principle 3: Health, Safety and Security

1. **Put safety first**

No matter what is your job description, you are expected to put safety first. We must in every case to protect the health and safety of all our employees, clients, visitors, contractors, subcontractors etc.

You should always speak up and raise a concern if you:

- ❖ Are asked to do a task you consider unsafe
- ❖ See someone performing a task that you think is unsafe or that the person is not properly trained to do
- ❖ Observe or are made aware of an unsafe condition or a potential danger to yourself or others

Safety is everyone's responsibility – you must insist that work be performed safely, no matter what your job is.

Principle 4: Quality of service

1. **Ensure efficiency and quality of the service we offer**

CSC employees should always apply the principles of good practice in its working and embrace the established measures to ensure efficiency and quality of its services including

Customer Centered approach: We have experience from many different setups all around the world, and appreciate that each customer's operation is unique. When setting the right levels of service in our contracts, customers' needs are always the starting point. We very much understand the challenges and needs of the contract and we have a wealth of experience which underpins everything we do.

Employee competence: Our key asset is our staff and we ensure that the qualifications of our team members match their tasks. Our employees are empowered and trained to make the best suggestions and take decisions when it matters most to ensure every project for our client is successful and stress free.

Employee satisfaction: We continuously make sure that we give our staff a sense of purpose and personal accountability. Top management ensures that all employees are fair compensated, motivated, recognized and have opportunities for advancement.

Timely response to requests for services and deadlines: we must prioritize our activities in order to reply on time and in accordance with project rules.

Flexibility is key: We commit to demonstrating maximum flexibility in adopting changes in requirements provided by our clients due to unpredictable factors (for example change in travel plans or additional services required at short notice) in order to minimize the costs and provide consistently high level of services in doing so.

Cost control: Budgets are managed thoroughly at all stages of the projects and every employee must take care of CSC financial interests. Our team member must have finest negotiating skills to ensure the best possible package deals.

2. You should never compromise the quality of service we offer

We are committed in providing high quality services. We maintain clients by delivering superior quality.

If you see something that could negatively affect the quality of service, you should always speak up.

Principle 5: Ethics in business activities

1. Confidential information and business secrets

CSC staff must be vigilant in protecting proprietary and confidential information obtained in the performance of their work.

2. Conflict of interest

Conflict of interest appears in a situation in which an employee is in a position to gain personal benefit from business actions or decisions.

You should avoid a conflict, or an appearance of a conflict, between your personal interests and our company's interests including:

- ❖ **Nepotism** or giving favors to relatives or close friends.
- ❖ **Self-dealing** or dealing in your own interest rather than the interest of CSC
- ❖ **Asking someone else** to do something that's not available to others in your position, like asking an assistant to run personal errands.
- ❖ Presenting a **false claim** to an employee for a payment or benefit
- ❖ Misuse of an official **position to get something not entitled to** that would not be properly available to other individuals in your situation, like doing personal business on company time
- ❖ Improperly disclosing or personally using **confidential information** gained through the job
- ❖ Taking a **second job that conflicts** with duties with the primary job

- ❖ Avoid **corruption, bribery, money laundry**, use company resources for **political activities** and **inappropriate business gifts**

3. Anti- corruption and Anti- Bribery

Corrupt arrangements are strictly prohibited. You are not allowed to make business decisions or actions influenced by corruption.

Corruption may involve payments or the exchange of anything of value and includes the following activities:

- ❖ **Bribery.** A bribery refers to a dishonestly persuade (someone) to act in one's favor by a gift of money or other inducement.
- ❖ **Extortion.** An extortion is the practice of obtaining something, especially money, through force or threats.
- ❖ **Kickbacks.** A kickback is a form of corruption that involves two parties agreeing that a portion of sales or profits will be improperly given, rebated or kicked back to the purchaser in exchange for making the deal.

4. Anti- Money Laundering

You should always ensure that you are conducting business with reputable clients, for legitimate business purposes, with legitimate funds.

CSC complies with all laws that prohibit money laundering or financing for illegal or illegitimate purposes.

“Money laundering,” is the process by which persons or groups try to disguise the identity, original ownership, and destination of money that they have obtained through criminal conduct. The laundering is done with the intention of making it seem that the proceeds have come from a legitimate source.

Check for “**red flags**” such as requests from a potential customer or supplier for cash payments or other unusual payment terms.

If you suspect money laundering activities, speak up and report it.

5. Political activities

You are not allowed to use CSC resources for any political activity.

6. Business gifts

Business gifts must be lawful, authorized and appropriate.

Principle 6: Protect the environment

As a standard we adhere a **sustainable approach** and set some rules in our day to day work to protect the environment:

Office management

Go paperless whenever you can

Print double sided where possible
Print only what is absolutely necessary for auditing/file purposes
Use scrap paper for day to day office work/notes

Recycle

Make sure that there are enough paper recycling bins throughout the office for all staff to easily recycle their waste paper
Recycle all of your used printer and/or toner cartridges and keep a log of the numbers and dates sent.

Reuse

Establish a stationery reuse system or collection point which can be accessed by staff in order to avoid throwing functioning stationery, such as ring binders, away.

Save energy

Put energy-awareness stickers and posters up encouraging staff to switch off lights and/or equipment when not needed.

Have a comprehensive shut-down checklist before leaving office and for holidays and ensure that all staff have been briefed on it.

Operations

Events

We always check our suppliers credentials knowing that good suppliers will have an environmental policy and where possible, ISO certification.

We prefer to work with hotels that adopt environmentally friendly policies

We prefer to work with catering providers/restaurants: that are using local produce seasonal menu and require seasonal produced and organic where possible

Travel

By default all ticketing is electronic
All accommodation and transfer and other vouchers to be sent electronically to clients
When booking flights calculate CO2 emissions and try where possible to use airlines that are part of IATA's CO2 emission scheme
When booking transfers if travelers arrive/depart at similar times group them together
Recommend public transport use to participants where possible

CO2 emissions:

Green challenges for employees

We prefer riding bike to work
We prefer bring our lunch in a wax wrap,
We avoid plastic coffee/tea cups
We prefer to eat seasonal and locally produced food

Although we do not have our own payable CO2 emissions scheme we are in consultation with mycliamte.org in order to identify the best way forward and introduce such a scheme

Detergents and recycling

We buy detergents with biodegradable contents or based on natural ingredients- avoid the use of bleach where possible
We recycle all packaging possible