

Congress Service Center

Code of Conduct for Business Partners

Purpose

Congress Service Center and its business partners should follow this Code of conduct in order to comply with all CSC principles, national laws, regulations, and business ethics and to express our social responsibility.

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

I. KEY PRINCIPLES

Respect for Human rights

Congress Service Center expects from business partners to respect human rights without making discrimination or any differentiation of gender, age, race, nationality, religion, regional background, physical disability, marital status, or any other characteristics protected by law.

CSC expects from business partners not to support the employment of underage persons or abusive behavior.

All forms of bullying/mobbing, sexual harassment, child abuse and racism are not tolerated.

Legal Compliance

CSC expects from business partners to follow all relevant laws, regulations and business rules.

Quality

Congress Service center partners should always apply the principles of good practice in its working and embrace the established measures to ensure efficiency and quality of its services.

II. FIELDS OF APPLICATION

1. Confidential information and business secrets

CSC business partners 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 a business partner is in a position to gain personal benefit from business actions or decisions.

Our business partners should avoid a conflict, or an appearance of a conflict, between their 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.

III. SANCTIONS

Violations

CSC will not tolerate violation of this Code of Conduct. If some business partner considers that the principles are not being upheld, he/she shall address the issue to CSC offices.

Whistle Blower Protection

CSC expects from business partners not to tolerate any discrimination against persons who report violations of this Code of Conduct.

Consequences

A violation of this Code of Conducts can lead to termination of a contract between CSC and its business partner.

Place, date

Name:

Signature

Company Seal

