

**Policy of Professional Conduct and Ethical Values  
of Abdullah Al-Othaim Markets Company**



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## Policy of Professional Conduct and Ethical Values of Abdullah Al-Othaim Markets Company



### First: Definitions

- **Company:** Abdullallah Al-**Othaim** Company “a Saudi public shareholding company”.
- **Authority:** The Capital Market Authority established under the “Capital Market Law” issued by Royal Decree No. (M/30) dated 02/06/1424H, and it is the authority that oversees the regulation and monitoring of the Saudi capita market.
- **Market:** The Saudi Stock Exchange.
- **Depository Center:** The Securities Depository Center Company.
- **Shareholders:** Everyone who owns shares in Abdullah Al-Othaim Markets Company.
- **Major Shareholders:** Anyone who owns (5%) or more of the shares of Abdullah Al-Othaim Markets Company.
- **Board of Directors:** The Board of Directors of Abdullah Al-Othaim Markets Company.
- **Audit Committee:** The audit committee formed by the general assembly of the shareholders of Abdullah Al-Othaim Markets Company.
- **Senior Executives:** Persons entrusted with managing the company's daily operations and proposing and implementing strategic decisions, such as the Chief Executive Officer, his deputies, and the Chief Financial Officer.
- **Shareholders Assembly:** An assembly formed from the company's shareholders in accordance with the provisions of the Companies Regulations and the Company's Articles of Association.
- **Relatives or kinship:**
  - ✓ Fathers, mothers, grandfathers, and grandmothers, and so on.
  - ✓ Children, and grandchildren, and so on.
  - ✓ Brothers, sisters, and siblings of the father or mother.
  - ✓ Husbands and wives.
- **Person:** Any natural or legal person recognized in this capacity by the laws of the Kingdom of Saudi Arabia.
- **Related person:** means in relation to senior executives, a member of the Board of Directors, or a member of the audit committee, any of the following:
  - a. Husband, wife and minor children (together referred to as “the individual’s family”).
  - b. Any company that is owned by an individual, any of his family members, or more than one of them combined, or they have any interest in its capital, whether directly or indirectly, allowing them the ability to:
    - Vote or control votes equal to or greater than (30%) in the Shareholders' Assembly with respect to all or most of the matters.
    - or appointing or removing those members of the Board of Directors who have most voting rights at meetings of the Board in respect of all or most matters.
- **Bribery:** The giving or offering, directly or indirectly, of anything of value in order to obtain or maintain a need, or to secure an interest of any kind.
- **Subsidiary:** Any other company controlled by the Company.

### Second: Main Principal of professional conduct and ethical values

Based on the methodology of Abdullah Al-Othaim Markets Company “the Company” and within its vision, mission and moral values that it adopts, and to enhance the disclosure policy, protect the company’s assets, use it properly, protect information and ensure its confidentiality, this policy aims to apply the principles of professional behavior to its employees and concerned persons according to the best Professional practices to raise the efficiency and effectiveness of its business, enhance its position and maintain its reputation, and assist the concerned persons, starting from the members of its board of directors and ending with each

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individual employee, with the responsibility towards fulfilling and adhering to these principles, which would enhance their duties and take measures that would protect the interests of the company and contribute to its development.

**Pursuant to this, some basic principles of the company's ethics have been set as follows:**

### **1) Intellectual Property:**

Intellectual property includes documents with copyrights, trademarks, and a variety of characteristics, including but not limited to "computer systems, technical references, inventions, company programs.... etc." From new programs and so on (including what is developed by the employee himself when he is on top of the work in the company or by external parties from the company's property, as the employee is prohibited from transferring or copying them in any way outside the company even after the end of his work period in the company. Transferring it and transferring the intellectual property that the employee made in the course of his job to the "company" by law or contract, and in return the company is committed not to use the intellectual property of other companies for its own purposes without obtaining the prior approval of those companies or those who developed these intellectual property, and the employee At the end of his work period with the company, not to withdraw or attract the company's customers or suppliers to competitors.

### **2) Company Assets and Utilization:**

The company owns a variety of assets that are not limited to tangible assets, but also include intangible assets related to owners and intellectual property. Use the assets except for the purposes and objectives of the company and its subsidiaries and be aware and understand the security directions of the company, be vigilant, and report through the safe reporting methods specified by the company about any work or activity that may expose the company's assets to destruction, loss or damage, as soon as possible.

#### **a) Material Resources:**

It must be ensured that any means provided by the company and intended for use by the employee to carry out his work are fully preserved and not used for personal purposes or to support external activities, including closing drawers, ensuring that records and files are protected from being lost or destroyed, whether in whole or in part, and that all necessary care and effort be exerted in order to Ensure its safety, unless it is for reasons beyond the will.

#### **b) Intangible Resources:**

Care must be taken to protect the company's resources, information, and intellectual rights, not to use the company's name, identity, trademark, and relationships for personal purposes, and not to engage in any fraudulent or illegal transactions that affect the company's reputation.

#### **c) IT Resources:**

Information technology resources assist the company in achieving its objectives. They must be used in accordance with the policies approved by the company, and their use to conduct the company's business or any purposes authorized by its management shall be within the limits permitted by law and order. The irresponsible and prohibited use of the company's information technology resources should be avoided, including processing, sending, retrieving, accessing, displaying, storing, printing or publishing false, irritating, viral, threatening, illegal, racist, sexual, obscene, or Outrageous, distorted, misleading, or inconsistent with professional behavior, and when leaving the company, each person involved must return the assets to the company as he received them, except for what is a result of normal depreciation.

### **3) Confidentiality and access to inside information:**

In view of the confidentiality and sensitivity of the information involved in the company's business, and in view of the importance of maintaining the confidentiality of such information, and in view of the commercial custom, those concerned with this policy must do the following:

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- a) Maintain the confidentiality of all information that the company discloses to any person concerned with the company, and information is considered confidential in particular when it contains any information, process, method, calculation system, program, design, drawing, formula or data related to a research project or work in progress or future development or any engineering, manufacturing, marketing, service or financial issue related to the company, its current and future products, sales, suppliers, customers, users or business whether orally or in writing or on graphics or in electronic form.
- b) Protect the confidentiality of information received by the concerned person from unauthorized use and disclosure and commit to recommending its users (if any) whose work nature requires access to such confidential information to adhere to the same confidentiality, and not to disclose any confidential information to any user, agent, or employee whose nature of work does not require obtain such information.
- c) Without prejudice to any of the above, there is no objection to disclosing confidential information in the following cases:
- ✓ If such disclosure is based on a valid order from a court or other government agency in the Kingdom of Saudi Arabia.
  - ✓ or if required by law.
  - ✓ Or at shareholders' assembly meetings.
- d) Upon learning of any wrongful use or dealing with information that is not made public, notify the line manager immediately and show full cooperation to protect such information from publication.
- e) Each person concerned with this policy shall protect the privacy of personal information such as information related to employee affairs, shareholders, workforce and the like.
- f) An employee whose job allows him to view the personal files of the company's employees must maintain complete confidentiality when dealing with these files and must use them only for work purposes and within the company.
- h) The person concerned is prohibited from:
- ✓ Directly or indirectly accessing, copying, reproducing or using information that is not made public in the context of work duties or as required by the interest of the company.
  - ✓ Storing information not made public on private computers or storage media not authorized by the Company.
  - ✓ Using any permission to access information from the company or permissions provided to persons working for the company except for the purposes for which those permissions were granted, and it is not allowed to share passwords, PIN codes, and similar information to any party whatsoever, and it is not allowed to enable unconcerned persons to use them.
  - ✓ Disclosing of any confidential information to any third party other than what is required by the business interest, or using it for any unauthorized purpose, or in any way that constitutes a violation of the laws and regulations applied by the company or issued by the official authorities.
  - ✓ Using the information and data of the company (such as the results of its current performance, the decisions that will be issued, or the future work plan) and the like for its own benefit, directly or indirectly, and in all cases, no person concerned is allowed to access, use or disclose unauthorized anything Information unless he is officially authorized to do so, and he may not disclose to others any information that has not been published to the public by the company except to persons who work for the company and need for the purposes of their work to access the information without any reasonable doubt, or to a person officially authorized by the company as a recipient For such information or for persons to whom the employee, in accordance with his duties, is required to provide such information.

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**For the purposes of compliance with the confidentiality of information, those familiar with the internal affairs and secrets of the company are as follows:**

- a) Members of the Board of Directors of the “company” and any of their relatives who are or may have access to important non-public information.
- b) Senior management managers (chief executive officers, general managers) and their administrative assistants, their minor children and any of their relatives who are or may be given access to non-public inside information.
- c) All employees of the Department of Public Relations, Investor Relations, Board Affairs, the Legal Department, and the Company's Financial Affairs Department.
- d) All other employees of the company who have knowledge of important and undisclosed information.

### **And accordingly:**

Members of the Board of Directors, members of the Audit Committee, or senior executives of the company, or any person related to any of them, may not deal in any securities of the company during the following periods or the periods specified by the Authority from time to time:

- a) During the (15) calendar days preceding the end of the quarter of the fiscal year until the date of announcing and publishing the interim financial statements after examining them in accordance with the accounting and auditing standards approved by the Saudi Organization for Certified Public Accountants.
- b) Within the (30) calendar days preceding the end of the company's fiscal year and until the date of announcing and publishing the audited annual financial statements or the preliminary financial statements for the fourth quarter if they are announced after examining them and fulfilling the relevant statutory requirements.
- c) Exercising the right to subscribe to and selling priority rights is excluded from the prohibition referred to in paragraphs (a, b).
- d) When the membership of a board member expires or is dismissed, or the membership of any member of the Audit Committee expires, or the resignation of any of the senior executives from the company during any of the prohibition periods referred to in (a, b), this period (where applicable) shall apply to them and any someone related to them.

### **4) Insider trading:**

An insider is prohibited from trading based on inside information, just as an insider is prohibited from trading based on inside information if he obtained this information from another person knowing or he should have known that this information is inside.

### **Definition of inside information:**

- related to financial securities.
- It must not have been announced to the public.
- That the ordinary person realizes that its announcement or provision has a material effect on the price of the security.

Accordingly, the insiders who are prohibited from trading are:

**First category:** a member of the Board of Directors - an executive officer - an employee of the company.

**Second category:** A person who obtains information based on a family relationship, including from any person who obtains information directly or indirectly.

**Third Category:** A person who obtains information through a business relationship, including any person who obtains information directly or indirectly.

**Fourth category:** A person who obtains information through a contractual relationship, including any person who obtains information directly or indirectly.

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- These (insiders) and similar persons are prohibited from disclosing any inside information to any other person knowing or ought to know that this other person may trade in the security related to the inside information.
- An insider is prohibited from trading based on inside information, and here the definition of an insider applies according to the Market Conduct Regulations, as well as the definition of inside information previously explained.
- An uninformed person is prohibited from disclosing information he obtained from an informed person while he knows or should have known that that person may trade in the security based on that information. Unless there is a text in it, what is mentioned in detail in the regulations issued by the Authority shall be applied.

### **5) Disclosure and Transparency:**

This policy binds all employees and executives in the company as well as members of the Board of Directors, and includes all disclosures of internal information (written and oral) that take place outside or inside the company, and also includes – in certain cases – important information (related to the company's situation and financial performance and directly affects the share price) that is difficult to keep confidential, which exposes it to the possibility of leakage, including the disclosure of information that has not been published to the public, such as data contained in annual and quarterly reports, publications, news and announcements. The internal company, confidential letters addressed to the company's shareholders and speeches and statements delivered by senior executives of the company, and in application of this, the responsibilities of the Board of Directors related to the disclosure of information are regulated and committed to the following:

- a) The Board of Directors must respond promptly to important developments and make suggestions and recommendations to the Board member (CEO/Managing Director) regarding the disclosure of information (what is the information, when and how it is disclosed, and by whom is this disclosure?) , and the company's management is consulted in appropriate cases that do not conflict with the existence of an obligation to immediately disclose information, and such consultations are carried out in the event of the issuance of financial statements by the company related to investors' expectations regarding profits.
- b) The directors of the Board of Directors must be aware of all the Company's operations and activities and be fully aware of the Company's developments, which puts them in a position to evaluate and discuss events and developments that may affect the disclosure and disclosure of information.

### **Company Spokesperson:**

- a) The Chairman of the Board of Directors / or his deputy, CEO or Managing Director (if any)) is the official spokesman of the Company in front of all media and with the public and community of investors, and the Chairman of the Board of Directors, CEO and Managing Director (if any) have the right from time to time to coordinate between them in this aspect, and they may appoint other persons from within the Company to speak on its behalf or respond to certain inquiries whenever necessary and it was necessary.
- b) No person other than the Chairman, CEO, Managing Director (if any) and their designees may make any public statements about the Company's strategies and plans, its main operations and activities, financial performance (current and future), investment opportunities in general, production capacities, litigation and litigation, acquisition and merger decisions, restructuring, sale and exit decisions from certain investments, and other strategic and important initiatives undertaken by the Company.

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- c) The members of the Board of Directors, all employees of the Company and all concerned persons who are not authorized to speak on behalf of the Company shall forward all inquiries received from financial institutions, shareholders, and various media to the authorized person directly.
- d) It is known that employees who are not authorized to speak on behalf of the company may deal with the public for some purposes such as (representing the company financially, trade shows, product launches, employment markets, etc., so such employees must receive appropriate training on the restrictions imposed by this policy in disclosure processes).
- e) In the disclosure process by any authorized entity, ensure compliance with the laws and all relevant instructions imposed by the official authorities, and ensure that the information to be disclosed is of a high degree of accuracy, validity and clarity, and that it promotes and establishes a strong and sound culture of disclosure commitment, and that the disclosure is in accordance with standards that are consistent with the requirements in force and current practices.
- f) It is the responsibility of the spokesperson or authorized person to disclose the disclosure process to maintain the confidentiality of the information to be disclosed and protect it until it is published, and to ensure that he takes all necessary steps to ensure that none of the information and developments to be disclosed leaks in accordance with the requirements of the applicable regulations.
- g) The Company's spokesperson or his authorized representative shall determine the need for advertising or disclosure to respond to any rumors related to the Company's reputation or activities.
- h) Any material information must be disclosed and completed in the time specified for the disclosure process in accordance with the requirements of the applicable regulations) Any material information must be disclosed and completed in the time specified for the disclosure process in accordance with the requirements of the applicable regulations.

### **Disclosure of important information:**

- a) Important information is defined as any information related to the conditions and activities of the company and the level of its performance and information that is expected to directly affect a material change in the conditions of the stock market or the company's share price, so all similar important information must be widely disseminated in a timely manner.
- b) Any relevant information that may be considered material and influential, whether it is drafted from the reality of a press release, it is necessary to prepare and draft press releases in accordance with the requirements of the Authority.
- c) This draft may then be presented to the Secretary of the Board of Directors and authorized to do so, and the draft may also be circulated to the members of the Board of Directors to take their views on it sometimes if the Chairman of the Board of Directors deems it necessary.
- d) Requests for non-publishable physical information must be rejected.

### **Prohibition of declaring incorrect data:**

It is prohibited for any person to declare orally or in writing an incorrect statement relating to a material fact or to omit to declare a statement that he is obliged to declare under the Law or Implementing Regulations, the rules of the Exchange or the Securities Depository Center, if the statement is made, or the person omits to declare the required statement, with the aim of influencing the price of the value of a security, or inducing another person to buy or sell a security, or urging him to exercise rights granted by a security, or refraining from exercising them.



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### a) The concept of incorrect data:

Any person shall be deemed to have made an incorrect statement relating to a material fact in any of the following cases:

- 1) If he makes an incorrect or inaccurate statement regarding one of its essential elements.
- 2) If he arranged for another person to make an incorrect or inaccurate statement in any of its essential elements.
- 3) If he declared a statement that contains incorrect information regarding a material fact.
- 4) If he arranged for another person to make a statement containing incorrect information regarding a material fact.
- 5) If he neglected to mention a fundamental fact when submitting a statement.
- 6) A material fact is any information related to a security that, if the investor knew about it, would have a material effect on the price or value of the security that he bought or sold.

### b) Liability for incorrect data:

For the purposes of applying the above provisions:

- (1) A person is liable for damages suffered by the claimant if that person makes an incorrect statement of a material fact, and that statement is made:
  - a) For the purpose of making a profit or commercial benefit.
  - b) On the purchase or sale of a security.
- (2) The claimant of damage shall under paragraph. (1) Prove that:
  - a) He did not know that the statement was incorrect.
  - b) He would not have bought or sold the security in question had he known that the statement was not true, or that he would not have bought or sold it at the price at which the sale or purchase was made.
  - c) The person who made the incorrect statement knew, or was aware that there was a high probability, that the statement was incorrect about a material fact.
- 3) A person shall be liable for damages suffered by the claimant if that person is obliged to make a statement under the Law or Implementing Regulations, the rules of the market or the depository centre, and omits to make such statement, provided that:
  - a) the damage claim relates to the purchase or sale of a security
  - b) What has been omitted relates to a material fact.
- 4) The claimant of damage shall under paragraph. (3) Prove that:
  - a) He was not aware of the omission of the statement.
  - b) He would not have bought or sold the security in question had he known in advance of the omission of the statement or would not have bought or sold it at the price at which the sale or purchase was made.

### Rumors

- a) It is prohibited for any person to promote, directly or indirectly, an untrue statement relating to a material fact, an opinion with the aim of influencing the price or value of a security, or any other objective involving manipulation.
- b) The prohibition under paragraph (a) applies to the promotion of a statement made by the same person or to the promotion of a statement made by another person.

### Company's Website

- a) The responsibility shall be directly on the company's management and those directly responsible for providing information of interest to investors and ensuring that it is entered and updated on the

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company's website, and they are also responsible with the Legal Affairs Department for monitoring all information published on the company's website and ensuring its accuracy, comprehensiveness, timing of publication and legality.

- b) All important information about the Company shall be published on its website and updated in accordance with the Company's obligations to disclose and disclose information in a timely manner.
- c) The Company monitors, secures and maintains the integrity of its website on a regular and continuous basis.

### **6) Reporting Unethical Violations and Practices:**

Employees and those concerned with the company are encouraged to report any conduct they believe through their good intentions to be contrary to the rules, regulations and laws, including for example "theft, embezzlement, money laundering, bribery, forgery, strike, gathering for illegal reasons, incitement and similar events that may prejudice and harm the interests of the company." The responsibility to provide the evidence and data required to prove these behaviors that violate the regulations without any doubt, and what applies to the company's employees is also applied to suppliers and customers so that they can report any suspicious operations that may harm the interests of the company, in the absence of one of the reporting channels or if the available channels are not suitable for the place of behavior in question and there is undoubtedly a potential violation, in this case it can be reported through the special amount determined by the company.

### **7) Acceptance of gifts and compensation:**

The employee is prohibited from accepting gifts of any kind (financial or service) during the performance of his work by the company's customers or any related parties that would affect his decision-making regarding the interest of the company, and only symbolic gifts can be accepted (which do not affect the decisions of the recipient of the gift in a way that harms the interest of the company), and in the event of their acceptance, the direct manager must be informed of them and a record must be written according to a form prepared by the company's management, and no gifts or features should be displayed or compensation to any party that represents a violation and violation of any policy followed by the company, and any other illegal or ethical benefit or any such offers or arrangements must be immediately reported to the company's management, and such cases are disclosed and referred to the direct manager or the company's management (for more information see the gift policy number P-MK-11).

### **8) Employment of relatives**

Relatives must not be employed in the same department or in one of the departments or sectors that are likely to create some kind of alliances or groupings that may harm the interest of the company, and in special cases a relative can be employed if he has high capabilities and efficiency, and this is done only after briefing both the direct employee's head and his direct manager and ensuring their written approval of this and within the policies set by the company (for more can see the recruitment and return procedures for work number HR-QP-02)

### **9) Conflict of Interest:**

The employee shall be associated with any activity outside his work, with or without consideration, which may result in a conflict of interest or favoritism and bias for the other party with regard to his responsibilities towards the company or may affect the objectivity of his decisions or his ability to perform his work in the company in any way, and that cases of conflict of interest are dealt with in accordance with the policies applied and approved by the company.

Also, when dealing with any establishment or any external party in which the company's employee has an interest (such as an establishment owned by a relative), the person concerned with the benefit must refrain from participating in the decision-making process and determine the options for that facility, and in such

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cases the nature of the relationship must be determined, and the interest of this employee must be disclosed before the process of determining options in accordance with the policies applied in the company.

### **10) Harassment and bullying:**

The establishment of a conscious culture revolves around a sense of responsibility and respect for others, so the concerned persons must commit to following public morals and that the work environment is free from any kind of harassment, bullying, discrimination, persecution, abuse, etc., so that the dignity of the individual is preserved and preserved, and the concerned persons must commit to help avoid any acts or behaviors that lead to any kind of harassment within the company and in accordance with any of the regulations that regulate this.

### **11) Employee Relations**

The company's management and those in charge of it with influential powers and authorities, regardless of job level, seek to achieve the following objectives:

- a) Respect every employee, worker, or representative of suppliers, customers, suppliers or contractors, and show affection for them, concern for their work and respect for their personal dignity.
- b) Commitment and emphasis on equality in dealing with all employees, workers, customers, suppliers and the like, regardless of race, color, sex, religion, age, national origin, or nationality.
- c) Provide a work environment free from harassment.
- d) Provide employees with reasonable opportunities for training in the interests of the company and to become more skilled and perform their jobs.
- e) Encouraging promotions from within to achieve the company's objectives whenever there are employees who deserve such promotions.
- f) Treat any proposals made by external consultants as an opportunity to improve skills and thus accept and study them constructively rather than criticizing and fighting them.
- g) Provide and maintain a safe, healthy, and organized workplace.
- h) Provide rewards, benefits and allowance programs based on clear and fair policies aimed at attracting, rewarding, and retaining distinguished employees.
- i) Creating a suitable work environment for working women in accordance with the regulations issued by the concerned authorities and in accordance with the provisions of Islamic Sharia) Providing an environment that suits employees with disabilities in the company and providing training services that are consistent with the type and degree of disability.

### **12) Corruption and Bribery:**

Bribery is illegal, any interested person in the company who receives bribes, extorts, illegally pays money, or attempts to engage in any such activity, will be subject to strict disciplinary measures that may reach the termination of his services, and the company reserves the right to refer these matters to the public authorities for prosecution and treatment as a criminal offense.

### **13) Influencing Internal and External Audit Behavior:**

The persons concerned shall not take any action that may influence, fraudulently, manipulate or mislead the external auditors and the Company's internal audit department, including types of conduct that constitute an unacceptable or improper influence, as follows but is not limited to:

- a) Provide or pay bribes or other financial incentives or any illegal facilities or assistance, including the provision of employment, futures contracts, or services other than auditing.
- b) Provide the auditor with inaccurate or misleading information or advice, including legal circumvention.

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- c) Threaten to cancel existing contracts or related to audit work or audit contracts if the auditors make observations or reservations about any person, department, or procedure.
- d) Seeking to remove any member of the audit team from submitting audit work due to making observations or reservations on the accounts and management of the company's audit work.

### **14) Reporting Illegal Behavior and Violating Practices:**

All concerned persons in the Company shall promote ethical behavior and encourage employees to report to the directors or entities designated by the Company when they reasonably suspect and are free of malicious action in matters that may lead to deviation in the course of business and threaten the interest of the Company and harm it and therefore the Concerned Persons shall report any illegal conduct or practices that may come to their knowledge, and the Company shall include this in its policy for reporting violating and illegal practices.

### **15) Customer Care:**

When dealing with customers, the following are considered:

- a) Give the Client the highest priority and before any special priorities or that may expose the Company's benefit to loss or loss of the Client.
- b) Providing services in a timely manner and responding fully to any inquiries or providing the required information with transparency and honesty without the form that causes harm to the company.
- c) Dealing with customers in accordance with the principle of equality with the high professionalism required to deal with them in a manner befitting and preserving the dignity of the customer and achieving the benefit of the company without harm or damage.
- d) Full disclosure of the prices, terms and conditions of the transaction required from the client within the limits permitted by the company's management and not to conceal any information that forms the basis for forming a decision in a manner that is due to the client.

### **16) Company Policy Documents**

The company's employees must review and understand all the company's stated policies and then abide by all the principles, regulations and systems contained therein, as well as other special manuals that are developed from time to time.

### **17) Ethical behavior in advertising and marketing:**

As an extension of the Company's commitment to ethical conduct, the Company's employees working in the field of advertising and marketing undertake to abide by the general guidelines mentioned herein, which are based on ensuring credibility, efficiency and fairness in the advertising and marketing activities they carry out on behalf of the Company, and these principles are as follows:

#### **a) Honesty**

The advertisement must investigate honesty and show important facts whose omission may mislead the public.

#### **b) Submission of proof**

Claims of advertising must be substantiated by evidence available to the advertiser and advertising agencies before such claims are published.

#### **a) Making comparisons**

The advertisement must not contain untrue, misleading, unsubstantiated, or unsubstantiated statements about a competitor or its products or services.

**b) Biased advertising**

The advertisement must offer products or services for sale for the purpose of selling those advertised products or services, not just a way to divert consumers' attention to other goods or services that are usually more expensive.

**c) Warranties and sponsorships**

The declaration of warranties and sponsorship must be explicit with sufficient information to inform consumers of the basic conditions and their limits, or a clear statement of how to verify the full text of the warranty or warranty before purchasing in the event of a period of time or conditions that prevent it.

**d) Price claims**

The ad should avoid claiming false or misleading prices or claiming false discounts.

**e) Respect for taste and general feelings**

The advertisement must be free of statements, images or gestures that offend morals or public taste, and the advertisement must be particularly committed to the Islamic values prevailing in society.

**18) Ethical behavior in procurement.**

f) The Company's employees working in the field of procurement, catering and supplies undertake the following:

- a) Executing purchases with honesty and sincerity and striving to make the most of every riyal spent, with a commitment to finalize commercial procedures in a manner consistent with prevailing custom and professional ethics.
- b) Meet our obligations and push others to fulfill their obligations, and procurement requirements must be subject to competitive evaluation periodically.
- c) Dealing with high morals and a distinguished manner with the representatives of the selling party.
- d) Maintain strict confidentiality with respect to purchase quotations and other confidential information of the Company, suppliers, and competitors' dealings.
- e) Settle disputes and claims on a fair and fact-based basis.
- f) Rejecting any form of bribery at work, preventing this from happening, not offering, or accepting any gifts of value, whether from the company's suppliers or customers, and prohibiting the provision or acceptance of any gifts whatsoever from suppliers or customers in government contracts, whether main or subcontracting.
- g) Avoid a conflict of interest and business of the company.
- h) Ensure that you acquire the greatest amount of knowledge and experience about the methods of procurement and the materials we purchase.
- i) Accept advice from co-workers and cooperate with them to spread team spirit and unity at work.
- j) Commitment to integrity, honesty, and honesty in the procurement process.
- k) Cooperating with institutions and individuals working in areas to develop the procurement process professionally, while not forgetting that our actions are reflected in this process.

**19) Ethical behavior in sales**

The company's employees working in the field of sales undertake to abide by the following:

- a) Sales offers must be clear to the consumer audience so that they can be easily and accurately identified while indicating the extent of commitment that can be made to consumers.
- b) There must be a clear description of the product or commodity purchased, its quantity, unit price, total price, as well as the method and terms of payment, which must be clearly and neatly discharged plus any other costs or services.

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- c) Sales contracts and letter receipt forms used by companies in sales operations must comply with the laws and regulations in force in the Kingdom.
- d) The warranty method provided for by the seller must be in line with or at least be protected by the manufacturer or supplier of the goods sold.
- e) The description of the type of service provided to the consumer after the sale must be clear.
- f) The sales contract and the letter receipt form must include the name and clear address of the sales representative and the name of the establishment or company whose product or commodity was sold.
- g) Sales officials must identify themselves as potential consumers, indicate the reasons for choosing them over other consumers and then introduce them to the company, the brand, and the benefits that the company can offer them.
- h) Sales officials must not create confusion for the consumer's mind or confidence or take advantage of his lack of experience and knowledge.
- i) Sales officials must respect the privacy of the consumer public, by choosing the time that suits them to make calls, interview, or meetings with them, and must provide them with real phone numbers and addresses to facilitate the process of communication between the two parties.
- j) All sales documents and references must be certified, genuine, provable, and easily matched and authenticated by the party, establishment or company that granted them.
- k) In the case of product comparisons, such comparisons must be fair and based on facts.
- l) The sales officer must refrain and avoid underestimating the products of other companies or any other parties in the market.
- m) The sales officer must not attempt to lure or entice the consumer to cancel his contract signed with another party.

### **20) Fundamental principles of Health, Safety and Security:**

- a) All employees of the company have the right to health insurance in a manner that does not conflict with the policies set by the company in this aspect.
- b) All employees of the company have the right to have a healthy workplace in which all known safety requirements are met.
- c) It must be recognized that maintaining one's personal integrity and preserving the safety of others who may be affected by the consequences of one's actions and negligence is an individual responsibility.
- d) It must be recognized that most occupational accidents and deaths can be prevented from occurring, and that if any accident or death is reported, investigation the cause of their occurrence is an essential part of the protection strategy.
- e) No function or process shall be initiated or initiated unless the necessary safety requirements have been ascertained before and after the completion of such process through careful planning, procedures, and necessary risk assessments.
- f) Sources of risk must be identified and accounted for, and the necessary planning must be made to prevent the risks that may arise from their occurrence.
- g) The use of any alcoholic substances is strictly prohibited, prohibited by law or under the company's policies and circulars, or contrary to Islamic values.

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- h) It is not allowed to accompany children or receive guests and visitors after the end of official working hours and at the company's headquarters except after obtaining in advance and in writing the approval of the direct manager with a statement of all justifications for this.
- i) All employees of the Company and its subsidiaries must be made aware of the importance of health, safety, and security.
- j) The performance level of owned machinery, materials and equipment shall be reviewed and maintained periodically and shall always conform to and meet all safety requirements.
- k) Machines, materials and equipment that meet the best safety, quality and specifications standards must be purchased and installed, and the purchase and installation process has been carried out in accordance with the procedures set by the manufacturer.
- l) The use of improved operational methods at work should be adopted to reduce the risk of infection and the consequent health aspects.
- m) An integrated risk management system must be implemented, and safety, security and health systems should be reviewed and developed periodically.
- n) The availability of safety and protection tools and clothing for them must be investigated, the extent of commitment to their use, and the need to use them.
- o) Safety and security signboards should be developed, written, and distributed at work sites as one of the methods to educate employees.
- p) The worker must be provided with appropriate training, provide information, and provide the necessary directions so that he can use the tools and equipment that he deals with high skill and craftsmanship without suffering any injury as a result of misuse.
- q) Trainees must be provided with high efficiency in operational processes and safety requirements in order to transfer their expertise to workers below them.
- r) Employees who share the same premises with other employees must carry out their duties and comply with the safety requirements towards those with whom they are and towards any other employees who may be affected as a result of their improper behavior.
- s) It must be ensured that any work carried out by contractors or others and those who have activities with the company are in conformity with the safety, security and health regulations pursued by the company.

### **Third: Final Provisions:**

#### **1) Implement of this policy:**

This policy is made available by the HR Department to all those concerned with the company, and the provisions of this policy and the relevant documents shall be effective and adhered to by the company and the concerned as of the date of its approval by the Board of Directors.

#### **2) Amendment:**

Any amendment to this Policy and Procedures and its provisions shall be approved by the Board of Directors