Code of Ethics and Conduct

The Emirates Gold *Code of Ethics and Conduct* states that each employee shall:

- Perform their professional duties with accuracy, honesty and fairness
- Always prioritize their safety and the safety of other employees and customers
- Contribute to the advancement of the dignity and integrity of the company
- Respect the sensitivity of information obtained in the course of their professional activities and not disclose any information that is deemed confidential
- Uphold the rights of others in all of their personal and professional activities
- Always treat customers fairly, address them respectfully, and provide them first with class services
- Maintain the highest degree of professionalism
- Maintain and advance their knowledge in the fields of their assigned duties and responsibilities.
- Work to raise the standard of excellence of Emirates Gold's business.

Emirates Gold commits to encouraging a safe, supportive and productive work environment. This can only happen when everyone cooperates and agrees to suitable standards of conduct.

The following are some examples of (but not necessarily all) acts which the company considers unacceptable. Any employee found engaging in these acts will be subject to disciplinary action which may include reprimand, warning, suspension or immediate dismissal with possible loss of end of service:

- Being absent from work without a valid reason
- Being late or taking unexcused absences from work
- Soliciting or accepting any commission, payment, gift, service, favour or any other advantage in connection with his/her work, unless approved by the company
- Revealing confidential company information to any third party
- Engaging in business dealings with a competitor or otherwise which would involve a conflict of interest with the employees duties (also includes immediate family members), unless expressly permitted by the company

- Wilfully damaging, destroying or stealing property belonging to fellow employees or the company
- Fighting or engaging in disorderly conduct
- While at work commits an assault on the employer, the manager or to any fellow employees, customers, suppliers or anyone else in the premises
- Refusing to follow or failing to carry out the reasonable instructions of a supervisor
- Ignoring work duties or wasting time during working hours
- Coming to work under the influence of alcohol or any drug, or bringing alcoholic beverages or drugs on to company property
- Intentionally giving any false or misleading information to obtain a leave of absence
- Using threatening or abusive language or actions towards a fellow employee or customer
- Smoking contrary to established policy or violating any fire protection regulation
- Wilfully or habitually violating health and safety regulations
- Ignoring safety standards
- Failing to wear clothing conforming to standards set by the company
- Not taking proper care of, neglecting or abusing company equipment or tools
- Using company equipment in an unauthorised manner
- Possessing weapons of any kind on company property
- Usage of company information in social media is not allowed.

Emirates Gold will abide by all applicable rules and regulation set forth in U.A.E Labour Law under Federal Law No. (33) of 2021 and under the rules and regulations of DMCCA.