



## Code of Conduct



September 2024

## 1. OBEY THE LAW

ISIS Papyrus is committed to conducting its business in accordance with all applicable laws, rules, and regulations, and we should conduct ourselves in the same manner. Compliance with the law is the minimum expectation. At ISIS Papyrus, we are additionally expected to comply with ISIS Papyrus policies and these guidelines. Any violation of these policies may result in disciplinary action, as well as civil and criminal penalties.

## 2. ACT HONESTLY AND ETHICALLY

Our success at ISIS Papyrus is dependent upon the trusted relationships that we build with our customers, partners, suppliers and employees. Ultimately, we should treat others as we would hope to be treated ourselves.

## 3. AVOID CONFLICTS OF INTEREST

In general, we should avoid any activity or personal interest that creates, or appears to create, a conflict between our interests and the interests of ISIS Papyrus or that might impair, or appears to impair, our ability as ISIS Papyrus employees to perform our work objectively and effectively. This includes associating ISIS Papyrus with, or indicating ISIS Papyrus branding support for any civic, non-governmental, religious, political, or professional association without approval from ISIS Papyrus. Additionally, speaking on any public issues or making any kind of political campaign contribution as a representative of ISIS Papyrus should be avoided. A supplier or business partner should not be favoured for reasons other than price, quality, performance, and suitability of the product or service, or due to a personal relationship. Since the facts of any such situations may differ, seek clarification from your manager and the ISIS Papyrus Legal Department before proceeding with any activity that might be construed as creating a conflict of interest.

## 4. OFFER, AUTHORISE, OR ACCEPT COURTESIES ONLY WHEN APPROPRIATE

Although the exchanging of courtesies in the form of gifts, meals, and invitations to entertainment events might promote goodwill and further the business relationship, misunderstandings may occur, especially when the exchange occurs during or close to the negotiation of a business deal. To minimise misunderstandings, it is imperative that nothing of value is offered, promised, or given.

Any overture meant to influence or obligate the recipient to perform an act for the benefit of ISIS Papyrus would be considered improper and should be avoided. The acceptance of questionable gifts also exposes ISIS Papyrus to legal risks, so we must not solicit or accept anything of value that would create the appearance that we would be influenced or obligated

to do business with the giver. If a customer or supplier offers or gives anything that would create such an appearance, we should reject the offer and promptly inform management.

Although we may not use ISIS Papyrus funds to provide gifts to fellow ISIS Papyrus employees, awards may be given under a recognition program, contest, or promotion sponsored by ISIS Papyrus.

Bribes can take the form of kickbacks or other cash payments, but they might also take other forms such as loans, gifts, travel or lodging expenses, charitable donations, event sponsorships, tickets to a sporting event, meals and entertainment, or job opportunities, whenever offered for an improper purpose. We should never offer or provide any improper benefit to a customer, potential customer, channel partner, vendor, or agent on the condition or with the expectation of receiving something in return. ISIS Papyrus expects all of its business partners to act with integrity and to comply with all applicable laws, including applicable anti bribery laws, when doing business with or on behalf of ISIS Papyrus.

## 5. TREAT OTHERS WITH DIGNITY AND RESPECT

Our diversity of ideas, experience, race, ethnicity, age, background, gender, and education creates a vibrant and resilient workplace. It is part of our unique culture and values. ISIS Papyrus will not tolerate unlawful and/or inappropriate discrimination or harassment of any kind, nor will it tolerate disrespectful behavior in the workplace.

## 6. RESPECT THE HUMAN RIGHTS

ISIS Papyrus adheres to international legislation relating to modern slavery and labour standards. We support and respect the protection of internationally proclaimed human rights. ISIS Papyrus employees are committed to upholding the fundamental human rights of our colleagues and of workers within our supply chain, and we expect our suppliers and partners to adhere to the same high standards.

## 7. RESPECT AND PROTECT THE PERSONAL INFORMATION OF OTHERS

ISIS Papyrus respects all applicable laws that protect the personal information of individuals. The protection includes all personal data and information, which has been disclosed, provided or transmitted for processing to us, especially by customers or individuals who might provide such information in the course of their business or employment-related dealings with the company.

At ISIS Papyrus we strictly observe the principles of data protection. We process personal data lawfully, fairly and in a transparent manner in relation to the data subject. The purpose and

duration of the processing are specified and limited, and adhere to the principles of data minimization, accuracy, integrity and confidentiality.

We ensure that our employees have committed themselves, in writing, to confidentiality before processing personal data. This commitment remains in effect even after termination of employment.

## 8. CONDUCT BUSINESS FAIRLY, OPENLY AND RESPONSIBLY

ISIS Papyrus leads with integrity and expects the excellence of its employees, products, and services to speak for itself. ISIS Papyrus does not condone, support, or tolerate behavior that compromises its ability to thrive on a level playing field.

## 9. BE HONEST AND TRUSTWORTHY WHEN DEALING WITH CUSTOMERS, PARTNERS AND VENDORS

ISIS Papyrus employees have a passion for our customers and products. Customer satisfaction is a paramount goal of ISIS Papyrus. To establish and maintain strong and long-lasting relationships, we must act with integrity and be honest and trustworthy in all of our dealings with customers, partners, vendors and other third parties. Long-term relationships are more valuable than short term gains.

ISIS Papyrus has a culture of fairness throughout the Company. We are committed to treating customers fairly , and considering the interests of customers in all our activities.

Every customer is entitled to:

- a standard of service which is known and agreed
- be listened to when they comment or complain
- a sensitive response to their needs
- a rapid response to their complaints
- a courteous response to their enquiries
- continuous attention by us to their satisfaction

## 10. OBSERVE SUSTAINABLE BUSINESS PRACTICES

ISIS Papyrus is committed to creating value for our customers, partners, shareholders and extended communities through sustainable business practices. The ISIS Papyrus commitment to sustainability includes complying with all applicable environmental laws and regulations, working with suppliers who are similarly committed to protecting the environment, and

striving to integrate sustainable practices and choices into business processes. Further details can be found in our Corporate Sustainability Policy.

#### **11. OBTAIN AND HANDLE THE TRADE SECRETS AND CONFIDENTIAL INFORMATION OF OTHERS WITH CARE**

ISIS Papyrus employees may use any publicly available information about competitors of ISIS Papyrus or other companies, but we may not unlawfully acquire or misuse the trade secrets or other confidential information of a third party. ISIS Papyrus prohibits the use of any improper means, such as cash payments, favors, or hiring a competitor's employees, to acquire confidential information of third parties.

#### **12. BE MINDFUL OF TRADE CONTROL AND ANTI BOYCOTT LAWS**

As a company with operations throughout the world, ISIS Papyrus must ensure its technology is used in conformance with the laws that govern its shipment or transfer. The United States and other countries restrict the export of goods, software, and technology such as some types of telecommunications equipment, computers, electronics, sensing devices, and encryption technology that could have military or other applications and pose a danger to the interests of the country restricting the export.

#### **13. PRESERVE AND PROTECT THE REPUTATION OF ISIS PAPYRUS**

By preserving our reputation, ISIS Papyrus may continue to create value for our customers and partners.

#### **14. PROTECT CONFIDENTIAL AND PROPRIETARY INFORMATION**

Misusing or disclosing information that ISIS Papyrus considers confidential or proprietary, both during and after employment with ISIS Papyrus, is prohibited and is a violation of these guidelines and our ISIS Papyrus employment agreement. All ISIS Papyrus confidential or proprietary information, including any related document in any tangible or electronic form, in our possession or control, no matter where it is located, is the property of ISIS Papyrus.

While away from the ISIS Papyrus premises, we must take special care to protect ISIS Papyrus information, in both hard copy and electronic form, to prevent inadvertent disclosure in public places.