

# CODE OF BUSINESS ETHICS

We abide by our high standards of business ethics everywhere we operate. This Code of Ethics is a resource for general guidance on what conduct is expected and where to go with questions or concerns



Dear Employee/Fellow Director/Partner,

C-Care (Mauritius) Ltd. being a subsidiary of CIEL Limited ("CIEL"), has developed a way of doing business which is based on international ethical standards and a strong value system.

We constantly want to reaffirm to all our stakeholders our strong commitment to doing business ethically and sustainably.

At C-Care (Mauritius) Ltd, we believe ethics start at the top, flowing from the Board of Directors through senior management, and extend to all our employees, business partners, and other stakeholders. We need to lead by example and constantly seek to improve our operations in line with our core values:

1. Medical Expertise
2. Approachable
3. People at Heart
4. Progressive

This Code of Business Ethics highlights key areas which we believe are crucial in doing business fairly and ethically:

1. Business Integrity
2. Workplace Culture
3. Health & Safety responsibility and Quality of care
4. Data Privacy and patient data protection
5. Reputation & Goodwill
6. Environmental & Social Values

Our success depends not only on the compliance to this Code of Business Ethics, but also in the way we understand the rules and apply them. C-Care (Mauritius) Ltd. will modify this document from time to time in the light of experience.

Thank you for carefully reading this Code of Business Ethics and to sign and return the Acknowledgment Form as a proof of acceptance and adhesion to the values and principles stated therein.

Yours Sincerely



Executive Director

12.04.21



## **OUR CODE OF ETHICS (“the Code”)**

We abide by our high standards of business ethics everywhere we operate. The Code and our commitment are clear – we comply with all applicable laws.

This Code is to provide guidance in daily business activity where questions could arise. This Code does not attempt to summarise all laws, rules and regulations that may apply to our business, or capture all our Company policies. The Code is instead a resource for general guidance on what conduct is expected of you and where to go with questions or concerns.

It is important that you read this Code carefully and that you are aware of its contents and abide thereto.

## **EXPECTATIONS OF ALL EMPLOYEES**

C-Care (Mauritius) Ltd wants to create an ethical organisational environment by promoting ethical decisions that integrate ethical analysis into clinical and administrative deliberation and policy development.

As an employee of the C-Care (Mauritius) Ltd, you are expected to:

- Uphold the highest standards of ethical conduct in every action you take on behalf of your company
- Respect and treat with dignity patients, colleagues, and all other stakeholders
- Care for our patients, no matter the department you are attached to
- Know the rules and laws that govern your work and follow them
- Ask questions and seek guidance when you are uncertain about the right course of action
- Report issues or concerns when they arise
- Contribute to a workplace environment which maintains the highest legal and ethical standards
- Ensure that reports of suspected violations are brought to the attention of your Line Manager immediately. Should you feel that the suspected breaches need to be addressed at a higher level, please report them to C-Care (Mauritius) Ltd. by applying the Whistleblowing Policy
- Protect reporting employees from retaliation and safeguard the confidentiality of investigations

## **ADDITIONAL EXPECTATIONS OF MANAGERS, EXECUTIVES, OFFICERS AND DIRECTORS**

In addition to employees' expectations, Managers, Executives, Officers and Directors must take the following steps:

- Set an example with your actions and words
- Promote constantly patient and employee safety
- Communicate clearly what is expected of your team members and set realistic work-related objectives to ensure that ethical standards will not be compromised
- Ensure that the principles of the Code are respected and implemented in all projects and assignments under your supervision
- Follow all applicable laws and regulations
- Create a working environment that is respectful and inclusive
- Favour an open-door policy that will encourage your team members to seek guidance and report
- Attend to issues raised by your team members
- Ensure that the work environment is harassment free
- Ensure that the core values encompassed in this Code are disseminated and as far as possible, abided to within your company.

## **SEEKING GUIDANCE**

Laws are often complex, and their interpretation may depend on the particular facts and circumstances at issue. If you have questions about the Code or applicable laws and regulations, you may consult your direct Line Manager, or, where required, a Human Resources representative.

## 1. BUSINESS INTEGRITY

### 1.1 Conflict of Interest

**We will always act in the best interests of C-Care (Mauritius) Ltd, CIEL Healthcare Ltd and CIEL Group.**

A conflict of Interest occurs when personal interests of an Employee/Officer/Director or the interests of a related third party compete with the interests of C-Care (Mauritius) Ltd, CIEL Healthcare Ltd or CIEL Group. In such a situation, it can be difficult for the Employee/Officer/Director to act fully in the best interests of the company.

You shall always avoid situations which might result in or give an appearance of a conflict between your interests (or that of your related party) and those of C-Care (Mauritius) Ltd, CIEL Healthcare Ltd or the CIEL Group.

Your related party could be one of your family members or friends or businesses in which you have direct or indirect investments in. There are no clear-cut rules to define a conflict situation. You need to use your judgment and ask yourself whether in a given situation your objectivity might be questioned. A perception of conflict may arise in the following circumstances.

- Outside jobs, i.e. any activity or work being carried out outside the scope of the contract of employment.
- Personal investment decisions and outside business ventures that might compromise your ability to make objective and sound decisions in the best interest of C-Care (Mauritius) Ltd, CIEL Healthcare Ltd or the CIEL Group
- Use your employment, directorship or otherwise use your association with C-Care (Mauritius) Ltd, CIEL Healthcare Ltd or the CIEL Group, to promote the interest of another organisation or related person

As a precautionary measure and to avoid any doubts, all possible links needs to be systematically declared. A *Disclosure of Interest Form* needs to be submitted to the HR Department and updated at any point of time during employment.

The Audit & Risk Committee is responsible for reviewing and approving any conflicts-of-interest and related-party transactions and shall work with the Auditor of the Company on detecting and reporting on related-party transactions.

As Employee, you may need to refer patients to Doctors or other clinical professionals. You should not favour a Doctor because the Doctor is a family member or a friend. Rosters are in place within the clinic at Emergency or in other departments and should be respected. In case the rosters are not to the standard or put patient safety at risk, you are encouraged to report to your Line Manager and propose improvements.

## 1.2 Gifts & Entertainment

**You shall not be influenced by receiving favours nor shall you try to improperly influence others by providing favours.**

You should not accept or provide gifts or entertainment in return for any business, services or confidential information, or if the intent is to bias a decision. It is our view that no reason could justify such a course of action. You cannot justify any such practice by stating that “others have been doing it” or that “it is necessary to compete”.

You should build sound relationship with all stakeholders and should prevent, identify and address situations that might cross the line.

## 1.3 Donations

**Donations need the approval of the Executive Team and must be disclosed to the Board of Directors.**

Donations of any nature whatsoever (financial, capital goods, etc.) to individuals, organisations (charitable and non-charitable), NGOs, political parties and socio-cultural organisations need the approval of the Head of Patient Experience and Chief Operating Officer and Chief Finance Officer or Executive Chairperson.

No donation should be in contravention with any applicable laws or regulation of Mauritius.

All donations made will be:

- Reasonable in frequency and value
- Properly accounted for in the books of the Company
- Disclosed to the Board of Directors in a timely and accurate manner

## 1.4 Anti-Bribery

### **We condemn any form of bribery and corruption.**

You must never, directly or through intermediaries, offer or promise any personal or improper financial or other advantage in order to obtain or retain a business or other advantage from a third party, whether public or private. Nor must you accept any such advantage in return for any preferential treatment of a third party.

Moreover, you must refrain from any activity or behaviour that could give rise to the appearance or suspicion of such conduct or the attempt thereof. You should be aware that the offering or giving of improper benefits in order to influence the decision of the recipient, even if he or she is not a government official, may not only entail disciplinary sanctions but also result in criminal charges. Improper benefits may consist of anything of value for the recipient, including employment or consultancy contracts for closely related parties.

Giving or offering or promising any public official a gratification may amount to bribery when it is intended to procure the following (non-exhaustive list) on the part of the public official:

- Doing, or abstaining from doing an act (or having already done so) in the execution of his/her functions or which is facilitated given his/her functions;
- Expediting, delaying, hindering or preventing an act (or having already done so) which is part of his/her function or which is facilitated given his/her functions;
- Voting or abstaining from voting (or having already done so) at a meeting of a public body of which he/she is a member, director or employee;
- Or use his/her influence to obtain a contract or other benefit from a public body.

Again, as Employee, you may need to refer patients to Doctors or other clinical professionals. You should not accept any favour from a Doctor and refer patient to that particular Doctor in return. Rosters are in place within the clinic at Emergency or in other departments and should be respected. In case the rosters are not to the standard or put patient safety at risk, you are encouraged to report to your Line Manager and propose improvements.

## 1.5 Insider Trading

### **We respect and follow the Insider Trading Rules when buying or selling your company securities (in the case of listed companies).**

C-Care (Mauritius) Ltd. prohibits the purchase and sale of the company's shares or securities on the basis of potentially share price relevant information that is not yet public. Non-compliance may not only entail disciplinary sanctions, but also result in criminal charges. When in doubt regarding the interpretation or applicability of your company's insider trading rules, employees shall consult with C-Care (Mauritius) Ltd. This restriction would also apply to securities or shares of companies forming part of the CIEL Healthcare Ltd or CIEL Group wherever, through your employment or relationship with CIEL Healthcare Ltd or CIEL Group, you are in possession of sensitive and confidential information not yet public.

Inside information is information not available to the public and, if disclosed to the public, would have a material effect on the share price of CIEL Healthcare Ltd or CIEL Group or any quoted company of CIEL Group.

You should also refrain from tipping off and should not disclose confidential information to other persons otherwise than in the proper performance of your employment and/or duties as an Officer or Director.

Senior executives and officers and those who assume responsibility at board level should become acquainted with the rules set out in Appendix 6 of the Listing Rules issued by the Stock Exchange of Mauritius (only applicable for companies listed on the Stock Exchange of Mauritius) as well as the definition of "insider of a reporting issuer" and the provisions of Section 108 and following of the Securities Act 2005.

## 1.6 Raising Concerns

**We foster a culture of integrity and good governance and encourage all means to achieve same.**

Employees who have genuine concerns about a violation including, but not limited to, corruption, illegal, fraudulent or hazardous activities and/or violations of law, regulations, this Code or Company policies are encouraged to promptly report them.

If you have come across such behaviour, or you have reasonable grounds for believing that such behaviour is taking place within your company, you must raise it verbally or in writing with your Line Manager, the HR Department or C-Care (Mauritius) Ltd.

If for any reason, you feel that it is not appropriate to make such a report to any of the above-mentioned person or department, you may address your report to the **Executive Director**. If you believe that in the particular circumstances, even the Executive Director is not the appropriate person to whom you can make a report, you may address your report to the Chairperson of the **Audit and Risk Committee (ARC)**. The Whistleblowing Policy of C-Care (Mauritius) Ltd details the guideline in such case.



All breaches and concerns raised will be communicated to the ARC. The ARC shall, subject to any applicable law, in its own discretion, decide on appropriate actions to be conducted to resolve the issues and, ensure that the necessary investigations are carried out. Minor issues or breaches may be dealt with directly by the Management and/or the Executive Director.

C-Care (Mauritius) Ltd. will treat all such disclosures in a **confidential** and **sensitive manner** and will not permit any retaliation against any Employee who, in good faith, has reported an act of corruption or violation or suspected illegal and dishonest activity, or any activity that he/she has witnessed, even if the facts reported prove to be inaccurate.

### **1.7 Fair Dealing**

#### **We believe in the importance of free competition.**

C-Care (Mauritius) Ltd. is prepared to compete successfully in today's business environment and will always do so in full compliance with all applicable antitrust, competition and fair dealing laws.

Even more relevant to the activities of C-Care (Mauritius) Ltd. are the rules requiring advance reviews and seeking permissions for mergers and acquisitions and dealing in securities. Securities law prohibit the making of untrue or misleading statements of material fact in any filings with the Stock Exchange of Mauritius or any other body regulating transactions in securities. We must never file any information containing untrue or misleading information to any regulatory body.

### **1.8 Theft / Misuse of Company's Property**

#### **C-Care (Mauritius) Ltd.'s property, products and services belong only to the Company.**

Employees have the use of and access to C-Care (Mauritius) Ltd.'s property for the purpose of performing their job. Unless specifically permitted, Company's property should not be removed from the office premises, sold or given away.

You should use company property solely for business purposes. Reasonable and limited personal use of company assets might be permissible, but in every case should be at your own expense and/or with the knowledge and agreement of Management Team.

Non-compliance to the above will constitute of misconduct and is liable to disciplinary action(s) and prosecutions.

## 2. WORKPLACE CULTURE

**We respect the personal dignity of our fellow employees.**

### 2.1 Equal Employment Opportunity / Non-discrimination

The Employees of C-Care (Mauritius) Ltd. are key to its success. We believe in the competence and the willingness of our Employees to act fairly and ethically. We are an equal opportunities employer and strive to create a working environment that is conducive to teamwork, diversity and mutual respect. C-Care (Mauritius) Ltd. recruits personnel based solely on the basis of requirements and specific capabilities of individual applicants.

We value the contribution of each employee. It is believed that more can be achieved when people from different backgrounds work together. In fact, diversity is a determinative factor for our competitiveness, attractiveness and ability to innovate and adapt.

As such, the employees of C-Care (Mauritius) Ltd. must ensure that they carry out their duties in compliance with the Code and base their decisions on the principles outlined herein. Everyone should be treated with respect, dignity and fairness. All work-related and human resources decisions should be taken based on merit without any discrimination based on the following factors, amongst others:

- Age
- Caste
- Colour
- Creed
- Ethnic origin
- Impairment (an impairment may be a physical, mental or psychological handicap or may take the form of a disease)
- Marital status
- Place of origin
- Political opinion
- Race
- Religion
- Sex
- Sexual orientation

We are committed to ensure the welfare of all Employees and pay particular attention to working conditions, the rights of every individual and ensures that the workplace is harassment and

discrimination free. We regularly engage with the employees and encourage an ongoing dialogue to improve working conditions.

The employees of C-Care (Mauritius) Ltd. must be regularly appraised: career progression is discussed, objectives are set and performance and adherence to the Code are determined.

## **2.2 Personal Relationships at Work**

We understand that employees spend many hours at the workplace as a result of which they may develop personal relationships within their workplace. Whilst we acknowledge that the freedom of choosing one's partner or lifestyle remains an individual's right, such type of relationship may lead to potential conflict of interest or unhealthy situation at the workplace.

In this regard, whilst we do not aim to place any undue restrictions on employees dating colleagues, without rules and guidelines, personal and romantic relationships between colleagues may negatively impact our workplace and perception of colleagues.

Anyone employed in a managerial or supervisory role needs to be aware of the fact that personal relationships with employees who report to them may be perceived as favouritism, misuse of authority, or potentially, sexual harassment and are encouraged to declare their relationships to their Line Manager or to the HR Department and ensure that they maintain an adequate level of professionalism and behave appropriately at work and not disclose any confidential information irrespective of the status of their relationship.

## **2.3 Violence at Work**

No person shall harass sexually or otherwise, assault, verbally abuse, swear, insult or humiliate in any manner, express the intention to cause harm, bully or use threatening behaviors, use aggressive gesture indicating intimidation contempt or disdain, by words or act hinder, another employee while on duty.

Non-compliance to the above will constitute of misconduct and is liable to disciplinary action(s).

## **2.4 Alcohol and Drug Use**

### **C-Care (Mauritius) Ltd requires an alcohol-free and illegal drug-free workplace.**

While on the premises of C-Care (Mauritius) Ltd or conducting business-related activities, no employee, visitor, supplier or contractor shall use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job, only if it does not impair an

employee's ability to perform essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

At C-Care (Mauritius) Ltd, sponsored social events held after work hours, consumption of alcohol is either prohibited or is controlled in such a manner to avoid employees driving under the influence of alcohol.

Non-compliance to the above will constitute of misconduct and is liable to disciplinary action(s).

### **3. HEALTH & SAFETY RESPONSIBILITY & QUALITY OF CARE**

#### **We believe in a safe working environment**

##### **3.1 Health and Safety Responsibility**

One of C-Care (Mauritius) Ltd.'s goal is to provide and maintain an Occupational Health and Safety program which will result in a safe and healthy working environment for everyone.

Line Managers/Managers/Directors/Chiefs must require that all employees work in accordance with the Occupational Health and Safety Act and its regulations and the Company's established safe work practices and procedures. Line Managers/Managers/Directors must also require that all equipment is safe and in working order and that all of their employees receive the appropriate training. When presented with a health and safety challenge or threat identified as reasonably foreseeable to cause harm, even in the absence of scientific certainty, Management will act to protect employees.

All employees are responsible for protecting their own health and safety and that of their co-workers by fully understanding their work environment, working in compliance with the Occupational Health and Safety Act of Mauritius and its regulations. Health and Safety Committee, a collaboration between all stakeholders in the Company, is responsible for identifying and evaluating hospital-wide health and safety concerns and communicating its recommendations to Senior Management and employees.

##### **3.2 Patient Safety Culture**

C-Care (Mauritius) Ltd. is committed to develop and promote programs that enhance the delivery of safe patient care and to increase the overall value of patient services at the Hospital.

The medical staff and Management of C-Care (Mauritius) Ltd. should promote the continuity of care by sharing appropriate medical information to the patient, family and referrals doctors if any. Transparency and disclosure of unexpected outcomes of health-care errors is an important process in ensuring a safe environment where patients and families feel secure and informed.

As C-Care (Mauritius) Ltd.'s employee, you are encouraged to monitor and reduce adverse clinical events by focusing on patient safety and identifying and eliminating practice patterns and systems that deviate from accepted standards of care.

Every Business Unit of C-Care (Mauritius) Ltd. should implement incident reporting programs. As C-Care (Mauritius) Ltd.'s employee, you are obligated and encouraged to promptly report adverse events and potential safety hazards and encourage colleagues to do the same.

### 3.3 Promoting multidisciplinary clinical consultation

Management and medical staff must promote collaborative clinical management and supporting the authority of specific multidisciplinary teams. C-Care (Mauritius) Ltd. is committed to encourage joint clinical management.

### 3.4 Clinical Practice

C-Care (Mauritius) Ltd. is committed to the delivery of high-quality care. To that end, C-Care (Mauritius) Ltd rely on the ability and professionalism of its consultant doctors, employees and partners to use only legitimate practices.

A clinical governance framework needs to be implemented in each clinic, with the following mandatory committees:

- Medical Advisory Committee
  - Overall Clinical governance
  - Hospital Clinical Research & Ethics
  - Doctor Nomination and privileging
- Quality & Patient Safety Committee
- Infection Control Committee
- Blood Transfusion Committee
- Pharmacy & Therapeutics Committee
- Mortality & Morbidity Committee

Details of the committees and responsibilities of the committees is found in the Clinical Governance Strategy.

### 3.5 Medical Council (Code of Practice)

All medical staff employed at C-Care (Mauritius) Ltd. have the obligation to abide to the Medical Laws and the Medical Council of Mauritius.

C-Care (Mauritius) Ltd strongly encourage all the visiting consultants of their respective clinic to abide this Code of Ethics. Failure to do so will result in disciplinary action(s).

### 3.6 Nursing Code of Practice

All nurses employed at C-Care (Mauritius) Ltd. have the obligation to abide to the Nursing Council of Mauritius and Professional Code of Practice. Failure to do so will result in disciplinary action(s).

### **3.7 Allied Health Professional - Code of Practice**

All the Allied Health professionals employed at C-Care (Mauritius) Ltd. have the obligation to abide to the Allied Health Professional Council of Mauritius and Professional Code of Practice. Failure to do so will result in disciplinary action(s).

## 4. DATA PRIVACY & DATA PROTECTION

**We value and protect our confidential information and we respect the confidential information of others, including our patients, partners and Employees.**

### 4.1 Data Confidentiality

The term Confidential Information shall mean information (whether or not recorded in documentary form or stored on any magnetic or optical disk or memory) relating to the business, products, affairs and finances of C-Care (Mauritius) Ltd. for the time being confidential to the company and trade secrets including, without limitation, technical data and know-how relating to the business of C-Care (Mauritius) Ltd. or any of its business contacts.

All written, spoken and electronic information held, used or transmitted by or on behalf of C-Care (Mauritius) Ltd in whatever media, including information and data held on computer systems, hand-held devices, tablets or other portable or electronic devices and telephones and paper records, and information transmitted orally, relating both to the company's own business or that of any Group Company or any customers or clients, suppliers and other third parties with whom C-Care (Mauritius) Ltd engages or does business, remains the company's property at all times, no matter what format it is in, where it is stored or how it is accessed.

You shall not, except in the proper course of your duties and insofar as it is not detrimental to the interest of C-Care (Mauritius) Ltd., use or disclose to any person, company or other organisation whatsoever any Confidential Information. You shall further use your best endeavours to prevent the publication or disclosure of any Confidential Information.

Your duty of confidentiality shall not apply to:

- a) any use or disclosure of Confidential Information expressly authorised in writing by the Board of Directors;
- b) any use or disclosure of Confidential Information required by law, including use or disclosure ordered by a Court of law;
- c) any information which is already in, or comes into, the public domain, other than through an unauthorised disclosure.

You undertake to comply strictly with all applicable data protection laws and relevant company's policies on data protection in fulfilling your employment duties. C-Care (Mauritius) Ltd. consider this commitment as being of a fundamental nature. In consequence, any breach may lead to the company taking appropriate disciplinary action(s) against the Employee, including actions which may lead to his/her dismissal from the company.



## **4.2 Employee Privacy**

**The dignity and individuality of every employee will be respected at all times.**

“Personal Data” shall have such meaning as ascribed to it from time to time under the laws relating to the protection of data, and is currently defined as “any information relating to a data subject” under the Data Protection Act 2017, and includes special categories of personal data which means Personal Data pertaining to an individual’s racial or ethnic origin, his/her political opinion or adherence, his/her religious or philosophical beliefs, his/her membership of a trade union, his/her physical or mental health condition, his/her sexual orientation, practices of preferences, his/her genetic or biometric data uniquely identifying him/her and commission or alleged commission of an offence by him/her or any proceedings for an offence committed or alleged to be committed by the Employee including the disposal of such proceedings or any sentences imposed for such offences

For purposes of managing the employment relationship with the Employee, complying with its legal obligations and pursuing its legitimate interests, the C-Care (Mauritius) Ltd. shall be processing Personal Data about the Employee. The privacy and confidentiality of employee records will be adequately safeguarded. You hereby consent to the company processing your Personal Data in accordance with the Privacy Notice of the company and other policies on Personal Data Protection, copies of which have been remitted to the Employee.

## **4.3 Information Security**

IT and communication resources are provided to employees, Officers and Directors of your company and of its group companies for work-related purposes and are monitored regularly to prevent cyber-attacks and malicious activities.

Limited personal use may be accepted if in line with applicable rules. You should always be vigilant to scams like phishing and should immediately report any incidents including loss of information on equipment provided to you. You have a duty to ensure that usernames and passwords issued to you are securely kept.

More details and guidance for the adherence to information’s security is found in the IT Policy.

## **4.4 Protection of patient privacy and confidentiality**

The protection of patient information is central to patient care and related services. Business Units within C-Care (Mauritius) need to provide authorized persons easy and timely access to computerized patient information, while safeguarding patient privacy and confidentiality.

C-Care (Mauritius) Ltd. hereby stipulates protecting patient privacy and confidentiality by restricting access to medical records and other health information, including billing information, to those with a “need to know” in order to provide direct patient care.

All individuals subject to this Policy should be educated about their obligations regarding access to and disclosure of patient information.

Every patient should be advised that medical information will not be disclosed to others, including family and friends, without patient permission, except as permitted by law and establishing policies and practices that protect against breaches of confidentiality and punish illegitimate access, use and/or disclosure of patient information.

#### **4.5 Protection of company assets, accounting**

**We insist on honesty and we respect the Company’s assets and property.**

You must never engage in fraudulent or any other dishonest conduct involving the property or assets or the financial reporting and accounting of C-Care (Mauritius) Ltd. This may not only entail disciplinary sanctions but also result in criminal charges.

## 5. REPUTATION & GOODWILL

### **We care for and value our reputation and goodwill.**

The reputation and goodwill of C-Care (Mauritius) Ltd, CIEL Healthcare Ltd and of CIEL Group, is one of its most important assets. You must therefore avoid any communications (written or oral), disclosure or interaction that might defame C-Care (Mauritius) Ltd. and CIEL Group or its companies or otherwise damage its reputation.

You should not make any public statement either to the media or on any other forum (including social media and blogs) relating to C-Care (Mauritius) Ltd, CIEL Healthcare Ltd and the CIEL Group unless you have been properly mandated to do so.

Moreover, in all communications sent on behalf of your Company, you should always be courteous irrespective of the situation. In all your communications, you should place yourself in the position of the recipient(s) and figure out how your communication may be understood at the other end. More details and guidance for the adherence is found in the Social Media Policy.

Your company has no intention of interfering with your private lives and out of office social interactions. However, you should be aware of the possibility that views you express outside of your work sphere may at times be interpreted as the views of your company and, as such, may have unintended consequences on our reputation.

## 6. ENVIRONMENTAL & SOCIAL VALUES

**We nurture a humane, ethical and transparent way of doing business through the integration of sustainable considerations into its business decision-making process.**

We believe that creating value for our stakeholders, the communities in which we operate, and the environment can only help strengthen the company's businesses.

We are committed to implementing, maintaining and fostering the best environmental and social related practices across our value chain.

In that respect, C-Care (Mauritius) Ltd. is developing a sustainability policy and management system and has set up committees to ensure that C-Care (Mauritius) Ltd. and its subsidiaries go further than compliance, thereby giving us a market edge, which will allow C-Care (Mauritius) Ltd. to thrive in increasingly competitive market.



## CODE OF BUSINESS ETHICS ACKNOWLEDGEMENT FORM

I hereby acknowledge that I have received a copy of C-Care (Mauritius) Ltd.'s most current Code of Business Ethics.

I further acknowledge that I have read and understand all of my obligations, duties, and responsibilities under each principle and provision of the Code of Business Ethics and will read and understand all of my obligations, duties and responsibilities under all future amendments and modifications to the Code of Business Ethics.

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_