



## CODE OF CONDUCT AND ETHICS

### Introduction

The success of a company is not defined only by number of business transactions or services provided. A great success is defined how relationships and confidence last with suppliers, employees, business relations, clients etc.

For IGR Metals Trading DMCC is very important to create respectful and ethical business environment within the company and outside.

This code of Conduct and Ethics provides a clear statement of the ethical values and professional standards that we expect to be followed by all employees and managers of IGR Metals Trading DMCC. With the reference to this important source of strategic guidance, IGR's management is committed to conduct its business with decisions and policies developed to respect the adopted regulations, and in particular, it states that IGR:

- is aware that integrity is essential for long-term success
- takes responsibility for its actions and honors its commitments to its employees and stakeholders
- is respecting employee's privacy and all those in relation with the company and third parties.
- guarantees the right of freedom of expression for each employee.
- is committed to ensure a healthy working place and pleasant atmosphere.
- guarantees the safety of each employee and rejecting any forced and/or child labor.
- will never tolerate any physical and verbal violence its employees. This is applicable to any communication with suppliers, clients, third parties and within the company.
- rejects all forms of discrimination, recognizing that personnel qualification and performance are the only relevant criteria for the salary and any additional payments and benefits
- commits to act in socially and environmentally responsible manner
- keeps up to date and accurate records of all its business activities
- avoid conflict of interests or its appearance

### Business Conduct and Relations

- Assuring respect and respectable treatment to our clients' complaints.
- Acting in good faith on behalf of the company assuring transparency in each action and business transactions.
- Maintaining confidentiality of any information entrusted by its clients excluding legal issues;
- Honor business obligations

### Responsible Sourcing and information

- Conducting a responsible sourcing in terms of compliance making certain to follow up a high standard of due diligence.
- Under any circumstance IGR will never tolerate any injured actions that can be damaging IGR's reputation
- Any false information exposing the IGR reputation will be immediately reportable to the law regulator department

No code of conduct can respond to all situations. The purpose of this Code is to establish a corporate culture based on ethical values and to guide our professional conduct when situations arise.

Anyone with any doubt about a breach of this Code or about any situation that can be unethical, should report it to manager or contact compliance Department.

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