



ACTEUS GROUP
CODE OF ETHICS
& PROFESSIONAL
CONDUCT



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“Having strong ethics is the first step to a long-term success”

At Acteus, we believe that business success and value creation go hand-in-hand with a culture of ethical, professional and fair behaviours that positively contribute to a sustainable and environmentally-sound social development. The rules and convictions outlined in this Code of Ethics and Professional Conduct (“Code”) outline our core values that guide our business operations and decision-making in every country we operate in on a daily basis.

This Code applies to all partners, directors, stakeholders, employees and suppliers (“Supplier”) engaged by Acteus. Failure to comply with this Code can negatively impact the reputation of Acteus and result in serious legal and financial consequences. We expect from all parties engaged in activities with Acteus an exemplary conduct that reflects our values and consistent with our business principles.



COMPLIANCE WITH LAWS

RULES AND REGULATIONS

“Being law-compliant positions a business in the centre of faith and trust”

As a global organisation that continually seeks to expand into new territories, Acteus is committed to complying with all applicable laws and regulations in locations where we conduct business. In exceptional circumstances, practices and policies of this Code may be tailored to fit with local laws or certain aspects of local cultures. However, they should not go in direct conflict with our values and ethics, nor with any international law.

“Being trusted with small matters will open doors to bigger opportunities”

Integrity lies in the heart of everything we do. This non-negotiable principle is integral to Acteus's success and our ability to maintain trust in order to establish long-term business relationships. All parties who work for Acteus or who work on Acteus's behalf are to uphold themselves morally and ethically in all circumstances, thus representing us in a positive light:



BE ACCOUNTABLE

Take ownership of your duties and actions. Be honest about your shortcomings and rectify any mistake made in a responsible, professional and swift manner.



BE INCLUSIVE

Everyone is different. Acknowledging our diversity and uniting in strength creates harmonic and successful business relationships.



TAKE INITIATIVE

Be resourceful and identify opportunities to determine the best course of action to improve the business. Share your ideas and inspire and lead others to go beyond their potential.



DELIVER EXCELLENT CUSTOMER SERVICE

Apply reasonable due care in executing the work without compromising on quality while respecting our customers' policies and procedures. Be realistic about your capabilities so that you do not overpromise and underdeliver.



BE MINDFUL

Be self-aware of your actions within and outside work. Avoid any activity or speech (including online) that can jeopardise the reputation of Acteus.



AVOID CONFLICT OF INTEREST

While we do not allow our staff to engage with our competitors that will go in direct or indirect conflict with our business, we respect competition laws and refrain from engaging in illegal or dishonest anti-competition practices.



BE CULTURALLY SENSITIVE

Respect and adapt to cultural differences of host countries. This also applies to, but not limited to the internal dealings between our own people.



WORK TOGETHER EFFECTIVELY

Communicate and cooperate with everyone constructively, courteously and in good faith while maintaining honesty and transparency. Resolve all conflicts and differences respectfully and professionally without delay.



COMBAT CORRUPTION

Acteus does not tolerate corruption in any form such as, but not limited to, bribery, extortion, embezzlement, fraudulence or illegal inducements. Activities of such must be avoided and immediately reported.





HEALTH AND SAFETY

“Doing what is convenient & easy can be costlier than doing what is right”

Acteus prioritises health and safety of its people and well as visitors and contractors, making sure that facilities have adequate safety and emergency measures put in place. Do not compromise on safety in the pursuit of commercial gains. These guidelines must be implemented at all times:



FOLLOW SAFETY GUIDELINES

Whichever location you are at, all safety guidelines must be strictly adhered to.



DO A SAFETY ASSESSMENT

All preventive, safety, sanitary and emergency measures and procedures are to be put in place and abided by. First aid kits must be available and within easy reach.



AVOID ABUSE OF SUBSTANCES

Working under the influence of drugs, alcohol or illegal substances is strictly prohibited as they can affect the quality of work and result in danger due to the lack of alertness.



PROTECT YOURSELF AND THE WORKERS

Safety equipment must be worn to protect against workplace hazards. Workers should be trained to equip them with safety practices and reduce bodily harm.



TACKLE DANGER CAREFULLY & SWIFTLY

If unexpected danger or risk occurs, it must be dealt with quickly and carefully. Stop work and seek medical help immediately if injury occurs.



PROVIDE A CLEAN & HYGIENIC WORKPLACE

All working and living conditions must be sanitary, humane and appropriate. Adopt regular cleaning and hygienic practices, ensuring that cleaning equipment, disinfectants and other cleaning agents are well-stocked.

“Equality, dignity, freedom and rights are not our privileges but our fundamentals of human life”

As a people-first organisation, Acteus believes in equal opportunities for all workers (including suppliers' workers) from diverse backgrounds. Workers' individual rights are to be respected and protected:



SUPPORT FAIR HIRING

Discrimination against any worker based on age, disability, race, nationality, ethnicity, gender, sexual orientation, marital status, political affiliation, education, job status, culture, religion or union membership is not allowed. Fair hiring practices are to be implemented.



ACCEPT VOLUNTARY LABOUR ONLY

Wage laws and regulations (including minimum wage, overtime pay and mandated benefits) are to be complied with at all times.



RESPECT WAGE LAWS

All labour must be voluntary. Child labour, forced labour and any labour employed through illegal and unethical means are strictly prohibited. Laws on slavery and human trafficking must be adhered to.



PREVENT WORKPLACE BULLYING

We do not tolerate any form of inhumane treatment, bullying, abuse and sexual harassment at the workplace. Such acts must be prevented and dealt with seriously. While Acteus respects the sovereignty of host countries and do not intervene in their politics, we reserve the right to express our concerns to relevant governing authorities with regards to human rights where necessary.

“A little impact on the environment can make a big difference”

Acteus is committed to protecting and sustaining the planet. We remain environmentally responsible throughout our supply chain by adopting green initiatives and ecological measures to reduce our carbon footprint:



RESPECT ENVIRONMENTAL LAWS

Complying with environmental laws and regulations is non-negotiable.



MINIMISE RESOURCE WASTAGE

Reduction of resource consumption should be done through the 3Rs (Reduce, Reuse, Recycle). Use only what you need without unnecessary excess.



ADOPT GREEN TECHNOLOGY

Energy-efficient measures and green technologies in facilities and offices should be implemented. We also encourage promoting the use of green technology to our customers.



PROTECT THE ENVIRONMENT

The protection of biodiversity, ecosystems and animal welfare must be taken into consideration whenever work is to be carried out



AVOID UNETHICAL SOURCING

We reject and avoid raw materials that are sourced illegally or financed directly or indirectly by perpetrators of human rights and animal rights.

“Responsible businesses build a better future for the world”

Acteus is passionate in helping disadvantaged communities wherever we operate. Our corporate program, Acteus Smiles, partners with many local organisations, schools and charities to better the lives of underprivileged children and women regardless of their religious, political or social backgrounds. Each year, we work directly with NGOs to improve the welfare of the needy. We strongly encourage those who work with us to lend a hand to the underprivileged and volunteer towards a worthy cause whenever they can.



REPORTING VIOLATIONS AND COMPLAINTS

We support openness where you are free to share your concerns and views concerning our Code. Any violation of the Code must be reported to Acteus. All reports will be treated confidentially to the extent permitted by law. Falsely accusing anyone of a violation is also a violation of the Code and will be dealt with seriously.

ASIA

Acteus Pte Ltd

362, Upper Paya Lebar Road,
#06-11 Da-Jin Factory, Singapore 534963
+65 6282 1241

Acteus (Thailand) Co., Ltd

19 Chan Road, Soi 17/7, Yaek 21, Thung Wat Don,
Sathon, Bangkok 10120, Thailand
+66 (0) 2 212 4270

Lassipa Company Limited

No. (16-1) Airport Avenue (1) Street, Sawbwaryigone Yard,
Insein Township 11011, Yangon, Myanmar
+95 (0)9 420 276 229

Acteus (Cambodia) Co., Ltd

C104-C105 #1529, National Road 2, Sangkat Chak Angre Krom,
Khan Meanchey, 12353, Phnom Penh, Cambodia
+855 9 68 61 03 42

OCEANIA

Acteus Australia Pty Ltd

115 Ison Road, Greenbank,
QLD 4124, Australia
+61 (0) 7 3200 0471

EUROPE

Acteus France S.A.S

Batiment 1 - No 101 2 Rue du Château d'Eau 76200,
Dieppe France
+33 (0)9 73 03 86 43