



Integrity. Excellence. Teamwork. Commitment. Sustainability.

Our values in action

Contents

LIVING BY THE CODE.....2
INTEGRITY4
EXCELLENCE.....6
TEAM WORK8
COMMITMENT10
SUSTAINABILITY12

LIVING BY THE CODE

Integrity. Excellence. Teamwork. Commitment. Sustainability.

The words in this Code of Conduct define us. Despite our differences in culture and language, we are one company united by these common principles and a shared commitment to the highest standards of conduct.

While we conduct our business within the framework of applicable laws and regulations, for us, compliance with the law is not enough. We strive for more than that. Through our Code of Conduct, we envision a work environment all can take pride in, a company others respect and admire, and a world made better by our actions. Together, we are laying the foundation for the values-based culture that will carry us forward to even higher levels of success. Together, we are upholding the reputation of our great company – and strengthening it for tomorrow.

This Code of Conduct applies to the daily activities of employees the company and members of the board of directors the company. Each of us is personally responsible to read the Code of Conduct, understand what it means and apply it consistently. Those in our company who lead others hold a special position of responsibility to set the example of what it means to “live by the code”.

REPORTING ETHICAL ISSUES

If you become aware of a circumstance or action that violates, or appears to violate, the Code of Conduct, the company’s policy or applicable law, contact your supervisor or local management as soon as possible. You have a further personal right and responsibility to report any circumstance or action that violates, or appears to violate, the Code of Conduct, enterprise policy or applicable law. Not reporting a violation of the Code of Conduct will be considered as a violation of the principles of the Code and may result in the same disciplinary action as the violation in itself.

If you are not able to get an answer to a question, or resolve an issue, under the Code of Conduct by working with your supervisor or local management, you must contact the Ethics Line. This is an independent and confidential system by which employees or others can report unethical behaviour that affects the company.

Ethics line:

Tel: +243 82 379 36 93

+243 970 153 638

E-mail: congoequipment@tip-offs.com

Website: www.tip-offs.com

Violations of the company policies, procedures or this Code of Conduct will be addressed promptly and effectively. In conjunction with the company's HR guidance and laws, violations may result in disciplinary action up to and including employment separation.

NO RETALIATION POLICY

The company will not penalise you as a result of raising an ethical issue in good faith. Also, the company does not tolerate any reprisal by any individual against an employee for raising a concern or making a report in good faith.

INTEGRITY

The power of honesty

Integrity is the foundation of all we do

It is a constant. Those with whom we work, live and serve rely on us. **We align our actions with our words and deliver what we promise. We build and strengthen our reputation through trust.** We do not improperly influence others or let them improperly influence us. We are respectful and behave in an open and honest manner. In short, the reputation of the enterprise reflects the ethical performance of the people who work here.

WE PUT INTEGRITY INTO ACTION WHEN...

We are honest and act with integrity

We hold ourselves to the highest standard of integrity and ethical behaviour consistent with our Ethics Charter. We tell the truth. We promise only what we can reasonably expect to deliver. We strive to keep our commitments. Our company shareholders, customers, principals, suppliers, those with whom we do business, our fellow employees and the communities in which we operate must be able to trust what we say and believe that we will always keep our word.

We avoid and manage conflicts and potential conflicts of interest

We must not engage in activities that create, or even appear to create, conflict between our personal interests and the interests of the company. These situations arise when a personal interest or family or other relationship makes it difficult for an individual to represent the company fully and fairly. Conflicts of interest can arise in any part of the company's operations. The most serious conflicts of interest usually arise when an employee has authority to spend the company's money, has authority to hire or engage a person outside the company or has information that could be valuable to a person outside the company. We do not enter into any business arrangement that may obligate or appear to obligate us to act in any way contrary to the law, the company's business interest or the company's ethical business practices. We avoid any situation in which our independent business judgement might appear to be compromised.

We compete fairly

The company believes that fair competition is fundamental to free enterprise. We observe antitrust and competition laws where we do business. In relationships with competitors, principals, suppliers and customers, we avoid arrangements that restrict our ability to compete with others. We will not be involved in any arrangements, understandings or agreements with competitors affecting prices, terms upon which products are repaired or sold, or the number and type of products repaired or sold.

We ensure the accuracy and completeness of our financial reports

Investors, creditors, funders and others have a legitimate interest in our company's financial and accounting information. The integrity of the company's financial reports and accounting records is based on validity, accuracy, completeness, timeliness and understandability of basic information and supporting entries to the company's books of account. We will ensure every accounting or financial entry accurately reflects what is described by the supporting information. Each employee – not just those in finance and accounting – has a role in ensuring our financial records are complete and accurate and internal controls are honored. The same standards of integrity that apply to external financial reporting also apply to the financial statements that are used as internal management tools.

We are fair, honest and open in our communication

We communicate with each other in a respectful, fair, honest and open manner. We keep investors, creditors, employees, principals, distributors, suppliers, the communities in which we operate informed on a timely basis of relevant information about our company. In releasing information about the company, we make every effort to ensure that full disclosure is made to everyone without preference or favoritism to any individual or group. We respond to public inquiries– including those from the news media, governments and others – with prompt, courteous, honest answers through members of our executive leadership and employees who are authorised to speak publicly on behalf of the company.

We handle “inside information” appropriately and lawfully

Inside information may be defined as information about a company not known to the public. Such information – certain financial data and future plans for example – may have significant value to others and therefore must be kept strictly confidential. Anyone who has “material” inside information about the company or about a third party (including suppliers, customers or competitors) must not use it for personal gain or provide it to others. We expect all employees, their families, our various stakeholders and others whose relationships with the company give them access to such information to comply with these principles.

We refuse to make or receive improper payments

In dealing with public officials, other corporations and private citizens, we firmly adhere to ethical business practices. We will not seek to influence others, or seek to be influenced by others, either directly or indirectly, by paying or receiving bribes or kickbacks, including but not limited to payments to local officials by the company's employees or agents for the completion of routine governmental administrative actions, or by any other measure that is unethical or that will tarnish our reputation for honesty and integrity. Even the appearance of such conduct must be avoided.

EXCELLENCE

The power of intense focus

We set and achieve ambitious goals

The **quality of our products, services and solutions reflects the power and heritage of the company** – the pride we take in what we do and what we make possible. **We are passionate about our people, products and service excellence.** We are determined to serve our customers through innovation, continuous improvement, an intense focus on customer needs and a dedication to meet those needs with a sense of urgency. For us, excellence is not only a value; it is a discipline and a means for making the world a better place.

WE PUT EXCELLENCE INTO ACTION WHEN...

We focus on delivering quality products and services

We are dedicated to quality and take personal pride in all the products and services we provide. Our focus on the needs of our customers continuously drives us to improve our product and service quality. Our continued success depends on exceeding the expectations of our customers and standing behind everything we do.

We focus on delivering value- adding solutions to our customers, always with a sense of urgency

We are driven to meet the needs of our customers. We have built a reputation for excellence by listening to our customers, understanding their needs and challenges, and delivering products, services and solutions that help them succeed. Our customers expect quality from the company and each of us must ensure that our individual decisions and actions contribute to a positive perception of the company, enhance our customers' satisfaction and promote their loyalty. To do so, we act with a sense of urgency to deliver value-adding products, services and solutions.

We establish a work environment that supports excellence

The company's employees expect our work environment to promote personal achievement, continual learning and a feeling of self-worth. Employees have the right to express their good-faith opinions about how we can improve our own performance and the performance of the company. We actively listen, respond, encourage teamwork and make decisions based on facts, data and our collective wisdom.

We select, deploy and evaluate employees based on their qualifications and performance

The company selects, deploys, evaluates and rewards employees based on their personal qualifications, skills for the job, demonstrated performance and the contributions they make to the company.

We provide employees with opportunities to develop

We ask employees to give their best efforts, learn from their successes and setbacks and pursue opportunities to improve their performance on their own initiative, as well as through continual learning programs offered by the

company. We encourage self-development and will assist employees in mastering their current jobs and improving their job skills. We are committed to assuring opportunities for all employees to develop their abilities and contribute to the company's success.

We see risk as something to be managed and as potential opportunity

Because we realise that business and risk are inseparable, we proactively identify, assess and manage risks that have the most potential to impact our business. For us, managing risk also involves looking for opportunities for potential competitive advantage.

We take an "enterprise point of view"

Taking an "enterprise point of view" means promoting the best interests of our company as a whole. Entrepreneurial thinking in our local business units is critical to our business success. We strive to ensure enterprise decisions do not put our local business units at a competitive disadvantage.

TEAM WORK

The power of working together

We help each other to succeed

We are a team, sharing our unique talents to help those with whom we work, live and serve. The diverse thinking and decision making of our people strengthens our team. We **respect and value people with different opinions, experiences and backgrounds**. We strive to understand the big picture, then do our part in contributing to the overall goals. We know that by working together, we can produce better results than any of us can achieve alone.

WE PUT TEAMWORK INTO ACTION WHEN...

We build outstanding long-term relationships with our principals, suppliers and customers

The company's strength and longevity are the result of our ability to sustain long-lasting, mutually rewarding relationships with our principals, suppliers and customers. Our principals and suppliers serve as a critical link between our company and our customers. We rely on them to participate with us as partners in building and maintaining the long-standing customer relationships that have made the company successful. We value their positive contributions to our reputation and their deep commitment to the customers and communities we serve. We sustain our outstanding relationships with them through trust, communication and shared rewards. We work constantly with them to provide products, services and support solutions necessary to exceed customer expectations. We look for principals and suppliers who demonstrate strong values and commit to the ethical principles outlined in the Code of Conduct. We expect suppliers to comply with the sound business practices we embrace, follow the law and conduct activities in a manner that respects human rights. No supplier is required to buy the company's products in order to compete for business or to continue as a supplier. We encourage fair competition among our potential suppliers.

We treat others with respect

The full value of each individual's contribution can be realised only when we treat one another with the respect, trust and dignity we ourselves expect. The company insists on a work environment free of intimidation and harassment. As individual employees, we have the right to expect a positive working environment, along with the responsibility to speak out and ask for change if we observe conduct that runs contrary to this principle.

We treat people fairly and prohibit unfair discrimination

We build and maintain a productive, motivated workforce by treating all employees fairly and equitably. We respect and recognise the contributions of employees as well as other stakeholders. We will select and place employees on the basis of their qualifications for the work to be performed, considering appropriate accommodations – without regard to race, religion, national origin, colour, gender, sexual orientation, age and/or physical or mental disability. We support and obey laws that prohibit unfair discrimination everywhere we do business.

We value and encourage diversity and the promotion of nationals

We understand and accept the uniqueness of individuals. We value the diversity of unique talents, skills, abilities, cultures and experiences that enable the company's people to achieve superior business and personal results. We know that when we seek out and are receptive to various points of view this brings many benefits to the company – innovative solutions and approaches to decision making that can strengthen the company and make us more successful.

We conduct business with consistent global standards

As a company, we understand there are many differing economic and political philosophies and forms of government throughout the world. We acknowledge the wide diversity that exists among the social customs and cultural traditions. We respect such differences and, to the extent that we can do so in keeping with the principles of our Code of Conduct, and relevant national legislation, we will maintain the flexibility to adapt our business practices to them.

COMMITMENT

The power of responsibility

We embrace our responsibilities

Individually and collectively we make meaningful commitments – first to each other and then to those with whom we work, live and serve. We **understand and focus on the needs of our customers**. We are responsible members of our communities who are dedicated to safety, the care of our environment and the ethical management of our business. We **know it is both our responsibility and our privilege to carry the company's heritage forward**.

WE PUT COMMITMENT INTO ACTION WHEN...

We take personal responsibility

We are committed to the success of the company. We are each personally accountable for meeting both individual and shared goals. We demonstrate leadership by holding ourselves individually responsible for enhancing stakeholder value.

We protect our physical assets, brands, information and other intellectual property

We go to extraordinary lengths to preserve, protect and responsibly use all of our assets. This includes tangible as well as intangible assets, such as our brands, technology, business information and intellectual capital. We will not make unauthorised disclosure of trade secrets or other sensitive or confidential information belonging to the company, our customers, principals or suppliers – either during our employment with the company or thereafter. When sharing company information with others, we ensure appropriate controls are in place to protect the interests of the company. While we may hire individuals who have knowledge and experience in various technical areas, we do not employ people as a means of gaining access to trade secrets and sensitive information of others. We have a personal responsibility to use every appropriate means to safeguard company assets and information from loss, theft, damage or misuse.

We use electronic communications technology responsibly and professionally

Electronic communications technology plays a vital role in how we conduct our business every day. Access to the Internet and use of the company's intranet systems, e-mail, telephones, fax machines and mobile devices are important. The company's technology is maintained for legitimate business activities by authorised individuals and to support a positive, professional business climate. As employees, we are expected to use such technology in a responsible and professional manner consistent with our Code of Conduct and other company policies.

We recognise and respect personal privacy

We recognise and respect the personal information privacy interest of individuals. We collect and process only relevant, accurate information needed or appropriate for business purposes and do so only by lawful and fair means.

We appropriately safeguard the security and confidentiality of company records containing personal information and limit access to such information to those who have a legitimate business need for it when permitted by law.

We respect the unique rules that govern doing business with the Public Sector

We are mindful that special rules apply to contracts with government and stateowned enterprises. We honor our contractual commitments to these customers and follow all applicable laws for transacting in the public marketplace. We hold ourselves accountable for meeting the obligations imposed by this type of business and ensure we act with honesty and integrity.

We are committed to fair labour practices

We comply with all applicable labour laws and uphold international conventions on human rights and the protection of workers. We do not tolerate any form of forced or compulsory labour and we prohibit child labour. The right of all employees to freedom of association is recognised and we manage collective labour relations through a process of constructive engagement.

We respect and contribute to the realisation of human rights

The company has a commitment to human rights and the dignity of all people. We create a work environment that recognises the rights of employees so that we can all enjoy a workplace that is respectful, puts safety first and values fairness, responsibility, transparency and diversity. We work with principals and suppliers who also demonstrate strong values and ethical principles and avoid those who violate the law or fail to comply with the sound business practices we promote.

We make responsible ownership and investment decisions

The company's investments must be compatible with the social and economic priorities, local laws, customs and traditions of the country. In all cases, our conduct should promote acceptance and respect for our company. We also expect that our host country will recognise the need for stability, growth and business success and will honour agreements, including those relating to the rights and properties of citizens of other nations.

SUSTAINABILITY

The power of endurance

We are committed to building a better world

Sustainability is an integral part of who we are and what we do every single day. We **recognise progress involves a balance of environmental stewardship, social responsibility and economic growth**. We provide work environments, products, services and solutions that make productive and efficient use of resources as we strive to achieve our vision. We **believe this commitment supports the enduring success of our customers, shareholders, people and other stakeholders**.

WE PUT SUSTAINABILITY INTO ACTION WHEN...

We protect the health and safety of others and ourselves

As a company, we strive to contribute to a global environment in which all people can work safely and live healthy, productive lives, now and in the future. We actively promote health and safety with policies and practical programs that help individuals safeguard themselves and their colleagues. As employees, we put safety first by creating a work environment to protect the health and safety of others and ourselves. We actively promote safe practices throughout our value chain – from suppliers to end users. We are committed to providing our customers with products and services that are safe and reliable.

We recognise that our people create our enduring success

We understand the importance of our people to the company's enduring success. We recruit and develop innovative, high-performing people and strategically plan our workforce needs and profile to implement our strategy and to create an enduring future. We build trust and engagement through open and honest communication and encourage employees to pursue their career aspirations and personal development.

We innovate to make our customers more efficient and productive

We innovate to provide customers with products, services and solutions that improve the sustainability of their operations. We leverage technology and customer insight to improve product performance, and promote remanufacturing to extend product life and make our workplaces more productive, safer and more efficient. We support sustainable solutions that protect and preserve the environment while leading to profitable growth for the company and our customers.

We focus on environmental responsibility and preventing waste

We focus on improving the quality and efficiency of our operations while reducing our environmental impact. We support environmental stewardship by utilising business processes that enable waste prevention, improve quality and

promote the efficient use of resources in operations. We are committed to complying with environmental laws and regulations and expect our suppliers to do the same.

We are proactive members of our communities

As individuals and as a company, we contribute significant time and resources to promoting the education, health, welfare and economic stability of the communities in which we operate. We encourage all employees to participate in community activities that promote the common good. We believe that our success should also contribute to the quality of life in, and the prosperity and sustainability of, communities where we work and live.

We attract and develop the best team

We understand the importance of our people to the company's enduring success. We attract and develop the best team of innovative, high performing employees and strategically plan our global workforce needs. We build trust and engagement through open and honest dialogue and encourage employees to pursue their career aspirations and personal development. A sustainable workforce is one that is always ready to deliver on our commitments now and in the future.



Deon Heyns
CEO