



CTC's **Ethics**  
**Dialogue; Workplace**  
**Harassment,**  
**Discrimination &**  
**Ethical Misconduct**

[Shaping corporate-cultural expectations about  
appropriate business/professional conduct &  
behavior]

## *Ethics in the workplace*

*Ethics in the workplace is the application & following of moral principles, standards of behavior & set of values regarding proper conduct in the workplace in individual & group setting.*

*It assists in promoting relationships that are based on integrity, loyalty, respect, conscious responsibility/accountability & fairness in treatment of subordinates & all members of the Group.*

*We are committed to the highest standards of business conduct in our relationships with each other & maintaining that conduct with our customers, clients, suppliers & others, thus we expect our employees to follow suit.*

*By building a culture of integrity, transparency & accountability we aim to encourage proper professional conduct & behavior by our employees.*

*Ethical standards within the workplace*



*The right to work in an environment where each employee is treated with dignity & respect.*

*The right to belong to an environment free of discrimination of all types from abusive, offensive or harassing behavior.*

*The right to report incidents as they happen without the fear of retaliation.*

*The right to rely on managers & their responsibility to maintain an open/supportive environment where each employee feels comfortable to come forward with their concerns.*

*What is professional conduct?*



*Professional conduct consists of a set of rules that prescribe a baseline of legal ethical & professional responsibility/accountability.*

*We expect all employees to observe the highest standards of integrity in their conduct. This is achieved by following & adhering to a basic code of ethical behavior.*

*By exemplifying a model-example of ethical conduct in the workplace, we ensure that the reputation of the Group remains intact & it's environment unblemished.*

## **Report wrongdoing when you see it.**

*Poor ethics in the workplace & ethical misconduct are seen in illegal practices, such as; stealing, ignoring procedures/policies, abusing confidentiality agreements, falsifying information, making decisions solely for personal gain, lack of communication, withholding of information, poor customer service, gossiping & spreading of rumors, blackmail, bribing, lying, being unpunctual & unprofessional with coworkers & clients.*

*The Group will **not** tolerate ethical misconduct in any form, be it; workplace bullying, threats of violence, insubordination, ridicule, discriminating jokes/language & personal insults (racist/sexist terms), sharing sexually explicit, offensive or violent materials (via electronic devices or other means), workplace harassment.*

## *Workplace discrimination*



*Is a persistent pattern of mistreatment from others in the workplace that causes either physical or emotional harm & further jeopardizes an employee's physical/mental health, career & ability to perform their duties.*

*Workplace discrimination is seen in conduct directed against an employee that can be so severe or pervasive at times that it transforms the workplace environment into an intimidating, hostile & an abusive place to be in.*

## *Workplace harassment*

**\*\***

*Is the belittling or threatening behavior directed at an individual or a group of employees.*

*Workplace harassment can contribute to the deterioration of the physical, mental & emotional health of an employee.*

*It takes the form of **physical & emotional abuse.***

*Workplace harassment; Physical*

\*\*\*

*Seen in physical threats and assaults targeted at employees, heated arguments that lead to physical altercations between employees.*



*Workplace harassment; Emotional*

\*\*\*\*

*Is the hostile verbal and nonverbal behaviors that are **not** explicitly tied to sexual or racial content yet are directed at gaining compliance from others.*

*In short, emotional harassment is manipulation of people's actions through social behaviors.*

*Emotional harassment can be seen through subtle emotional cues that imposes stress on an employee to outward physical threats; direct insults & angry outbursts.*

*Emotional workplace harassment; bullying*

\*\*\*\*

*A common form of emotional workplace harassment is workplace bullying, it includes the following: false accusations of mistakes/errors, hostile glares & other intimidating non-verbal behaviors, yelling, shouting & screaming, exclusion or the "silent treatment," withholding resources & information necessary to the job, behind-the-back sabotage/defamation, use of put-downs, gossiping, insults/excessively harsh criticism, & unreasonably heavy work demands designed to ensure failure.*

*Workplace harassment; Sexual*

\*\*\*\*\*

*Sexual harassment is an unwelcomed sexual behavior, which could be expected to make a person feel offended, humiliated or intimidated.*

*It can be physical, verbal or written.*

*Sexual harassment is not a consensual interaction, flirtation or friendship. It is not a behavior that is mutually agreed upon.*

*A single incident is enough to constitute as sexual harassment – it doesn't have to be repeated.*

## *Compliance Committee*



*Is responsible for ensuring that the Group's ethical principles, governing laws & guidelines are communicated, understood & observed by all employees, the committee has the role of implementing these principles through further detailed guidance.*

*Employees are expected to bring to the committee attention of any breach or a suspected breach of ethical conduct.*

Contact to Report

## Report wrongdoing when you see it.

*Questionable unethical behaviors are investigated & appropriate proper action is taken accordingly.*

---

*Contact the HR Department directly, or any of the designated personnel below*

*Headquarter Offices*

**4109**

**2112**

*Central Advanced Digitech  
[CAD]*

*DEM & DELTA*

*Engineering  
[Service Center]*

**4354**

**4519**

**2243**

*Where Values & Culture Meet*

## **Code of Conduct & Business Ethics**

*All employees should observe professional and business ethics and be committed to...*

*Carry out duties with honesty and integrity and refrain from soliciting or accepting; donations, commissions, loans or bribes from any party which has business relations with the Company.*

*Keep in strict confidence all confidential Company information and documentation in their positions and not to disclose such information without appropriate authority.*

*Report to Management any dishonest or illegal practice and any information about actual or potential conflict-of-interest situations.*

*Be aware of Company policies, systems & procedures, and guidelines as relevant to their work and apply those policies, systems & procedures and guidelines at all times.*

## Corporate Human Resources

**CTC GROUP**  
*Moving Forward*



**مجموعة سي تي سي**  
نسير قداماً