



شركة مصادر الجزيرة التجارية  
Masader Al-Jazeera Trading Co.

# Masader Al-Jazeera Code of Professional Conduct and Ethics



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- Commitment to exercising care and loyalty towards the company, preserving its interests, fostering its growth, and maximizing its value, as well as prioritizing the company's interests over personal gain.
- Adherence to all relevant rules, regulations, and instructions related to the company's operations.
- Refraining from exploiting professional positions for personal gain.
- The use of company assets and resources is strictly for the purpose of achieving the company's objectives and goals.
- It is prohibited to exploit these assets and resources for personal interests.
- Access to internal information is granted only when necessary for work-related purposes.
- The disclosure of internal information should be for professional purposes and in the best interest of the company.
- The disclosure of such information is done in accordance with the regulations and rules set in place.
- Commitment to honesty, professionalism, and dedication to work.
- Compliance with the company's policies, internal regulations, and all contractual agreements made with clients and suppliers.
- Following the instructions and guidelines provided by superiors in executing work plans and agreements.
- Support of the company's interests in all circumstances.
- Honesty and fairness are noble values that form the foundation of the company's approach to dealing with its members.
- Respecting customers, colleagues, and shareholders is a duty that all company members are committed to.
- Preserving the company's funds, tools, and facilities.
- Compliance with the company's official dress code.
- Maintaining a positive attitude in all interactions with colleagues.
- Maintaining a positive and professional approach when dealing with customers and suppliers.
- Engaging in acts of fraud, theft, or forgery, such as falsifying contract documents like receipts, expenses, quantities, and quality, is strictly prohibited.
- Forgery of qualifications and experience certificates, including intentional misinterpretation of information, is prohibited.
- Accepting, requesting, or offering gifts or bribes in all transactions with suppliers, customers, etc. is prohibited. In such cases, the immediate supervisor must be informed, and any gifts received, whether monetary or non-monetary, should be handed over to administrative support/Chief Operations Officer.

- Respecting others, including colleagues, suppliers, customers, and partners, and refraining from slander or conflict under any circumstances.
- Respecting all traditions and religious beliefs and respecting colleagues and customers regardless of their nationality, religion, or beliefs.
- The use, consumption, or possession of alcohol, drugs, and substances that impair the mental and physical state of employees is strictly prohibited during working hours or inside company accommodations, regardless of the reason for their use.
- Any form of sexual harassment, including verbal, physical, or visual is strictly prohibited.
- Any form of verbal or written abuse towards others is strictly prohibited.
- It is prohibited to engage with any materials or messages that are political, racist, hostile, defamatory, explicit, or similar, whether exchanged through email or accessed online. The company reserves the right to monitor and examine all electronic communications on the computers used for work in the company at any time and without prior notice.
- Employees are responsible for all company records, books, and documents within their areas of expertise, in accordance with the instructions issued by the executive management and in compliance with legal, regulatory, contractual requirements, and professional practices.
- Respecting copyright laws and complying with all regulations and procedures regarding the use and copying of computer software, the company strictly prohibits unauthorized copying of its programs or unauthorized use of any software on its computer systems.
- Maintaining the confidentiality of sensitive information, such as employee salaries, stakeholders' information and their private records, contracts with suppliers and service providers, and operational data.
- Ensuring the confidentiality of prices, costs of goods, profitability data, market shares, licensing agreements, and similar information, except within the scope of specific tasks assigned to authorized employees only.
- The company's employees are committed to adhering to the principles of information security, especially the following:
  - Applying the fundamental principles of information security, which include confidentiality, integrity, and availability.
  - Classifying information assets based on their value, importance, and level of risk exposure.
  - Ensuring the protection of the company's information privacy.
  - Continuously and proactively managing risks that threaten information security.
  - Regularly reviewing information security policies and aligning them with the company's objectives.
  - Complying with all regulations and systems issued by the Kingdom of Saudi Arabia in the field of information security.

- The company's interaction with the media or the investment community should be limited to the Chairman of the Board of Directors and the CEO of the company, or those authorized by them.
- Members of the company's Board of Directors and senior executives are prohibited from buying or selling company stocks during blackout periods. Additionally, all employees are prohibited from trading company stocks at any time based on their access to internal information about the company and its growth plans.
- All employees are committed to not disclosing internal information to any other person who may potentially buy or sell company stocks.
- Employees are committed to not working for any competing companies or any other competing sectors within the company's scope or any suppliers who have direct dealings with the company within 24 months from the date of leaving employment, regardless of the reasons for leaving employment. They shall bear all compensations and losses resulting from working for any company competing with the company.
- The employee's tasks, responsibilities, and expected achievements are determined within specific time frames and criteria by their immediate supervisor, and progress and accomplishments are regularly monitored.
- The employee is treated by their immediate supervisor based on merit, competitive worth, and equal opportunities for all.
- Any disciplinary action against an employee is conducted in accordance with the company's prescribed procedures, with respect and adherence to general etiquette.
- Good and safe working conditions are ensured to prevent any discrimination against employees in the workplace or any hazards to their health and well-being.
- Company members strive to consistently exceed customer expectations by continuously committing to providing the highest levels of service excellence, which positions the company at the forefront of organizations that consider customers as the focal point and a top priority.
- The company and its members are committed to performing their duties with the highest levels of quality and continuously improving and developing plans and outcomes. They work on developing the team and adopting appropriate measures for that purpose.
- Simplicity and logical reasoning are preferred in dealing with ideas, suggestions, and decisions.
- Avoiding complexity ensures that work flows correctly in a balanced and smooth manner to achieve company goals.
- Honesty is a guiding principle for all company members.
- Opportunities are always provided to listen to the opinions, suggestions, and ideas of employees, and they are encouraged to do so through adopting an "open-door" policy at all levels of interaction.
- Respecting cultural diversity within the entire workforce.
- Caring for the well-being and needs of the workforce and strengthening the family and social bonds among its employees.

- Promoting teamwork and emphasizing its importance in achieving goals at both individual and company levels.
- Enhancing the concept of loyalty to the company's shareholders, partners, suppliers, customers, and employees, and working on developing and building this value across all departments and divisions to maintain their commitment, trust, ownership, and enrich their genuine sense of belonging.
- Upholding the highest ethical standards through transparency, integrity, security, and good moral conduct in all transactions.
- Refraining from any actions or practices that undermine ethics, traditions, or public norms and avoiding involvement in political matters, religious beliefs, sectarianism, or any form of racism.
- Not impeding work progress, participating in strikes, or inciting others to do so.
- Performing work with accuracy, objectivity, and in the best interest of the organization, while enhancing work skills through continuous learning and training.
- Preserving the reputation of the company by refraining from spreading information, statements, or comments related to it through various media or any means that may harm its image.
- Adhering to working hours (official, overtime, or official assignments) to fulfill work duties and tasks.
- Maintaining professional confidentiality related to work and not disclosing any information that may harm the company's interests, whether during employment or after leaving the company.
- Being knowledgeable about the regulations and complying with them without any violation, deviation, or negligence.
- Complying with public ethics in accordance with the regulations of the Kingdom of Saudi Arabia, including during official working hours, training courses, and all occasions and engagements where the employee represents the company.
- Obtaining prior approval from the company before publishing any information, statements, or comments related to it through various media or communication channels, using any means or methods.
- Optimal and permissible use of the company's information technology infrastructure and technical resources, in a manner that does not conflict with the workflow.
- Attending to complaints and feedback from stakeholders and managing them fairly, promptly, and effectively, in accordance with the applicable regulations and rules, to achieve the highest professional standards.

The information is classified as follows:

- **Public Information:**

Information that falls within the public domain and is available and accessible to the general public.

- **Internal Information:**

Information that is not disclosed to individuals outside the company.

- **Confidential Information:**

All non-public information related to the company and stakeholders, which should be protected by company employees who have access to this information.

- **Highly Confidential Information:**

Information entrusted to certain company employees that, if disclosed without authorization, could have a significant impact on the company and stakeholders. This information should only be made available to employees to the extent necessary for authorized business needs. Company employees must adhere to the information security policy, especially when dealing with different types of information. Access to highly confidential information is strictly prohibited except for authorized employees.

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## Approval

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