rameda



Code of Conduct

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1. A Message from our CEO



Dear Colleagues,

Rameda has been steadily growing to become the most valuable emerging pharmaceutical company in Egypt. We have dynamically placed our vision and beliefs to align with our expansion strategy in fortifying our position, expanding our market share and exploring new regions.

We are committed to providing a high-quality level of healthcare solutions that better enhance our customers' quality of life. Our aspiration for growth and expansion is paved with challenges that demand collaborative efforts and higher sense of responsibilities.

Rameda is built based on a strong foundation of common values, a commitment to a high quality level, and a passion to success. Our code outlines our business philosophy and approach as to how to do things in the right way, taking right and timely decisions,managing business risks effectively, and executing decisions compliant with legal and ethical mandates.

Managers are responsible for creating a healthy business environment where constructive discussions regarding any areas of concern are openly encouraged without any form of retaliation.

This Code provides the needed guidance to our employees as to understand and comply to the policies and principles while performing their daily tasks.

Hence, I hereby urge all of you to spare some time to go through our "Code of Conduct", understand the Code, and comply with its principles.

Thank you all for your ongoing commitment and dedication in maintaining the highest level of ethical standards.

Regards,

Amr Morsy
Chief Executive Officer

2. Our Values

The Values Behind our Code

The Code of Conduct outlines the shared set of values that should guide our employees at any level, from the most junior to the most senior, to the professional conduct. This set of values should be adopted individually by employees and collectively by teams, departments, and the company as a whole. Our company values are based on human values such as devotion to service, honesty, trust, cooperation, respect, transparency, and tolerance.

Objectives

- To guide and support Rameda employees to incorporate our values, standards of conduct, and commitments into their day to day activities which supports our individual and corporate decision-making process.
- To align our behavior, actions, and decisions with our corporate culture, standards, objectives, and policies.
- To create awareness of the Code through clear and accurate communication of our values, commitments, and standards in order to improve the organizational effectiveness and the overall performance of our employees.

Our Vision

To become the most valuable emerging pharmaceutical company in Egypt.

Our Mission

To be the primary choice of doctors and consumers.

Our Purpose

To provide customers with healthcare solutions that better enhance their quality of life.

Our values

Our values are the DNA of our corporate culture and forming the basis of our day to day activities, we place paramount importance on living our values in our work.



Proactive Solutions

We tackle challenges before they arise — combining insight with action to deliver healthcare solutions that are timely, practical, and impactful.



Teamwork

Collaboration is at our core.
We achieve more together, valuing every perspective in our mission to improve lives.



Transparency

We operate with openness and integrity, fostering trust with patients, partners, and communities.



Agility

We adapt quickly to changes in science, healthcare, and market dynamics, keeping innovation and responsiveness at the forefront.



Creativity

We embrace innovation and original thinking to discover better ways of delivering health solutions.



Leadership

We lead with purpose, inspire others, and take .responsibility for our actions
We empower our teams to grow, make decisions, .and drive positive change in healthcare

3. Our Code

We Understand our Code

Our Code is an integral part of Rameda Management System which defines the way we run our business. Our code supports the employees to understand what to expect from one another so that we can successfully meet our commitments to the highest standards of conduct.

Complying with Our Code

Our code is not a contract of employment, but once you joined us you must follow our code. The code is set based on applicable laws and regulations. If the code is not complied with, the Company or individuals may face fines, legal penalties or even imprisonment. Violating our Code can damage our reputation, and undermines the trust of our customers, our people and our community.
So, we should always report any non-compliance with our Code, and never knowingly allow or encourage anyone to violate it.

You

Our Code refers to "You" as an employee at any level from the most junior to the most senior level, whatever the job you do. It also includes everyone who works with us in a full time, part time or temporary, and contractors job.

Our Online References

We are always encouraging you to do the right thing, so we regularly review and revise our Code and Guidelines for your reference, you can refer to them **on Rameda's Website and Portal"**. You must keep up to date with the latest Code and Guidelines. We welcome your comments and suggestions for improving our Code, standards, and Guidelines. So, we encourage you to provide your suggestions to the Compliance Department using the Compliance reporting channels

We Live our Code

We do the right thing, and do not accept any reason for wrongdoings

Example of non-accepted reasons:
"That's the way it works here"
"This was necessary to win the contract"
"Everyone does it like this"
"No one will know"

We do what is right, not what is easy, nor what is popular"

We Apply our Code

Our Responsibilities

Our standards of behavior comply with the local laws and respect the human rights and dignity. We act with integrity, honesty, trust, respect, transparency, and with consideration for our society and environment. So, we ensure to:

- Provide a work environment whereby our Code and values are actively supported, and make sure that everyone whether employed by or worked with Rameda understands our code.
- Provide help and support to our employees if they are unsure about what to do, or suspect that Our code is being violated. We provide confidential resources for everyone to get advice or report a code violation.
- Support and protect anyone who reports a violation or helps an investigation and make certain there is no retaliation of any kind against them.
- Deal fairly and effectively with any concern about conduct.

Your responsibilities

Our employees play an effective role in forming the future of Rameda. So, whatever your position at Rameda, it is your responsibility to ensure that your own decisions, actions and behaviors are aligned with our Code, and it is also your responsibility to report any violation. So, we expect You to:

- Understand, live, and apply our code.
- Apply what you learned from our training sessions which designed for supporting you to learn how to understand and use our Code, policies, procedures, and guidelines.
- Report any concern when you think there may be a violation of our code, and never knowingly allow or encourage anyone to do anything that violates our code.
- Apply your good judgement in every situation, and do not hesitate to ask if you are not sure what to do.
- Provide support if we ask you to help us to investigate alleged violations.

Our Managers Responsibilities

In addition to your responsibility as a Rameda employee, you have to ensure that we never ignore an issue or incident that should be addressed and reported. You should make sure your team understand our Code, its implications, and how to apply it. Finally, make sure that your team are supported and protected for doing the right thing.

Our Code Guides and Encourages You to do the Right Thing. If you're not sure "What to Do" or "You Want to Report Something":

- Talk to your direct manager, HR business partner, and/or the Compliance department.
- Use our Speak Up policy. It is clear, simple, and designed to protect you.
- You can find out how to Speak Up on page(27)of this code.
- We always encourage you to Speak Up as soon as you can.

Grievances

Our grievances policy encourages You to speak and report to your direct manager and/or to the HR department in case You might want to raise a grievance

When You Speak Up for our Code, You Speak Up for all of us



4. Our People

We respect our people and their rights, we provide them with opportunities to grow and develop. Remeda ensures to create an environment where everyone feels valued, and there is an equal opportunity for all.

4.1 Human Rights

Rameda does not accept any abuse of people and their rights.

What should you expect from us:

Rameda acts in respect to the United Nations Declaration of Human Rights which means:

- We respect and uphold the fundamental Human Rights and freedoms of everyone who works for us or with us, and we do not accept any tolerance regarding Human Rights abuse.
- We never take part in, or benefit from, any activity or relationship that directly or indirectly violates people's rights. We support you to Speak Up for any abuse of people's rights.
- We never use forced, compulsory, illegal or child labor, or knowingly work with anyone

What should we expect from you:

- Understand our values and use them during your day to day activities in the way You ensure to respect people and protect their Human Rights.
- Ensure compliance with the legal laws, the regulatory requirements, our Code, standards, and the internal policies and procedures.
- Never hire forced, compulsory, illegal or child labor, or knowingly work with anyone who does.
- Speak Up when you note or even suspect any abuse of Human Rights.

People who Speak Up for our Code, they Speak Up for all of us

4.2 Equal Opportunity

We believe that our diversity is one of
our key fundamentals for success.
Our employment and promotion policies are based on equal opportunities according to the talent



What should you expect from us:

Our recruitment policies ensure an equal and fair treatment of all applicants which means:

- Our recruitment, employment, development and promotion policies emphasize the equal opportunities among the employees based on their merits

- We ensure providing training for You in order to develop your capabilities, and applying a regular constructive performance review, recognize and reward our high-performance achievers.

What should we expect from you:

- Understand our code, values, policies and guidelines to ensure that You do not discriminate against other people, even unintentionally, and act in respect to the laws and regulations, and respect people's culture and traditions.

- Treat everyone fairly, equally and with respect, and Speak Up when You note any discrimination and/or unfair treatment.

4.3 Anti-Harassment & Violence

We do not accept tolerance with any harassment and/or violence behaviors which means we provide you with a safe work environment:

What should you expect from us:	- Provide a safe workplace for everyone and investigate any reported abuse whatever by a colleague, third party or a customer, and take actions against people involved in a harassment or a violence abuse. - Providing a respectful and professional experience for everyone regardless of gender, sexual orientation, disability, physical appearance, body size, race, religion, or political affiliation.	
What should we expect from you:	- Respect the differences in believes and cultures of others, and act in an appropriate business courtesy, dignity and respect. - Do not act in an offensive, intimidating, malicious or insulting way, and never threat, humiliate or injure anyone, and never spread malicious gossip about them.	- Support in the investigations performed over reported incidents, and never retaliate against anyone who Speaks Up.

4.4 A Safe Workplace

We keep updated with new developments, best practices, new approaches, technologies, training and equipment that can support us in achieving our “Zero Harm” objective across our business.



What should you expect from us:

- Perform a continuous development over our systems, policies, guidelines, and processes in order to identify, assess, mitigate, and ultimately eliminate the health and safety risks, and keeping our health and safety work environment.
- Providing awareness and trainings session support for understanding the employees’ own roles in keeping a safe workplace, and work with business partners and customers that they meet our health and safety standards, or to ensure that equivalent standards are in place.

What should we expect from you:

- Acting in accordance to our health and safety policies, standards, processes, and guidelines.
- Understand and apply your identified roles and comply with the health and safety instructions and guidelines related to your job and your workplace.
- Support the corporate and operational risk assessment exercises performed within your area of responsibilities.
- Report any noted malfunctioning equipment and/or any malpractice.
- Never get involved in any substance abuse, and report any accident or dangerous occurrence and assist with any investigation into an accident or incident.

5.Our Ethics and Compliance Principles

5.1 Fair Markets

We compete in fair markets that are free, honest, and open. We comply with all laws promote and protect competition.



What should you expect from us:

- Compete legally, fairly and ethically, and do not be involved in discussions with competitors or provide them with information about anything that could limit competition, or agree with them to fix prices, control supplies, allocate markets, or supplier and any anti-competitive agreements.

- We prohibit any employee to use his influence to intimidate anyone or coerce anyone into anti-competitive conduct.
- All our contractual obligations are legally compliant.

What should we expect from you:

- Compete ethically, fairly, legally, and when You are uncertain, seek our Legal Department's advice.
- Leave any external event if someone starts to discuss a competitive sensitive information.
- Never discuss or provide competitors with any information that could limit competition or risk Rameda's competitive position.

- Never commit Rameda to an agreement that fixes prices, control supplies, allocates markets/suppliers, and report any suspicion of anti-competitive behavior.

5.2 Working with Third Parties

Rameda believes that our third parties play a crucial role in the success and integrity of our business, they can also participate to our goals of sustainability and social & environmental responsibility.



What should you expect from us:

- Our strategy for dealing with third parties are based on mutual trust in which we do our business fairly and honestly with Third Parties. Our due diligence policy ensure dealing with third parties, partners, sub-contractors, and agents that share our own standards and acting in respect to our Code of Conduct for Third Party Service Providers.
- Applying the highest standards of supply chain and contracting practices.

What should we expect from you:

- Understand and apply our Code and act in accordance to our principles and standards, treat our third parties in respect, and deal with them fairly and honestly as described in our supply chain procedure.
- Speak Up if you have any concern over the third party conduct.

Our business integrity depends on your integrity.
We rely on you to do what's right, and protect our reputation.

5.3 Anti-Bribery & Corruption

Even on the smallest scale, corruption is corrosive, and just the suspicion of it can severely damage our reputation. All forms of bribery and corruption, and even the smallest facilitation payment, are forbidden.



What should you expect from us:

- We do our business in compliance with all local laws and regulations, our compliance and anti-corruption policies do not to tolerate with any form of corruption, either directly or indirectly, and under any circumstances.
- We do not accept any types of facilitation payments, do not allow other who work for us or represent us to accept so.
- Immediate investigation are performed over any reported corruption, bribery, facilitation payment either performed by our employees, or by any other entity/person who work for us or represent us. Disciplinary actions may be taken according to the investigation results and according to our published Disciplinary Policy.

What should we expect from you:

- Understand and apply our Code and act in accordance to our compliance principles and standards.
- Always act with honesty and integrity, and do not participate in any form of corruption or bribery, and do not use others to do so on our behalf, and make sure that our business partners, contractors and suppliers, understand and abide by our Code.
- Speak Up immediately if you noted any corruption, bribery or what is meant by facilitation payment .

5.4 Gifts and Hospitality

We always respect and encourage our long-term business relationships with business partners that was built based on trust, honesty, and respect. Exchanging gifts and hospitality can build goodwill, but we should not give or accept them if they risk or even appearing to create improper influence. This requires your care and good judgement.

What should you expect from us:

- Rameda never provides or receives gifts or hospitality that may improperly influence a business decision or judgement. Our policies define the limit and types of gifts that we can give or receive.
- We never give or receive anything that is outside the norm, or that could be regarded as trying to exert improper influence.
- We have a standard reporting process to register gifts and hospitality we give or receive.

What should we expect from you:

- Act in accordance to our Code and policies when you give or accept business-related gifts or hospitality. You should know what is currently customary and acceptable. If it's of more than modest value, or you're not sure if it's appropriate or not, you have to ask your direct manager or to refer to the Compliance Department.
- Make sure that you don't accept or provide any gift or hospitality that could be thought as an attempt to improperly influences a business decision and report anything you can receive or give.

We will not offer, accept, solicit or pay a bribe or facilitation payment.

5.5 Fraud

Our reputation for financial integrity and honesty is essential. Fraud is the opposite of honesty. Even when unproven, it can destroy our reputation. So, we apply an appropriate due diligence and ensure that our books, records and financial reporting are accurate and reflects the true state of our business, our costs and our transactions.

What should you expect from us:	- We ensure the accuracy and transparency of all our records and reports, and We do not falsify records or misrepresent facts, our robust control system ensure that all our records, reports and invoices are correct and meet our financial, commercial, legal and regulatory requirements. - Our financial and reporting framework ensure that the proceeds of crime from fraud by others are not transferred through our activities and records.	- We apply an appropriate due diligence policy on anyone we work with, and do not tolerate with any form of money laundering. - We take appropriate measures, including issuing criminal proceedings, against anyone involved in fraudulent activities.
What should we expect from you:	- Understand and apply our Code, policies and procedures within your day to day activities, and always ensure the accuracy, completeness, and timely performance of your books, records and invoicing activities. - Never engage in any activity that may commit fraud or misrepresentation, or that could be reasonably interpreted as an attempt to do so, and never perform false or misleading statements or submit false claims.	- Follow our travel and expense standards. - Speak Up if you think something is not right.

5.6 Insider Trading

Rameda is listed on the Egyptian Exchange regulated by the Egyptian Financial Regulatory Authority (FRA). We act in compliance with all relevant laws, rules and regulations as a listed company.



What should you expect from us:

- We forbid the use of inside information for insider trading. Such unethical activities can damage our reputation. So, we take immediate actions against any reported misconduct according to our disciplinary policy that may lead to the termination of the employee contract and may lead to reporting
- We keep an updated list of Employee Insiders and disclose it to the regulatory authorities.

What should we expect from you:

- Never act on or disclose inside information and abide by our Permanent Insider Policy.
- Obtain written approval before trading in our Company shares if you are an Employee Insider.

5.7 Conflicts of Interest

Conflicts of interest lead to unfair, dishonest, and even corrupt behavior. This may also lead to break the laws, regulations, and the internal policies and procedures which may cause serious problems for you and real damage to our integrity and reputation. Even when there's no actual conflict, just the appearance of one can do serious harm.

What should you expect from us:

- We identify, declare, investigate, and resolve the actual and/or potential conflicts of interest.
- We also have strict procedures and regulations regarding the personal conflicts of interest that may cause the interests of our employees to conflict with those of our company.
- Rameda encourage you to participate in community and charitable activties as long as these do not involve any business or personal relationships that may create an actual or potential conflict of interest.

What should we expect from you:

- Ensure that all your business decisions made for the benefit of Rameda rather than your own personal interests or the interests of your family or friends. Beyond that, we leave you entirely free to make personal investments and enjoy both your social and normal business relations.
- Avoid actual conflicts of interest and the appearance of them, Report any actual or potential conflicts as soon as you become aware of it. In case you are not sure, you can discuss with your direct manager, or your HR Business Partner, and/or the Compliance Department.
- Never have any significant financial interest in a supplier or a client,including investments and debts, if you are involved in any aspect of our relationship with them, either directly or through someone who reports to you.

5.8 Working with Community

We are a responsible corporate citizen not only in creating job opportunities and contributing to the growth of our economy, but also by adhering to the highest standards of business practices, and abiding by all laws and regulations in Egypt.

What should you expect from us:	- Adhere to the highest standards of business practices, and abiding by all local laws and regulations. - We never offer any gift in any form with the aim of encouraging an official to ignore his/her responsibilities or encouraging an official to exercise authority beyond his/her official role.	- Support the charitable events, aid and fund different social activities in order for us to attain a positive change in the community.
What should we expect from you:	- Work in the community we oprate in a responsible and respectable manner. - Think about how you might engage with our local community and take ideas about making a positive social, environmental and economic impact to your direct manager.	- Gain approval from your line manager and the HR Department to undertake volunteering activities in our local community during, and report afterwards on the impact made.

5.9 Respecting the Environment

Rameda believes that it has an essential responsibility and commitment to protect the environment and as part of every decision we make. Our goal is to avoid any situation that may lead to unacceptable environmental or health hazards for employees, the public, or the environment in general.



What should you expect from us:

- Comply with both the letter and spirit of applicable environmental laws and regulations, including the proper use and disposal of materials and waste as solid and hazardous waste, expired/damage inventory items, and toxic substance.

What should we expect from you:

- You must use, store, and dispose hazardous materials properly and according to the internal guidelines and the applicable laws. Moreover, You are required to maintain knowledge of the environmental rules and regulations that apply to your operations and You are expected to comply with laws, regulations, and the internal guidelines related to the environmental health and safety.

- Always think how You might improve the environmental performance within your workplace, there are simple steps we can all take to make a better environment.

6.Our Business

Rameda develops and produces a wide range of branded generic pharmaceuticals, nutraceuticals, food supplements and veterinary products that are participating in the development of our local society, economy, and environment. We provide our customers with healthcare solutions that better enhance their quality of life, we work with public and private sectors in Egypt and in different location around the world.
Our Values and Standards ensures treating the environments we work in and the people we work among with care and respect.



6.1 The Quality of Our Products and Services

Quality is our core concern, we strive to provide patients with the most reliable products through taking all measures that ensure that we deliver medications that are effective and safe.
We are committed to comply with the international standards which are referenced within our internal policies and procedures covering the entire value chain from the research & development to manufacturing and the sales & marketing processes.
In addition to the responsibility of every Rameda employee to ensure compliance with our principles within his assigned area of responsibilities, Rameda had set the following principles to ensure the effective implementation of the quality and safety regulations:

- Setting clear assignment of responsibilities.
- Providing education and regular training to employees.
- Applying continuous safety monitoring measures and processes.
- Applying transparent and documented procedures.
- Encouraging continuous improvement principle.

Rameda ensures to provide all new employees with a training over the Good Manufacturing Practices (GMP).

6.2 Research & Development

Rameda complies with the legal and regulatory standards of ethical conduct related to the scientific and medical research. We respect the intellectual property rights of others, such as patents, copyrights, and trademark rights.
All our products are to be developed in compliance with all relevant laws, regulations, and our internal procedures.

6.3 Production

Our key objective is to provide patients with effective and safe medicines that improve their health. So, our production processes ensure that all manufactured products are safe, reliable and efficient. Our manufacturing facilities are complied with the highest quality standards and operating in respect to the regulatory requirements.

Our production cycle includes appropriate manufacturing and controlling processes ensure the efficiency and quality of all our products.

The production management ensures that appropriate Good Manufacturing Practices (GMP) are applied during all production phases.

6.4 Supply Chain

Our due diligence policy is applied over the proposed third parties in order to ensure that our supply chain procedures are carried out with third parties that can meet our objectives, standards, and principle, and only qualified suppliers are added to our suppliers list.

All bids and proposals are evaluated fairly and objectively based on the quality, price, and performance conditions.

6.5 Sales & Marketing

Rameda follows the worldwide practice of keeping medical professionals fully informed of the indication, use, safety, contraindication, and any potential side effects of our products and, where appropriate, of their operational requirements and characteristics. The information provided should be consistent with the worldwide body of scientific knowledge pertaining to relevant products and must comply with the local requirements of Good Medical Practice (GMP) in addition to the legal and regulatory regulations.

We keep providing the correct information and appropriate training to the healthcare professionals, and our business partners.

We apply post market surveillance as a key measure. Therefore, every employee is obligated to notify Rameda about all the information reported concerning product risks, adverse effect, and product complaints.

Rameda is not engaged in any form of unfair competition, and it is essential that every employee understands how to behave when conducting our business.



6.6 Financial Reporting and Company Records

A) Accounting and Financial Reporting

Our financial recording and reporting process ensure having sound financial records and statements supporting the management for making informed decisions, and to meet the reporting and disclosure requirements.

We ensure that all our transactions are properly recorded, completed, duly prepared, correct, timely, and applied in accordance with the legal and regulatory requirements, and based on the Egyptian Accounting Standards. Rameda complies with the rules and regulations of the Capital Market Authority and the Egyptian Stock Exchange.

The integrity of Rameda's records and public disclosures depends on the accuracy, completeness, and validity of the information supporting the financial entries within our books and records. The employees are responsible for the accuracy of the information provided.

To strengthen the transparency in managing and protecting our financial resources, employees who have observed falsified data or any violation of the accounting standards and/or the financial reporting must report these malpractices to the Compliance Hotline or to the Compliance Director. Reported allegations should be substantiated with proofs to support the credibility of reported allegations.

B) Corporate Records

Every employee is responsible to ensure the accuracy of any information provided within the reports that shall be signed out or certified by a more senior management levels, any issue should be disclosed and discussed with management prior to the signing and accordingly the filing of reports.



7.Our Information

Our competitive advantages depend on our brand reputation, research, ideas, skills, and information. Our employees understand how they can effectively use and protect our information in order to keep Rameda as a sustainable, reputable, and trusted company.

7.1 Confidential Information

Confidential Information is an asset comprising facts, data, and know-how which are not public, confidential company and market information should be treated cautiously as it may be with an economic value. It is forbidden to communicate any confidential information whether in written or verbal form to third parties.

What should you expect from us:

- We treat our information as our intellectual property and valuable date about us and our employees. So, we have policies to ensure the security of our information.
- We keep and protect the information hold about others, like our customers & partners & third parties, in confidence according to our information security policy.
- Our external communication conducted exclusively by employees expressly authorized to do so, and certain types of external communication require prior approval of specific departments.
- The external inquiries from the financial community (investors, analysts, etc.) are handled by the Investor Relation Department. No other employees are permitted to answer questions or disclose information to financial community.
- We keep the filing of certain types of information and records for specified periods in compliance with the law and our policies.

What should we expect from you:

- Use the information for job related purposes only and in compliance with the law and our policies.
- Protect the information from inadvertent disclosure, theft, damage, unauthorized disclosure, and inappropriate use.
- Ensures that the information may be forwarded only internally and only to the employees who also need this information for their work, Never falsify our records or destroy them without approval.
- Maintain the confidentiality of our customers and employees information.
- Protect the documents and information related to contracts, litigation or government/regulatory investigations.
- Do not, under any condition, share our information with an external party as family members, friends, competitors, persons with in interest for a business relationship with Rameda.
- Ensure that our business partners and third parties had acknowledged our Code of Conduct for Third Party Service Providers and they signed our Non-Disclosure Agreement.
- Take care not to reveal confidential information about Rameda, our customers or our employees if you leave to work elsewhere. Similarly, if you previously worked for a customer or competitor, we ask you to keep the information you obtained. It is not acceptable to coerce someone into disclosing confidential information about a previous employer.

7.2 Social Media

We recognize that our employees may wish to use the different channels of social media in their personal line and outside the working time. So, our social media guidelines were set in order to guide our employees to the acceptable professional standards that should be applied as a Rameda employee while using social media in order to safeguard and protect the company's interest and reputation.

What should you expect from us:

- Designate Social Meda Moderators responsible for the Administration and management of Rameda social media official pages/accounts.
- Ensure the prohibition of spreading company's information through social media which is performed by the Designated Social Media Moderators.
- Provide clear guidelines and communications in English and Arabic to make our employees familiar with our accepted professional standards.
- Performing investigations over reported allegations of conduct, and appling disciplinary actions based on the investigation results.

What should we expect from you:

- Do not use Rameda's email account for accessing your personal social media accounts, you should use your personal emails for using your social media channels.
- Do not use your social media accounts during the working hours, and limit your access over the accounts to your designated breaks.
- Do not use Rameda's logo, images in your social media accounts.
- Do not post any financial, confidential, sensitive or proprietary information about Rameda or any of our employees, customers, and third parties.
- Speak respectfully about our current, former, and/or potential employees, customers, third parties, and competitors.
- Do not use social media as a forum for venting personal business complaints, and in case you have a concern or a complaint, please speak up using the Compliance ;Extension 2100 or Hotline 16726; or human resources.
- Refrain from posting information or engaging in conversations related to Rameda that are controversial or contentious- practically when discussing any service, product, cause, political, or religious issues.
- Be aware that social media posting activities can appear transitory, however they are considered publications ad are subject to laws governing publications.
- Do not generate or respond to content on social media that related to Rameda busiess, programs, or services which is performed by a Designated Social Media Moderator.
- Be aware of the consequences of unacceptable actions, which may result in a disciplinary action up to and including the termination of employment.

8.Speak Up

Rameda provides a safe workplace for everyone and investigate any reported abuse whatever by a colleague, third party or a customer. If you think you should report something...

We encourage you to speak with your direct manager, the HRBP, the HR Director, or the Compliance Department.

If you're not comfortable in doing that, you can raise your concerns in confidence through the Compliance Hotline 2100 or communicate directly with the Compliance Department.