

Hotpoint
APPLIANCES LTD

THIRD PARTY

CODE OF BUSINESS CONDUCT

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Introduction

HOTPOINT APPLIANCES LTD Third-Party Code of Conduct generally known as **The Code**. It highlights the minimum standards of integrity and business conduct HOTPOINT expects of its third parties with which it engages. The Code is not a substitute for third parties' accountability and responsibility to exercise good governance.

The **SCOPE**

All third parties should adhere to the principles of the Third-Party Code of Conduct. Each third party must confirm in writing that they have reviewed the Code, understands and agrees to it before being onboarded. Third parties include but not limited to contractors, customers, suppliers, service providers, consultants, sub-contractors etc.

The **POLICY ELEMENTS**

All third parties are bound by their contract to follow the Third-Party Code of Conduct while engaging with HOTPOINT.

Key elements of the Code of Conduct are:

Conflict **OF INTEREST**

HOTPOINT is committed to identifying and addressing cases of conflicts of interests that may arise in the course of carrying out its activities. Third parties shall: –

- Notify HOTPOINT of actual or potential conflict of interest that may impact their engagement with HOTPOINT on a timely basis.
- Not be associated or involved in any way, directly or indirectly in the pre-qualification or any selection they're submitting a bid or proposal.
- Put in place relevant measures to mitigate conflict of interest risks.

Corruption **AND BRIBERY**

HOTPOINT does not tolerate corruption or bribery in any form. Soliciting, accepting, offering, promising or making other improper payments, including facilitation payments, is strictly prohibited. Third parties shall: -

- Comply with all applicable laws and regulations relating to corruption in any form, including bribery, fraud, and facilitation payments.
- Not accept, offer, promise, or give undue advantage, favour or incentive that has no legitimate business purpose of influencing decision making.
- Report any act of corruption or bribery through the whistleblowing mechanisms put in place by HOTPOINT.

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Whistle blowing **AND NON-RETALIATION**

HOTPOINT is committed to addressing potential violations and protecting its partners and employees against retaliation for reporting concerns. Procedures have been set out on how suspicions or allegations of aid diversion, corruption, bribery, fraud or money laundering can be reported.

Third parties are required to report in good faith any concerns in connection with HOTPOINT operations and potential violations of this Code, laws, regulations, or ethical standards to the following whistleblowing hotlines that provide for anonymous reporting and are available 24/7 through the web portal <https://hotpoint.ongea.io/>



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Compliance with **LAWS AND REGULATIONS**

HOTPOINT is committed to monitoring compliance against its internal policies and procedures, local laws and regulations. Third parties shall: -

- Have adequate mechanisms in place to ensure compliance with the Code, applicable HOTPOINT policy and procedures and local laws and regulations.
- Provide complete and accurate information to facilitate due diligence efforts undertaken by HOTPOINT, where requested.
- Promptly implement, as advised, remediation plans prescribed by HOTPOINT in instances where they are found to violate HOTPOINT internal policy and procedures, laws and regulations and/or the Code.

Gifts **AND HOSPITALITY**

While accepting gifts and hospitality in certain circumstances may further HOTPOINT interests this must be balanced with upholding high standards of propriety and guarding against any reasonable suspicion of perceived or actual conflicts of interest. Third parties shall not provide or accept gifts or hospitality with the intention of influencing of the recipient.

Economic crime **AND MONEY LAUNDERING**

HOTPOINT does not tolerate economic crimes, including money laundering, proliferation financing and terrorist financing activities. All third parties shall not: -

- Provide any service or enter into any arrangement that may constitute HOTPOINT being involved directly or indirectly in economic crime, including money laundering activities.
- Not channel any funds to, or support illegal activities such as terrorism, tax evasion, fraud, etc.
- Comply with the provisions of the Proceeds of Crime and Anti Money Laundering Act and related laws.

Value for

MONEY AND GOVERNANCE

HOTPOINT seeks to maximize performance while driving cost efficiency throughout the contract period.

Third parties shall: -

- Pursue continuous improvement and enhancement of their governance structures to reduce waste and improve efficiency.
- Be open and honest about their capacity and capability, accepting accountability and responsibility for performance.

Safeguarding HUMAN RIGHTS

HOTPOINT is committed to providing equal opportunities to all and a safe and non-discriminatory working environment. Third parties;

- Will not discriminate against any individual in their employment or hiring practice. This includes discrimination based on race, ethnicity, colour, age, gender, sexual orientation, political inclination, religion etc.
- Will provide a working environment free of abusive, violent, threatening, disruptive behaviour, sexual harassment, and bullying.

- Will not engage in forced or compulsory labour in any form.
- Will not employ children in any manner that is economically exploitative or is likely to interfere with the child's health. Strict adherence to the minimum legal age limit will be observed during hiring.
- Will not commit any act of sexual exploitation, sexual abuse or sexual violence.
- Will not exchange money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or

exploitative behaviour. This prohibition extends to any use of sex trade workers.

- Will not produce, procure, distribute, or use pornographic material within HOTPOINT's offices or using the organization's equipment. This includes accessing pornographic websites or sending pornographic emails.
- Will adhere to the Bill of Rights as enunciated in the Constitution of Kenya and international conventions applicable in Kenya.

Health **AND SAFETY**

HOTPOINT is committed to providing a healthy and safe working environment in line with applicable Occupational Safety and Health Administration (OSHA) standards. All third parties are required to provide adequate occupational safety training for employees. They should identify, assess, and control potential exposure to safety hazards

ENVIRONMENT

HOTPOINT is committed to preventing harm to the environment and minimizes environmental damage. Third parties engaged are required to comply with relevant environmental laws and legislations and continuously work to achieve energy efficiency and minimize harmful discharge, emissions, and waste production.



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Confidentiality **AND DATA PROTECTION**

HOTPOINT respects the privacy and confidentiality of information relating or belonging to its clients, partners, staff and others. HOTPOINT protects personal and other confidential information in all forms. All third parties shall handle and disclose personal data and confidential information obtained during engagement with HOTPOINT, only as authorized by HOTPOINT and as required by applicable laws and regulations. Personal data and other confidential information should be protected against unauthorized and unlawful use, access, loss, damage, or destruction by implementing updated and effective security control measures. Third parties shall register as data processors/controllers and adhere to the Data Protection Act 2019 in all their operations.

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Accuracy of **RECORDS AND REPORTS**

Third parties must ensure that all records and reports provided to HOTPOINT are comprehensive, accurate, timely, and compliant with applicable legal and financial standards. Third parties must never misstate facts, omit critical information, or modify records or reports in any way to mislead or assist others in doing so.

Protection of **INTELLECTUAL PROPERTY**

Third parties must respect the intellectual property rights of HOTPOINT and other third parties and may not knowingly use the intellectual property of any third party without permission or legal right.

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Antitrust or
COMPETITION LAW

HOTPOINT requires that all Third-Party Partners conduct their business in full compliance with applicable competition laws. These laws are intended to promote free and fair competition in order to benefit consumers. Under these laws, companies may not interfere with the market forces of supply and demand. Rather, they must compete for business through means such as offering lower prices, more innovative products and better service. Prohibited actions include, but are not limited to, abuse of a dominant market position as well as any agreements or understandings among commercial parties that affect prices (e.g. price fixing, market allocation, group boycotts, unlawful discrimination on prices or restrictions on trade).

Product **SAFETY**

HOTPOINT is committed to ensuring that consumers can trust the safety of its products. It's third parties' responsibility to ensure that products supplied to HOTPOINT meet HOTPOINT's specifications, quality and safety criteria, local standards and regulations and are safe for their intended use.

Conduct **AND COMMUNICATION**

HOTPOINT requires all third parties and their representatives to maintain an appropriate professional standard of conduct and communication at all times that includes when engaging with customers. The customer is the most important part of HOTPOINT's business. The customer must be treated with respect and diligence at all times to ensure their needs are met and the appropriate service standards are delivered as per HOTPOINT's premise of an unrivaled customer experience.



Third Party Code of Business Conduct

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