

## **CODE OF ETHICS AND CONDUCT**

The Board of Directors has adopted the Code of Ethics and Conduct (Code) which is in line and consistent to its stand under the Corporate Vision, Mission, Core Pillars and Core Values.

At the heart of our 'Code' is our Core Values that uphold how we behave and performed at work. The company has long established a set of Core Values wherewith we stand firmly and strongly. It is named after the acronym of JF Corporate logo name JFTECH.

### **CORPORATE CORE VALUES**

#### **Just Be Fair**

All employees are treated fairly. Everyone is free to express their views or suggestions which may affect them unfairly. It is not who is right, but what is right.

#### **Fiscal Responsibility**

Every employee owns the responsibility to ensure fiscal responsibility in terms of usage of resources and efficiency without compromising quality.

#### **Treat Each Other With Respect**

It is the corporate culture to treat every employee alike without discrimination of ranks, gender or ethnicity. Treating each other with respect and consideration is the hallmark at the Company.

#### **Energising Innovation**

Energising innovation is one of our key pillars wherewith we stand tall in terms of patents development.

#### **Committed to Sense of Urgency and Belonging**

Every employee is expected to be committed to sense of urgency and belonging in whatever tasks or assignments given.

#### **Honesty is the best Policy**

It is our corporate culture to be honest to all, whether it is internal or external customers. Be humble enough to admit our own mistakes and ready to give credit where credit is due.

## **THE WAY WE WORK**

All employees shall observe and adhere to the highest standard of professional conduct. They should, in all respects and at all times, conduct themselves with integrity, propriety and decorum and must not under any circumstances, commit any act or omission that would bring damage to the Company, its property, reputation or general interests.

Employees are expected to have respect and tolerance for cultures and religions other than those of their own whether locally or overseas and shall conduct themselves in accordance with accepted standards of behaviour.

The Company does not tolerate any form of abusive or coercive behaviour whether verbal or otherwise, physical violence or sexual harassment among its employees

## **RESPECT AT WORKPLACE**

Treating each other with respect and consideration is the key to build a harmonious and desirable workplace where every employee can contribute their best in the working environment. The company recognized behaviours that are considered appropriate and consistent with the corporate value and to create a positive and respectful workplace:

- ✓ be polite, courteous, and respectful;
- ✓ treat others equitably and fairly;
- ✓ listen to what others have to say;
- ✓ give positive feedback for ideas;
- ✓ recognized and value the diversity of other employees.

The company will not tolerate unacceptable behaviours like:

- X yelling or shouting;
- X bullying or intimidation;
- X behaviour that is degrading, offensive, demeaning or insulting;
- X impolite, foul or disrespectful languages.

## **BUSINESS ETHICS**

JF Group expects that you will not engage in any outside activity that competes or conflicts with the interest of JF Group. No advice or service is to be given to any firm or any person doing the same business as JF Group. You may not have a significant financial interest in any company which we do business, or which is a competitor of JF Group. Significant interest includes any matter substantial enough to interfere with your concern for the best interests of JF Group, such as acting as an employee, contractor, consultant, agent, representative, broker, or principal or major shareholder.

Any disclosed conflicts of interest, upon discovery, may result in disciplinary action.

## **COMMUNICATION**

Successful working condition and relationships depend on successful communication, not only do you need to be aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they may affect your work.

Appropriate channels of communications such as notice boards, meetings and discussions with your supervisors or managers, training sessions, communication sessions, teams or task forces, may be utilized for effective communication. You may also receive letters from JF Group to provide you with personalized news or notices.

## **CUSTOMER RELATIONS**

The success of JF Group depends upon quality of the relationships between JF Group, our customers, our suppliers, and the general public. Our customers' impression of JF Group and their interest and

willingness to purchase from us is greatly influenced by the people who serve them. In a sense, regardless of your position, you are a JF Group ambassador. The more goodwill you promote, the more our customers will respect and appreciate you, JF Group and JF Group's products and services.

Here are some tips when dealing with customers: -:

- Be competent, deal with customers in a courteous and respectful manner;
- Listen clearly to what the customer is saying both verbally and in writing;
- Communicate pleasantly and respectfully with other employees at all times;
- Follow up on orders and enquiries promptly;
- Take pride in your work and enjoy doing your best.

### **PERSONAL DATA PROTECTION**

The company holds and processes information about employees for the sole purpose of human resource related matters which include mandatory compliance such as Inland Revenue, EPF, SOCSO and bank account. The handling of all personal information shall comply with the Data Protection Principles as set out in the Data Protection Act.

### **TRAINING & DEVELOPMENT**

The Company believes that the employees are its most important asset. The success and growth of the Company and the employees are achievable through training and development. The Company will provide every opportunity for training and encourage its employees to participate in education and training programmes related to their jobs.

It is the policy of the Company to provide training to all employees to ensure individual effectiveness and the customers' satisfaction.

### **OPEN-DOOR POLICY**

We believe in open communication policy. As such, all employees have the right and are encouraged to speak freely with management about their job-related concerns.

We urge you to go directly to your immediate supervisor to discuss your job-related issues, concerns, ideas, and recommendations, and other matters which are important to you. If, after talking with your supervisor, you feel the need for additional discussion, you are encouraged to speak with department head or human resource manager.

### **HARASSMENT POLICY**

The company will not tolerate harassment or intimidation of our employees on any basis prohibited by law. It is the policy of the company that any harassment, including acts creating a hostile work environment or any other discriminatory acts directed against our employees, will result in discipline, up to and including discharge.

For purposes of this policy, sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive or coercive. The following are examples of conduct that, depending upon the circumstances, may constitute sexual harassment:

- Unwelcome sexual jokes, language, epithet, advances or propositions;
- Written or oral abuse of a sexual nature, sexually degrading or vulgar words to describe an individual;
- The display of sexually suggestive objects, pictures, posters or cartoons;
- Unwelcome comments about an individual's body;
- Asking questions about sexual conduct;
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting or obscene comments or gestures.

Employees must bring any violation of this policy to the immediate attention of their supervisor or the human resource manager whereby a police report has to be lodged by the complainant. Such cases shall be handled by the relevant government authorities.

## **RULES OF WORK**

It is necessary to have rules so that the company can work smoothly and efficiently. The rules have been kept as few as possible and unnecessary restrictions have been avoided. The company reserves the right to amend the rules as the circumstances of the business change, and will inform employees of the changes through emails, Skype and/or notice boards and other forms of communication. The employee is expected to observe and familiarize with the conditions of employment and the accepted standards of conduct as set out in Employee Handbook and the company's Policies and Procedures.

The rules of work are defined by but not limited to:

- a) The Employee's Contract of Service and job description.
- b) Government regulations, legislation, licensing, health, safety, hygiene and any other regulatory requirements applicable to the Company.
- c) Information posted on the notice boards.
- d) Instructions given by the company.
- e) The contents of this Employee Handbook.

## **OBSERVE SMOKING REGULATION**

Smoking is strictly prohibited once you entered the factory premises except for the designated smoking area located behind the factory premises.

You are not supposed to be found at the smoking area or anywhere else other than your respective workplace during your working hours except only for official break time and meal time.

Smokers are responsible to ensure all cigarette butts are completely put off at the ash pot provided. Rubbish such as plastic bags, cigarette packets or food wrappers are to be disposed into the rubbish bin provided. Littering or leaving empty cigarette boxes inside the ash pot is strictly prohibited as it may cause fire.

All smokers and users at this place are responsible to keep the place clean and neat.



*We Bring Possibilities*

You are to strictly adhere to rules as any violation may cause the premises to be on fire and thereby endanger your own life and the lives of others.

Therefore, offenders to these rules will be subjected to severe disciplinary actions.

**KEEP YOUR WORK AREA AND EQUIPMENT IN GOOD ORDER (5S)**

Good housekeeping promotes good workmanship and safety. Keep your equipment in good working order and practice good housekeeping.

**AVOID HORSEPLAY**

Horseplay is not allowed at the workplace. Any practical joke that violates safety rules can cause serious injury and interrupt productive work.

**CRIMINAL OFFENCES**

If you are found to be convicted of any criminal offences or any immoral misconduct that may cause financial loss or tarnish the good name of the company, the company reserved the right to terminate your contract of service.