

Appendix A – OYAGSB Code of Conduct



OTHMAN YEOP ABDULLAH GRADUATE SCHOOL OF BUSINESS (OYAGSB) UNIVERSITI UTARA MALAYSIA SOCIAL RESPONSIBILITY POLICY STATEMENT

Purpose

This Code of Conduct establishes a standard by which we conduct ourselves towards others and perform our professional duties on behalf of the Othman Yeop Abdullah Graduate School of Business (OYAGSB) and Universiti Utara Malaysia (UUM). Its aim is to help us aspire to the highest standards of ethical conduct. The Code must be read in conjunction with the explanatory statement for the Code of Conduct which provides further detail regarding the required standards of conduct.

It is the responsibility of each individual to protect and support the University, its community members and its mission as a learning community.

Ethics and integrity are the responsibility of each individual. Therefore, every member of the faculty and staff, students, and any other person acting on behalf of OYAGSB and UUM is responsible for ethical conduct consistent with this Code, including OYAGSB and UUM's policies. University administration, deans, department chairs, and others in supervisory positions must assume responsibility for ensuring that their conduct and the operations for areas which they supervise, complies with this Code. The OYAGSB Code of Conduct is a statement of our belief in ethical, legal and professional behaviour in all dealings within and outside of OYAGSB and UUM.

This Code of Conduct is not exhaustive; as OYAGSB and UUM recognise that we cannot list all behaviours as expected of the university staff or professionals. If an unsatisfactory behaviour or action is not specifically listed, that does not mean it will not be in breach of this Code. All staff are expected to uphold exemplary standards of conduct in their role. Because they are in positions of trust and confidence they must also have high standards in their personal lives. We expect that every staff will understand and adhere to this Code.

Broad language is used in this Code. The guides for each principle should help explain more about what behaviour is expected. The Code should be interpreted in the context of individual circumstance. 'Stakeholders' may refer to an individual adult; a student; a family; a student's sponsor; a supplier or service providers, government agencies, public authorities and regulatory bodies, society or local community; an organisation; or part of an organisation.

This Code may be updated by the Board from time to time.

Application of this Code

The Code of Conduct applies and is mandated to all members of the faculty and staff, students, and any other person acting on behalf of Othman Yeop Abdullah Graduate School of Business (OYAGSB) and Universiti Utara Malaysia (UUM) while acting in their official capacity.

However, the Code cannot cover every situation that we may face. We may find ourselves faced with a dilemma that we are not sure how to resolve. If in doubt, ask yourself these questions:

- is it consistent with OYAGSB/UUM systems' values?
- does it comply with the OYAGSB/UUM Code of Conduct?
- does it comply with policy, regulation and law?
- would I be setting a good example?
- would I be comfortable explaining what I did to my colleagues, family and friends without shame or embarrassment?
- would I or OYAGSB/UUM Systems be comfortable if the action was written about in a newspaper?
- have I consulted others who have knowledge of the topic and sought advice to help me make an informed decision?

If the answer is 'No' to any of these questions, or if you are not sure, stop and seek further advice.

There are a number of ways that you can seek advice and support, including through any of the following, but not limited to:

- your superior
- someone else in your management structure
- Registrar contact person
- Legal department or Ethics Officer
- the UUM Service Desk

It may be as simple as talking to the person concerned, or discussing the options with a trusted colleague.

Do not let any concerns go unresolved. If you report apparent misconduct honestly, and in good faith, you will be supported by the management of OYAGSB/ UUM. Employees should report any infringements of the Code as soon as possible.

The Values

Responsible behaviour is fundamental to how we carry out our duties. It is not just what we do; it is how we do it that is vitally important to both the reputation and success of OYAGSB/UUM.

OYAGSB/UUM values are Openness, Yearning, Accountability, Growth, Sustainability, and Balance, and these values guide all our actions and decisions. Our behaviour is what people see and experience when they interact with us. That is why it is so important that we apply these values to everything that we do.

Our culture depends on all of us living our shared values by delivering on our commitments, creating leading-edge solutions and taking the initiative.

As individuals, collectively as teams and as a higher learning institution, we will always:

- foster a culture of ethical behaviour
- take personal responsibility for implementing the standards in this Code and comply with all OYAGSB/UUM policies and processes
- comply with applicable laws and regulations and contract requirements as a minimum. In the many instances where we set our own higher standards, we will apply these first
- respect the human rights of our employees in the workplace and the communities in which we operate
- seek guidance where we are unsure of the appropriate course of action

OYAGSB/UUM commits that every member of the faculty and staff, students, and any other person acting on behalf of the OYAGSB and UUM will:

- act with integrity, serving as role models for the high standards of conduct expected throughout OYAGSB/ UUM
- promote ethical conduct, both within OYAGSB and UUM in which we operate
- provide training and other resources so that every member of the faculty and staff, students, and any other persons acting on behalf of the OYAGSB and UUM are equipped to deal with ethical issues
- make sure this Code is provided to, explained to and understood by every member of the faculty and staff, students, and any other person acting on behalf of the OYAGSB and UUM they manage and supervise
- foster an open work environment in which employees are encouraged to raise questions or concerns without fear of retaliation or retribution
- take action to address concerns of ethical misconduct

OYAGSB/UUM is committed to this code of conduct and encourages all member of the faculty and staff, students, and any other person acting on behalf of the OYAGSB and UUM to seek advice or raise their concerns about business conduct-related issues. We will not tolerate adverse action against any one for raising an issue or concern in good faith. By adverse action we include where a member of the faculty and staff, students, and any other person acting on behalf of the OYAGSB and UUM is discharged, demoted, suspended, threatened, harassed, excluded or deliberately marginalized.

Any member of the faculty and staff, students, and any other person acting on behalf of the OYAGSB and UUM found to have retaliated against another for raising an issue or concern in good faith will face disciplinary action.



PROFESSOR ZELJKO SEVIC
Dean of OYAGSB
5 February 2017

Definitions

Personal information - information about an identified or identifiable individual that is not available in the public domain.

Records management - the control and management of records to meet business, legal and regulatory requirements and compliance with standards governing professional practice. It is a business imperative, a corporate responsibility and a critical function performed through the collective actions of individuals.

Record - recorded information in any form, including data in computer systems as well as emails, created or received by any staff member of the University in the course of his/her duties.

Conflicts of interest – occur where staff with a particular interest could be influenced, or might appear to be influenced, in the performance of their duties.

Public comment - includes public speaking engagements, comments on radio and television; and expressing views in letters to the newspapers or in books, journals or notices, or where it might be expected that the publication or circulation of the comment will spread to the community at large.

Staff – for the purposes of this Code, means ongoing, permanent, non-permanent, including full-time or part-time and contract staff, including senior management, executive, academic, professional and technical, visiting and adjunct staff, volunteers and conjoint appointments.

Sustainability - the ability to meet the needs of the present without compromising the ability of future generations to meet their needs.

Culture - the ideas, customs, and social behaviour of a particular people or society

Employees - can be any member of the faculty and staff, and any other person acting on directly for OYAGSB and UUM

Workers - can be any member of the faculty and staff, students, and any other person acting on indirectly OYAGSB and UUM, where appropriate

The Principles

The Code consists of a framework of 10 overarching principles, which are a general guide to professional conduct. Each principle has statements describing the standards of professional conduct and practice required of every member of the faculty and staff, students, and any other person acting on behalf of the OYAGSB and UUM.

Principle 1 - Act with integrity and honesty

You are expected to:

1. act honestly and ethically in all personal and professional behaviour
2. comply with all legal, professional, and ethical obligations and any other relevant standards
3. be responsible for your own actions and decisions
4. be reliable, dependable, and trustworthy
5. communicate in an appropriate, open, accurate, and straightforward way
6. decline any request that may lead to conflict of interest

Principle 2 - Respect the cultural needs and values

You are expected to:

1. respect the diversity between and within different cultures, including diversity of ethnicity, disability, economic status, age, sexuality, gender, faiths, and beliefs
2. understand as much as possible and support your stakeholders' cultural identity, recognising the significance of cultural identification and beliefs
3. consider in providing culturally appropriate service(s) make sure that our stakeholders understand the language being used and use a competent interpreter where practical if they do not understand
4. be aware of any personal or religious beliefs or moral positions you have and make sure these do not override a stakeholder's right to self-determination and to receive quality services
5. maintain professional objectivity and if this is not possible, discuss this with your stakeholders and if necessary refer them to an appropriate person or service.

Principle 3 - Be competent and responsible for your professional development

You are expected to:

1. meet relevant standards of practice, which includes being competent in bicultural practice
2. work in accordance with the law
3. work in a safe way
4. provide good-quality, effective client service
5. be accountable for the quality of your work
6. provide the stakeholders with details of the extent and nature of the services to be provided by you and your office
7. maintain and improve your knowledge and skills, including those required for using any form of technology
8. know and work within the limits of your own practice and seek supervision and guidance where necessary
9. use a recognised ethical code or framework to assist in ethical decision-making
10. actively participate in supervision and critically reflect on practice
11. be responsible for, and engage in, continuing professional development

12. take responsibility for your own emotional, mental, and physical health, and practise appropriate self-care – seeking help if your performance, practice, or judgement is affected by health concerns
13. effectively supervise tasks that you have asked others to carry out
14. have the necessary skills, experience, and competence if teaching or doing research
15. make sure that your students understand the relationship of this Code of Conduct, the Code of Ethics, and other relevant standards of practice to their present or future work practice.

Principle 4 - Protect the rights and promote the interests of stakeholders

You are expected to:

1. advocate for the human, legal, and civil rights of your stakeholders while also making sure that their behaviour does not harm themselves or others
2. support the stakeholders' right to self-determination – if their capacity and/or circumstances limit the possibility of self-determination, you must where possible protect your stakeholders' rights and welfare, as far as practicable
3. facilitate fair access to services, resources, and other professionals where it is in the interests of your stakeholders and make appropriate referrals where possible
4. recognise and use responsibly the power that comes from any work-related role, keeping the dignity of the stakeholders' front of mind
5. never engage in or become a party to any discriminatory behaviour, harassment, coercion, or sexual or financial exploitation of stakeholders
6. never abuse, neglect, harm, or exploit stakeholders in any way
7. maintain personal and professional boundaries and not form inappropriate relationships with stakeholders or those close to them
8. abstain from sexual relationships or any form of sexual interaction with stakeholders or with those close to them – including any behaviours or comments which might reasonably be interpreted as being a sexual advance or sexually demeaning
9. not form a sexual relationship or have any form of sexual interaction with former students or those close to them, where you have (or it could appear that you have), used any power imbalance, knowledge, or influence obtained while you were their member of the faculty and staff to exploit, coerce, or manipulate, intentionally or unintentionally, the person with whom the sexual relationship or interaction occurs
10. report any dangerous, abusive, exploitative, or discriminatory practice of any other member of the faculty and staff member of the faculty or any other person acting on behalf of OYAGSB and UUM to the appropriate authority
11. advise stakeholders of how to make a complaint if they are unhappy with the service provided
12. end the relationship with the stakeholder if it is clear a continued relationship would not benefit them and provide for alternative professional help if necessary.

Principle 5 - Strive to establish and maintain the trust and confidence of stakeholders

You are expected to:

1. treat every stakeholder and interested parties with respect and dignity
2. behave in a professional manner
3. never abuse the stakeholders' and interested parties' trusts
4. never encourage or ask any stakeholders or interested parties to give, lend, or bequeath money or gifts that will benefit yourself or those close to you – decline any gifts or benefits that will place you under any obligation or perceived influence and do not put pressure on any stakeholders or interested parties or their families to make donations to other people or organisations – receiving small token gifts (for example, chocolates or flowers) for sharing with colleagues may be acceptable, but cash gifts or items of larger value should never be accepted.

5. honour work commitments, agreements, and arrangements and when it is not possible to do so, explain to any stakeholders or interested parties why this is not possible
6. recognise, understand, and honour stakeholders' and interested parties' right to make informed choices and give informed consent to any service or treatment they receive, except where there are provisions of enactment or the common law provides otherwise
7. if a stakeholder or interested party cannot give informed consent because they are unable to fully understand and/or communicate their decision, make sure you take reasonable steps to find out their views and seek consent from a person legally empowered to do this on their behalf (where such a person exists)
8. ask to see any relevant legal documents, such as an enduring power of attorney and its activation document if someone other than the stakeholder is trying to make decisions on the stakeholder's behalf
9. take complaints seriously and respond to them in an appropriate, professional, and constructive way.

Principle 6 - Respect the stakeholders' and interested parties' privacy and confidentiality

You are expected to:

1. protect the privacy of the stakeholders' and interested parties' personal information
2. treat information gained in the course of the relationship as confidential information and use it for professional purposes only
3. inform stakeholders and/ or interested parties of the extent to which any other professionals or employees will be able to access their records
4. inform stakeholders and/ or interested parties of the extent of confidentiality and the situations where the information may need to be disclosed and wherever possible advise your client of such a situation
5. store records securely and make sure these are only accessed or removed for OYAGSB/UUM and professional purposes
6. use technology with diligence and care to protect stakeholders and/ or interested parties privacy and take special precautions to protect client information in any electronic records, emails, documents, notes, or any other place where stakeholders and/ or interested parties information is held
7. maintain stakeholders and/or interested parties confidentiality and privacy by not referring to any public places including in social media, as even if identifying data such as names or place of residence are not included or referred to, the client may still be recognisable.

Principle 7 - Work openly and respectfully with colleagues

You are expected to:

1. communicate with fellow colleagues with courtesy, openness, and honesty
2. work cooperatively with colleagues when such cooperation serves the well-being and the best interests of stakeholders and/ or interested parties
3. resolve any conflict with colleagues respectfully and constructively
4. never bully, harass, or discriminate against colleagues
5. abstain from sexual relationships or any form of sexual interaction with supervisees or students
6. respectfully challenge any discriminatory practices by colleagues
7. not discuss colleagues in public places or on social media
8. not undermine or damage the reputation and character of colleagues by making malicious or unfounded criticisms of them – this may undermine stakeholders' and/or interested parties' trusts in the education (and other) services they may have received or may receive
9. share knowledge, experience, and ideas to promote further education and training

10. if confronted by a colleague's professional negligence, misconduct or unethical behaviour, address the matter through established department or legal channels. If it is unable to be resolved through discussion or the matter is serious, report it to the Registrar Department or the appropriate authority, especially if the matter is dangerous, discriminatory, abusive, or exploitative.

Principle 8 - Maintain public trust and confidence

You are expected to:

1. maintain a high standard of professional and personal behaviour – avoid activities, work, or non-work that may in any way bring the work profession into disrepute; the same standards of conduct are expected when using social media and electronic forms of communication
2. refrain from acting in ways that can be interpreted as, or actually result in you (or those close to you) gaining personal benefit from your profession
3. provide accurate, factual information about your knowledge, skills, statutory status, training, qualifications, and experience
4. protect yourself and other people from unnecessary risk
5. never use or condone the use of violence
6. work cooperatively with, and be honest, open, and constructive in your dealings with every member of the faculty and staff, students, and any other person acting on behalf of the OYAGSB and UUM, and other authorities
7. cooperate fully with any formal inquiries or investigations of any kind
8. inform the management of OYAGSB and UUM, without delay, if anywhere in the world you have been charged with or found guilty of a criminal offence, have been dismissed or suspended from work, or have resigned for reasons relating to competence or conduct.

Principle 9 - Keep accurate records and use technology effectively and safely

You are expected to:

1. keep clear and accurate records
2. make these records at the same time the events being recorded or as soon as possible afterwards and clearly attribute them to yourself
3. not tamper with original records in any way
4. take special care to protect stakeholders and/ or interested parties privacy and their information when using technology and/or electronic records
5. be proficient in the skills required to use any technology when providing social work services and to seek appropriate training to stay current with emerging technologies to ensure competent and safe practice
6. be aware of the dynamics, advantages, and limitations of technology-based interactions and the ways in which technology-based practice can be safely and appropriately conducted – it is your responsibility to:
 - manage any associated risks when using technology – consider the destiny of data and be aware that all posts on social networking sites are public and permanent
 - set and maintain clear and appropriate personal and professional boundaries in all forms of communication, including face-to-face contact, written, telephone, and online communications
7. act in accordance with this Code, and any other relevant regulations, policies, or laws when providing any service by electronic means, including the telephone
8. follow the standards that would be applied in a face-to-face supervisory relationship when using or providing supervision by technological means.

Principle 10 - Be responsible in research and publications

You are expected to:

1. undertake any research or publish any material in an ethical way and in compliance with existing OYAGSB/ UUM rules and regulations
2. comply with all the obligations in this Code when engaging in teaching or research
3. gain informed consent from all participants to participate in the research
4. submit any research to the appropriate committee for approval
5. take all possible steps to protect students from discomfort, harm, danger, or deception
6. accurately acknowledge all sources of information and ideas
7. not assert that personal statements made by you are made on behalf of others, the OYAGSB/UUM or other organisations unless these parties are properly authorised in advance.

Our Workplace Responsibilities

In this section we provide guidance on situations we may come across in our day-to-day activities, wherever we are and whatever our role. It also tells us who we can contact for advice on each specific standard and where we can go to find out more information.

Social Responsibility Management System

OYAGSB/UUM shall adopt or establish a management system whose scope is related to the content of this Code.

This Social Responsibility management system shall be designed to ensure:

- compliance with applicable laws, regulations and customer requirements related to the participant's operations and services;
- conformance with this Code; and
- identification and mitigation of operational risks related to this Code.

It should also facilitate continual improvement.

Company Commitment

A corporate social and environmental responsibility policy statements affirming OYAGSB/UUM commitment to compliance and continual improvement, has been endorsed by executive management and posted in the facility in the local language.

Management Accountability and Responsibility

The OYAGSB/UUM clearly identified its senior executive and company representative[s] responsible for ensuring implementation of the management systems and associated programmes.

Senior management shall review the status of the management system on a regular basis.

Legal and Customer Requirements

A process to identify, monitor and understand applicable laws, regulations and other obligatory requirements, including the requirements of this Code has been identified and documented.

Risk Assessment and Risk Management

OYAGSB/UUM has established, documented, implemented and maintained a process to identify the legal compliance, environmental, health and safety and labour practice and ethics risks associated with its operations.

Determination of the relative significance for each risk and implementation of appropriate procedural and physical controls to control the identified risks and ensure regulatory compliance has been documented.

Improvement Objectives

Written performance objectives, targets and implementation plans to improve the OYAGSB/UUM social and environmental performance, including a periodic assessment of its performance in achieving those objectives had been established, documented, implemented and maintained.

Training

Programmes for training every member of the faculty and staff, and any other person acting on behalf of the OYAGSB and UUM to implement OYAGSB/UUM policies, procedures and improvement objectives and to meet applicable legal and regulatory requirements have been identified, documented, implemented and maintained.

Communication

A process for communicating clear and accurate information about OYAGSB/UUM policies, practices, expectations and performance to all of its stakeholders and interested parties has been established, documented, implemented and maintained.

Employees Feedback and Participation

Ongoing processes to assess employees' understanding of and obtain feedback on practices and conditions covered by this Code and to foster continuous improvement.

Audits and Assessments

OYAGSB/UUM has established, documented, implemented and maintained documented information for periodic self-evaluations to ensure conformity to legal and regulatory requirements, the content of the Code and customer contractual requirements related to social and environmental responsibility.

Corrective Action Process

OYAGSB/UUM has established, documented, implemented and maintain documented information for a process for timely correction of deficiencies identified by internal or external assessments, inspections, investigations and reviews.

Documentation and Records

OYAGSB/UUM has established, documented, implemented and maintained documented information for the creation and maintenance of documents and records to ensure regulatory compliance and conformity to company requirements along with appropriate confidentiality to protect privacy.

Supplier Responsibility

OYAGSB/UUM has established, documented, implemented and maintained documented information for the process to communicate the Code requirements to suppliers and monitor supplier compliance to the Code.

Inclusive Workplace Behaviour

- We will each contribute to creating an inclusive work environment, where individuals are respected and where the value of having a diverse workforce is recognized.
- We are committed to uphold the human rights of workers, and to treat them with dignity and respect as understood by the international community.
- This applies to all member of the faculty and staff, students, and any other person acting on behalf of Othman Yeop Abdullah Graduate School of Business (OYAGSB) and the Universiti Utara Malaysia (UUM) including temporary, migrant, student, contract, and any other type of worker, if any.

Freely Chosen Employment

- Forced, bonded (including debt bondage) or indentured labour, involuntary prison labour, slavery or trafficking of persons shall not be used.
- This includes transporting, harbouring, recruiting, transferring or receiving persons by means of threat, force, coercion, abduction or fraud for labour or services.
- There shall be no unreasonable restrictions on workers' freedom of movement in the facility in addition to unreasonable restrictions on entering or exiting company-provided facilities.
- As part of the hiring process, workers must be provided with a written employment agreement in their native language that contains a description of terms and conditions of employment prior to the worker departing from his or her country of origin.
- All work must be voluntary and workers shall be free to leave work at any time or terminate their employment.
- Employers and agents may not hold or otherwise destroy, conceal, confiscate or deny access by employees to their identity or immigration documents, such as government-issued identification, passports or work permits, unless such holdings are required by law.
- Workers shall not be required to pay employers' or agents' recruitment fees or other related fees for their employment. If any such fees are found to have been paid by workers, such fees shall be repaid to the worker.

Young Workers

- Child labour is not to be used in any stage of our operations.
- The term "child" refers to any person under the age of 15, or under the age for completing compulsory education, or under the minimum age for employment in the country, whichever is greatest.
- The use of legitimate workplace learning programmes, which comply with all laws and regulations, is supported.
- Workers under the age of 18 (Young Workers) shall not perform work that is likely to jeopardize their health or safety, including night shifts and overtime.
- OYAGSB/UUM has ensured proper management of student workers through proper maintenance of student records, rigorous due diligence of educational partners, and protection of students' rights in accordance with applicable law and regulations.
- OYAGSB/UUM has established a policy to provide appropriate support and training to all student workers.
- In the absence of local law, the wage rate for student workers, interns and apprentices shall be at least the same wage rate as other entry-level workers performing equal or similar tasks.

Working Hours

- Studies of business practices clearly link worker strain to reduced productivity, increased turnover and increased injury and illness.
- Workweeks are not to exceed the maximum set by the Employment Act, 1955.
- Further, a workweek should not be more than 60 hours per week, including overtime, except in emergency or unusual situations.
- Every employee shall be allowed at least one day off every seven days.

Wages and Benefits

- Compensation paid to employees shall comply with all applicable wage laws, including those relating to minimum wages, overtime hours and legally mandated benefits.

- In compliance with Employment Act,1955, employees shall be compensated for overtime at pay rates greater than regular hourly rates.
- Deductions from wages as a disciplinary measure shall not be permitted.
- For each pay period, workers shall be provided with a timely and understandable wage statement that includes sufficient information to verify accurate compensation for work performed.
- All use of temporary, dispatch and outsourced labour will be within the limits of the local law.

Humane Treatment

- There is to be no harsh and inhumane treatment including any sexual harassment, sexual abuse, corporal punishment, mental or physical coercion or verbal abuse of workers; nor is there to be the threat of any such treatment.
- Disciplinary policies and procedures had been established, documented, implemented and maintain in supporting of these requirements and communicated to employees.

Non-Discrimination

- OYAGSB/UUM has committed to a workforce that is free of harassment and unlawful discrimination.
- OYAGSB/UUM does not engage in discrimination based on race, colour, age, gender, sexual orientation, gender identity and expression, ethnicity or national origin, disability, pregnancy, religion, political affiliation, union membership, covered veteran status, protected genetic information or marital status in hiring and employment practices such as wages, promotions, rewards, and access to training.
- Every employee shall be provided with reasonable accommodation for religious practices, where practicable.
- In addition, employees or potential employees should not be subjected to medical tests or physical exams that could be used in a discriminatory way.

Freedom of Association

- In conformance with local law, OYAGSB/UUM shall respect the right of all workers to form and join trade unions/staff associations of their own choosing, to bargain collectively and to engage in peaceful assembly as well as respect the right of workers to refrain from such activities.
- All member of the faculty and staff, students, and any other person acting on behalf of the OYAGSB and UUM and/or their representatives are able to openly communicate and share ideas and concerns with management regarding the OYAGSB/ UUM facilities conditions and management practices without fear of discrimination, reprisal, intimidation or harassment.

Health and Safety

We have a personal and collective responsibility to maintain a healthy and secure workplace and to promote safe and healthy working practices.

Each of us has a responsibility for safety in the workplace:

- be familiar with and comply with the OYAGSB/ UUM Health and Safety policy and procedures
- think through the risks and hazards in our workplace and daily operating environment
- intervene immediately if someone is putting themselves or others at risk
- report all safety risks promptly to a manager or Health and Safety representative

It is essential that access arrangements at our facilities are strictly observed by employees, contractors and visitors. This will help to make sure our workplace remains safe and secure. OYAGSB/UUM recognizes that in addition to minimizing the incidence of work-related injury and illness, a safe and healthy work environment enhances the quality of products and services, consistency of production and worker retention and morale. OYAGSB/ UUM also recognize that ongoing worker input and education is essential to identifying and solving health and safety issues in the workplace.

Occupational Safety

- Worker exposure to potential safety hazards (e.g., electrical and other energy sources, fire, vehicles, and fall hazards) are to be controlled through proper design, engineering and administrative controls, preventative maintenance and safe work procedures (including lock-out/tag-out), and ongoing safety training.
- Where hazards cannot be adequately controlled by these means, workers are to be provided with appropriate, well-maintained, personal protective equipment and educational materials about risks to them associated with these hazards.
- Workers shall be encouraged to raise safety concerns.

Emergency Preparedness

Potential emergency situations and events have been identified and assessed, and their impact minimized by implementing emergency plans and response procedures including:

- emergency reporting,
- employee notification and evacuation procedures,
- worker training and drills,
- appropriate fire detection and suppression equipment,
- adequate exit facilities and recovery plans.
- Such plans and procedures shall focus on minimizing harm to life, the environment and property.

Occupational Injury and Illness

Procedures and systems established, documented, implemented and maintained to prevent, manage, track and report occupational injury and illness including provisions to:

- encourage worker reporting;
- classify and record injury and illness cases;
- provide necessary medical treatment;
- investigate cases and implement corrective actions to eliminate their causes; and
- facilitate return of workers to work.

Industrial Hygiene

- Where applicable, any worker whom are expose to chemical, biological and physical agents is to be identified, evaluated, and controlled.
- Engineering or administrative controls must be used to control overexposures.
- When hazards cannot be adequately controlled by such means, such worker health is protected by appropriate personal protective equipment programmes.

Physically Demanding Work

- Worker exposure to the hazards of physically demanding tasks, including manual material handling and heavy or repetitive lifting, prolonged standing and highly repetitive or forceful assembly tasks is to be identified, evaluated and controlled.

Machine Safeguarding

- Any office equipment and other mechanical/electrical/electronics equipment shall be evaluated for safety hazards prior their use.
- Physical guards, interlocks and barriers may be provided and properly maintained where the equipment presents an injury hazard to workers.

Sanitation, Food, and Building

- Where applicable, all stakeholders and interested parties are to be provided with ready access to clean toilet facilities, potable water and sanitary food preparation, storage, and eating facilities.
- Where appropriate, accommodations that being provided by OYAGSB/UUM are to be maintained to be clean and safe, and provided with appropriate emergency egress, clean water for bathing and showering, adequate heat and ventilation, and reasonable personal space along with reasonable entry and exit privileges.

Health and Safety Communication

- OYAGSB/UUM shall provide appropriate workplace health and safety information to all of its all stakeholders and interested parties.
- Health and safety related information shall be clearly posted in the facility.

Environment

- We are committed to high standards of environmental management.
- We have a personal and collective responsibility to use resources efficiently and to minimize the short, medium and long-term impact of our services and operations on the environment.
- In doing this, we need to comply with the law and relevant environmental regulations where we are operating.
- We should all be aware of our Environmental policy and make sure we apply it, as appropriate, in all aspects of our work.
- Nevertheless, OYAGSB/UUM may uphold special diligence in complying to applicable legislation and regulations regarding welfare, handling and care of animals, where deemed necessary.

Environmental Permits and Reporting

- Where applicable, all required environmental permits (e.g. discharge monitoring), approvals and registrations are to be obtained, maintained and kept current and their operational and reporting requirements are to be followed.

Pollution Prevention and Resource Reduction

- The use of resources and generation of waste of all types, including water and energy, are to be reduced or eliminated at the source or by practices such as modifying operations, maintenance and facility processes, materials substitution, conservation, recycling and re-using materials.

Hazardous Substances

- Chemicals and other materials, such as fluorescent lamps, that potentially pose a hazard if released to the environment are to be identified and managed to ensure their safe handling, movement, storage, use, recycling or reuse and disposal.

Wastewater and Solid Waste

- OYAGSB/UUM shall implement a systematic approach to identify, manage, reduce, and responsibly dispose of or recycle solid waste (non-hazardous).

- Wastewater generated from OYAGSB/UUM operations and sewerage treatment facilities are to be characterised, monitored, controlled and treated as required prior to discharge or disposal.
- In addition, measures should be implemented to reduce generation of wastewater, if any.
- OYAGSB/UUM shall conduct routine monitoring of the performance of its sewerage treatment systems.

Air Emissions

- Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals and combustion by-products generated from our operations are to be characterised, routinely monitored, controlled and treated as required prior to discharge.
- OYAGSB/UUM shall conduct routine monitoring of the performance of its air emission control systems.

Materials Restrictions

- OYAGSB/UUM are to adhere to all applicable laws, regulations and other requirements and obligations regarding prohibition or restriction of specific substances in services and operations, including labelling for recycling and disposal.

Storm Water Management

- OYAGSB/UUM shall implement a systematic approach to preventing contamination of storm water runoff.
- OYAGSB/UUM shall prevent illegal discharges and spills from entering storm drains, if any.

Energy Consumption and Greenhouse Gas Emissions

- Energy consumption and greenhouse gas emissions are to be tracked and documented, at the facility and/or corporate level.
- OYAGSB/UUM shall look for cost-effective methods to improve energy efficiency and to minimize our energy consumption and greenhouse gas emissions.

Ethics

We shall meet social responsibilities and to achieve success in the marketplace by upholding the highest standards of ethics.

Business Integrity

- The highest standards of integrity are to be upheld in all operations interactions.
- OYAGSB/UUM shall have a zero tolerance policy to prohibit any and all forms of bribery, corruption, extortion and embezzlement.
- All operations dealings should be transparently performed and accurately reflected on OYAGSB/UUM's operations, including financial records.
- Monitoring and enforcement procedures shall be implemented to ensure compliance with anti-corruption laws.
- We respect the rights of employees to make personal political donations and to be involved in political activity on their own time.
- Since we are also employees of the OYAGSB/UUM and our activities may sometimes be mistaken for activities of the OYAGSB/UUM, we must
 - not use OYAGSB/UUM time, property or equipment to carry out or support our personal political activities

- always make it clear that our views and actions are our own and not the OYAGSB/UUM
- Nevertheless, we all have a right to participate as individuals in the political process. We will not use OYAGSB/UUM time, property or equipment to carry out or support our personal political activities.
- OYAGSB/UUM do not support any purchasing from any suppliers or sources that have engaged with products that being manufactured directly or indirectly finance or benefit armed groups that are perpetrators of serious human rights abuses in the identified country or an adjoining region.
- OYAGSB/UUM shall exercise due diligence on the source and chain of custody of these minerals and make their due diligence measures available.

No Improper Advantage

- Bribes or other means of obtaining undue or improper advantage are not to be promised, offered, authorized, given or accepted.
- This prohibition covers promising, offering, authorizing, giving or accepting anything of value, either directly or indirectly through a third party, in order to obtain or retain business, direct business to any person, or otherwise gain an improper advantage.

Disclosure of Information

- Information regarding participant labour, health and safety, environmental practices, business activities, structure, financial situation and performance is to be disclosed in accordance with applicable regulations and prevailing industry practices.
- Falsification of records or misrepresentation of conditions or practices in any of our operations are unacceptable.

Intellectual Property

- Intellectual property rights are to be respected; transfer of technology and know-how is to be done in a manner that protects intellectual property rights; and, stakeholders' including interested parties' information is to be safeguarded.

Fair Business, Advertising and Competition

- Standards of fair business, advertising and competition are to be upheld.
- Appropriate means to safeguard customer information must be available.

Protection of Identity and Non-Retaliation

- Programmes that ensure the confidentiality, anonymity and protection of whistle blowers are to be maintained, unless prohibited by law.
- OYAGSB/UUM had established a communicated process for their personnel to be able to raise any concerns without fear of retaliation.

Privacy

- OYAGSB/UUM is to commit to protecting the reasonable privacy expectations of personal information of everyone they do business with, including students, suppliers, sponsors, and employees.
- OYAGSB/UUM is to comply with privacy and information security laws and regulatory requirements when personal information is collected, stored, processed, transmitted, and shared.