



# Code of Conduct

Oct 2023



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# INTRODUCTION

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**This Code of Conduct of BiSN serves as our ethical commitment and as a guide to proper business conduct for all our stakeholders. We at BiSN are committed to doing business legally, ethically and in a transparent manner.**

This document applies to all staff who work for BiSN, including officers, directors, managers, team leaders, employees, temporary, sub-contractors and consultants.

BiSN expects its staff to be impartial and honest in all affairs relating to their job. All staff bear a responsibility in general, to be of good faith and do nothing to destroy the trust necessary for employment.

The success of our business is based on the trust we earn from our employees, customers and shareholders. We gain credibility by adhering to our commitment to fairness and reaching our goals solely through ethical conduct. All staff are expected to adhere to this code in their professional, as well as personal conduct and treat everyone with respect, honesty and fairness.

BiSN is open to any questions at any time and will not allow punishment or retaliation against anyone for reporting a misconduct in good faith.

Managers and team leaders have higher responsibility for demonstrating, also through their actions, the importance of this code. They are responsible for promptly addressing every raised ethical question or concern. Employees must cooperate in investigations of potential or alleged misconduct.

Non-compliance to this code is considered as a misconduct that could warrant disciplinary action, including termination of employment or other contract in deserving cases.

We are committed to making efforts to apply our values and ethics throughout our chain of suppliers, sub-contractors, service providers and business partners.

# VALUES

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## Innovation

We look to the future. We find tomorrow's solutions today. As proud inventors, we embrace change and apply the latest advancements to all we do. We identify issues that no one else anticipates. Individually we are problem solvers and enthusiastic engineers to the core. Collectively, we are industry disruptors, unapologetic about our passion for cutting-edge solutions.



## Safety

Innovations should never come at the expense of safety and we do not ever compromise when it comes to regulations. We don't believe in taking short cuts. As a global company, we respect and care for our biggest asset – our people. As a business, we expect individuals to apply that same respect to each other. Protection and care are the foundations on which we push our innovations.

# VALUES

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## Sustainability

The foundation of safety endures through our dedication to renewable solutions. We set the bar for cost-effective and sustainable products and challenge the industry to meet our standards. These gold standards inspire our employees to cultivate their own sustainable practices. They maintain our key principles of respect, positivity, and a passion for problem solving. By adhering to these principles, we all benefit from the business, personal, and economic growth together.

## Quality

Whether it's a new product, a blog post, or an email to a work colleague, excellence is second nature to us. The quality of our output sets the standard in our industry and reflects the respect the BiSN name demands.

Collectively, we ask 'does this meet our quality standards?' Individually, we ask 'am I proud to put this out into the world?'

## Zeal

We push forward with drive and determination. Not because it's expected of us, but because we believe in it one hundred percent. Our energy is contagious. It inspires those around us to deliver the same passion. When we apply a positive mindset to everything we do, we cease to push the industry forward, and begin to lead it by example into the future.

# ETHICS

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## ETHICAL DECISION-MAKING

Ethical conduct is key to being a part of BiSN. Several key questions can help to identify situations that may be unethical, inappropriate or illegal. Ask yourself:

- Does what I am doing comply with the BiSN guiding principles, Code of Conduct and company policies?
- Have I been asked to misrepresent information or deviate from normal procedure?
- Would I feel comfortable describing my decision at a staff meeting?
- How would it look if it made the headlines?
- Am I being loyal to BiSN and being true to who I am?
- Is this the right thing to do?

# COMPLIANCE

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## LAWS & REGULATIONS

Our commitment to integrity begins with complying with laws, rules and regulations. We understand and comply with the legal requirements and commercial practices of lawful business.

We are committed to adhere to every valid and binding contractual agreement that we conclude. Our staff must follow applicable laws and regulations, including the code at all times and must ensure compliant operation.

# SUSTAINABILITY

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## PEOPLE, PROFIT & PLANET

We are committed to meet the current requirements without compromising the needs of future generations. To this, we combine economic, environmental and social factors in our operation and our business decisions. BiSN complies with national and local laws, regulations, and permits. In addition, we will set standards that are more stringent where we believe them to be appropriate.

We take into account the environmental impact of all new services, contracts and projects and identify, examine and evaluate the significant environmental effects of our activities at each operating site. We progressively reduce and where practical, eliminate significant environmental effects as well as conserve energy and other natural resources. We minimise the risks of spillage and similar environmental events as we actively seek opportunities to encourage and promote best practice of environmental performance in our industry. We control and reduce waste and recycle material wherever possible. We ensure that if contractors are working on our behalf, they abide by this policy and within the scope of works undertaken.

# HUMAN RIGHTS

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## **BISN IS COMMITTED TO BEING A RESPONSIBLE CORPORATE ENTITY, RESPECTING HUMAN RIGHTS & SUPPORTING THE PROTECTION & ADVANCEMENT OF HUMAN RIGHTS.**

With operations around the world, we strive to uphold global standards for responsible business, including equal opportunity and the elimination of modern slavery, human trafficking and harmful or exploitative forms of child labour. We exercise our influence by conducting our business operation in ways that seek to respect, protect and promote the full range of human rights such as those described in the United Nations' Universal Declaration of Human Rights.

Although we believe that governments around the world bear primary responsibility for safeguarding human rights, we acknowledge the corporate responsibility to respect human rights articulated in the United Nations' Universal Declaration of Human Rights. BiSN complies with the laws and regulations of the countries in which we operate while simultaneously conducting our business and encouraging the promotion of human rights through our own policies, standards, and practices.

We provide a method for reporting any grievances for individuals and communities that may be adversely impacted by observed behaviour. The promotion of human rights at work is regarded as a mutually beneficial objective for management and employees at all levels.



# EQUALITY

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## **FAIR LABOUR PRACTICES & WORKING CONDITIONS**

We are committed to promote equality in our employment practices and to fair employment and remuneration policy in compliance with applicable laws. We are firmly opposed to employ or contract child or slave labour or any form of forced or compulsory or bonded labour. We condemn all forms of illegal, unfair, unethical labour practice that exploits workforce, destroys social security or serves as tax evasion, including but not limited to undeclared and “grey” work or holding back wages.

Our staff shall act with integrity and treat their colleagues and others throughout the workplace with full respect.

# DISCRIMINATION

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## DISCRIMINATION & HARASSMENT

We provide equal opportunity in employment and we do not tolerate any discrimination or harassment or any type of abuse.

No direct or indirect discrimination shall take place based on any professionally non-relevant trait or circumstance, like gender, marital status, age, national or social or ethnic origin, colour, religion and political opinion, disability, sexual orientation, employee representation, property, birth or other status. Any kind of discriminatory behaviour, harassment, bullying or victimization is prohibited.

All staff are expected to follow the highest standards of conduct in all verbal and written communication based on mutual respect, and must refrain from any form of harassment, slander or any behaviour that could be taken as offensive, intimidating, humiliating, malicious or insulting.

# HSE

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## **HEALTH, SAFETY & THE ENVIRONMENT**

We provide clean, safe and healthy work conditions and we are dedicated to maintaining a healthy environment. We are committed to minimise the impact on the natural environment of our operations. We make efforts to reduce the use of finite resources, like energy or water and harmful emissions including waste.

All staff must follow and comply with every relevant health, safety and environmental protection law, regulation and rule at all times. We provide a safe place of work, with safe means of access and egress. We provide a safe plant and systems of work and any necessary information, instruction, training and supervision. We ensure the safe use, handling, storage and transport of articles and substances.

The promotion of health and safety at work is regarded as a mutually beneficial objective for management and employees at all levels. Employees have a legal responsibility to co-operate with the company in fulfilling its own obligations, take reasonable care of themselves and others, as well as co-operate in the implementation of this policy as far as is practicable.

# CONDUCT

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## **FAIR COMPETITION & BUSINESS CONDUCT**

Our relationships with business partners are built upon trust and mutual benefits compliant with competition law. We are dedicated to ethical and fair competition and we sell products and services based on their quality, functionality and competitive pricing. We will make independent pricing and marketing decisions and will not improperly cooperate or coordinate our activities with our competitors. We will not offer or solicit improper payments or gratuities, nor will we engage or assist in unlawful boycotts of particular customers. We commit to comply with all applicable trade controls, restrictions, sanctions and import-export embargoes.

We do not allow any violation of the fairness of any tendering process in any way. We refrain from damaging competition and the reputation of any business partners and any behaviour that harms competitor's creditability. We do not hold back maliciously, unlawfully or unduly, payments towards our partners, and we do not allow such practices in our supply chain, we fight the unethical practice of "debt chain".

Our staff are responsible for ensuring fair business within their role and adhere to every competition, consumer protection and fair marketing rule. Customers and business partners shall be treated fairly and equally, products and services shall be displayed in a manner that is fair and accurate (fair marketing and advertising), and that discloses all relevant information.

# ANTI- CORRUPTION

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## **WE FIRMLY CONDEMN AND DO NOT TOLERATE ANY FORM OF CORRUPTION**

It is prohibited directly or indirectly from offering, promising, giving, asking, soliciting or accepting any unfair advantage or benefit, in order to obtain, retain or facilitate in any way the business. An unfair advantage or benefit may include cash, any cash equivalent, gift, credit, discount, travel, personal advantage, accommodation or services. We do not permit facilitation (or “grease”) payments to government officials or private business in order to secure or speed up routine actions. Corruption also covers the misuse of function or position as well, when someone makes that false appearance that s/he improperly influences a decision maker.

Corruption for either to obtain or retain business, or to obtain or retain an advantage in the conduct of business is considered gross misconduct. Similarly accepting or allowing another person to accept a bribe is considered gross misconduct. Our staff has to account for all benefits received in the course of doing business and must to not give or receive bribes or otherwise act corruptly.

# GIFTS

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## GIFTS & HOSPITALITY

We shall avoid any actions that create a perception that favourable treatment was sought, received or given in exchange for personal benefits.

Business courtesies or benefits include gifts, gratuities, meals, refreshments, entertainment or other advantage from persons or companies with whom we do or may do business. We will neither give nor accept such benefits that constitute, or could reasonably be perceived as constituting, unfair business inducements that would violate law, regulation or policies, or would cause embarrassment. Our staff may never use personal funds or resources to do something that cannot be done with our resources.

We may accept and offer occasional gifts and hospitality that are customary and conform to reasonable ethical practices of the market, provided that they are not inappropriately excessive, not frequent and do not reflect a pattern of frequent acceptance and does not create the appearance of an attempt to influence business decisions. Only trivial gifts with low value can be accepted. All other gifts must be politely refused or, if received through post, returned to the donor. If return is not possible it shall be offered for charity or community purposes. It is the responsibility of the person offering, providing, receiving or accepting the gift to decide whether the gift is appropriate.

# SECURITY

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## **SECURITY, PROTECTION & PROPER USE OF COMPANY ASSETS**

We are responsible for the security, protection and for the economic use of company resources. Our resources, including time, material, equipment and information are provided for legitimate business use only. Occasional personal use is permissible as long as it is lawful, does not affect job performance or disrupts workplace morale. All staff are obliged to follow appropriate security measures and they should treat company property, whether material or intangible, with respect and shouldn't misuse company assets or use it carelessly.

## **CONFIDENTIALITY, INFORMATION SECURITY, PROPRIETARY INFORMATION AND INTELLECTUAL PROPERTY**

We are committed to business information confidentiality, integrity and accessibility, we implement proper technical security measures and it is our staff's obligation to uphold this. Proprietary information includes all non-public information that might be harmful to the company, its customer and business partners if disclosed to unauthorised parties. All staff must handle any such information as secret. It also covers that, no one is entitled to trade with securities while in possession of non-public information or deliver non-public information to others that could have impact on the securities. Every rule ensuring information security must be followed all times.

We respect the property rights of others. We will not acquire or seek to acquire trade secrets or other proprietary or confidential information by improper means. We will not engage in unauthorized use, copying, distribution or alteration of software or other protected intellectual property.

# OFFICIAL RECORDS & FRAUD

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## **BOOKKEEPING, TRUE REPORTING AND FINANCIAL INTEGRITY**

Our books, records, accounts and financial statements must be maintained in appropriate detail and must properly reflect our transactions. We condemn all forms of money laundering, so we are committed to do business with partners involved in legitimate business activities with funds derived from legitimate sources. We commit ourselves to fair taxation and to avoid all tax evasion practices.

All staff must follow accounting procedures, ensure that business transactions are recorded and documented appropriately and make certain that all disclosures made in financial reports are full, honest, accurate, timely and understandable. All staff must not improperly influence, manipulate or mislead any audit.

## **ANTI-FRAUD**

Fraud – the act or intent to cheat, steal, deceive or lie – is both unethical and, in most cases, criminal. Fraud in every form, (including e.g., submitting false expense reports; forging or altering financial documents or certifications; misappropriating assets or misusing company property; making any untrue financial or non-financial entry on records or statements) is prohibited.



# CONFLICT OF INTEREST

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Our decisions shall be based on objective and fair assessments avoiding the possibility of any improper influence. A conflict of interest exists when an employee's personal interest interferes or potentially interferes with the best interests of BiSN. Determining whether a conflict of interest exists is not always easy to do, thus anyone with a conflict-of-interest question should seek advice from management.

Conflicts of interest could include:

- Being employed (you or a close family member) by or being in economic relation with an actual or potential customer, competitor, supplier or contractor.
- Hiring or supervising family members or closely related persons.
- Serving as a board member for another company or organization.
- Owning or having a substantial interest in a customer, competitor, supplier or contractor.
- Having a personal interest, financial interest, or potential personal gain in any company transaction.

If co-workers become involved in personal relations with each other, the onus is on the senior employee concerned to bring this to the attention of his or her manager to confirm that there is no conflict of interest, nor will a conflict of interest arise.

# PRIVACY

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## **PRIVACY, PERSONAL DATA PROTECTION**

We respect people's privacy and we acknowledge customers, employees and other natural persons' need to feel confident that their personal data is processed appropriately and for a legitimate business purpose.

We are committed to comply with all personal data protection laws. We only acquire and keep personal information that is necessary and we give proper information on these activities to data owners. We implement proper security measures to assure confidentiality, integrity and availability of personal information.

Our staff must observe the legal requirements, apply compliant practices and follow related procedures to ensure legality of personal data handling and processing activities.



## GET IN TOUCH

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Speak to a member of our HR Team if you are unsure or would like to further discuss any of the topics mentioned:

[hr@bisn.com](mailto:hr@bisn.com)

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BiSN is the trading name for BiSN Oil Tools Limited. Company Number 07735255

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