



General Code of Conduct, Values and Company Policies



Quality Beverages for unique moments...



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INTRODUCTION

This booklet ambitions to set down the Quality Beverages Limited (QBL) Vision, Mission and Values as well as the policies that will enable our organisation to reach its objectives.

This set of guidelines and regulations have been collected and are presented as whole so that:

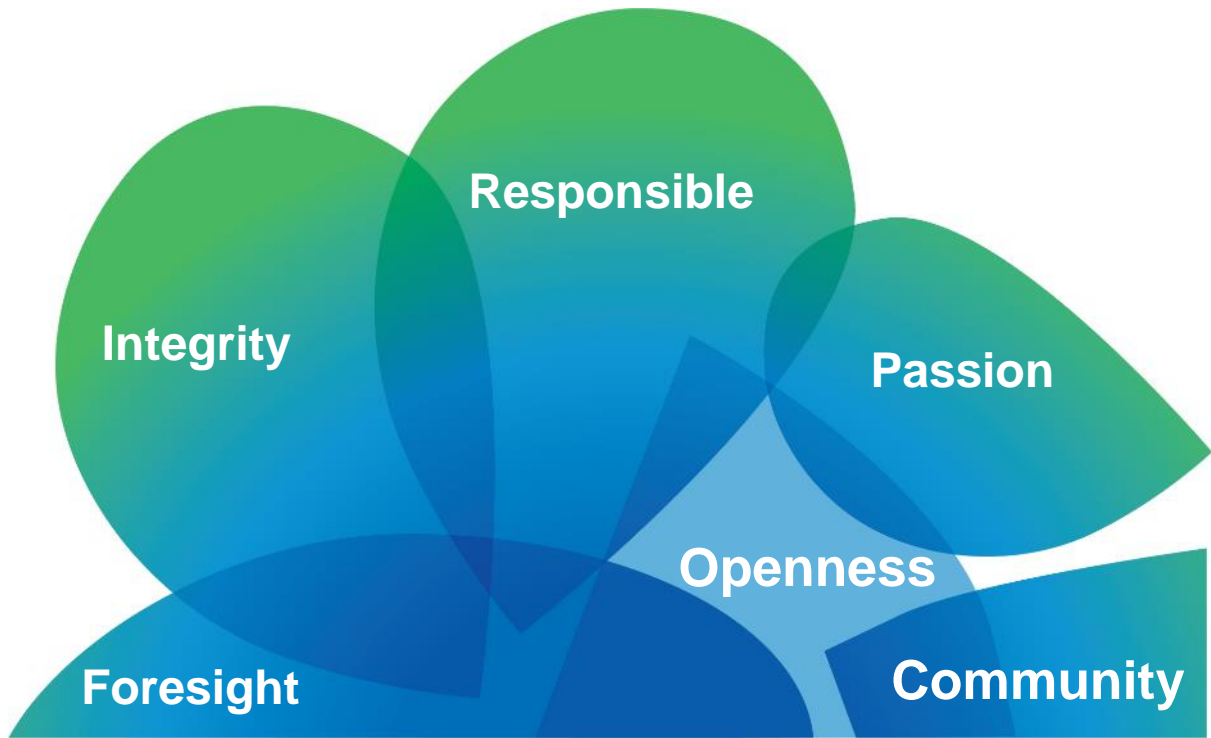
1. Any member of the organisation may at any specific time refer to it, and take informed and value-adding decisions while ensuring a minimum of risk to the organisation;
2. All members of the organisation are acquainted to the same guiding principles regardless of differences between functions, and share the same values in order to nurture the organisation's identity —WE are QBL, and QBL is US;
3. Our external partners, our clients, and our consumers understand our identity and values, and engage in our organisation wholeheartedly.

By Adhering to the principles set herein, we are striving to improve the lives of our members, of our partners, of our consumers, and of all those around us.

This booklet should be considered in addition to the **Currimjee Group Code of Conduct**, where the Purpose, Values and Code of Conduct that are common to all the Currimjee Group business are included.

Note: In our General Code of Conduct, Values and Company Policies, "Company", "Organisation" and "QBL"

refer to Quality Beverages Limited and/or all of its subsidiaries.



CHAIRMAN LETTER



The Currimjee Group has celebrated its 125th year anniversary. Throughout its long history, it has consistently been guided by certain sound basic values. These have been laid down by our founding fathers, namely to always display the highest professional standards in our business dealings and the highest respect for the individual.

The adherence to these principles has stood the test of time. Over the years, Currimjee Jeewanjee & Co. Ltd has diversified and expanded its operations but has always upheld these basic principles. It has, as a result, earned the respect of stakeholders as a serious, reliable, customer-friendly and socially responsible concern.

The progress we have achieved and the reputation we have earned are due, to a large extent, to the devotion, dedication and above all the professionalism of our staff - past and present.

To encourage and consolidate such behaviour and attitude and to continue to foster the high sense of duty, imbued with honesty and integrity, a Code of Conduct, which sets out a summary of our ethical and professional standards, is being presented to you. I call upon all members of the staff to read this code as well as the values booklet with due care and attention. I expect them to comply fully with its provisions.

Bashir A Currimjee
GOSK

TRANSLATING OUR GUIDING PRINCIPLES INTO SYSTEMS, CONTROLS AND PRACTICES

Understanding how values and principles impact policies and processes

By formally endorsing clear values principles, we commit ourselves to upholding the highest level of standards within and for our organisation. Values provide direction in our behaviour, but also guidance in the design and implementation of policies and processes to remain a sustainable, responsible and efficient company. They provide the framework for the culture of the organisation – a body of custom, ideas, assumptions, and institutional patterns. In essence, our values are the foundations of our DNA and our ability to achieve our organisation’s mission successfully.

Using the Code

This booklet is intended as a reference and companion to decision-making. It will also prove useful for the regular audit and improvement of our practices within the organisation.

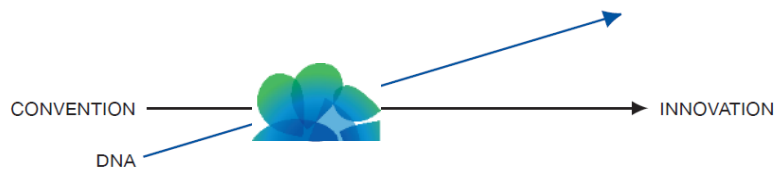
Our Code applies to every employee, and governs our decisions and actions. The HR department is accountable for promoting our Code. However, the ultimate responsibility for following and enforcing our Code rests with each individual employee.

Ethical behaviour

Integrity, respect for the individual, delivering value, and making an impact on society are just some of our core values. Our commitment to both our clients' success and our own standards is what sets us apart as a professional organisation.

OUR VISION

An inspiring workplace where we celebrate our success of touching all consumers lives by providing them with their preferred choice of quality beverages.



OUR MISSION

***We** are a diverse team that fully embraces a culture of innovation, change, progress, and recognition.*

***We** work together to anticipate our customers' expectations, to provide unique and finest quality moments for our consumers, and ultimately to build value to last.*



OUR VALUES

As part of the **Currimjee Group**, we embrace and share the following 5 values in everything we do:



Foresight

We envision a better future for everyone. We make a continuous effort to understand the needs and expectations of our customers and other stakeholders, and to turn them into reality thanks to careful analysis, timely actions and agile decision-making.

Key words:

Entrepreneurship, Innovation, Agility, Foresight, Risk-taking

Meaning:

The ability to see long-term and to manage the present while building for the future.

Behaviours

- Focusing on long-term thinking and planning;
- Constantly seeking out new opportunities for innovation;
- Adopting a long-term approach to issues and problem-solving;
- Identifying and prioritising long-term benefits over short-term gains;
- Being conscious of the long-term impact of our decisions and actions on the company, the people around us, the wider community and the environment.



Integrity

We build honest, long-term relationships with all of our stakeholders by treating them fairly and with respect.

Key words:

Honesty, Fairness, Transparency, Professionalism, Uncompromising

Meaning:

Consciously aligning our decisions and behaviour with our values and moral principles.

Behaviours

- Consciously walking the talk and ensuring that everything we say and do is in line with our values;
- Never using our positions for personal gain;
- Treating colleagues, team members, customers, partners, and competitors with respect;
- Showing respect and humility in our words and actions;
- Being fair, honest and transparent in our dealings.



Responsibility

We are deeply convinced that success is not solely defined in financial terms. Our impact on current and future stakeholders and on the environment is an equally important indicator of achievement.

Key words:

Sustainability, Ethical behaviour, Care, Stewardship, Accountability

Meaning:

Being mindful of the wellbeing of others and ensuring that our decisions, actions and successes result in long-term, positive outcomes for all stakeholders.

Behaviours

- Behaving ethically; Treating colleagues, team members, customers, partners, suppliers, the community at large and the environment with respect;
- Respecting the terms of the agreement between the company and our stakeholders;
- Embracing the belief that what is good for us is also good for others;
- Treating team members with understanding and offering them the support that they need.



Passion

We breathe life into our vision by being passionate about everything we do.

Key words:

Excellence, Engagement, Commitment, Dynamism, Perseverance

Meaning:

Constantly striving for excellence, driven by a persistent and contagious enthusiasm for what we do.

Behaviours

- Displaying a willingness to continually improve and go the extra mile;
- Fully committing to our work and leading by example;
- Consciously creating the conditions under which others can excel and derive happiness from their jobs;
- Adopting an energetic, 'can do' attitude to everything we do;
- Demonstrating excellence in internal and external customer service.



Openness

We become stronger by being open and inclusive; by being actively curious about and willing to learn from others; and by always treating different cultures, beliefs and ideas with respect. For us, diversity is a source of strength.

Key words:

Inclusiveness, Respect, Open-mindedness, Diversity, Sharing

Meaning:

Being willing to offer and receive feedback; being receptive to others' ideas and views; and showing appreciation and respect for these views even when we do not agree with them.

Behaviours

- Communicating and requesting feedback with courtesy;
- Listening attentively and respectfully;
- Fostering diversity.

In addition, we act with:

Respect

We respect the capacity and desire for personal growth, as well as the talents and beliefs of clients, colleagues, partners and all other people we interact with in the course of our work. We value ideas on their merit, not on the tenure of their source. No matter how big or complex our business becomes, we should always demonstrate complete respect for each other.

People Focus

We genuinely care about people and make a consistent effort to listen to them and understand how they see things.

Diversity

We demonstrate our ability to bring together a team that is rich in variety of thinking, perspectives, backgrounds and culture.



Accountability

We seek to cultivate and trust employees who exercise courage and decisiveness in fulfilling their individual responsibility to produce results. While we seek to be collaborative we reduce bureaucracy and show little tolerance for processes that diffuse accountability.

Creativity & Innovation

To constantly renew our growth, we need to consistently renew our thinking. We seek to be relentlessly curious about the world around us.

Adaptability

Adaptability is the key to our sustainability. We consider change a natural state that we enjoy. We always seek to lead and stimulate change, never to merely endure or survive it.

Community

At QBL, we understand that with success comes the responsibility to give back. We believe in supporting our communities, whether through hands-on involvement of our people or as coordinated at corporate level by the Currimjee Foundation. Giving back not only expresses gratitude for our blessings, it makes our communities better places to live, work and grow.

Providing a 'WOW' experience

The goal is not simply to apply best practice but to invent it. Each client, whether internal or external, is unique, and there is seldom only one solution. We believe that breakthrough ideas often result from the work of teams seeking to creatively solve real client challenges. We go the extra mile.

We are committed to excellence in everything we do, and strive to continually improve. We are passionate about achieving results that exceed expectations, and drive for results with energy and a sense of urgency.

OUR POLICIES

Policies below set forth the company's expectations from all employees, and describe what they can expect from the company. It describes some legal obligations upheld by the company as an employer, as well as employees' rights. While this set of policies does not claim to be exhaustive, and may be amended as and when required, it remains an essential tool for appropriate and efficient decision-making.

Employee Queries and Complaints

This Code cannot describe every possible situation that you might encounter in your daily work. If you do not find the answer to your query here, or have trouble interpreting a specific issue, you should guidance. Should you witness any violation to this Code and other regulations communicated to you, you should report it accordingly. You have two channels to make a query:

1. Your immediate supervisor: Your supervisors are systematically your first port of call for any issue related to your environment—raise your concerns openly and honestly.
2. The HR department: in cases where the supervisor is unable to resolve the issue, or uncomfortable to speak with, you are encouraged to consult with the HR department

Non-Retaliation: Employees will not be retaliated against for raising concerns, nor should they retaliate against others.



Q&A

QHow do I know when I should seek guidance?

A What does not feel right is not the right thing to do. Ask yourself:

- Is this action legal? Is it consistent with the Code?
- Is this action dishonest or unethical?
- Will this action put the company at risk?
- Will this action hurt colleagues, customers, consumers?

Expectations of Managers

Leaders exist at all levels, and all leaders are role models. More specifically, managers are at all times bound to model appropriate conduct. As a manager, you must:

- Ensure your subordinates understand their responsibilities under the code and other company policies, including instructions communicated by the HR department.
- Create opportunities to discuss company policies and reinforce the latter with employees.
- Always prevent violations of the regulations by your subordinates, and consider conduct when evaluating them.
- Encourage subordinates to raise concerns without fear of retaliation, and never give instructions at the expense of the ethical conduct.

External Communication

Only designated staffs are authorized to speak on behalf of our company, including on social media. If you do not have a formal authorization, you may not do so. Whenever an employee is contacted by an external party, he or she should politely refer them to the Human resource and Administrative Manager who he or she knows to be an authorized person.

Anti-Discrimination

At QBL, we do not discriminate or deny equal opportunity. We champion the opportunity for every employee at every level to reach their full potential and grow with the organisation. We comply with regulations regarding the Equal Opportunity Act 2010.

Anti-Harassment



We seek to provide a work environment free of harassment of any kind. This includes any verbal or physical conduct that may create an intimidating, offensive, abusive or hostile work environment.

Health and Safety

At QBL, we put safety first. Our health and safety policies and procedures are designed to safeguard the health and safety of our employees, visitors, contractors, consumers and communities. Safety is everyone's responsibility. As an employee, it is your duty to report to your supervisor any safety hazard you may observe.

We have a full time Health & Safety Officer who is in charge of the Health & Safety at QBL

To change the photo and include photo of staff (QC) (as per Dinesh)

Substance Abuse

Working under the influence of alcohol or drugs is prohibited, and represents a serious offence given that employees may put themselves and others at risk. We do not allow possessing, selling, using, transferring or distributing illegal drugs in the organisation and customer premises. We collaborate closely with the authorities to sensitize our employees on substance abuse.

Accurate Business Records

QBL is committed to accuracy in the company's books and records, including financial statements, contracts and agreements. We focus on truthful and complete representations of financial transactions and events, whereby authorization, execution and recording are properly carried out.

Q&A

QWhat is sexual harassment?

A Verbal, visual or physical conduct of a sexual nature such as sexual advances, sexually oriented jokes/ pictures/ messages, and explicit/ degrading comments

Misuse of Company Asset

We are responsible for protecting the company's assets and ensuring that they are used for company business purposes. Unless specifically authorized, no employee is allowed to leave the company premises with a company asset. Company assets and resources include facilities, supplies, equipment, machinery, spare parts, raw ingredients, finished products, vehicles and company funds. Examples of intangible resources include company time, confidential information, intellectual property, and information systems.

In cases of misuse of those assets, it is the policy of the company to obtain full restitution, to impose administrative sanctions, and/or to refer violations of criminal statutes for prosecution.

Employees are also required to take proper care of company property with which they are entrusted, e.g. car, mobile phone, tools, equipment, furniture, etc. Any such property should be surrendered to the company on termination of employment. Employees are held responsible for the upkeep of all tools provided to them against voluntary damage, fire, loss or theft.

Email, Internet and Information Systems

Employees must use available information systems responsibly, and comply at all times with our Information Security Policy & Acceptable Use Standards. QBL undertakes to control misuse of information available and access to company's email, phone, internet and other systems, in compliance with the Data Protection Act 2017

Trade Restrictions

In the event the work agreement of an employee is terminated, he/she should not for a period of one year hold a position, whether remunerated or not, in an organisation with an activity which is either related to or in direct competition with an

activity of the Company in respect of which he/she has had access to confidential documents and information.

Product Quality

QBL is committed to producing the highest quality products across all brands on offer. From raw ingredients/ materials to finished product, we purchase and manufacture only superior products to ensure we maintain our consumers' trust and loyalty. We promote ethical and sustainable standards, guidelines and technology, and we ensure strict controls and testing are in place.

Responsible Marketing

We market our products in a truthful manner, and do not seek to deceive our consumers. We do not misrepresent the qualities of our products, and our marketing campaigns comply with applicable regulations, in particular regarding children.



Trade Marketing

In order to develop commercial strategies and programmes, we engage in trade marketing, which serves as a critical link between our consumer products, our marketing efforts and our sales team.

By so doing, we generate shopper insights, with input from sales and marketing, that help to develop a channel segment strategy and activation plans. We also set merchandising standards, develop point-of-sale materials and support routing criteria definition.

Operational Synergy and Effectiveness

Our organisation strives to build synergy between departments. More specifically, we regularly review high level planning activities, including our supply chain model to optimize the process flow from manufacturing via warehouse to distribution.

In order to meet customer demand more effectively and maintain efficient operational planning, QBL proactively identifies and manages around upcoming issues such as overstock situations, fixed capacity constraints, regional velocity of demand and financial reserve accruals.

Dealing with Customers, Suppliers and Consumers

At QBL, we value the partnerships we develop with customers, suppliers and consumers. In all circumstances, we deal in an honest and respectful way. We go the extra mile to contribute to our customers' growth and therein grow with them.

Dealing with Competitors

We compete fairly, and respect our competitors in our distribution and marketing practices. We collect, share and use competitive intelligence in a legal and ethical manner, and do not disclose non-public information of other companies.

Anti-Corruption

Corrupt arrangements with customers, suppliers or other parties are strictly prohibited. Any act of corruption must always be reported. Corrupt activities may include bribery, extortion or kickbacks.

Dual Employment

Employees will not whilst in employment at the company enter into any work agreement with another employer or undertake personal works, whether remunerated or not, on a part or full time basis, unless previously communicated to and approved by the Company.

Conflicts of Interest

An employee should avoid conflict of interest between personal and company activities. All employees must disclose any conflict of interest at time of recruitment as well as on an annual basis.

Declarations of interest include the following:

Investments in Suppliers – Purchase decisions must be based on the option that provides the greatest economic benefit to the Company while meeting our high standards for quality, consistency and reliability; regardless of ownership / shareholdings / influence.

Investments in Competitors – A significant ownership interest in a competitor is not consistent with good corporate governance practices. In general such investment should be avoided entirely. This rule is relaxed to the extent that an employee may own shares with a competitor that is listed on the stock exchange or traded in the D.E.M so long as the investment does not exceed 5% of the employee's net worth.

Investments in Customers – A conflict of interest or the appearance of a conflict of interest can be created where an employee has an ownership interest in a customer and is able to influence both sides of a transaction. This situation must be avoided.

However this role is relaxed to the extent that an employee may own an interest in a customer where the employee is not in a position to influence the decision of Quality Beverages Limited to enter into the transaction. The only other allowable situation is where prior approval of the relationship is given by the Managing Director/CEO of Quality Beverages Limited.

In case of any association with competitors, suppliers or customers , an employee may not maintain a second job with either a competitor or a company that does business with Quality Beverages Limited unless specifically approved by the Managing Director/CEO.

Family Members of Employees – The interests of employees/ family members in a competitor, supplier or customer should be disclosed .



Q&A

Q Who is a “family member”?

A Spouse, partner, parent, sibling, child, grandparent, grandchild, niece or nephew, uncle or aunt, cousin, stepchild, in-law, or anyone with whom you have a relationship of dependence

Business Gifts, Meals & Entertainment – Business gifts of nominal value can be accepted as gestures of appreciation and within the context of sound business relationships; however, such gifts must be disclosed on an annual basis. Gifts, meals and entertainment, or any favour, from customers or suppliers may not be accepted if doing so may compromise the employee’s ability to make objective business decisions in the best of interest of QBL.

Q&A

Q What about special discounts?

A An employee accepting special discounts from customers/ suppliers or providing same to a customer in exchange of a personal benefit is clearly violating the code.

Recruitment, Selection and Placement

We recruit the best qualified candidates for every position. Careful consideration is given to ability, experience, training, interests and aptitudes.

Any need in recruitment is documented by the Head of Department and approved by the CEO. The profile is communicated to HR along with a fully completed manpower requisition form. HR will proceed with applicable advertising and selection process. All job adverts are communicated both internally and externally

Probationary Period

A new recruit will be on a probationary period of 6 months, depending on the recommendation of the unit head. The probationary period may be extended in cases of unsatisfactory performance. This extension will not exceed six months and during this period, the company may put an end to the work agreement at any time on grounds of poor performance, misconduct or misbehaviour.

Any employee who successfully completes his probationary period shall be confirmed in substantive post with the Company. The probationary period shall be deemed to form part of the length of service of the employee with the company.

An employee who is promoted may be required to serve a probationary period not exceeding six months, at the discretion of the Company, before he or she is confirmed in the higher post. If he is not confirmed, he shall be reverted to his previous post.

Remuneration

Remuneration is based on qualifications, experience, responsibility level performance and job banding but would under no circumstances be below legal provisions. All emoluments are paid at monthly intervals, within two days of the end of the month.

Study Sponsorship/ Leave policy

Our organisation encourages learning for personal and professional development. Approval for sponsorship of studies for personal development is subject to recommendation of the department head and approval by the CEO.

The beneficiary may be asked to sign a bond with the company before the start of the course, wherein the employee engages himself or herself to remain in the employment of the company for an agreed period, excluding duration of the course.

Special leave for study is granted on examination days, as well as for revision (1 day per exam paper; a maximum of five days over a year).

Where the employee fails to complete the course or does not succeed in the final exams, he shall refund the whole contribution. The company may at its discretion waive the claim.

Misconduct

It is common courtesy to expect everyone to refrain from the use of profane, abusive or threatening language. Undesirable conduct such as gambling, dishonesty, theft or other misbehaviour on the job is unacceptable.

Misbehaviours may include:

1. Violation of public law and common morality, violation of company rules, wilful damage to property belonging to the company or harm an employee or visitor,
2. Falsification of attendance clock cards or any other document, furnishing false or incomplete information
3. Insubordination or failure to carry out any reasonable instruction from management, resistance to routine checks by the security team, and violation of safety rules.

All reports in connection with the above shall be dealt within the least delay possible and in all fairness

Disciplinary action may include warning, suspension or dismissal.

Company Vehicle Eligibility

The company provides vehicles or car allowances to employees in designated positions. Employees in such positions:

- a) wherein mobility is part of the job requirements and driving is key for job performance, are eligible for a company vehicle;
- b) wherein mobility is not inherent to the position—and where the employee may be classified as a sedentary worker—are eligible to a car allowance.

Company Medical Policy

We provide medical cover benefits to all employees. These benefits are broken down in two categories:

- 1) Contributive health cover plan- whereby the company contributes a percentage of the premium of a recognised medical scheme. The employee may choose to upgrade his plan and incur any additional expenses;

Expense refund scheme- whereby the company incurs all expenses within set limits as per collective agreement. Employees have access to a company doctor who operates a morning service every day of the week, as well as to the credit facilities agreed with specific pharmacy and laboratory.



Hours of Work

At QBL, normal working hours are specific to some departments, and can be consulted with Human Resources Department . The working hours are subject to any express provision in an employee's work agreement ..

Depending on the nature of work, some employees may be called to start work earlier than their normal working hours.

Employees must be on time at their place of work. If, for any reason, an employee is to arrive late, that employee should inform his/her Head of department regarding the reason for his lateness and of his expected time of arrival.

Overtime is work performed in excess of the normal daily hours of work. Payment in respect of overtime will be at prescribed rates i.e. 1.5 times on week days and at double rate on Sundays and public holidays for the first eight hours and at treble rate thereafter

All overtime must be specifically authorized by the respective Head of department



Casual Wear on Friday

At QBL, we allow for casual wears on Fridays given that some rules are strictly followed. The list below is non-inclusive; we must keep in mind that we carry the company's image at all times, and therefore maintain acceptable professional business attire.

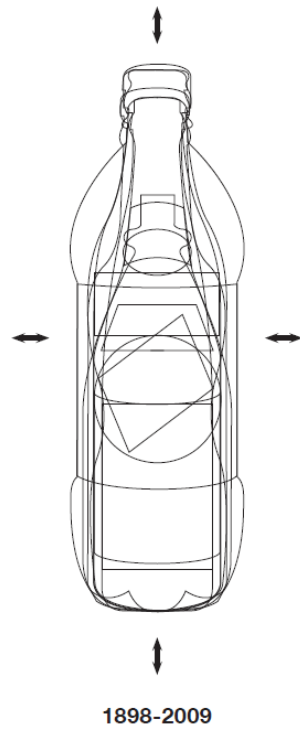
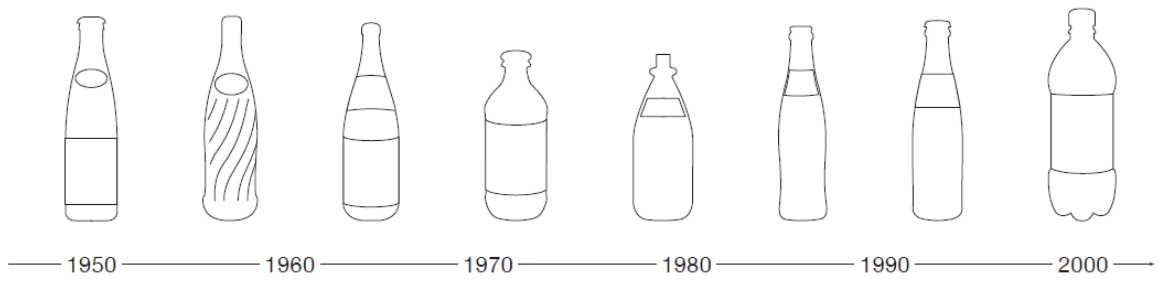
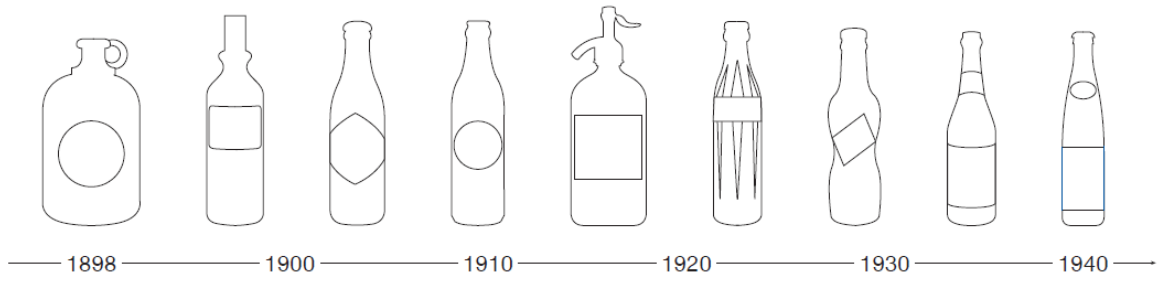
- 1) Employees required to wear uniforms are not authorised to dress casually at any time during working hours;
- 2) Shorts, spandex and other form-fitting pants are not allowed;
- 3) Short and/ or tight skirts are inappropriate for work;
- 4) Worn-out t-shirts or t-shirts with potentially offensive words/ images must be avoided;
- 5) On top of the above, overly revealing attires are not allowed;
- 6) Casual footwear is permitted – However, employees are not allowed to wear flip-flops, slippers, or footwear by any other name with similar open design.

All attire must be clean and free from tears, rips, and holes.



Issuance of and Amendments to Our Code

This code may be reviewed periodically by a team appointed by the CEO in order to reflect changes in the organisation, in the law and regulations, or in the business environment. Any change requires approval by the CEO and the issuance of a new code.

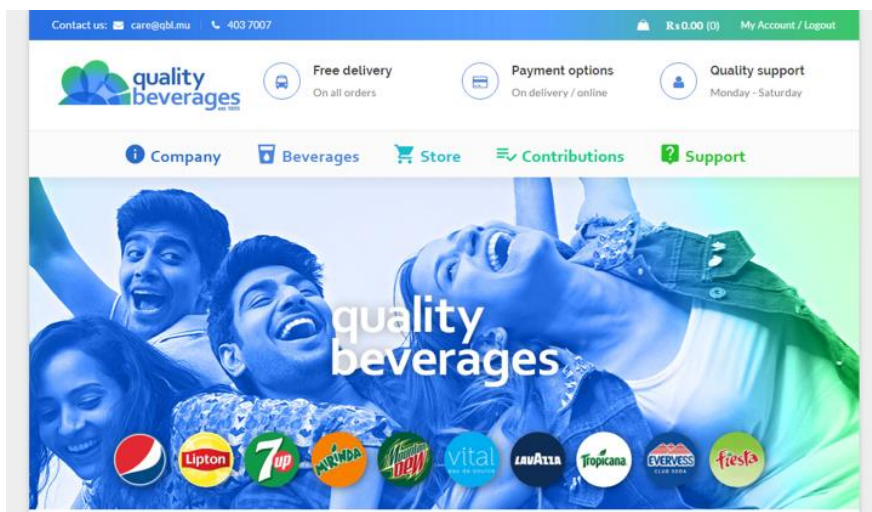




Leading the way forward...

QBL is a franchisee of PepsiCo International in Mauritius, and specialises in the bottling and distribution of water, and carbonated and non-carbonated soft drinks.

For more information about our Company, you can visit our website: www.quality.mu:



For any further information, please contact the Human Resources Department:

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