



THE MAURITIUS POST LIMITED



CODE OF CONDUCT AND ETHICS

Mauritius Post's commitment towards our
customers, stakeholders and the
communities we serve.

Table of Contents

	<i>Page Number</i>
Message from the Chief Executive Officer	1
Our Vision, Mission and Values.....	2
Purpose of the Code of Conduct and Ethics.....	2
Respect for the Law.....	3
Standards in Performing Duties.....	3
Responsibility towards our Customers, Shareholders and the community.....	4
Conflicts of Interest.....	5
Relationship with Suppliers/Contractors.....	5
Kickbacks and Commissions.....	6
Gifts and Favours.....	6
Outside Employment.....	6
Confidentiality of Information.....	6
Accurate Records.....	8
Use of Company Resources.....	8

Message from the Chief Executive Officer

Whether it is delivering better service to our customers or earning back their trust and confidence, all of us at the Mauritius Post Limited are working hard to ensure that our Company is on a solid foundation for sustainability in the future. Strong performance and innovation are critical to our success, but just as important is how we go about achieving results - with honesty, respect and by operating ethically and with integrity in all that we do.

To help guide and align our behaviours as we make business decisions that impact our daily operations, we rely on our 'Code of Conduct and Ethics', which outlines our values and describes standards for conduct, compliance and avoidance of conflicts of interest.

It supports our continuing commitment to honest and ethical conduct and compliance with all laws, rules and regulations of Mauritius and our Company's policies, standards and procedures as well as the postal regulations.

We have to be committed to use our values and this 'Code of Conduct and Ethics' as guidelines whenever we have a question about the right thing to do.

For additional guidance, we should talk to our Supervising Officers or to our Human Resource Representatives.

Thank you all for your ongoing commitment to delivering reliable services and products and by doing so ethically and with integrity.

Mr. Giandev Moteea, OSK

Chief Executive Officer

Our Vision

To be recognised as a world class provider of quality postal and communication related services and as a key player in the economy.

Our Mission

To provide access to an array of services to all citizens including postal, electronic information, financial and government related services through a wide network of branches and using innovative channels.

Our Values

- We have a passion and commitment towards our customers and will meet their specific needs through excellent service.
- We value integrity, honesty and teamwork.
- We aim to contribute positively to our community and the environment.
- We recognise and reward individual contributions.
- We embrace diversity in the way we conduct business.
- We embrace change, technology and innovation.

Exhibiting Integrity

As Mauritius Post employees, our professional and personal conduct should always be a reflection of Mauritius Post's Values.

Simply put, this means that we are expected to do what is right always.

Purpose of the Code of Conduct and Ethics

The purpose of the 'Code of Conduct and Ethics' is to provide all employees with guidance on the standards of behaviour expected of them in performing their duties and in their dealings with colleagues, stakeholders and customers.

The 'Code of Conduct and Ethics' applies to all employees of The Mauritius Post Limited. Regardless of the particular job we each perform, we are all employees

of The Mauritius Post Limited and are therefore expected to act in accordance with the 'Code of Conduct and Ethics'.

It is impossible for the 'Code of Conduct and Ethics' to list every action that should be avoided and every action that should be favoured. Instead, it provides guidelines regarding a number of common situations that may be encountered. Employees should seek guidance if they are unsure about any provision of the 'Code of Conduct and Ethics', and promptly report any suspected violations of the 'Code of Conduct and Ethics' in a sealed envelope to the CEO.

Respect for the Law

The Company and its employees must at all times comply with all applicable laws, rules and regulations of Mauritius and our Company's policies, standards and procedures and the postal regulations. The Company will not condone the activities of employees who violate the laws, policies, etc. This includes any payments for illegal acts, indirect contributions, rebates, and bribery.

All business conduct should be well above the minimum standards required by law. Accordingly, every employee must ensure that their actions cannot be interpreted as being, in any way, in contravention of the laws and regulations governing the Company's operations.

When employees are uncertain about the application or interpretation of any legal requirements they should seek guidance from their supervising officers.

Standards to be observed in Performing Duties

In performing their duties, every employee should

- (a) maintain a highly professional welcoming attitude and conduct, and serve the Company with integrity, devotion and utmost confidentiality.
- (b) maintain a high level of civility and good orderliness and to refrain from any conduct that may adversely affect or impair
 - ✦ the name and good repute of the Company and its shareholders;
 - ✦ the sound working relations or conditions within the Company and with its shareholders;
 - ✦ the organisation of work and the smooth despatch of everyday business of the Company; and
 - ✦ the development of team spirit, collaboration and mutual assistance.

- (c) when in a position of authority, exercise their responsibility and authority reasonably and judiciously, and by their example and influence, promote a high standard of duty and conduct.
- (d) deliver timely and expedient service to customers of the Company without favour or reward of any kind.
- (e) perform efficiently their duty/function as well as other related duty assigned and utilise their stipulated working time effectively.
- (f) perform duties of other posts within their fields of competence and act as instructor or trainer, as and when required.
- (g) comply with all rules and regulations of the Company, postal regulations and safety and health procedures.
- (h) wear sober and decent clothing and maintain a good conduct and discipline to project a good image of the Company.
- (i) protect the interest and the assets of the Company including materials, tools and equipments and avoid wastage.
- (j) not engage in political activities whether directly or indirectly.
- (k) not be under the influence of alcohol during their official working hours.
- (l) not smoke where it is prohibited or where it is likely to inconvenience others.
- (m) not engage in sexual harassment, or behave in a way that can be construed as such :- for example, by using inappropriate language, keeping or posting inappropriate materials in their work areas, or accessing inappropriate materials on their computer.
- (n) not discriminate against any person on ground of sex, marital status, colour, race, ethnic or national origin, age, disability, political opinion, occupation, status, sexual orientation, religious or ethnic beliefs.
- (o) behave towards board members, management, shareholders, colleagues, staff, customers and the public in general with civility and respect and without partiality or preference.

Responsibility towards our Customers, Shareholders and the Community

The focus on our customers and their experiences with the Company is an integral component of our operating philosophy. Our success depends on exceeding the expectations of our customers, shareholders and the community.

All employees are expected to embrace the Company's Customer Service Charter by following these tenets

- We are all Mauritius Post ambassadors, which mean that we will always take appropriate actions to address customers concerns and needs, thus transforming their experiences.
- When we interact with customers, we will behave professionally, ethically and treating them with the utmost respect and dignity.
- We will make every effort to ensure that customer's experiences are exceptional before ending an interaction with them.
- We are committed sell the Company's products and services to existing or potential customers.
- We will never misuse or improperly disclose confidential information of customers.

Conflicts of Interest

When it comes to making decisions about spending the Company's money, or handling confidential information, we have a duty to act in the best interests of the Company, our stakeholders and our customers.

A conflict of interest may arise where an employee or an employee's spouse, child or close family member (such as a parent or sibling) has outside employment, financial or other participation, for example as an employee, director or consultant, in any business which is a contractor, supplier or competitor of Mauritius Post or is seeking to become one.

It is not possible to list all situations or relationships which may create a conflict of interest or the appearance of one. Regardless of the circumstances, if an employee senses that a course of action he/she has pursued, or is presently pursuing, or is contemplating pursuing may involve him/her in a conflict of interest with the Company, he/she should immediately communicate all the facts, in writing, to his/her supervising officer.

Relationships with Suppliers/Contractors

Employees should avoid investing in or acquiring a financial interest for their own accounts in any business organisation that has a contractual relationship with the Company, or that provides goods or services, or both, to the Company if such investment or interest can influence or create the impression of influencing their decisions in the performance of their duties on behalf of the Company.

Kickbacks and Commissions

Regarding the Company's business activities, employees may not receive payment or compensation of any kind, except as authorised under the company's business and payroll policies. In particular, the Company strictly prohibits the acceptance of kickbacks and secret commissions from suppliers or others. Any breach of this rule will result in immediate termination and/or prosecution to the fullest extent of the law.

Gifts and Favours

Employees must not accept gifts or personal favours that could, in any way, influence or appear to influence business decisions in favour of any person or organisation with whom or with which the Company has, or is likely to have, business dealings. Similarly, employees must not accept any other preferential treatment under these circumstances because their positions with the Company might be inclined to, or be perceived to, place them under obligation to return the preferential treatment.

Outside Employment

An employee is engaged in outside employment when he/she works for The Mauritius Post Limited and also he/she is paid part-time or casual work by another Company. It includes operating a business, maintaining a professional practice or providing consultancy services to another person or Company.

Outside employment

- ✦ has the potential for creating conflict of interest situations;
- ✦ may lead to misuse of the Company's resources and information; and
- ✦ may result in the use of the Company's assets for non-official purposes.

Therefore every employee should regard their service as whole time employment, and should not undertake any other work, whether for remuneration or not without the approval of the CEO.

Confidentiality of Information

- (a) Every employee should observe the strictest confidentiality and secrecy in respect of any information acquired in the course of their duty or in the

connection with their employment relating to any affairs or business of the Company, any member or employee of the Company, any operator or clients of the Company or any person dealing with the Company.

(b) No employee should

- ⊕ allow any unauthorised person to have access to;
- ⊕ give access to any unauthorised person to; and
- ⊕ give to any unauthorised person the whole or any extract of any book, document or material of the Company or coming within the possession of the Company, including any copy of such book, document or material, whether in printed, photostatic, electronic, or other form.

(c) No employee should make or cause to be made photocopies of any books, papers or documents belonging to the Company or coming into the possession of the Company, or where such materials are in electronic form, save or download the materials or information, otherwise than for the purpose of discharging a duty or in compliance with the instruction of his senior employee.

(d) No employee should impart any information acquired by virtue of his/her official position, in the course of his/her employment or connected with his/her employment, to the written or spoken press or any unauthorised person, or give any statement or interview to the press in connection with his/her employment or in connection with the work of the Company or on any subject-matter connected with the Company, without the written permission of the CEO.

(e) All employees should also be governed by the provisions made on “Confidentiality” in the Postal Services Act 2002 which stipulates *interalia* that

(i) A licensee, his employee or agent shall treat as secret and confidential

(a) the content of any postal packet or article;

(b) any information which comes to their knowledge in the course of his/her duties.

(ii) Any person, who, otherwise than in the course of his/her duty, makes use of or records the contents of a postal packet or information relating to an article that comes to his/her knowledge or to which he/she had access by reason of his/her position as an employee or agent of a licensee shall **commit an offence**.

- (iii) Notwithstanding subsections (i) and (ii), any person who discloses the contents of or information relating to a postal packet, or information relating to an article to any other person otherwise than
 - (a) in accordance with this Act;
 - (b) upon a court order; or
 - (c) as authorised by the order of a Judge,

shall commit an offence.

Accurate Records

- (a) All payments and receipts should be fully and accurately recorded. Employees should not take or permit to be taken any action that would not accurately, fairly and completely reflect the results of such transaction. Employees should not make false or misleading entries in any Company record for any reason.
- (b) Any payment made must be true and correct. Any payments made must be in line with the prevailing rules, regulations and applicable laws and accounting for the receipt and disposal of funds must be in accordance with the facts.

Use of Company Resources

- (a) Every employee should play a leading role in ensuring security over the Company assets. Every employee should ensure that assets and other facilities (such as transport, stationary, telephone, ICT equipment, etc.) provided to them for official duty or function, are used strictly for those duties and for no other purpose.
- (b) Every employee should manage the Company assets and resources effectively and efficiently. They should strive to obtain value for money and to avoid waste or extravagance in the use of the Company resources.
- (c) Every employee should exercise care over the Company equipments, vehicles or records in their possession or for which they are responsible.



The Mauritius Post Limited
1 Sir William Newton Street
Port Louis
Mauritius

Telephone: 208 2851 – 54
Fax: 212 9640

Email: pohqs@intnet.mu
<http://www.mauritiuspost.mu>
