

# code of conduct



Patient safety and benefit Providing information about our products Interactions with healthcare professionals and organisations Preventing bribery and corruption Employment principles Safety, Health and the Environment public policy and political activities community support, patient support Protecting personal information Avoiding conflicts of interest Protecting company property and resources, communications, disclosures and records, Confidential information, competition and anti-trust laws, trade controls

GoApptiv requires all members of the GoApptiv Group and their directors, officers and employees to observe high standards of integrity and honesty, and to act with care, diligence and fairness in all our business activities. All our interactions with stakeholders and wider society should be conducted in an ethical and proper manner.

To that end, all of us must comply with this code and all supporting policies, the laws and regulations of all countries in which we operate, and with all applicable national and international codes.

# CONTENTS

Introduction	1
Who is the code for and what does it mean in practice?	2
How to ask a question or raise a concern	3
Patient safety and benefit	4
Providing information about our products	5
Interactions with healthcare professionals and organisations	6
Preventing bribery and corruption	7
Employment Principles	8
safety, health and the environment	9
Public policy and political activities	10
Community support and patient group support	11
Protecting personal information	12
Avoiding conflicts of interest	13
Protecting company property and resources	14
Communications, disclosures and Records	15
Confidential information	16
Competition and anti-trust laws	17
Trade controls	18
TELEPHONE NUMBERS FOR asking A QUESTION OR RAISING a CONCERN	19
Definitions	20

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# INTRODUCTION

“We want GoApptiv not only to be valued as a source of quality healthcare, but also to be trusted for the way in which we do business.”

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Our business is focused on making the most meaningful difference to patient health through digital solutions.

What we do is important, but how we do it is just as important. As we drive our business forward, we must not lose sight of our fundamental commitment to doing business the right way. We expect people at all levels always to do the right thing, not just the easy thing – and to be motivated, empowered and supported in doing so.

Only by living up to our core values, wherever GoApptiv has a presence or an impact, can we maintain the trust of our stakeholders and wider society that is so vital to our reputation and licence to do business.

The GoApptiv Code of Conduct is our guide to understanding how our high-level values are to be translated into consistent actions worldwide. It provides guidance about what is expected of each of us, as we work to achieve our business goals. We expect you to study it closely and to live by its principles in your day-to-day business activities.

We are all responsible for making sure that nothing, including the need to meet targets, direct orders from a more senior employee, or pressure from colleagues, ever compromises our commitment to honesty and integrity.

Compliance with this Code and all supporting policies is mandatory. Together, they provide the framework for the application of consistent standards of responsible behaviour that will ensure that GoApptiv continues to be an organisation that is valued and respected by society, and for which we are all proud to work.

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## GOAPPTIV CORE VALUES

- > Integrity and high ethical standards
  - > Respect for the individual and diversity
  - > Openness, honesty, trust and support for each other
  - > Leadership by example at all levels
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# WHO IS the code FOR and what does it mean in practice?

This Code applies to all full- and part-time GoApptiv Group directors, officers, employees and other temporary staff WORLDWIDE.

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Our business activities touch many people's lives, including patients, physicians, shareholders, employees, regulators, partners, those who pay for healthcare, technologies and the communities around us. Maintaining the trust and confidence of these groups means ensuring that our high level values are translated into consistent and appropriate behaviour worldwide.

Everyone is required to be aware of, and conduct their activities in accordance with this Code, all supporting policies and applicable codes, and the laws and regulations of the countries in which we work and do business. We must operate to the highest of the standards required by these various authorities, and always have due regard to national legislative requirements, as a minimum, and to circumstances where the laws of more than one country may apply.

Managers are responsible for providing appropriate support to enable their teams to understand the requirements of this Code and the relevant supporting policies and how they should be applied in practice. Managers are also responsible for providing assurance on these matters to the Board of Directors of GoApptiv.

The following sections of this Code outline GoApptiv's core commitments – what they mean and how they should be actively implemented at all levels within the Company.

You must also be prepared to exercise good judgement and common sense in deciding the right actions to take, because this Code and our supporting policies cannot cover every situation that may arise. You should ask questions if you are unclear about any aspect of this Code, or if you are not sure how to respond to an issue that the Code does not address.

You must also promptly report any known, suspected or observed violations of laws, regulations, this Code or supporting policies of which you become aware.

Any failure to comply with this Code or its supporting policies will be fully investigated and appropriate action taken. This may include re-training, discipline, or other corrective action, up to and including termination of employment, depending on the circumstances.

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GoApptiv is committed to working only with contractors, such as suppliers, joint venture or co-promotion partners, and research or licensing partners, who embrace standards of ethical behaviour that are consistent with our own.

# HOW TO ask a question or RAISE A CONCERN

Anyone who raises a concern about a possible compliance breach in good faith will be supported by management, and will not be subject to retaliation. Any act or threat of retaliation will in itself be considered a serious violation of this Code.

You may at some time come across a situation that appears to violate an GoApptiv policy. Everyone has a duty to report any suspected violation promptly.

In general, you should first seek to address your concerns with your manager. If you believe this is not appropriate, you may also contact your Human Resources, Legal Department or Compliance representative. If you prefer to contact someone outside your area, you may use any of the following contacts:

GAethics line : 022 4896 4896

Website [www.goapptiv.com](http://www.goapptiv.com)

Email [grievances@goapptiv.com](mailto:grievances@goapptiv.com)

Postal address 2416, Goapptiv Private Limited, Solus Business Park,  
Hiranandani Estate, Thane Maharashtra 400607.

If the concern relates to accounting, internal accounting controls or auditing matters, you may contact the GAethics line, the Compliance Officer or Internal Audit.

You can provide information anonymously if you prefer, and if your local laws so permit. In all instances, every effort will be made to ensure that information relating to a reported violation is kept confidential and communicated on a need-to-know basis only.

Internal Audit, which reports to the Board of Directors, works closely with the Compliance Officer to ensure that confidentiality and impartiality are maintained in the overall process.

The above procedures can also be followed if you have a question or are seeking clarification about any aspect of this Code and its supporting policies.

The GAethics are managed by a committee that includes external consultants on GoApptiv's behalf. When you ask a question or raise a concern, you will be asked to provide details and whether you wish to disclose your contact information. GoApptiv private limited may record this information in a database and may contact you for further information. You have a right of subject access to the personal information GoApptiv processes about you.

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# PATIENT SAFETY AND BENEFIT

GoApptiv is committed to minimising the risks and maximising the benefits of each of the medicines we manufacture, distribute and promote – throughout their life-cycle.

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Safety and efficacy are core considerations throughout product promotion

We work with our principal company to communicate prescribing information for the medicines that provides healthcare professionals and others with the benefit/risk information they need to make prescribing decisions.

After launch, we continue to monitor all our medicines for side effects, including those that may not have been identified during the research and development process. We notify the appropriate authorities about side effects of which we become aware and co-operate with them in taking any necessary action.

Every stage of the development, manufacture, storage and distribution of our products must be conducted in accordance with all applicable internal and external standards.

The Company also works to combat the growing problem of counterfeit drugs, which can adversely affect the health and wellbeing of millions of people worldwide.

Our fundamental responsibility is to deliver effective medicines that are as safe as they can be for those who take them. All medicines have possible side effects. The benefits of a medicine therefore have to be weighed against its risks.

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## quick reference

- > Comply with all applicable procedures designed to promote product safety, efficacy and quality, such as Good marketing and Good Manufacturing Practice.
- > Report any incidents of non-compliance.
- > Report any possible adverse effects relating to medicines we promote through the established procedures.
- > Report any counterfeit or suspected counterfeit drugs through the established procedures.

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# PROVIDING INFORMATION ABOUT OUR PRODUCTS

GoApptiv is committed to high ethical standards when providing information about our medicines and other products.

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GoApptiv uses a wide variety of communications channels, ranging from contact through sales representatives to the internet. Whatever the method used, we must communicate information accurately, effectively and in a proper manner.

The information we provide to support the safe use of our products, whether through publications and promotional materials or in response to enquiries received, must be supported by scientific evidence and approved through the Company's established procedures. We must only promote licensed products and only for their approved uses.

Our sales and marketing practices worldwide must meet or exceed the minimum standards set by applicable laws, regulations and codes.

## quick reference

- > Only provide information about our products if you are authorised to do so. This includes communications about our products on the internet or in other electronic media.
- > Promote products in an ethical, fair and balanced way.
- > Use only promotional materials and other product information that have been approved through procedures.
- > Publish information about products in line with Company standards and procedures.
- > Comply with the Code of Pharmaceutical Marketing Practices, local laws, regulations and applicable codes of marketing practice and our own, often more strict, local codes.
- > Do not engage in direct to consumer/direct to patient communications unless permitted by local laws.

Product information includes any information, material or activity, promotional or non-promotional, designed to inform healthcare professionals and organisations, patients, investors, the media and others about the characteristics and use of our products.

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# INTERACTIONS WITH HEALTHCARE PROFESSIONALS AND ORGANISATIONS\*

In all our interactions with healthcare professionals and organisations, we must observe high standards of integrity and honesty.

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All our interactions with healthcare professionals and organisations must be intended to ensure the effective use of products/medicines and to enhance patient care. This can include enhancing medical knowledge or practice management or gathering necessary feedback about medicines we promote.

We must only engage the services of healthcare professionals and organisations when they are legitimately needed, and we must not pay more than an appropriate fair market rate for the services rendered if allowed by law and our ethics.

We must not enter into business relationships or offer or provide gifts, hospitality or anything else of value, to induce or reward favourable decisions about our products and services from healthcare professionals

We must always provide information about our products to healthcare professionals and organisations in accordance with the relevant provisions of this Code and supporting policies.

Interactions with healthcare professionals and organisations include all meetings, communications, service arrangements, including product promotion, speaking engagements, advisory board, meetings, consulting agreements, conferences, congresses and symposia.

## quick reference

- > Comply with the Code of Pharmaceutical Marketing Practices, local laws, regulations and applicable codes of marketing practice and our own, often more strict, local codes.
- > Do not offer payments, gifts, hospitality, entertainment or anything else of value if it could constitute a bribe to a healthcare professional or organisation.

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\*For a definition of “healthcare professionals and organisations”, see page 21.



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## PREVENTING BRIBERY AND CORRUPTION

GoApptiv directors, officers and employees, and others who act on GoApptiv's behalf, must not offer, pay or accept bribes.

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We must not offer or give money or anything else of value either as an inducement to make, or as a reward for making, any decision favourable to the interests of GoApptiv.

This includes providing such benefits to government officials (including those from national and local governments and those serving in public international organisations) and other healthcare professionals and organisations, patients, suppliers, charities and patient groups, whether companies or individuals.

GoApptiv also does not permit agents, contractors, advisors or other third parties working on our behalf to engage in this type of conduct.

As well as not offering bribes, we must also not accept them. See "Avoiding Conflicts of Interest" on page 14 for more information.

### quick reference

- > Never make or authorise payments or gifts in order to obtain or retain business or to secure an improper advantage. Never ask or permit third parties to do so on your behalf.
- > It is acceptable to engage the services of healthcare professionals and organisations, and provide modest and customary meals and as long as they comply with any local laws and applicable codes and our supporting policies (including page 7 of this Code).
- > Make sure all activities and conduct are of a nature that would not be open to misinterpretation if publicly disclosed.
- > Pay particular attention to relationships with third parties; visits to our facilities; events or meetings; consulting arrangements; facilitating payments.
- > Report any suspicion of potentially corrupt behaviour.

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Offering or making payments to government officials to obtain favourable treatment, to secure business, or to obtain an improper advantage is a crime in every country in which we do business, whether such payments are in cash or in kind. It is also a crime in many countries to make these types of payments to government officials of another country, and also a crime in most jurisdictions to pay commercial bribes to persons who are not government officials.

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# EMPLOYMENT PRINCIPLES

GoApptiv is committed to promoting and maintaining a culture of respect and equal opportunity, in which individual success depends solely on personal ability and contribution.

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GoApptiv values highly the diversity of skills and abilities that a global workforce brings to our business. We are committed to supporting diversity in our workforce and in our leadership and to developing all the talent within our organisation.

All decisions about recruitment, hiring, compensation, development and promotion must be made solely on the basis of a person's ability, experience, behaviour, work performance and demonstrated potential in relation to the needs of the job.

The harassment of any GoApptiv employee or anyone with whom we do business, is unacceptable.

Any person who believes that they or others have been subject to unlawful discrimination or harassment should report the incident and circumstances to their manager, a Human Resources manager or other senior manager, who will arrange for the incident to be investigated appropriately and impartially.

## quick reference

- > Encourage diversity and creative potential, recruit and promote on the basis of merit and support the continuous development of people's skills and abilities.
- > Behave towards others with integrity, honesty, courtesy, consideration, respect and dignity.
- > Contribute to maintaining a working environment in which any form of harassment is unacceptable.
- > Report any inappropriate conduct directed towards you or others.

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GoApptiv supports the principles set out in the UN Declaration of Human Rights, and our policies detail our high standards of employment practice. These include respecting diversity and, as a minimum, complying with national legal requirements regarding wages and working hours. We also support the International Labour Organisation's standards regarding child labour and minimum age.

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# SAFETY, HEALTH and the environment

GOAPPTIV IS COMMITTED TO CARRYING OUT OUR BUSINESS IN AN ENVIRONMENTALLY RESPONSIBLE MANNER, AND TO PROMOTING A SAFE AND HEALTHY WORKPLACE FOR ALL OUR PEOPLE.

We manage our environmental impact and seek to continuously improve the sustainability of our activities by, among other things, economising on our use of non-renewable energy and materials; minimising the amount of waste we generate, and minimising any adverse environmental effects associated with our products and operations

The Company also works to identify, mitigate and monitor existing and emerging risks to the environment associated with our business activities, as well as to the health and safety of our employees and others who visit or work on our premises, and to the communities in which we operate.

We go beyond legal minimums to proactively reduce the potential for exposure to chemical, biological, physical and other hazards in the workplace; reduce the risk of other accidents in our research and manufacturing facilities; promote safe driving and help our staff to manage their health and wellbeing.

We also aim to promptly and effectively respond to, investigate and share learning from incidents that resulted in, or had the potential to result in, serious illness or injury

## quick reference

- > Take personal responsibility for safety and health and for understanding how your work may affect the environment.
- > Understand the hazards associated with your work, manage the risks responsibly and only undertake work for which necessary safety and health training has been provided.
- > Seek to continually improve and reduce the environmental impact of your activities (eg avoid unnecessary business trips).
- > Actively participate in energy-saving and waste reduction programmes.
- > Promptly report accidents, incidents of non-compliance, or any other matter posing a threat to safety, health or the environment.

or environmental harm, and to take any appropriate corrective action promptly.

Everyone is expected to integrate safety, health and environmental considerations into their day-to-day work activities. Line managers also have a duty to provide their teams with a safe and secure business environment, including building awareness of potential security risks and how they should be managed.

Safety and health include the prevention of illness and injury and the promotion of wellbeing in the workplace. Safety and health laws and regulations exist to safeguard the working conditions of employees, and of visitors to business premises.

We are committed to minimising any adverse environmental effects from our activities and products, while working to reduce our consumption of natural resources and otherwise operating in an environmentally sustainable manner.

# PUBLIC POLICY AND POLITICAL ACTIVITIES

Any public policy or political activity undertaken on behalf of GoApptiv must be lawful, ethical and approved under established Company procedures.

## PUBLIC POLICY ACTIVITIES

Employees and others who, on GoApptiv’s behalf, engage in dialogue with governments and other public bodies to inform public policy must ensure that all communications are based on facts and evidence and are not misleading or open to misinterpretation. People engaged in these activities must always make it clear that they represent GoApptiv.

All interactions with government officials and other third parties must also be in accordance with page 8 of this Code (Preventing Bribery and Corruption).

## POLITICAL CONTRIBUTIONS

We must not use, or consent to the use of, any of our corporate funds, resources or facilities to support a governmental entity, political organisation, party or candidate, except where permitted by law and where acceptable as part of local custom and practice with respect to government/industry engagement. This includes support for policy advocacy organisations, such as certain patient groups.

### quick reference

- > Do not engage in any public policy or political activity on behalf of GoApptiv unless you are authorised to do so.
- > Do not use Company resources or facilities to carry out, support or further any personal political activities.
- > Do not act, or appear to act, as a representative of GoApptiv when engaging in personal political activities.

No political contribution should be made which, by its scale or affiliation, might be seen as excessive or inappropriate.

All political contributions made by the Company must comply with policies approved by the Corporate Head Office, India and be reported through the Finance function as part of the annual consolidation of results.

Our standards reflect GoApptiv’s commitment to acting lawfully and with integrity in this highly regulated area. They are not intended to discourage you from making any personal donations with personal funds in situations in which your role as an GoApptiv employee is not implicated or compromised.

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## COMMUNITY SUPPORT, PRODUCT DONATIONS AND PATIENT GROUP SUPPORT

Our focus is on activities that bring benefit in ways that are consistent with our business of improving health and quality of life, and promoting the value of science.

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GoApptiv is committed to making a positive contribution to our local communities through charitable contributions, sponsorships and other initiatives.

GoApptiv also responds to humanitarian appeals with financial and/or product donations, where there is a demonstrated public health need. We conform to the WHO Guidelines for drug donations and only donate our medicines through reputable, non-governmental organisations or well-defined government programmes, where we are confident that the medicines will reach their intended recipients and will be used appropriately.

GoApptiv supports the work of patient groups, through the provision of financial and in-kind assistance that seeks to enhance patient welfare. Our relationships with patient groups must always comply with relevant legal and regulatory requirements, as well as applicable codes and our own supporting policies.

### quick reference

- > Provide support to your community in accordance with relevant guidelines.
- > Use the proper approval and management procedures for the donation of medicines and healthcare product.
- > Ensure that any relationship with a patient group is transparent and based on trust and a shared objective to improve patient healthcare.

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GoApptiv encourages employees to participate in local community initiatives, but any potential conflicts of interest must be avoided (see page 14).

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# PROTECTING PERSONAL INFORMATION

GoApptiv is committed to protecting any personal information collected or held during the course of our business activities, by ensuring high standards of data protection worldwide.

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We must collect, use and retain only as much personal information as we need for legitimate business, human resources or scientific purposes, or to satisfy any legal requirements. Where required by law, we must also obtain appropriate consent to such collection and use and inform individuals about the purposes for which their personal information may be used.

Once its purpose has been fulfilled, personal information must be destroyed in accordance with our legal obligations and Company document retention policies.

We must only share personal information with affiliates and third parties if they have a legitimate need to know it, and only if we are reasonably assured that they will suitably safeguard the information once it is in their hands, or if required by law.

We must give special consideration to any additional applicable requirements before sensitive personal information is collected or used, or where information is transferred or processed outside its country of origin, because it may become subject to different laws with different or competing requirements.

## quick reference

- > Comply with all data protection and associated laws applicable to the countries in which we gather and hold personal information.
- > If you are in doubt as to the proposed use of personal information, you should seek further advice and approval from a data privacy specialist before collecting, accessing or using such information.
- > Obtain approval from a data privacy specialist before transferring personal information outside its country of origin, or giving other markets electronic access to it.
- > Do not record things about people that you would be embarrassed to say to them directly.

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Data protection laws regulate the collection, storage, use and disclosure of personal information about individuals. This can include information about employees, customers, patients, clinical study subjects and employees of third parties.

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# AVOIDING CONFLICTS OF INTEREST

We must not allow personal or family interests to influence our professional judgement.

We must never accept anything of value, if it would constitute either an inducement to make, or a reward for making, any decision favourable to the interests of a third party.

We must not accept gifts or hospitality that may compromise our independence or judgement regarding a third party. This includes hospitality or entertainment with a value that exceeds locally established limits, that is not customary or that is otherwise likely to be seen as inappropriate.

Whilst we are free to make personal financial investments and to maintain social relationships with people we meet through business activities, our business relationships must not create any interests that may conflict, or have the potential to conflict, with those of GoApptiv.

## quick reference

- > Avoid situations where your loyalty may become divided.
- > Do not enter into situations in which your personal or family interests may conflict with those of GoApptiv.
- > Declare any potential conflicts of interest and seek advice from your line manager.
- > Report any business dealings between GoApptiv and companies or organisations in which you have, or a family member or an individual you treat as a family member has, a management role or financial interest (excluding interests of 1% or less in publicly listed companies).
- > Do not use your position at GoApptiv for personal benefit or to benefit a family member, friend or associate.
- > Do not pay a third party more than a contractually agreed, market-based price or fee for goods or services provided.
- > Do not accept gifts, hospitality or other entertainment of a nature that would be open to misinterpretation if publicly disclosed.

A conflict of interest is created when an activity, interest (financial or personal) or association of an employee directly or indirectly compromises his or her independence or judgement, causing the interests of the employee or another person to influence a business decision inappropriately.

## PROTECTING COMPANY PROPERTY AND RESOURCES

GoApptiv's property and resources must be used only for the proper advancement of our business and not for personal gain, nor for any fraudulent purpose.

Our duty to our shareholders includes making the best use of the Company's property, money and other resources.

As part of our strategic commitment to driving operational excellence, we must ensure that our property, resources and information systems are protected and kept secure at all times from unauthorised use, damage, disclosure, diversion or removal, whether through accident, improper act or breach of trust.

As part of this, everyone has responsibility for protecting the Company's electronic systems, communications network and computing resources, as well as preserving the integrity and confidentiality of Company information.

### quick reference

- > Act appropriately and responsibly with regard to GoApptiv's property and resources.
- > Exercise due care when spending the Company's money and making financial commitments on its behalf.
- > Report promptly any potential improper action against GoApptiv's property and resources, so that appropriate action can be taken.
- > Only use GoApptiv property and resources for non-work related activities to the extent permitted under applicable supporting policies.
- > Involve the Legal Department in any contractual matter that relates to a material right, obligation or liability.
- > Subject to your local law, you should not have any expectations of privacy when using the Company's electronic systems for non-work related activities.

Property and resources include physical assets, intangible assets and confidential information. Physical assets are items such as materials, supplies, equipment and cash, while intangible assets include intellectual property, information assets, brand value and employee time and talents.



## COMMUNICATIONS, DISCLOSURES AND RECORDS

GoApptiv is committed to communicating with integrity, to disclosing information in a timely and appropriate manner and to maintaining accurate company books and records.

All our communications, through whatever channel, must be fair, accurate, timely and appropriately authorised. All employees must be mindful of situations in which they may be perceived to be communicating on the Company's behalf.

GoApptiv's policy is to disclose information in a timely manner, as necessary, to comply with all relevant legal and regulatory requirements. All such disclosures must be accurate and not misleading, with no material\* omissions. This policy applies to all information, whether favourable or unfavourable to GoApptiv.

We must maintain proper Company books and records to provide an accurate picture of GoApptiv's business activities and financial position. We must not falsify or inappropriately alter Company records, and we must only destroy records in accordance with relevant supporting policies.

We must not record sales artificially to boost performance or otherwise. We must only sell products pursuant to bona fide orders underpinned by bona fide market demand, and we must only record such sales once the product has been shipped and an invoice submitted.

### quick reference

- > Ensure that all communications, whether print, web-based or verbal, comply with all appropriate internal and external standards, and have received appropriate internal approval before release.
- > Do not communicate on behalf of the Company unless you are authorised to do so. This includes communications about the Company or our products on the internet or in other electronic media.
- > Promptly communicate potentially material, non-public information to the GoApptiv Disclosure Committee, via the VP of Investor Relations or the Assistant Secretary at the Corporate Head Office, for a judgement on its disclosability and approval prior to any disclosure.
- > Preserve records that are relevant to investigations or litigation involving the Company or its employees.
- > Only designated officer is allowed to do press and social media releases

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Communications are any internal or external messages about GoApptiv or our products, including any that may be deemed to be made by us or on our behalf. They include press/social media releases, advertisements and promotional materials. Disclosures are statements published or submitted by the Company to its shareholders, regulators, securities exchanges, the media and other third parties. Records include contracts, accounts, research and development data, batch records, and financial and non-financial documents.

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## CONFIDENTIAL INFORMATION

All officers and employees are prohibited from disclosing non-public information about GoApptiv and partner companies

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We must not use any non-public information about GoApptiv or other companies learnt through our employment to influence our, or anyone else's, decision.

This requirement applies even after a person has finished working for GoApptiv.

Confidential information should be protected from improper disclosure, and any authorised communication of confidential information should be limited to individuals who have a "need to know".

### quick reference

- - > Seek guidance if you are unsure whether information is material\* or whether other restrictions apply.
  - > Do not act upon material, non-public information that a reasonable investor would consider important, such as a possible acquisition, financial results information or the results of a clinical study.
  - > Follow GoApptiv's supporting policies, including obtaining permission from the relevant persons, before disclosing confidential information to other employees or persons outside the Company or of other companies whom we partner with
  - > Ensure that confidentiality agreements are in place with third parties with whom we share confidential information.
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# COMPETITION AND ANTI-TRUST LAWS

GoApptiv is committed to complying with all competition and anti-trust laws applicable in the countries where we operate.

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In our efforts to drive the success of our business, we must only seek competitive advantage through lawful means.

We must not act in ways that stifle the free market, and we must not exchange information or enter into agreements or understandings with competitors, customers, suppliers or other third parties in a way that improperly influences research and development activity, manufacturing, marketing, sales, distribution or employee compensation practices, or involves bid-rigging or boycotts.

If we have a dominant or monopoly position, competition laws may impose a special responsibility on the Company not to abuse that position to keep out competitors or to exploit customers.

We must only engage in dialogue with our competitors when there is a legitimate business reason to do so.

## quick reference

- > Never enter into agreements and understandings that are anti-competitive.
- > Consult your local Legal Department before having discussions or interactions with competitors that are or could appear to be anti-competitive. Participation in trade associations can be a legitimate activity but is still subject to the same rules and standards.
- > Avoid exchanging non-public or other sensitive information with customers or other third parties, if it is not necessary for legitimate business purposes, or if it could give the appearance of an inappropriate agreement or understanding.
- > Only gather information about competitors in an appropriate and lawful manner.
- > Report any suspicions or allegations of actual or potential anti-competitive discussions or activities.

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Competition and anti-trust laws promote and protect the competitive process. These laws prevent companies from entering into anti-competitive agreements with each other, or from abusing a dominant position. In many cases, these laws can be applied to conduct that occurs outside a country's borders.

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# TRADE CONTROLS

GoApptiv is committed to trading in a legal and ethical manner.

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We must comply with trade regulations and restrictions if they have been approved by recognised national and international authorities, including the United Nations, the European Union, the United Kingdom, Sweden and the United States.

We must not comply with other boycotts or trade restrictions.

We must obtain necessary licences for the import and export of our products and other items, and we must provide accurate, truthful information about our products to Customs authorities.

## quick reference

- > Consult your Legal Department to ensure that trade controls to which we are subject have been followed, and that you have obtained all approvals required by authorities recognised by GoApptiv.
- > Report promptly to your local Legal Department all actions or requests that may be related to countries subject to boycotts.
- > Refuse to engage in prohibited restrictive trade practices.
- > Do not do business with parties subject to recognised trade restrictions.
- > Comply with all relevant local laws, regulations and GoApptiv supporting policies in processing the import or export of any item.

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Trade restrictions (including sanctions or embargoes) seek to prevent or limit trading with or in specific countries. Boycotts involve a country refusing (for whatever reason) to do business, or prohibiting others from doing business with, one or more other countries.

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# TELEPHONE NUMBERS FOR asking A QUESTION OR RAISING a CONCERN

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## GAETHICS LINE

From the India : +91 22 4896 4896

When you are put through to the call centre, tell them you are from GoApptiv and state which language you require.

Email : [grievances@goapptiv.com](mailto:grievances@goapptiv.com)

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# DEFINITIONS

Applicable codes refers to those codes that GoApptiv has formally adopted, or with which it is otherwise obliged to comply.

GoApptiv, GoApptiv Group, the Group, the Company, we, us and our refer to GoApptiv Private Limited and its consolidated entities including iconphygital

Confidential information refers to any and all confidential and/or proprietary information or material belonging to or in the possession of any member of the GoApptiv Group. It may be oral, visual, in writing, in the form of or contained in materials, or in any other form. It includes any information or material in any way related to GoApptiv's (a) financial information, business plans, projections or strategies, property, business practices and relationships, processes, systems, methods of operation or marketing plans, (b) research, development or other investigative activities, (c) regulatory practices, procedures or policies, (d) products, specifications, formulae, ingredients, pricing policies, marketing plans, product costs or promotional activities, (e) customer, supplier or employee information or agreements, (f) medical, scientific or other technical information, (g) corporate, strategic, commercial, licence or other agreements or (h) inventions, innovations, improvements, know-how, trade secrets or other proprietary information.

This Code of Conduct applies to all full- and part-time GoApptiv Group directors, officers and employees worldwide. It requires compliance with all laws and regulatory requirements and applicable codes, as well as our own high ethical standards, as outlined in this Code and supporting policies.

Contractor refers to any supplier or other third party with whom or which GoApptiv has a contract.

Healthcare professionals and organisations refers to any persons who or which may prescribe, administer, recommend, purchase, pay for, reimburse, authorise, approve or supply any product or service sold or provided by GoApptiv. It includes:

- > any members of the medical, dental, pharmacy or nursing professions, or relevant associated administrative staff; and/or

- > hospitals and other care organisations, health insurers (including managed care organisations), pharmacies, and formulary or benefit administrators, and relevant staff at such entities.

Material refers to information that would be considered influential in making a decision to buy or sell products/services

Person refers to any natural person (ie an individual) or legal person (eg a company).

Supplier refers to any person providing GoApptiv with goods or services, including vendors and consultants.

Supporting policies refers to any and all Company policies, codes, standards and procedures.



In your everyday business activities,  
ask yourself:

- > Is the decision or action I am going to take in line with our core values and this Code of Conduct?
- > Have I understood the risk and the possible implications of what I am doing?
- > If necessary, have I sought advice to help me make an informed decision?
- > Am I leading by example?
- > Have I considered any potential impact on GoApptiv's reputation?
- > How will I feel if the action I take today is featured in the media tomorrow?