

# Code of Conduct

January 2021



Making Customers Smile

Quality

Integrity

Innovation

Empowerment

- 1 All employees of Car & General are expected to abide by the following code of ethics. The company expects all members to conduct themselves with integrity and uphold company values at all times, whether while on duty or not. Failure to observe these regulations may lead to disciplinary action.
- 2 Car & General understands that the provision of quality service is the first priority of the company and all activities are to be geared towards this purpose. Quality should include timely delivery of services as per the estimated date and time of delivery.
- 3 Car & General understands that customers are their primary clients; therefore all customers are to be treated with courtesy and respect. Any mistreatment to customers may lead to summary dismissal without prejudice. Customers include both internal and external.
- 4 Car & General employees should conduct themselves with the highest degree of integrity, honesty, sincerity and professionalism in their work. Any dealings in terms of pricing should be as per provided guidelines; customers should neither be overcharged nor undercharged.
- 5 Bribery actions like receivables in form of money or gifts in favour of business are unwarranted and shall lead to legal suits. This should not be exercised in Car & General.
- 6 All employees of Car & General shall not be allowed whatsoever to participate in contrary objective not permitted by our company values like human trafficking actions whether locally or internationally. This shall lead to legal suits and imprisonment as an award from any court of law recognised by the authorities.
- 7 Car & General employees should treat each other employees of affiliates and the general public with courtesy, respect, compassion and consideration.
- 8 Car & General employees shall not use foul or vulgar language or engage in verbal or physical abuse of customers and fellow employees.
- 9 Car & General employees should treat the organization's resources eg company cars, computers, tools, telephones etc as valuable assets to be used with care and without waste. They shall not use the organization's resources for personal issues or gain. No one is authorised to operate, drive or use company cars and machinery under influence of alcohol or drugs.
- 10 Car & General is an equal opportunity employer and no employee should be discriminated on the basis of race, age, tribe, gender, physical or mental disability.
- 11 Employees' code of dress should be upheld at all times. Dressing is smart official for office and smart casual for technical staff. Employees shall dress neatly and decently so as to portray a positive and respectable company image. Workshop teams are expected to wear safety gadgets at all times.

## Our Vision

Make customers smile in every street, every town

## Our Mission

To achieve leadership position in all our primary markets - power generation, automotive and engine-related products in East Africa.

2 Internet and e-mails should be used for genuine work-related purposes. Employees should comply with copyright regulations when using the internet, should not use the internet to access websites or send e-mails of explicit sexual nature, should not divulge personal or confidential information and should not share their or other employees' passwords.

3 Our working hours are 8:00 a.m. to 5:00 p.m. (with a lunch break between 1:00 p.m. and 2:00 p.m.) Monday to Friday and 8:00 a.m. to 1:00 p.m. on Saturdays. Every employee is expected to keep in mind that good time management is a matter of integrity.

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