



C.R.E.TA Group FZC  
Business Centre, S.P City ,UAE \ 4413636  
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## **CODE OF ETHICS**

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## Contents

1. Introduction.....	3
2. Objectives of the Code of Ethics.....	5
2.1. To ensure responsible professional conduct. ....	5
2.2. Protect the rights of all stakeholders.....	5
2.3. Ensure compliance with national and international laws. ....	5
2.4. Prevent conflicts and corruption.....	5
2.5. Promote transparency and trust. ....	5
2.6. Align daily practices with CRETAGR's mission and vision. ....	5
3. CRETAGR's Core Values .....	5
3.1. Integrity .....	5
3.2. Technical Excellence.....	6
3.3. Safety.....	6
3.4. Respect.....	6
3.5. Social Responsibility.....	6
4. Responsibilities according to increasing hierarchy .....	6
4.1. Economic Responsibilities .....	7
4.2. Legal Responsibilities .....	7
4.3. Ethical Responsibilities .....	8
4.4. Discretionary Responsibilities (Social Responsibility).....	8
5. Mandatory Laws and Rules .....	9
5.1. Legal Compliance.....	9
5.2. Anti-Corruption .....	9
5.3. Data Protection.....	9
5.4. Workplace Safety .....	10
6. Standards of Conduct.....	10
7. Conflict Management .....	11
7.1. Interpersonal Conflicts (Between Employees).....	11
7.2. Intra-organizational Conflicts (Employee – Company) .....	11
7.3. Inter-organizational Conflicts (Company – Company) .....	12



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7.4. Extra-organizational Conflicts (Company – State).....	12
8. Ethics Oversight Board.....	13
9. Complaint System.....	13
9.1. Anonymous Reporting.....	14
9.2. Investigation .....	14
9.3. Visibility and Transparency .....	14
9.4. Short Timeframe .....	14
10. Follow-up System .....	15
10.1. Verification of Decision Implementation .....	15
10.2. Assessment of complainant satisfaction .....	15
10.3. Corrective measures.....	15
10.4. Training if necessary .....	15
10.5. Periodic internal audit.....	15
11. Sanctions .....	15
12. Final commitment.....	16

## 1. Introduction

CRETAGR is a company operating in the field of engineering and specialized technical solutions. Its activity is based on technical expertise, quality of execution, project reliability, and compliance with professional standards.

In the field of engineering, the decisions taken have a direct impact on:

- Personal safety
- Environmental protection
- The economic performance of clients
- The company's reputation



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- The sustainable development of the country

That is why CRETAGR has adopted this Code of Ethics, which defines:

- Fundamental values
- Mandatory laws and rules
- Standards of conduct
- Responsibilities according to the ascending hierarchy
- Types of conflicts and their management mechanisms
- The complaint and follow-up system
- The role of the Ethics Oversight Board

This code applies to:

- All employees
- Managers
- Executives
- Partners
- Subcontractors
- Consultants

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## 2. Objectives of the Code of Ethics

The objectives of this Code are:

- 2.1. To ensure responsible professional conduct.
- 2.2. To protect the rights of all stakeholders.
- 2.3. Ensure compliance with national and international laws.
- 2.4. Prevent conflicts and corruption.
- 2.5. Promote transparency and trust.
- 2.6. Align daily practices with CRETAGR's mission and vision.

## 3. CRETAGR's Core Values

### 3.1. Integrity

We act with honesty in all our decisions.

No falsification, corruption, or manipulation is tolerated.



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### **3.2. Technical Excellence**

As an engineering company, technical competence is essential.

We comply with:

- International standards
- Safety standards
- Good engineering practices

### **3.3. Safety**

The safety of employees, customers, and the public is our top priority.

### **3.4. Respect**

We respect:

- Our colleagues
- Customers
- Suppliers
- Public authorities
- The environment

### **3.5. Social Responsibility**

We contribute to sustainable development and the well-being of society.

## **4. Responsibilities according to increasing hierarchy**



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#### **4.1. Economic responsibilities**

CRETAGR must:

- Be profitable and financially stable
- Provide quality services
- Optimize resources
- Create jobs

Employees must:

- Use resources efficiently
- Avoid waste
- Protect company assets

#### **4.2. Legal responsibilities**

CRETAGR complies with:

- Labor laws
- Tax laws
- Safety standards
- Environmental regulations
- Anti-corruption laws

Each employee is responsible for:

- Complying with the law
- Reporting any violations
- Refusing to participate in any illegal activity



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### **4.3. Ethical responsibilities**

Beyond the law, CRETAGR is committed to:

- Act fairly
- Be transparent
- Respect human dignity
- Avoid conflicts of interest

Employees must:

- Refuse excessive gifts
- Avoid any compromising situations
- Act in the collective interest

### **4.4. Discretionary Responsibilities (Social Responsibility)**

CRETAGR voluntarily contributes to:

- Sustainable development
- Training young engineers
- Reduction of environmental impact
- Community support

This includes:

- Green projects
- Social initiatives





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- Safety awareness

## 5. Mandatory Laws and Regulations

### 5.1. Legal compliance

All activities must comply with:

- National laws
- Industry regulations
- International engineering standards

### 5.2. Anti-corruption

It is strictly prohibited to:

- Accepting bribes
- Offering illegal benefits
- Manipulating bids

### 5.3. Data protection

Customer information is:

- Confidential
- Protected
- Not shareable without authorization



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#### **5.4. Workplace safety**

Strict compliance with:

- Safety protocols
- Wearing of protective equipment
- HSE standards

#### **6. Behavior Standards**

Employees must:

- Be punctual and professional
- Respect the hierarchy
- Communicate clearly
- Avoid discrimination
- Avoid harassment

Any form of:

- Harassment
- Discrimination
- Violence
- Abuse of power

Is strictly prohibited.

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## 7. Conflict Management

### 7.1. Interpersonal conflicts (between employees)

Examples:

- Technical disagreement
- Personal conflicts
- Communication problems

Solution:

- Internal mediation
- HR intervention
- Communication training

### 7.2. Intra-organizational conflicts (employee–company)

Examples:

- Disagreement over working conditions
- Promotion
- Performance reviews

Solution:

- Complaint procedure
- Internal review
- Ethics committee



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### **7.3. Inter-organizational conflicts (company-to-company)**

Examples:

- Contractual disputes
- Unfair competition
- Supplier delays

Solution:

- Negotiation
- Mediation
- Arbitration

### **7.4. Extra-organizational conflicts (company–government)**

Examples:

- Regulatory issues
- Government audits
- Tax disputes

Solution:

- Full cooperation
- Transparency
- Legal assistance

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## 8. Ethics Oversight Board

CRETAGR is establishing an:

Ethics and Compliance Committee

Composition:

- A member of management
- An HR manager
- A senior engineer
- An independent external representative

Role:

- Overseeing the implementation of the Code
- Review complaints
- Propose improvements
- Ensure transparency

Meetings:

- Quarterly
- Extraordinary meetings as necessary

## 9. Complaint system

CRETAGR is implementing a structured mechanism:



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### **9.1. Anonymous Filing**

Options:

- Dedicated email
- Internal platform
- Secure physical mailbox

The identity of the complainant is protected.

### **9.2. Investigation**

- Initial analysis within 5 days
- Internal investigation
- Written report

### **9.3. Visibility and Transparency**

- Communication of results to the parties concerned
- Annual ethics report
- Published anonymous statistics

### **9.4. Short period**

Maximum duration:

- 30 days to close a standard complaint



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## 10. Follow-up system

After resolution:

- 10.1. Verification of the implementation of decisions
- 10.2. Assessment of complainant satisfaction
- 10.3. Corrective measures
- 10.4. Training if necessary
- 10.5. Periodic internal audit

## 11. Sanctions

In case of violation:

- Written warning
- Suspension
- Demotion
- Termination of contract
- Legal action if necessary

The penalties are:

- Proportionate
- Justified



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- Documented

## 12. Final Commitment

Every CRETAGR employee must:

- Read this Code
- Sign it
- Commit to complying with it

Ethics is not just a document.

It is a culture.

CRETAGR is committed to:

- Continuously improve this Code
- Update it in line with changes in legislation
- Training its employees on a regular basis

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