

Internal Code of Conduct

Document Ref: LUM-L9-250701-COC-001

Effective Date: 1 July 2025

Prepared by: Luminex Solutions

1. Purpose and Scope

This Code of Conduct defines the standards of integrity, professionalism, and ethical behaviour expected of all employees, contractors, consultants, and representatives of Luminex Solutions. It serves to:

- Uphold our values across operations in Jordan, Syria, and Lebanon
- Ensure compliance with international law, local regulations, and our internal policies
- Foster a culture of accountability, respect, and transparency

This Code applies to all personnel, regardless of role, contract type, or location.

2. Core Values

All personnel are expected to act in accordance with Luminex Solutions' core values:

- Integrity: We do what is right, not what is easy
- Respect: We treat all people with dignity and fairness
- Accountability: We take responsibility for our actions and decisions
- Discretion: We maintain confidentiality and protect client information
- Professionalism: We operate with discipline, reliability, and competence

3. Compliance with Laws and Regulations

All personnel must:

- Abide by the laws of Jordan, Syria, Lebanon, and any jurisdiction in which they operate
- Respect international human rights, humanitarian law, and the UN Guiding Principles on Business and Human Rights
- Comply with anti-corruption, anti-bribery, and counter-terrorism financing laws

4. Human Rights and Equal Treatment

We uphold and implement our Human Rights Policy. All staff must:

- Treat colleagues, clients, and community members with fairness and without discrimination
- Never engage in harassment, abuse, intimidation, or exploitation
- Report any suspected human rights violations or unethical behaviour through the appropriate channels

5. Conduct in the Field and on Assignment

Given the nature of our work in sensitive and potentially hostile environments, staff must:

- Maintain a professional appearance and low profile, respecting local customs and cultures
- Follow security protocols and operational briefings without deviation
- Avoid behaviour that could compromise team safety or the company's reputation
- Report all incidents, accidents, and breaches of conduct immediately

6. Conflicts of Interest

Personnel must avoid situations where personal interests conflict with company interests.

This includes:

- Undisclosed financial interests in client or supplier companies
- Accepting gifts or favours that could influence decision-making
- Engaging in outside employment that may compromise job performance
- Any potential conflicts must be declared to management.

7. Confidentiality and Data Protection

All personnel are responsible for safeguarding:

- Confidential business and client information
- Personal data of employees, clients, and stakeholders
- Operational security details, locations, and routes
- Disclosing sensitive information without authorisation is a disciplinary offence.

8. Use of Company Resources

Company equipment, vehicles, facilities, and communication tools must be used responsibly and only for legitimate business purposes. Unauthorised use, negligence, or deliberate damage may result in disciplinary action.

9. Drugs, Alcohol, and Weapons

- The use or possession of illegal drugs is strictly prohibited
- Alcohol may only be consumed responsibly and never during working hours or while on duty



- Firearms and weapons must only be used by authorized personnel and in accordance with applicable laws and company SOPs

10. Reporting Misconduct and Whistleblowing

Luminex Solutions encourages a speak-up culture. All personnel have a duty to report:

- Violations of this Code of Conduct
- Unlawful or unethical behaviour
- Safety or security concerns

Reports can be made confidentially via: ethics@luminex-solutions.com

11. Breaches and Disciplinary Action

Violations of this Code may result in disciplinary action, including:

- Verbal or written warnings
- Suspension or termination of contract
- Legal action where applicable

All disciplinary measures will be handled in accordance with company policy and due process.

12. Acknowledgment

All personnel are required to read, understand, and sign this Code of Conduct upon onboarding and whenever updated.

Version Control

Effective Date: 01/07/2025

Next Review: 15/07/2026

Version: 1.0