

Charter of Suppliers

Introduction

This Charter is called "the Charter of Suppliers" and constitutes the Code of Professional Conduct for Suppliers of the Land Department, and the Commercial Ethical Practices expected from any supplier when dealing with the Land Department. It is also the minimum non-negotiable standards that the Supplier must respect and adhere to when doing business with the Land Department.

This Charter is based on the internationally recognized standards for the application of commercial ethical practices. This Charter sets out the expectations of the Land Department regarding the Supplier's conduct in respect of work, health and safety, environment protection, ethics and management practices.

Moreover, this Charter is in line with Dubai Strategic Plan and the Strategic Plan of the Land Department, and complies with the legislations, laws and regulations issued by the government of UAE in general and the government of Dubai in particular. It also complies with the standards of "Dubai Government Excellence program".

Scope of Charter

The rules hereof shall apply to the Suppliers of Land Department, where the suppliers shall, when supplying products or goods, providing services or doing commercial/ professional works with and/ or on behalf of the Land Department, do so in accordance with all legislations, laws, regulations and policies in force in the UAE in general and Dubai in particular.

The Suppliers dealing with the Land Department must comply with these standards, which do not constitute a summary of all laws, standards and policies applicable to the Land Department or the activities of Suppliers.

This Charter does not relive or diminish any of the legal obligations to which the Supplier is bound, nor does it override terms of any direct purchase order, contract or agreement concluded with the Land Department.

The supplier shall be responsible for ensuring compliance with the rules hereof. In addition, the Suppliers shall ensure that its staff are aware and informed of the standards contained in these rules and comply with them. Any violation of these rules may jeopardize the Supplier's working relationship with the Land Department to the risk of the business relationship termination and the prohibition of the supplier

Code of Conduct

The rules hereof are based on the following focus points:

1-1 Respect and Fair Work Practices

The Land Department provides a work environment in which respect, appreciation, competency development and talent development prevail, and expects from its Supplier to provide the same environment as possible, provided that it shall include but not limited to:

1-1-1 Ethics:

The Supplier shall ensure that its staff and employees comply with good conduct and ethics, and avoid immoral and abusive or negative behaviors based on intimidation, threat, abuse, violence or harming.

1-1-2 Appropriate Costume:

The Land Department shall highlight national identity and respect for cultural diversity. It expects from its Supplier when attending to the Land Department, participating in the work assigned to them by the Land Department, or participating in events organized by/ on behalf of the Land Department, to comply with the accepted standards of appropriate costume in accordance with the cultural considerations.

1-1-3 Work Conditions:

The Supplier shall comply with all labor laws in the UAE and terms of a contract with its staff and employees.

1-1-4 Training and Communication:

The Supplier shall provide staff training programs; to achieve training objectives while ensuring continuous improvement.

1-1-5 Accident Management:

The Supplier shall provide the staff with a system to report health, safety and near incidents, with a system to investigate the concerned reports, and implement remedial and preventive work plans to ensure that the staff return to the work.

1-1-6 System of Proposals and Complaints:

The Supplier must ensure that the employees have a mechanism to submit proposals and complaints, while encouraging communication among all categories of management and staff.

1-1-7 Protection of Informers and Anonymous Complaints

The Supplier must provide an anonymous complaint mechanism for managers, staff and employees to report grievance in the workplace while maintaining the confidentiality of informers reporting infringements.

1-2 Compliance with Law

The Supplier must ensure that it complies when doing business with and/or on behalf of the Land Department in accordance with all the legislation, laws, regulations, policies and procedures of the UAE, in general, and Dubai in particular, as well as it complies with the laws, regulations and policies of the Land Department in accordance with purchase orders and agreements or contracts concluded with the Land Department.

1-3 Environment, Health and Safety

The Supplier shall take the following into account, as much as possible:

- To implement a health and safety management system, and adhere to environmental protections policies and health and safety regulations within the property and work environment.

- To provide an orientation training for the staff on safety measures and precautions to be followed before proceeding with any works in the workplace.
- To provide the international standard in the area of occupational health and safety or any similar standard or system.
- To address all possible risks related to public and occupational health and safety.
- To implement plans and programs to rationalize energy consumption and non-renewable resources.
- To contribute to the sustainability of environment, waste reduction and recycling/treatment, and apply environmentally friendly technologies.
- Safety measures and precautions to be provided by Suppliers may include the following:

Supplier activity	Safety Measures and Precautions
Carpentry works (installation of internal and external wooden panels, doors, wall panels, gypsum boards)	<ol style="list-style-type: none"> 1- To provide an orientation training for the staff before proceeding with work. 2- To provide personal protective equipment (gloves, protective glasses, safety shoes, long-sleeved workers' uniforms, protective helmet, rubber gloves when using adhesive materials, using a hearing protector, and protective mask). 3- To use approved work tools and not using unsuitable or damaged tools. 4- To ensure ventilation in the workplace. 5- To Comply with the regulations and laws of Dubai Municipality in terms of occupational and environmental safety.

	<p>6- To Maintain and examine the machines well before using them in the Department premises.</p> <p>7- Not to use equipment that generates noise during working hours.</p> <p>8- To have a supervisor following the work and ensuring the safety of the place and the workers.</p>
<p>Use of dyes and paint</p>	<p>1- To provide an orientation training for the staff before proceeding with work.</p> <p>2- To provide personal protective equipment (for hands, feet, body and respiratory system).</p> <p>3- To clean up any leakage or spillage of dye or chemical in an airtight place.</p> <p>4- To provide leak cleaning equipment.</p> <p>5- To place the least possible quantities of dyes and chemicals in the workplace, while keeping them well in their containers and barrels.</p> <p>6- To provide a tray under the containers of dyes and chemicals to prevent leakage and dripping as much as possible.</p>
<p>Use of Grinder</p>	<p>1- To provide an orientation training for the staff before proceeding with work.</p> <p>2- To inspect the location of cables (wires) and electrical connections before starting work .</p> <p>3- To wear a face shield, protective glasses, leather gloves, safety shoes, fire-resistant work clothes, and helmet.</p> <p>4- To place the abrasive devices in a suitable place and not on the ground.</p> <p>5- To provide a suitable fire extinguisher.</p>

	<p>6- To place protection on electric cables (wires) when they are located across pedestrian walkways (if no other place is available).</p> <p>7- To provide an earth leakage circuit breaker.</p> <p>8- To ensure proper grounding.</p> <p>9- To take frequent breaks.</p> <p>10- To isolate the work area or place barriers around the work area to prevent access to it.</p> <p>11- To provide adequate protection for the respiratory system, for example, a face shield with adequate ventilation, or a mask with an air purifier .</p> <p>12- To have a supervisor following up the work and ensuring the safety of the place and the workers.</p>
<p>Gas Welding and Cutting</p>	<p>1- To provide an orientation training for the staff before proceeding with work.</p> <p>2- To install and arrange electrical cables (wires) properly and safely.</p> <p>3- To wear a full face welding mask with black eye protection equipment. .</p> <p>4- To wear safety goggles by welding assistants.</p> <p>5- To provide air suction equipment (fans) in welding and cutting areas.</p> <p>6- To use filter gloves.</p> <p>7- To periodically inspect welding equipment.</p> <p>8- To ensure proper grounding.</p> <p>9- To properly insulate connector handle.</p> <p>10- To properly connect welding equipment cables.</p> <p>11- To wear leather gloves and appropriate safety shoes.</p>

	<p>12- To allow only trained persons to operate welding equipment.</p> <p>13- To provide a fire extinguisher or a fire blanket.</p> <p>14- To have a supervisor following up the work and ensuring the safety of the place and the workers.</p> <p>15- To provide oxygen, acetylene or propane gas cylinders with regulators and a backfire flame arrestor.</p>
<p>Use of scaffolds and work platforms</p>	<p>1- To provide an orientation training for the staff before proceeding with work on the risks of scaffolds.</p> <p>2- To install scaffolds and work platforms according to the applicable, recognized and safety standards approved by Dubai Municipality.</p> <p>3- To have constant supervision during work.</p> <p>4- To conduct handling work in accordance with the safe and applicable procedures.</p> <p>5- To use tag system for scaffolds.</p> <p>6- To provide warning signboards.</p> <p>7- To inspect the scaffolds and work platforms by approved persons before use (Dubai Municipality).</p> <p>8- To provide the scaffolds and work platforms with edge protection, especially the lower edges, to prevent materials and people from falling from considerable heights.</p> <p>9- To create suitable and safe wide work platforms.</p>
<p>Use of ladders</p>	<p>1- To provide an orientation training for the staff before proceeding with work on the risks of ladders.</p> <p>1- To Fix and secure the ladder from the top and bottom.</p> <p>2- Not to use unapproved or damaged ladders.</p>

	<p>3- To make a safe distance (1 meter) when going down the ladder.</p> <p>4- To use ladder made of fiberglass or made of approved wood after examining them.</p> <p>5- To properly insulate the source of electricity so that no shock or electric shock occurs.</p>
Use of electricity (Installation and maintenance)	<p>1- To provide an orientation training for the staff before proceeding with work.</p> <p>2- To apply safety requirements in electrical distribution boxes.</p> <p>3- To use the work permit, close work and circulate the closing hours to the employees.</p> <p>4- To provide personal protective equipment (gloves and long-sleeved work uniforms).</p> <p>5- To provide an appropriate fire extinguisher.</p>
Use of chemicals and solvents	<p>1- To provide an orientation training for the staff before proceeding with work .</p> <p>2- To provide personal protective equipment (gloves, long-sleeved work uniforms, safety glasses).</p> <p>3- To adhere to the regulations of the safety information document for materials issued by Dubai Municipality.</p> <p>4- To provide a suitable fire extinguisher.</p> <p>5- To ban smoking in the workplace.</p> <p>6- To clean up any leakage or spillage of dye or chemical in an airtight place.</p> <p>7- To provide leak cleaning equipment.</p>

	<p>8- To place the least possible quantities of dyes and chemicals in the workplace, while keeping them well in their containers and barrels.</p> <p>9- To provide a tray under the containers of dyes and chemicals to prevent leakage and dripping as much as possible.</p>
<p>Pipe connection and installation of bathroom sets, sanitary ware, tiles and ceramics</p>	<p>1- To provide an orientation training for the staff before proceeding with work .</p> <p>2- To provide personal protective equipment (mask, safety glasses, face protection, hearing protection).</p> <p>3- To properly arrange, organize and store various materials and tools.</p> <p>4- To ventilate the workplace and install a muffler for the equipment.</p> <p>5- To have a supervisor following up the work and ensuring the safety of the place and the workers.</p>
<p>All works and activities</p>	<p>1- To emphasize to Suppliers that they must train staff before starting work on the correct methods of collecting, sorting and disposing of waste and residuals.</p> <p>2- To provide special containers and barrels for collecting and sorting waste in the workplace and disposing of it in designated areas to prevent the accumulation of such waste.</p> <p>3- To ensure the health and physical safety of the worker and not send him to the workplace.</p> <p>4- Not to send a worker who may have health symptoms (fever, cold, headache, infectious diseases.. etc.) that may cause the spread of infection among employees and customers in the Department.</p>

1-4 Business Continuity

The Supplier must ensure compliance with the international standard for the business continuity management system. If the Supplier fails to meet the international standard, the Supplier must:

- Identify and assess possible contingencies for each case.
- Develop and implement contingency plans and response procedures that minimize harm to life, environment and property.
- Develop business continuity plans to ensure the provision of critical operations and IT systems within predefined time frames for reoperation.

1-5 Quality of Delivery

The Supplier shall take into account the keenness of Land Department on obtaining the highest level of services, goods and products conforming to the best standards and quality specifications approved locally and internationally, in accordance with the contractual conditions and obligations, ensuring that all its employees are aware of the location of the Land Department.

1-6 Integrity at Work

The Supplier must avoid the use of unfair methods, including but not limited to: conspiratorial bidding, price fixing and monopolistic practices or any other unfair and immoral practices. The Supplier may not attract, encourage or attempt to benefit from any employee, whether the employee currently works or previously worked in the Land Department in such a manner allowing him/ her to disclose a trade secret or material owned by the Land Department or any other supplier or provide any information obtained during the course of the business to influence or/and obtain current, proposed or potential commercial transactions or advantages. The Land Department expects from the Supplier to comply with and adhere to the following:

- **Bribery and Corruption Combating:** The Supplier prohibits all forms of fraud, including bribery, corruption, extortion and embezzlement, and informs the Land Department of any relevant violation. No Supplier may pay, provide, lend, promise to pay or facilitate any other benefit in any way in order to obtain funds, assets, services or benefits such as bribery, "commission", or any payment, or induce any other party to influence the conduct or weaken the resolution.

- **Criminal and Civil Claims:** The Supplier must inform the Land Department of any recent or pending criminal investigations or charges and any civil action that is recent, current or pending against it or any of its employees.

- **Supplier's Records and Disclosures:** The Supplier shall maintain business documents and records to ensure regulatory compliance and ensure that all records, disclosures and communications received by the Land Department are complete, fair, accurate and timely; in preparation for the fulfillment of the Land Department to its financial, organizational and administrative obligations.

- **Protection of Intellectual Property and Confidentiality of Information:** The Supplier acknowledges that all information directly or indirectly obtained or granted during its work with the Land Department (during/ before the contract) is confidential and that by virtue of the nature of the agreed work, the following conditions are acceptable. Accordingly, the supplier shall ensure and undertake the following:

- ✓ Not to disclose any information related to any works performed directly or indirectly by the Supplier, without derogating from the generality of the word "previously".
- ✓ Not to disclose financial information, business plans, development strategies, any proprietary information that is not generally known to the public or the public domain and is relating in any way to the Land Department or any other information relating to a management or the operation of the Land Department.

- ✓ Not to copy or quote any of forms, information or data obtained by the Supplier through the Land Department for distribution or use outside the scope of the attached contract, and to return all documents obtained from the Land Department, unless the Land Department otherwise agrees in writing.
- ✓ To fully comply with all the conditions and controls contained in the Supplier Acknowledgement in this clause with full will and without coercion, and the Land Department shall bear no responsibility or other consequences.
- ✓ To inform the Land Department of any breach of suspected data immediately after disclosure.
- ✓ In case of non-compliance, the Department may take the legal administrative procedures against the Supplier.

- **Fair Competition:** The Supplier shall comply with and adhere to all fair competitions laws and regulations.

- **Conflict of Interest:** The Supplier shall disclose any case that may lead to conflicts of interest, inform the Land Department of any kinship (up to the fourth degree), personal or commercial relationship with any employee of the Land Department and obtain a written approval from the Land Department to allow the Supplier to continue the case.

- **Gifts and Hospitality:** The Supplier shall not make any gifts, gratuities or hospitality to the staff of the Land Department, except low value symbolic gifts such as souvenirs, promotional materials, supplier's discounts available to all employees, and customary business practices with respect to reasonable hospitality. Should this be exceeded, it shall be immediately reported and the infringing Supplier shall be subject to the termination of contract/ prohibition of dealing with it by the Land Department.

- **Grievance:** Based on the principle of justice and transparency, grievances will be opened to any party that believes that it has a grievance. The grievance shall be considered by the

Committee formed by the Director General accordingly. The Committee must decide on the grievance within (30) thirty days from the date of filing grievance.

1-7 Information Security

The Supplier who has access to the information systems of the Land Department, shall ensure the security of these systems by complying with and adhering to the information security policies and standards adopted by the Land Department and applying the International Information Security Standard. Any infringements may result in the termination of contract and prohibition of dealing with the Supplier, as well as all the legal actions shall be taken against the Supplier.

1-8 Protection of Land Department Assets

The Land Department shall manage its assets (assets and facilities) and resources that belong to it and expect from the Supplier to share its responsibility for the effective care and management of such assets and resources to avoid any potential damage, waste or loss, as possible.

1-9 Audits and Assessments

The Supplier shall conduct periodic assessments of its facilities, operations and subcontractors to ensure compliance with this Code. Under this Code, the Land Department or a third party designated by the Land Department shall be entitled to periodically evaluate the facilities and operations of Supplier and its subcontracts.

1-10 Correction Process

The Supplier shall have a process/ procedure to correct any deficiencies or infringements identified by the internal or external audit, evaluation, inspection, investigation or review in a timely manner.

1-11 Land Department's Anti-Fraud and Misconduct Program

The Land Department provides a mechanism for reporting potential activities or behaviors that may be considered a misconduct or/ and fraud, reporting fraudulent financial information to stakeholders, reporting any other company related to fraud, reporting staff misconduct, conflict of laws, health, safety, or environmental matters that may cause financial loss or damage the reputation of the Department or its staff.

The Land Department encourages the Supplier to contact the Department of Administrative Affairs and Procurement in this regard via its email: contracts@duabiland.gov.ae and other available channels.

The reports shall be confidentially and anonymously handled. The Land Department prohibits retaliation against any Supplier raises a concern or participates in the investigation of any reports of retaliation, with appropriate action.

This Code does not confer any rights to any Supplier, nor does it impose any obligations on the Land Department. In case of any conflict with this Code, the terms of purchase order, contract or agreement shall prevail.

1-12 Social and Economic Responsibility

The Supplier shall encourage the promotion of social and economic development and contribute to the sustainability of societies through its initiatives and activities. The Supplier shall publish this in the form of an Arabic statement in all its facilities.

- ✓ Compliance with international and local labor laws and principles with regard to human rights and working conditions.
- ✓ Ensuring that practices of slavery, human trafficking or child labor do not occur in any of the supply chains of Suppliers and in any part of their business if implemented by a third party.
- ✓ Prohibiting discrimination and legal harassment to ensure a safe and inclusive work environment.

- ✓ Supporting job creation and facilitating opportunities for SMEs, companies and community entities.
- ✓ Providing (the required minimum level) of living wage for employees and contractors.
- ✓ Applying procedures and practices to prevent money laundering, fraud, bribery, corruption, conflicts of interest and data security issues.