



A member of UEM 

CIMA CODE OF CONDUCT FOR BUSINESS PARTNERS

Bersama
Kami Patuh
Together We Comply

Ethics | Integrity | Accountability



INTRODUCTION

In CIMA, being a good corporate citizen has always been an integral part of the way we do business. We are committed to operate our business in ethical, legal and socially responsible manner.

We expect our suppliers, contractors, consultants, agents and other business partners (“Business Partners”) to embrace the spirit of our commitment to integrity and high ethical standards as set out in the Code of Conduct for Business Partners (“Code”). All our Business Partners are to adhere to the Code when conducting business with CIMA.

This Code sets the required standards for all our business dealings. Commitment to fully comply with this Code is a fundamental requirement to work for, or with CIMA. Failure to comply with this Code or applicable laws and regulations, will be a sufficient cause for CIMA to terminate any business relationship with a Business Partner.

CIMA believes that our sustainable business relationship is based on key principles of integrity, honesty, accountability and compliance with applicable laws and regulations.

Eight Principles
**CIMA CODE OF CONDUCT
FOR BUSINESS PARTNERS**

PRINCIPLE

1

COMPLIANCE WITH LAWS

Business Partners must understand and comply with all laws, rules and regulations, including, but not limited to, laws related to anti-corruption, anti-competition, occupational health & safety, privacy & data protection, and any other laws whether or not described herein, which are applicable to their business wherever conducted throughout the world.

Business Partners shall comply with all applicable labour, employment, and human rights legislation including, but not limited to, minimum wages, minimum age for employment and maximum working hours.

ACT WITH INTEGRITY

Business Partners must conduct all businesses with integrity, respect and trust.

Hence, Business Partners shall:

- Behave ethically and transparently in all business dealings
- Never offer, give, promise, request, accept, or authorise any bribe, gift, fee, reward, advantage, or anything of value directly or indirectly to CIMA employees, government officials, private parties or entities to obtain a business advantage or to improperly influence any action or decision
- Never make facilitation payments, either directly or indirectly
- Ensure all subcontractors, referral parties, and affiliates used in connection with CIMA business, adhere to these standards and have not engaged in, and shall not engage in, improper or illegal conduct
- Maintain complete and accurate books and records relating to all CIMA business, together with supporting documentation, in accordance with applicable accounting principles, laws, and regulations
- Act lawfully & responsibly when using social media

PRINCIPLE

3

MAINTAIN ACCOUNTABILITY

Business Partners shall maintain full accountability for services rendered or goods provided and honour their commitment on a timely basis and in accordance with their obligations under the specific agreements and undertakings with CIMA.

PRINCIPLE

4

AVOID CONFLICT OF INTEREST

Business Partners with a real or potential conflict of interest shall disclose to CIMA even if such knowledge arises after the appointment and to take action to proactively address the conflict as soon as it is known.

If in doubt, please highlight to the Head of Governance, Risk & Compliance of CIMA.

PRINCIPLE
5

MAINTAIN CONFIDENTIALITY

Business Partners shall respect CIMA's intellectual property, trade secrets and other confidential, proprietary or sensitive information.

Business Partners may not use or disclose any such information to unauthorised party. Independent use of CIMA's data is prohibited.

Business Partners shall comply with all applicable data privacy and data protection laws and implement policies and controls to ensure that the privacy rights of personal data are respected.

PRINCIPLE 6

PROVIDE A SAFE WORKING ENVIRONMENT

Business Partners shall provide a healthy and safe workplace for their employees, and comply with all applicable immigration, health and safety laws, regulations and standards, including any site-specific safety requirements.

Any Business Partner providing on-site services in CIMA facilities is required to adhere to CIMA's occupational health and safety standards.

MAINTAIN A HEALTHY WORK CULTURE

Business Partners and their employees shall not be involved in illegal use of drugs or alcohol in CIMA premises.

Prohibited substances may not be brought, kept, consumed, sold, purchased or dealt with in any way on CIMA premises.

Violent behaviour or harassment that includes unwelcome verbal, visual, psychological, physical or other adverse conduct of any kind that creates an intimidating, offensive or hostile work environment are unacceptable.

PRINCIPLE

8

PROHIBIT ANY FORM OF GIFT / BUSINESS COURTESY

Business Partners shall not offer any bribe, kickback, cash, bartering arrangement for goods / services or any other incentives to CIMA employees and/or their families in order to obtain or maintain CIMA's business.

Business Partners should report to CIMA if any CIMA employee or other business associate request for any such incentive or any form of gift or favour.

CIMA practices “No Gift Policy” and we expect our Business Partners to observe the policy.

COMPLIANCE WITH THE CODE

Business Partners should read and understand the Code and consult the Head of Governance, Risk & Compliance Department of CIMA on any queries. Business Partners shall embed the standards outlined in the Code into their work with, or on behalf of CIMA and are responsible to self-monitor their compliance to the Code.

Business Partners shall pro-actively extend the principles defined in the Code to its own suppliers and business partners.

If and when any situation arises that caused a Business Partner to operate in violation of this Code, the Business Partner shall immediately inform the Chairperson of the Audit & Risk Committee of CIMA through the 'Whistle-blower' reporting channels.

Business Partners are expected to cooperate fully in any investigation and shall provide CIMA with reasonable access to business records, documents, personnel and facilities related to matters involving CIMA.

Business Partners that act in contravention of this Code and/or other applicable laws and regulations shall risk termination of all existing and future CIMA businesses.

CIMA reserves the right, as a condition of doing business, to monitor compliance with the Code. The process of such monitoring may include an initial collection of Code-related information by CIMA, questionnaires, an on-site audit, or other means deemed appropriate.

RAISING CONCERNS

Business Partners are obligated to report to CIMA any conduct, including conduct of any CIMA employees, that are believed – in good faith – to be an actual, apparent or potential violation of the Code or any CIMA said policies or applicable laws and regulations.

If you have questions or concerns about compliance or ethics issues while working with CIMA, or want to report potentially illegal or unethical activities, you may contact CIMA confidentially in one of the following ways:



Online reporting system through **Secured Postbox**,

Welcome to Secured Postbox



Email to whistleblower@cima.com.my



In writing to the **Chairperson of the Audit & Risk Committee of CIMA**, either by email at arc.chairman@cima.com.my or by letter passed through the Company Secretary

The identity of such Business Partner (“Concerned Business Partner”) and the details of the concerns raised will be treated as confidential. If the concerns raised need to be revealed, this will be first discussed with the Concerned Business Partner.

CIMA will not tolerate any retribution or retaliation taken by any of its employees or Business Partners, against a Concerned Business Partner who has in good faith and with a reasonable basis, sought our advice or has reported questionable behaviour and/or possible violation of the Code.