**Viva-MTS**

**Code of Business Conduct with Suppliers**

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Message from the General Manager

Dear partner,

Viva-MTS reiterates its commitment to doing business in compliance with international standards, and fully in line with generally accepted anti-corruption laws, regulations and ethical norms of fair entrepreneurship. We emphasize once more our pledge to acting with transparency, integrity and professionally on all levels of business, including the selection of suppliers and partners. Viva-MTS spares no effort to contribute into building healthy business milieu and amelioration of the social environment in the country at large.

Thus, we urge you to join us in building business relations and performing in harmony with the mentioned approaches at all time.

Ralph Yirikian

General Manager

Preamble

The Viva-MTS [Code of](http://www.telecom.co.nz/content/0%2C8748%2C204723-202102%2C00.html) Business Conduct with Suppliers describes the internal corporate standards of conduct and rules of engagement of Viva-MTS employees with business partners and external stakeholders. The current document sets the minimum standards and requirements adopted by the Company in order to promote fair and ethical business practices and to prevent any violation.

The Code specifies the following:

* Viva-MTS does not apply illegal child labor or forced labor and do not acknowledge the application of it;
* Misuse of the position for personal benefit is strictly prohibited at Viva-MTS;
* Viva-MTS adheres to the anticorruption legislation including the Armenian anti-corruption legislation, US anti-corruption legislation, UK Bribery Act 2010 as well as other applicable legislation of the territories where the Company is running its business/ presented;
* Any acts contrary to customs and tax laws are strictly prohibited at Viva-MTS;
* Viva-MTS follows the aspects of the protection of intellectual property and other rights holders;
* Viva-MTS follows the business ethics in all aspect of business communication with the partners, suppliers etc.

Corporate Social Responsibility

Viva–MTS aims at creating shared value both for the Company and its stakeholders. We strongly believe that our potential business achievements depend on the constructive impacts we have on society, the economy of our country and the environment.

The CSR Strategy incorporated into our existing business strategies and policies, in an agenda that allows us to better perform, measure and manage environmental, social and economic impacts of our business.

We direct our efforts to the following spheres:

1. Customer Care
2. Human Resources
3. Information Security and Data Protection
4. Environment
5. Supply Chain
6. Social Engagement

Working Environment

The rules of our Company strictly prohibit harassment and bullying, including hints of sexual or physical proximity, hindering the work of another person or creating the atmosphere of fear, animosity or tension at the workplace.

Viva-MTS commits to provide its employees and any person who enters the Viva-MTS premises with safe office conditions.

Compliance with Laws, Rules and Regulations

At Viva-MTS it is not allowed to violate the laws, rules and regulations, as well as policies and procedures of the Company such as anti-corruption legislation, violation of laws on intellectual property, violation of laws on trade mark, commercial secret, information secret and confidentiality of personal data, conclusion of any bargain of use of insider information, illegal transfers to the benefit of political parties, governmental authorities or companies, violations of antimonopoly regulations, harmful influence on the environment, any violation of work and safety conditions/rules, providing wrong or incorrect financial information, non-authorized use of Company property.

Conflict of Interest

Viva-MTS prohibits all types of conflicts of interest. A conflict of interest may arise when personal interests are involved or at stake, and when relevant decisions may negatively affect the Company’s interests.

Conflicts of interest can take various forms. The following are some examples of such conflicts:

* The Viva-MTS employee is the co-owner of the company, which is the counterpart, the supplier or the vendor of Viva-MTS
* The Viva-MTS employee accepts gifts or invitation to attend entertainment events or anything else that has value from a Viva-MTS supplier or vendor
* The Viva-MTS employee has family interests, in which a spouse, child, or other close relative is employed (or applies for employment) or where goods or services are purchased from such a relative or a company is controlled by the employee’s relative.

These and similar situations should be avoided.

Illicit Payments

Viva-MTS Anti-corruption Policy defines the requirements for abidance of the provisions of applied anti-corruption legislation.

The laws and respective regulations prohibit to directly or indirectly make payments or transfer any valuables, as well as offer, promise or authorize payments or transfer of valuables to governmental authorities, political parties, or candidates for governmental positions in order to have influence on government actions or formal solutions in order to obtain a permit for carrying out or continuation of business activities or illegal advantage.

Gifts, Trips and Entertainment Activities

Viva-MTS policy prohibits accepting significant gifts or any other business courtesy (including discounts or benefits that are not made available to all employees) from any of Viva-MTS customers, suppliers, partners or competitors. No Viva-MTS employee is allowed to receive personal financial benefit, gifts or services due to their position or responsibility in the Company irrespective of the occasion and amount, with the exception of promotional branded items (i.e. pens, calendars, agendas, note pads, mugs).

An employee can also receive an invitation from a third party, including clients, customers, service providers and other third parties to participate in meetings, congresses and conferences that are directly related to business activity, upon approval of the management. Trips and entertainment activities that are too expensive or are beyond the scope of reasonable prices are strictly forbidden.

Business Conduct

***Relations with suppliers***

All the suppliers of Viva-MTS should be treated via fair competition or bidding. There should be an inclusive, independent, objective and fair consideration of the supplier qualification, product/service quality, reputation through tender or other fair/reasonable means based on Viva-MTS Purchasing Policy.

The suppliers are required to:

* Abide by the laws and regulations against unscrupulous competition or monopoly/corruption/bribing;
* Not offer bribes, discounts through unauthorized repayments, or material benefits.

The Viva- MTS employees are required to:

* Adhere to Viva- MTS corporate culture and respect the corporate culture of the supplier, treat suppliers and their representatives in an accepted etiquette, and keep confidential the information of the supplier as mutually agreed and legally regulated;
* Protect legal interests of the Company, and reject bribes, discounts through unauthorized repayments, or material benefits offered by a supplier.

***Relations with regulatory authorities***

In respect of the relationship with regulatory authorities the employees of Viva-MTS should consider the anti-corruption rules of the government officers. It is prohibited to offer any benefit to regulatory officers that may influence their just judgment. The Viva-MTS employees are prohibited to bribe any regulatory officer (directly or indirectly) in the name of the Company.

***Relations with mass media***

Viva-MTS Communication Unit is the only unit that provides information to the mass media. Any request of information related to the number of subscribers, company’s revenues, investment size and other information about company’s activities should be referred to the Viva-MTS Communication Unit.

***Intellectual Property***

Any value, recognized as an intellectual property of the Company should not be used or reproduced, without the formal written authorization by Viva-MTS management. Intellectual property is any product that belongs to the Company – any text, design, report, manual, method, algorithm, software, code, which has been manufactured or produced for Viva-MTS.

***Confidentiality regime***

Our work environment or work nature may give the Viva-MTS employees access to classified company-related information, whether related to customers, vendors, Company partners or even staff. Any such information is the sole property of Viva-MTS. It is mandatory for all employees to maintain the highest degree of integrity when it comes to their work, including dealing with Company-related clients.

Employees must respect Viva-MTS customers and the personal data of all the customers (including vendors, partners and staff), and it is our responsibility to duly protect the confidentiality of their personal information. The employee should use any confidential information directly related to own job solely for the purposes defined by the Company and do not discuss it in places where it can be heard by an unauthorized people.

All Company-related information belongs to MTS Armenia CJSC and it is forbidden to be used for personal purposes. Viva- MTS staff is obliged to obey with the requirements of the RA legislation on the protection of commercial secret.