

## 1. PURPOSE

This document is a Code of Practice governing the employees of Projects24 Development CC t/a P24 Interconnect. It is binding on all employees/members of P24 and contains ISO\_9001 approved policies and procedures that need be adhered to, should a complaint and/or query be lodged against any P24 employee. Our company policy includes a description of the controls required and the extent of its application to ensure effective operation of the systems.

## 2. COMPANY PROFILE

Projects24 is a leading Interconnect Solutions Provider, and has been servicing the South African Electronics market since 2003. Since then our company has expanded greatly and today we pride ourselves in offering Interconnect Consultation, Cable Assembly Design, Harness Manufacturing, Cable and Wire processing and Electronic Component Distribution.

By combining our extensive experience and expertise in Product Application, Component Distribution and Electronic Manufacturing, our clients can expect to enjoy expert Engineering and Design advice which include Application Specific Component selection and Harness Design to complement their product from Engineering level down to a quality cost effective solution delivered at the end of production.

Our Electronic Components are imported from world leading manufacturers across the world and Distributed throughout Sub-Saharan Africa, and include Connectors, Battery packs, Antennas, Sensors, Switches and a variety of Transducer products.

Our Harness Production equipment is supplied and maintained by world renowned brands such as Komax, Schleuniger, WDT, MCM Cosmic, Mecal, TE and JST, and boosts our production capacity to offer a wide variety of products:

- RF cable assemblies from 1.13mm to RG213, 600pcs/hour.
- Solder-less terminal crimping from 4sqmm to 400sqmm, 2000pcs/day.
- Power & Signal harnesses from 0.13sqmm to 6sqmm Single Conductor, 3500pcs/hour.
- Range of Antenna products.
- Multicore power and signal harnesses up to 25mm in diameter.

Projects24 is a certified ISO\_9001:2008 quality committed company and all our technicians are IPC-620A certified to ensure a quality compliant product is delivered every time.

We service a number of different markets including:

- Security
- Communications
- M2M Telematics
- Vehicle Tracking and Fleet Management
- White goods and Vending equipment
- Industrial process control
- Mining
- Earthmoving
- Automotive and aftermarket
- Medical
- Armoured vehicles
- Renewable Energy
- Railway

Local development is an important aspect of our daily business and as a proud level 7 BB-BEE contributor; we source more than 50% of our raw materials from local suppliers.

### 3. OBJECTIVES OF THE CODE

The most important and primary objective of this Code of Conduct, is to make sure that all our clients receive the best possible service and solution(s) for their product(s). We provide quality products that give our Customers the confidence in knowing that their products are built in accordance to International Quality Standards. Our Code of Conduct aims to equip our Customers with a process for bringing any complaints or concerns regarding any P24 product, service delivered or complaint(s) against an employee for a fair evaluation and to find the best solution(s) for the problem(s) at hand.

### 4. SCOPE OF THE CODE

This Code of Conduct applies to all Electronic components, Electronic Assemblies, Harness Design and Manufacturing and Interconnect solutions.

### 5. ISO\_9001/2008

P24 Interconnect is ISO\_9001 certified on April 2013 by DNV Business Assurance.

### 6. EXISTING AGREEMENTS

Compliance regarding our Code of Conduct, Supplier Credit Applications and Customer Contracts needs to be respectfully adhered to at any and all times.

### 7. FREEDOM OF EXPRESSION

P24 Interconnect respects the Constitutional right to freedom of Expression and Speech as long as the person(s) involved adhere to the Code of Conduct and display a level of respect on a professional scale.

### 8. SERVICE

- P24 Interconnect employees will not offer or promise services and solutions that we are not able to provide.
- Services may not be delayed or unreasonably prolonged.
- An employee is not liable for any failure to provide a service due to circumstances beyond their control, e.g. Acts of God, Supplier delays, Customs (Import), etc....

### 9. CONTENT CONTROL

- Employees are by law not permitted to publish any illegal content.
- If P24 Interconnect becomes aware of any illegal content under our control, access to the content will be suspended with immediate effect. Where required by Law, the illegal content will be reported to the relevant Enforcement Authority.

### 10. DECENCY

Employees will not provide any promotional material or services that:

- Results in any unreasonable invasion of privacy
- Induces an unacceptable sense of fear or anxiety
- Induces sexual harassment or gender disrespect
- Induces racial disharmony
- Causes degrading or widespread offence

## 11. PROVISION OF INFORMATION TO CUSTOMERS

Employees must be honest in handing information to Customers. Pricing, specifications, design and advice must be accurately and clearly conveyed to Customers and Suppliers.

Employees are to refrain from knowingly disseminating information that is false or deceptive. Upon request, a copy of the Terms and Conditions of Sale may be sent to Customers.

## 12. GENERAL PROVISIONS

All customer enquiries are handled by delegated Sales and Admin staff, who ensure that the enquiry is within the scope and capabilities for the supply of products and services of the company. When responding to an enquiry, in the form of a formal quotation or tender document, the relevant staff takes the following into account:

- The customer's requirements are adequately defined.
- Availability of material or capacity to produce product in acceptable time.
- Any ambiguous requirements clarified.
- Adequate technical capabilities within the company.

### 12.1 CUSTOMER FOCUS

This policy ensures that the company remains in sync with our customers and their requirements.

Formally documented Policies, Procedures and Work Instructions shall be developed to determine:

- a) Requirements specified by the customer, including requirements for delivery and post delivery activities.
- b) Requirements not stated by the customer, but necessary for specified or intended use, if known.
- c) Any additional requirements determined by the organisation.

### 12.2 PRODUCT

- Standard procedures for the manufacture of product are followed as per the product realisation procedure.
- All relevant technical specifications shall be made available as required by Production.
- Control of non-conforming product, corrective action, product identification, traceability & inspection and test status will form part of process control.
- Planning and execution of work shall be carried out as detailed in the procedure for Product Realisation.
- All the processes in the product realization cycle are identified and will be monitored and measured as to ensure continual achievement of customer requirements and to measure the effectiveness of the process as a whole.

### 12.3 PRODUCT IDENTIFICATION AND TRACEABILITY

All Material, parts of jobs and jobs will be suitably identified and traceable throughout the product realisation process.

### 12.4 INSPECTION AND TESTING

All inspection and test activities will be defined in the job instructions for every job and suitable records will be kept. Jobs and components of jobs will be inspected during Production and finally before delivery.

## 12.5 WARRANTY

A warranty claim procedure is in place to ensure Customers may lodge complaints for services or products provided/supplied. Clients have 7 days in which to return products that do not meet their specifications or are of poor quality. A Warranty Claim will be opened up and an investigation into the matter to trace the source/root cause of the fault of the product. Receipt of complaints will be dealt with in a fast professional manner of which the client will be kept up to date on the status of the situation.

## 12.6 PRICING

All quoted prices are inclusive of VAT, as P24 Interconnect is a registered VAT vendor. A Sales Order will be processed upon receiving the official Purchase Order from the client stipulating the products or parts needed. All invoices are to be paid within 30 days of statement, as per the agreed Terms of Payment.

## 12.7 DELIVERY

- Any time or date specified for delivery by P24 Interconnect or the Buyer, in respect of any sale, shall be approximation and guide only.
- If P24 Interconnect is unable to effect delivery of any part of the goods on the date or time stipulated by it or the Buyer, the Buyer shall be obliged to take delivery as and when P24 Interconnect can reasonably affect such later delivery.
- P24 Interconnect is entitled to charge storage costs where the Buyer requests us to withhold or postpone delivery. Should we agree thereto, the Buyer undertakes to pay any and all storage costs related to goods not taken, at the prevailing storage rates charges by P24 Interconnect.
- The risk in and to the goods purchased shall pass to the Buyer upon delivery. Such delivery will be deemed to have been effected upon tender of the goods for acceptance by the Buyer within normal business hours, at the Buyer's place of business or such other place nominated by the Buyer, or P24 Interconnect's place of business, if the Buyer elects to collect the goods.
- In the event of P24 Interconnect, for any reason whatsoever, not being able to effect delivery of all the goods, we may, in our discretion, effect delivery of such goods as it can, and the Buyer is obliged to accept such partial delivery of goods, and such delivery shall be deemed to be a sale for such listed quantity of goods, concluded in terms of these terms and conditions.
- Should the Buyer have any claim whatsoever, arising out of a partial delivery of goods, the Buyer shall notify P24 Interconnect within 7 working days of receiving or tendering possession of the goods by us or the carrier of the goods, where the carrier is our agent; and endorse the delivery note accordingly.
- Unless the Buyer gives timeous notice of the partial delivery, in terms of 5.8 above, the Buyer shall be deemed to have received the goods as set out in the delivery note and relevant invoices.
- Notwithstanding anything previously contained herein, no carrier, as agent of P24 Interconnect, shall be obliged to enter the premises of the Buyer to enable offloading to be effected. However, if such vehicle should enter the Buyer's premises, it shall be deemed to do so at the Buyer's specific instance and request and in that event P24 Interconnect and/or its servants and/or agents shall accept no liability for damage or loss occasioned to the Buyer or any third party, arising in any way from such entry or for that matter, exiting from the Buyer's premises, or from the offloading thereof or from any negligent act or omission of the Company of its agent carrier during the course of entering, exiting or offloading. Further, the Buyer hereby indemnifies and holds P24 Interconnect harmless against liability for any such damage or loss.

## 13. OCCUPATIONAL HEALTH AND SAFETY

P24 Interconnect recognises the impact that our activities may have on our employees, visitors and contractors that may visit our site.

We are committed to implement and maintain effective management Systems to minimise and manage occupational health and safety risks by doing the following.

- Comply with the Occupational Health and Safety Act (85 of 1993) and its relevant regulations.
- Identify Health and Safety Risks and implement programs to minimise, eliminate and review them.
- Implement an Emergency Response Plan.
- Develop constant Health and Safety Training for all employees to better equip them for working safely.
- Employ methods of monitoring health and safety issues in order to inform all relevant parties and to continually improve the system.
- This policy will be reviewed for effectiveness once a year.

## 14. EMERGENCY PROCEDURE

In case of an emergency, Emergency Controllers and Emergency Assistants have been appointed and trained to handle evacuation situations. Safety Audits are done monthly to make sure that potential hazard and risks are acknowledged and cancelled out. All is done as per the Occupational Health and Safety Act of 1993 regulations.

## 15. DISCLAIMER

No employee or the Management of P24 Interconnect will be held liable for any consequence that may arise from the implementation of this Code of Conduct. This Code of Conduct does not constitute legal advice, nor is it warranted as legal advice. All members are strongly advised to seek proper legal counsel.

P24 Interconnect follows the guidelines as set forth in the Basic Conditions of Employment Act 1997. "To give effect to the right to fair labour practices referred to in section 23(1) of the Constitution, by establishing and making provision for the regulation of basic conditions of employment; and thereby to comply with the obligations of the Republic as a member state of the International Labour Organisation; and to provide for matters connected therewith."

## 16. TO THE EMPLOYEE

We here at P24 Interconnect strive to be the leading Interconnect Supplier in South-Africa, and expect each team member to help us achieve our goal.

Respect the authority of your Manager. The company has been structured with the necessary managerial skills in key positions in order to lead the rest of the group.

All employees are expected to work as a team with one main goal and to help/assist your fellow worker with the task at hand. Respect one another and treat each individual as you would like to be treated. Don't be harmful or demeaning with words, be kind and let people learn from you. Remember: Be the Difference you want to see in others.

Each new employee will undergo Induction training to understand our procedures and policies. The Terms and Conditions of each employees contract, their Job Description, duties and what is expected of Him/Her will be explained in detail. Employees are fully trained to handle the necessary equipment to perform their duties, either by designated personnel or internal/external training bodies, as and when it is so required.

Should any misconduct take place, each individual will be treated fairly and lawfully. All matters are handled as per the guidelines set forth in the Basic Conditions of Employment Act and the Labour Law.

***"Desire is the Key to Motivation, but it is determination and commitment to an unrelenting pursuit of your goal – that will enable you to attain the success you seek!"***

– **Mario Andretti**