



## THE UPM CODE OF CONDUCT OF THE UNIVERSAL PROJECT MANAGEMENT COMPANY (PTY) LIMITED

1. A **FELLOW OF UPM** will never compromise on his or her health and safety standards.
2. A **FELLOW OF UPM**'s single most important responsibility is to ensure that everyone he or she manages feel safe and maintains good health.
3. A **FELLOW OF UPM** will continuously ensure that any health and safety incident is immediately followed up and recorded.
4. A **FELLOW OF UPM** knows that the wellbeing of everyone he or she manages is of paramount importance.
5. Even with everyone's best efforts, sometimes accidents do happen. When a person is returning to work for whatever reason a **FELLOW OF UPM** will make sure they such people are comfortable with the tasks given to them.
6. A **FELLOW OF UPM** fully adheres to the following Six Absolute Safety Rules: 1. Always wear seat belts when travelling in, or operating vehicles; 2. Always use suitable PPE, a safety harness and fall protection equipment when working at height (harnesses must be attached at all times when working at height); 3. Never carry out electrical work on electrical equipment, circuits and gear if you are not qualified; 4. Never work under the influence of substances (alcohol or drugs) which are illegal or in excess of legal levels or where this impairs the individuals' ability to perform tasks; 5. Never exceed speed limits or travel at speeds which are dangerous for the type of road, vehicle, or conditions; and 6. Never use a hand held phone whilst driving and only make calls by pulling over or using hands free devices, when it is safe to do so.
7. A **FELLOW OF UPM** fully understand that it is an absolute privilege to have passengers with him or her in his or her vehicle and will not do anything that may endanger their safety – this includes bad and un-called for behavior to other drivers on the road.
8. A **FELLOW OF UPM** is always considerate to others in absolutely everything he or she does in their presence.
9. A **FELLOW OF UPM** knows to always use the correct and absolute best tool for the Job.
10. A **FELLOW OF UPM** will ensure that his or her staff members are fully informed-on and trained-in a specific task he or she requires them to do.
11. A **FELLOW OF UPM** will ensure that he or she is fully informed-on and trained-in that specific task that he or she is assigned to carry out.
12. A **FELLOW OF UPM** will know that; "A **CUSTOMER** is the most important visitor on his or her premises; the visitor is not dependent on us. We are dependent on him or her. He or she is not an interruption in our work. He or she is the purpose of it. He or she is not an outsider in our business. He or she is part of it. We are not doing him or her a favour by serving him or her. He or she is doing us a favour by giving us an opportunity to do so." – **Gandhi**
13. A **FELLOW OF UPM** will avoid or stop having relationships with unreasonable people or **CUSTOMERS**.
14. A **FELLOW OF UPM** will always endeavor to be a good corporate citizen of the country he or she lives in and of the country he or she work and/or operates in; or from.
15. A **FELLOW OF UPM** will always be the best **FELLOW OF UPM** he or she can be and will simply do the best to his or her ability to avoid regret – and this always under any and all circumstances.
16. A **FELLOW OF UPM** is goal directed, energetic, a team player, service oriented, highly motivated and passionate about what he or she does.
17. A **FELLOW OF UPM** has a zero tolerance towards corruption.

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18. A **FELLOW OF UPM** should develop him or her in a positive manner and avoid anything that will reduce his or her physical health or his or her mental growth.
19. A **FELLOW OF UPM** fully understands that cigarettes, alcohol, drugs and gambling destroy lives, may cause rejection and death.
20. A **FELLOW OF UPM** should always seek knowledge and truth and practice it in everything that he or she does.
21. A **FELLOW OF UPM** knows that all information belonging to other parties, employers, and stakeholders are confidential and that such information can never be disclosed to a third party without the full agreement from the party, employer or stakeholder who owns such information.
22. A **FELLOW OF UPM** will never do anything to damage his or her image as he or she knows that this will be permanent damage.
23. A **FELLOW OF UPM** understands that there is **nothing good about ego and arrogance** and that it is nothing but pride in an inflated form. An arrogant man or woman is unduly or excessively proud of his or her wealth, status, learning, etc. He or she is unwarrantably overbearing and haughty. His or her head is swollen. He or she thinks very highly of himself or herself and poorly of others. He or she claims much for himself or herself and concedes little to others. Arrogance is an absorbing sense of one's own greatness. It is a feeling of one's superiority over others. In the presence of superiors; overweening pride manifests itself as arrogance. Pride is too self-satisfied to care for and for seeing the good in others and in praising them.
24. A **FELLOW OF UPM** will not allow others to loose trust and respect in him or her.
25. A **FELLOW OF UPM** always attends to detail.
26. A **FELLOW OF UPM** is a humble person.
27. A **FELLOW OF UPM** knows that anger and aggression may bully and aggressively hurt others – and that aggression and anger may later cause you to feel guilt and shame about your actions, and lower your self-esteem – on a deep level we all need to feel compassion for others and when we act counter to that need, it comes back to attack and destroy our own self esteem.
28. A **FELLOW OF UPM** should adhere to and maintain the highest professional integrity and standards in his or her duties and relationships as well as in all that he or she does.
29. A **FELLOW OF UPM** has excellent communications skills.
30. A **FELLOW OF UPM** should be impeccable with his or her word, should speak with integrity, and say only what he or she means - a **FELLOW OF UPM** should avoid the word to speak against stakeholders or others.
31. A **FELLOW OF UPM** should use the power of his or her word in the direction of truth and should remember that his or her word includes facial expressions and body language.
32. A **FELLOW OF UPM** should know that to listen well, is as powerful a means of influence as to talk well, and is as essential to all true conversation.
33. A **FELLOW OF UPM** should not take anything personally; nothing others do or say is because of you; what others say or do is a projection of their own reality; be immune to the opinions and actions of others.
34. A **FELLOW OF UPM** should not make assumptions; find the courage to ask questions and to express what you really want - communicate with others as clearly as you can to avoid misunderstandings.
35. A **FELLOW OF UPM** should be comfortable with himself or herself.
36. A **FELLOW OF UPM** should always live in the moment.

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37. A **FELLOW OF UPM** should promote trust and cooperation amongst all people and work together with all classes of people without regard to ethnic groups, sex and sexual orientation, able or disable people, politics, race, age or religion.
38. A **FELLOW OF UPM** will always under-promise and over-deliver and will make sure that delivering on promises is more important than anything they have to do for themselves.
39. A **FELLOW OF UPM** when interacting with someone who is being unreasonable will stay professional. While it can be frustrating to interact with this type of person, the **FELLOW OF UPM** should never take things personally. The **FELLOW OF UPM** should simply stand firm. Patience and professionalism are the best response when others overstep their boundaries.
40. If someone insults a **FELLOW OF UPM**; the **FELLOW OF UPM** should simply walk away and be the more emotional intelligent and bigger person.
41. A **FELLOW OF UPM** builds friendships and never burns bridges.
42. If a **FELLOW OF UPM** sees someone doing something unethical, illegal, corrupt or immoral - the **FELLOW OF UPM** should blow the whistle but the **FELLOW OF UPM** should blow it wisely, for the right reason or reasons and with minimal involvement.
43. A **FELLOW OF UPM** obeys and upholds any democratically acceptable law or regulation duly enacted by any government body whose authority has been established by law.
44. A **FELLOW OF UPM** strongly supports the progress towards world-wide standardization.
45. A **FELLOW OF UPM** always plans to be early.
46. A **FELLOW OF UPM** plans, plan and plan again.
47. A **FELLOW OF UPM** respects other people's property; asks before entering or borrowing; takes care as if it was their own and repair or replace it, if necessary.
48. A **FELLOW OF UPM** always has utmost fun and enjoys life to its fullness, no matter what the circumstances
49. A **FELLOW OF UPM** should not stop from feeling the joy. Its okay to step back once in awhile and just enjoy the moment. Even in tough situations - it's important to smile and laugh here and there. Don't restrict yourself from doing things you love because they're "not important" or because you think you'll be criticized for doing them. Let yourself enjoy life even if you're not at the best place you could be. You only live once - make the best of it.
50. A **FELLOW OF UPM** will ensure that he or she understand general acceptable norms of etiquette and will use this diligently in his or her private life as well as in business.
51. A **FELLOW OF UPM** considers general acceptable norms around his or her hygiene.
52. A **FELLOW OF UPM** knows that he or she must call back, if he or she initiated a telecommunication call; when the call is cut off.
53. A **FELLOW OF UPM** does not make use of any strong words.
54. A **FELLOW OF UPM** will ensure that he or she understand general acceptable norms of etiquette around technology, social networks, internet, cell phones and email and will use this diligently in his or her private life as well as in business and does not make use of CAPS and/or **bold letters** when communicating on SMS, email or the internet.
55. As part of modeling a good code of ethics for junior **FELLOWS OF UPM** – it is specifically necessary for **SENIOR FELLOWS OF UPM** to diligently practice these same rules.

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It is specifically required for all the employees as well as product and service providers (**FELLOWS**) of The UNIVERSAL Project Management Company (PTY) Limited (UPM) to adhere to this **UPM CODE OF CONDUCT**.

As an employee, product or service provider (**FELLOW**) of The UNIVERSAL Project Management Company (PTY) Limited I hereby acknowledge reading this **UPM CODE OF CONDUCT** and to strictly adhere thereby with all my dealings with all the stakeholders within and of The UNIVERSAL Project Management Company (PTY) Limited.

On signing and agreeing to the **UPM CODE OF CONDUCT** the employee, product or service provider will become a **UPM COCF (UPM Code of Conduct Fellow)**

A special acknowledgement will be given to UPM COCF's who outshines and improve on the **UPM CODE OF CONDUCT** - these **FELLOWS** will receive the **UPM COCP (UPM Code of Conduct Professional)** recognition.

MARINUS H COETSEE

23 February 2014

Name

Date

*(Handwritten signature: M Coetsee)*

Signature