



MSH
TALENT

MSH TALENT (PTY) LTD

CODE OF CONDUCT, PROFESSIONAL ETHICS & BUSINESS STANDARDS POLICY

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MESSAGE FROM THE MANAGING DIRECTOR

At MSH Talent, our reputation is our most valuable asset. Every interaction we have with candidates, clients, colleagues, suppliers, and business partners reflects who we are as a company.

As a specialist recruitment and talent solutions provider, we are entrusted with people's careers, livelihoods, confidential information, and business-critical hiring requirements. This responsibility demands the highest standards of professionalism, ethics, integrity, and accountability.

This Code of Conduct establishes the principles and behaviours expected of everyone representing MSH Talent. It serves as a guide for making ethical decisions, maintaining professional relationships, and ensuring that our business is conducted in a manner that promotes trust, respect, and excellence.

Every employee is expected to read, understand, and uphold this Code.

1. PURPOSE

The purpose of this Code of Conduct is to:

- ▶ Define the ethical standards expected of all employees.
- ▶ Promote a culture of professionalism and integrity.
- ▶ Protect the reputation of MSH Talent.
- ▶ Ensure compliance with applicable legislation.
- ▶ Provide guidance for ethical decision-making.
- ▶ Promote accountability and transparency.
- ▶ Establish clear behavioural expectations.
- ▶ Support a positive, respectful, and productive workplace.

2. SCOPE

This Code applies to:

- ▶ Directors
- ▶ Managers
- ▶ Recruitment Consultants
- ▶ Talent Acquisition Specialists
- ▶ Researchers
- ▶ Business Development Consultants
- ▶ Contractors
- ▶ Temporary Employees
- ▶ Interns
- ▶ Consultants
- ▶ Third-Party Representatives

Compliance with this Code is a condition of employment and engagement with MSH Talent.

3. OUR MISSION

To connect exceptional talent with exceptional opportunities while delivering professional, ethical, and innovative recruitment solutions that create lasting value for clients, candidates, and communities.

4. OUR VISION

To become one of Africa's most respected and trusted recruitment and talent advisory businesses, recognised for excellence, integrity, innovation, and outstanding service delivery.

5. OUR CORE VALUES

Integrity

- ▶ We do the right thing, even when no one is watching.
- ▶ We are honest, transparent, and accountable for our actions.

Professionalism

- ▶ We maintain the highest standards of conduct, communication, and service delivery.

Excellence

- ▶ We continually strive to exceed expectations and improve our performance.

Respect

- ▶ We treat every individual with dignity, fairness, and respect.

Accountability

- ▶ We take ownership of our responsibilities, decisions, and outcomes.

Collaboration

- ▶ We work together to achieve collective success.

6. PROFESSIONAL CONDUCT

All employees shall:

- ▶ Conduct themselves professionally at all times.
- ▶ Act honestly and ethically.
- ▶ Demonstrate respect towards others.
- ▶ Maintain a positive attitude.
- ▶ Represent MSH Talent in a professional manner.
- ▶ Avoid conduct that may damage the reputation of the company.

Employees must understand that they are ambassadors of the MSH Talent brand both during and outside working hours.

7. STANDARDS OF PERSONAL BEHAVIOUR

Employees are expected to:

Demonstrate Courtesy

Treat everyone with:

- ▶ Respect
- ▶ Dignity
- ▶ Patience
- ▶ Professionalism

Maintain Professional Appearance

Employees shall present themselves appropriately when:

- ▶ Meeting clients
- ▶ Interviewing candidates
- ▶ Attending networking events
- ▶ Representing the company

Use Professional Language

Employees shall avoid:

- ▶ Offensive language
- ▶ Discriminatory comments
- ▶ Inappropriate jokes
- ▶ Abusive communication

8. RECRUITMENT ETHICS

Recruitment is built on trust.

Every employee must act ethically throughout the recruitment process.

Candidate Representation

Recruiters shall:

- ▶ Present opportunities accurately.
- ▶ Obtain candidate consent before submission.
- ▶ Explain roles honestly.
- ▶ Maintain confidentiality.
- ▶ Manage expectations professionally.

Recruiters shall never:

- ▶ Submit a candidate without consent.
- ▶ Alter a CV without permission.
- ▶ Misrepresent a candidate's experience.
- ▶ Fabricate qualifications.
- ▶ Mislead candidates regarding opportunities

Candidate Experience

Every candidate must receive:

- ▶ Respectful communication.
- ▶ Honest feedback where possible.
- ▶ Timely updates.
- ▶ Professional treatment.

Candidates should never feel pressured, misled, or exploited.

Client Relationships

Employees shall:

- ▶ Deliver services honestly.
- ▶ Maintain confidentiality.
- ▶ Provide accurate market information.
- ▶ Manage client expectations professionally.

Employees must never:

- ▶ Make promises they cannot fulfil.
- ▶ Misrepresent candidate capabilities.
- ▶ Withhold material information.

9. EQUAL OPPORTUNITIES

MSH Talent is committed to fair and equitable treatment.

We do not tolerate discrimination based on:

- ▶ Race
- ▶ Gender
- ▶ Age
- ▶ Religion
- ▶ Nationality
- ▶ Disability
- ▶ Marital Status
- ▶ Sexual Orientation
- ▶ Pregnancy
- ▶ Political Beliefs

Recruitment decisions must be based solely on:

- ▶ Skills
- ▶ Qualifications
- ▶ Experience
- ▶ Competence
- ▶ Business requirements

10. DIVERSITY, EQUITY AND INCLUSION

MSH Talent actively promotes diversity and inclusion.

We believe diverse workplaces:

- ▶ Improve innovation.
- ▶ Increase productivity.
- ▶ Improve decision-making.
- ▶ Create stronger businesses.

Employees shall actively support inclusive recruitment practices.

11. ANTI-HARASSMENT AND BULLYING

MSH Talent has a zero-tolerance approach to:

Harassment

- ▶ Including:
- ▶ Sexual harassment
- ▶ Verbal abuse
- ▶ Physical intimidation
- ▶ Offensive conduct
- ▶ Threatening behaviour

Bullying

- ▶ Including:
- ▶ Persistent criticism
- ▶ Public humiliation
- ▶ Intimidation
- ▶ Exclusion

Any employee found guilty of harassment or bullying may face dismissal.

12. CONFIDENTIALITY

Employees have access to confidential information including:

Candidate Information

- ▶ Cvs
- ▶ Salaries
- ▶ Personal details
- ▶ References

Client Information

- ▶ Hiring plans
- ▶ Contracts
- ▶ Commercial terms
- ▶ Business strategies

Company Information

- ▶ Databases
- ▶ Financial records
- ▶ Pricing models
- ▶ Business plans

Employees must:

- ▶ Protect confidential information.
- ▶ Share information only when authorised.
- ▶ Secure company information.

Confidentiality obligations remain in force after employment ends.

13. DATA PROTECTION AND POPIA

MSH Talent complies with the Protection of Personal Information Act (POPIA).

Employees shall:

- ▶ Process personal information lawfully.
- ▶ Protect candidate data.
- ▶ Follow company data handling procedures.
- ▶ Report breaches immediately.

Employees shall never:

- ▶ Share candidate information without permission.
- ▶ Download company databases.
- ▶ Remove confidential data from company systems.
- ▶ Use personal devices without authorisation.

14. CONFLICTS OF INTEREST

Employees must avoid situations where personal interests conflict with company interests.

Examples include:

- | | |
|--|---|
| ▶ Recruiting candidates for personal gain. | ▶ Awarding contracts to family members. |
| ▶ Operating competing businesses. | ▶ Accepting commissions from suppliers. |

Any conflict must be declared immediately.

15. GIFTS, BENEFITS AND HOSPITALITY

Employees may not:

- ▶ Accept bribes.
- ▶ Solicit gifts.
- ▶ Request favours from clients or candidates.

Reasonable business hospitality may be accepted where it does not influence decision-making.

Any significant gift must be declared to management.

16. ANTI-BRIBERY AND CORRUPTION

MSH Talent prohibits:

- ▶ Bribery
- ▶ Corruption
- ▶ Kickbacks
- ▶ Facilitation payments
- ▶ Unethical inducements

Employees found engaging in corrupt activities may face:

- ▶ Dismissal
- ▶ Criminal prosecution
- ▶ Civil claims

17. SOCIAL MEDIA AND PUBLIC COMMUNICATIONS

Employees must protect the reputation of MSH Talent online.

Employees shall:

- ▶ Communicate professionally.
- ▶ Respect confidentiality.
- ▶ Avoid controversial or offensive content when representing the company.

Employees shall not:

- ▶ Disclose confidential information.
- ▶ Make defamatory statements.
- ▶ Damage the company's reputation.

18. USE OF COMPANY PROPERTY

Company assets include:

- ▶ Computers
- ▶ Mobile phones
- ▶ ATS Systems
- ▶ CRM Systems
- ▶ Recruitment Databases
- ▶ Intellectual Property
- ▶ Office Equipment

Employees must:

- ▶ Use assets responsibly.
- ▶ Protect company resources.
- ▶ Report loss or theft.

19. CYBERSECURITY RESPONSIBILITIES

Employees shall:

- ▶ Use strong passwords.
- ▶ Enable multi-factor authentication.
- ▶ Lock devices when unattended.
- ▶ Report suspicious emails.

Employees shall never:

- ▶ Share passwords.
- ▶ Download unauthorised software.
- ▶ Circumvent security controls.

20. ATTENDANCE AND PERFORMANCE

Employees are expected to:

- ▶ Attend work punctually.
- ▶ Meet performance objectives.
- ▶ Manage workloads effectively.
- ▶ Deliver high-quality work.

Persistent absenteeism or poor performance may result in disciplinary action.

21. HEALTH, SAFETY AND WELLBEING

MSH Talent is committed to providing a safe and healthy workplace.

Employees must:

- ▶ Follow safety procedures.
- ▶ Report hazards.
- ▶ Report incidents promptly.
- ▶ Support workplace wellbeing initiatives.

22. PROFESSIONAL DEVELOPMENT

Employees are encouraged to:

- ▶ Continuously improve skills.
- ▶ Attend training.
- ▶ Obtain professional qualifications.
- ▶ Share knowledge with colleagues.

Continuous learning is a key part of our culture.

23. WHISTLEBLOWING POLICY

Employees are encouraged to report:

- ▶ Fraud
- ▶ Corruption
- ▶ Theft
- ▶ Harassment
- ▶ Data breaches
- ▶ Unethical conduct

Reports may be made confidentially and without fear of retaliation.

MSH Talent will investigate all genuine concerns fairly and thoroughly.

24. DISCIPLINARY PROCEDURES

Failure to comply with this Code may result in disciplinary action.

Minor Misconduct

- ▶ Verbal Warning
- ▶ Written Warning

Serious Misconduct

- ▶ Final Written Warning
- ▶ Suspension

Examples of Gross Misconduct:

- ▶ Fraud
- ▶ Theft
- ▶ Bribery
- ▶ Data Theft
- ▶ Serious Confidentiality Breaches
- ▶ Harassment
- ▶ Violence
- ▶ Deliberate Misrepresentation

Gross Misconduct

- ▶ Summary Dismissal
- ▶ Civil Proceedings
- ▶ Criminal Proceedings

25. OUR RECRUITMENT PROFESSIONAL PLEDGE

Every employee of MSH Talent commits to:

- ▶ Act with honesty and integrity.
- ▶ Protect confidential information.
- ▶ Treat every candidate with dignity and respect.
- ▶ Deliver outstanding service to clients.
- ▶ Promote diversity and inclusion.
- ▶ Comply with all legal and ethical requirements.
- ▶ Represent MSH Talent professionally at all times.
- ▶ Contribute positively to the success of the business.
- ▶ Protect the reputation and values of MSH Talent.
- ▶ Continuously pursue excellence.

MSH TALENT (PTY) LTD

"Building Careers. Empowering Businesses. Delivering Talent with Integrity."