



INTEGER WEALTH GLOBAL

POLICY DOCUMENT

Client Code of Conduct

Issue: 23 March 2024

Policy Statement

Integer Wealth Global Group of Companies and Subsidiaries (“the Group”) is committed to maintaining the highest standards of professionalism, integrity, and mutual respect in all business dealings.

This Client Code of Conduct outlines the expected standards of behaviour for all clients, prospective clients, and their representatives when engaging with the Group.

The Code is designed to ensure a positive, respectful, and productive environment for all parties, safeguarding our staff, partners, and the business relationships we value.

1. Expected Standards of Conduct

All clients and their representatives are expected to:

1.1 Communicate Respectfully:

Engage in courteous, professional, and constructive communication across all channels, including in-person meetings, phone calls, emails, video conferences, and messaging platforms.

1.2 Act with Integrity:

Conduct themselves honestly and transparently in all dealings, providing accurate information and honouring commitments.

1.3 Respect Boundaries and Professionalism:

Recognize and respect the professional boundaries of our staff, refraining from any intrusive, personal, or inappropriate inquiries or behaviour.

1.4 Comply with Applicable Laws and Regulations:

Adhere to all relevant laws, regulations, and ethical standards related to business conduct, anti-corruption, anti-money laundering, and data privacy.

1.5 Foster a Collaborative Environment:

Work collaboratively and respectfully with our team, fostering a culture of mutual respect and problem-solving.



1.6 Respect the Group's Policies and Procedures:

Acknowledge and comply with the Group's established policies, including the Zero Tolerance Abuse Policy, confidentiality agreements, and project protocols.

2. Prohibited Conduct

The following behaviours are strictly prohibited and will not be tolerated under any circumstances:

- 2.1 Use of abusive, threatening, harassing, or offensive language or behavior.
- 2.2 Discrimination, bullying, or any form of derogatory remarks based on race, gender, nationality, religion, disability, or personal characteristics.
- 2.3 Any form of intimidation, aggression, or coercive tactics in business dealings.
- 2.4 Dishonest or misleading conduct, including fraudulent misrepresentation of information.
- 2.5 Persistent unwarranted demands or attempts to bypass established processes and authorities.

3. Consequences of Breach

Any violation of this Client Code of Conduct may result in the following actions, at the discretion of the Group's executive management:

- 1. Issuance of a formal warning to cease the unacceptable behaviour.
- 2. Suspension or termination of ongoing business discussions and services.
- 3. Refusal of future engagements or business dealings.
- 4. Legal action or reporting to appropriate regulatory bodies where necessary.

4. Our Commitment to Clients

In return, Integer Wealth Global Group commits to:

- 4.1 Treating all clients with respect, fairness, and professionalism.
- 4.2 Maintaining transparency, confidentiality, and integrity in all business dealings.
- 4.3 Providing timely and courteous communication.
- 4.4 Upholding the highest ethical standards in our services and conduct.

5. Acknowledgment and Acceptance

By engaging with Integer Wealth Global Group or any of its subsidiaries, clients acknowledge and accept this Client Code of Conduct. Ongoing engagement is contingent upon adherence to these principles.