

**VIVA ARMENIA CJSC
COUNTERPARTY CODE OF BUSINESS
CONDUCT**

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Contents

1. INTRODUCTION	1
1.1. What is the Code and why do we need it?	1
1.2. Whom the Code applies to.....	1
1.3. Amendments and additions to the Code	1
1.4. Ethics of Decision Making.....	1
2. RESPONSIBLE CONDUCTING OF BUSINESS.....	2
2.1. Cooperation in pursuing Viva strategy.....	2
2.2. Conflict of interest management and other business practices.....	2
2.3. Contractual relations and due diligence of the Counterparties	2
2.4. Good business practices.....	3
2.5. Protection of Viva and third parties assets.....	3
3. NO BREACH OF LAWS	3
3.1. Compliance with the laws	3
3.2. Prohibition of corruption and bribery in any form.....	4
3.3. Compliance with antitrust legislation	4
3.4. Trade restrictions	4
3.5. Transparent accounting and provision of reliable information	4
4. RESPONSIBLE LEADERSHIP FOR SUSTAINABLE DEVELOPMENT.....	4
4.1. Sustainable development and impact on the local community	4
4.2. Environmental protection	5
4.3. Human rights	5
5. REPORTING VIOLATIONS	5

1. INTRODUCTION

1.1. What is the Code and why do we need it?

Viva Armenia CJSC (hereinafter referred to as “Viva”, “the Company”, hereinafter Viva means Viva Armenia CJSC and a company) has a very dynamic corporate behavior. Viva seeks to build partnership relations, first of all, between the companies regardless of any change of their managers or ordinary employees. All Viva employees are striving to achieve the best result and realize that the success in business depends on the contribution made by each person at his/her workplace.

Viva supports such principles of cooperation as fair competition, adherence to good business practices, progressive development, quality, respect for law and rules of conduct, commitment to the highest standards. Viva consumers expect any persons/entities the Company deals with and especially our Counterparties to behave the same way².

This Viva Armenia CJSC Counterparty Code of Business Conduct (hereinafter – the “Code”) is publicly available on the Company's website. The Code provisions set out minimum standards that are expected to be complied with by Viva Counterparties. However, Viva imposes no restrictions on the Counterparties in following higher standards than those stated herein.

Viva implements and maintains a risk-oriented program to train the Counterparties of Viva for the requirements set forth in the Code by way of a specially developed training system: on a regular basis in full-time, electronic or any other available format.

1.2. Whom the Code applies to

The Code provisions apply to all counterparties of Viva, as well as any third parties involved by the Counterparty to act on behalf and/or for the benefit of Viva.

By entering into business dealings with Viva, the Counterparty acknowledges that it has got acquainted with and accepts the provisions of this Code, as well as agrees to follow the provisions hereof in all existing and future agreements and business relations with Viva. The Company also expects the Counterparty will ensure compliance with the provisions hereof by its subsidiaries and affiliates, management, employees, contractors, mediators, agents, suppliers, and other parties involved to fulfill obligations to Viva.

1.3. Amendments and additions to the Code

The Code is regularly reviewed and may be amended taking into account the applicable law and supplemented, inter alia, with individual regulations at any time without prior notice.

Since the Code is a public document, you can read it on the Company's official website.

If any part of this Code contradicts to local laws or regulatory legal acts, only those sections of this Code that do not contradict to the applicable laws and regulatory legal acts shall apply.

1.4. Ethics of Decision Making

The Code sets out basic principles for behavior and decision making, however, it is impossible to foresee every situation that may arise.

If you're not sure how to proceed, ask yourself the following questions:

- Is it lawfully?
- Is it fair and honest?
- Does it serve the interests of Viva?

¹ The Counterparty is any legal entity or individual, including a self-employed entrepreneur, engaged to perform actions on behalf of and/or for the benefit of Viva or to supply goods or render services to Viva, including the procurement categories and the categories not related to procurement, including, but not limited to, sellers and suppliers; dealers and distributors; real estate owners and/or holders; professional services providers; consultants; agents, mediators, subcontractors, and other third parties.

- Does it comply with the Company's rules?
- Am I authorized to do it?
- Will I feel comfortable if the information on my actions will be published in the media?

If the answer to any of these questions is "No", you should abstain from what you were going to do.

If you have any questions about the topics covered in the Code, have doubts about whether a situation is regulated by the Code or whether it is a violation thereof, you should discuss this situation via the communication channels specified in Section 5 of this Code.

2. RESPONSIBLE CONDUCTING OF BUSINESS

2.1. Cooperation in pursuing Viva strategy

Viva expects the Counterparties' actions will be aimed at assisting Viva in achieving the strategic targets set.

2.2. Conflict of interest management and other business practices

We cannot allow personal interests, such as personal relationships with a customer, supplier, competitor, business partner or any other Viva employee, to have an actual impact on the ability of our employees to make fair and unbiased decisions while working for Viva or to create a semblance of such an impact.

The Counterparties should avoid any conflicts of interest that may adversely affect their business dealings with the Company and whenever it is impossible, bring to the Company's notice actual or potential conflicts of interest that may be relevant to the Company.

The Counterparties can report the conflicts of interest by sending information to the Hotline in accordance with Section 5 of the Code and/or by notifying the Company's contact persons who are authorized to interact with this Counterparty under the contract via the channels, in the form and within the time limits specified in the contract.

In the Company, it is permissible to provide and accept gifts and business hospitality favors, including invitations to events if they meet the following criteria: have a legal business purpose and comply with good business customs, are not aimed at providing unlawful benefits and preferences; are occasional and reasonable in terms of cost; are not extravagant (luxurious). The Counterparties undertake not to offer gifts, business hospitality favors, directly or indirectly, to the Company employees or representatives in order to exert influence on them or in the course of negotiations, tendering procedures, concluding a contract, making a business decision.

Whenever the Company employees are not permitted to accept a gift, Viva hopes for the Counterparties' understanding and guarantees that the gift return will have no impact on further cooperation and will not somehow affect management decisions made on the issues related to the selection of and interacting with the Counterparty.

2.3. Contractual relations and due diligence of the Counterparties

Viva prohibits any non-contractual relations, in particular any written or verbal arrangements not stipulated by the current legislation. Any agreements or contracts concluded between Viva and the Counterparties shall be made in writing as envisaged by the legislation and Viva internal procedures.

Viva expresses hope that all Counterparties are interested in full, timely and proper fulfillment of the terms and conditions set forth in a contract/agreement/supplemental agreement/order.

Viva expects the Counterparties fulfill the terms of warranty service, SLA (Service Level Agreement) timely in full and with proper quality.

Viva expects the Counterparties participate in the Counterparty selection procedures as provided for by the RA legislation, namely: preserving the validity of its proposal after the Counterparty is approved as a successful tenderer of the procedure; timely signing of an agreement/contract/supplemental agreement/order, as well as assisting in maintaining the culture that does not tolerate any illegal or unethical behavior.

Viva sets out requirements for the trustworthiness of parties that are both potential and current Counterparties of Viva. The Counterparties are subjected to a comprehensive risk-oriented due diligence by Viva prior to concluding a contract. When deciding whether to start or continue further interaction with the Counterparty, a risk-oriented approach shall be applied. Viva expects the Counterparties to assist in the due diligence and provide, if necessary, reliable information as requested at any stage of interaction.

Viva expects the Counterparties will inform Viva about engaging third parties to act on behalf and/or for the benefit of Viva to adhere to good business practices when selecting such third parties, to apply the principles set out in this Code to them and report any possible risks associated with working with them in order to develop cooperative measures to minimize potential adverse effects.

2.4. Good business practices

Viva hopes that the Counterparty also seeks to develop the partnership relations in solving both strategic and current interaction issues. Viva expects the Counterparties to provide information on any potential hazards, risks or possible lost profit of Viva that may be known to them.

According to the Company's requirements, interaction with the Viva employees shall be carried out as part of performing their work-related duties and for the benefit of Viva only. The Company strongly disagrees with any undue influence on its employees with a view to make them act for the benefit of any Counterparty to the detriment of Viva interests or with any other purpose by offering them any monetary (or other material) compensation, by way of threats or any other wrongful acts.

Commitment to the principles of business ethics forms the basis for Viva corporate culture. The Company has a valid Viva Code of Business Conduct and Ethics that is publicly available on the Viva website² where the basic principles, standards and rules for interaction with colleagues, customers, partners, and outside audiences are set out. Viva expects that Counterparties' actions will never be contrary to the Code of Business Conduct and Ethics.

2.5. Protection of Viva and third parties assets

The Counterparties that have been granted access to Viva confidential information in the course of business dealings shall not share such information with anyone unless duly authorized by Viva. The Counterparties shall neither conduct any trading transactions involving securities nor encourage others to do so on the basis of the confidential information received from Viva. If the Counterparty believes that it was mistakenly granted access to Viva confidential information, this Counterparty shall immediately inform the Viva employee acting as an Viva contact person thereof, as well as refrain from further distributing such information.

Viva protects its intellectual property and has respect for the intellectual property of other market participants.

The Company makes no use of the intellectual property of third parties without their consent and expects that their Counterparties respect the copyright and to comply with the intellectual property legal acts.

If the Counterparty finds out that any items of the Viva intellectual property are used unlawfully by it or parties engaged by it to fulfill obligations to Viva, the Counterparty shall immediately inform the Viva employee who acts as an Viva contact person thereof. The Company expects that if the Counterparty finds out any facts of unlawful use of the Viva intellectual property by other parties, the Counterparty shall also inform the Company thereof.

Viva expects the Counterparty that has been granted access to the information about any items of the Viva intellectual property being created or developed and legally unprotected yet, considers this information as confidential, does not share this information with anyone else unless duly authorized by Viva, and refrains from using this information if such use may cause harm or be undesirable in terms of protecting and serving the Viva interests.

3. NO BREACH OF LAWS

3.1. Compliance with the laws

² [Viva Armenia CJSC Code of Business Conduct and Ethics](#)

The Company's Counterparties shall carry out their activities in accordance with the laws applicable in the countries where they do their businesses.

3.2. Prohibition of corruption and bribery in any form

The Company disagrees with any forms of bribery and corruption³.

Viva expects its Counterparties to carry out their activities, including when interacting with government organizations and government officials, in strict compliance with the provisions of the applicable anti-corruption legislation and requirements in the field of business ethics and anti-corruption compliance⁴, as well as to refrain from any actions that may violate the statutes of such legislation or cause such violation by Viva.

The Company expects the Counterparties to deploy and implement an adequate and efficient anti-corruption compliance program.

3.3. Compliance with antitrust legislation

Viva prohibits any agreements with Counterparties aimed at restricting or eliminating competition. Viva expects the Counterparties will not interact with the Viva employees to enter into such agreements.

Viva expects the Counterparties will adhere to the principles of fair competition in all fields of cooperation, inter alia, when selecting a Counterparty, including procurement procedures (tenders, requests for proposals, etc.).

Viva expects the Counterparties prevent any anticompetitive actions (entering into a cartel, other anticompetitive agreements, prohibited "vertical" agreements, taking concerted actions on the market, acts of unfair competition) aimed at restricting competition and infringing on the interests of Viva or its customers, partners or other Counterparties, inter alia, regarding the issues of pricing, including tender prices, market division, refusal to enter into agreements with individual purchasers, as well as regarding other issues as stipulated by antitrust legislation.

3.4. Trade restrictions

Viva strictly complies with the applicable laws and regulations in international trading, including export control and trade restrictions. Viva expects the Counterparty provide assistance in maintaining the culture that prevents any violation of rules in international trading while doing business with Viva, including when acting on its behalf or for its benefit, by way of providing the required representations and warranties.

3.5. Transparent accounting and provision of reliable information

Viva seeks to keep its accounting records, reports, accounts and financial statements with an adequate degree of details and properly reflecting the Company's operations in accordance with the applicable law and internal control system, and expects the same from its Counterparties. Business information specified by the Counterparty, including information provided pursuant to the requirements set forth in procurement documentation and contracts shall always be accurate, timely, complete, fair, and comprehensible. Viva prohibits the falsification of documents, distortion of the true nature of any operations.

4. RESPONSIBLE LEADERSHIP FOR SUSTAINABLE DEVELOPMENT

4.1. Sustainable development and impact on the local community

³ Corruption means an action undertaken by an individual or a legal entity that is related to offering funds, any financial benefits, advantages or values in the forms of giving and/or taking a bribe or commercial bribery, mediation in bribery or commercial bribery, abuse of power and in any other forms that are recognized as corrupt, in order to influence any action (omission) of the bribe taker and to induce performing his/her work-related duties in an inappropriate way and/or to obtain any improper commercial or other advantage or benefit and/or to obtain reward for the improper performance of such duties.

⁴ Anti-corruption compliance (anti-corruption compliance program) is a system of actions and procedures developed by the Company in order to ensure compliance with the requirements set forth in the applicable anti-corruption legislation.

Viva expects that in the course of their activities, the Counterparties set a common goal to maximize their contribution to sustainable development. Viva encourages the sustainable development and corporate social responsibility principles being integrated into the Counterparties' activities considering the interests of key stakeholders. Corporate social responsibility (hereinafter – "CSR") of the Counterparties implies transparent and ethical conduct that makes contribution to sustainable development, is in compliance with the applicable law and in conformity with the international standards of conduct.

Viva encourages the Counterparties in holding events related to effective management in the field of sustainable development and CSR, including self-assessment in terms of CSR matters and preparation of non-financial reports in line with the GRI international standards.

4.2. Environmental protection

Viva welcomes environmental friendliness of the Counterparties. Viva expects the Counterparties have an efficient environmental protection policy and comply with the applicable environmental laws and regulations. The Counterparties shall apply a preventive approach to environmental issues, implement the initiatives promoting environmental responsibility and facilitate the spread of technologies in favor of environmental protection and use of rational methods for product life cycle implementation.

4.3. Human rights

The Company itself observes and seeks to cooperate with the Counterparties that observe the following standards:

- payment of any taxes and all insurance contributions for mandatory pension, social and health insurance in good faith;
- providing equal opportunities for employees at all levels, irrespective of their skin color, race, sex, gender identity, age, ethnicity, national origin, sexual identity, marital status, religious identity, disability or other features that are not related to their business proficiency;
- labor remuneration that is sufficient to satisfy at least the basic needs of employees;
- providing employees with the opportunities for advanced training;
- adhering to the working hours prescribed by the law and overtime compensation in accordance with the local statutory regulations;
- having respect for the legitimate freedom of associations for employees;
- recognizing all legitimate rights to hold negotiations and to enter into the collective employment agreement;
- development, implementation and maintenance of the occupational safety policy, analysis and control of the risks associated with occupational safety and caused by the organization's activities.

Viva disagrees with abusive child labor, forced labor, debt burden, human trafficking, and all forms of exploitation. Viva does not cooperate with any Counterparties that are known to apply unacceptable methods of treatment of their employees, such as physical punishment, humiliating treatment, forced labor or any other forms of unacceptable treatment of employees. Viva expects its Counterparties to take the appropriate measures in order to prevent their own Counterparties from applying such methods of treatment of employees.

5. REPORTING VIOLATIONS

Viva reserves the right to check on compliance with this Code, inter alia, by requesting documents and clarifications as part of contractual relations with the Counterparty subject to confidentiality preservation and personal data security and expects the Counterparty continues interaction in the course of such check-up.

If the Counterparty fails to comply with the provisions hereof, as well as with the relevant laws and regulations, Viva reserves the right to suspend or terminate the cooperation in accordance with the

applicable legislation, which may include the termination of contracts, and to draw adequate conclusions as to any future cooperation.

The Company expects the Counterparties will report any suspected violations of these standards, applicable law, regulations in finance, accounting, auditing, as well as any alleged and actual cases of corruption or fraud in the Company and other situations affecting material interests of Viva or related to ethical conduct or physical security of the Company's employees.

The Counterparties may submit violation reports in any of the following ways:

- (1) to the Hotline e-mail: hotline@viva.am;
- (2) to phone number **0-800 03011** (RA);
- (3) via the Hotline electronic form available on Viva Armenia CJSC official website (anonymously or in one's own name).

The Company ensures an independent and comprehensive review of all reports of violations of this Code requirements.

The Company prohibits any forms of victimization (retaliation) against those Counterparties that reported a violation in good faith, facilitated investigations, refused to take part in activities that are contrary to the principles or requirements hereof.

Viva hopes that the above principles of interaction will contribute to the creation, development and maintenance of partnership business dealings that ensure mutually beneficial cooperation.