



CODE ON ETHICS AND GOOD GOVERNANCE

February 2025

Our vision, mission and action



Vision

Empowered rural communities through **IN**tegrated **EN**ergy **SU**pply **S**ystems.

Mission

Eradicate energy poverty and unlock economic potential of rural communities by innovating in the mini-grid sector.

Action

We transform the mini-grid sector through advising on policy and regulation, creating cutting edge business models and providing technology transfer.

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Introduction

INENSUS GmbH is committed to maintaining the highest ethical standards with respect to its activities, decision-making, and service delivery. We, and our staff and personnel, are conscious that it is crucial to foster trust and credibility in our professional work, conduct and in the services we perform for our clients, many of whom are national and international private sector companies, and governmental and non-governmental organisations.

Our values of integrity, transparency, accountability, mutual respect and safety provide the foundation for our ethical business practices and standards, which are elaborated in this Code of Ethics and Goode Governance.

This Code applies to all our staff, employees, interns, and/or trainees. We also do our best to implement this Code in any companies in which we are shareholders and to enforce the spirit of this Code with respect to sub-contracting partners and agencies collaborating with us from time to time.

Our values

Our values are inspired by the vision of a world where all people can fulfil their potential and by our mission to fight energy poverty and foster the economic development of rural communities. Our company and individual team members are committed to upholding these values in our daily work.



RESPECT



INTEGRITY



CUSTOMER FOCUS



RELIABILITY



PURPOSE



COLLABORATION



SUSTAINABILITY

Our Ethics

Honesty and Professionalism

We uphold the highest standards of professional conduct and manage our organisation and perform our work with honesty and integrity. As a consulting organisation dealing with many different cultural contexts, we remain neutral and impartial and keep an open mind and ear to understand the needs of our clients to deliver services that best meet their requirements, and the cultural, social and legal context within which they operate.

Conflict of Interest

We ensure that there is no conflict of interest with respect to any services we perform, and that our personal interests or the interests of our business do not improperly influence our judgement in the performance or delivery of any of our services. Furthermore, in the event that any of our employees have any personal or professional relationships with any of our existing or prospective clients, we ensure that it does not result in any conflict of interest.

In any event where we anticipate a potential conflict of interest, it is our policy to be transparent and forthcoming and inform our existing and potential clients of such possibility and take appropriate measures to avoid it.

Compliance with Law

With a diverse range of clients, which includes national governments, international development and aid organisations, private sector companies, development financial institutions, we provide our services in many different countries across the world. As such we and our employees endeavour to uphold local laws when working on field. We also ensure that our services, and any concepts or models developed or implemented as part of our services, comply with and are developed within the framework of such local laws to the best of our knowledge.

Furthermore, we ensure that our business is operated in accordance with all regulatory requirements of the German law and that we are in compliance with all labour and corporate laws and regulations applicable to us. We also endeavour to ensure that any of our subsidiary or country offices are operated in accordance with the laws of the host country. Our non-confidential corporate and financial information is published here: [Bundesanzeiger](#).

Anti-Fraud and Anti-Corruption: No Gifts or Payments

We endeavour to not cooperate with any organization known to be corrupt, involved in corruption, or engaged in fraud. We enforce a zero-tolerance policy against fraud and corruption, by ensuring accountability across our team.

It is also our policy to not accept or offer any gifts or benefits, including any awards, kickbacks, payments or hospitality to and/or from any existing or prospective clients or any party related to such clients, to ensure the independence, impartiality and integrity of all involved parties.

Common business courtesies such as working lunches or gifts like pens or diaries of nominal values may be acceptable under appropriate conditions, but not to be common practice.

Confidentiality and Data Protection

We ensure that any sensitive, confidential or proprietary information, that is shared with us or becomes known to us through any assignment or contract with any clients, remains confidential. We take appropriate care in handling, safeguarding, discussing or transmitting any such sensitive or confidential information. Our employees, trainees, interns are all required to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information.

This policy is however not intended to prevent disclosure where disclosure is required by law.

No Misuse of Client Assets

Our policy is to create trust-based relationships. Any time, assets or resources received by us including intangible assets like information, technology, etc. shall therefore be used only for the specific objectives and purposes for which they have been received, and not for any other purposes. Any assets belonging to our clients will be handled in a professional manner and all reasonable care would be taken to prevent damage or misuse. Within the parameters of any contract, we are committed to dedicating our time and attention to the assignment at hand.

Respecting Interests and Reputation

We work with many internationally reputed organisations, government bodies, and private sector companies, and take care to conduct ourselves in a manner that does not negatively affect the reputation of our client organisations. We ensure that we do not intentionally misrepresent any of our functions, position or nature of our contracts or assignments to influence or coerce any third parties in a position of power or influence or receive any favourable or partial treatment from any such third parties.

In promoting our own organisational interests and reputation, we also take care to not compromise that of our clients.

Social Media and Publications

We use traditional and digital media for the purposes of marketing and communication. This includes platforms like Twitter, LinkedIn, Facebook, webpages or blogs as tools for disseminating information about our work and services offered. In publishing (digitally or otherwise) or posting on any social media platforms, we ensure that we do not indicate that any of our ideas or positions are supported by any of our client organisations or that we are spokespersons for any of our client organisations.

We may however list or mention our clients and the work we do for them with their prior written consent and without divulging any sensitive or confidential information.

Foster Diversity and Inclusion

Our policy is to promote diversity and inclusion at our workplace. We welcome and respect colleagues from different backgrounds. We ensure that our workplace is free from all forms of discrimination or arbitrary distinction based on a person's race, ethnicity, social or political background or affiliation, colour, nationality, religion, age, gender, disability, sexual preference or orientation, LGBT status, social origin, class, caste or other similar status, and that all our staff, employees, trainees, and interns are treated with respect and dignity.

We therefore have a zero-tolerance policy for workplace violence, harassment, threats, aggressive conduct, bullying, intimidation or assault of any kind, verbal or written. Please see our more comprehensive policy on non-discrimination and anti-harassment for further details.

In promoting diversity and inclusion, we ensure our compliance with all applicable labour and human rights laws and regulations, including those with respect to immigration, minimum wage, overtime, parental leave, and child labour.

No Sexual Harassment or Abuse

We do not tolerate any form of sexual harassment, misconduct and abuse of authority at workplace. This applies not only to our offices but also any social or professional gathering of colleagues or any other INENSUS sponsored event. Sexual harassment is any unwelcome sexual advance, request for sexual favours, or any other behaviour of a sexual nature that causes or can reasonably be expected to cause offense, humiliation, fear, disrespect to another person. This includes any quid pro quo offers of professional advancement, monetary benefits or preferential treatment at workplace in exchange for sexual favours.

Anybody found to be in violation of this policy will be disciplined appropriately, including and up to termination of contract or employment. Please see our more comprehensive policy on non-discrimination and anti-harassment for more details.

No Substance Abuse

INENSUS prohibits the misuse and/or abuse of any drugs, alcohol, legal or illegal, which may have the effect of violating the safety, health, or productivity at workplace. The use, possession, distribution or sale of any illegal substances by any employees, trainees, or interns is strictly prohibited. Any violation of this policy will result in disciplinary action, including and up to termination of contract or employment.

This does not apply to use of prescription drugs or over the counter drugs for general ailments provided it does not place the individual or others at risk.

Reporting Wrongdoing

We are committed to maintaining an open-door, speak up culture, where all staff, employee, personnel, trainees, interns, are encouraged to report any wrongdoing or suspected wrongdoing to their immediate supervisors or to the management. Such wrongdoing may include or refer to misappropriation of any property or funds, fraud, misrepresenting or falsifying accounts, accounting practices, internal controls or audits, corporate or labour law obligations. Supervisors and the management are under an obligation to refer such concerns or reports to the investigating officer in charge of investigating reported wrongdoings. If any wrongdoing is found, INENSUS will take appropriate disciplinary action including and up to termination of contract or employment, and reporting to relevant legal authorities where required.

To ensure the comfort and safety of any individual reporting a wrongdoing, all such reports shall be kept confidential to the extent possible. Furthermore, we prohibit anyone from retaliating against any employee, trainee, intern or associate who in good faith reports an ethics violation, wrongdoing or violation of law. Anyone in violation of this policy of no retaliation is subject to discipline including and up to termination of employment or contract.

Where the observed ethics violation or violation of law is on the part of any of our clients, it is our policy to discretely bring such wrongdoing to the attention of any persons in charge at the client organisation so that they may follow their internal procedures to further investigate and deal with the wrongdoing. If we are obligated by any law to bring any incidents of violation to the authorities, we will perform our legal duty and do so.

Sustainability in Practice and Service Delivery

We are a socially and environmentally responsible business. We therefore endeavour to minimise the environmental impact of our business activities, and encourage our staff, employees, trainees, and interns to minimise their carbon footprint in their day to day activities. This includes separating waste, recycling, switching off lights, computers, monitors, and other equipment when not in use, reducing paper use by minimising printing/copying paper, reducing water usage, reporting faults and heating/cooling concerns promptly and minimising air travel.

We also incorporate the principle of sustainability in the delivery of our services. This includes ensuring sustained financing, technical and managerial capacities, continued impact assessment and learning beyond the duration of our consultancy and of any development support that may be provided by our client organisations. We therefore endeavour to develop models and processes that foster ownership by local stakeholders and beneficiaries within their cultural context, that are also environmentally sustainable. Please see our more comprehensive policy on sustainability in service delivery for more details.

Fair Practice and Fair Competition

We deal fairly with all our clients, associates, employees (including trainees or interns), and competitors and follow fair pay, fair pricing and marketing practices. We do not communicate with any competitors on any formal or informal basis to fix or control any contract prices or rig any bidding processes. Any competitive information we obtain is through public channels that are also freely available and accessible to others, and not through any unethical or illegal means including stealing, bribery, or misrepresentation.

Contact

Any questions, queries or violations of this policy can be forwarded to:



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