

OSI Global Business Standards



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Welcome to the Global Business Standards

Dear Fellow Employees:

OSI stands for acting responsibly and with integrity; providing safe, secure and quality products; and ensuring that each of us has a direct contribution to OSI's profitability. While making a profit is important to OSI, we hold ourselves accountable for making profits the *right* way. Risking our good name—which has taken OSI a century to build—is not what OSI stands for.

In short, OSI measures success as creating opportunities for each of us, value to our customers and other business partners, and profits to our owners. In addition, OSI strives to be a good corporate citizen in our global community. We achieve these goals with the highest integrity.

Working for OSI or one of its businesses ("our Company"), means we each agree to uphold OSI's commitment to integrity, and to always act in accordance with Company policy and the law. Global Business Standards ("the GBS") shows us how to meet our Company's expectations and conduct business with integrity. The guidelines described in this document are updated in accordance with new regulations, laws as well as the policies within our Company. ***The GBS is not a contract, guarantee, or assurance of employment under any specific terms or for any period of time. The GBS does not alter the terms and conditions of your employment. Nor does it create any express or implied rights under employment or contract law or any right to an employment-related benefit or procedure.***

That said, understanding and following the GBS and our Company's policies is an essential function of your job. In order to ensure your continued understanding of what is expected of you, you will receive other tools aimed to increase your understanding of the GBS. Those tools include:

- The GBS
- Training on relevant ethics and compliance topics
- Local policies, manuals and employee handbooks
- Your supervisor, your Business Standards Officer, Human Resources and our Legal Department
- The [Make It Right](#) Global Hotline, that can be called anonymously, if needed, to report any business, legal or ethical concern

Thank you for all you have done and continue to do for our Company and for continuing to give the GBS your highest attention. Best Regards,

Sheldon Lavin
Chairman and CEO

David G. McDonald
President and COO

Table of Contents

Welcome to the Global Business Standards	1
Introduction	1
Complying with the Law	1
Our Shared Responsibilities	1
Additional Manager Responsibilities	1
Business Standards Officer Responsibilities	1
Business Partner Responsibilities.....	2
Ethical Decision Making.....	3
Seeking Guidance and Reporting Possible Violations	4
No Retaliation for Reporting	4
Open Door Policy.....	4
Internal Investigation.....	4
Consequences of Violations.....	4
Our Responsibilities to Each Other	5
Communication.....	5
Diversity.....	5
Fair Treatment.....	5
No Harassment	5
Workplace Safety.....	6
Violence in Our Workplace	7
Privacy Rights.....	7
Immigration Laws	7
Our Responsibilities to Our Business Partners	8
Communication.....	8
Animal Welfare	8
Food Protection and Quality Systems.....	8
Bio-Terrorism and Facility Security.....	9
Customer Codes of Conduct	9
Marketing and Sales.....	9
Procurement.....	9
Gifts and Entertainment	9
Fair Competition.....	10
Gathering Competitor Information.....	11
Insider Trading	11
Government Contracts	11
Our Responsibilities to Our Company	12
Accurate Books and Records	12
Protecting Company Assets	13
Media Inquiry.....	14
Conflicts of Interest	15

Our Responsibilities to Our Global Community 17
Human Rights and Labor Laws..... 17
Sustainability 17
Environment..... 17
Doing International Business 17
Anti-Terrorism..... 19
Political Activity 19

Vision

OSI aims to become the premier global food provider to leading branded companies.

Mission

To be that indispensable supplier and partner for our customers.

Values

Act with integrity.

Do what is best for the group.

Seek partnering relationships.

Strive to continuously improve.

Explore innovative solutions.

Work together as a team.

Put People First.

Steward Our Resources for Future Generations.

Introduction

The Global Business Standards (“GBS”) represents our Company’s commitment to operate our business with integrity and is the foundation on which our business success has been and will continue to be built. The GBS is not intended to encompass every possible scenario or applicable law or policy. Instead, it serves as a guide to many of the legal and ethical issues that may arise in our everyday work.

Each of us has a responsibility to know and follow the guidelines set forth by the GBS, as well as the additional policies and rules that apply to our job duties. Depending on the department or your job function there may be policies that provide more specific guidance than the GBS. We expect that every employee will comply with those policies at all times. Ask your supervisor, Zone Manager or Human Resources for more information about local policies and handbooks. If a guideline or restriction is unclear, ask your manager or human resources for clarification.

Complying with the Law

As a global Company conducting business around the world, the GBS applies to all of our business activities globally. If your business unit is located outside the United States, it is still subject to certain U.S. laws because OSI is a U.S. company. The country where you work may have additional laws or rules that apply to you. You must also comply with all such applicable legal requirements. If these laws or regulations conflict with the GBS, Company policy or U.S. law, you should seek guidance before acting.

Our Shared Responsibilities

Working for our Company means we agree to do our jobs with integrity. We are responsible for following the letter and spirit of the GBS, our Company policies and applicable laws and regulations. We also agree to promote and practice the highest standards of ethical business conduct through openness, honesty and fair dealing. If you suspect or know of any legal or ethical misconduct, you have an obligation to our Company and our coworkers to report it immediately.

Additional Manager Responsibilities

While everyone is held to the same standard, managers have a heightened standard they must uphold. As a manager, you must ensure that employees, consultants and contract workers understand the ethical and legal behavior expected of them. You also have a responsibility to:

- Communicate the GBS to all those working for you, including consultants and suppliers
- Communicate departmental expectations to employees and provide additional information on appropriate policies and relevant training
- Promote a positive work environment where all employees feel comfortable making reports and asking questions
- Respond to all reports and suspected violations quickly and resolve such issues as soon as possible
- Never ignore ethical or legal misconduct, or engage in or tolerate retaliatory acts
- Never hire or delegate authority to anyone that you have reason to believe might engage in unlawful conduct or unethical activities

Business Standards Officer Responsibilities

General Managers must ensure that all of OSI’s businesses comply with the GBS. The Business Standards Officer is responsible for serving as a model of how Company business is to be conducted; ensuring managers are all trained on the GBS and receiving and investigating reports about possible violations. The highest-ranking executive at your business unit is the Business Standards Officer for your business (as found in Appendix A). The Senior Vice President and General Counsel along with Compliance Counsel shall be available to assist upon request in this role.

Business Partner Responsibilities

Our Company expects its suppliers and others who we conduct business with to behave with honesty and integrity. Actions taken by anyone we conduct business with can reflect upon OSI, impacting its business, reputation and goodwill with customers. If you have reason to believe that a business partner is failing to uphold our legal and ethical standards, report your concerns immediately to your supervisor or through the **Make It Right** Global Hotline.

Our Company also expects that staffing agencies, and other contractors we contract with, understand the GBS and communicate those values to their employees and uphold their commitment to integrity.

Ethical Decision Making

As you apply the GBS to your work, it is natural that you may find yourself in situations where you are uncertain how to act. Ask yourself the following questions that may help you make what would otherwise be a tough ethical decision:

- Is it legal?
- Does our Company have a policy to address this?
- Does it reflect our Company's values?
- Would I be proud if it were broadcast on the news or if it went "viral" on the internet?
- How will my actions impact fellow employees, our Company, customers, suppliers or the communities we serve?
- Is this action in our Company's best interest?
- How will I feel about myself afterwards?
- Am I being fair and honest?

If you are unsure or have any concerns, disclose the situation to your supervisor, Legal Department or Zone Manager immediately.

Seeking Guidance and Reporting Possible Violations

At times, the correct ethical or legal choice might not be clear. If this is the case, we have a responsibility to use the resources available to us to make sure we are acting according to our Company's values. Each of our work locations has a set of local policies that relates to the topics found in the GBS. Review these policies and/or your employee handbook whenever you have questions. If you are still unsure, it is your responsibility to seek guidance.

Our Company's reputation depends on each of us doing business according to the GBS, our Company values and the law. You should be alert to situations that could result in ethical or legal misconduct. If you believe your own conduct or that of a fellow employee may have violated the GBS or applicable laws or regulations, you are strongly encouraged to report your concerns. Doing so protects our Company's name, and ensures we can all continue to work in an ethical and lawful workplace.

Open Door Policy

Generally, you should raise your concerns with your immediate supervisor. Your supervisor knows your situation and is best equipped to help you with workplace issues. However, if you are not comfortable bringing the matter to your immediate supervisor or if you do not believe your supervisor has dealt with it properly, you may always raise the matter with Human Resources or your Business Standards Officer.

You may also make a report by contacting the [Make It Right](#) Global Hotline.

See the end of the GBS for further contact information for these resources.

You may make reports anonymously to the [Make It Right](#) Global Hotline or our Legal Department (North America, Asia and Europe). However, the absence of information directly from the reporter could potentially make it more difficult for our Company to investigate a report and for the reporter to receive any follow-up information about the investigation.

No Retaliation for Reporting

If you report a potential violation of the GBS or any other Company policy, you will not be subject to retaliation for making that report. A "good faith" report means that you have provided all the information you have and you sincerely believe your report is truthful. You also will not be subject to retaliation for participating in or cooperating with an investigation of a report.

Any employee responsible for retaliation in any form will be subject to disciplinary action up to and including termination. Retaliation can include, but is not limited to, inappropriate or unprofessional comments, threats, changes to the terms and conditions of employment, or adverse employment action against an individual for making a report or participating in an investigation.

Internal Investigation

Our Company investigates all allegations of violations of the GBS, Company policy and the law promptly and thoroughly and will take appropriate action when necessary. We expect that every employee will cooperate fully with internal investigations.

Consequences of Violations

Violations of the GBS are grounds for disciplinary action, up to and including termination of employment. No disciplinary action will be applied until after our Company conducts a full investigation of the alleged violation(s). This action will comply with all applicable employment and labor laws in the country where the individual is employed. Local regulatory authorities may also impose criminal penalties or civil fines on individuals involved in violations of the law.

Our Responsibilities to Each Other

We all have the right to be treated with dignity and respect. By treating each other in this manner, we create a work environment where each of us can work to achieve our full potential. Our Company takes its responsibility to develop each employee's potential very seriously, and uses training and other supportive measures to help us grow and succeed. In turn, we contribute to our Company's growth and success. We each have an obligation to understand our roles and responsibilities and continue to improve by attending training and making use of all other supportive measures.

Communication

We are responsible for appropriately and respectfully communicating with each other about all issues that affect the workplace in a timely manner. This means that we have open and honest communication through which we can discuss difficult subject matter to reach resolution. We should always try to limit those conversations to only those issues involved, but this will not be interpreted or applied in a way that interferes with the legal rights of employees to engage in activities protected by Section 7 of the U.S. National Labor Relations Act (including the right to discuss with fellow employees wages, hours, and other terms and conditions of employment) or similar laws from other countries where we operate. We must only attack the issue, not each other.

Diversity

One of our Company's greatest strengths is our diverse workforce. A firm commitment to diversity is at the core of all we do. Diversity of thought, background, lifestyle, culture and business practices provides the creativity and innovation essential to the success of our Company. We strive to employ, develop and train a diverse, highly motivated and productive workforce.

Fair Treatment

We judge all prospective and current employees by their qualifications, demonstrated skills and abilities. We make employment decisions based on who is the most qualified to perform the job and act in accordance with employment laws in the countries where we conduct business. We comply with laws prohibiting discrimination based on a person's race, color, gender, national origin, age, religion, disability, veteran status, marital status, sexual orientation or any other protected characteristic under federal, state or local law.

Q: While eating lunch together in a plant lunchroom, a group of employees begins discussing an elderly coworker, Jorge. Their supervisor, Hector, joins the conversation and says, "Jorge should've been fired years ago! He's so old he can't even do his work in half the time it takes the rest of us. He holds our team back." Hector feels his statements are okay since he's simply stating facts. Is Hector correct?

A: No. Hector's comments violate our Company's policies on fair treatment and diversity and could violate the law. As a manager, Hector is held to a higher standard and is obligated to create a positive workplace free from discrimination that embraces employees' differences. Hector is obligated to stop conversations that berate other employees because of their differences and is prohibited from participating in them.

No Harassment

We strive to create a work environment where no one is made to feel uncomfortable because of personal differences. We therefore must avoid harassment of any type. Whether it is verbal, physical, sexual or emotional, and whether it is directed at one person or a group, harassment will not be tolerated. While the definition of harassment varies from one country to the next, at our Company, it is any behavior that has the purpose or effect of creating a hostile, intimidating or offensive workplace for another person. Bullying and/or abusive behavior towards a person or group is also prohibited. It is important to remember that what matters is how the action is perceived by the person, at whom it is directed, not the intentions of the person taking the

action.

Sexual harassment is another form of harassment that will not be tolerated. This includes but is not limited to unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature. It is inappropriate to touch another person in the workplace without first obtaining that person's permission. If you experience, witness or suspect any form of inappropriate behavior, report it to your direct supervisor. If you are not comfortable bringing the matter to your immediate supervisor or you do not believe your supervisor has dealt with the matter properly, you may always raise the matter with Human Resources, your Business Standards Officer or make a report through the **Make it Right** Global Hotline.

Workplace Safety

We are committed to providing a safe and healthy work environment. Each facility has a safety program that meets not only applicable laws and government standards, but also our Company's own high standards. To follow this program, we must observe all safety and health rules, procedures and practices. We are also responsible for taking all precautions necessary to protect ourselves and our coworkers. This means, in part, that you must report incidents, injuries and unsafe practices or conditions to your direct supervisor, member of management, or a safety manager as soon as you are made aware of the incident.

Q: Janet, a general utility worker, is working on a recently serviced machine. She notices that the safety guard has been removed, and tells her supervisor, Aman, that she won't operate the machine until the safety guard is reinstalled. What should Aman do?

A: Aman must resolve the situation before he can ask Janet to resume work with the machine. Janet not only has the right, but also the obligation to protect herself and her coworkers by bringing unsafe working conditions to Aman's attention. Moreover, Janet, has taken the appropriate steps in refusing to work in an unsafe condition. An employee has the right to refuse work when these four conditions are true: (i) the employee has asked the employer to eliminate the danger and the employer fails to do so; and (ii) the employee genuinely believes there is imminent danger; and (iii) a reasonable person would agree there is a threat of danger; and (iv) there isn't enough time to get the issue corrected through other compliance channels. When refusing work for safety reasons, an employee must: (i) ask the employer to correct the hazard or assign other duties; and (ii) tell the employer that they will not perform the work until the hazard is corrected, and (iii) remain at the worksite until granted leave by the employer.

Critical Incident Planning

Our Company prepares for critical incidents by having site-specific plans and a critical incident management team. A "critical incident" is any process-, product-, facility- or employee-related event or circumstance that has the potential to expose the employees, our Company, consumers or the public to injury or loss. It also includes any such event or circumstance that could subject our Company or our products to adverse publicity, negative public opinion, or legal or regulatory action. A critical incident can originate from within or outside of our Company. Examples of critical incidents might include:

- A fire at a facility
- The need to recall finished goods due to possible food safety concerns
- An employee being seriously injured during work
- A labor disturbance or an act of terrorism

Our priorities during a critical incident are to protect human life, Company assets and our customers' brands. We may only continue business operations *after* all of these goals have been achieved.

Drugs and Alcohol in Our Workplace

Our work makes paramount the safety of our coworkers and our consumers. Performing work while impaired

or under the influence of alcohol and/or illegal drugs, or improperly using prescription medication, is unsafe and puts us all at risk. Therefore, this behavior is absolutely prohibited. This is true whenever we are performing duties for the Company, whether we are on or off Company property and whether we are using such substances before we begin work or during work. Violations of these rules are taken very seriously and may subject you to discipline up to and including termination.

Exceptions to this may be made for certain authorized Company events.

Violence in Our Workplace

To uphold the commitment we have each made to workplace safety, we must never engage in or tolerate acts or threats of violence in our workplace. Violence includes bringing weapons of any kind onto Company property (except where licensed and specifically authorized or permitted by state or local law to carry a firearm onto a particular area of the property), engaging in physical altercations, intimidation, bullying and all other forms of aggression. If you witness or know about workplace violence, report the situation immediately. If you feel someone is in immediate danger, contact the local authorities. Engaging in acts or threats of violence may result in discipline up to and including termination of employment.

Privacy Rights

We respect our fellow employees' right to privacy, and take care to protect their personal employee information, including but not limited to, any unique personal identification information, demographic data, benefits information, payroll information and any other employee data. We will not disclose or provide access to protected personal information outside our Company or to anyone within our Company who does not have a right to see it or have a legitimate business need to know it.

We respect our fellow employees' right to privacy, and take care to protect their personal employee information, including but not limited to, any unique personal identification information, demographic data, benefits information, payroll information and any other information Company holds as an employer. We will not disclose or provide access to protected personal information outside our Company or to anyone within our Company who does not have a right to see it or have a legitimate business need to know it.

Our Company complies with applicable privacy laws in the countries and specific jurisdictions where it does business. For example, it adheres to the General Data Protection Regulation ("GDPR") regarding privacy and data protection, and the California Consumer Privacy Act, among other laws. Where permitted by local law, it reserves the right to monitor and review protected business information for business purposes, but will not monitor personal health information. Our Company has adopted and implemented policies, procedures and programs, as well as appropriate training and auditing, to ensure our compliance with applicable data privacy and security laws relating to our employee's information, including GDPR.

Our Company may also engage in monitoring activities if it suspects that its assets are being misused or that Company policy and procedures are being violated. In addition, our Company reserves the right to view email, as employees should have no expectation of privacy for any information that is stored on Company systems, even if they are of a personal nature. All such monitoring activities by our Company will be done in accordance with applicable local laws.

To safeguard personal employee information, the Company will:

- Collect only information that is necessary and relevant
- Provide notice of data collection as required by applicable law
- Maintain confidential information in a secure manner
- Use reasonable practices and technology consistent with industry standards to safeguard the security of the information
- Limit access to only those who need to know the information to perform their jobs
- Never disclose the information to outside parties, including our vendors, unless we receive reasonable written assurances regarding confidentiality and security
- Avoid discussing information in public areas, such as airplanes, restaurants or elevators

For the benefit of our employees, Company maintains a self-funded group health plan. The group health plan is a separate legal entity from our Company and complies with applicable privacy and security laws, including the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Our Company has adopted and implemented policies and procedures, as well as appropriate training and auditing, to ensure our compliance with HIPAA and other health information privacy and security laws applicable to employee health information held by the group health plan.

Immigration Laws

In the United States, we may only employ a person who is authorized to work, including United States citizens, lawful permanent residents, asylees, refugees, or candidates possessing one of several work authorized visas or employment authorization documents that permit that person to work in the United States. During the U.S.-hiring process, we follow all verification procedures established by the U. S. Department of Homeland Security, including the U.S. Citizenship and Immigration Services. This hiring process also includes verifying social security numbers through the U.S. Department of Homeland Security's E- Verify system and conducting criminal background checks. These additional standards exceed U.S. legal requirements. In the United States, we ensure that all temporary staffing agencies that supply us workers meet our high hiring standards.

Our Responsibilities to Our Business Partners

We aggressively and honestly compete in the global marketplace. We will not deceive our customers or break our promises to them. If we ever make a mistake that is harmful our customers, we act promptly to make it right.

Communication

Our relationships with business partners are characterized by timely, honest, open, accurate and appropriate communications, even when the topic discussed is unpleasant. Our Company communicates to its customers solely through designated customer relationship managers, who have been taught specific communications skills to preserve the relationships of mutual trust and goodwill we hold with our customers.

Animal Welfare

We are committed to humane animal treatment, a long-standing and central component of our Company's supply chain. Our Company has been and will continue to be an industry leader in promoting industry harmonization of best practices. We expect our suppliers to meet our high standards and routinely verify their success through audits.

Food Protection and Quality Systems

We have achieved a worldwide reputation as a premier manufacturer of food products through our careful attention to food safety and product quality. We concentrate on the details to provide our customers the safe, quality products they expect from us.

To make certain that our final product meets customer specifications, including food safety standards, all of our facilities operate under a validated HACCP plan at all times. By following this plan, we ensure that the content of our products is consistent with our customers' specifications and their product labels, and that it is in full compliance with applicable laws. Additionally, through internal and third-party audits, we assess the effectiveness of our Good Manufacturing Practices, sanitation programs, and food defense and food safety systems. These assessments verify that our processes are working appropriately and assure food safety, defense and quality. Report threats to food safety; failures to follow food safety or defense procedures; or external events that may affect our production facilities to your supervisor or another manager immediately.

Monitoring our supply chain for both raw material and finished products is a critical step to ensure product safety and quality. Our Company audits suppliers' facilities and the raw materials we obtain from them, and monitors the defense and integrity of finished food products. In the interests of general public health, we collaborate with industry groups and government regulators to develop and implement food safety best practices throughout the entire food supply chain.

Q: While working in a manufacturing facility, Tarun learns that a shipment of product has failed a quality assurance check conducted by an onsite USDA inspector. Tarun realizes that product from this same batch may have accidentally been shipped out earlier in the day. What should he do?

A: Tarun should report his suspicions to his supervisor or another manager immediately. It's critical that we never knowingly allow shipments of product that fail to meet our high standards of food safety and quality to be distributed to our customers.

Bio-Terrorism and Facility Security

Our Company has taken action to protect us, and its facilities and products, from the threat of terrorism. To promote security, we must follow all policies and procedures designed to control access to our facilities, monitor incoming raw materials and supplies, and protect finished goods. Our Company complies with all applicable export controls. These policies and procedures comply with applicable laws and customer requirements. If you suspect that our product or security is threatened, notify your supervisor immediately.

Customer Codes of Conduct

Our commercial success relies upon our ability to conduct business in different countries around the world. We are committed to complying with laws and regulations in every jurisdiction in which we operate. Such compliance is critically important to the integrity of the Company and requires active participation of all personnel. The GBS is designed to align our behavior to our customer's codes of conduct and social accountability programs. Our Company has adopted and implemented policies, procedures and programs, as well as appropriate training and auditing, to ensure our compliance with our customer's principles. We must follow these practices at all times. If you notice inconsistencies between our policies and those of a customer, consult your supervisor or our Legal Department.

Marketing and Sales

All of our promotional, advertising and marketing activities must be legal, fair, and accurate. This means that we cannot misrepresent our products or services. In addition, we must never make unfair comparisons between our products or services and those of our competitors.

We will forego any business that can only be retained or obtained by improper or illegal payments. When selling our Company's products and services, we must be very careful to never engage in bribery in any form. This means we may not pay a bribe, gratuity or kickback to a customer, supplier or other business partner, or make a similar payment to *anyone* for the purpose of retaining or obtaining business. This includes agents, charities, political parties, and family members of these business partners. If any of these individuals or groups requests such a payment, or if you have a question about a payment request contact our Legal Department immediately.

Procurement

We make all purchasing decisions based on the fair market value of the product received or service rendered. Our prices must always be competitive, consistent with industry standards, and local market conditions. Except where specific legal or customer requirements dictate otherwise, our anti-discrimination policies apply to our vendor selection process. In addition, when making purchasing decisions, we must:

- Obtain competitive bids
- Regularly and routinely verify quality, safety, and service claims
- Partner with suppliers who drive innovation and act as good corporate citizens
- Confirm financial and legal conditions of vendors

In any procurement negotiations, we seek the best terms possible through firm, professional and ethical means. We do not allow personal or family relationships to influence or appear to influence our objective business decisions. We must document our agreements in writing and our contracts should clearly specify the terms and conditions, as well as prices.

Anti-Corruption, Gifts and Entertainment

Oftentimes, exchanging gifts and entertainment strengthens business relationships. However, we must be careful to avoid the appearance of improper payments or to retain or obtain business through bribery.

There are three key points:

- We never pay bribes to get or keep business.
- We never give anything of value to anyone to influence their decision making.
- We record our transactions accurately.

Any attempt to pay, authorize, or promise a bribe, kickback, or any other form of corrupt payment – in any amount – is strictly prohibited. It does not matter if the intended recipient of the bribe works in the public or private sector. It does not matter if the intended recipient conducts business in a country where paying bribes is a common practice, “necessary to get anything done,” or “engrained in the business culture.” And it does not matter if “everyone else is doing it.” No officer, director, or employee shall pay, authorize, or promise to give anything of value – whether directly or indirectly through a third party – in order to improperly influence any person or entity to act favorably towards the Company.

This section sets forth some guidelines we should follow when offering or accepting gifts or entertainment.

We may provide or accept gifts or entertainment if they are:

- of a modest value, but not cash or a cash equivalent;
- reasonably related to a legitimate business purpose;
- lawful under all applicable laws (including local law);
- would not embarrass the Company if disclosed publicly;
- not creating the appearance that the giver is entitled to preferential treatment; and
- not influencing, or appearing to influence, the recipient's ability to conduct his or her official duties objectively and independently, to act in the best interest of his or her company, agency or entity, or to prevent the recipient from awarding business to one of the provider's competitors.

Although we may provide and receive gifts or entertainment in certain circumstances, we may never request gifts, favors, entertainment, or preferential treatment or services for ourselves or members of our families.

Before exchanging gifts or entertainment with a government official, you are required to consult your Business Standards Officer and review this section of the GBS.

The following gifts, meals, entertainment or business courtesies are never permitted:

- gifts or benefits given in the expectation of, or as a reward for, the provision of business or favorable official action;
- gifts or loans of cash or cash equivalents (including, but not limited to, gift cards);
- lavish meals or entertainment;
- “adult” or other inappropriate entertainment;
- meals or entertainment given as a specific inducement to influence official decision making, to obtain or retain business, or to reward the award of prior business; or
- gifts that are requested by the recipient

These policies apply to any employee, officer, or director of the Company; and any person acting on behalf of the Company, including third parties acting on behalf of the Company, such as distributors, agents, brokers, representatives, consultants, or business partners.

Travel

Infrequently, it may be appropriate for Company personnel to pay for travel expenses of officials, customers, suppliers, or other business associates, such as where it is necessary to visit a particular facility for an inspection or for a contract negotiation session. Because such offers in nearly all cases require a non-nominal expenditure, offers to pay for travel-related expenses always require the prior approval of your Business Standards Officer.

In reviewing the travel request, the approver will consider whether:

- the travel is directly related to a legitimate business purpose;
- the class of travel is appropriate in the business context;

- the proposed expenditures comply with United States and local laws and customs; and
- the itinerary includes side trips that are of a personal benefit (which are always prohibited).

Paid-for travel for family members generally is inappropriate, and always requires prior approval. In no event is it permissible for Company personnel to provide a trip as a reward for obtaining or retaining business, or as a reward for the award of previous business.

Q: Xin's been working with the same customer for many years. This customer sends her a holiday gift basket that includes fruit, a promotional calendar and a modest giftcard to a local restaurant. This seems like an acceptable gift to Xin, as all of the items are of reasonable value. May she accept the basket?

A: No, she can't keep the entire basket. Although Xin may accept the fruit and calendar, she must decline the giftcard. We may not accept a gift that is a cash equivalent, which includes vouchers, gift certificates and giftcards.

Fair Competition

We follow all competition laws established in the countries where we operate. These laws are complex and can be difficult to apply, and violations can carry severe penalties for the individuals involved and our Company. Transactions that involve multiple countries can make it even more difficult to apply competition law. If your work involves international transactions, work with our Legal Department to ensure that you understand and are following *all* applicable competition laws.

These laws generally prohibit agreements, actions and practices to restrain competition. The basic idea behind these laws is that companies should compete individually to benefit consumers, rather than join together in agreements restricting their individual actions. In complying with these laws, we must *always* exercise caution when speaking with competitors. We must also comply with the following guidelines.

We may not enter into any formal or informal agreement with a competitor to:

- Fix prices (such as setting maximum resale prices)
- Allocate production, sales territories, products, customers or suppliers

In addition, we may not enter into agreements with customers or suppliers that:

- Establish the maximum resale price of a product
- Limit a customer's right to sell a product
- Condition, by tying or bundling, the sale of products on an agreement to buy other Company products
- Require our Company, or its customer or supplier, to refrain from buying a competitor's products

We must check with our Legal Department before we:

- Terminate sales relationships
- Price product below cost or change certain other pricing policies
- Exchange pricing, marketing, production or customer information with competitors
- Whether any third parties or competitors suggest any of the arrangements discussed above

If you have questions about competition laws or feel you are in a situation that may violate these laws, consult with our Legal Department before acting.

Q: Jonathon is negotiating with a potential customer who has made several difficult demands during the contracting stage. The potential customer inserts a clause into the contract that would prevent our Company from doing business with one of his company's immediate competitors. What should Jonathon do?

A: Jonathon should speak to our Legal Department immediately and follow its direction with respect to the contract negotiations. This direction may include removing the clause from the contract or halting negotiations with this potential customer completely. While we compete aggressively for business, we must act ethically at all times and never violate competition laws.

Gathering Competitor Information

At times, gathering information about our competition can be helpful to our business. However, we must always and only do so in a legal and ethical manner. For instance, we may not ask a coworker to reveal information about a former employer, client or business partner if doing so would cause them to violate a legal agreement. If you acquire competitor confidential information that may have been accidentally disclosed to you or someone else at our Company, seek advice from our Legal Department before disclosing it to others.

Insider Trading

Through our work, we may come across information about our publicly-traded business partners or customers that people who do not have our job duties would not know. We must use this “inside” information appropriately and abide by U.S. insider trading laws, as well as similar laws in other countries where we operate.

Under insider trading laws, we cannot purchase or sell the stock of a company based on inside information. “Inside” information is material, nonpublic information we have learned about a company through work we have done on our Company’s behalf. We should assume that information is “material” if it could motivate a reasonable investor to buy, sell or hold securities. Information is “nonpublic” if it has not yet been disclosed to the public.

Insider trading laws also prohibit tipping. “Tipping” generally occurs when we provide inside information to family members, friends or fellow employees, and they then trade on the basis of that information.

Violations of insider trading laws may include civil and criminal penalties, including fines and potential imprisonment, as well as disciplinary action, up to and including possible termination. If you have any questions about insider trading laws, contact our Legal Department.

Government Contracts

Many of our customers are government contractors who use our products in fulfillment of their government contracts. Due to the nature of our business, we are subject to government purchasing regulations in our customers’ government contracts. We also sometimes enter into contracts directly with government agencies. For these reasons, we must know and follow all applicable government contract regulations.

In general, government purchasing regulations are designed to ensure that the government receives fair value and contracts are awarded fairly and equitably. These laws can be very complicated. If you need help understanding or applying these regulations, contact our Legal Department.

We must fulfill the terms of contracts exactly as specified, unless a contract is amended to permit a variation. In addition, we must make certain that we keep all records in a correct and accurate manner and, when necessary, confidential. Invoices must properly reflect the goods or services delivered to the government agency at the prices provided for in the government contract. Violations of government contract provisions may subject the individuals involved and our Company to severe penalties. If you have any questions on these laws, consult our Legal Department.

Our Responsibilities to Our Company

Our Company has put an immense amount of trust in us. We therefore must conduct all business according to the highest ethical standards. In addition, we must protect all Company assets—including its reputation—from harm, theft, loss or misuse.

Accurate Books and Records

All financial books, records and accounts must accurately reflect our Company's transactions and events. In addition, they should be created with care and honesty. To accomplish this, we must conform both to generally accepted accounting principles and our Company's system of internal controls. Our Company relies on us to keep accurate and complete books and records to make sound business decisions.

Certain laws require that we keep accurate, complete, fair and understandable books and records. As such, we may not create (or participate in the creation of) records that are intended to mislead or conceal anything that is improper. This policy applies to financial records, and all data or information used to prepare such records, including production, inventory, quality and ingredient records. In preparing records, we must never engage in any of the following activities:

- Making false or fraudulent claims on an expense report or time sheet
- Falsifying quality or safety results
- Recording false sales or recording sales early
- Understating or overstating known liabilities and assets
- Deferring recording items that should be expensed
- Making entries that intentionally hide or disguise the true nature of any transaction

To ensure compliance with this policy, and consistent with our accounting policies, all transactions must be recorded accurately and with sufficient detail to identify the actual purpose for each payment. The Company strictly prohibits any "off-the books" accounts or payments, or making any false, misleading, or incomplete entries in the books and records in an attempt to obscure the actual purpose of a payment. This prohibition applies regardless of the amount of the payment.

If you are uncertain whether an entry or process is valid, consult your supervisor, your Zone Manager or our Legal Department.

Audits and Government Investigations

We must take steps to ensure we provide truthful and accurate information to internal and external auditors, as well as government agencies and authorities. We may never mislead any investigator or coerce, manipulate or in any other way attempt to improperly influence the results of an investigation or audit. In addition, we may never alter, cover up or destroy documents or other information in response to or in anticipation of an investigation or audit.

If an auditor or government investigator asks us to take part in an investigation of our Company or a fellow employee, we will cooperate with that request. However, if a government investigator requests information other than what is provided on a routine basis, report this request to our Legal Department immediately. Before responding to any government request, consult our Legal Department to make sure our Company's rights are protected.

Q: According to its supplier code of conduct, one of our customers has the right to audit our facilities. Genevieve, a facility manager, expects this customer will conduct an audit soon. Her facility has recently had a few problems, but expects to resolve these issues by quarter end. Can Genevieve alter certain documents she expects the customer to examine, which reflect some of the problems her facility has recently experienced?

A: No. The customer has a right to conduct a fair audit, according to the guidelines set forth in its supplier code of conduct. The audit may include a review of any records pertaining to products we manufacture for this customer, including records relating to production, quality assurance, employee attendance and raw material receiving, concealing, altering or destroying such documents in anticipation of an audit violates Company policy, and in some cases, the law.

Protecting Company Assets

Our Company entrusts us with numerous Company assets, and we have a special responsibility to protect them.

Company Property

Company resources, such as materials, systems, equipment, information and our work time, are to be used only for ethical, legal and proper purposes. Our use should either directly benefit our Company or be authorized by management.

We also must respect and protect supplier- or customer-owned resources entrusted to our Company. Use these resources only for authorized purposes.

Company Funds

When we spend Company funds, or our personal funds for which our Company will reimburse us, we should always be sure our Company receives proper value in return. This means we must obtain receipts documenting expenses where appropriate. When we approve or certify the correctness of an expense report, purchase order or voucher, we should have personal knowledge that the purchases and amounts are proper. Follow all revenue depositing procedures at all times.

Computer Systems

Follow all established internal controls, security procedures and other safeguards protecting our Company's hardware, software and electronically-stored information. These safeguards include protecting computer systems against theft, damage, viruses, overloading systems, alteration of data and unauthorized or exceeding authorized access. If you witness or suspect any breaches of computer system security, report your concerns immediately to your supervisor or your facility's Information Technology Department.

You must also take care to avoid infringement of copyright or other third-party rights. If you do not possess specific written permission from the copyright owner, you cannot copy, reproduce, adapt, translate or broadcast the material. Copyright laws protect many types of materials, including:

- Images and photographs
- Designs
- Drawings
- Software and associated documentation

Electronic Communications Systems

Many of us have been granted access to Company telephone, computer and email systems to do our jobs. These systems and the information stored on them are Company property. We should have no expectation of privacy when using this property. In other words, our Company may read, listen to and review these systems and the information stored on them, as permitted by applicable local laws. If you are conducting business by SMS or other ephemeral applications, those communications belong to the Company and must be saved in accordance with Company policies.

Occasional personal use of Company electronic communications systems and the Internet is permitted.

However, we may not use these systems to conduct non-Company business or for personal activities that violate our Company's policies, including our policies on harassment, discrimination, retaliation, workplace violence, workplace conduct, bullying, political activities, social media, solicitation, and other related policies.

Confidential Information

One of our Company's most valuable assets is its confidential information. "Confidential information," also known as trade secrets, is information that is not known by the general public that only could have been obtained as a result of your employment and could harm our Company's competitive advantage if given to competitors. It is our duty to protect our Company's and our business partners' confidential information at all times. Some examples but not an exhaustive list of confidential information include:

- Financial results and internal costs
- Operational performance and testing data
- Research and development ideas or information
- Information about manufacturing techniques, processes and procedures
- Information about potential acquisitions, divestitures and investments
- Intellectual property, including pending patents
- Areas where our Company intends to expand
- Lists of suppliers or customers
- Customer product specifications
- Management policies
- Suppliers' prices to our Company
- Our Company's prices to customers
- Formulas;
- Business and marketing plans; and

To safeguard confidential information, we must:

- Limit access to only those who need to know the information to perform their jobs
- Never disclose it to outside parties, including our suppliers or customers
- Avoid discussing confidential information in public areas, such as airplanes, restaurants or elevators

It is important to note that our obligation to preserve confidential information continues even after our employment with our Company ends.

Before we disclose our trade secrets or confidential information to anyone outside our Company, the party receiving the information must sign a confidentiality or nondisclosure agreement. Ask our Legal Department to prepare such an agreement for you. Note that it is not a violation of this confidentiality obligation to make truthful statements or disclosures related to unlawful employment practices or criminal conduct and truthful testimony that is necessary to comply with a subpoena, court order, or other legal obligation. **Also, an individual shall not be held criminally or civilly liable under any Federal or State trade secret law for the disclosure of a trade secret that is made in confidence to a Federal, State, or local government official or to an attorney solely for the purpose of reporting or investigating a suspected violation of law. An individual shall not be held criminally or civilly liable under any Federal or State trade secret law for the disclosure of a trade secret that is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual files any document containing the trade secret under seal; and does not disclose the trade secret, except pursuant to court order.**

Q: One of Annika's customers is conducting a market analysis. A representative from this customer asks Annika to provide the recipe of a product we manufacture for his company's most immediate competitor. Annika assumes that the customer can determine the recipe on his own. Is it okay for Annika to disclose the recipe?

A: No. Annika shouldn't divulge any information about the products we manufacture for our customers to any

outside parties or to anyone at our Company who doesn't have a business need to know it. Even if she thinks this information may be publicly available, it's better to exercise caution and refrain from revealing any customer information.

Media Inquiry

We all must also work to protect our Company's name. To do so, we must ensure that our public communications are truthful and consistent. Certain of us have been authorized to respond to inquiries from members of the media. Forwarding all such inquiries promptly to your designated media spokesperson or our Legal Department will assist in keeping communications consistent. Remember, the media is never "off the record."

Conflicts of Interest

We are expected to conduct ourselves in accordance with the highest standards of integrity, honesty and fair dealing. This means we must take steps to avoid any situation that creates, or appears to create, a conflict between our Company's interests and our own personal interests.

What is a Conflict of Interest?

A conflict of interest occurs whenever the prospect of direct or indirect personal gain influences our business judgment or actions. A conflict of interest also arises when we use Company confidential information or our position with our Company for personal gain or the gain of a close family member. A "close family member" includes spouses, children, siblings, parents, grandparents and grandchildren.

While it is not practical to specify every action that might create a conflict of interest, the following situations create potential conflicts of interest and should be avoided. If any potential or actual conflicts of interest arise, we must disclose the situation to our supervisor, Legal Department or your Zone Manager immediately.

Outside Employment

A conflict of interest may arise when we, or our close family members, directly or indirectly work on behalf of or serve as a director for any of our Company's competitors or its actual or potential customers, suppliers or other business partners. If you or a close family member is engaged in such activity, you must disclose the situation immediately.

Our taking outside employment, engaging in self-employment or performing services for a civic or charitable organization is acceptable as long as it does not prevent us from performing our job duties for or reflect negatively on our Company.

Dealings with Suppliers and Customers

We are expected to carefully maintain impartial relationships with our suppliers and customers. This means we must avoid even the appearance that a personal relationship has special influence on a business relationship. For this reason, we may not maintain a substantial interest in any Company supplier or customer. A "substantial" interest is greater than five percent (5%) of a privately-held company or more than one percent (1%) of your total investments being held in any one publicly-traded company. If you or a close family member have or acquire a substantial interest in a supplier or customer, disclose the situation immediately.

Q: Natasha is in charge of choosing a new supplier of manufacturing machinery. Her good friend owns a company that can meet our Company's needs at a low price. Natasha hasn't yet opened the bidding process to other suppliers, but she doesn't think anyone can present a better bid. Can she select her friend's company without opening the bidding process to other potential suppliers?

A: No, Natasha can't allow her friendship to interfere with the purchasing process. While our Company may

indeed wish to engage her friend's company, she must first obtain competitive bids. Natasha should notify her Zone Manager about her relationship with the potential supplier immediately, as she may need to remove herself from the supplier selection process.

Opportunities Resulting from Employment

We must put our Company's interests first. We therefore may not take advantage of any business venture or actual or potential opportunity that we learn about or develop through our employment and in which our Company might be interested. We may only take advantage of such an opportunity after our Company has evaluated it, and has decided not to act on it. We also may not share this venture or opportunity with another person so that he or she can compete with our Company. Such opportunities may include real estate, patent rights and securities.

Q: Because of the nature of his job function, Tomás has knowledge of many of our Company's business plans. He has just learned that our Company plans to bid on some land on which it hopes to build a new manufacturing facility. Tomás mentions this to his brother Jonas, who's in the real estate business. He figures that it's an open market and Jonas might want to take advantage of a great opportunity. Is this okay?

A: No. This creates a conflict of interest, as Tomás is considering his own interests (or in this case, his family member's interests) before our Company's. Tomás should safeguard any confidential information he holds about our Company, including business plans, and should never use this information for personal gain.

Our Responsibilities to Our Global Community

We are dedicated to serving our global community by complying with all applicable international laws and regulations. In addition, we work to foster our communities by promoting human rights, protecting our environment and making a positive impact by giving back.

Human Rights and Labor Laws

As a global company, we must uphold human rights in the communities where we live and work. As such, we never tolerate prison or forced labor in any of our operations. We constantly monitor all worldwide operations to prevent the use of labor under any form of indentured servitude, physical punishment or confinement. In addition, we prohibit the use of child labor in our operations. The employment of any person under 15 years of age is strictly prohibited.

We also comply with all other applicable employment and labor laws in the nations where our Company conducts business, including those that regulate working hours, workers' rights, and wages and benefits.

If you know or suspect that one of our business partners is violating the above guidelines, human rights laws or labor laws, it is your responsibility to report this immediately to your supervisor, Zone Manager or to the [Make It Right Global Hotline](#).

Sustainability

Our Company has made a commitment to using our planet's resources wisely and ethically. This means we manage our business with a philosophy of creating a positive difference through our operations and supply chain. We strive for a net benefit for the environment wherever we operate. Doing so benefits our communities and reduces any negative impact our operations might have on our environment.

Environment

We are committed to protecting the environment for each other, our customers, our neighbors and others who may be affected by our products or activities. This means we meet, and strive to exceed, all environmental laws and regulations that apply to our operations. We conduct our operations with the highest regard for quality of the environment, and work to minimize the negative impact our operations might have on water, air and land quality. We accomplish this, in part, by using land respectfully and handling hazardous substances properly. If you have an environmental concern, you should contact your supervisor, our Legal Department or the [Make It Right Global Hotline](#).

Doing International Business

The laws of many of the countries where we operate, including the United States, govern the way all our businesses may trade. The following sections identify some important laws that apply to our international operations.

Anti-Corruption Laws

Many of the countries where we do business have enacted anti-corruption laws to prevent bribery and corruption, which can do great harm in our communities. These laws are designed to ensure that local governments choose partners based solely on the quality of their products and services.

We may not offer, authorize, promise or accept *any* bribes or kickbacks while conducting business on our Company's behalf, regardless of what local customs dictate. A "bribe" means anything of value given to someone with the intent of obtaining favorable treatment from that person or influencing a foreign government. A "kickback" is a form of commercial bribery that involves the exchange of cash, goods or services, including the waiver of a debt, for favorable treatment in connection with a sale or purchase. A

“foreign government official” means officers or employees of a foreign government or foreign political party, candidates for political office, or high-level employees of state-owned companies. In most cases, it also means family members and close business associates of government officials.

It is important to remember that we cannot hire a third party to do what we are not ethically or legally allowed to do ourselves. Payments made to agents or distributors should always be strictly for services rendered, and the amount stated should fit the nature of the services.

On occasion, you may be permitted to make a facilitating payment to expedite or ensure the performance of a routine government action, such as processing papers or issuing permits. Please note that laws regarding facilitating payments may vary from one country to another, and the consequences for violating these laws may be severe. Therefore, you must obtain advance approval from your Zone Manager or our Legal Department before making such a payment. If you have any questions about anti-corruption laws, contact our Legal Department.

Q: Sonali is working to secure a large order in a foreign country. The potential customer suggests that Sonali make a small payment to the government official in charge of her pending permit in order to facilitate matters. The customer hints that the faster Sonali gets this permit, the more likely our Company is to win their business. If local laws permit such action, can Sonali make the payment?

A: No, not without prior permission from her Zone Manager. Her Zone Manager will ensure that local laws do indeed permit such activity and that the payment will not be seen as a bribe and fits our Company’s guidelines for acceptable facilitating payments. Also, Sonali should remember she can’t hire an agent to make the payment, as all payments to agents must be for actual services rendered.

Anti-Boycott Laws

By law, we may not cooperate in any way with any boycott that is not sanctioned by the U.S. government, such as the Arab League boycott of Israel. We must be alert to requests for information about our Company (or its members, officers or employees) from a potential or actual customer or supplier, or another third party, because such information is often sought as a way to identify blacklisted companies with which we might do business. Such requests for information are commonplace in international trade documents, such as letters of credit and shipping documents. Providing this information is illegal. Forward any request for information or action that seems to relate to an unsanctioned boycott to our Legal Department immediately.

Export Controls

In general, anything we ship to another country must be covered by an export license. Because export control regulations are complex, we must take care to observe all requirements of these regulations. We also must be reasonably alert to those times when we or our agents receive inaccurate information involving the ultimate destination, use or value of the goods.

The definition of “export” is quite broad and means the transport of products, services, technology and certain types of information to another country. It is important to note that this may include conversations of a technical nature between two citizens of different nations, even if the conversation takes place entirely within one of their countries.

If you have any questions as to whether a situation involves an export, consult our Legal Department before taking action.

Q: Bruce is hosting a potential customer from Japan in a U.S. facility. He offers to give the visitor a tour of the facility in order to show our technical processes at work. Does Bruce need to take any special precautions?

A: Yes. Export controls apply not only to the transport of goods, but also to the spread of certain types of information with citizens of other countries. By showing a potential customer from Japan a U.S. facility, Bruce could be facilitating the export of such information. He should consult our Legal Department before giving the tour and have the potential customer sign a confidentiality agreement.

Customs

Importing and exporting products is subject to various customs, tax laws and regulations. This includes regulations that specify import duties, value-added tax, excise tax and the like, which may be payable on products we bring into various countries. In addition, these laws and regulations govern taxes, bonding and duty-free shipments. If your job's responsibilities include importing products into the country where you are working, make sure you understand the customs regulations that apply.

Anti-Terrorism

Many of the countries where we operate have adopted various anti-terrorism laws and regulations to protect their citizens. We must comply with all such applicable laws.

Political Activity

Individual Political Activities

The right to participate in the political process and engage in political activities is a personal choice our Company supports and respects. However, when engaging in personal civic and political affairs, we must be clear that our views and actions are our own, and not those of our Company. We may not use our Company resources, such as our work time, to support political parties, political causes or candidates, or to promote our political views.

Company Political Activities

Contributions by corporations to political parties and individual candidates are often strictly regulated. For this reason, we must receive the prior written approval of our Legal Department and Zone Manager before making contributions of any kind for political candidates or campaigns on our Company's behalf, even where permitted by law.

Contact Information

North America

Mail:

OSI Group, LLC
Legal Department
1225 Corporate Boulevard
Aurora, Illinois 60504-6409

Call:

1-630-692-2303 Senior Vice President, General Counsel & Secretary

1- 855-373-5917 Global Hotline

Fax:

1-630-851-0927

Europe

Mail:

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Call:

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+49-821-25285-11352

Asia

Mail:

OSI (China) Holding Co., Ltd.
Room 503 Block D3, Huaxin Science & Technology Park,
No.39 Hongcao Road, Shanghai China 200233

Call:

4008811482 Global Hotline

Fax:

+86 21 33398399

Contact Numbers for Global Hotline

Country	Service Type	Access Code	Restrictions	Phone	Language
US/Canada				1- 855-373-5917	English
Australia	GIS Domestic		DTF5	18 0072 1913	English
Austria	GIS Domestic		DTF5	80 00 706 295	English, German
China	GIS Shared Cost		No restrictions	4008811482	Chinese (Mandarin), English
Germany	GIS Domestic		DTF5	80 07 243 501	German
Hungary	GIS Domestic		DTF5	68 0982501	Hungarian
India	ATTD	000-117	13	+91-8553735917	Hindi
Japan	GIS Domestic		DTF5	0120914986	Japanese, English
Philippines	ATTD	105-11	04, A	(855) 373-5917	Tagalog
		105-12			
		1010-5511-00			
		or 1010-5511-10			
Poland	GIS Domestic		DTF6	80 070 71 74	Polish
Spain	GIS Domestic		DTF5	900-82-25-16	Spanish (Castilian)
Ukraine	GIS International		ITF7	0 800 502 889	Ukrainian, English
United Kingdom	GIS Domestic		DTF9	0800 0284185	English