



The Makerbox Lao Employee Handbook

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Vision

One stop hub for creative individuals, technical experts and early explorers to generate ideas and turn their visions into practical innovative solutions

Mission

- To provide a space where a community of like-minded people can share ideas and be inspired by others.
- To provide a space where anyone of any age and gender can learn and explore principles around science, technology, engineering, arts, and mathematics.
- To allow people to envision making just about anything (or at least a prototype of almost anything).
- To provide the resources necessary to inspire, ideate, and create.
- To provide facilitators and consultants to assist makers when they need inspiration to complete their ideas.
- To provide a learning materials library that can be accessed by the community to assist them in bringing their project or idea to fruition.
- To serve as a place where producers are created.
- To pioneer innovative prototypes and solutions.
- To pioneer new solutions for the improvement of the country's agriculture sector

Preamble:

Together all of us share a responsibility to do our part to build and sustain a culture at The Makerbox Lao that sets us apart and defines who we are as an organization. Our culture is made up of the written and unwritten standards of behavior that describe how work gets done, how we make decisions, and how we collaborate with one another.

Our culture helps define Who We Are, Behaviors We Expect and What We Recognize and Reward. Our culture is continually renewed by the choices and actions each of us makes every day. To provide additional guidance to help us make the best decisions which reflect our values, we have created this Code of Conduct ("Code") and Employee Handbook. This document is intended to guide us when we are faced with ethics or compliance questions, assist employees when they have specific questions about work-related issues, employment benefits, and more.

How to Use This Document

Use this document as a resource. It is intended to help you apply our values and standards and to serve as a first source of information. You can find policy information on specific topics in this document. The Makerbox Lao – through all of us – is committed to making sure our actions are within all laws that apply. Where a local law or internal standards are more stringent than this document, we must follow the local law or standards.



Who is Covered by this Document?

We are all responsible for following the policies and procedures contained within this document. All Makerbox Lao personnel are expected to acknowledge acceptance of the policies contained within this document, confirming we know and understand the standards expected of us. We also expect anyone acting on our behalf to share our values and conduct themselves in a manner consistent with those described herein. This includes our business partners as well as our service providers.

Our Responsibilities

There are times when we may face difficult situations that test our values and our judgment. While such situations may be rare, even day-to-day decisions can have an impact on The Makerbox Lao's reputation.

That is why each of us must be clear about our responsibilities and keep the following in mind:

- Always act in a professional and ethical manner. Be aware that your behavior reflects on our Company.
- Be familiar with the information contained in this policies document. Pay particular attention to the policies that pertain to your job responsibilities.
- If in doubt about your best course of action, reach out to your manager or any of the resources listed in this document.
- Promptly report any suspected illegal or unethical behavior.
- Remember, pressures or demands due to business conditions are never an excuse for violating the law, or The Makerbox Lao policies.

Additional Responsibilities of The Makerbox Lao's Leaders and Managers

Leaders and managers have additional responsibilities to ensure that we meet high standards of ethics and compliance:

- Lead by example and be a role model for ethical behavior.
- Take initiative, particularly in tough situations.
- Be a resource for others. Communicate to employees and business partners how our policies apply to their daily work.
- Create an environment where candor, honesty and integrity are valued and where everyone feels comfortable asking questions and reporting potential violations of our policies.
- Listen and respond to concerns when they are raised.
- Make sure that no one who speaks up suffers retaliation.
- Never ask or pressure anyone to do something that you would be prohibited from doing yourself.
- Be consistent when enforcing our standards and holding people accountable for their behavior at work.



- Report any action or inaction that you witness or otherwise learn about which you believe violates the law or any Company policy.

Employment Related Policies

Equal Opportunity Employment

The Makerbox Lao is an equal opportunity employer. We don't tolerate discrimination against protected characteristics (gender, age, sexual orientation, race, nationality, ethnicity, religion, disability.) We want all employees (including executives and HR) to treat others with respect and professionalism. In practice, this means that we:

- Hire and promote people based on skills, experience or potential and try to reduce bias in every process (e.g. through structured interviews.)
- Make accommodations to help people with disabilities move about safely on our premises and use our products, services and equipment.

Apart from those actions, we commit to penalizing every discriminatory, offensive or inappropriate behavior. To do this properly, we ask you to report any discriminatory action against yourself or your colleagues to the co-founders. Our company will not retaliate against you if you file a complaint. Any employee who retaliates or discriminates will face disciplinary action.

Recruitment and Selection Process

Our hiring steps might vary across roles, but we always aim for a recruitment and selection process that is fair and effective in hiring great people. In our hiring process we utilize the following steps:

1. Identify the need for a new job opening.
2. Decide whether to hire externally or internally.
3. Review job descriptions and write a job ad.
4. Select appropriate sources (external or internal) to post job openings.
5. Decide on hiring stages and possible timeframes.
6. Review resumes.
7. Shortlist applicants.
8. Screen and interview candidates.
9. Check references.
10. Select the most suitable candidate.
11. Make an official offer.

Throughout this process, we aim to keep candidates informed, communicate well with each other and give everyone an equal opportunity to work with us.

Attendance

We expect you to be present during your scheduled working hours if you are responsible for being on-site as a floor manager or other on-site essential employee. If you are identified as an employee who may work remotely, then we will expect you to sign in electronically. If you face an emergency that prevents you from coming to work one day,



contact your manager as soon as possible. We will excuse unreported absences in cases of serious accidents, acute medical emergencies. For longer absences, a written request must be filed and approval must be given by your manager. Absences of more than two consecutive days for medical reasons will require a medical certificate from your personal doctor or from the medical facility where you are/have received treatment.

Compensation and Development

In this section, we outline our guidelines for compensating employees according to their employment status. We also describe our performance management and employee development policies.

Overtime

Occasionally, we may need you to work more than your regular working hours. We will pay for overtime work according to local and national laws.

Payroll

We pay your salary or wage on the 25th day of every month by bank transfers (should the 25th fall on a Saturday or Sunday, pay will be transferred on the last working day before the 25th). If you are an hourly employee, you should be diligent in clocking in and out/using our timesheet software so we can accurately calculate your pay.

Performance Management

We have built our performance management practices to:

- Ensure you understand your job responsibilities and have specific goals to meet.
- Provide you with actionable and timely feedback on your work.
- Invest in development opportunities that help you grow professionally.
- Recognize and reward your work in financial or non-financial ways (e.g. employee awards.)

To meet these objectives, we have:

Established annual performance reviews. During these reviews, your manager will fill out your performance evaluation report and arrange a meeting with you to discuss it. Through these discussions, managers aim to recognize employees who are good at their jobs, identify areas of improvement and talk about career moves. Pay increases or bonuses are not guaranteed. But, we encourage managers to recommend rewards for their team members when they deserve them. There won't be any forced ranking or other comparison between employees, as our goal is to help all employees improve and develop their careers.

Instructed all managers to meet with their team members once per week to provide feedback and talk about their work and motivations. This way, you can receive feedback in a timely manner and avoid surprises during your annual performance review.



How we Expect Managers to Lead Employees

If you manage a team, you are responsible for your team members' performance. To conduct effective regular meetings and performance evaluations, we expect you to:

- **Set clear objectives.** Your team members should know what you expect of them. When you first hire someone to your team, ensure they understand their job duties. Set specific goals for each team member (and team-wide if applicable.) Revisit those goals during annual performance reviews.
- **Provide useful feedback.** During scheduled meetings with your team members, give them both guidance and praise, as appropriate. Be fair and specific to help them understand and implement your feedback.
- **Keep your team members involved.** There should be two-way communication between you and your team. Make your expectations clear, but always take your team members' motivations and aspirations into account. Discuss training and development opportunities that may interest your team members.
- **Keep logs with important incidents about each one of your team members.** These logs help you evaluate your team, but may also prove useful when rewarding, promoting or terminating your team members.

Employee Training and Development

We owe our success to our employees. To show our gratitude, we will invest in our employees professional development. We want employees to feel confident about improving their efficiency and productivity. We also want to help our employees achieve personal growth and success.

Each employee may join workshops of interest to them organized by The Makerbox Lao free of charge. Additionally, employees may join and or use the facilities and equipment at discounted prices. If an employee indicates a specific interest in any particular area of learning, special consideration may be given for them to attend classes or receive education in that area to a maximum annual benefit of no more than US\$500. Subscriptions and books are included in this budget, unless they are necessary to complete everyday duties.

Working Hours

Regular work hours are 40 hours per week between Monday – Friday, with a 2-day weekend (Saturday and Sunday).

Depending on your shift, you may work between 06.00 – 14.00, 14.00 – 22.00 or perhaps from 22.00 – 06.00 when The Makerbox Lao starts to operate on a 24/7 schedule.

Paid Time Off (PTO)

Employees receive 10 days of Paid Time Off (PTO) per year. Your PTO accrual begins the day you join our company and you receive .8 days per month. You can take your PTO at any time after your first 3 months with us. In your first year you cannot use



time off you haven't accrued yet. You will earn one additional day per year after your *first year* with our company, with a cap at 25 days overall.

If you want to use PTO, send a request to your manager. If the request is approved, you are permitted to take your leave. You do not have to specify a reason for requesting PTO.

You can transfer a total of 25% of your PTO to the next year. We encourage you to use your time off throughout the year.

If you leave our company, we may compensate accrued PTO with your final paycheck according to local law. When the law doesn't have provisions, we will compensate accrued leave to employees who were not terminated for cause.

Holidays

Our company observes the following holidays:

- New Year's Day (January 1)
- International Women's Day (1 day)
- Lao New Year (3days)
- Labour Day (1 May) (1 day)
- Buddhist Lent (1 day)
- Annual Boat Races (1day)
- Thad Luang Fair (1 day)
- National Day (2 December) (1 day)
- New Year's Eve day (December 31)

As The Makerbox Lao will operate 7 days per week, any holiday that falls on a weekend day will not be compensated with an additional day.

The Makerbox Lao offers a floating day (1 day per year), which you can take as a holiday any day you choose. If you want to observe a religious holiday that isn't included in our list, we may allow you to take unpaid time off for that day. Or, you may use your PTO.

Sick Leave

We offer one week of paid sick leave. You can take sick leave to recover from short-term illness, injuries, mental issues and other indisposition. If you have the flu or other contagious disease, please use your sick days.

If you become sick, inform your manager and send a sick leave request. You may take a partial day off or work from home, but we advise you to rest and recuperate for a day before returning to work.

Use your PTO or arrange for a flexible work schedule if you want to attend routine health care (e.g. doctor's/dentist's appointments.)



Occasionally, we may ask you to submit a physician's note or other medical certification and/or complete a sick leave form. We will do this if you are absent for more than three days of sick leave.

Long-term Illness

You are eligible for this type of leave if you have worked for us for more than 12 months and you have worked at least 1,250 hours within 12 months before your leave begins. Contact HR for more information when needed. This leave is intended for you to recuperate from a serious illness and provides for up to a total of 120 days of unpaid leave while retaining your job status.

Bereavement Leave

Losing a loved one is traumatizing. If this happens to you while you work with us, we want to support you and give you time to cope and mourn. For this reason, we offer three days of paid bereavement leave. You may take your bereavement leave on non-consecutive days to:

- Arrange a funeral or memorial service.
- Attend a funeral or memorial service.
- Resolve matters of inheritance.
- Fulfill other family obligations.
- Mourn.

If you have to travel long-distance for a funeral or service, you can take two additional unpaid days off. If you require more time, please use your PTO.

Parental Leave

Caring for a newborn is an exciting time for parents. We want to support new mothers and fathers in their first months of parenthood with maternity leave.

Paternity and Maternity Leave

As a new parent, The Makerbox Lao will allow for a total of 12-weeks of unpaid, job-protected leave for the birth or adoption of a child. You are eligible for this type of leave if you have worked for us for more than 12 months and you have worked at least 1,250 hours within 12 months before your leave begins.

In addition to the 12 weeks of unpaid leave, The Makerbox Lao also offers one month of paid maternity leave. If local or national law stipulates longer leave, we will follow the law.

If you are about to be a new mother or father (either through childbirth or adoption), talk to Management to arrange your leave. Please give us at least 2 months notice before your leave begins.



Code of Conduct

As a Makerbox Lao Crew Member (employee) there are not only benefits as described above, but also certain ways in which you are expected to conduct yourself. The opening paragraphs of this document outlined some of the typical aspects of a Makerbox Lao Crew Member, following are some more detailed guidelines. Please remember that no matter where you are, if you are wearing or using any branded materials that can identify you as a crew member, you are an ambassador for Makerbox Lao, and as such your actions will reflect on the Makerbox Lao brand and persona.

Ask the Right Questions

– Make Good Decisions

Making the right decision is not always easy. There will be times when you may be under pressure or unsure of what to do. Always remember that resources are available to help, including those listed in this Code.

When faced with a difficult decision, it may help to ask yourself these questions:

- Is it consistent with our culture, policies, and this Code?
- Have I considered all of the possible options?
- Have I thought through the consequences and the risks involved?

If the answer to any of these questions is “No,” or if you are uncertain, stop and ask for guidance.

Open Communications

Each of us has a responsibility to help protect the reputation and integrity of The Makerbox Lao. If you see or suspect illegal or unethical behavior, including possible violations of this Code, or if you have a question or need help making an ethics or compliance decision, you have several options.

- Talk it through with your manager.
- Discuss the matter with any other senior leader or manager whom you feel comfortable talking to.
- Use the anonymous feedback channel that connects directly to the co-founders.

We are committed to investigating potential violations and will deal with each report fairly and reasonably.

Accountability and Discipline

When a violation of this Code, policies or the law occurs, appropriate disciplinary action will be taken, up to and including termination of employment. Certain actions may also result in legal proceedings, penalties or criminal prosecution.



Build Teamwork through Diversity and Inclusion

We value the unique contribution that each person brings to The Makerbox Lao. Teamwork and respect are central to how we work and we believe the best solutions are those that draw on diverse ideas and perspectives. That is why we value each and every employee as an important contributor to our success and aim to create a supportive, accepting and rewarding working environment where everyone has the opportunity to contribute.

This is equally true for anyone who comes to the Makerbox Lao space to use the facilities and services provided; our space must be a supportive, accepting and rewarding place where everyone who comes to the facility has an opportunity to learn, explore, experiment in an inclusive environment.

The Makerbox Lao is committed to complying with equal employment opportunity laws and other applicable civil rights, human rights and labor laws. We make reasonable accommodations to meet our obligations under laws protecting the rights of people with disabilities.

Always Keep in Mind:

- Treat others and their ideas with respect. When you see a business issue differently, express your differences politely and professionally.
- Remember that our commitment to diversity enables us to attract and retain talented individuals who contribute to our success.
- Never discriminate on the basis of race, color, religion, age, gender, gender identity and expression, sexual orientation, national or ethnic origin, disability, marital status or any other characteristic.
- Help create an environment where others feel comfortable speaking up and contributing.
- If you encounter an issue, don't suffer in silence.

Help Create a Work Environment Free of Harassment

All The Makerbox Lao employees deserve the freedom to do their jobs in a respectful environment, free from behavior that creates hostile or offensive working conditions.

Always Keep in Mind:

- Inappropriate comments and objectively offensive behavior will not be tolerated.
- Harassment is not tolerated in any business interactions regardless of the setting or parties involved.

Look Out for One Another's Safety, Health and Security

Each of us has the responsibility to work in a way that helps ensure the safety, health and security of our co-workers, business partners and guests. Be proactive and do your part to address possible risks.



Always Keep in Mind:

- If you become aware of any threat to safety, report it immediately to the facility manager.
- Intimidation and violence towards anyone at work, including coworkers, business partners and visitors to our facilities are never tolerated. If you become aware of a workplace violence incident or a threat of violence, immediately report your concerns. If someone is in immediate danger, do not hesitate to contact local authorities first.
- Firearms, knives or other dangerous weapons should never be brought onto Company property. Take ownership and step up when leadership is required; there are no passengers.

Employment of Relatives

Everyone in our company should be hired, recognized or promoted because of their skills, character and work ethic. We would not like to see phenomena of nepotism, favoritism or conflicts of interest, so we will place some restrictions on hiring employees' relatives.

To our company, a “relative” is someone who is related by blood or marriage within the third degree to an employee. This includes: parents, grandparents, in-laws, spouses or domestic partners, children, grandchildren, siblings, uncles, aunts, nieces, nephews, step-parents, step-children and adopted children.

As an employee, you can refer your relatives to work with our company. Here are our only restrictions:

- You must not be involved in a supervisory/reporting relationship with a relative.
- You cannot be transferred, promoted or hired inside a reporting relationship with a relative.
- You cannot be part of a hiring committee, when your relative is interviewed for that position.
- You cannot be involved at a purchasing/approval/finance level – this means that you cannot be part of a purchasing department or committee while a relative is part of a finance, marketing or technical department where specifications for goods or services are established or budgets developed.

If you become related to a manager or direct report after you both become employed by our company, we may have to transfer one of you.

Workplace Visitors

Because of the unique nature of The Makerbox Lao, we will have many people coming to our space to use our facilities. If you have personal visitors to the space for the purpose of those visitors coming to use the space, that is fine as long as such visits do not interfere with your work. If you must host those visitors in the office environment, then please ask for permission from your Supervisor first. Also, inform the front-office of your visitor's arrival. Visitors should sign in and show identification. They will receive passes



and will be asked to return them to the front-office once their visit is complete. When you have office visitors, you also have responsibilities. You should:

- Always tend to your visitors.
- Keep your visitors away from areas where there are dangerous machines, chemicals, confidential records or sensitive equipment.
- Prevent your visitors from proselytizing your colleagues, gathering donations or requesting participation in activities while on our premises.

Anyone who delivers orders, mail or packages for employees should remain at our office's reception. If you are expecting a delivery, front office employees will notify you so you may collect it.

Use of Drugs & Alcohol

Abuse of alcohol or drugs can be a serious problem in the workplace. It can pose a threat to our own health and safety as well as the productivity of our organization and the well-being of others. Employees, business partners and our guests must not use or possess alcohol, illegal drugs or other controlled substances in the workspace, except for prescription medication used as prescribed for medical treatment.

Management may approve the serving of alcoholic beverages at Company-sponsored events. In these cases, we must follow all appropriate liquor laws and Company policies and avoid excessive drinking at any work-related events.

Trust and Reliability

Treat Our Customers, Business Partners Fairly

We deal honestly and fairly with each other and with our customers, business partners and competitors. We are committed to fulfilling all contractual obligations, and we take pride in ensuring that our products and services always meet our high standards for quality. Our business partners must share our commitments to honesty, fairness and delivering on our promises to our customers.

Always Keep in Mind:

- Treat others fairly and honestly. Never manipulate or conceal important information, or use confidential information for improper advantage.
- Be responsive to requests from customers and business partners, but never follow a request to do something unlawful or contrary to this Code.
- Help our business partners understand our expectations and all policies that apply to them.
- Respect all intellectual property, patents, trademarks, copyrights, proprietary information and trade secrets of anyone with whom we do business.
- Report any concerns that a business partner may not be meeting our standards or their contractual obligations.
- Never provide others with information that you are not authorized to share.
- Promise only what you can deliver and deliver on what you promise.



Anticipate customer needs, going above and beyond to surpass customer expectations, Provide exceptional quality and range of services to customers, build, grow and maintain profitable and long-lasting relationships.

Doing Business with Government Officials

From time to time, The Makerbox Lao may do work for a government entity or government officials and their immediate family members. In cases where The Makerbox Lao works with governments or government officials, the rules guiding such relationships are more strict than those that apply to other commercial relationships. The rules are designed to avoid actual or perceived improper influence and bribery risk. When working with government contracts or subcontracts, it is critical that we familiarize ourselves with and follow all of the policies, laws and regulations that apply to our work.

For more information, see the The Makerbox Lao policy Avoiding Bribery & Corruption.

Bribery

Corruption and bribery in all of their forms are completely contrary to our business standards. We comply with all applicable international laws, treaties and regulations that forbid bribery both of public officials and within the private sector. There can be severe consequences if we or a business partner acting on our behalf violates anti-bribery laws. Even the perception by others that we may have acted illegally can be damaging. For this reason, always be aware of how our actions might be viewed by others and err on the side of caution.

Always Keep in Mind:

- Do not give or accept bribes or kickbacks, offer facilitation or 'grease' payments, or accept or provide any other kind of improper payment.
- Keep accurate books and records so that payments can be honestly described and documented.
- Be aware of our anti-corruption and bribery standards when selecting third parties that provide services on our behalf. Be vigilant and monitor their behavior. Never 'look the other way.'
- Be aware that not reporting a bribe or other illegal activity may in itself be an offense.

Solicitation and distribution

Solicitation is any form of requesting money, support or participation for products, groups, organizations or causes which are unrelated to our company (e.g. religious proselytism, asking for petition signatures.) Distribution means disseminating literature or material for commercial or political purposes.

We don't allow solicitation and distribution by non-employees in our workplace. As an employee, you may solicit from your colleagues only when you want to:

- Ask colleagues to help organize events for another employee (e.g. adoption/birth of a child, promotion, retiring.)



- Seek support for a cause, charity or fundraising event sponsored, funded, organized or authorized by our company.
- Invite colleagues to employee activities for an authorized non-business purpose (e.g. recreation, volunteering.)
- Ask colleagues to participate in employment-related activities or groups protected by law (e.g. trade unions.)

Compete Fairly

Fair competition ensures that the best possible services at the best possible prices are offered. Competition and antitrust laws are designed to preserve the competitive process and the free market.

Use Our Assets Wisely

Each of us is responsible for protecting The Makerbox Lao property and assets. This includes our facilities, equipment, computers and information systems, confidential information, inventory, supplies, and funds.

Always Keep in Mind:

- Occasional personal use of assets such as our network, Wi-Fi, computers, telephones and supplies is permitted, but:
- The use must not be harmful to the business, the reputation of the Company, or any individual associated with the Company.
- It should not involve accessing, downloading, creating, storing or sending content that others might find offensive.
- Company assets must never be used for any outside business interests or for personal gain.
- Protect your user IDs, passwords, and PINs. Do not share them with anyone, including other employees. Whether in the office or traveling always keep your Company-owned laptop, mobile devices, and digital storage media safe and secure.
- Always comply with computer software copyrights and with the terms and conditions of all software licenses.

To make sure our electronic messages are respectful, professional and secure:

- Re-read before sending, not just to catch errors but also to ensure that the message is simple, clear and direct.
- Think twice about using “Reply to All”. Send the message only to those who truly need it.
- When forwarding email, delete attachments unless they are absolutely necessary.
- Limit using our email system for personal communications and remember that anything we put on the The Makerbox Lao systems may be subject to monitoring.



Exchange Gifts and Entertainment

The Makerbox Lao generally permits giving and receiving business gifts that are reasonable, not excessive in frequency, and are consistent with local laws. It is important, however, to handle gifts and entertainment carefully and in full compliance with The Makerbox Lao policy.

Always Keep in Mind:

- For both giving and receiving gifts, the annual limit to or from any one entity or individual is US \$250 (or local equivalent).
- Before giving a gift or providing entertainment, make sure it is consistent with the customs and policies of the recipient as well as any applicable law.
- Obtain pre-approval before offering a gift or entertainment to a government official. For more information, see our Avoiding Bribery and Corruption policy.

Gifts and entertainment are prohibited if they:

- Are intended to improperly influence a business decision, or to gain another form of business advantage,
- Involve a party engaged in a competitive bidding process with The Makerbox Lao,
- Are in the form of cash or cash equivalents (including gift cards),

or

- Are indecent or otherwise do not comply with our values.

Travel and lodging

Travel may be necessary for some activities or projects in which The Makerbox Lao participates. Each trip, including lodging during such trips must be authorized by the co-founders of The Makerbox Lao and will only be approved in line with specific projects that have a travel budget component. Travel to events, conferences, will not be supported by the Makerbox Lao unless such travel has been expressly budgeted within a project or activity's budget. Lodging and/or transportation will be provided on a lowest-cost (but reasonable) basis. Where travel time is of essence, occasional use of domestic airlines may be permitted, but generally ground transport will be the preferred method. Regardless, any travel and accommodation must have written pre-approvals from a minimum of two co-founders of The Makerbox Lao.

Meals and entertainment

Meals and entertainment will not be reimbursed by The Makerbox Lao unless such items have been budgeted specifically for the project. This includes budgeting for visiting experts, consultants or other invited persons.

Meals and entertainment will NOT be accepted by any Makerbox personnel or co-founder if such meals or entertainment are not attended by the potential business partner or the offering party.



Honesty and Transparency

Maintain Accurate and Complete Records

Business partners, government officials, funding organizations and others rely on us to comply with financial reporting and accounting regulations and ensure accounting and financial information is accurately reported. It is crucial to our reputation that we immediately report any fraudulent activity. Those who do engage in fraudulent activity and those who have knowledge of fraud but fail to report it will be subject to strict disciplinary action. Depending on circumstances, discipline may include termination, civil penalties, and in significant fraud matters may include criminal actions. Consistently ask “Is this work worthy of The Makerbox Lao’s signature?”

Keep Confidential Information Safe and Secure

In the course of our work, many of us have access to confidential or proprietary information about the Makerbox Lao, our employees, our customers, or other third parties. We must keep confidential information secure, limit access only to those who have a ‘need to know,’ and use the information only for permitted purposes. The obligation to preserve confidential information is ongoing, even after employment ends.

Always Keep in Mind:

- Avoid sharing confidential information with anyone—even a co-worker—who does not have a legitimate “need to know.”
- Use care and ensure appropriate authority is obtained when you provide personal data about employees to anyone outside of The Makerbox Lao and limit access to authorized individuals.
- Never discuss confidential information in public areas or at work in the presence of employees not authorized to have access to the information.
- Immediately report the loss of any misplaced information that should be protected.

Key Definitions

Information is material if it is likely that an outsider would benefit from having that information, either ahead of making an investment decision, or if disclosed, it would have an impact on the pricing of a project, or potentially be taken by another party, developed and launched. Information is non-public if it has not been released broadly to the market, for example, through widely disseminated company communications or press releases. Confidential information can be any information that is not publicly available.

For example:

- Written and verbal agreements between The Makerbox Lao and employees, agents, strategic partners or other third parties.
- Non-public financial information about The Makerbox Lao.
- Information about potential acquisitions, Company investments or investment practices.
- Personnel or employee information.



If you are ever in doubt over whether a piece of information is material or non-public, consult your manager or the Company's co-founders.

Records Retention and Legal Holds

Many countries have laws governing the retention and destruction of Company records. We may also have contractual obligations regarding record retention from partners, funding organizations and others. For these reasons, our document retention and destruction actions must always be consistent with the law, contractual obligations, and Company policies.

Always Keep in Mind:

- The Makerbox Lao's books, records, accounts and financial statements must be maintained in reasonable detail, must appropriately reflect our transactions, and must conform to applicable legal requirements and to our internal controls.
- Never make false, misleading, incomplete or dishonest entries about our business performance.
- If you receive requests from governmental agencies for information or documents relating to The Makerbox Lao business, immediately consult with the co-founders of The Makerbox Lao

Avoid Conflicts of Interest

We must avoid conflicts of interest in our personal and business activities. A conflict of interest may occur when our personal interests or activities affect our ability to make objective decisions on behalf of The Makerbox Lao. We must avoid situations that give rise to actual conflicts, and situations that create the appearance of a conflict. Conflicts are not always easily identifiable. If you are presented with a situation that might involve a conflict or the appearance of a conflict, ask these questions:

- To an impartial observer, would it appear to be a conflict?
- Could my judgment be impacted by concerns for my personal activity or interests?
- Is my personal activity or interest something my customer or business partner would reasonably expect to be disclosed?
- Is there a policy or procedure that covers this type of situation?

All employees, officers and directors are required to report any real or perceived conflicts of interest as they arise. When in doubt, discuss the matter with your manager or the Company's co-founders.

Always Keep in Mind:

The following are examples of potential conflicts of interest:

- Conducting The Makerbox Lao business with family or personal friends — such as awarding a contract to a relative.
- Ownership in or serving in a key role for outside companies that do or seek to do business with The Makerbox Lao, or that compete with The Makerbox Lao.



- Taking advantage of personal investment opportunities afforded to you by virtue of your position with The Makerbox Lao.
- Engaging in work outside the Company that otherwise interferes with your work at The Makerbox Lao.

Communications and Social Media

Social media is an important way for us to conduct work-related communications and share information with others. We address two types of social media uses: using personal social media at work and representing our company through social media.

Using personal social media at work

You are permitted to access your personal accounts at work. But, we expect you to act responsibly, according to our policies and ensure that you stay productive. Specifically, we ask you to:

- **Discipline yourself.** Avoid getting sidetracked by your social platforms.
- **Ensure others know that your personal account or statements don't represent our company.** For example, use a disclaimer such as "opinions are my own."
- **Avoid sharing intellectual property (e.g trademarks) or confidential information.** Ask your manager or PR first before you share company news that's not officially announced.
- **Avoid any defamatory, offensive or derogatory content.** You may violate our company's anti-harassment policy if you direct such content towards colleagues, clients or partners.

Representing our company through social media

If you handle our social media accounts or speak on our company's behalf, we expect you to protect our company's image and reputation. Specifically, you should:

- Be respectful, polite and patient.
- Avoid speaking on matters outside your field of expertise when possible.
- Follow our confidentiality and data protection policies and observe laws governing copyrights, trademarks, plagiarism and fair use.
- Coordinate with the Chief Marketing Officer when you're about to share any major-impact content.
- Avoid deleting or ignoring comments for no reason.
- Correct or remove any misleading or false content as quickly as possible.

If you read an online comment about The Makerbox Lao that you believe is wrong or harmful to our reputation, do not respond. Instead, bring it to the attention of the Makerbox Lao co-founders.

Cell phone

We allow use of cell phones at work. But, we also want to ensure that your devices won't distract you from your work or disrupt our workplace. We ask you to follow a few simple rules:

- Use your cell phone in a manner that benefits your work (business calls, productivity apps, calendars.)
- Keep personal calls brief and use an empty meeting room or the "phone booth" so as not to disturb your colleagues.
- Avoid playing games on your phone or texting excessively.
- Don't use your phone for any reason while driving.
- Don't use your phone to record confidential information.
- Don't download or upload inappropriate, illegal or obscene material using our corporate internet connection.

Also, you must not use your phone in areas where cell phone use is explicitly prohibited (e.g. laboratories, workshop areas.)

Corporate email

Email is essential to our work. You should use your company email primarily for work, but we allow some uses of your company email for personal reasons.

- **Work-related use.** You can use your corporate email for work-related purposes without limitations. For example, you can sign up for newsletters and online services that will help you in your job or professional growth.
- **Personal use.** You can use your email for personal reasons as long as you keep it safe, and avoid spamming and disclosing confidential information. For example, you can send emails to friends and family and download ebooks, guides and other safe content for your personal use.

Our general expectations

No matter how you use your corporate email, we expect you to avoid:

- Signing up for illegal, unreliable, disreputable or suspect websites and services.
- Sending unauthorized marketing content or emails.
- Registering for a competitor's services, unless authorized.
- Sending insulting or discriminatory messages and content.
- Spamming other people's emails, including your coworkers.

In general, use strong passwords and be vigilant in catching emails that carry malware or phishing attempts. If you are not sure that an email you received is safe, ask our Cyber Security officer.



Public Statements

The Makerbox Lao Co-founders have exclusive responsibility for The Makerbox Lao public statements. This includes all written and oral comments provided to the media, analysts, government officials, shareholders or audiences at conferences and seminars, or posted on the Internet.

Be Clear and Transparent in Our Public Communications

When we share information with the public, it is important that we do so carefully and that we are consistent.

Always Keep in Mind:

- If you are involved in preparing documents for official disclosures, public communications or filings with government agencies, always be fair and accurate.
- All outside requests for information related to The Makerbox Lao's activities, performance, plans or position on issues must be referred to the Co-founders.

In limited circumstances, select individuals may be authorized to provide public statements on behalf of The Makerbox Lao with pre-approval from the co-founders.

Certain restrictions apply to all The Makerbox Lao public statements, including:

- No comments on rumors concerning a merger, acquisition, management changes or other significant business events.
- No disclosure of proprietary information regarding new products, policies or strategies.
- No discussion or reference to specific competitors.
- No reference to any financial information that has not been publicly disclosed.

The Greater Good

Respect Human Rights and the Rule of Law

We conduct our business in a manner that respects the human rights and dignity of all, and we support international efforts to promote and protect human rights. The Makerbox Lao does not tolerate abuse of human rights in The Makerbox Lao workplace or in the course of The Makerbox Lao business.

Always Keep in Mind:

Each of us can help support efforts to eliminate abuses such as child labor, slavery, human trafficking, and forced labor:

- Report any suspicion or evidence of human rights abuses in our operations or in the operations of our business partners.
- Remember that respect for human dignity begins with our daily interactions with one another and with our customers, and includes promoting diversity, accommodating disabilities, and doing our part to protect the rights and dignity of everyone with whom we do business.



Think globally, act locally.

Protect the Environment

The environment is a top priority for The Makerbox Lao. The Makerbox Lao believes that the well-being of our society depends on a healthy environment and that a proper ethic strives for a sustainable balance between development and preservation. We recognize our responsibility to provide solutions that help reduce our own environmental impact and to make meaningful contributions to environmental causes. We further recognize that global climate change affects everyone – our customers, employees, shareholders, business partners and the people who live and work in the communities we serve.

Move beyond traditional ways of doing things by pushing past the status quo to achieve results.

Participate in Political and Charitable Activities

You are encouraged to voluntarily participate in political and charitable activities including volunteering your time. However, always make it clear that your personal views and actions are not those of the Company. In addition, except in the case of The Makerbox Lao-organized activities, when you are involved in a political or charitable cause, do so on your own time using your own personal resources.

The Makerbox Lao exercises its right and responsibility to make its position known on relevant public issues and legislation. When lobbying and participating in the political process, we always comply with applicable laws regulating participation in political affairs.

Always Keep in Mind:

- Obtain all necessary approvals before using any Company resources to support political activities.
- Ensure that your personal political views and activities are not viewed as those of the Company.
- Do not use Company time, resources or funds to support your political or charitable activities.
- Never give the impression that The Makerbox Lao supports any candidate, campaign or issue in which you are personally involved.
- If you volunteer to help local civic organizations, be sure that your participation does not interfere with your work.
- Soliciting or pressuring customers, business partners, or co-workers to support your favorite charities or causes is not allowed.