



**Angsana Health**  
**Code of Business Conduct**  
**January 2022**

Angsana Health is Malaysian start-up delivering value-based & integrated solutions in primary and preventive care. Our vision is a world with better health outcomes when everyone can access high-quality and affordable health services.

Therefore, we focus our work on products and services that achieve three objectives: improve health outcomes for patients; improve user experience for both patients and their health professionals; and improve access to affordable and high-quality health services.

In our work, we will partner health professionals, professional societies and associations, civil societies and non-government organisations, private companies, the government and patient groups (where appropriate). We believe in creating new value through partnerships that benefit all stakeholders, especially patients.

**In our work, Angsana Health will demonstrate the highest respect for human life and the highest standards of science, ethics and commercial practices. Our Code of Business Conduct represents our commitment to these principles.**

**1. Adhere to All Laws and Regulations**

The health sciences sector is a highly-regulated industry, given its importance to human health and safety. Therefore, Angsana Health is committed to adhering to all laws and regulations in the countries that it operates in. If Angsana Health is uncertain about the laws and regulations, we will seek advice from appropriate experts. We hold ourselves to the highest standards of adherence to all laws and regulations, to demonstrate the highest respect for human life.

**2. Support Open and Transparent Communication**

All partners and customers of Angsana Health should feel comfortable to speak their minds, especially with respect to any ethical concerns. All Angsana Health leaders have a responsibility to set the tone from the top and create and maintain an open and safe environment, where all stakeholders are able to express their opinions and raise their concerns freely.

Angsana Health is committed to investigate all reported instances of unethical behaviours or actions, and to take appropriate corrective and preventive measures. Angsana Health is committed to confidentiality and non-retaliation on stakeholders who raise genuine concerns in good faith.

Any possible instances of unethical behaviours or actions can be reported to the Chief Executive Officer ([sk@angsanahealth.com](mailto:sk@angsanahealth.com)) or the Legal Officer ([alithe@angsanahealth.com](mailto:alithe@angsanahealth.com)).

**3. Compete Fairly and Ethically**

Angsana Health will sell our products and services based on their individual quality and merits, superior service and competitive pricing. Therefore, we will not offer or solicit improper payments, benefits or transfers of value of any kind in connection with the purchase our products and services. Where there is doubt, Angsana Health will err on the side of not proceeding with a commercial opportunity.

We will base our claims on the highest levels of science and evidence, and will not make inappropriate marketing claims. Whenever it arises, the employees and customers of Angsana Health will declare any potential or real conflicts of interest, and manage them appropriately. We will make independent commercial decisions and will not inappropriately coordinate our activities with our competitors.

#### **4. Be Accountable to Corporate Governance**

Angsana Health will be accountable for all aspects of our operations, including accurate financial and corporate records-keeping, appropriate public disclosures, and taxes. Angsana Health will ensure that all company resources (including, but not limited to, capital, assets and information) will be maintained and used appropriately and ethically for the company, our partners and our customers.

#### **5. Be Accountable to the Health of Human Beings**

Angsana Health acknowledges the sanctity of human life and safety, and is committed to the highest ethical standards of science and public health.

**For more information, please contact [support@angsanahealth.com](mailto:support@angsanahealth.com).**