

No. Siri: 0086-0426



CERTIFICATE OF MEMBERSHIP

This certifies that

SINAR GLOBAL HYGIENE (M) SDN BHD
AAFO-1219-01-SVC (ASSOCIATE MEMBER)

*is successfully complies with all the requirement of
code of ethic to become an official and active
member of Malaysian Franchise Association*

Kairul Azman Mohd Yusoh
Secretary General

Datuk Dr. Radzali Hassan
Chairman

1. This certificate is valid until 31st December 2026
2. Only ordinary members shall have the right to introduce the Association's logo for the purpose of advertising and promotional material of their businesses. (Article 4 (6)(a)).

PPM-003-14-30081994/2101

CODE OF ETHIC (Article 19, MFA Constitution)

- (1) Article 3 (3) of the MFA Constitution with regard to ethical practice of professional business conduct among the members necessarily mean that members of the Association shall be subject to the code of ethics as follows :-
- i. Members are not allowed to sell, offer to sell, distribute any proceeds or products, or provide services, or getting involved in sales promotion or distribution under any terms or representations that tends to cause confusion or deception to purchasers or into believing that the offer is a franchise.
 - ii. Members are not allowed to infringe the trade mark, trade name, corporate identity, slogan or any sign or other identification belonging to other franchisor in any way or style that tends to mislead or deceive purchasers and potential purchasers.
 - iii. Every franchisor has overall responsibility to provide a complete proven business format and proven to be a viable business if the franchisee complies with the guidelines in the format of the said business.
 - iv. Each franchisee is responsibility to protect all business formats and its content of any trade secrets owned by the franchisor.
 - v. All information essential to the franchise relationship must be presented accurately and fully in writing to prospective franchisees before any documents can be binding on both parties.
 - vi. Each franchise agreement must state with clarity the responsibilities and obligations of the parties involved and all the other terms stated therein shall be free from doubt or confusion.
 - vii. Each franchise agreement and all important matters to the arrangement and relationships established must be made in writing and copies thereof shall be given to the franchisee after being executed.
 - viii. Every franchisor must select and appoint only franchisees with suitable background, which has the basic skills, education, and personal qualities with sufficient capital to succeed. Any discrimination based on race, color, religion, nationality or sex are prohibited.
 - ix. Every franchisor shall be responsible to supervise the franchisee's business to ensure that the obligations of the contract between both parties are complied with and the public interest is protected.
 - x. Fair and just shall be the utmost nature in all dealings between the Franchisors and Franchisee and in the occasion of any breach of agreement a reasonable time shall be given for the party to remedy the breach.
 - xi. Every franchisor shall strive to resolve any complaint, dissatisfaction, objection and misunderstanding with its franchisee in good faith through communication and negotiation in a fair and reasonable manner.
 - xii. Each franchisee is responsible to pay certain fees or royalties, or fulfill certain purchases from the franchisor as set forth in the franchise agreement and the Franchisor is to assume responsibility to provide management support to the Franchisee.
 - xiii. Each member is responsible to protect the interest of the consumers and the National interest and jointly responsible to maintain the good image of Franchise Industry.
 - xiv. Support Institution has overall responsibility to provide effective facilitation of business practices of franchisors and franchisees, assumes responsibility of providing advice and complete referral, to provide a fair guidance, friendly and honest, uphold responsibility to help franchisors and franchisees as a whole so that all the franchise "Family" will be more viable, independent, competitive and resilient, and assumes responsibility as "friends in business" having mutual understanding and adopt the concept of win-win situation.
 - xv. Each member must be responsible of helping each other and shall not compete in the negative way.
 - xvi. Each member must comply with all applicable laws and regulations of the country.
- (2) Rules relating to any action on appeal for dissatisfaction by any members or parties interested with the ideals of the Association, hereinafter known as the Rules of the Sub-Committee on Membership and Ethics, attached herewith as Appendix.