

Tips & Tricks to Reject and Mitigate Corrupt Demands

Do Reject Corrupt Demands Remain Calm & Polite:

- Your social skills, intelligence, and leadership are important tools in the interactions with government officials.
- Be respectful. For example, it is okay to offer general hospitality, such as refreshments while the government officials sign relevant documentation.
- Don't reply with only a "NO"— explain through positive wording with the aim of coming to a mutual understanding on what can and can't be done.
- Explain your company's anti-corruption policy—including that you record all form of payments and gifts.
- Show your company's anti-corruption policy and the MACN logo.
- If the government official is asking for a bribe, ask to escalate to the person's manager.
- Always ask for an official fine with an official letterhead if you are asked to pay for any noncompliance issue

Do Stand Your Ground to Eliminate Corrupt Demands:

- Use the lessons learned and be consistent in the rejection of corrupt demands.
- If one vessel successfully reduced or eliminated demands, share the experience so with your colleagues can follow. If you are successful once, it is likely that the success can continue.

- Share information data and performance on how the mitigation of corrupt demands is progressing - in the office, and among offices in the same geographical region.
- Prepare new colleagues on what to expect before the first government official interaction in a specific location.;
- Use own or local experience and input to design specific elimination plans e.g. seek support from local associations

Do Not:

- Offer, authorize, promise, solicit, accept or make an unauthorized or improper payment (in cash or otherwise)
- Attempt to induce a government official or private person to do something illegal or help someone else to break the rules and regulations.
- Offer or receive money, gifts, kickbacks, commissions or anything else of value to gain an improper advantage.
- Offer or agree to an unofficial payment to a government official to avoid a legitimate fine, even if the requested payment is much cheaper than the fine. You must always obtain an official receipt for any fine paid and we always have the choice to challenge the authority issuing the fine if we believe the fine is not legitimate or too excessive
- Speed up can be misinterpreted e.g. we can't pay to get a benefit we are not entitled to