**Approved by Supervisory Board decision of «SK-Pharmaceuticals» LLP from October 10th, 2016 (protocol №48)**

**Code of Business Ethics**

**of a limited liability partnership**

**«SK-Pharmaceuticals»**

Astana, 2016

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**CHAPTER 1. GENERAL PROVISIONS AND BASIC CONCEPTS**

1. This Code of Business Ethics of “SK-Pharmaceuticals” LLP (hereinafter referred to as the Code) has been developed in accordance with the legislation of the Republic of Kazakhstan, the Charter and other internal documents of “SK-Pharmaceuticals” LLP (hereinafter referred to as the Partnership), and is a document regulating the ethical side interaction of the Partnership with all interested parties, ethical norms of corporate relations, as well as mechanisms of the influence of ethical norms on the daily activities of the Partnership and its employees.

2. The provisions of the Code apply to Officials and to all employees of the Partnership, regardless of the position held.

3. The Management Board of the Partnership is responsible for creating the conditions for openness and responsibility in which the Employees of the Partnership abstain and actively react from the commission of unlawful actions.

4. The primary duty of each Employee of the Partnership is to follow the ethical standards established in the Partnership and to comply with moral standards.

5. To maintain ethical standards at the proper level Employees take responsibility for their compliance in the Partnership and the establishment of the highest standards for themselves.

6. The purpose of the Code is:

1) the consolidation of fundamental values, principles and rules by which all officials and employees of the Partnership are guided in their activities both in making strategically important decisions and in everyday situations;

2) the development of a unified Corporate culture in the Partnership, based on high ethical standards of conduct to maintain in the team an atmosphere of trust, mutual respect and decency;

3) a uniform understanding and implementation of the Code's norms by all Employees, regardless of their position;

4) assistance in enhancing the effectiveness of the corporate governance mechanisms of the Partnership and its successful interaction with the Interested Parties;

5) increase and preservation of trust to the Partnership on the part of the state and the business community by applying the best practice of business conduct.

7. The Code is applied together with other internal documents of the Partnership and reflects the activities of the Officials and Employees of the Partnership in respect of compliance with the norms and principles of business ethics and business conduct.

8. The list of norms and principles specified in the Code is not exhaustive and can be clarified, amended or supplemented by the Supervisory Board of the Partnership, if necessary.

9. All officials, employees and partners of the Partnership have the right to fair and fair treatment, regardless of race, language, political or religious beliefs, gender, nationality or culture. Discrimination and oppression of any kind are contrary to this Code and constitute unacceptable behavior. If it is established that any Official or Employee oppresses or is addicted to a partner or other Employee, then the Partnership will take disciplinary action.

10. The Association values ​​in its employees and their work:

1) focus on achieving the strategic objectives of the Partnership;

2) professionalism and the desire to improve their professional level;

3) initiative and activity in the performance of official duties;

4) discipline and responsibility;

5) mutual support between employees;

6) rendering assistance to young specialists of the Partnership.

11. The activities of the Partnership are based on the relations of the Partnership and all Interested Parties, which are built on compliance with the requirements of Business Ethics and rules of conduct. Observance of mutual obligations is a necessary condition for constructive work.

12. The following terms and terms are used in the Code:

**The Sole Participant** - the Ministry of Health and Social Development of the Republic of Kazakhstan exercises the right to own and use 100% of the shares in the Partnership and represents the interests of the state as the Sole Participant in matters referred to the competence of the General Meeting of Participants in accordance with the legislation;

**Business ethics** - a set of ethical principles and norms of business conduct, guided by the activities of the Partnership, its Officials and Employees;

**Official** - Member of the Supervisory Board and / or the Management Board of the Partnership;

**The interested person** is a natural or legal person with whom the Partnership has entered into or intends to enter into contractual relations, as well as persons involved in transactions related to the Partnership.

**Legislation** - the aggregate regulatory legal acts of the Republic of Kazakhstan, adopted in accordance with the established procedure;

**Conflict of interest** is a situation in which there is a clash of the personal interests of the employee of the Partnership in relation to the Partnership and in which the personal interest of the Employee of the Partnership affects or may affect the impartial performance of his official duties;

**Corporate culture** - values ​​specific to the Partnership and principles, ethical norms of business relations, norms of behavior;

**A corporate conflict** is a disagreement or dispute that arose between the Sole Participant and the Partnership's bodies, or a dispute or dispute between the Partnership's bodies that lead or may lead to one of the following consequences:

violation of the norms of the current legislation, the Charter or internal documents of the Partnership, the rights of the Sole Participant;

claims to the Partnership, its management body or on the essence of the decisions taken.

**The Ombudsman** is the person who promotes the implementation, observance and clarification in the Partnership for Business Ethics and Corporate Governance, as well as the identification of violations of the legislation and internal documents of the Partnership. The functions of the Ombudsman are assigned to one of the employees of the Partnership.

**Social responsibility** is the fulfillment of voluntarily assumed obligations that are in the mutual interests of the Partnership, the state and society;

**Employee** - an individual who is in labor relations with the Partnership and who directly performs work under an employment contract;

**Settlement of corporate conflicts** is the implementation of a set of procedures aimed at preventing or resolving corporate conflicts.

**CHAPTER 2. VALUES AND PRINCIPLES OF BUSINESS ETHICS**

13. The Partnership accepts and follows the requirements of this Code in its relations with the Sole Participant, state bodies, Officials and Employees of the Partnership, partners, other Interested Parties and the society as a whole, both for making strategically important corporate decisions, and in everyday situations with which officials and employees of the Partnership are facing.

14. The fundamental corporate values ​​on the basis of which the activities of the Partnership are formed are the decency, reliability, and professionalism of its employees, the effectiveness of their work, mutual assistance, respect for each other, stakeholders and society as a whole.

15. Fundamental corporate principles of the Partnership:

1) **Competence and professionalism** - employees, Partnerships should have the appropriate education, work experience, ability to make informed and responsible decisions. The Partnership creates conditions for its employees to increase the level of professional knowledge and skills, realize professional, creative abilities, develop potential and develop career opportunities.

2) **Patriotism** - the high trust placed by the state on the part of the state and its social responsibility create a sense of patriotism and a desire to contribute to the development of the health care system.

3) **Transparency** - The Association strives for maximum transparency, openness and reliability of information about the Partnership, its achievements and the results of its activities. The Partnership seeks to inform the Sole Participant and partners on the state of affairs honestly, in a timely manner, to improve the transparency and accessibility of information on the basis of improving the quality of reporting and accounting in accordance with the legislation of the Republic of Kazakhstan. At the same time, the Partnership monitors the non-disclosure of information and information constituting commercial and official secrets.

4) **Responsibility and conscientiousness** - The Partnership takes responsibility responsibly and conscientiously to the obligations assumed by the requirements of the legislation of the Republic of Kazakhstan, contractual relations, customs of business turnover and moral and moral principles. The Partnership realizes its social responsibility to the state and society.

5) **Honesty and decency** are the basis of the Partnership's business and its business reputation. The partnership does not allow a conflict between personal interests and professional activity. Deception, concealment and false statements are incompatible with the status of an Official, an Employee, a Partnership.

6) **Respect for the person** - the basic principle, which should guide the Officials of the Partnership, regardless of his position, place of work, performance of official and work duties. Mutual observance of the principle of respect for the person is mandatory, equally for officials with respect to Employees and for Workers in relation to Officials.

**CHAPTER 3. ETHICS OF BUSINESS RELATIONSHIPS**

**3.1. Officials and employees of the Partnership**

16. Officials and employees of the Partnership shall:

1) respect the state symbols of the Republic of Kazakhstan and the corporate symbols of the Partnership;

2) observe the generally accepted moral and ethical standards, respect the state language and other languages, traditions and customs of all peoples;

3) make every effort for highly professional work, take care of the property of the Partnership, rationally and effectively use it;

4) their attitude to work and behavior contribute to the creation of a stable and positive environment in the team;

5) be polite and correct;

6) be intolerant of indifference and rudeness;

7) to provide support and assistance to colleagues;

8) be attentive to someone else's opinion;

9) ensure the unity of the word and deed. To fulfill promises;

10) do not hide / recognize your mistakes;

11) behave in such a way as not to allow a situation in which the Conflict of Interest may arise, either in relation to oneself (or related persons), or in the relations of others;

12) not to allow statements of personal subjective opinion about other Employees and not to give personal estimates of the correctness or incorrectness of the actions of other Employees;

13) timely provide each other with reliable information, without violating the rules of confidentiality and taking into account the requirements of the internal documents of the Partnership;

14) not to allow public speeches, statements or interviews on any topic on behalf of the Partnership without the express authority or direct assignment of the officials of the Partnership;

15) show respect and care for the environment;

16) carefully study, understand and faithfully follow the requirements of the Code, if agreed, fill in the appropriate confirmation form (annex to this Code);

17) be responsible for the obligations assumed;

18) in the performance of official duties, be guided by the interests of the Partnership, and not by personal relationships or personal benefits;

19) assist in conducting an investigation into violations of the principles of business ethics and rules of conduct;

20) maintain cleanliness and order at their workplace, and keep all working materials in proper condition.

17. The officials of the Partnership are obliged:

1) to make managerial decisions on the principles of transparency and impartiality, taking into account the fundamental values ​​and principles of the Code;

2) to bear responsibility for the implementation of the tasks assigned to them provided for by the current legislation of the Republic of Kazakhstan and the internal documents of the Partnership;

3) to demonstrate by personal example adherence to the requirements of the Code and encourage their compliance;

4) to devote time to creating a corporate spirit among subordinates, uniting the team into a team united by a common mission, values ​​and principles of the Partnership;

5) to put clear tasks to the Employees and, if necessary, accompanied with the most accurate instructions;

6) to ensure open and constant access to the information necessary for the Employees to carry out their work;

7) to advise and instruct employees;

8) not to allow the status of the Employee of the Partnership to be disregarded under any conditions.

18. Officials and employees of the Partnership for the performance of their functional duties may not accept:

1) remuneration from legal entities and individuals in the form of money, services and in other forms;

2) gifts or services from legal entities and individuals. Dependent on them for work, with the exception of symbolic signs of attention in accordance with generally accepted norms of courtesy and hospitality or in carrying out protocol and other official events.

19. The Board of the Partnership shall create such working conditions in the Partnership that excludes aggression, discrimination, intimidation and intimidation. Any Worker who encounters such a phenomenon has the right to report this to his immediate supervisor or Ombudsman, to resolve such conflicts.

**3.2. Sole Participant**

20. Relationships with the Sole Participant are based on the principles of transparency, accountability and responsibility in accordance with the requirements of the Legislation, the Charter and other internal documents of the Partnership. The Partnership strictly observes the established procedures in relations with the Sole Participant.

21. The procedure for the exchange of information between the Partnership and the Sole Participant is governed by the legislation of the Republic of Kazakhstan, the Charter and the internal documents of the Partnership.

**3.3 Business relations**

22. The interaction of the Partnership with business partners is carried out on the principles of mutual benefit, transparency and full responsibility for the obligations undertaken in accordance with the terms of contracts on the principles of legality, honesty and efficiency.

23. The Partnership respects the terms of contracts with business partners and fulfills its obligations towards them. The Partnership does not allow in its activity to provide business partners with unreasonable privileges and privileges.

**3.4. Relations of the Partnership with the public**

24. The Partnership is aware of its social responsibility to society.

25. The partnership considers itself as an integral part of the social environment in which it works and with which it seeks to establish strong relationships based on the principles of respect, trust, honesty and justice.

26. The Partnership seeks:

1) have a positive impact on the solution of socially significant issues;

2) serve the Partnership, support programs aimed at raising the level of professional knowledge and education, other social programs;

3) create new jobs and improve the professional qualifications of employees when it is economically viable and expedient;

4) to establish constructive relations with organizations (public, non-governmental and others) in order to improve public relations, improve the environment and ensure the safety of life.

27. The Partnership undertakes to refuse cooperation with legal entities and individuals with a dubious reputation.

28. The Partnership supports initiatives to protect the environment and the environment.

29. The Partnership carries out charitable activities in various forms, paying special attention to the maintenance of projects that promote peace, friendship and harmony among peoples.

30. The Partnership promotes the development of the system of education, science, culture, art, education, as well as the spiritual development of the individual.

31. The Partnership monitors compliance with high ethical standards in relation to the public and to the media. The partnership does not allow the dissemination of inaccurate information, concealment and / or distortion of facts in public statements by officials, in their information and advertising materials or other public relations activities.

32. The right to publicly speak, comment on the events of the Partnership or make any statements on behalf of the Partnership in the mass media, including the Internet, is authorized only by authorized officials and employees of the Partnership.

33. When speaking on behalf of the Partnership, Officials and Employees are required to comply with generally accepted norms of professional conduct and business ethics, to disseminate only reliable information, and not to allow the disclosure of confidential information.

34. Officials and Employees of the Partnership should not publicly express their opinion on matters of the Company's business and activities in general if it:

1) does not correspond to the main lines of business of the Partnership;

2) disclose confidential information;

3) contains unethical statements against the officials of the Partnership.

**CHAPTER 4. RULES OF BUSINESS CONDUCT**

35. Officials and Employees of the Partnership shall not use the Partnership, its reputation, commercial and official secrets with the purpose of personal enrichment or enrichment of other persons.

36. The non-admission of the Conflict of Interest is an important condition for ensuring the protection of the interests of the Partnership, its Officials, Employees and the Sole Participant. All officials and employees of the Partnership are responsible for making transparent, timely and adequate decisions free of Conflict of Interest.

37. Business conduct of Officials and Employees of the Partnership in relations with subordinates, partners, competitors excludes the opposition of some to the other and presupposes:

1) impartiality and goodwill;

2) refusal to use unverified information;

3) non-disclosure of information relating to the commercial and official secrets of the Partnership;

4) faithfulness to your word;

5) dedication, while respecting moral values;

6) maintaining their own business reputation, refusing to participate in the dissemination, either directly or through third parties, of knowingly false and unverified information;

7) in the situation of the Conflict of Interests - the achievement of the settlement of disputes through negotiations.

38. The Confidential Information of the Partnership recognizes information attributed to such in accordance with the legislation of the Republic of Kazakhstan, the internal documents of the Partnership. Employees of the Partnership should take care of preventing unauthorized access and disclosure of confidential information to third parties and other Employees who do not have the right to access it, and not to allow loss or destruction of data.

39. Officials and employees of the Partnership are prohibited from disclosing commercial and official secrets, except for cases when the requirement to provide this information is established by the internal documents of the Partnership, while working with confidential information.

40. Officials and employees of the Partnership must strictly adhere to the requirements of the internal documents of the Partnership, when dealing with confidential information.

41. Corruption and other unlawful acts. The Partnership shall make every effort to prevent corruption and other unlawful actions with the aim of obtaining or maintaining unjustified benefits and benefits, both on the part of the Interested Parties and on the part of the Officials and Employees of the Partnership.

An immediate duty to counter corruption is the responsibility of the officials of the Partnership.

Employees of the Partnership are obliged to inform the management of the cases of corruption offenses that they have become known.

42. Officials and Employees of the Partnership shall contribute to the development of the Company's corporate culture by complying with both the understanding of the requirements of this Code and preventing its violation.

Officials and Employees of the Partnership shall form a corporate spirit and support compliance with the requirements of the Code with their own example.

**4.1. Appearance and Ethics of Negotiating**

43. Officials and employees of the Partnership must strictly adhere to the rules of business style in the selection of clothing, shoes, and hairstyles during the performance of official duties.

44. The Partnership establishes requirements for compliance with a certain form, which are regulated by a separate document.

45. The ability of Officials and Employees to negotiate with other Employees and business partners, including the telephone conversation helps create a favorable impression of the Partnership as a whole. Officials and employees of the Partnership must correctly and respectfully talk during negotiations, including telephone calls. Business negotiations should be conducted in a calm, polite tone.

46. ​​Answering an internal or external call, it is necessary to be presented, to be extremely polite and friendly, to give clear and complete information. Also, when talking on the phone, it must be remembered that in the same room there may be other Workers and care should be taken for their work and not to distract their attention with a loud conversation. With participation in the meeting, it is necessary to switch off cellular phones or set to silent mode.

47. One of the important elements in the formation of corporate culture is the holding of festive events in the team.

48. All Officials and Employees of the Partnership may participate in corporate entertainment or sports events. They can also make proposals for carrying out activities aimed at increasing the corporate spirit among the Workers.

49. Traditional corporate holidays include the Partnership's Birthday, New Year, International Women's Day, the Day of the Medical Worker, Constitution Day, Independence Day and other official holidays provided for by the legislation of the Republic of Kazakhstan.

50. Within the Partnership, all Employees gather in the conference hall or in another place on the territory of the Partnership, representatives of the management of the Association speak with congratulations; mark the workers who have distinguished themselves in the work of the Workers with letters of commendation, gifts, etc.

51. In the event of the celebration of the Association, the collective can go out of town, into nature, where musical units, dances, games are prepared by structural divisions. In some cases, at the initiative of the management, members of the Employees' family are invited.

**4.2. Safety, labor protection and environmental protection**

52. The Partnership ensures the safety of working conditions for its Employees, respects the protection and protection of the environment, and ensures compliance of activities with the requirements of the legislation of the Republic of Kazakhstan in this field. Officials and employees of the Partnership must strictly follow the standards and regulations in the field of occupational safety and health.

53. The officials and employees of the Partnership must evaluate their actions in terms of impact on the environment and minimize the impact on it, for example, to save energy, to minimize the use of paper carriers.

54. The Partnership follows the principles of protection of the environment and introduces energy-saving technologies, waste-free production, and the recycling of waste. For this purpose, the Partnership can take these factors into account when making investment decisions or making agreements with suppliers.

**CHAPTER 5. OMBUDSMAN INSTITUTE**

56. The Institute of the Ombudsman in the Partnership is established within the framework of initiatives, measures and actions undertaken by the Sole Participant, the Supervisory Board and the Management Board of the Partnership in order to:

1) ensuring compliance by the bodies and officials of the Partnership of this Code;

2) strengthening measures to prevent and resolve corporate conflicts and conflicts of interest.

57. The main functions of the Ombudsman are to collect information on non-compliance with the provisions of the Code, to advise officials and employees on the provisions of the Code, initiate consideration of disputes in violation of the provisions of the Code and participate in their settlement.

**5.1. Rights and duties of the Ombudsman**

58. The Ombudsman is entitled:

1) initiate procedures to identify violations of the provisions of the Code, both on the basis of complaints received and on their own initiative;

2) apply personally to Employees, Officials on non-compliance with the Code;

3) give the Employees, Officials explanations and interpretation of the provisions of the Code.

59. The Ombudsman is obliged to:

1) participate in the consideration of issues related to non-compliance with the Code;

2) keep records of requests from Employees, Officials, as well as business partners and Interested Parties on non-compliance with the provisions of the Code;

3) within five working days, provide explanations of the provisions of the Code to the employees of the Partnership in case of their treatment;

4) to observe independence and impartiality with the participation of consideration of disputes on issues of non-compliance with the Code;

5) to ensure the anonymity of the Employee, the Official who applied for a violation of the provisions of the Code (if he wishes to remain anonymous);

6) submit to the Supervisory Board of the Partnership a report on compliance with the requirements of the Code, which includes information on appeals on non-compliance with the provisions of the Code.

**5.2. Enforcement of the Code**

60. In case of violation of the approved norms of business ethics, norms of legislation and internal documents of the Partnership, the Ombudsman shall form the materials for further consideration and decision-making to the appropriate bodies of the Partnership, to whose competence the resolution of such appeals on the merits relates.

61. Interested parties can inform their immediate supervisor or Ombudsman, of illegal and unethical actions of Officials and Employees of the Partnership.

62. The Ombudsman, having accepted the appeal for consideration, is obliged:

1) explain the ways and means that the applicant is entitled to use to protect his rights and / or eliminate violations of business ethics and decisions and / or actions (inaction) taken in violation of business ethics;

2) to forward the appeal to the appropriate bodies of the Partnership, to whose competence the resolution of such appeals on the merits relates.

63. The results of the review and decisions taken are communicated by the Ombudsman to the person contacted within five (5) business days from the date of the decision of the Supervisory Board or the Management Board of the Partnership.

64. Officials and the Ombudsman guarantee confidentiality of consideration of information on violation of provisions of the Code, norms of legislation and internal documents. The rights of the person applying must not be infringed upon.

65. It is not the duty of the Ombudsman to carry out an internal investigation.

66. The Ombudsman annually prepares a report on appeals on corporate ethics issues, which is sent in accordance with the established procedure for submission to the Supervisory Board of the Partnership for consideration not later than the first day of the second month following the reporting year.

67. Officials and employees of the Partnership are required to strictly adhere to the requirements of the Code and to report in writing on any violations of the requirements of the Code. Any situation leading to violation of the rights of officials and employees must be considered in accordance with the legislation and internal documents of the Partnership.

68. The officials of the Partnership in order to achieve the strategic goals of the Partnership make business decisions in accordance with the fundamental values ​​and principles of business ethics, and bear full responsibility for the implementation of the tasks assigned to them.

69. The Ombudsman of the Partnership, in accordance with its competence, is obliged to respond to problems related to the violation of the requirements of the Code by consulting the relevant structural units / bodies of the Partnership with the provision of the necessary information. Actions for giving consultations can be made in writing.

70. The Partnership encourages Workers willing to openly discuss the Code and positively refers to any constructive proposals for improving it.

71. On issues related to clarification of the requirements of the code and / or ethical issues that have arisen during the work, as well as on violations of the requirements of the Code, corruption and other unlawful actions. Officials and employees of the Partnership, as well as business partners and interested persons have the right to apply to the Ombudsman.

72. The Employee is required to accurately describe all incidents and causes relating to conflicts of interest, violations of legislation and internal documents. In this context, the reporting Worker should not be considered a destroyer of mutual trust. This is a manifestation of the Employee's loyalty to the Partnership and does not undermine solidarity in the Partnership. The employee is obliged to communicate reliable and accurate information, and should not hide suspicious facts or circumstances, and signs of any illegal actions of this kind.

**CHAPTER 6. CONCLUSION**

73. Compliance with the norms of this Code is mandatory for all officials and employees of the Partnership. Violation of the norms of this Code entails responsibility in accordance with the procedure established by law.

74. The Supervisory Board of the Partnership, for the purposes of updating and improving, reviews and improves the requirements of this Code, analyzes the extent to which they are implemented in practice, and, if necessary, makes amendments and / or additions to it, taking into account suggestions and recommendations.

**Annex to the Code of Business Ethics of «SK-Pharmaceuticals» LLP**

**Confirmation form**

*Use this form to confirm that you have carefully studied, understood and undertake to faithfully follow the principles of business ethics and the rules of conduct established by the Code of Business Ethics of «SK-Pharmaceuticals» LLP (hereinafter referred to as the Partnership).*

*A completed and signed confirmation form from the moment of commencement of performance of labor and / or job duties in the Partnership during the term of performance of employment duties in the Partnership is stored in the personal file of each employee of the Partnership.*

**The Confirmation**

*(Please fill out this form, mark the relevant cells, sign and send to the structural unit supervising personnel work).*

|  |  |
| --- | --- |
| 1. | I confirm that I have studied and understood the Code of Business Ethics of the Partnership |
| 2. | I undertake to faithfully follow the principles of business ethics and the rules of conduct set out in the Code of Business Ethics of the Partnership |
| 3. | I agree, at least once a year during the period of performance of labor and / or job duties in the Partnership, to confirm that I have studied, understood and undertake to follow the principles of business ethics and the rules of conduct established by the Code of Business Ethics of the Partnership |

Full name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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