# General code of conduct

1. **Building effective relationships with clients**

   Our clients are the reason we exist as a business, and our job is to provide them and potential clients with the best service possible.

   - As a rule, we always address clients as 'Mr' or 'Ms' followed by their last name, unless they encourage you to do otherwise.
   - Listen to the client; what do they want and how do they want to achieve it?
   - Make specific commitments and keep them.
   - If you are unable to keep a promise, let the client know as soon as you do, and offer them an appropriate solution.
   - Respect the client's privacy. Manage client information in a manner that is consistent with privacy laws. Take appropriate security measures to prevent unauthorised access to clients' information.
   - Always report client complaints in writing to the supervisor. Address them appropriately, as quickly as possible, and always in consultation with the client and, if necessary, the supervisor. Furthermore, always advise the client of the option to lodge an official complaint with [JEKASHOP's] board of directors.

2. **Decency**

   Every employee, temporary worker, intern, board member and any other person working at or affiliated with [JEKASHOP] is expected to conduct themselves according to commonly held societal standards of decency. This means, among other things:

   - respecting everyone, regardless of their culture, religious beliefs, sexual orientation and views;
   - adapting to the circumstances one finds themselves in;
   - refraining from engaging in disruptive activities that are inconsiderate, disrespectful or threaten the peaceful enjoyment of others;
   - refraining from making disparaging, offensive or hurtful remarks or statements;
   - dressing in professional attire that is appropriate to one's role and work environment.

   Please bear in mind that you represent [JEKASHOP] and that by acting in a professional, friendly and client-centric manner, you promote a positive image of our company. Conversely, unprofessional conduct reflects poorly on our company.

**3. Building effective relationships with external business associates**

Employees may not accept invitations from business associates without first notifying and obtaining written approval from their supervisor.

In the event that you may accept an invitation, please remember that you are doing so as a representative of JEKASHOP and that you must adhere to these standards of conduct.

**4. Business gifts**

You may not directly or indirectly accept or solicit any gift, gratuity, favour, commission, or any other thing of value from anyone who is doing or seeking to do business with the employer without first obtaining prior written approval from your supervisor.

**5. Personal interests**

Conflicts of interest and the appearance of conflicts of interest must be avoided at all times. Any (direct or indirect) personal interests that may conflict with the interests of JEKASHOP or with the interests of clients, suppliers or other business associates should be promptly disclosed to the supervisor and the HR department.

**6. Ancillary activities**

Prior to commencement of and during the term of the employment contract/execution of the work, every employee, temporary worker, intern and any other person employed or to be employed with JEKASHOP or companies affiliated with JEKASHOP is required to notify the employer in writing of all ancillary activities and/or ancillary positions they perform/intend to perform and/or hold/intend to hold (be it paid or unpaid and for their own account and for or in the employment of another party), as well as changes in the ancillary activities and/or ancillary positions they already perform and/or hold.

The employer reserves the right, where applicable and justified on objective grounds, to prohibit or limit the employee from performing certain ancillary activities and/or holding certain ancillary positions, as these could lead, among other things, to reputational damage, conflicts of interest and/or competition with JEKASHOP or its affiliates, clients, suppliers or other business associates.

**7. Tending to personal business on company time**

As a rule, employees are not permitted to tend to personal business on company time, unless such business can be taken care of with a single phone call or a short email. If a personal situation arises which demands more time and attention from the employee, the employee must inform the supervisor of this beforehand.

**8. Interaction with colleagues**

The employer fosters openness and honesty in its interactions with colleagues and the board of directors. Employees are accountable for their performance, including the way in which they achieve it. Making mistakes is not a bad thing, covering - or attempting to cover - them up is.

**9. Anti-harassment policy**

JEKASHOP has zero tolerance for any form of discrimination, (sexual) harassment, physical or verbal abuse, and will not accept any excuses in this regard. Any such conduct will be dealt with in accordance with the anti-harassment policy.

**10. Personal relationships in the workplace**

Personal relationship (of an intimate nature) with a colleague must be promptly reported to the supervisor and the HR department. Personal relationships between colleagues must not adversely impact the quality of the work, nor the workplace environment or the relationships among colleagues as a whole. In the event of a close personal relationship between colleagues in the same department, or between an employee and a colleague with whom there is a different working relationship, or between a supervisor and a direct report, the employer reserves the right to take appropriate measures to ensure a workable situation for all parties involved.

**11. Personal relationships with competitors**

Personal relationship with an employee, board member, proprietor or any other person closely associated with a competitor of JEKASHOP must be reported to the supervisor and the HR department at the commencement of employment or immediately after the relationship has started. If necessary, appropriate measures will be taken to protect the business assets of JEKASHOP.

## 12. Personal relationships with clients or suppliers

Personal relationship with a client, employee, board member, proprietor or any other person closely associated with a client, or with an employee, board member, proprietor or any other person closely associated with a supplier of JEKASHOP must be reported to the supervisor and the HR department at the commencement of employment or immediately after the relationship has started. If necessary, appropriate measures will be taken to ensure good working relations.

## 13. Using company assets

Company assets of JEKASHOP are to be used with due care and diligence. Manuals must be read, and the instructions followed.

Company assets of JEKASHOP may not be used for personal purposes without prior written consent. Such assets include, but are not limited to, computers, tools and other 'larger' assets, paper, stamps, pens and other 'small materials and equipment'.

## 14. Violation of the standards of conduct

Employees that become aware of a violation of the standards of conduct by other colleagues have an obligation to call them out on this and, if necessary, to report them to their supervisor and/or the HR department.

These standards of conduct are not optional. Failure to comply with these standards will be cause for disciplinary action.