United Call Centers
Code of Conduct

UNITED CALL CENTERS Ltd.
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„Help, support, show every day an example so you can expect others to follow and do more."

The development and necessity of the Code of Conduct:

Code of Conduct of the United Call Centers Kft. (Ltd.) (Hereinafter referred to as UCC) was established for promoting the human values and cooperation relationships and to record the basic norms and rules of conduct of the company.

UCC considers it important to maintain and strengthen its internal value system, the practical elements of which need to be recorded in writing, for which the best implementation Forum is the Code of Conduct of the Company, which is a supportive document, a kind of moral compass for the internal (owners, managers, staff) and external (partners, clients) parties.

The most important goal is to make the employees feel good at UCC, which is an essential element for the easier adaptation and acquisition of different behavioural norms, responsibilities, priorities, advocacy bases, which enable rapid integration and facilitate cooperation and communication.

The existence of norms, moral or behavioural rules that exist and appear in employees determine the role of the individual in the community, which is why the preventive role of the Code of Conduct is paramount.

UCC is a Call Center services company that has been working on building a human resource for decades, who can effectively and with maximum professional preparedness communicate with leaders, colleagues and especially with customers.

With the introduction of the Code of Conduct, we want to provide the action and behavioural patterns to the workers which they can incorporate into their partnership and customer relations, thereby facilitating quality work and strengthening employee engagement. Also an important aim is is to further strengthen our commitment to our clients in our dedicated, reliable and ethical partnerships.

Contrary to general practice, where employees are attempting to manifest and work on the basis of the described behaviours based on a pre-written Code of Conduct, the existing norms, written or unwritten rules of UCC have generated the expected and existing behavioural expectations. In its content, it is not necessary to look for novelties, since the aim was to capture the guidance that is already in practice, according to the values and principles that are in use already.

This Code of Conduct contains the basic rules applicable to all employees of the United Call Centers Kft. (Ltd.), including executives and owners.

The Moral Norms of UCC:

Legal regulation, fair treatment

The credibility of the UCC is based on that it complies with all legal and regulatory requirements. In every case, we act responsibly on personal and labour matters, with business integrity in mind. Our relationships with our business partners are characterised by trust, fairness, and responsible business decisions, especially for the various financial transactions, personal questions and other processes.

In the case of employee remuneration, we follow the principles of fairness and justice, that is, it is in line with individual efforts and with the payment quality of the industry.

Each employee is responsible for the property of UCC, uses it for the benefit of the company and for the intellectual property of UCC, which is manifested in quality and ethical professional work.

Respect for human dignity, personality rights and privacy

Respect for each other, respect for human dignity and the full observance of personality rights are particularly important.

In order to ensure that **the principle of equal treatment and equal opportunities are respected**, there is no direct or indirect discrimination between workers based on race, colour, nationality, mother tongue, disability, health state, religion or belief, political orientation, marital status, maternity (pregnancy) or fatherhood, sexual orientation, gender identity, age, social origin, wealth, employment relationship or other legal relationship to work, either parttime or a definite duration, membership of an interest representative, other situation, property or characteristic.

The leaders of UCC respect the personal lives of the staff, and call on the attention of their managers not to check the privacy of their colleagues. Employees are advised not to violate the fair business policy of UCC by their communication and behaviour in private life.

Work environment

Creating the ideal working environment is the responsibility of the employer, which UCC fulfils to the maximum. The company ensures the fulfilment of health and safety work requirements. In all cases, workstations are designed to take into account risks to health and safety and human factors. Taking into account these criteria, we will develop an individualised office environment, select work equipment and choose the ideal working hours. At the time of entry, all workers are provided with training in the field of work and fire protection, the preemployment medical examination and the changes that have arisen are informed in a timely and professional manner in appropriate procedures to comply with the necessary instructions and legal requirements.

The work safety check-ups and fire crawls are systematic, and the controls are continuous, ensuring that working conditions meet the required requirements in all cases, furthermore, we pay attention to the fact that workers are not only aware of them but also adhere to their policies. We have first aid persons, as well as health and safety representatives, who can be contacted for any work, fire or health-related issues that may arise. Our primary goal is to keep in mind the occupational safety aspects and to ensure the ideal working conditions for workers.

Community role

The familiar medium and friendly atmosphere at UCC not only makes sure that the employees feel comfortable at the workplace and pay attention to the quality of work, but are of paramount importance in making employees feel the responsibility for caring for others and supporting them. Community work and service for others is therefore part of our daily lives. We monitor the societal interests of our immediate and wider environment and take action voluntarily to support the various initiatives. Due to the social empowerment, (e.g. donations, charities, CSR projects... etc.) the active social engagement in coworkers is strengthened, we contribute to strengthening relations and we are raising the concept of cooperation and assistance to a higher level.

Environmentalism

We make sure to consciously shape our environment and we strive to convey this awareness to the staff. There is a great role in this initiative to create an alternative community space, where colleagues spend their time together, and to participate in keeping it clean. In addition, we can incorporate several programs into a training or team-building to increase the awareness and

sensitivity of employees to natural influences and to raise awareness of the environment (e.g. garbage collection). Our goal is to take into account the environmental aspects and the underlying actions of the individual decisions and activities of the workers to display conscious ethical behaviour (e.g. selective waste collection, healthy lifestyles... etc.).

The Moral Norms of Employees:

The existence and retention of civilised behaviour is the foundation for the atmosphere of the workplace, so it is therefore important to establish general ethical and moral standards to be enforced in the relation of the people, which are also the expectations of the organisation's internal relationship system. Based on this, we want to describe the rules of ethical behavior for employees as the following:

Generally expected fair behavior

In relation to work, the parties must act in good faith and fairness. In addition, to fully comply with the points of the job, as regulated in the employment contract and the job description, and to fulfil the essential human values and generally expected behavioural obligations. It is not based on the person, but on the universally accepted behaviour in a given situation by any other person.

The core obligations of the workers include the ability to appear in the place and time required by the employer for work, to appear at the place and time required by the employer, i.e. at the beginning of working hours, at the workplace, without the influence of psychotropic drugs, in a caring and orderly manner.

During the working hours, obliged to do the work available to the employer in person, according to the required expertise and diligence, the rules, regulations, instructions and customs of the work. It is essential to know and comply with legislation, internal policies. If a worker has a significant breach of his or her essential obligation arising from the employment relationship with intent or gross negligence, he will incur disciplinary sanctions.

The employer can check the existence of the worker's ability to work, at any time during the work, it is also related to a random check of whether the workers retain the rules governing the various bans (e.g., alcoholic influence).

Obligation to cooperate

Cooperation and teamwork are essential in human relations. This applies whether the relationship between an employer employee, a managerial relationship, a worker's partnership, or a relationship between colleagues. The UCC complies with and adheres to the provisions of this chapter which are governed by the work code.

Obligation to provide information, communication

In the course of communication at work, data subjects are obliged to inform each other of facts, data, circumstances or changes thereto which are related to the employment relationship. Therefore, this obligation applies not only to the employee, but also to the employer.

Effective communication is conditional on the worker being able to hear others actively monitored, and he can also express his or her position. In any case, it must be attentive and cordiative, and be open and helpfully prepared for the other party. In response to the communication style, it is essential to speak in a straight and comprehensible manner, to communicate in a meaningful manner, to communicate the importance of information and to detect open interest. It shall be applied both in writing and orally.

The basic communication style of the UCC is a friendly and polite manners, a respectful and kind voice that creates a confidential atmosphere in every case. It is important to ensure that these policies are always enforced, whether they are a partner or a direct employee.

Prohibition of jeopardizing a legitimate business interest

A staff member should not conduct any behaviour which would hazard the legitimate business interests of his employer.

You may not conduct any behaviour outside of the worker's working time, which, in particular, the nature of the employee's job, on the basis of the employer's position in the organisation, is directly and effectively capable of endanging the reputation, legitimate economic interest or the purpose of the employment relationship of his employer.

Employees must refrain from any manifestation of the reputation of United Call Centers Ltd., its legitimate economic interest or the right to the public on the media and channels in social media, in the presence of social media which may adversely affect the purpose of the employment relationship.

In communicating with employees as individuals in social media, in their interactions with United Call Centers Ltd., needed to comply with its ethical standards and to share or post only the corresponding text and image content. This includes the prohibition of abuse of rights, i.e. it is not possible to limit the possibilities of enforcing interests, to undermine the legitimate interests of others, to suppress the expression of opinions and to prohibit harassment.

Confidentiality Obligation

United Call Centers Ltd. constitutes a clear requirement for all employees to comply with the obligation of confidentiality, whereby the employee undertakes to provide the employer, its activities, disclose all confidential information, trade secrets, and data in connection with his or her contractual relations with its principalists. In addition, It shall not disclose to unauthorised persons any information that he or she becomes aware of in connection with the activities of the employer in the course of his work or task. A worker is aware that it is prohibited to acquire or use any trade secret fraudulently and to disclose or disclose it unreasonably.

A trade secret is any fact, data, information, solution, which is related to the activities of the company and which the employer has a legitimate interest, classified as a business secret, and which necessary measures in order to remain confidential.

If a worker enters into possession of confidential information or trade secrets related to the activities of the employer, he or she retains it without limitation in time, does not grant the employer's authority to any third party, nor use it, directly or indirectly, to benefit yourself or any other person, and thereby disadvantage any company of the employer or the sponsor. It constitutes a crime if the employee acquires, uses, publishes or makes available to an unauthorized person the trade secret for profit or other material disadvantage.

In addition to the legal references, special attention must be paid to the policies and procedures of United Call Centers Ltd., in particular the UCC Handbook of the Employee, the UCC Privacy policy, UCC Electronic Policies, UCC Policy and UCC Dress Code.

The responsibility of the owners, managers and colleagues of the UCC is to enforce and adhere to the Code of Conduct. Employees are obliged to act in accordance with the ethical guidelines in their work.

Miskolc, 2017. September 30th