United Call Centers
Guidelines for Ethical Leadership

UNITED CALL CENTERS Ltd.
3525 Miskolc, Kis-Hunyad utca 9. II. emelet

"Be honest. Treat others as you want them to treat you."

The principles of Ethical Conduct for the Leaders of United Call Centers Kft. (Ltd.):

- UCC Advocacy /In all circumstances, the company's profile is represented/
- Empathy /Understanding others, acceptance, support/
- Principle of equal treatment /Non-discrimination/
- Management Authority /Respect for each other, prohibition of the violation of managerial authority/
- Humane attitude /Human values in mind/
- Explicit communication /Open, clear, friendly communication respecting the interests of the other party/
- Flexibility /Adaptation to the conditions and to the other party/
- Ownership /Awareness of the consequences of actions and behaviour/
- Consistency /According to conscious and prudent principles/
- Determination /Confidence in action and decision ability/
- Positive attitude /Representing a „can do" attitude and cheeriness, creating a friendly atmosphere/
- Motivation /Motivation of each other, encouragement/
- Collaboration /Assisting each other, thinking together in a team, listening to others/
- Willingness to agree with compromise /Concessions, exercise of self-criticism/
- Confidentiality /treatment of personal and business information as a secret/
- Ownership /Responsibility for company property and property of others/
- Driving impression /Proper appearance, cultured behaviour/
- Striving for safety /Health and safety aspects/
- Environmentalism /Paying attention to our environment and motivating others too/
- Leading by example /Representation of specific ethical guidelines, adherence to and enforcement of proper behavioural patterns/

It is important for managers to be credible and to represent responsibly the ethical guidelines set out by UCC in every situation.

Miskolc, 20th October 2017.