

# TELEINGS – CODE OF CONDUCT

At Telerings, we are committed to maintaining the highest standards of ethics, professionalism, and compliance. This Code of Conduct serves as a guide for all employees, contractors, and stakeholders, outlining the expectations for behavior and integrity in the workplace and while representing the company.

We expect all individuals associated with Telerings to act with integrity and uphold honesty in every aspect of their work. This includes transparent dealings with clients, vendors, colleagues, and government authorities. Corruption, bribery, misrepresentation, or unethical behavior of any kind is strictly prohibited. Any activity that may appear to compromise our ethical standards must be reported to the appropriate internal authority without delay.

Confidentiality is essential in the BPO and VoIP industry. All employees must respect the privacy of client and customer data, ensuring that information is used solely for its intended business purpose and is securely stored and transmitted. Under no circumstances should confidential data be shared externally or used for personal gain. Compliance with data protection laws and telecom regulations is mandatory.

Professional behavior is a core value at Telerings. Employees must always maintain a respectful and courteous attitude toward clients, coworkers, and supervisors. Discriminatory, harassing, or offensive conduct will not be tolerated. Reliability, punctuality, and a strong work ethic are expected to ensure the smooth delivery of services.

For those involved in our VoIP and telecom services, it is essential to follow all national and international laws and industry standards. Misuse of VoIP technology such as call spoofing, bypass fraud, or use of unlicensed systems is forbidden. All software and equipment must be authorized, secure, and compliant with legal requirements.

In the workplace, employees should follow all operational policies, including those concerning attendance, appropriate dress, and respectful communication. Conflicts of interest must be avoided, and any personal or financial relationships that could affect objectivity in decision-making must be disclosed to management.

Company resources, including IT systems and telecom infrastructure, must be used responsibly. Unauthorized access, installation of unapproved software, or misuse of communication channels is not allowed. All access credentials should be kept secure, and sharing of logins is prohibited.

Telerings is committed to maintaining a safe, clean, and healthy work environment. All employees must adhere to safety policies and procedures and report any hazards or unsafe practices immediately. The health and well-being of our team are a shared responsibility.

Finally, any suspected violations of this Code of Conduct must be reported through the designated reporting channels. Telerings strictly prohibits retaliation against individuals who report concerns in good faith. All reports will be handled confidentially and investigated thoroughly.

By working with Telerings, you agree to uphold these principles and practices. Acknowledging this Code of Conduct is a requirement of employment and partnership. Breaches may result in disciplinary action, including termination of employment or contract.