
CODE OF CONDUCT 2021

Our Values

➤ **Trust**

We are staying gentle enough and turn our responsibilities into actions and build a collective circle of trust.

➤ **Working Together**

Endeavouring to build together, nourish each other, and arise together openly and honestly.

➤ **Passion**

We are always pushing ourselves and our way of thinking to listen, understand and do our best for our customer.

➤ **Disruption**

Continuously seeking ways to change the support system's rules to create new solutions, work more efficiently, and reduce our costs.

➤ **Responsibility**

We are acting ethically, taking accountability, and caring about how our actions impact our clients.

Scope and Purpose

This code of conduct is applies to all directors, officers, and employees of all Ucartz.It Provides ethical guidelines and expectations for conducting business on behalf of Ucartz.

Employee Responsibility

- Employees must act in a professional, honest and ethical manner while working on behalf of the company.
- Employees must be familiar with the information contained in the code of conduct and give attention to this code of conduct in your job responsibilities.
- Provide and complete training programs to required employees on time with current standards and expectations.
- Report concerns about possible violations of laws, regulations or code of conduct to your manager or head of the department.
- Never destroy records in response to an investigation or audit.

Customer Relations

- We are committed to provide products and services with quality and meet all the standards.
- The customers trust the quality of our products and services.
- Ucartz has a fundamental responsibility towards the customers with the quality of our products and services.
- Our dealing with the customers shall be professional, fair and transparent.
- Must report any complaints related to our products or services immediately.
- Do not create misleading information in the form of advertisements, presentation, marketing and sales.
- Do not create false or illegal claims about the competitors.

Our Public or Community

- We are committed to improving the quality of life of the people in the community.

Human Rights

- We support fundamental rights for all people.

We prohibit any act of human trafficking, slavery and forced or compulsory labour throughout the organization.

- Provides equal opportunity to employees.

Ucartz is committed to fair treatment regarding all aspects of their employment, including compensation and working conditions. Ucartz does not discriminate against a person's characteristics, such as race, colour, religion, gender identity, age, national origin, sexual orientation, marital status, disability status, when making employment decisions.

- Harassment-free workplace.

We treat all employees with respect and provide a work environment free from all forms of harassment, whether physical, verbal or psychological.

- Maintaining safe and healthy work place.

Ucartz gives more importance to the health and safety processes, both internal and external safety of Employees.

- Freedom of association.

We respect the right of employees to exercise their lawful right of free association.

Towards the Government

- We shall act only under the constitution and government system of the country.
- We do not support any political party or candidate.
- We communicate with the government and regulators constructively to promote good governance.