

Individual Code

of Ethics and Conduct

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Ensure professional care in accordance with best practices

- by providing a comprehensive, personalized service tailored to clients' needs;
- by keeping our skills up to date through continuous training;
- by taking full responsibility for the quality of our services;
- by involving clients in decisions that concern them, offering clear and useful explanations..

Ensure the safety and comfort of clients

- by exercising all necessary vigilance to reduce the risk of errors and safeguard the integrity of interactions;
- by responding promptly in case of emergencies or sensitive situations;
- by doing our utmost to reduce stress and facilitate the relationship;
- by ensuring the quality, clarity, and smooth flow of our communications.

Respect the right to confidentiality and privacy

- by protecting clients' personal and professional data in accordance with applicable laws (GDPR, etc.);
- by restricting access to information to authorized persons only;
- by avoiding any inappropriate discussion of cases outside designated spaces;
- by demonstrating respect and discretion in every interaction.

Respect clients' other rights

- by ensuring that clients understand the services offered, along with their conditions and implications;
- by respecting their right to refuse or to choose, after a clear explanation of the consequences;
- by directing clients to the appropriate contacts or partners when necessary;
- by taking into account their specific needs (social, cultural, linguistic)."

Uphold the accessibility and continuity of services

- by structuring our operations to provide responses within reasonable timeframes;
- by ensuring service availability in accordance with our commitments;
- by enabling the smooth transmission of relevant information to safeguard the continuity of client relationships.

Deliver help, information, and assistance

- by ensuring clear identification and transparent explanation of the purpose of our interventions;
- by offering accurate and professional responses to clients' questions;
- by referring clients to the appropriate resources when necessary;
- by duly recording and transmitting their feedback or complaints in accordance with internal procedures.

Uphold courtesy and respect

- by employing polite, clear, and context-appropriate language;
- by showing empathy, active listening, and genuine understanding;
- by consistently adopting a professional and respectful demeanor in all circumstances.

Eliminate all forms of discrimination

- by avoiding any discriminatory behavior or remarks based on:
 - origin, color, language, or culture;
 - gender, sexual orientation, or marital status;
 - political or religious beliefs;
 - social condition or disability.

Act in the interest and respect of the company

- by working in good faith to uphold iKanbi's image and reputation;
- by using responsibly the resources and tools provided;
- by avoiding any statements harmful to the company, colleagues, or partners;
- by embodying the company's values both internally and externally.

Avoid conflicts of interest

- by not deriving any personal benefit from our roles;
- by refusing any reward or gratification that could influence our decisions;
- by declaring any situation of conflict of interest to our hierarchy;
- by reporting any attempt at corruption or external pressure.

Respect opinions and people

- by fostering a spirit of teamwork, loyalty, and responsibility;
- by rejecting any form of harassment or abusive behavior;
- by creating an atmosphere of trust, fairness, and collaboration;
- by always respecting the rules of politeness and courtesy."

iKanbi Group SA
