



INTELLIGENT NETWORK SOLUTIONS LLC SKOPJE

CODE OF ETHICS

Of the company for trade and computer services
INTELLIGENT NETWORK SOLUTIONS LLC Skopje

September 2019

I GENERAL PROVISIONS

The Code of Ethics for employees in the Company for trade and computer services Intelligent Network Solution LLC Skopje is a composition of adopted principles, values and concepts the employees should adhere to while performing their work duties.

The Code sets forth the standards of professional conduct to be respected by all employees who should also contribute towards its implementation.

It is the duty of all employees to ensure that this Code is adequately applied and to report each violation of the professional ethic to the company's manager.

The Ethic responsibility of the employee as defined in Code lists behavior standards in relation to:

- clients,
- other employees, and
- the employer,

II RELATIONSHIP WITH CLIENTS

Respect the fundamental rights, values and human dignity of all people and acknowledge their right to privacy and secrecy of personal information;

Undertake all measures for protection of the client rights;

Respect and not discriminate clients on the basis of their individual differences (sex, gender, age, race, color, nationality, ethnic, social, political, religious, cultural, educational, linguistic background, personal property circumstances, personal and status in the society, mental or physical disability, health condition, family or marital circumstances);

They are not allowed to violate the fundamental human rights of the clients on any grounds.

III RELATIONSHIP WITH OTHER EMPLOYEES

Respect and support teamwork;

Build and sustain relationships with the colleagues based on trust and cooperation;

Accept and value colleagues for their professional achievements;

Provide colleagues with access to necessary information in the interest of the work duties;

Develop forms of organizational learning;

Use all available resources, bearing in mind the best interest of the client;

Continuously improve professional work through the implementation of the acquired knowledge from seminars, education, trainings etc.;

Report all cases of violation of ethical principles to the competent body of the company, with the purpose of removal of the violations;

Warn the colleagues in the case of ethical principles violation and undertake appropriate steps for resolution.

IV RESPONSIBILITY TOWARDS THE EMPLOYEE

Fulfil work duties and obligations;

Contribute towards the achieving of the company's professional goals;

Nurture loyalty towards the company;

Contribute towards the company's development and the sustainability of professionalism in the work, regardless of the job post and work;

Develop partnerships with other companies in the context of protecting the rights and interests of the clients;

Adhere to and act in accordance with the company's internal acts;

V PROFESSIONAL RESPONSIBILITY

Provide services only in the areas within their competences deriving from acquired education, training and professional experience;

Continuously acquire and improve their knowledge;

Promote standards of professional behavior through openness towards new and innovative work methods;

Undertake measures for protection of confidential data acquired from service users or during the work activities;

Be familiar with and adhere to the valid legal regulations, including this Code;

Perform professional duties neutrally, unbiasedly and objectively;

Dismiss presents, compensation or other means that may compromise independent and objective working;

Practice decent and professional physical appearance and behavior while at work;

Build active relationships and value the workplace and the profession as well as promote protection from professional risks;

Undertake urgent measures for intervening on and overcoming identified social problems and risks and thus prevent their complication furtherly.

* * *

The norms of the Code of Ethics of the Company for Trade and computer services INTELIGENT NETWORK SOLUTIONS LLC Skopje are mandatory for all its employees, interns and contractors who oblige to adhere to and perform according to these stipulations and norms considering them as their sacred duty and an integral part of their career.

INTELIGENT NETWORK SOLUTION LLC

MANAGER