

Code of Conduct

Social Responsibility

We will act in a socially responsible manner and aspire to act in a way that minimises the detrimental environmental impacts of our business operations. We encourage the support of charitable, educational and community service activities that benefit the wider community.

Health and Safety

We are committed to providing a safe working environment and take personal responsibility for health and safety while at work for ourselves, our colleagues, our customers and our partners and will comply with all Cybertill's Health & Safety requirements.

Respect

We treat all our colleagues, our clients and our partners with respect, dignity, fairness and courtesy as we work together to achieve the company's goals and objectives.

We are committed to maintaining a supportive, caring and fun work environment that is free from blame, stress, discrimination, harassment and retaliation.

Environment

We are committed to protecting this wonderful working environment by keeping it clean, tidy and welcoming for our colleagues, and ourselves. We leave the kitchen, toilets and office as we expect to find them as this shows respect for our colleagues, our clients and our partners that share this space with us.

Communication

We are committed to being open, honest and constructive in our communication with our colleagues, our clients and our partners; our preference is to communicate in person, then over the phone and finally electronically.

We are committed to helping our colleagues, our clients and our partners by responding to all issues they raise in a timely and professional manner. We are committed to resolving issues first time and will escalate only when we cannot resolve on our own.

Confidentiality & Security

We respect the confidentiality and privacy of data that belongs to all of our clients, our people and our partners. We comply with applicable laws, regulations and professional standards in order to maintain the highest degree of confidentiality and privacy.

Ethics

We are committed to always acting with integrity, to be honest and fair, we will reveal and report all information truthfully, without manipulation or misrepresentation.

Professionalism

We are committed to delivering a multi channel retail solution to our customers in accordance with Cybertill policies and relevant technical and professional standards. We exceed our contractual obligations and report and charge honestly for our services.