



Code of Conduct

-- 2021--

CODE OF CONDUCT

- ▶ The PC Clinic LTD. Code of Conduct serves as a catalyst for us to practice our values. Those values are reflected in our work, our continuous pursuit of excellence and drive to deliver exemplary customer service. At PC Clinic Ltd we measure our service against the highest standards of business conduct.

CODE OF CONDUCT

- ▶ Our customers are foundational to our success and as such, we aim to provide them with the best possible service every second of every day. Our values include but aren't limited to; commitment to customer service, integrity, teamwork, passion and fun. Through value-based ethics, we can establish a component of our brand beyond our product or service which creates lasting impressions on our customers.

COMMITMENT TO CUSTOMERS



Every decision we make has the customer in mind. The satisfaction of our customers is paramount to our success. As such, we do everything we can to ensure customer satisfaction is guaranteed!

INTEGRITY



- ▶ At PC Clinic Ltd we strive to show a consistent and uncompromising adherence to strong moral and ethical principles and values. We stick to our commitments and treat everyone equitably. We also communicate openly and honestly; we say what we mean and mean what we say.



TEAMWORK

Together we are stronger. That's why when you come to

PC Clinic Ltd you can expect a dedicated team of professionals with different skill sets working together

to help you while also achieving the best results.

Anti-Bribery Policy

PC Clinic Ltd is committed to conducting business in accordance with the highest ethical standards and prohibits all forms of bribery and corruption. The Prevention of Corruption Act (Trinidad & Tobago) prohibits bribery of government officials as well as private sector (commercial) bribery, including the offering, promising, authorizing or providing anything of value to any customer, business partner, vendor or other third party in order to induce or reward the improper performance of an activity connected with our business. Any violation of this Policy could result in disciplinary actions including, but not limited to, termination of employment. It is therefore vital that you not only understand and appreciate the importance of this Policy, but also comply with it in your daily work. *(Please refer to LAWS OF TRINIDAD AND TOBAGO, PREVENTION OF CORRUPTION ACT, CHAPTER 11:11, Act 11 of 1987).*

Gifts, Meals and Entertainment

Employees of PC Clinic Ltd are prohibited from accepting anything more than modest gifts, meals and entertainment from suppliers. Ordinary business meals and small tokens of appreciation such as gift baskets at holiday time generally are fine, but suppliers should avoid offering PC Clinic Ltd employees travel, frequent meals or expensive gifts. Gifts of cash or cash equivalents, such as gift cards, are never allowed.

PASSION

At PC Clinic Ltd we are passionate and take pride in everything that we do. This in turn sustains and heightens our commitment to our customers. You can expect us to give 110% each time you come to our store or if we come to you.



FUN

A decorative banner with white and grey triangular flags and confetti on a dark wooden background. The banner is strung across the top of the image, and the confetti is scattered around it. The background is a dark, textured wood surface.

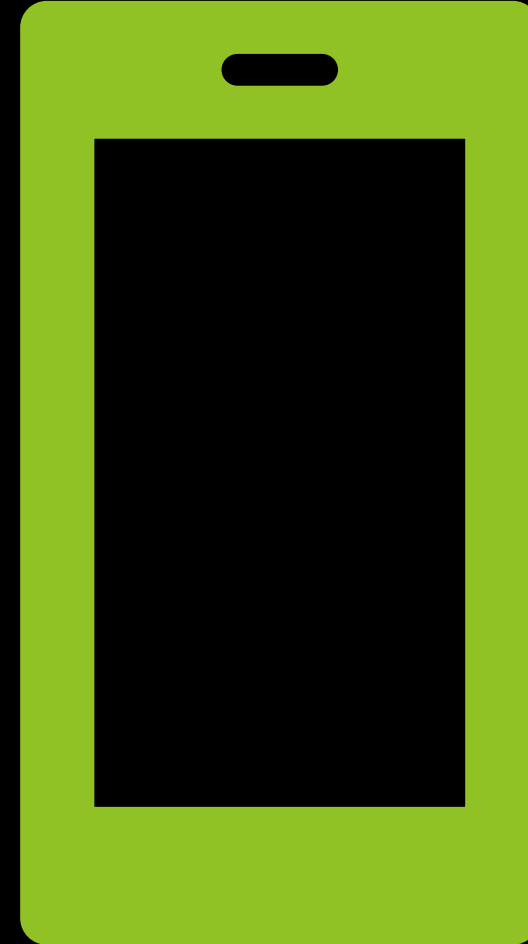
We like to laugh and have fun
sometimes as well; it makes our work
much more enjoyable. We also like to
invest in, and give back to the
community.

TERMS AND CONDITIONS



USE OF TECHNOLOGY

During work hours, employees are only permitted to use technology such as mobile phones, social media or the internet for personal use when on a break. Additionally, when posting PC Clinic Ltd related content on their personal social media, employees are obligated to disclose that they are posting under their own influence and not on behalf of PC Clinic Ltd. If an employee has a concern or comment about PC Clinic Ltd, they are required to raise the issue with the manager or head of operations.



PLAGIARISM

- ▶ At PC Clinic Ltd we value honesty and like to give credit where it is due. As such, it is essential that employees take credit for original work that they did. When using external sources of information, they must cite their sources in order to give credit where it is due. We subscribe to the AP Style Guide for in-text citations. For Example. “Quotation” (Name, Year).



ABSENTEEISM AND TARDINESS

- ▶ Employees are expected to follow the stipulated working schedule hours and arrive/depart the workplace at the stipulated hours. Should an employee need to deviate from these working hours they must first agree with the relevant head of operations. Employees are also reminded to be punctual for meetings.

JOB DUTIES AND AUTHORITY

- ▶ Integrity is essential and employees are required to complete their jobs and tasks with integrity. It is essential that respect be always given to coworkers and customers. Managers are also reminded not to abuse their authority. They must also be considerate in delegating work to team members taking into consideration their workload and competencies. Team members are required to follow the team leaders' instructions and complete relevant tasks in a timely manner.

DISCIPLINARY ACTION

- ▶ PC Clinic Ltd reserves the right to take disciplinary or legal action against any employee who intentionally or repeatedly fails to comply with the company's code of conduct. The form of disciplinary action the company may choose to enforce will depend on the violation. This may include:
 - Demotion.
 - Termination of contact for more serious offenses.
 - Removal of benefits over a specified period.
- ▶ Legal action may be taken in cases of theft, corruption, embezzlement, or other unlawful behavior. Any employees found to be uncooperative during an investigation regarding misconduct may face further disciplinary action.

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PC Clinic Ltd.

— Est. 2004 —

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Trinidad.

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