



PC Clinic Code of Conduct

PC CLINIC LTD. CODE OF CONDUCT

- ▶ The PC Clinic LTD. Code of Conduct serves as a catalyst for us to practice our values. Our 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.

PC CLINIC LTD. 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 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.

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



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 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 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 contract 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.



PC

Clinic Ltd.

— Est. 2004 —