

# Code of Conduct Agreement

## Security-

- 1) Do not log into your work station, FreedomPop software (Admin, oracle, etc) or any documents related to FreedomPop, outside of work.
- 2) Do not log into your work station, FreedomPop software (Admin, oracle, etc) or any documents related to FreedomPop, on non work stations.
- 3) Don't use your personal email address under any circumstances. Always use your FreedomPop work address.
- 4) Do not share your password, or login information with anyone. This includes other FreedomPop employees. Your team lead or HQ lead may, under some circumstances, need your information -- it is okay to share in these cases only. If misconduct is discovered under your account information, you would be held responsible.
- 5) Do not share work documents with anyone other than FreedomPop employees (this includes documents in Google Drive, documents that have been shared with you by other FreedomPop employees; documents sent to you via email or linked to you)
- 6) Do not share or discuss customer credit card information, with anyone other than your team lead and HQ leads. Always protect customer credit card information, it is extremely sensitive, and it is your role to keep it safe. Sharing it with your team lead and HQ leads is fine, as long as they take protecting the customers privacy seriously, as well.
- 7) Do not write down customer credit card information. Do not save customer credit card information. This is fraud / theft and you will be punished to the fullest extent possible.

## Conduct –

Make sure you arrive to work on time each day. If you are late or absent, make sure to alert your team lead, who **must** inform their HQ lead of the circumstance as soon as possible. Daily attendance should always be confirmed.

Make sure you speak to all customers with respect. Foul language and disrespect will subject you to immediate reprimanding. Customers are also expected to speak to you with respect, else you are allow to give them:1 warning, and if they continue, disconnect the call. You are not expected to endure verbal abuse.

Do not speak disrespectfully about the customer, even if your system/microphone is on Mute, as the technology may fail. This will risk the customer hearing what you have said and create a bad relationship with FreedomPop and the customer. It is also simply impolite!