

NETIQUETTE

HOW WE AT NEOPERL COMMUNICATE WITH EACH OTHER

Our internal communication comes alive with your contributions, comments, and conversations – whether it's face-to-face, on NEONET, via Teams, or through our new app. Neoperl thrives on diverse perspectives, and our internal communications channels aim to encourage active engagement, sharing, and learning!

Our Neoperl values – Excellence, Responsibility, and Passion – guide us in how we interact with one another. However, open communication and respect can only be practiced if certain principles are adhered to by everyone involved. Only then can everyone feel comfortable. This netiquette has been put together to outline how we should respectfully interact within our internal communications channels.

When posting, commenting, or interacting with colleagues through chat and the app on NEONET, these etiquette rules are mandatory:

● **BE APPRECIATIVE, RESPECTFUL, AND FRIENDLY.**

A culture of appreciation and politeness enriches our work environment. Please extend this courtesy online as well. Lead by example: don't respond out of negative emotion; instead, take a breath and write thoughtfully. Spreading rumors, falsehoods, and insults is unquestionably not tolerated.

● **AVOID IRONY AND SARCASM.**

While irony can be amusing in person, it's often misunderstood in writing and can lead to confusion. Thus, clear, and unambiguous communication is preferred in written form.

● **ONLINE CONTENT IS PERMANENT.**

Remember that even deleted messages or comments could have been captured and saved by others through screenshots.

● **BE YOURSELF.**

Be authentic! It's important for team members to be genuine about who they are. However, ensure you're speaking only for yourself and remain respectful.

● **EVERY VOICE MATTERS.**

We absolutely love seeing vibrant exchanges on NEONET and welcome a multitude of comments and interactions. If you have ideas or suggestions, or notice something noteworthy, feel free to reach out to the editorial lead (Country-specific Chief Editor's name) anytime.

● **SOLIDARITY IS KEY.**

We do not discriminate based on gender, origin, religion, or sexual orientation.

● **PLACE CRITICISM AND FEEDBACK APPROPRIATELY.**

Consider whether online channels are the right place for your criticism or feedback directed at an individual and opt for a personal conversation in case of disagreements.

● **EMBRACE DIFFERENT VIEWPOINTS.**

There's room for everyone's point of view but aim to express yours in a solution-oriented, constructive, and thoughtful manner. Respect differing opinions.

● **EMBRACE LINGUISTIC AND CULTURAL DIVERSITY.**

Neoperl's diverse language backgrounds can lead to misunderstandings, including cultural nuances in expressions and writing styles. Be open-minded and don't be overly sensitive to language differences. If something is unclear, ask for clarification, and consider direct communication, such as a phone call, to avoid misinterpretations and maintain a respectful work environment.

● **CONFIDENTIALITY MATTERS.**

Be mindful not to share confidential or personal information in messages, comments, or discussions.

Should anyone fail to adhere to the netiquette, here explicitly online on NEONET, the editorial team reserves the right to remove the offending posts and/or comments.