Code of conduct policy

<h2>GUIDE.SUMMARY Internal Information Purpose <ul> The trust of our customers and staff, as well as a reliable and trusted working environment, are indispensable to our success as GSD. To avoid the risk of losing this trust and integrity, we have protections in place to help: <ul> Prevent financial loss. Mitigate risks of losing customers. Create customer satisfaction, loyalty and engagement. Prevent risks of losing teammate engagement. Our goal is to: <ul> Provide guidelines that are easy to understand. Ensure that all of our GSD employees, both in-house and partner companies, are equipped to act with integrity at all times. This is our first line of defense against the above stated risks.   This policy adds GSD specific guidelines to other existing compliance, or similar policies that are providing guidelines, for all eBay employees. </h2><h2>GUIDE.DETAILED_INFORMATION Internal Information Code of conduct policy <ol type="A"> GSD customer contacts: <ul> All customer contact handling must be based on the information published in CSKB or using other approved methods of sharing information. Intentionally breaching the guidelines provided by published policies, processes and procedures, or different guidelines isnt allowed. This includes when the customer gives you permission. For example, asking for/using a customer's one-time password isn't allowed.   Communication with customers outside approved CS Tools isn't allowed. Reviewing information on customer accounts without a proper business or professional reason isn't allowed. You should never log into a customer account using their login credentials.   Soliciting into any behavior by customers outside of our policies and processes isn't allowed. This includes getting paid or other benefits to perform a desired action, e.g. to remove feedback or lift an account

issue. Report all suspicious contacts or solicitation attempts to your team leader/supervisor   GSD Working environment & tools: <ul> Manipulating the working environment and/or tools with the intention to achieve a personal benefit. Examples for that are (but are not limited to): <ul> Survey manipulation. For example, to close a customer contact in a way to prevent a survey from being sent to the customer.   Work time manipulation. For example, to intentionally choose a wrong AUX code to be not reachable for customer contacts without a proper business reason.   Customer contact recording. To prevent customer contacts from being recorded by NICE. Metric manipulation such as transfering unwanted or challenging customer contacts to avoid long AHT or low CSAT score.   Using any tool, but particularly our CS tools, for personal and/or personal business opportunities isn't allowed. Examples for that would be to look up a family or friends account out of personal interest. Everybody is required to report requests like this to a TL or manager.   Any devices handed out by eBay must only be used for professional tasks and not for private ones. All activities using cell phones, internet, social media are only allowed when being on break. When posting or commenting about eBay the guidelines of the compliance training apply.   Compliance: <ul> All guidelines provided by the annual eBay compliance training must be followed at all times. For TMs working for partner companies, the respective policies and standards on data privacy, IT security, etc. must be followed at all times.   </h2>