

# 1. Code of Conduct

## **Introduction:**

At Jazzbo Technology FZCO, we are committed to fostering a respectful, professional, and inclusive environment for all employees, partners, and customers.

## **Policy Details:**

- **Expected Behavior:**
  - Treat all individuals with respect and fairness, regardless of gender, race, nationality, or background.
  - Uphold ethical standards in all business interactions.
  - Maintain confidentiality and protect sensitive information.
- **Prohibited Behavior:**
  - Harassment, discrimination, or any form of abusive behavior.
  - Fraudulent activities, including falsifying information or documents.
  - Misuse of company resources or violation of intellectual property rights.
- **Enforcement:**
  - Violations of the Code of Conduct may result in disciplinary action, including termination of contracts or accounts.

## **Reporting Issues:**

- Report breaches of this policy to [info@jazzbo.ae](mailto:info@jazzbo.ae), where reports will be handled confidentially.

## **2. Corporate Social Responsibility (CSR) Policy**

### **Introduction:**

Jazzbo Technology FZCO is committed to operating responsibly, minimizing environmental impact, and contributing positively to society.

### **Key Areas of Focus:**

- **Environmental Sustainability:**
  - Reduce energy consumption across our data centers and promote green hosting solutions.
  - Commit to carbon-neutral operations by 2030.
- **Community Engagement:**
  - Support local communities through donations, sponsorships, and volunteering.
  - Partner with global organizations to promote education and digital literacy.
- **Ethical Business Practices:**
  - Ensure ethical sourcing and supplier standards.
  - Uphold transparency in financial reporting and corporate governance.

### **Customer and Partner Expectations:**

- Collaborate with partners who share similar values and ethical practices.

### **3. Whistleblower Policy**

#### **Introduction:**

Jazzbo Technology FZCO encourages employees, customers, and partners to report unethical or illegal activities without fear of retaliation.

#### **Policy Details:**

- **What Can Be Reported:**
  - Violations of company policies, laws, or ethical standards.
  - Activities involving fraud, corruption, harassment, or discrimination.
  - Safety concerns or misuse of company resources.
- **How to Report:**
  - Submit reports via [info@jazzbo.ae](mailto:info@jazzbo.ae), accessible 24/7.
  - Reports can be made anonymously, but providing contact information is encouraged for follow-up.
- **Protection Against Retaliation:**
  - Whistleblowers are protected from any adverse actions resulting from their reports.
  - Disciplinary measures will be taken against individuals who retaliate against whistleblowers.
- **Investigation Process:**
  - All reports will be reviewed by a dedicated compliance team.
  - Investigations will be conducted confidentially and resolved promptly.

## **4. Diversity, Equity, and Inclusion (DEI) Policy**

### **Introduction:**

Jazzbo Technology FZCO values diversity and is committed to creating an equitable and inclusive environment for all employees, partners, and customers.

### **Policy Details:**

- **Commitments:**
  - Recruit and promote employees based on merit, without bias or discrimination.
  - Provide equal opportunities for training, advancement, and compensation.
  - Foster a culture where diverse perspectives are valued.
- **Employee Support:**
  - Offer resources and support for underrepresented groups.
  - Regularly review policies and practices to ensure fairness.

### **Customer and Partner Expectations:**

- Collaborate with vendors and partners who uphold similar DEI principles.

## 5. Ethical Marketing and Advertising Policy

### **Introduction:**

Jazzbo Technology FZCO is committed to honest and transparent marketing practices to build trust with our customers.

### **Policy Details:**

- **Truth in Advertising:**
  - Avoid misleading claims about products, features, or benefits.
  - Clearly disclose terms, conditions, and any associated fees.
- **Data Privacy in Marketing:**
  - Comply with privacy regulations (e.g., GDPR, CCPA) when collecting and using customer data.
  - Provide clear opt-out options for marketing communications.
- **Partnership Standards:**
  - Work with ethical affiliates and marketing partners who align with our values.

## **6. Anti-Bribery and Corruption Policy**

### **Introduction:**

Jazzbo Technology FZCO strictly prohibits bribery and corruption in all forms and complies with UAE Federal Law No. 3 of 1987, UK Bribery Act 2010, and the US Foreign Corrupt Practices Act (FCPA).

### **Policy Details:**

- **Prohibited Activities:**
  - Offering, giving, or receiving bribes to influence business decisions.
  - Using third parties to conduct unethical activities on behalf of the company.
- **Gifts and Entertainment:**
  - Acceptable gifts must be reasonable, infrequent, and not intended to influence decisions.
  - All gifts above [specified value] must be disclosed to management.
- **Training and Awareness:**
  - Employees will receive regular training on anti-bribery practices and reporting procedures.

## **7. General Compliance Statement**

### **Introduction:**

As a global SaaS provider, Jazzbo Technology FZCO is committed to adhering to all applicable local and international compliance standards.

### **Key Areas of Focus:**

- **Privacy:** Comply with GDPR, CCPA, and UAE Federal Decree-Law No. 45 of 2021 on Personal Data Protection.
- **Security:** Follow ISO 27001 standards for data security and risk management.
- **Legal:** Stay up-to-date with global trade, tax, and compliance regulations.

### **Monitoring and Updates:**

- Conduct regular audits to ensure compliance with changing laws.
- Engage with legal experts to address compliance gaps and risks.