



CODE OF CONDUCT

SELF EMPLOYED AGENTS

This Code of Conduct (“Code”) establishes the principles and expectations for professional conduct and ethical behaviour for all self employed agents of UTP Merchant Services Ltd. By adhering to this Code, we foster a positive, inclusive, and respectful work relationship that aligns with core values and organisational objectives.

SCOPE AND APPLICABILITY

This Code applies to all self employed agents of UTP Merchant Services Ltd, regardless of their position or location.

PROFESSIONALISM & BEHAVIOUR

Agents are expected to conduct themselves in a professional, ethical, fair and honest manner at all times and with integrity in all business dealings and relationships.

Agents should be aware that we do not tolerate abuse to our employees either verbally or by email, or any form of discrimination, victimisation or harassment towards customers or employees of UTP Merchant Services Ltd.

UTP Merchant Services Ltd have a zero-tolerance approach to bribery and corrupt activities.

INTEGRITY AND ETHICS

Agents must act with integrity and uphold the highest ethical standards in all professional interactions.

This includes acting in the best interests of the company and avoiding conflicts of interest.

DRESS CODE

Agents are expected to dress appropriately in a conventional business-like manner.

TECHNOLOGY AND SOCIAL MEDIA USAGE

Confidential information must not be shared online or through social media platforms, or used for unauthorized purposes.

