



telelink
BUSINESS SERVICES



EQUALITY, DIVERSITY AND INCLUSION POLICY

TELELINK BUSINESS SERVICES GROUP

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1. Purpose of this document

Telelink Business Services Group (for short: TBSG or the Company) is committed to ethical business practices and we expect our employees and the employees of our partners to conduct business with high ethical standards and in compliance with the law.

The main purpose of this Policy is to ensure that TBSG is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

2. Scope and application

This Policy applies equally and with equal weight to all employees of Telelink Business Services Group, including for the employees of each company in which Telelink Business Services Group controls more than fifty percent (50%) of the voting shares, regardless of the country in which the business is conducted.

3. Compliance with the applicable legislation

Telelink Business Services Group complies with all laws, regulations and international standards governing the company's activities across all locations where TBSG has business operations.

4. Terms and definitions

What is Equality?

State of being equal in front of the company regarding race, nationality, ethnicity, citizenship, gender, sexual orientation, origin, religion, education, age, medical condition or disability, political affiliation, beliefs, personal and social status, trade union membership, marital status, property status or any other special features established by any local or international law or regulation, or an international treaty.

In order to provide equality, the company has equal opportunities regarding payments and benefits, terms and conditions of employment, dealing with grievances and discipline, parents leave, selection for employment, promotion, training, or other developmental opportunities.

What is Diversity?

Each individual in an organisation brings a diverse set of perspectives, work and life experiences, and religious and cultural differences.

Diversity allows exploration of differences in a safe, positive, and nurturing environment. It means understanding one another by surpassing simple tolerance to ensure people truly value their differences. This allows us both to embrace and also to celebrate the rich dimensions of diversity contained within each individual and place a positive value on diversity in the community and in the workforce.

What is Inclusion?

Inclusion is a conscious organisational effort and practices in which different groups or individuals having different backgrounds are culturally and socially accepted and welcomed.

5. Roles and Responsibilities

The Company has appointed the members of the **Business Process Management Team** to act as a **compliance function**, and as such to oversee the Policy and the Company's compliance program. The **Core Management team** of the company is leading by example and all management decisions are taken with responsibility and understanding of our employees.

All Telelink Business Services Group employees have the power to act responsibly, to understand and respect the possible differences in the personality and individuality of all other employees, and to act and inform in case somebody is bullied based on diversity.

The employees of the company are responsible and must take active role as per their duties and obligations in adopting, implementing, and maintaining good practices regarding the equality, diversity, and inclusion of other employees within the structure and activities of the company.

Questions about this Policy or about a specific matter should be addressed to the **Business Process Management Team**. All matters concerning this Policy will be consulted with a **Senior Legal Adviser and HR Director** when applicable.

6. General Rules

Telelink Business Services Group prohibits and does not in any way allow direct or indirect discrimination against candidates in the selection of personnel and in terms of working conditions of employees based on any of the listed terms and definitions.

The company prohibits any act of discriminatory behavior by the company's employees towards other persons, such as incitement to discrimination or harassment on this basis.

Telelink Business Services Group is a great example of corporate culture where individuality is well appreciated no matter of employees' race, nationality, ethnicity, citizenship, gender, sexual orientation, religion, education, age, political affiliation, marital status, personal and social status.

We provide equal opportunities to all TBSG employees including onboarding, payments and benefits, terms and conditions of employment, dealing with grievances and discipline, parents leave, selection for employment, promotion, training or other developmental opportunities.

The company has established the necessary processes to ensure ongoing development and improvement of the employees' skills, qualifications, and competencies, such as, but not limited to, internal processes and rules, health and safety, services provisioning, information security, etc.

7. Reporting

Reporting of concerns and suspicions for violation must be made in a good faith or on the basis of reasonable belief attempted.

The employees of TBSG will not suffer retaliation, discrimination or disciplinary action (e.g. by threats, isolation, demotion, preventing advancement, transfer, dismissal, bullying, victimization, or other forms of harassment) for reporting concerns and / or suspicions.

If you become aware of any potential or actual violation of this policy, you can alert the team acting as compliance function. Questions about enforcement and suspected violations can be addressed to Ethics@tbs.tech.

If you have any concerns about your anonymity, you can report the matter through the TBSG Speak Up Channel: <https://telelinkbusinessservicesgroup.report.speeki.com/auth/company-page>