

Phone DESIGN

ETHICS CHARTER

www.phone-design.com



INTRO

At Phone Design, we transform telephone waiting time into a rich and engaging **marketing opportunity**, to create audio experiences that strengthen the brands of customer companies.

Our close-knit team is passionate about sound marketing and committed to providing **unrivalled support**, focused on the customer experience.

We are the **architects of enhanced customer service** that also reflects our partners' brands with loyalty and creativity.

An ethics charter, **WHAT FOR?**



1

For Phone Design

To establish the **fundamental ethical principles** we believe in and hold dear.

For our staff

Bring this **moral clarity** to all our colleagues and unite them around this vision.



2

For all our audiences

Make our suppliers, customers and partners understand the **value of our commitments**, and reassure them that their natural trust is well-founded.



3



**We make every action
a unique opportunity
for connection.**



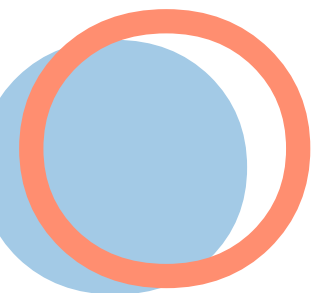
Mélie Delahaye
Operations manager

Our

"WHY"



In partnership with IT and telecom professionals, we create immersive and memorable audio experiences, exceeding expectations to strengthen the bonds between brands and their customers. Our white-label services enable our partners to offer these enriching moments, affirming their presence and building customer loyalty.



Our expertise in sound and marketing makes every call a precious moment, leaving a **positive and lasting impression.**



Excellence and integrity: these values are crucial to building trust and respect with our partners and customers.

Excellence ensures superior quality of service and customer experience, while integrity underlines our commitment to **ethical and responsible** business practices.

Faithfulness

Innovation

Generosity

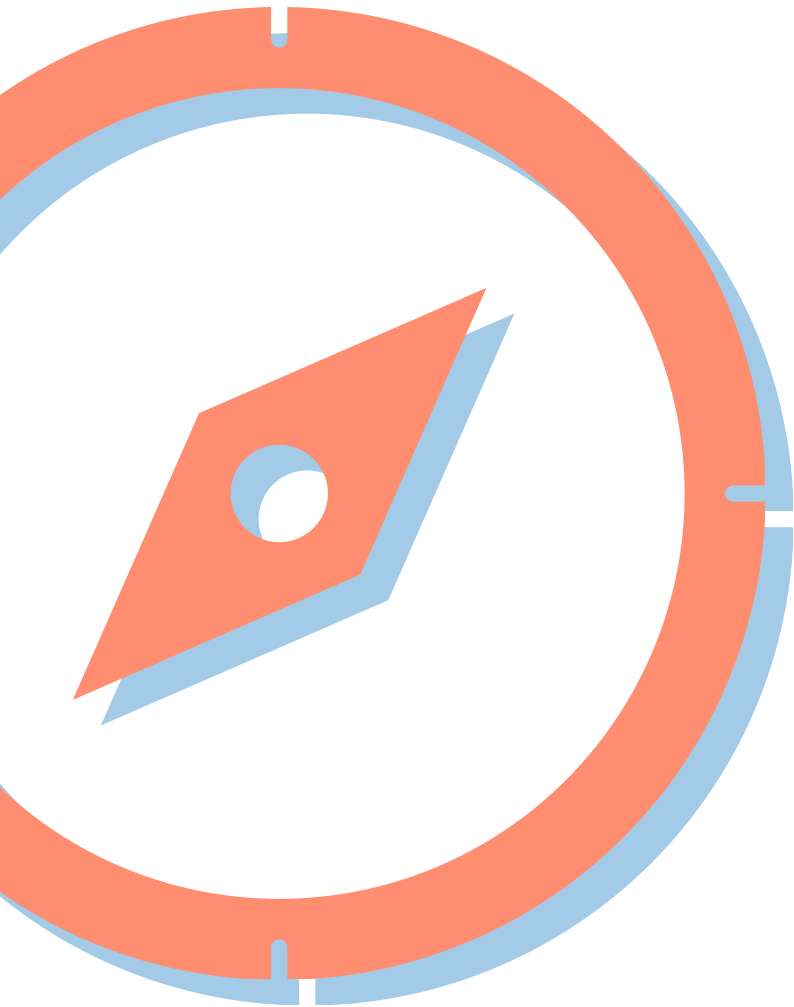
Honesty

Technicality

Our CREDO

At PHONE DESIGN, we firmly believe that the way we do business reflects who we are as a company.

Around the world, we are committed to being **honest and ethical**.



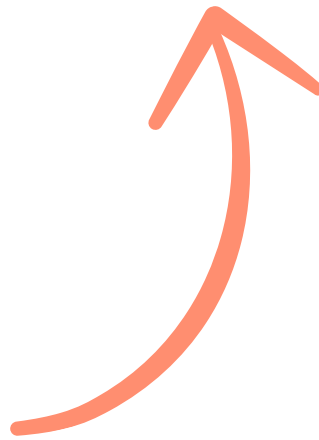
We are constantly working to improve our services, products and management.

Our reputation is built on **simple but powerful values**: fairness, respect, responsibility, integrity, trust and common sense.

Every member of our team is expected to respect these principles, as immoral conduct has no place here.



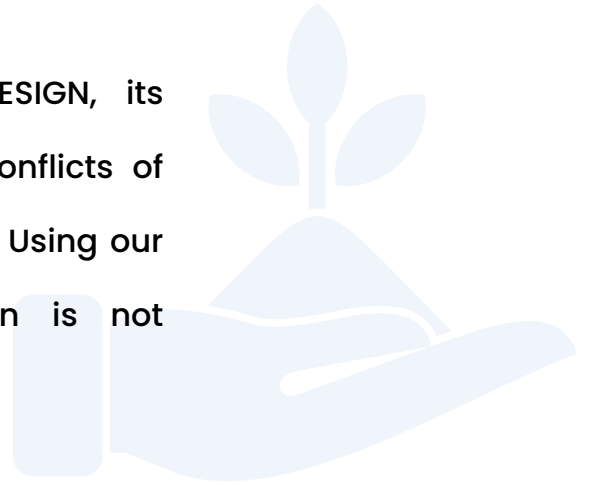
Our integrity drives positive change



Violette Guillard
Business manager

Our VALUES

We always put the interests of PHONE DESIGN, its subsidiaries and customers first. We avoid conflicts of interest and remain vigilant in all our dealings. Using our professional relationships for personal gain is not acceptable to us.



Transparency & INTEGRITY

We say no to all forms of corruption. We neither accept nor give bribes or improper advantages. **Transparency and honesty** are our watchwords in all our dealings, and we strictly comply with all applicable laws and regulations.

Confidentiality & RESPECT

We take the **protection of confidential and sensitive information** very seriously, whether it concerns PHONE DESIGN, its subsidiaries or its partners. This information is handled with care and shared only when absolutely necessary.



Compliance & EQUALITY

We are committed to complying with all **equal opportunity** laws and treat everyone with respect and responsibility. We believe that everyone deserves a fair chance, and we strive to act accordingly in all our business relationships.

Consequences & SANCTIONS

Any breach of this **Code of Ethics** may result in disciplinary action, up to and including dismissal. The severity of sanctions will depend on the nature of the violation and the cooperation of the offender.



The last WORD

Our moral values are what makes
PHONE DESIGN a great place to work
and a great place to collaborate with.

