

Overview

Customer Code of Conduct (“Code”) This document outlines the standard of behavior expected from customers, suppliers, and partners of Medcrypt (“Customers”). It serves as a guide to ensure ethical and responsible conduct in all business interactions. This Code should be understood as a framework of minimum requirements which are applicable in the vast majority of situations. Medcrypt emphasizes adherence to legal requirements, cultural sensitivity, and a commitment to ethical practices.

Scope

This “Code” applies to all individuals and entities engaged in business with Medcrypt, including customers, suppliers, and partners. It’s purpose is to prevent misconduct and promote:

- Honest and ethical conduct: Upholding integrity in all business dealings.
- Avoidance of conflicts of interest: Ensuring impartiality and fairness.
- Ensuring fair and respectful treatment: Promoting equality and dignity for all.
- Compliance with applicable laws, rules and regulations:
 - Adherence to applicable regulations in diverse environments.

Remember, we must be guided by what is right, not just by what is allowed.

Guidelines

Medcrypt expects its customers, suppliers and partners to adhere to the following guidelines of conduct as a way of guaranteeing their ethical and socially responsible behavior:

Compliance with current laws and regulations: Fulfillment of legal obligation and regulatory standards.

Respect for Human Rights

- **Non-Discrimination:** Prohibition of discrimination based on any protected class including but not limited to; age, ethnicity, sexual orientation, gender, marital status, national origin, race, religion, political affiliation, or etc in hiring and other employment practices.
- **Harassment-Free Workplace:** Commitment to creating a workplace free of harassment and discrimination.

Ethical Behavior

Medcrypt expects the highest standards of ethical conduct in all of our endeavors. Customers shall always be ethical in every aspect of its business, including relationships, practices, sourcing, and operations.

- **Protection of Intellectual Property.** Customers shall respect intellectual property rights and safeguard customer information. Customers shall manage technology and know-how in a manner that protects intellectual property rights.
- **Respect and Courtesy.** Customers are expected to treat all team members with respect and courtesy at all times. This includes refraining from using abusive, offensive, or discriminatory language and behavior.
- **Professional Communication.** Customers are encouraged to communicate any concerns, feedback, or complaints in a constructive and professional manner. Disagreements or dissatisfaction should be expressed calmly and respectfully.
- **Non-Discrimination.** Discrimination based on race, ethnicity, gender, age, religion, sexual orientation, disability, or any other characteristic will not be tolerated. All customers must treat our team members fairly and without prejudice.
- **Compliance with Policies.** Customers are required to comply with policies, guidelines, and procedures during their interactions with team members. This includes adherence to terms of service, refund policies, and any other contractual obligations.
- **Physical and Verbal Conduct.** Any form of physical or verbal harassment, threats, intimidation, or coercion towards our team members is strictly prohibited. This includes expectations for Medcrypt to use relationships with regulators to influence the regulatory process outside the bounds of said process.
- **Resolving Disputes.** In the event of a disagreement or dispute, customers are encouraged to engage in constructive dialogue and seek resolution

through appropriate channels provided by the company. Aggressive behavior or threats will not be tolerated.

Commitments of Customers, Suppliers and Partners

Medcrypt customers, suppliers, and partners agree to undertake:

- Adherence to this Code of Conduct for as long as they remain a customer, supplier or partner of Medcrypt, and
- correct any actions which may violate this Code of Conduct. Please note this agreement does not replace or supersede any contractual agreements between the customer and Medcrypt.

Consequences of Violating the Policy

In the spirit of the “Code” represented here, we encourage customers, suppliers, and partners to report any conduct known or believed to be in violation of Medcrypt’s Code of Conduct, or applicable laws, by completing the compliance complaint form ([click here](#)). This allows anyone to ask questions about or report a compliance or ethics concern.

By aligning behavior with these standards, Medcrypt and its business associates aim to foster a culture of integrity, respect, and accountability in their interactions.