



GMO GLOBALSIGN CUSTOMER CODE OF CONDUCT

Version 1.1 - Effective Date: May 06, 2024

Issuing Department: GMO GlobalSign Limited, Client Services (“our department”, “we” or “us”)

Who we are

We are the Client Services Department of GMO GlobalSign Limited (“GlobalSign”), an identity services company providing cloud-based, highly scalable PKI solutions for enterprises needing to conduct safe commerce, communications, content delivery and community interactions.

Our Mission Statement

We are passionate about providing an efficient, friendly, and professional service to our customers. Our mission is to ‘always seek improvements in everything we do’ and part of achieving this objective is by listening to, and acting on, the feedback from our customers.

Our Values

We are proud to be a diverse and multi-cultural team and all our staff are trained to the same high standards, with commitment to our mission and customer base being our number one priority.

We strive to provide the highest standards of customer service and uphold the highest standards of safety and wellbeing for our customers and staff.

Purpose

The purpose of this Customer Code of Conduct (the “Code”) is to outline the professional standards of behaviour that you can expect from us and the acceptable and appropriate behaviour that we expect from our customers in return.

You can expect the following standards of behaviour from our department:

- ✔ We ensure that issues and complaints are dealt with courteously in line with relevant GlobalSign departmental policies and procedures, and applicable laws.
- ✔ We rigorously apply best practices to managing our customers' trusted identities. As such, we are occasionally required to communicate trusted identity requirements to our customers. We are committed to spending time to provide explanations for these requirements to our customers when needed.
- ✔ We treat our customers fairly and well, demonstrate respect and embrace diversity.
- ✔ We take ownership of issues raised by our customers and follow up until they are resolved and notify customers when a solution has been obtained. We listen and give appropriate thought to resolving customer issues and to explaining our processes and decisions to customers.

We expect the following behaviour from our customers:

- ✔ You will treat our staff fairly and well, demonstrate respect and embrace diversity in your interactions with us.
- ✔ We do not tolerate behaviour which has the potential to cause harm, injury or negatively impact the health and safety of our staff or other customers, for example harassment, discrimination, bullying, victimisation, abuse, or any other forms of aggressive or threatening behaviour.
- ✔ You will not place unreasonable demands on the time and resources of our staff, such as making repeat enquiries or seeking a remedy or outcome that cannot be achieved. We will always consider each complaint on its own merits, however, the behaviour of someone who persistently contacts us about the same issue, when that issue has been dealt with in line with our usual processes, can, in some circumstances, amount to unreasonable demand. This can affect our ability to provide a service to others.

Where this Code is not being followed by customers

While we will make every effort to engage and facilitate all customers, there may be occasions where behaviours cannot be tolerated. Whilst incidents are few, if our Code is breached by customers, we will take the following actions to maintain a safe and professional environment:

- ✔ We will inform the customer that the Code has been broken and explain how we believe the customer has breached the Code. Where possible, we will aim to resolve the situation.
- ✔ We will take appropriate and proportionate steps where our Code has been breached. This may include implementing exclusion protocols, such as suspending or restricting access to customer service staff. This will be guided by the facts of the issue together with our departmental policies and health and safety risk assessments.

If a customer feels that this Code is not being followed by our department:

- ✔ Customers should raise this with a department staff member, who will aim to resolve complaints as quickly as possible.
- ✔ At the customer's request, the complaint will be referred to our departmental manager.

