



# Tamas Telecom Policies 2024

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## Code of Conduct and Ethics

### **1. Integrity and Honesty**

- All employees and associates of Tamas Telecom must conduct themselves with integrity, honesty, and professionalism in all business dealings. Ethical behavior is non-negotiable.

### **2. Confidentiality**

- Protecting company and client information is paramount. Employees must not disclose confidential or sensitive information unless explicitly authorized.

### **3. Compliance with Laws and Regulations**

- Employees are expected to comply with all relevant laws, regulations, and policies governing their work, both locally and internationally.

### **4. Respect in the Workplace**

- Every employee has the right to a respectful work environment. Harassment, discrimination, or bullying of any kind will not be tolerated.

### **5. Workplace Safety**

- Ensuring safety in the workplace is a shared responsibility. Employees must follow safety protocols and report hazards or unsafe practices immediately.

### **6. Conflict of Interest**

- Employees must avoid situations where personal interests conflict with the company's interests. Any potential conflict must be reported.

### **7. Use of Company Resources**

- Company assets and resources, including time, equipment, and intellectual property, should be used responsibly and solely for work-related purposes.

### **8. Professionalism**

- Employees are expected to maintain a high level of professionalism in all interactions, including with clients, vendors, and colleagues.

### **9. Accountability**

- Employees are accountable for their actions and decisions. Mistakes should be reported promptly, and corrective actions should be taken immediately.

### **10. Attendance and Punctuality**

Attending weekly meetings is compulsory for all employees. Regular attendance ensures that everyone stays informed and aligned with the company's goals. Repeated absence or tardiness without valid reasons will lead to disciplinary action.

## Disciplinary Policy

### **1. Warning**

A formal warning will be issued when an employee violates company policies or fails to meet expected standards of behavior or performance. This written warning serves as an official notice that the employee's actions or behavior need immediate improvement. It will clearly outline the nature of the misconduct, reference the relevant company policies that were violated, and provide specific instructions on how to correct the behavior. Employees are expected to take this warning seriously, as any future infractions could lead to more severe consequences. A copy of the warning will be added to the employee's file, and their performance will be closely monitored following the issuance of the warning.

### **2. Suspension from Meetings and Events (1 Month)**

If the misconduct continues or escalates, the employee will face suspension from all company meetings and events for a period of one month. This action is taken to underscore the seriousness of the employee's behavior and to allow them time to reflect on the importance of their engagement in the company. During this period, the employee will be excluded from critical team discussions, brainstorming sessions, and client meetings, which could impact their overall contributions and professional growth within the company. However, they will still be expected to fulfill their regular work duties. The purpose of this suspension is to give the employee a chance to correct their behavior and to understand the importance of active participation in the company's growth and success. The suspension will be closely reviewed at the end of the one-month period to determine if further actions are necessary.

### **3. Termination**

In cases where the employee continues to disregard company policies or if the initial infraction is deemed to be particularly severe, such as in instances of gross misconduct, breach of confidentiality, fraud, harassment, or other serious violations, the employee will face termination. Termination is the final and most severe disciplinary action taken by Tamas Telecom, and it reflects the company's commitment to maintaining high ethical and professional standards. Prior to termination, the employee will be given the opportunity to respond to the allegations during a formal review process. Once terminated, the employee will no longer have access to company resources, and their role within the organization will be ended immediately. The decision to terminate is only made after careful consideration, ensuring that it is both necessary and justified based on the severity of the situation.

## Anti-Bribery and Corruption Policy

**Purpose:** To promote a culture of integrity and ensure all business dealings are conducted ethically and legally.

**Policy Statement:**

- Offering, giving, soliciting, or accepting bribes or any form of improper payment is strictly prohibited.
- Gifts and hospitality must be modest and appropriate, aimed at fostering business relationships rather than influencing decisions.
- Employees are encouraged to report any suspected bribery or corruption without fear of retaliation.
- Compliance: Violations will result in severe disciplinary measures and potential legal action, reinforcing our zero-tolerance stance on bribery and corruption.

## Data Protection and Privacy Policy

**Purpose:** To safeguard the privacy rights of clients and employees by ensuring the highest standards of data protection.

### **Policy Statement:**

- All personal data collected must be handled lawfully, transparently, and for specified, legitimate purposes.
- Employees are required to follow strict protocols for data encryption, storage, and transmission to protect against unauthorized access.
- Regular audits will be conducted to ensure compliance with data protection regulations, with corrective actions taken if necessary.
- Any data breach must be reported immediately, with a comprehensive response plan enacted to mitigate impact and notify affected parties.
- Compliance: Non-compliance may result in serious disciplinary action and could lead to legal implications for the individual and the company.

## Information Security Policy

**Purpose:** To protect company and client information from cyber threats, ensuring the confidentiality, integrity, and availability of data.

### **Policy Statement:**

- All employees must use secure, company-approved devices and follow best practices for password management, including using multi-factor authentication.
- The use of unauthorized software or hardware is prohibited to minimize security risks.
- Regular cybersecurity training is mandatory, ensuring employees are equipped to recognize and respond to potential threats.
- Incident response protocols are in place to handle security breaches swiftly and effectively, minimizing potential damage.
- Compliance: Violations can lead to access restrictions, disciplinary action, and could result in termination, emphasizing the critical importance of information security.

## Equal Employment Opportunity and Diversity Policy

**Purpose:** To foster a diverse, inclusive, and equitable work environment where every individual has the opportunity to succeed.

### **Policy Statement:**

- Tamas Telecom is committed to providing equal employment opportunities without discrimination based on race, gender, age, religion, disability, or any other protected characteristic.
- We actively promote a culture of inclusivity, where diversity is celebrated, and all employees are encouraged to contribute their unique perspectives.
- A fair and transparent process will be followed in all recruitment, promotion, and training opportunities, based on merit and qualifications.
- Employees are encouraged to report any instances of discrimination, harassment, or inequality, with the assurance of a prompt and confidential investigation.
- Compliance: Breach of this policy will result in immediate investigation and disciplinary action, reflecting our dedication to maintaining a respectful and inclusive workplace.

## Employee Conduct, Performance and Development Policy

**Purpose:** To set high standards for employee behavior, performance, and professional growth, aligning individual contributions with company success.

### **Policy Statement:**

- Employees are expected to demonstrate professionalism, accountability, and a commitment to excellence in their work.
- Constructive feedback and regular performance evaluations will be provided to support continuous improvement and career development.
- Tamas Telecom encourages lifelong learning, offering opportunities for training and certification to enhance skills and knowledge.
- Misconduct, including but not limited to theft, insubordination, or policy violations, will result in a structured disciplinary process, ensuring fairness and due process.
- Compliance: Consistent enforcement ensures a high-performing, motivated workforce that aligns with Tamas Telecom's values and goals.



## Health, Safety and Well-being Policy

**Purpose:** To create a safe and healthy work environment, promoting the physical and mental well-being of all employees.

### **Policy Statement:**

- The company is dedicated to complying with health and safety regulations, providing a workplace free from hazards and risks.
- Employees must adhere to safety guidelines and report any unsafe conditions or incidents promptly.
- Regular health and safety training will be conducted, including emergency preparedness and mental health awareness initiatives.
- A wellness program will be offered, including support for mental health, stress management, and a healthy work-life balance.
- Compliance: Ensuring compliance with health and safety policies is a shared responsibility, with non-compliance addressed through appropriate corrective actions.

## Remote Work and Flexibility Policy

**Purpose:** To provide flexible work arrangements that support productivity and work-life balance while maintaining security and accountability.

**Policy Statement:**

- Remote work is a privilege that must be approved by management, with clear expectations for communication, performance, and data security.
- Employees are responsible for maintaining a productive and secure work environment, using company-approved tools and software.
- Regular check-ins and performance reviews will ensure remote work arrangements are effective and aligned with company objectives.
- The company will provide support for setting up a safe and ergonomic remote workspace to promote health and productivity.
- Compliance: Remote work arrangements are subject to ongoing evaluation, and failure to meet established standards may result in revocation of remote work privileges.

## Intellectual Property and Innovation Policy

**Purpose:** To protect the company's intellectual property and encourage a culture of innovation and creativity.

### **Policy Statement:**

- All work products, software, and innovations developed by employees during their tenure are the intellectual property of Tamas Telecom.
- Employees are encouraged to contribute ideas and innovations, with recognition and incentives for those that add significant value.
- Unauthorized use, disclosure, or reproduction of the company's intellectual property is strictly prohibited.
- Respect for third-party intellectual property is essential, and proper licensing or permissions must be obtained before use.
- Compliance: Infringement will result in disciplinary action and potential legal proceedings, underscoring our commitment to protecting intellectual property.

## Client Engagement, Services Excellence and Continuous Improvement Policy

**Purpose:** To ensure exceptional client experiences through high-quality service delivery, responsiveness, and a commitment to continuous improvement.

**Policy Statement:**

- Clients are at the heart of our business, and we strive to exceed their expectations through proactive communication, quality service, and timely delivery.
- A client feedback mechanism will be in place to gather insights, address concerns, and continuously improve our offerings.
- Employees must uphold the highest standards of professionalism, confidentiality, and ethical conduct in all client interactions.
- A commitment to excellence will be reinforced through regular training, process optimization, and adoption of best practices.
- Compliance: Adherence to this policy is crucial for building lasting client relationships and sustaining Tamas Telecom's reputation for excellence.

## Implementation and Enforcement

- **Training and Awareness:** All employees will undergo comprehensive training on these policies upon onboarding and through periodic refreshers, ensuring awareness and understanding.
- **Management Accountability:** Managers are responsible for enforcing these policies within their teams and setting a positive example.
- **Reporting and Compliance:** A dedicated channel will be established for reporting policy violations or concerns, with assurances of confidentiality and protection against retaliation.
- **Review and Adaptation:** Policies will be reviewed annually to ensure they remain relevant, effective, and aligned with Tamas Telecom's evolving goals and regulatory requirements.