



DRB NETWORK SOLUTIONS (PTY) LTD.

13 FIRST AVENUE • MUSINA • 0900

Code of Conduct Version 1.0

1. Introduction

This Code of Conduct establishes the minimum standards of service, ethics, and professional behaviour required of DRB Network Solutions (PTY) LTD ("the Company"). It applies to all employees, contractors, and stakeholders engaged in business activities on behalf of the Company.

2. Core Values

- Compliance with all applicable laws, regulations, and industry standards.
- Commitment to professionalism, fairness, and respect in all dealings.
- Dedication to providing reliable, secure, and high-quality ICT services.
- Protecting the interests of clients, partners, and the public.

3. Legal and Regulatory Compliance

DRB Network Solutions shall:

- Maintain all required service licences and regulatory approvals.
- Ensure all services provided comply with the Electronic Communications Act (ECA), the Electronic Communications and Transactions Act (ECT Act), the Protection of Personal Information Act (POPIA), and other relevant legislation.
- Cooperate fully with enforcement authorities where legally required.

4. Use of Equipment and Infrastructure

- Only type-approved electronic communications equipment will be deployed.
- Equipment must be installed, operated, and maintained in accordance with legal and technical standards.
- All installations must adhere to safe and ethical practices.

5. Safety and Occupational Health

- Compliance with the Occupational Health and Safety Act is mandatory.
- Installation and maintenance teams must use proper safety equipment and training.
- Work at heights requires certified equipment and trained personnel.

6. Professional Conduct

- Employees and representatives shall act professionally, honestly, and fairly in all business dealings.
- No conduct intended to mislead, exploit, or unfairly disadvantage clients or competitors will be tolerated.



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7. Service Agreements

- All services will be governed by written agreements, including an Acceptable Use Policy (AUP).
- Agreements will specify prohibitions on illegal or unlawful use, copyright infringement, or intellectual property violations.
- DRB Network Solutions reserves the right to suspend or terminate services where clients breach terms.

8. Service Levels

- Only realistic and achievable service levels may be advertised or guaranteed.
- Services must meet reasonable quality and reliability standards.

9. Consumer Protection

- Commitment to honest, transparent, and fair dealings with clients.
- Clear information on service offerings, billing, equipment ownership, warranties, and cancellation policies must be provided.
- Clients shall have access to an efficient helpdesk and complaints mechanism.

10. Privacy and Confidentiality

- Client data and communications privacy shall be respected at all times.
- Personal information shall only be collected, stored, and processed in compliance with POPIA.
- Confidential information may only be disclosed where legally required or with client consent.

11. Copyright and Intellectual Property Protection

- Respect for intellectual property rights of both clients and third parties.
- No hosting, dissemination, or support of infringing material.

12. Spam and Unsolicited Communications

- No sending or facilitation of spam or unsolicited bulk communications.
- A clear process for handling spam complaints will be maintained.

13. Protection of Minors

- Services may not be provided to minors without parental or guardian consent.
- Clients will be provided with information on tools and practices for monitoring and controlling minors' online access.

14. Cybersecurity and Cybercrime Prevention

- Reasonable steps must be taken to prevent unauthorised access, data breaches, and malicious activity.
- Clients are required to use services lawfully and not engage in cybercrime.



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15. Complaints Handling

- DRB Network Solutions will establish and maintain a transparent complaints procedure.
- Complaints shall be investigated and resolved promptly, fairly, and in good faith.
- Escalation procedures will be available where complaints are not resolved satisfactorily.

16. Transparency and Information Requirements

The Company shall provide clients with clear and accurate information, including:

- Registered company name and details.
- Contact details (physical, telephone, email).
- Access to its Code of Conduct and Acceptable Use Policy.

17. Take-Down and Removal of Illegal Content

- The Company shall comply with the ECT Act provisions on take-down notices.
- Illegal or unlawful content may be removed, and services suspended, upon receipt of a valid take-down request.

18. Monitoring and Compliance

- DRB Network Solutions reserves the right to investigate suspected violations of this Code.
- Breaches may result in disciplinary action, suspension of services, or termination of contracts.

19. Review and Amendments

- This Code will be reviewed periodically to ensure compliance with legislation and industry best practices.
- Amendments will be binding upon publication.

20. Administrative Matters

- This Code shall be published on the Company's website.
- Employees and contractors will receive training and acknowledgment of compliance.
- Records of complaints and take-down notices shall be retained for at least three (3) years.

Adopted by DRB Network Solutions (PTY) LTD Management on 01/09/2024