

Electrocom Code of Conduct

At Electrocom, we believe that integrity, fairness, and respect form the foundation of a sustainable and trustworthy telecommunications business. Our Code of Conduct serves as a guide for the way we interact with our customers, partners, regulators, and the broader community. It reflects our commitment to responsible business practices and to creating value not only through our services, but also through the way we conduct ourselves as an organization.

Electrocom operates in compliance with all regulations set out by the Independent Communications Authority of South Africa (ICASA). In addition, as an active member of the Wireless Access Providers' Association of South Africa (WAPA), we are bound by their Code of Conduct, ensuring that our operations consistently align with the highest ethical and professional standards within the communications industry.

Our Commitments:

1. Fair and Responsible Dealings

We commit to acting fairly, reasonably, and responsibly in all our dealings with customers and stakeholders. Every interaction is guided by honesty, transparency, and respect, ensuring that consumers receive consistent and reliable service.

2. Compliance with Laws and Standards

All our products and services strictly comply with the specifications outlined in our licenses as well as all relevant laws, rules, and industry regulations. This ensures that our offerings are not only competitive but also safe, lawful, and reliable.

3. Equality and Non-Discrimination

We believe in inclusivity and diversity. Electrocom does not tolerate any form of unfair discrimination on the basis of race, gender, sex, age, religion, belief, disability, ethnic background, or sexual orientation. All consumers and employees are treated with equal respect and dignity.

4. Professionalism and Courtesy

Our customers are at the heart of everything we do. We pledge to conduct ourselves with the highest levels of professionalism, courtesy, and care. Whether engaging face-to-face, over the phone, or online, our staff are trained to be respectful, supportive, and solution driven.

5. Transparency and Accessibility of Information

We are committed to clear and accurate communication. Consumers will always have access to up-to-date information regarding our services, pricing, and terms of use, ensuring they can make well-informed decisions.

6. Consumer Support and Guidance

Beyond simply providing services, Electrocom strives to be a trusted partner to our customers. Where requested, we will guide consumers in identifying the most suitable solutions for their needs, offering honest advice that prioritizes long-term satisfaction and value.

7. Privacy and Confidentiality

Electrocom respects the privacy of all customers. Personal information will always be kept secure and confidential, in accordance with applicable privacy and data protection laws. We recognize that protecting consumer data is a responsibility of utmost importance.

8. Health, Safety, and Security

We aim to provide a safe, secure, and healthy environment for both our employees and consumers. Our business practices prioritize safety standards, and we ensure that all operations are conducted responsibly with minimal risk to people, property, or the environment.

9. Consumer Rights and Complaints

We recognize the right of every consumer to raise concerns or complaints. Electrocom is committed to resolving such matters promptly, fairly, and with transparency. Where a consumer feels that a matter has not been satisfactorily resolved, they are entitled to escalate the complaint to ICASA for further consideration.

10. Accountability and Continuous Improvement

We hold ourselves accountable for upholding this Code of Conduct. Our team continuously reviews our business practices to ensure compliance, improve customer experience, and align with evolving industry standards.

Through this Code of Conduct, Electrocom reaffirms its dedication to ethical behavior, legal compliance, and the delivery of quality services. We understand that trust is earned through action, and we are committed to building long-term relationships with our consumers, partners, and regulators. By adhering to these principles, we not only meet our obligations but also strengthen our reputation as a responsible and reliable telecommunications provider in South Africa.