Code of Conduct

Version 1.0 · Effective date: 19 October 2026 · Approved by: Mourad Ben Chedli, Director

1. Purpose and scope

This Code of Conduct sets out the standards of behaviour expected at Altis CHR Solutions SRL, trading as Arabic AI Voice ("the Company"). It applies to the Company's director, employees, field coordinators, transcribers, reviewers, contractors and anyone acting on the Company's behalf ("our people"), in every country where we work.

Our people must read this Code, confirm in writing that they will follow it, and ask the Director when in doubt. Where local law sets a higher standard than this Code, the higher standard applies.

2. Compliance with the law

We comply with the laws and regulations that apply to our activities, including EU and Belgian law and the law of each country where we collect data. No business objective justifies breaking the law.

3. Respect for contributors

The people who lend us their voices are at the centre of our work. Our people must:

- record only adults (18+) who have given written, informed consent **before** any recording;
- explain the purpose of the recording, how it will be used, the separate synthetic-voice option and the right to withdraw, in a language the contributor understands;
- never pressure, mislead or offer improper inducements to anyone to take part;
- let a contributor stop a session at any time, without penalty for the time already given;
- pay contributors the agreed amount, in full and on time;
- treat every contributor with dignity, without discrimination of any kind, and keep recording sessions safe and respectful.

4. Fair labour, human rights and modern slavery prevention

- We prohibit all forms of modern slavery: forced, bonded or compulsory labour, human trafficking and child labour. We do not use them and we do not work with anyone who does.
- No one who works for us or contributes to our datasets is asked to pay a fee, deposit or recruitment charge, or to hand over identity documents.
- Everyone who works for us is paid fairly and on time, under a written agreement.
- We provide safe working conditions, reasonable workloads and the freedom to end the engagement under the agreed terms.

5. Data protection and confidentiality

- We handle personal data in line with the GDPR, applicable local law and our Privacy Policy.
- Our people use only the storage and transfer tools approved by the Company, keep no personal copies of recordings or contributor data, and delete field copies after upload.
- Contributors' identity data is kept separate from recordings and is never shared with clients.
- Client information, prices, specifications and methods are confidential and used only for the work they were provided for.

6. Data integrity and quality

Our clients rely on our data being genuine. Our people must never:

- fabricate, duplicate or falsify recordings, transcripts or metadata (including speaker age, gender, dialect or region);
- deliver synthetic, AI-generated or altered audio as human speech;
- use recordings taken from the internet, broadcasts or other third-party sources without the rights to do so;
- use any recording beyond what the contributor consented to;
- hide quality problems, rejection rates or delivery delays from clients.

7. Anti-corruption and bribery prevention

- We never offer, promise, give, request or accept a bribe or any improper advantage, directly or through a third party, to or from anyone, including public officials.
- Facilitation payments ("small payments to speed up a routine procedure") are prohibited.
- Gifts and hospitality must be modest, occasional and never linked to a decision. Anything worth more than EUR 100 must be approved by the Director and recorded.
- All payments are made by traceable means and recorded accurately in our books.

8. Anti-money laundering

- We do not take part in, facilitate or ignore money laundering or terrorist financing.
- We know who we do business with: before contracting, we check the identity and registration of clients and partners, and their beneficial owners where relevant.
- We pay and get paid by bank transfer to and from accounts in the name of the contracting party. We do not accept cash payments above legal limits, payments from unrelated third parties, or unusual payment arrangements without a clear business reason.
- Payments to contributors and coordinators are made by traceable means and recorded.
- Any suspicious transaction or request must be reported to the Director immediately and, where required, to the competent authority.

9. Conflicts of interest

Our people must avoid situations where personal interests could conflict with the Company's interests, and must disclose any actual or potential conflict to the Director, for example a

family relationship with a supplier, coordinator or contributor recruiter. Contributors are recruited on objective criteria only.

10. Sanctions and export controls

We comply with EU and UN sanctions and applicable export controls. We do not do business with, or make data available to, persons or entities subject to such sanctions. New clients and partners are checked against the EU consolidated sanctions list before we enter into a contract.

11. Anti-trust, fair competition and honest communication

We compete fairly and comply with EU and national competition (anti-trust) law. We do not agree prices, share markets or customers, rig bids, or exchange commercially sensitive information with competitors. Our marketing, proposals and reports are accurate and do not overstate our capacity, coverage or results.

12. Intellectual property

We respect the intellectual property of others. We use licensed software and content only, and we deliver to clients only data we have the right to deliver.

13. Respectful workplace

We do not tolerate harassment, bullying, discrimination or violence of any kind, in person or online, towards colleagues, contributors, clients or anyone else.

14. Reporting concerns

Anyone who suspects a breach of this Code or of the law should report it, as described in our Whistleblowing Policy, by writing to ethics@arabicaivoice.com. Reports can be made in Arabic, French or English, and anonymously. We do not tolerate retaliation against anyone who reports a concern in good faith.

15. Breaches

Breaches of this Code may lead to corrective measures up to termination of employment or of the contract, the exclusion of affected data from deliveries, and, where required, reporting to the authorities.

16. Review

The Director reviews this Code at least once a year and whenever our activities or the law change.

Acknowledgement (to be signed by each person bound by this Code)

I have read and understood this Code of Conduct and agree to follow it.

Name: _____ Role: _____

Signature: _____ Date: _____