



PRINCIPLES GUIDELINES FOR TEAM MEMBERS, PARTNERS, AND SUPPLIERS

At CTI GROUP WORLDWIDE SERVICES INC., we work diligently to build and maintain business relationships within our organization and share our commitment to conduct business in compliance with the law and in accordance with the highest ethical standards. We manage our global operations with honesty, fairness, integrity, and trustworthiness and we expect and encourage every team member to keep doing so.

These Guiding Principles describe the minimum standards CTI GROUP WORLDWIDE SERVICES INC. expects of its Team Members, Partners, and Suppliers working with the organization.

We encourage our Team Members, Partners, and Suppliers to not only use these Guiding Principles to guide their actions but to find ways to continuously improve upon them throughout our organization. The long-term success of CTI GROUP WORLDWIDE SERVICES INC. is greatly influenced by our joint ability to conduct business in the most ethical manner. The guidelines outlined in the Guiding Principles do not supersede or replace any rights or obligations established in any written policies or guidelines we have.

EMPLOYMENT AND HUMAN RIGHTS

CTI is committed to observing fair labor practices and treating employees with dignity and respect while providing a safe working environment. We:

- Provide a safe and healthy workplace.
- Prohibit all forms of forced labor and child labor.
- Ensure compliance with applicable wage and hour laws.
- Promote a diverse workplace free from harassment, discrimination, and abuse.
- Respect legal rights on freedom of association and collective bargaining.

ETHICAL BUSINESS CONDUCT

Our Company's Mission Statement - Code of Business Conduct describes the values and ethical standards CTI GROUP WORLDWIDE SERVICES INC. expects of its Team Members, Partners, and/or Suppliers. While no set of guidelines can cover every situation that may arise, it is our responsibility to exercise proper conduct and good judgment at all times. We count on our Team members, Partners, and Suppliers to:

- Comply with all applicable laws and regulations.
- Not engage in bribery, corruption, and other fraudulent practices.
- Support fair and open competition.
- Make impartial and objective business decisions.
- Protect CTI's confidential information including its intellectual property and other proprietary information.

REPORTING CONCERNS OR VIOLATIONS

Partners and/or Suppliers are urged to contact the CTI Compliance Department with any questions or concerns about the right course of action or applicable laws, rules, regulations, and these principles. Partners and/or Suppliers must promptly report known or suspected illegal and unethical activities involving CTI employees.

To seek guidance or report concerns Team Members, Partners, and/or Suppliers may reach out to any of the following CTI GROUP WORLDWIDE SERVICES INC., contacts:

- **Director of Compliance:** compliance@cti-usa.com or ceo@cti-usa.com