

## Our values

Our mission is to satisfy customers through irreproachable service quality. By highlighting operational requirements, performance obligations and team spirit, we are able to ensure a high-end service.

Webhelp as a company is committed to social responsibilities to ensure motivating conditions for our employees. It contributes to the development of the areas and countries where we are present.

### Performance obligation



- **Responsibility**  
Serving our customers is our mission. We make every possible effort to satisfy them. We operate on the principle of an obligation for performance and not resources.
- **Reactivity**  
Each and every one of us is personally accountable for suggesting constructive solutions. It is out of the question to accept a situation and passively complain without proposing something constructive. Our strength lies in our ability to react quickly and implement pragmatic solutions for our customers and for our company.
- **Creativity**  
We are continually looking for the most innovative and efficient organizational, technical and human solutions to satisfy our customers. When necessary we are ready and willing to take risks and challenge the easiness and comfort of a regular situation, always with the objective of accomplishing our mission.

### Operational requirements



- **Effectiveness**  
We are public, transparent and direct in all our commitments and communications. Without ever hiding or distorting reality, we have zero tolerance as regards bureaucracy, inefficiency or maximum security structures.
- **Quality**  
We are positioned as a high-end service provider. This is evident in terms of image, attitude, communication maturity and through our zero default approach towards customer satisfaction and the services we provide.
- **Precision**  
We respect the rules of procedure on each of our sites and rigorously follow professional standards. Our company's ISO 9001 certification is first and foremost a commitment made by everyone to respect and improve our internal processes.

### Team spirit



- **Unity**  
We work as a team within our company, and as partners with our customers. All employees of the group work together in this manner irrespective of their adherence (country, function, legal entity) avoiding excessive administration, inefficiency or

maximum security structures.

- **Respect**

We appreciate our customers, their clients and our colleagues as individuals. We understand their expectations and needs, but never denigrate them. We interact with the certainty that all are reliable and trustworthy.

- **Enthusiasm**

We love our job and make others love it. We do not take ourselves too seriously and are friendly and approachable. We remain enthusiastic and positive even under stress and pressure.

## Sustainable development commitment



- **Social Responsibility**

We are committed to ensuring motivating conditions for all our employees in terms of social benefits, working conditions and internal communication. We make every effort to guarantee a promotion policy and motivating salaries based upon performance. We are committed to ensuring equal opportunity and diversity in our management practices.

- **Societal Responsibility**

Our social impact and contribution to developing each country in which we operate are paramount. In all our countries of operation, we fight corruption, which is totally unacceptable as it stems from misuse of political, legal, administrative or economic power to serve private interests.

- **Environmental Responsibility**

Our business uses few natural resources and hardly pollutes, nevertheless we are respectful of the environment and direct our investment decisions accordingly.