

VirtualLatinos

Ethics Code



Table of Contents

Table of Contents	2
Objective	3
Our Mission	3
Our Vision	3
Our Values	4
Our Principles of Ethics	4
Our Principles of Conduct	5
Ethics Code	6
Letter of Agreement	9

Objective

Virtual Latinos' Business Ethics Code is very important for those of us in this organization. The principles, standards and values explained in this document lay out the framework with which we determine if an action is correct and ethical. It is critical to understand and abide by the guidelines explained in this document.

This Ethics Code is the standard that governs our daily work and frames each of our roles. When we keep these standards in mind, it means we are evaluating how we conduct ourselves in society and as a part of this organization. Our Ethics Code represents our commitment to these principles. More than just text, this is a document that reveals the corporate culture and ethical conduct for our great Virtual Latinos family to ensure a prosperous, efficient and mutually-beneficial work environment.

Our Mission

Virtual Latinos is the liaison between North American Companies and Virtual Professionals from Latin America. Our mission is to facilitate the hiring process between these companies and pre-vetted Latino talent. By reading and accepting our Code of Ethics, you'll assist us in ensuring all members of the VL Community adhere to our values, promoting excellence in every aspect of our work.

We seek our customers' satisfaction through careful and highly personalized services. Our main goal is to improve each of our customers' businesses by helping them outsource their time-consuming or non-essential tasks to our team of expert virtual assistants.

Our Vision

Our vision is to consolidate and maintain our company's leadership in the market, as well as to integrate and support the objectives of our customers, staff, suppliers and shareholders.

Our Values

Commitment, Ethics and Development of Our Company

We are always striving for growth and improvement. Virtual Latinos continues to grow by hiring professionals who respect our values and code of ethics, fulfilling the commitments agreed upon with our customers, our community of professionals and the environment.

Integrity and Development of Our Professionals' Community

We encourage the training, development and growth of our virtual assistants to ensure they have the most up-to-date skill sets. We believe in giving our best, demonstrating a positive attitude and working in an environment of mutual collaboration.

Continuity in Creating Value for the Customer

We generate value for our customers by ensuring a rapid and agile adoption of their culture and understanding of their needs; establishing long-term relations through an open, direct and responsive communication attitude; and delivering the most appropriate and efficient business solutions aligned with ongoing market practices. We supply a high-quality service at the right price that substantially benefits our customers.

Our Principles of Ethics

Virtual Latinos upholds a dedication to the following principles:

- Stewardship
- Customer Service
- Quality of Our Services
- Developing Our Markets

Stewardship

We are aware that our performance projects an image of our company and that each one of us represents the Virtual Latinos community in all of our actions and procedures.

Customer Service

We are all about customer service and assisting our customers to their highest satisfaction. Our organization understands that giving our customers the attention they need is critical in helping them achieve their business goals. We proudly provide high-quality services, foster positive relationships and treat our customers with respect.

Quality of Our Services

Our company ensures that we offer and provide the best and highest-quality services possible. Our community is made up of a great variety of individuals with different skills, backgrounds, professions and levels of experience. Through our agency's hiring program, we find professionals with the skills and training that match what our customers are seeking and then introduce them to each other.

Development of Our Markets

Virtual Latinos has established itself in the virtual assistants market as the first virtual assistant community of Latinos, which includes professionals from Mexico, Central America and South America. Virtual Latinos created a new community to help connect amazing and talented Latinos with companies in the United States and Canada. Our community benefits small businesses and entrepreneurs by working with experienced and skilled professionals, to help them ultimately save time and money. All of our actions and procedures are aligned to ensure we continue this.

Our Principles of Conduct

Virtual Latinos respects and utilizes the following Principles of Conduct:

- Attachment to Established Standards
- Integrity
- Equity
- Honesty
- Attitude
- Responsibility

Attachment to Established Standards

All personal activity must be carried out in compliance with the rules, laws, regulations, business ethics code and policies in place at our company and in the state of California, United States, where our company is established.

Integrity

Our integrity is established by the congruence between what we say and what we do, as well as doing everything with an ethical attitude. It is in our best interest to treat customers, suppliers, shareholders and members of the Virtual Latinos community in a professional, respectful, cordial and collaborative manner.

Equity

Everyone deserves to be treated fairly and with respect, regardless of gender, age, hierarchical level, personal conviction or any other circumstance or characteristic.

Honesty

To be honest is to act righteously and truthfully. This is a primary principle we live by as a company, as well as individual members of the Virtual Latino community. At all times, we must provide accurate and complete information to customers, stakeholders and members of our organization.

Positive Attitude

Our actions must reflect optimism and enthusiasm for our work. Being positive helps create a harmonious and successful environment for our work and personal relationships.

Responsibility

Responsibility is the willingness to face the consequences of decisions taken and responding correctly and ethically to the acts themselves. Our dedication to responsibility makes us reliable and truthful in our actions.

Ethics Code

This code provides the basic guidelines to help all staff and community members make ethical decisions. All of our decisions and actions should reflect the mission and values of our company. Ethical behavior is critical to our success in today's business world.

Law Enforcement

We must fully comply with all applicable laws, rules and regulations applicable to our community within the laws of the State of California, the United States, and the various countries in Latin America where our members reside.

Use and Handling of Information

The unauthorized disclosure of our company's internal information is prohibited, except when requested by management, which should only be facilitated by the persons authorized for such tasks.

Privacy of the Information of Those Within the Company

The company retains information from our community members and customers. This data is confidential and indispensable for corporate, legal or contractual reasons. We limit access to such information to authorized persons.

Privacy of Customer Information and Suppliers

Business dealings with customers and suppliers, including information about their past, present or future transactions, may only be used by authorized persons.

Conflict of Interest

A conflict of interest arises when an individual's interests conflict with the company's interests. We uphold an ethical duty to refrain from accepting gifts, perks or attention

that can create an unfair commitment, favoritism toward a party or anything that goes against our company's policies and best interests. Our external relations must be conducted in accordance with our policies and it is crucial to eliminate any situation that may become a conflict of interest.

Business Opportunities

No member of the Virtual Latinos community can take advantage of the company's business opportunities that would ultimately result in benefiting themselves, another person or another organization in any way, including financial benefits. This includes all Virtual Latinos' procedures or activities that have been developed or will be developed in the future. Likewise, those within the company shall refrain from obtaining, using, copying, modifying or disseminating reserved or confidential information for personal benefits or the benefit of a third party.

Information, Systems and Procedures Considered to be Property of the Company

All of the information and documents contained in the software packages, systems and processes that were developed by Virtual Latinos are the exclusive property of the company and, therefore, are considered strictly confidential. Responsibility in the Management of Goods and Relative Records Financial reporting must be done with fidelity and precision. Any act or omission should be avoided, because it can result in the misinterpretation of financial information.

Company Assets

Any person who has access to the company's assets, records, merchandise, cash, securities or material for restricted use is personally responsible for them. The company's funds may not be used personally or collectively for purposes other than those authorized.

Company Property Policies

The company's assets shall not be used for personal gain or for unauthorized purposes. The assets are the responsibility of whoever has access to them or uses them.

Computer Systems

Computer systems are essential for the day-to-day operation of our company. It is essential that equipment, programs, systems, internet connection, community emails and voicemails are adequately safeguarded in a responsible and professional manner in order to protect our data and our customers' data.

Conduct that May Constitute a Property Crime

Any act or omission that may constitute a property crime against Virtual Latinos must be immediately reported, identified and investigated.

Alcohol and Drug Use

Virtual Latinos Ethics Code

The company strictly recommends its community members to avoid consuming, possessing, selling, transporting, distributing or manufacturing drugs or any other controlled substance. The usage of any drugs or controlled substances during working hours is completely prohibited.

Environment

Virtual Latinos is strongly committed to protecting and preserving the environment. All community members should be environmentally responsible and comply with environmental laws, whether local, state or federal.

Threats and Violence in the Work Environment

Verbal, written or physical threats or acts of violence must be reported immediately. Our company prohibits any threats that could harm the integrity and safety of the community members, customers or company's staff and stakeholders.

Power Abuse or Sexual Harassment

Under no circumstances may a supervisor require a sub alternate to perform tasks that they have not been hired or trained to perform. The exertion to encourage or force community members to perform any actions that do not correspond to their job description is prohibited. Any form of sexual harassment is strictly prohibited and should be reported immediately. It is forbidden for anyone within The Virtual Latinos Community to harass or threaten anyone else within the community.

Letter of Agreement

First Name _____

Last Name _____

Email _____

User _____

Contact Number _____

I have read, accepted and agree to respect and act according to Virtual Latino's Ethics Code. I understand that violation to any of the listed precepts will result in disciplinary action that may result in termination of my Working Agreement and Community Membership.

I will also do my best to promote the community and the company's corporate values.

Signature