

Will

Code of Conduct

Will Solutions Inc.

MORAL CODE, RESPONSIBILITY AND OPEN-MINDEDNESS

CODE OF CONDUCT

Will's code of conduct aims at promoting the professional and moral code that all company managers and administrators, employees, franchisees and Will's Solutions representatives are bonded to be respectful in their daily activities as well as their relations with others.

WHO IS THE CODE OF CONDUCT FOR?

Will Solutions' code of conduct is intended to all company managers and administrators, permanent and temporary, as well as franchisees. It shall also apply to all of Will's representatives (contractors, consultants and any other agents and advisors).

OUR VALUES

Our code of conduct centers on several fundamental values. We advocate high performance and an entrepreneurial culture. We value employee contribution. Our practices and politics respect dignity and human rights.

We promote diversity and treat all employees equitably. We took voluntary measures to fulfill our activities in a sustainable manner economically, socially and environmentally.

All company managers, administrators, employees, franchisees and representatives are committed to:

- show **judgement, integrity, dignity and professionalism** in what they undertake and in their relationships with customers, shareholders, suppliers, colleagues and partners;
- provide to customers and partners a service based on **excellence and respect**;
- maintain the company's **customer oriented** culture;
- demonstrate **social responsibility** in regards to sustainable development; operate commercial activities so to **protect the environment** and to **preserve the resources**. This commitment results in:
 - the reuse and the **purchase of recycled products** (toner and cartridge recycling, paper recycling, duplex printing, etc.)
 - **e-work**. Will Solutions recommends a flexible operating work schedule so that employees can carry out a great part or the totality of their tasks at home and when it is operationally feasible. The company also advocates the use of audio remote conferences services.

In addition to the responsibilities outlined above, company managers and administrators must:

- **lead by example** through a personal conduct inspired from high ethical values and create a working environment that reflects the spirit of the code of conduct.

WORKING ENVIRONMENT

Will Solutions treats its employees fairly, with dignity and respect, and provides equal opportunities to all, regardless of the age, sex, sexual orientation, disability, race, religion, citizenship, marital or family status or any other factors.

INTELLECTUAL PROPERTY

Will Solutions' intellectual property covers **trademarks**, **Web site registration** (domain) and **patents**. The company's managers, administrators, employees as well as franchisees and representatives must protect the intellectual property of Will Solutions.

EMAILS AND INTERNET USE

Emails and Internet systems belonging to Will Solutions must never be used to consult, transmit or download **inappropriate contents** and **offensive languages**.

CONFIDENTIALITY

Financial data, strategic plans, intellectual property, personal employee information, legal documents and suppliers and clients information, are confidential. The company managers and administrators, employees, franchisees and Will's representatives must **act diligently** in the usage or disclosure of confidential information.

Company managers and administrators, employees, franchisees and Will's representatives must apply a **severe control** on the gathering, the use, the treatment, the transmission and the storage of data. It is forbidden to:

- transmit confidential data or information to any person other than the one designated, except as authorized or legally required;
- retain any document or file containing confidential information, whether it is on paper or electronic format.

SECURITY OF INFORMATION

Will Solutions gives great importance to the safety of data and information stored in its business solutions that it developed and operated. Will Solutions subscribes to the most rigorous safety requirements to ensure the confidentiality of its transactions and prevent the decoding of exchanged data.

Patricia Marchand,
Vice-President, operation and customer service