

# Code of Conduct

What we live by.

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## Communication with the client

Customer communication is one of the main factors for a company's success! Whatever the person's position at Nest Collective (be it a Founder, Employee or any other kind of Nester), whenever there is a contact with the customer, our main focus is to ensure their satisfaction.

In order to ensure this is true, we must:

- Communicate in a simple and assertive manner.
- Be transparent and honest.
- Ensure that all doubts are clarified.
- Adapt the speech to each client, ensuring a unique experience but without ever losing our identity.
- Present our services in their full extent.
- Respect the client's privacy.

## Community

More than a set of companies, Nest wants to have an active say in the community it is part of. To do this, we focus mainly on 2 factors:

- Interaction and Education - Through lectures, talks and internship programs we have conducted.
- Innovation - By being in constant contact with youth and entrepreneurship associations.

In addition, Nest Collective has Corporate Social Responsibility as a basic principle, focused mainly on the economic and social welfare of its community.

## External communication

All information disclosed by Nest is guided by its integrity and veracity, using a simple and assertive language so that the target audience understands the message that is transmitted. As this is one of our main characteristics, it is expected that everyone who is part of Nest does the same and correcting, if necessary, cases where this does not happen.

## **Environment**

Nest adopts and encourages a sustainable lifestyle, adopting resources that do not unnecessarily harm the environment.