



THIS IS TO CERTIFY THAT

KAIZEN TELECOM LTD
is a member of the Federation of Communication Services Ltd

Membership No. 1901

For the period ending 31st December 2025 (see note 1)

And has undertaken to comply with the FCS Ethical Code of Business Practice

FCS MAIN AIMS

The main aims of the FCS include promotion of quality and professionalism in the industry and ensuring that the name and symbol of the FCS is widely known to represent reputable business in the communications services industry within the United Kingdom.

FCS ETHICAL CODE OF BUSINESS PRACTICE

Members of the FCS are committed to offering the highest standards of professional and ethical service to their customers

Members will comply with relevant obligations as set out in the Communications Act 2003 and with the Codes of Practice and Standards or Regulations agreed from time to time by the FCS Board of Directors or relevant members' Groups

Members ensure that staff receive appropriate training and are encouraged to obtain relevant qualifications in order to maintain their professional skills

Members carry an appropriate level of public liability insurance, the certificate for which will be displayed in all operating premises (see notes 2 and 3)

In cases where the FCS has evidence that a member has breached the FCS Ethical Code of Practice and no arbitration is possible, the FCS Board of Directors retains the right to expel the offender from membership of the FCS

Itret Latif, FCS Chief Executive Officer

NOTES

- NOTE 1 Membership may be valid for three months after this date.
- NOTE 2 The FCS does not either by this document or in any other way underwrite any liability between an FCS member and its customer or undertake any liability to any customer of an FCS member or third party.
- NOTE 3 The customer should satisfy himself that such insurance does cover his requirements. The FCS does not check that members maintain such insurance cover and cannot be held liable in any way if a member should fail to take out or maintain such insurance cover.
- NOTE 4 This certificate is and remains the property of The Federation of Communication Services Limited, Unit 14, The Stottie Shed, Baker's Yard Gosforth, Newcastle upon Tyne, NE3 1XD to whom it must be returned on request.