

CODE OF CONDUCT POLICY



CODE OF CONDUCT

1. Introduction

The Code of conduct Policy provides the employees with guidelines on how to conduct while on work and what is expected from them. The Policy will also set out disciplinary actions company may take if an employee violates discipline and general conduct.

2. General Conduct

- 2.1 Exclusive Service** - All employees of the company are full time employees. No employee should engage in any other active profession, trade, business activity with remuneration or otherwise, or enter into service or to be employed by any person or firm or assist in any business owned by his/her spouse or parents without approval of the competent authority. No employee is allowed to engage in any kind of business full time or part time without approval and this can render him to strict disciplinary action and liable to termination of his services with the Company.
- 2.2 Punctuality** - The normal working hours of the company are 8:00AM to 4:00PM, Five days a week with Saturday and Sunday being off days. Lunch and prayer timings are from 1.00 pm to 2.00pm, except for Friday which is from 1.00pm to 2.30pm. The working days/timings can be changed by the Company, which will be announced from time to time. Employees should not absent themselves from the premises of the company, during working hours, without consent of the Departmental/Group Head.
- 2.3 False or misleading statement** - Employees of the company shall not make any false or misleading statement in relation to the appointment or the performance of their duties in the company.
- 2.4 Borrowing and lending** - The Company takes no responsibility for borrowing and lending between employees, banks/financial institutions and clients of the company. It would exclusively be the responsibility of the employees to settle their private loans.
- 2.5 Performance of duty** - Every employee shall be required to perform his/her duties efficiently, diligently, lawfully, honestly and faithfully to the best of his/her ability and shall make his/her best efforts to promote the interest of the company. The employee has a duty to always conduct himself/herself in a way that the confidence and trust in the integrity, impartiality and effectiveness of the organization are preserved and enhanced. Every employee will endeavor to complete tasks given to him/her within the time allocated with complete diligence.

- 2.6 Dealing with Customers** - The employee would be courteous both in his or her relations with external customers he or she serves, as well as in his or her relations with his or her superiors, colleagues and subordinate staff.
- 2.7 Decision-making** - In decision-making, the employee would act lawfully and exercise his/ her discretionary powers impartially.
- 2.8 Conflict of Interest** - The employee should not allow his or her private interest to conflict with his/her position. It is his or her responsibility to avoid such conflicts of interest, whether real, potential or apparent. In case of conflict, he/she will inform his superior and request for change of task.
- 2.9 Confidentiality** - Having due regard for the right of access to official information, the employee has a duty to treat appropriately, with all necessary confidentiality, all information and documents acquired by him or her in the course of, or as a result of, his or her employment.
- 2.10 Report of Breach of Conduct** - The employee should, in accordance with the law, report to the competent authorities if he or she becomes aware of breach of this Code by other employee. The employee should report to the Group/Department Head any evidence, allegation or suspicion of unlawful or criminal activity coming to his or her knowledge in the course of, or arising from, his or her employment. The competent authorities shall carry out investigation of the reported facts.
- 2.11 Abstaining from Subversive Activities** - The employee should comply with lawful requirements to declare membership of, or association with organizations that could detract from his or her position or proper performance of his or her duties. In the exercise of his or her duties, the employee should not allow himself or herself to be used for partisan political or religious purposes. The employee should not engage in any activity or transaction or acquire any position or function, whether paid or unpaid, that is incompatible with or detracts from the proper performance of his or her duties. Where it is not clear whether an activity is compatible, he or she should seek advice from his or her superior. No employee shall associate himself/herself in any way with any political or religious organization/groups or otherwise take part in politics or in any political or religious demonstration and activities.
- 2.12 Undue-advantage from his position** - The employee should never take undue advantage of his or her position for his or her private interest. The employee should not demand or accept gifts, favors, hospitality or any other benefit for himself or his or her family, close relatives and friends, or persons or organizations with whom he or she has or has had business or political relations which may influence or appear to influence the impartiality with which he or she carries out his or her duties or may be or appear to be a reward relating to his or her duties. An employee can accept a gift of value less than one thousand rupees but he/she has to reciprocate with the gift of approx. same value and declare the same to Departmental Head and HR & Administration department. The employee should not allow himself or herself to be put, or appear to be put, in a position of obligation to return a favor to any person or body.

The employees' conduct in his or her official capacity or private life should not make him or her susceptible to the improper influence of others. The employee should not offer or give any advantage in any way connected with his or her position, unless lawfully authorized to do so. The employee should not seek to influence for private purposes any person or body, including other employees by using his/ her official position or by offering them personal advantages. For further guidance on gift and entertainment please refer to corporate image policy of NPO.

2.13 Exercise of Discretionary Powers - In the exercise of his/her discretionary powers, the employee should ensure that on one hand the staff and on the other hand public property, facilities, services and financial resources with which he or she is entrusted are managed and used effectively, efficiently and economically.

2.14 Supervision of Staff - The employee who supervises or manages other employees should do so in accordance with the policies and rules. He or she should be answerable for acts or omissions by his/her staff which are not consistent with those policies and purposes if he/she has not taken those reasonable steps required from a person in his/her position to prevent such acts or omissions. He/She should take reasonable steps to prevent dishonesty by his/ her staff in relation to his/her office.

2.15 Adherence to Code of Conduct - The employee has a duty to conduct himself or herself in accordance with this Code and therefore to keep him/her informed of its provisions and any amendments. He/she should seek advice from an appropriate source when he or she is unsure of how to proceed. Breach of code will result in disciplinary action and may lead to termination of services.

3. Food Consumption

Employees must limit food consumption to the dining room, and the designated Conference/Meeting rooms.

4 Dress

All employees are required to be dressed formally while in office premises. Department/Group Heads are responsible for monitoring of the same.

5 Visitors

i) All visitors must sign in at the main reception and their particulars as to name, address and the person visited shall be noted in that register.

ii) No Visitors are allowed inside the office premises except in the designated areas and meeting rooms.

6 Smoking

NPO is a non-smoking organization. The employees are, therefore, not allowed to smoke within the office premises except at the designated places.