

Code of Conduct

March 2015

- ❖ Code of Conduct
- ❖ Our Core Values
- ❖ Our Business Conduct
- ❖ Our Employees
- ❖ Our Society & Environment

Our Code of Conduct is derived from our Core Values. Our core values are the bedrock of the manner in which we conduct our business. Everyday , they provide us with an organization framework for taking the right business decisions by our employees in their dealings with other employees, customers, suppliers, communities, governments and other business partners

All our employees, associates, consultants, contractors, agents are expected to observe the same standards of conduct. We are a socially responsible enterprise and have built our business foundation which makes us proud everyday

TEAM**M**WORK

CUST**O**MER ORIENTATION

BEST IN CLASS

INTEGRITY

EXCE**L**LENCE IN SERVICE

INNOVATION

TRANSPARENCY

Our core values are entrenched in our everyday functioning:

Teamwork : Our Organization believes in working together with all our stakeholders to achieve a common goal. Alignment of thoughts and purpose are the important ingredients for a successful organization

Customer Orientation : We believe that our customers are the sole reason for our existence. Their satisfaction is the keystone of our success

Best in Class : One of the key founding principle of our enterprise is to be and provide best in class products and services to all our stakeholders. It shall be our endeavor to set highest quality standards and benchmarks in our industry

Integrity : We shall work towards providing highest standards of integrity, trust and fairness in all our dealings with our stakeholders. Our conduct will be to avoid any action that would conflict or harm with our integrity. We aspire to follow ethical principles and act with honesty

Excellence in Service : We are sensitive to the voice of our customers and proactively work towards providing them with the most effective and best solution to fulfill their needs. All our stakeholders can count on us to deliver what we promise

Innovation : We shall strive to proactively work with all our stakeholders to improve our service levels, product offering and internal processes. Working with our stakeholders provides us the motivation and inspiration to deliver our best

Transparency : We promote fairness and openness with respect to interactions with all our stakeholders. We respect and maintain confidentiality of information while conducting our business

- ❖ We respect our contractual obligation. We clearly define the terms and conditions for all our products
- ❖ We shall not accept or provide any personal gifts or benefits in any manner that may compromise the integrity and image of our organization or our customers
- ❖ We avoid any conduct that may lead to, or may be perceived as, a conflict between business and private interests
- ❖ We maintain utmost level of confidential information about our customers and business partners
- ❖ We learn from our mistakes. We welcome customer voice to improve our service level

- ❖ We pledge to prevent any act of discrimination while conducting our business
- ❖ We shall provide service based on objective assessment of its financial, social and environmental impact
- ❖ We shall serve the long term interests of our stakeholders by being socially responsible and exuding high standards of corporate governance in all our actions

- ❖ We believe that our human capital is our major strength and a source of competitive advantage
- ❖ We endeavor to provide a free, fair and rewarding work environment, which will give each member the opportunity to perform and excel in their area of expertise
- ❖ We provide a safe, healthy and non-discriminatory environment for our employees so that they can perform to their full potential

- ❖ In managing our business and the interest of all our stakeholders, we will keep in mind the principles of social, economic and environmental sustainability
- ❖ We work towards implementing technologies and infrastructure to minimizing our carbon foot prints and support the environment
- ❖ We strive to support social causes through humanitarian projects
- ❖ We promote opportunities for our employees to participate in community development activities