



## CODE OF CONDUCT POLICY

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### 1. OBJECTIVE

To provide guidance to all employees of Samarthan on how and in which manner should they conduct themselves while at work.

### 2. SCOPE

The Code of Conduct is applicable to all employees of Samarthan.

### 3. TERMS AND CONDITIONS

At Samarthan, employees are expected to maintain the highest standard of conduct at all times. Their personal appearance, their actions and the impressions they make both during and after office hours are important to their growth and to the enhancement of the reputation of the employee and the organization. It is therefore expected that they would conduct themselves as per the high standards of social and corporate citizenship. Any lapse in this regards may call for disciplinary action as per the existing norms of the organization.

The circumstances of conducts as set out below, although not exhaustive, are intended to cover situations that may occur. In case an employee encounters any circumstance which is not covered hereunder or in case of any doubt, he should seek guidance from the Programme Monitoring Unit (PMU) and act accordingly.

#### i. Personal Conduct

Working in a team would require some alignment of individual habits to create a mutually conducive work environment. It is every employee's responsibility to refrain from the following:

- Use of abusive language with friends / colleagues;
- Loud talking disturbing work in the office;
- Receiving or Sending unsolicited mails/messages on social media

Every employee is expected to treat clients and colleagues with respect and courtesy. Any visitor in Samarthan should be respectfully greeted, offered decent seat and basic curtsies should be applied.

#### ii. Conflict of Interest

As a part of the Samarthan family, employees are expected not to engage themselves, directly or indirectly, either honorary or on remuneration, in any service, trade, business, vocation or occupation (including agent of any organization) or in any advisory capacity. All employees have to abide by the Conflict of Interest (Col) Policy.

### iii. Confidentiality

Samarthan owns certain exclusive proprietary information which is valuable. Misuse or unauthorized disclosure of any confidential information would constitute an act injurious to Company and that the unauthorized disclosure or use of any confidential information may adversely affect the organisational competitive position and goodwill.

By signing the Offer & Appointment letter at the time of joining the company, employees are bound by a confidentiality and non-solicitation agreement to refrain from disclosing any information that is of confidential nature or of the nature that should not be disclosed without permission from the senior management. This shall apply while the employee is in employment of the organisation and also post separation until such information becomes part of public domain.

### iv. Compliance with Rules & Regulations

The employees are expected to follow the following rules and regulations. In case an employee is found to be not observing the same the organisation would apply the disciplinary policy.

Employees are expected to adhere to all written or informal rules/policies/instructions / notices applicable.

Employees are discouraged from making false complaints, statements and representation to anybody that is likely to bring the company into disrepute, disrespect or defamation in the eyes of the public or in the eyes of law.

Employees are expected to be absent only when their leave has been sanctioned and are not allowed to overstay beyond sanctioned leave.

Employees are expected to receive/ accept official communication.

Employees are not expected to distribute or exhibiting of newspapers, handbills, pamphlets or posters of any kind inside the organisation premises without the written sanction of the management.

Employees should be respectful towards all employees. It is pertinent that male staff demonstrate sensitivity and sense of equality with women colleagues. Samarthan has zero tolerance towards any act of disrespect towards women defined in POSH.

Samarthan is a tobacco and alcohol free environment. None of the employees are permitted to use any tobacco or alcoholic product within the offices premises in any of the offices of Samarthan.

Employees should follow the well defined system of grievance redress mechanism.

Employees should provide accurate personal information regarding the name, age, father's name, qualifications, previous service any other personal data sought at the time of confirming the employment to Samarthan or thereafter.

v. Gifts

The organization as a matter of policy discourages its employees to take the clients out for diner/ drinks and give them gifts. On case to case basis, permission can be granted by the Executive Director to offer dinner or gifts as token of respect and courtesy.

Samarthan does not support the action of employees securing material benefits from any institution/individual for the purpose of securing projects or for any other benefits. If any employee is found resorting to such means then legal action would be taken by the organization.

The organization strongly prohibits its employees from offering bribes to any authorities/institutions and hence would not support such acts of misconduct.

Likewise, any gifts received by any person from a client, vendor, or any other party must be brought to the notice of the management and handed over to the organization. The only exceptions are diary, calendar and planners.

However, the organization encourages its employees to send greeting cards/email to its external client during Diwali/ New Year. Printed cards with organisational logo can be used with permission from the Executive Director.

vi. Fraud

Employees should produce genuine and authentic bills to seek reimbursements for travel, food, medical, petrol, etc. **If found guilty strict action will be taken, including recovery and termination from the services of the organization.**

All employees have to abide by the Anti-Fraud and Anti-Corruption Policy (documented separately).