Shine, Grow in Constant Motion & Build Your Own Place at Emipro Universe!

emipro

CODE OF ETHICS AND PROFESSIONAL CONDUCT

A comprehensive guide to make you an eminent professional and ambassador of Emipro

WELCOME TO EMIPRO UNIVERSE

Every Eminent Matters.

Stars to the universe are what wings are to airplanes, inevitable. Each star is special, holds its own energy, moves at ever-increasing speed, and grows consistently in the unbounded universe.

The universe is filled with countless stars and each star has an important place in the universe. They are unique, so are you! You are born unique; no space for comparison!

As a star of the universe, at Emipro, we consider every employee as a star of our universe, who are having their own place and connected with us by our undiluted cultural gravitational force. Every single employee has a unique talent and a special place in our company regardless of their location, gender, job title, expertise, responsibilities, experience, skill, and talent, etc. Every experience you had, every belief you hold, every hardship you have been through is unparalleled, and that's what composes you.

In our universe, we want you to be none other than yourself. Because like stars, you are capable to shine from within.

The universe is expanding constantly and consistently. So, it's every object is in constant motion. Just like that, Emipro is scaling and growing continuously and striving to be the universe where our stars - **YOU** - make a constant growth with us and shine from within.

Remember,

> You are a star wrapped in skin - the light you are seeking has always been within.

Until you are committed, we tie no boundaries to your willingness to crack the impossible.

Grab the open sky, and shine on your own!

OUR CORE PHILOSOPHY

FOCUS ON EXCELLENT SERVICES AND REST WILL FOLLOW

Our Core Philosophy

At Emipro, our core philosophy can be summed up in a simple yet profound statement: **"Focus on excellent services, and the rest will follow."** This philosophy stands as a cornerstone, serves as **our guiding light** and is deeply rooted in timeless principles that transcend centuries.

In the current era, most people live in a world obsessed with the end results only. They tend to put so much emphasis on whether they will be able to achieve their goals or not. However, as per our belief, if they put that same intensity, focus and sincerity into the process—how well they prioritize & organize their objectives, how they approach to accomplishments, how they deal with their stakeholders, how they consult their customers, how they fulfill the promises within the deadline, even how they build the code, —then hitting the bullseye is simply a side effect.

The point is not to worry only about the end results. **The point is to fall in love with what we are doing, how we are doing, and embrace each piece of the process.** Our primary focus always lies in the process rather than solely on the end results, as we prioritize the approach and methodology to attain the desired outcomes. We aim to serve with integrity, dedication and let the results unfold naturally. We don't chase immediate results or shortcuts. We **fulfill promises and commitments with the highest of highs**, thus no need to control the results by hook or by crook. Yes, we are obsessed with the goal, commitments, deadlines, and the deliverables - but with fondness, not letting strain make any space. That's the hero factor that keeps us going!

We, at Emipro, firmly believe that the pursuit of excellence is the surest path to success. It is the **“Excellence”** - that remains at the core of everything we do. Every service or solution we offer, and every objective we undertake, is pervaded with a commitment to give the best without compromise. By focusing on excellent services, we aim to exceed our customer’s expectations and build trust. Since the foundation of Emipro, our approach has always been **customer-centric** as we put our customers at the core of everything we do. Their needs, goals, and contentment has always been paramount for us. We aim to create lasting relationships built on trust and win-win success. The primary motivation for Emipro is to provide value to our customers rather than seeking immediate rewards. We understand that our customers trust us with their needs, and we take that trust very seriously. By doing what we can do the best and **focusing on providing exceptional value propositions to our customers, we will automatically be able to reap the rewards in terms of growth, profitability, revenue, customer loyalty, sustainability, and a positive brand image as a byproduct.**

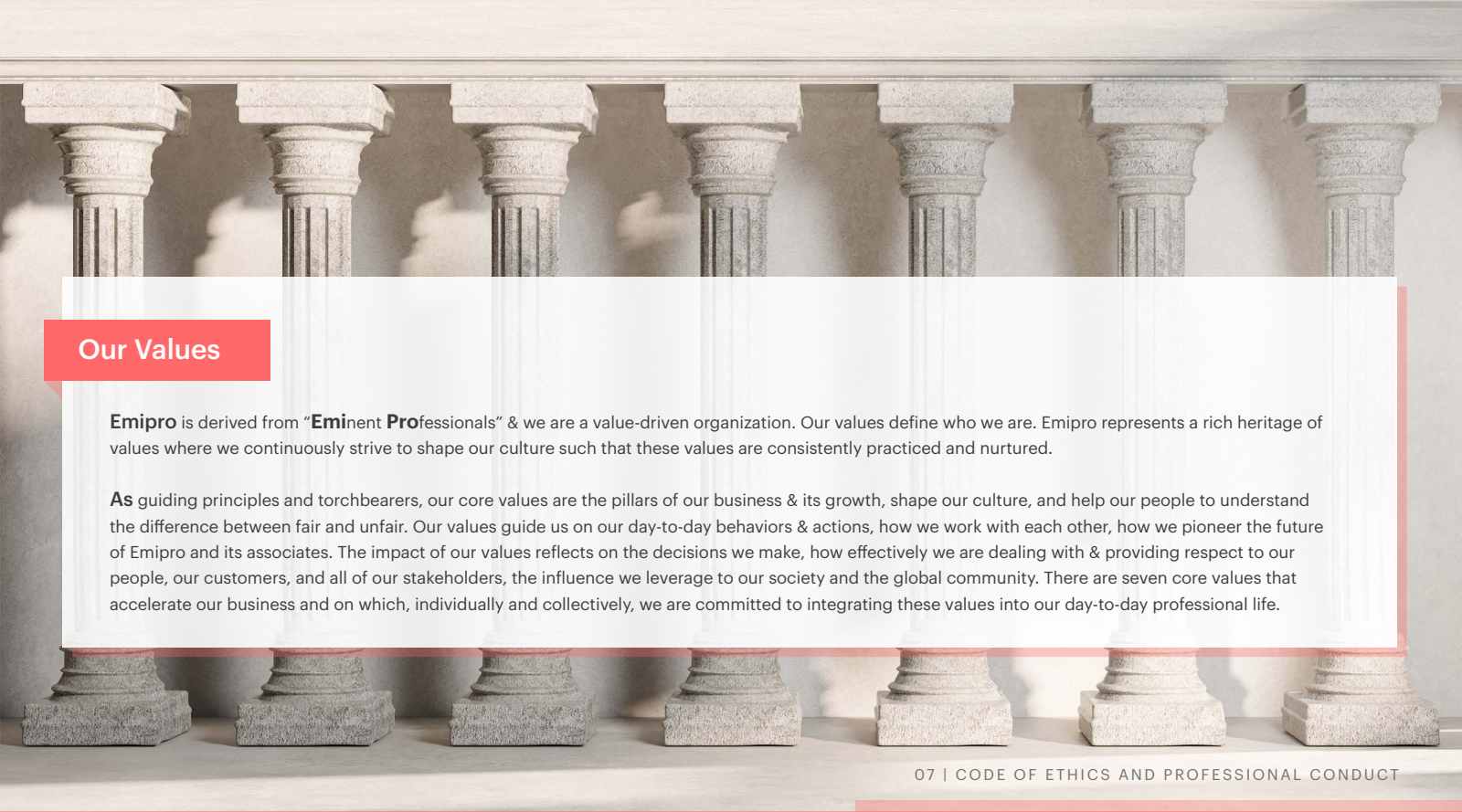
We believe in the fact that 99% accuracy might be great for many professions, but for an aircraft pilot, scientist or a ship’s captain it’s not enough, they have to be 100% accurate in their approach. Our philosophy emphasizes the significance of **100% quality** in all aspects of Emipro's offerings. It highlights the commitment to maintaining high standards, whether in our solutions, services, or even interactions be it internally or with any of our stakeholders. Quality is not a goal; it's a guiding principle that permeates our culture.

Our philosophy aligns with a **long-term vision**. We understand that success is not just about the here and now; it's about the enduring impact we create with our services. By consistently delivering excellence, we aim to leave a lasting mark on our industry and in the lives of our customers. Whenever our services enable a business to streamline operations, enhance efficiency, increase productivity or empower its capabilities, we believe that our purpose of existence is fulfilled. Empowering a single business to become more productive and efficient has the potential to create a ripple effect easing the processes for every connected entity and stakeholder, thus influencing overall universal productivity. We envision a world where the transformation of individual enterprises contributes collectively to a more efficient and prosperous global economy.

Our purpose is not just to exist but to make a meaningful impact on every business we serve, empowering them to thrive in today's dynamic landscape.

Our philosophy inspires a sense of duty within us, and we wholeheartedly embrace our duty with mindful awareness in everything we do. Nothing is a job for us; it's a responsibility we honor with dedication and integrity. A very famous proverb in Japanese culture says, “After winning the battle, tighten your helmet.” It's a powerful reminder that success should never lead to a sense of finality. Similarly when we achieve something, we do not let success go to our heads. We enjoy, we rejoice success, and then return with heightened dedication and vigilance. Achieving a target is not an endpoint but one of the milestones in our journey of continuous improvement. We embrace a mindset of relentless refinement, always seeking ways to enhance our capabilities, processes, operations, services, and client experiences. Success opens doors to new possibilities. It inspires us to dream bigger, set higher goals, and explore uncharted territories. We see each achievement as a stepping stone to greater accomplishments. Just as the Japanese proverb hints at the importance of readiness for future battles, we prepare ourselves for new aims and challenges; channelizing sensible awareness in the process.

Our philosophy reflects a commitment to being a **trusted partner** throughout our customer’s entire journey with us, ensuring that our services continue to meet their ever-evolving business requirements. In essence, it aligns with principles of responsible business and social responsibility, which can lead to both business success and a meaningful contribution to the entire community. By consistently delivering value to our customers, we create a ripple effect that extends beyond our immediate business operations, making a positive impact on a larger scale. By truly staying adhered to this philosophy, we justify our ultimate vision: “Empowering businesses will lead to the ad vancement of universal productivity and better tomorrow.”



Our Values

Emipro is derived from "**Emi**nent **Pro**fessionals" & we are a value-driven organization. Our values define who we are. Emipro represents a rich heritage of values where we continuously strive to shape our culture such that these values are consistently practiced and nurtured.

As guiding principles and torchbearers, our core values are the pillars of our business & its growth, shape our culture, and help our people to understand the difference between fair and unfair. Our values guide us on our day-to-day behaviors & actions, how we work with each other, how we pioneer the future of Emipro and its associates. The impact of our values reflects on the decisions we make, how effectively we are dealing with & providing respect to our people, our customers, and all of our stakeholders, the influence we leverage to our society and the global community. There are seven core values that accelerate our business and on which, individually and collectively, we are committed to integrating these values into our day-to-day professional life.

OUR CORE VALUES

1. Adaptability

Change is inevitable & eternal. In the times where change is a way of life, sustaining our core values is fundamental for us, and we shall learn & adapt to leverage the best possible output without compromising our core identity. This approach will strengthen us to turn a setback into a learning opportunity and a failure into a success. The attitude of being flexible with the changing factors and getting adapted to the new circumstances will help us maintain effectiveness in such VUCA times.

2. Integrity

We firmly believe that our growth is a byproduct of our every associate's growth. We will be fair, honest, transparent, and ethical in our conduct and actions, in our decisions while dealing with our employees, customers, or any other stakeholders. We will always focus on putting ourselves in the shoes of others and treating others with the highest respect.

3. Commitment

While dealing with our employees and customers, we are fully committed to consistently delivering on their expectations, go the extra mile to get the job done, deliver 100% in all that we are committed to doing, and approach everything with a "can-do" spirit. We shall do what we say & are committed to continuously improve ourselves, by being accountable for our actions & adding value to all of our stakeholders.

4. Excellence

A drive that is more from inside than outside. Excellence is a journey of continuous improvement & not giving up on anything. The difference between ordinary and extraordinary is that little "extra".
We empower businesses to deliver their own objectives. In terms of providing services to our customers, we believe in delivering beyond what is committed. We constantly look to improve ourselves and our service, cultivating our knowledge, skill, and attitudes to achieve excellence in whatever we do. We understand the impact of our services on the global economy and the growth of our customer's businesses. We strive to be thought leaders in delivering commitments to our customers to provide solutions with a vision and continual growth of their business.

5. Never Settle

It is said that 'If passion drives you, let reason hold the reins.' We understand that having passion in our day-to-day work is an important factor for our bright future. We love what we do and do what we love. We will work tirelessly to unite the efforts of delivering our commitments. Whatever work we undertake will be completed with passion, and we will never settle until we obtain it into the form of what we have promised at the beginning.

6. Think High

We want to go very far rather, very fast. Hence, we will always dare to dream big and expand our horizons. For the well-being and a bigger & better future for our company and its stakeholders, we will break out of our bubble of self-imposed limits. In our thinking and our actions, we will always think in a full range of possible win-win situations for each of our stakeholders. We will make sure that we understand the impact of emerging technology and ever-changing customer demands, and into that context, we will think with futuristic vision rather than assume that our current assumptions are always right. We will always think about the long term and not sacrifice long-term values for short-term results.

7. Unity

Though we may work in different areas, we share a common purpose. Unity is harmony within and among individuals in the group. We firmly believe that though we may be able to achieve success individually up to a certain level, a united team with a common purpose shall provide sustenance, strength and courage to make the impossible, possible. A joint venture of determination, commitment, unity, and mutual respect makes the biggest task seem easy. We will invest in our people, build a win-win culture, enable continuous learning and empowerment programs for them, and build caring and collaborative relationships based on trust and mutual respect to achieve the organisational mission. Whether there is a time of success or difficult challenges in the business, we will collectively form a 'unit' that operates for the greater good of an Emipro's mission, vision, strategy and purpose.

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SCOPE

1. Scope

This Code of Ethics & Professional Conduct policy applies to all team members of the company including employees at all phases of employment both part-time and full-time, Service Providers, Consultants & Contractual Associates (all together hereinafter referred individually as 'eminent' and collectively 'eminents') of Emipro.

Furthermore, this code applies to all phases of employment including hiring of new interns, new eminents like internship, probation, training, promotion, demotion & separation.

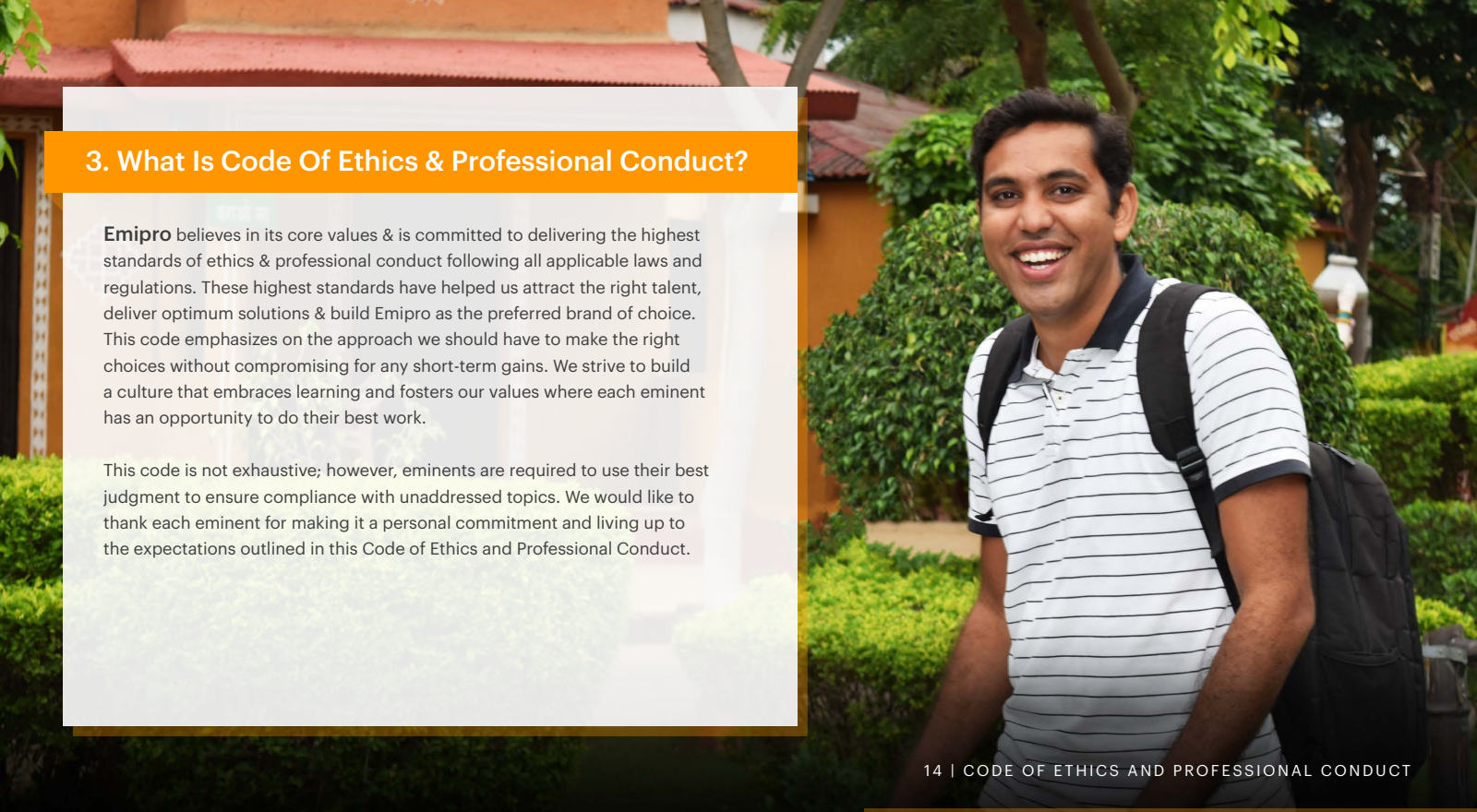
2. Purpose

We are proud of our reputation for our core values like integrity, excellence, never settling, etc and committed to adhere and implement these core values into our day-to-day business operations. Our reputation & brand value depends on our eminents maintaining the highest standards of conduct in all business endeavours as possessing integrity, commitment, excellence & unity are at the core of the company's principles and culture. As members of the Emipro family, we shall follow not only the letter of the code, but its intent & spirit as well.

3. What Is Code Of Ethics & Professional Conduct?

Emipro believes in its core values & is committed to delivering the highest standards of ethics & professional conduct following all applicable laws and regulations. These highest standards have helped us attract the right talent, deliver optimum solutions & build Emipro as the preferred brand of choice. This code emphasizes on the approach we should have to make the right choices without compromising for any short-term gains. We strive to build a culture that embraces learning and fosters our values where each eminent has an opportunity to do their best work.

This code is not exhaustive; however, eminents are required to use their best judgment to ensure compliance with unaddressed topics. We would like to thank each eminent for making it a personal commitment and living up to the expectations outlined in this Code of Ethics and Professional Conduct.



A Formal Statement Of What We Believe In & What We Need To Take Care While Making The Right Choice

OUR RESPONSIBILITIES

4. Our Responsibilities

We Believe

This code suggests expected conduct from all eminents and puts forth guidelines that shall help us to be wise to take & own our decisions with respect to the following:

1. **Practice** our core values that help us distinguish between right and wrong.
2. **Take** up responsibility and commitment to comply with the code.
3. **Preserving** confidential information & data security.
4. **Lawful** behavior & compliance.
5. **Ensure** fair practice.

Our Commitment

1. **To** read, understand & comply with the code, protect Emipro's reputation, to "do the right thing," & to act with honesty & integrity in all dealings with customers, business partners & each other.
2. **The** code might not address every situation that may occur. In case of any dilemma or confusion regarding any clause, we are expected to exercise good judgment & ask questions when we need guidance or clarification from various resources that are available to assist us like our Managers, Human Resources Department, & the Internal Helpdesk portal.
3. **We** should also be aware of all policies & procedures applicable to our work.
4. **We** shall not remain silent & report any violation of the code to the HR department if it comes to our notice. We shall abide by the code & also help others to do so.

5 Guidelines

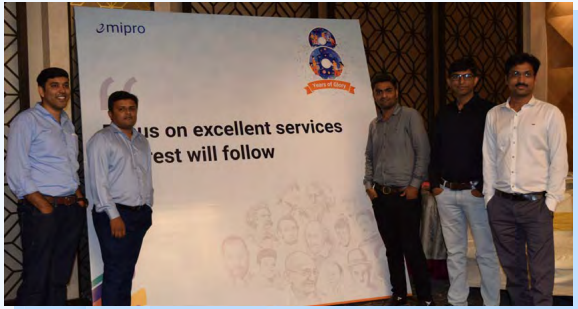
5. Guidelines

As responsible and answerable eminents, we are passionate, agile, and striving for value and excellent services — by acting as entrepreneurs and owners of the company. We use sound business judgment to make decisions and do so within our authority, using informed judgment to take appropriate risks and remaining accountable even where decision-making is automated.
We recognize the limits to our individual authority. When situations arise that require a more specialized or senior-level review, we are prudent in our decision-making and seek advice. We spend Emipro's money and resources as if they were our own. We are vigilant and responsible with resources with an eye to the bottom line. We speak up when we see waste.

> **While working with customers, we are working with the approach like "Is this the way I would like to be treated if I were in the place of the Customer?" By thinking like a customer, helps us to be the best supplier.**

Emipro - A Place

Where we celebrate accomplishments and milestones, both - in business and personal lives



5.1 Honesty, Integrity, Lawful And Ethical Behaviour

5.1 Honesty, Integrity, Lawful And Ethical Behaviour

We Believe

1. **We** shall understand the intent and follow the code, policies of Emipro & statutory laws as applicable to us.
2. **Integrity** & honesty is fair to conduct, acted in good faith, responsibly with due care, competence, diligence and which is free from fraud or deception.
3. **Ethical** conduct is conduct that conforms to the accepted professional standards of the conduct as acceptable by society.

Our Commitment

1. **We** shall be strongly committed to the legal and ethical values & it's the duty of each one of us to comply with the same.
2. **We** are expected to display professional skills, ethical approach, honesty in all business dealings & exhibit the highest standards of personal & professional integrity while working in the office or at any location where we are representing Emipro. Reporting time to complete a task and expense has a direct impact on our customers and all of us. Hence, each one of us as a part of the Emipro team has a responsibility to record the actual time worked into the ERP system, to the appropriate charge codes, in a timely manner & day-to-day basis. We believe in maintaining transparency with our customers such that they have visibility via ERP portal account into our system for the time taken to complete the task and expenses charged to their projects. When our spending is appropriate; it demonstrates trustfulness, transparency, ethical & fair practice, a commitment to adding value & as a result we strengthen customer relationships.

Question:

A manager discusses a project with the customer & logs time in the ERP system. Further, the manager has the same discussion with a teammate & adds the time taken for the same discussion. This results in expecting the customer to pay for the same discussion twice.
Is it fair?

Answer:

No. It is not fair. It is our duty to be fair to all our stakeholders in every manner. We must sustain a transparent approach, commitment towards work & fair practices & guide our team for the same.

5.2 Our Duty Towards Confidentiality

5.2 Our Duty Towards Confidentiality

We Believe

1. **Confidential** information includes and is not limited to any information that belongs to Emipro such as decisions, data, operation, procedures, plans, earnings, income, financial or business forecasts, proposed acquisitions, client lists, all customer or vendor records, all customer information, customer experiences & other information, processes, technologies, methods, & the like.

2. **Both** during employment & afterwards, confidential information shouldn't be disclosed to other persons or businesses who do not require such information such as friends, family, clients, vendors or competitors unless permitted in writing by Emipro.

3. **It** is improper for any of us to seek, receive or possess information about a competitor through miss representation, bribery or trespass (including unauthorized access to a computer network). If we possess somebody's confidential information when joining Emipro, we must not disclose it or make use of it. Under no circumstances should we undertake improper means to obtain competitive information. Any event displaying non-adherence to this policy is to be reported to the HR department.

Our Commitment

1. **We** are expected to sign all employment agreements that consist of but are not limited to confidentiality, proprietary rights & non-disclosure terms & which may include information and security standards, the terms of which are in addition to, and not in limitation of, the requirements of this policy. We must protect Emipro's confidential business information and make efforts to handle it carefully as well as ensure to secure it appropriately at the end of the business day.

2. **Upon** separation, we shall return all property (soft copy & hard copy) in our possession or custody & belonging to Emipro, including any confidential information. We shall not retain any copies or reproductions of correspondence, memoranda, reports, projections, notes, financial information or other documents relating in any way to business affairs of Emipro, other than publicly filed documents.

We do not misuse the confidential information of our associates, service providers, competitors, business partners, customers, suppliers or former employees.

Question:

In case of pending work, can I forward the project material or email to my personal email account so that I can continue and complete that work from home?

Answer:

No. You cannot forward any data of Emipro or customer information to your personal email account unless it is permitted to you in writing. To do so would be a serious breach of confidentiality.

Question:

I just got a salary increment. My colleague asked me about the discussion points during appraisal & the salary & increment I received. Is it ok to share it?

Answer:

No. Sharing or discussing compensation or any such discussion is not allowed. We must respect the privacy of each team member at Emipro & understand that they are rewarded on individual performance & progress; not in comparison with others. Although, we believe in utmost transparency, miscommunications, false statements etc. may lead to negative perceptions for an individual, & hence we prefer each individual to respect their privacy.

5.3 Conflict Of Interests

5.3 Conflict Of Interests

We Believe

We should ensure that our personal interests do not conflict with the duties we owe to Emipro. We should not become personally involved in any transaction, negotiation or contract for our personal benefit on behalf of Emipro, with an entity in which we, our relative or friend has an interest, without prior written permission of the concerned manager and the HR Department.

> **We ensure that our personal interests and relationships shall not create conflicts for Emipro.**

Examples of conflict of interest:

1. **Influences** or appears to influence judgment when acting on behalf of Emipro.
2. **Results** us to compete against Emipro in any business activity.

3 **Diminishes** our efficiency and effectiveness in performing our regular duties.

4 **Causes** us to misuse Emipro's resources.

5 **Our** family is involved in any business that relates to the business of Emipro.

6 **Hiring** an unqualified relative to provide services Emipro needs.

7 **Failing** to disclose that you're related to a job candidate that Emipro is considering for hire.

Our Commitment

It is our duty to disclose to the HR Department for any nature of any material interest or affiliation if we or any of our family is or plans to be affiliated with or have interest in a business enterprise that competes with, is a customer or a supplier of goods or services of Emipro.

We will also need to obtain written permission to be associated with another company at the same time during our tenure with Emipro.

Question:

I am in charge of purchase & we are looking to buy computers. One of my teammates recommended a company that is owned by her brother.
Can I consider it?

Answer:

This company can be one of the options, but not the only option. We must have a fair evaluation referring to our purchase policy & terms with respect to quality, pricing, our need, etc. & then decide on the most suitable option. Also, in such cases, the teammate related to the owner shall not be involved in any decision making & must not provide any confidential information of Emipro for their personal benefit. Also, we can contact our manager for further clarity to understand the possibility of such conflicts.

Question:

For a business need, I am required to travel to a foreign country. All the arrangements are sponsored by Emipro. What should we keep in mind?

Answer:

Remember that: At every point, we are representing Emipro. The purpose of travel & business interest should be our priority & purpose. We should avoid any personal agenda, like, planning travel routes for personal site seeing, shopping while on duty, etc. during the visit. We should not claim any such personal expenses that may conflict according to the code of ethics & professional conduct.

5.4 Gifts And Inducements

5.4 Gifts And Inducements

We Believe

1. **Emipro** strives to ensure that we follow guidelines while accepting or giving gifts. The regulations of Emipro are binding to all of us. We shall consciously observe all guidelines and be responsible to practice the same.

2. **The** HR department can help us determine whether or not the gift being received involves a conflict of interest. Anyone who violates this provision will be subject to disciplinary action.

3. **We** shall not ask for or accept any gift, money or other benefits by taking advantage of our position or swagger and deceive people in the name of Emipro. If we are found to commit any such disciplinary act, we shall be dismissed immediately. If the circumstances are serious, we shall bear civil legal liability limited to courts of law at Rajkot jurisdiction only.

Our Commitment

1. **We** shall not accept any gifts, entertainment, or favours from any related parties in the business. In case of acceptance, the same should be communicated & handed over to the HR department.

2. **In** case of our visit to customer sites during domestic or overseas business tours, many courtesies are extended to us in the form of gifts, awards, and honors in various ways. In such cases, we must remember that we are just representatives & acknowledge the same only on behalf of Emipro.

3. **We** shouldn't (whether for self or relative) solicit or accept any gift, favour, loan, special service, payment or special treatment from a customer, supplier, agent, contractor or any other individual/company which conducts or seeks to conduct any business with Emipro, which may distort the commercial judgment or harm Emipro's reputation. Any such personal benefit, if received by us or our representative, must be reported in writing to the HR department.

Question:

What should I do if I receive a gift/chocolates/any honor from customers or vendors of Emipro?

Answer:

While dealing with any customer/vendor or any stakeholder of Emipro, we should remember that we are representing Emipro & receiving any gift/ inducements or honor on behalf of Emipro & not treat it as personal property. Same must be informed and submitted to the HR department that will ensure fair utilization of the gift & encourage to share it with the team.

5.5 Anti-corruption And Bribery

5.5 Anti-corruption And Bribery

We Believe

We shall not make any payments for the purpose of influencing the recipient's judgment to buy any of Emipro's products or services.

Likewise, we may not, offer, solicit or accept a kickback or bribe for any reason internally or with external stakeholders. This is a serious offense and those who violate this provision will be subject to disciplinary action, up to and including termination.

Question:

I am a new joinee in Emipro. The project in which I am assigned to work, is a very similar project or assignment that I worked on with my previous employer.
What should I take care of in this case?

Answer:

Yes. You must inform your manager about it & take care not to disclose/share any confidential information that belongs to your prior employer. Emipro respects the privacy of other companies & honors your obligations towards your prior employer. In case anyone insists or influences you to do so you must report it to the HR department.

Emipro - A Place

Where competition is a by-product of productive work

5.6 Compliance With Government Laws, Rules And Regulations

We Believe

We must comply with all applicable government laws, rules & regulations. Violations of applicable governmental laws, rules & regulations may be subject to individual liability as well as disciplinary action.

5.7 National Interest

5.7 National Interest

We Believe

We are expected to conduct business in the best national interest and shall not be engaged in any activities that shall put the national interest at risk. We shall strive to make a positive contribution to the achievement of such goals at the international, national and regional level as appropriate.

Our Commitment

We shall not misuse or try to influence anyone by anything in kind or cash for our benefit unless it is an authorised courtesy extended by Emipro. Examples include third-party visits of customers, officials, etc. for product demonstrations, audits, training, etc.

We shall abide by the code, all applicable statutory laws, policies, rules and guidelines at the international, national and regional level as appropriate. We shall never put the national interest at risk for our own benefit.

5.8 Other Directorships & Dual Employment

5.8 Other Directorships & Dual Employment

We Believe

Any of us serving as a director or associated with any other company that may or may not directly compete with Emipro (and it's subsidiary and associate companies) may raise substantial concerns about the potential conflict of interest. In addition to this, freelancing is strictly prohibited.

Our Commitment

We shall communicate all such relationships or associations with any third party person or entity to avoid conflict of interest in writing to the HR department.

Question:

Is it alright if I am associated with a company that is owned by my family or friends as director, partner etc. for regulatory needs?

Answer:

In case of any association with an IT or non-IT company, the details of the same must be communicated to the HR department as required in the code. We should not use time, assets, or any other resources of Emipro to support it & not let our personal interests affect the business of Emipro in any manner.

5.9 Addictions

5.9 Addictions

We Believe

To maintain a safe & comfortable working environment & to ensure compliance with applicable laws, consumption of tobacco, smoking, intoxicating liquor, and non-medically prescribed drugs in & around Emipro's premises is not permitted. If someone is considered to be under any such influence they will be subjected to disciplinary action.

Our Commitment:

As we know, the health & fitness of all eminents is of utmost importance at Emipro. Hence, apart from toxic substances, we shall also avoid addictions like high consumption of coffee, over usage of phone, workaholism, etc. that causes stress, social phobia, depression, sleep disorder etc. for our benefit & well-being.

5.10 Emipro's Assets And Security: Overall Assets & Phone Usage

5.10 Emipro's Assets And Security: Overall Assets & Phone Usage

A. Overall Assets

We Believe

1 **Emipro's** equipment & other assets are to be used for business purposes only & we must protect these assets from loss, theft or misuse. This includes all intangible & tangible equipment, property, intellectual property, computer data & copyrighted information. We should not use Emipro's assets, name, logo, facilities & relationships for personal benefit.

2 **To** do business in European Union (EU), we need to comply with General data protection regulation (GDPR) rules as applicable. GDPR pertains to data protection and privacy for all individuals & envisages strict rules for handling, storing personal data & sharing it with third parties. It imposes a penalty structure of 20 million EUR or 4% of global turnover (on the higher side) in cases of non-compliances.

3 **Emipro's** specific property must be safeguarded against alteration, fraudulent manipulation, unauthorized access, and disclosure. This includes our responsibility for the protection & confidentiality of computer passwords, IDs, other systems and network access information.
Refer to - Password management policy for more details.

Our Commitment

1 **During** separation, we shall handover all equipments (including any computer equipment, mobile phone), documents, records, papers, keys, cards, disks and any other materials (together with all copies) in our possession or control which relates in any way to the business activities.

2 **We** shall respect the copyright of Emipro or any third party, intellectual property laws & observe the terms & conditions of any software license agreements applicable to us. Copyright laws prohibit the unauthorized reproduction, creation of a derivation, public distribution, public performance or public display of an "original work of authorship". Examples include photocopying an article or scanning books, journals, policies, training material, photographs, audio recordings, video recording, creating soft copies & trade secrets.

3 **Access** to computers, telephones, voicemails, emails and other systems and networks owned or operated by Emipro impose responsibilities and legal obligations. We shall keep the personal use of these resources to a minimum and never let it interfere with our job performance or the performance of others & be disruptive, offensive or support any unlawful purpose.

4 **We** shall not open or access social media accounts, websites etc. that aren't relevant to our job profile.

Question:

Are we using Emipro's assets wisely?

Answer:

Assets include all information, tangible & intangible resources that are used, in practice & owned by Emipro. We shall not use any assets of Emipro for our personal benefit, unlawful or unethical purposes. We shall consider maintaining the quality, protect & ensure the utmost security of all our assets.

B. Phone Usage

We Believe

1. **Emipro** may provide a phone or mobile handset to us based on the demand of our work profile for business use only & personal use must be only in case of emergency.
2. **Safety** must come before all other concerns & all eminents are advised not to use it while driving.
3. **Excessive** use of phone may cause addiction in a way & result in stress, social phobia, depression, sleep disorder etc. It might distract us, divert our focus from work & interfere with our productivity.
4. **Unless** for an emergency, personal calls should be kept to a minimum in terms of the number of calls as well as the duration of calls.
5. **The** use of camera or other video or audio recording in work premises is prohibited without prior permission of the Manager or HR department for official purposes (like recording the calls for training).

Our Commitment

If we are using a phone provided by Emipro, we must keep in mind the following:

1. **It** shall be our responsibility for the security and maintenance of the phone and we shall promptly report any damage or theft to the HR department. It's our duty to return the same at the time of separation.
2. **We** shall not misuse it in any way & maintain conduct realising that we are representing Emipro while using it.
3. **We** shall ensure that there is no breach of confidential information & secure all data stored in phone memory with passwords as per policy.
4. **We** shall use only licensed software and not download any apps that are unapproved & unauthorised for use.
5. **We** are required to follow basic etiquettes while using a phone like asking for permission a courtesy before entering any senior's office & mobile phones or other applications should be in do-not-disturb mode.

Question:

Can I download my favourite apps on the phone provided by Emipro?

Answer:

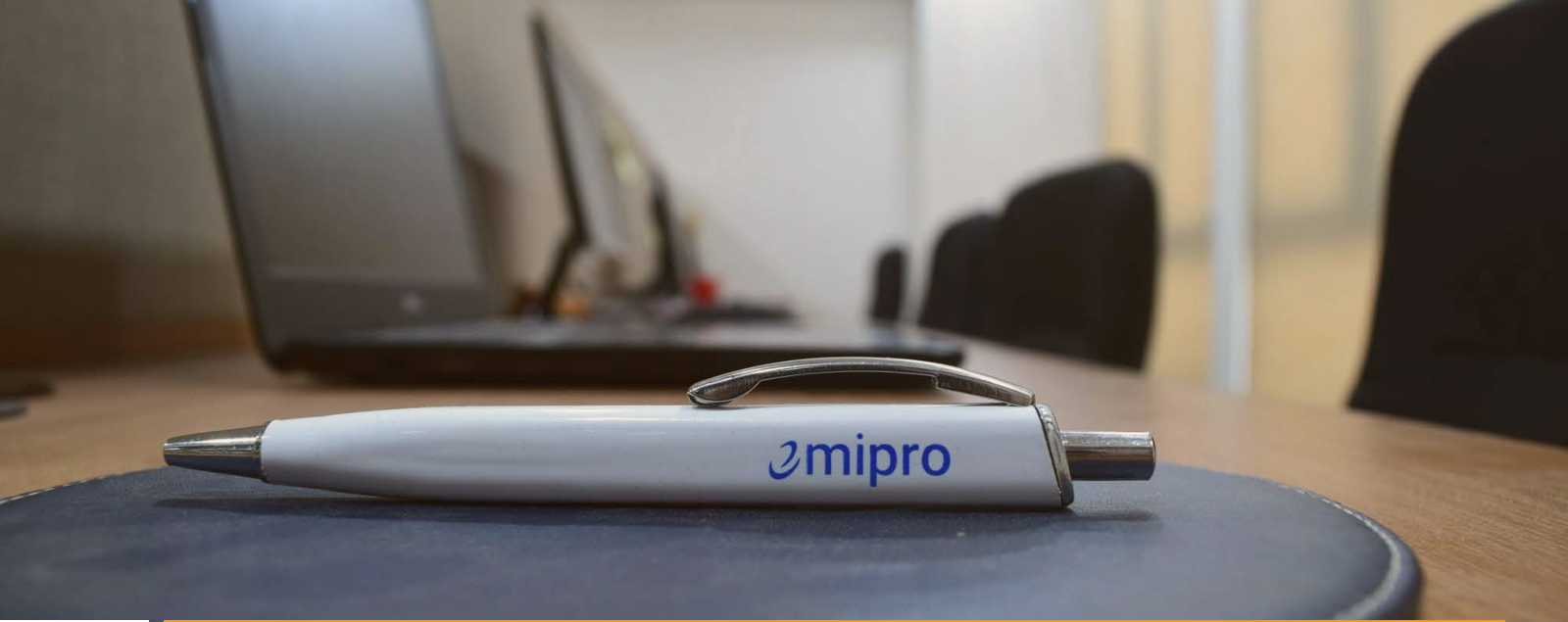
As the phone is provided by Emipro, it is for official use only & personal use should be avoided. If any pirated softwares/applications are found to be installed by us in any mobile/laptop, we will be responsible for the cost & any further disciplinary actions as applicable. Only legal & licensed versions of apps/softwares must be used.
Do not download unauthorized apps, videos, etc. using Emipro's network for personal use. In case of difficulty, we may contact the HR department for guidance.

Question:

During the project meeting or HR meeting, I want to record the meeting on my mobile for future reference or study purposes. Can I do that?

Answer:

While participating in any management meetings, internal discussions, training sessions or general meetings, we shall avoid the use of personal phones that cause disturbance and recording of phone calls or conversations is strictly prohibited without prior authorization from the manager or concerned authority. Audio or video recording shall be permissible only for future reference or training purposes with prior approval of all participants in the meeting.
It shall be the responsibility of each individual to prevent any misuse of such recordings.



5.11 Respecting Resources

5.11 Respecting Resources

We Believe

1. **Efficient** and appropriate use of resources is critical to our success. We must use good judgment and discretion when utilizing Emipro's property.

2. **Records** must be maintained for a determined period & in the manner required by Emipro. The improper destruction or alteration of records can harm in many ways, & in some instances can constitute a criminal offence. It is important to understand that memos, notes, emails, voicemails, and even conversations can become part of Emipro's records.

3. **We** should therefore always strive to communicate with clarity & professionalism, so that our communication would not be misinterpreted if it appeared later, for instance, in a court of law or newspaper. Under no circumstances should Emipro's communication systems be used to send offensive, defamatory, threatening, dishonest, unlawful or otherwise improper communications, for personal or business purposes.

Our Commitment

1. **Each** of us shall commit to safeguarding Emipro's assets - never have a drive for removing them from office premises without proper authorization and always being careful not to diminish their value or use them in a manner that could harm Emipro's reputation.

2. **Our** conduct should not lead to extravagant & non-efficient use of Emipro's resources or properties like electricity, internet, microwave, refrigerator etc. or misusing vehicles, credit cards, phones, etc.

3. **As** much as these assets are property of Emipro, we should treat it with responsibility and handle the asset with utmost care and diligence.

4. **Each** one of us is responsible for the integrity of business records & communications that we create. Making false or misleading entries in Emipro's books, records, websites, blogs, ERP system is strictly prohibited. All records - including but not limited to those related to our services, developments, marketing, sales, travel, purchasing, and finances must be accurate and complete.

Question:

I have recently joined Emipro & the tasks that I am currently working on were being handled by another colleague earlier. I have taken up the assignment to be continued further with reference to the data and records provided to me. What should I keep in mind?

Answer:

It is advised to thoroughly read, understand & discuss any query regarding the data provided to you. If we are not certain as to the accuracy of the information in any document or record, we must ask about it. We should never by our silence, allow ourselves to become responsible for an incorrect record. We must seek guidance from our manager as required.

5.12 Conduct Detrimental To Emipro

5.12 Conduct Detrimental To Emipro

We Believe

At Emipro, we shall deliver expected results by showcasing the highest standards of commitment towards work, learning attitude, and treating each other with respect & dignity. We shall put our head, heart & hands to achieve desired success. Maintaining the high quality of our services is critical to the continued success of Emipro & never compromise statutory or quality standards. We must ensure that all our records are accurate and complete.

Our Commitment

In addition to the behaviour outlined above, the following is a list of job-related behaviour, which shall be considered inappropriate and therefore subject to corrective disciplinary action include, but are not limited to, the following:

1. **Disorderly**, abusive, or indecent conduct that causes disruption of the work environment, including fighting, insubordination involving abusive language or disrespectful behaviour, refusal to comply with Emipro's policies, procedures, or guidelines.

2. **Theft**, destruction, neglect, or unauthorized personal use of Emipro's property, including telephone, other equipment, and email usage.

3 **Failure** to report to work without prior notification or unapproved absence, falsifying or supplying misleading or inaccurate information in records.

4 **Sleeping**, loafing on duty, irrelevant discussions or gossip with co-workers on duty, wasting time in any manner, willful delay in completing a task or assignment, disregard or disobeying instructions of manager, HR or management.

5 **Violations** of or delay in acknowledging the HR announcements/notifications, directives, policies, SOPs, procedures, or practices established by the appointing authority to whom we report to and use of authority for personal benefit. We shall acknowledge Emipro's policies & public announcements before ERP force to do so.

6 **We** shall develop a positive approach towards the remarks that we receive from our manager, HR, or any eminent as feedback with respect to our conduct, performance, and expected quality of work. We shall not take things for granted in case we receive positive remarks but rather make efforts to sustain and keep up the good work. In case we receive average or negative remarks we shall take it as an opportunity to learn and develop the skills that will help us grow and become eminent.

7 **Finding** loopholes in policies, ERP system, etc., misusing them for personal benefit, helping others to do so & not reporting it to the HR department for corrections.

8 **Any** act of violation of norms which endangers the safety, health, or wellbeing of another eminent, or which is of sufficient magnitude that the consequences cause or potentially cause disruption of work or gross discredit to Emipro.

9 **While** participating in any management meetings, internal discussions, training sessions, or general meetings, we shall avoid the use of personal phones that cause disturbance and recording of phone calls or conversations is strictly prohibited without prior authorization from the manager or concerned authority.

10 **Not** understanding responsibility at critical times & refraining from following the rules and regulations like insisting on working remotely, not reporting to office even when all precaution norms are being followed after unlocking from Covid-19 pandemic.

11 **Forming** or participating in unnecessary groups with wrong intentions that disturbs others or harms the culture in anyway is not allowed.

Emipro - A Place

Where we enable future leaders to drive innovation, unleash game-changing ideas

5.13 Relations With Team, Customers & Suppliers

5.13 Relations With Team, Customers & Suppliers

We Believe

1. **At** Emipro, all eminents are expected to value the diverse background of their fellow eminents & to create an environment in which ideas can be expressed freely with mutual trust, honesty & respect.

2. **Valuing** diversity shall lead to high standards of excellence that will consistently meet or exceed the expectations of customers, shareholders & communities in which we live and work.

3. **Regardless** of the location we work, Emipro will take appropriate disciplinary action against anyone of us engaging in practices that violate our standards prohibiting discrimination and harassment while on duty.

4. **The** selection process for customers, vendors, suppliers for services or goods shall be conducted by the appropriate sourcing personnel and based solely upon quality, delivery, price, service, and need & not involve personal benefit.

Our Commitment

1. **Bias**, discrimination, or harassment based upon race, color, religion, belief, gender, age, national or ethnic origin, disability, military service, marital status or any legally protected status prevents us from achieving this objective & therefore we shall not be a part of our business practices.

2. **Personal** relationships may influence our ability to make the right choice while working & involve conflict of interest. We are required to disclose the same to the HR department that can guide us for appropriate actions.

We must avoid disrespectful behaviours like:

- Spreading rumours to harm someone's reputation (gossip)
- Shouting • Criticizing • Public humiliation
- Inappropriate sarcasm
- Insulting another person
- Negative gesturing when someone else is speaking
- Talking over another person
- Refusing to speak to someone about work-related matters
- Not respecting other's thoughts or feelings ("Oh, that's silly") in meetings
- Taking credit for work done by others
- Making negative comments about work without being involved in the solution

Question:

One of my colleagues who has also become my very good friend has referred her brother, also known to me, for a suitable position at Emipro. As a part of the interview panel, what is expected from me?

Answer:

We must keep in mind that any personal relationships or known referrals must be informed to the HR department & should not interfere with our professional goals or influence our decisions in any way. Any selection process must be carried out on merit and not for personal benefit. In such cases, we can opt out of the interview panel & can be replaced with an appropriate replacement for a fair selection process.

5.14 Environment, Health & Safety

5.14 Environment, Health & Safety

We Believe

It is Emipro's policy to comply with all applicable environmental, health & safety laws and regulations; to apply responsible standards where such laws and regulations do not exist; and to seek ways to achieve excellence in these critically important areas.

Emipro strives to achieve sustainable business success for us in our workplaces & within our communities, through world-class environmental, health, and safety performance.

Our Commitment

Emipro is committed to conducting its business in a manner that values the environment & helps to ensure the safety & health of all eminents & the communities in which it operates.

We shall not allow any violation & maintain appropriate use of masks, sanitizers & social distancing practices to ensure safety from Covid-19 pandemic at the workplace.

We shall strive to provide a safe and healthy working environment and comply, in the conduct of our business affairs, with all regulations regarding the preservation of the environment of the territory it operates within.

We shall be committed to preventing the wasteful use of natural resources and minimize any hazardous impact of the development, production, use, and disposal of any of our products and services on the ecological environment.

5.15 Corporate Social Responsibility

5.15 Corporate Social Responsibility

We Believe

Corporate social responsibility is undertaking the role of "corporate citizenship" & ensuring the business values & behaviour is aligned to balance between improving & developing the wealth of the business, with the intention to improve society, people, and the planet.

Our Commitment:

Our contracts will clearly set out the agreed terms, conditions, and the basis of our relationship & will operate in a way that safeguards against unfair business practices. We shall encourage our eminents, suppliers, subcontractors & all stakeholders to adopt responsible business policies and practices.

5.16 Working Conditions & Human Rights

5.16 Working Conditions & Human Rights

We Believe

1. **As** per the Child Labour (Prohibition and Regulation) Act, a "Child" is defined as any person below the age of 14 & adolescents in the age group of 14 to 18 years, the CLPR Act prohibits employment of a child in any profile, including domestic help. It is a cognizable criminal offence to employ a child for any work. Emipro shall not hire any person below the age of 18 years for full-time employment.

2. **Human** trafficking, forceful work beyond the competency of an individual, exploitation of any kind, harassment, disclosing salary amongst colleagues, etc. is strictly prohibited.

Our Commitment

1. **At** Emipro, we shall follow all statutory compliances with respect to hygienic & safe working conditions, training, compensation at par as per industry standards & provide maximum benefits to the eminents as applicable from time to time.

2. **In** case any of the details furnished by any eminent to Emipro are found false, then Emipro shall have the right to take suitable actions up to termination based on the offense.

3. **We** must also maintain required discipline & follow the standard practice as prescribed in this document.

5.17 Dress Code

5.17 Dress Code

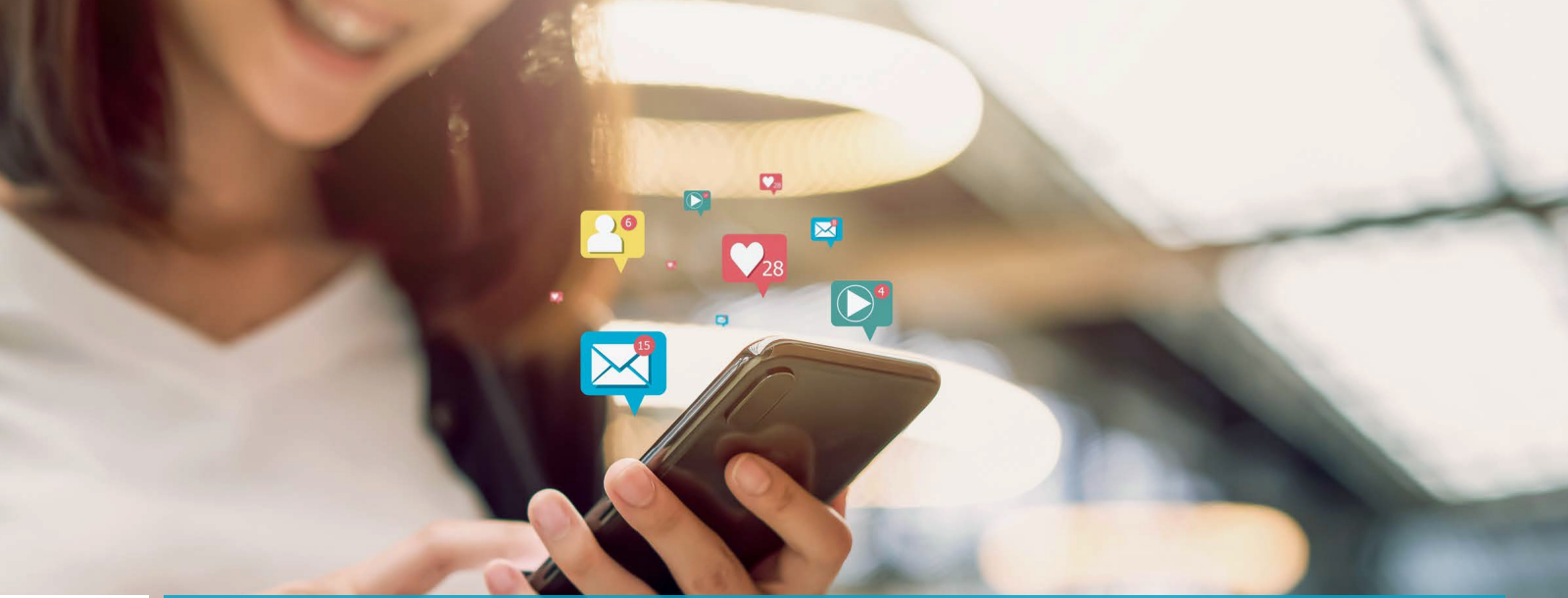
We Believe

We expect our eminents to be professional & presentable specifically when they are representing Emipro.

Appropriate attire shall showcase our standard to maintain comfort, safety & discipline at the workplace.

Our Commitment

1. **We** must all be clean and well-groomed. Grooming styles dictated by religion and ethnicity aren't restricted. Uniforms provided by Emipro should be worn as per guidelines provided by the HR department.
2. **All** clothes must be clean, in good shape, and work-appropriate. Clothes that are typical in workouts and outdoor activities aren't allowed.
3. **All** clothes must project professionalism. Clothes that are too revealing, with discernible rips, tears or holes or inappropriate for office aren't allowed.
4. **Our** position may guide us for our dress code. If our profile involves frequent meetings with clients or prospects, we should conform to a business dress code.



5.18 Social Media Interactions & Public Representation Of Emipro

5.18 Social Media Interactions & Public Representation Of Emipro

We Believe

1. **Only** specifically authorized directors & eminents shall represent Emipro in all its public appearances, with respect to disclosing business information to public constituencies such as the media, the financial community, agents & other stakeholders. It shall be the sole responsibility of these authorized representatives to disclose information about Emipro.

2. **Where** applicable law permits, Emipro reserves the right to monitor the use of social platforms & take appropriate action to protect against misuse that may be harmful to Emipro's reputation. Any breach of these guidelines shall result in appropriate actions as per sole discretion of Emipro.

3. **Emipro** respects personal opinions such that we should respect others & their right to think differently. As we know, topics involving politics, religion, etc. can be highly sensitive & we should consider refraining from addressing topics that may be deemed personal, objectionable, or even offensive. We should not make remarks, jokes, or display material that may offend a member of a particular race, religion, or gender.

Our Commitment

1. **We** are personally responsible for our words & actions, even in the online world. We shall remember that when we participate in social media, we are speaking as an individual & not on behalf of Emipro unless we are authorized to do so.

2. **Our** behavior online should be consistent with our Code of Ethics, Professional Conduct & Employee Agreement. We have the opportunity to help shape Emipro's reputation online. Use expert knowledge to enrich discussions, help solve problems, share the excitement of our work environment, promote learning and idea-sharing.

3. **We** shall not engage in any conduct online that would not be acceptable in the workplace or that is unlawful. For example, we will not make derogatory remarks, bully, intimidate, harass other users, use insults or post content that is hateful, slanderous, threatening, discriminating, or pornographic.

Question:

I use social media platforms frequently, participate in many online dialogues and comment on the same with a sense of self judgement, what shall I keep in mind?

Answer:

We must bear in mind that our readers, due to a lack of non-verbal communication or cultural differences can interpret the tone we use online in different ways. Some participants may not be familiar with abbreviations, emoticons, and other common codes used in online communication. Remember, also that comments are often taken out of context, so stick to the facts. Above all, please use good judgment, be attentive to others, & take the trouble to listen & be understood. Emipro reserves the right to review and monitor the online activities if they are relevant and any online communications made using Emipro's resources (computers, phones, tablets, data cards, etc.). If Emipro perceives that such online activity violates its policies, appropriate investigation and disciplinary action will be taken.

5.19 Anonymous/Confidential Reporting

5.19 Anonymous/Confidential Reporting

We Believe

1. **Emipro** believes in providing an open & equal platform to all eminents for reporting any query or concern without any fear or hesitation. Hence, to ensure the same CCTV cameras of the HR department are prohibited from audio recording that enables open and transparent communication to maintain confidentiality for everyone.

2. **However,** situations may arise where we may choose to remain anonymous in reporting and in such situations, a written unnamed report or inquiry describing the activity or practice of concern may be submitted to the HR department.

3. **Nevertheless,** the HR department shall guarantee & promote to choose confidential reporting for fair evaluation & fast track result where the name of the person is not disclosed to anyone.

Our Commitment

1. **We** shall encourage our teammates to stand up for themselves & report any grievance or queries to the HR department so that the same can be resolved in time.

2. **We** ensure not to mistreat or misbehave with anyone & treat everyone with respect.

3. **Do** not hesitate to speak the truth & ask for help.

4. **We** will not misuse this opportunity to take revenge or advantage of this for our benefit.

5. **We** inculcate a lawful, approachable & respectful culture at work.

Question:

I noticed a conflict of interest instance with one of my colleagues. I am not sure whether I should report it or not; fearing that it would hamper my professional relationship if they found out my name.

Answer:

The HR department ensures to maintain utmost confidentiality in all such cases & urges all eminents to report such instances in time. When reporting an ethical concern, we require your cooperation to address the concern in an appropriate manner. While we will always respect the right to report anonymously, we may require or request additional information in some cases to fairly investigate the matter.

Emipro - A Place

Where we celebrate the life, not just festivals

5.20 Domestic Or International Trade Restrictions And Boycotts

5.20 Domestic Or International Trade Restrictions And Boycotts

We Believe

The ability of Emipro to trade in the global market is restricted by regulations issued by various countries and international organizations. Even disclosing information or technology may be considered an export. Emipro shall comply fully with the prohibitions & requirements of all domestic or international trade laws & regulations or contractual obligations with third parties and all eminents involved in these areas should be familiar with them, as they may affect business conduct dealing with certain countries. Advice may be taken from our manager regarding such matters.

5.21 Further Education & Studies

5.21 Further Education & Studies

We Believe

We hereby acknowledge that we will be required to take prior written permission from Emipro for seeking admission/pursuing any educational course/higher education/professional studies with any educational/professional institute anywhere in the world, during the employment tenure with Emipro. Such permission, when granted, shall always be subject to the condition that it does not in any way adversely affect our duties & the work of Emipro. In case permission for the study is granted, we may be sanctioned leave for actual days of examination only. However, in the exigencies of business, the permission so granted or leave so sanctioned is liable to be withdrawn/canceled by Emipro.

5.22 Prevention Of Sexual Harassment And Exploitation

5.22 Prevention Of Sexual Harassment And Exploitation

We Believe

Emipro is committed to promoting a work environment that is conducive to the professional growth of its eminents & encourages equality of opportunity. Emipro has formulated the Policy on Prevention of Sexual Harassment at the workplace to ensure that its eminents are not subject to any form of harassment. We shall not indulge in any form of sexual harassment & treat everyone with dignity and respect.

> **We, eminents, are proud to be ambassadors of Emipro, and we act accordingly.**

5.23 Work Discipline

5.23 Work Discipline

We Believe

1. **Emipro** Emipro believes that work is worship. This teaches us to respect and honour our work with utmost dedication and devotion.

2. **No** matter what work we do and where someone works, we shall do justice to whatever work we do in a way that is acceptable to the society. We believe that no work is small or big & nor should work be disrespected in any way.

3. **We** shall worship only work and not create a culture that promotes, follows or unfollows any caste, religion or community.

Our Commitment

1. Although we respect and understand everyone's faith and beliefs, we shall not display any religious items on our work desk like photos, posters, statues, idols, screen saver on monitor etc. that may cause hardships to complete work on time as it diverts objective discussion to different direction, which consumes precious time of all participants and may affect work and work relations.

2. Whether we are working remotely or from office we shall not indulge into any specific discussions or practices that promote religious activities and be cautious that we respect everyone & work is not taken for granted.

3. We shall encourage our team mates to stand up for themselves & report any grievance or queries to the HR department so that the same can be resolved in time.

6 Utkarsh - Eminents Meet

6. Utkarsh - Eminents Meet

Teammates of Emipro are referred to as “Eminents”, as we believe “focus on excellent services & rest will follow”.

“Utkarsh” is a platform where the purpose is to meet each eminent at a common platform to share ideas & discuss Emipro’s policies, share important announcements, training, & encourage each other for alignment with our overall goal to be an eminent. Presence of each eminent is mandatory & in case, if anyone is unable to attend the same we are required to go through the guidelines shared after the meet & acknowledge the same.

“Utkarsh” offers a vast array of benefits including training sessions with peers and leadership with distinct perspectives which allow us to build a stronger understanding of how the company functions as a whole. This platform helps us upgrade new skills, develop analytical & problem-solving approaches, communication & leadership skills, relate to real-time activities, and continuously expand our potential through our on-the-job experiences.

Question:

What should I do in case I have a meeting at the same time as that of Utkarsh?

Answer:

Utkarsh is a very important and mandatory platform for each eminent at Emipro. The schedule of Utkarsh is always announced well in advance so that each one of us can plan our work and other activities accordingly. Hence, we are required to be proactive in our planning and ensure our presence for Utkarsh.

Emipro - A Place

Where we play together, the games and the roles

STANDARDS
QUALITY ASSURANCE
GOVERNANCE
REQUIREMENTS
LAW

7 Procedure

7. Procedure

7.1 Whistleblowing & Violation Of Code

1. **Whistleblowing** suggests that each one of us has an obligation to promptly report any known or suspected violations of the code to the HR department & same shall be handled with confidentiality.

2. **Emipro** also intends to encourage and support "whistleblowers" to ensure they will not suffer any reprisals as a result of raising genuine areas of concern.

3. **We** have an open platform for suggestions/grievances/reporting queries through internal helpdesk or HR meetings in the ERP system.

4. **All** eminents are encouraged to discuss any concern for the same with the manager or HR department on an individual basis & not in groups.

7.2 Non-compliance Of Code Of Conduct

1. **Any** violation of the code of conduct will be considered as misconduct and will be dealt with as per laid down disciplinary procedures. We should be alert to possible violations as it is part of our job and ethical responsibility, to help enforce the code and also cooperate in any internal and external investigations in this matter.

2. **Reprisal** or threat against any person who has in good faith, reported a violation or a suspected violation of the code, or against any person who is assisting in any investigation or process with respect to such violation is prohibited.

3. **Actions** may include verbal & written warnings, memos, suspension, the immediate termination of employment at the Emipro's sole discretion.

4. **In** case Emipro has suffered losses, it may pursue its remedies against the individual. Where laws have been violated, we will fully cooperate with the appropriate authorities.

8 Acknowledgment Of The Receipt Of The Code

8. Acknowledgment Of The Receipt Of The Code

This Code is not exhaustive & lays down only the general principles to be followed by all eminents. We have separate policies/rules formulated for regulating various matters that may be required as per need. Each one of us shall be responsible for adhering to such additional policies/rules as applicable to us. We should sign the acknowledgement of the receipt of the code of conduct and submit the form to the HR department, thereafter it will be filed in our personal file.

9 Failure to Comply

9. Failure to Comply

No policy can address all specific situations and covers mechanisms for thorough monitoring of fulfillment of its objectives. It is, therefore, each eminent's responsibility to follow the rules and regulations set forth in this policy in a responsible and accountable manner and with the exercise of good judgment and common sense. Emipro expects from each eminent that if he/she is unsure of what to do in any situation, he/she should seek guidance before he/she acts. A failure by any eminent to comply with the laws or regulations governing Emipro's business, the terms and conditions mentioned in this policy, or any other company policy or requirement may result in disciplinary action up to and including separation, and, if warranted, legal proceedings. Emipro expects each eminent to cooperate in internal investigations of misconduct.

10 Authority & Amendment To The Policy

10. Authority & Amendment To The Policy

Emipro is committed to continuously reviewing & updating its code, policies, and procedures & reserves the right to amend, alter, withdraw or make adjustments to this policy from time to time at the discretion of the management. The decision of the management shall be final & conclusive in the event of an interpretation of a provision of the policy while the Managing Director shall be the appellate authority.

11 Ask Questions

If you have any questions about your responsibilities or any of the information in this Code Of Ethics And Professional Conduct policy, please ask your manager or other trusted advisors, any Emipro Leader, Human Resources department. You can also submit any questions directly to our ethics committee at ethics@emiprotechnologies.com