



DEENABANDHU TRUST

SINCE : 2007

**Employee Code Of Conduct
(ECOC)**

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Introduction

The ECOC are the mirror of an organization's culture. The ECOC and its procedures are in place to serve the organization, develop employees and create bonded and trustworthy relationships between management/trustee and staff.

DBT always believe that their employees are its strength and assets. This ECOC Policy provides all guidelines and clarity on all possible subject and respective concept in its complete form. However, it is not conclusion. The issuance of this ECOC Policy is an attempt to bring transparency in all the areas at workplace.

This revised policy manual is effective from 01 June 2014.

The Management/Trustee reserves the right to modify, add, supersede these policies with or without notice.



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1.1. Objective

The Employee Code of Conduct outlines standards of personal and professional conduct that all employees must strive to behave in an ethical and professional manner at all times. The Code of Conduct provides a clarity & basis for all employees to maintain a working environment that is productive, positive, enjoyable, safe and free from harassment and discrimination. It will also assist trustees to induct employees into the establishment and address any circumstances that may arise which conflict with the stated standards and Values.

1.2. Applicability

The ECOC provides clear guidelines and standards for the appropriate behaviour expected of all employees.

1.3. Procedure

This ECOC provides a framework for appropriate behavior for all employees where they can address ethical issues, which employees and management/trustees:

- ✓ Conduct themselves towards other employees or colleagues, employees representatives, government authorities and clients
- ✓ Perform their duties and obligations
- ✓ Fulfill the mission, goals and objectives of company and
- ✓ Practice fairness and equity.
- The ECOC is established on the following organisational values: integrity, honesty, conscientiousness, courtesy, fairness, and respect. This relies on individuals being responsible for their own professional behaviour within the provisions of this code.
- Where there is doubt as to the application of the Code, or the appropriate course of action to be adopted, employees affected should discuss the matter with their immediate Superior.
- Process flow as below to be followed:
 - The aggrieved employee submits a written complaint to the HR department and Trustee.
 - Supervisor/Trustee along with HR shall initiate enquiry within 2 days of application and meeting need to be held within 7 days of application.
 - Notice to be sent from the Admin/Accounts to the accused employee within 1 day from the date of confirmation of meeting and 2nd notice with a gap of 7 days to show cause why his services should not be terminated.
 - In case the employee responds to the show cause notice within 10 days from the date of 2nd notice, the case should be considered by the admin/accounts for further discussion jointly with the Trustee and decision as to retention or termination.
 - Where show cause notice is not replied within 10 days from the date of 2nd notice, the decision of the management/trustees would be final and binding.



1.4. Responsibilities

1.4.1. Superior's/Trustee's responsibilities

- Trustees are responsible and accountable for:
- Informing employees in their teams about the ECOC, relevant policies and procedures.
- Providing appropriate training and/or performance counseling to ensure the required standard is met.
- Reporting any deviation from the ECOC by themselves or others
- Acting consistently and fairly in dealing with behaviour that breaches this code.

1.4.2. Employees responsibilities

- All employees have a responsibility to:
 - ✓ be personally responsible and accountable for their own performance, behaviour and attendance in the workplace
 - ✓ undertake their duties and behave in a manner that is consistent with the provisions of the Employee Code of Conduct.
 - ✓ report any deviation from the ECOC by themselves or others
 - ✓ comply with absolute policies and procedures
 - ✓ promote a positive, safe and healthy environment in the conduct of their work

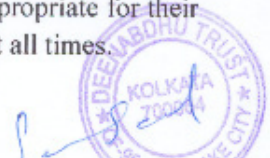
1.5. Personal conduct

1.5.1. Attendance and punctuality:

- ✓ Employees are expected to be punctual and regular in their attendance.
- ✓ When an employee is absent from work due to sickness or any other reason, the employee should telephone their immediate supervisor/Trustee promptly (preferably before their normal starting time) and indicate their likely resumption to work.
- ✓ Supervisor/Trustee may exercise their responsibility to contact employees who have not contacted them directly within a reasonable timeframe to ascertain the reasons for that individual's absence.
- ✓ Employees wishing to extend their leave must arrange this before commencing the leave. If the employee is on leave they must speak to their immediate supervisor/Trustee at least 3 working days before their leave ends.

1.5.2. Dress and Personal Grooming

- ✓ Our trustees is well-recognised and respected and projects a particular image to our customer. Employees must therefore ensure that their appearance is neat, clean and appropriate for their particular area of work. A high standard of personal grooming is expected at all times.



1.5.3. Personal behaviour

Employees are required to perform their duties in a professional, responsible, conscientious and ethical manner and to act in the best interests of the company. They are expected to act honestly in all of their duties when dealing with clients, suppliers, contractors and co employees.

1.5.4. Natural justice, fairness and equity

If an employee is required to investigate complaints against other employees or issues affecting employees, they must act consistently, promptly, and fairly and in a due course of time. The principles of natural justice must be maintained in dealing with each investigation.

1.5.5. Use of facilities and equipment

- Employees should take all possible care when using company's property, goods, intellectual property and services and ensure they are used efficiently, carefully and honestly.
- Unless permission has been granted by the employee's supervisor/Trustee, company's resources can not to be used for private purposes.

1.5.6. Privacy and use of personal and official information

- Employees have an obligation to ensure that professional information is secured against loss, misuse or unauthorised access, modification or disclosure.
- Employees have a duty to maintain the confidentiality, secrecy, integrity and security of official information for which they are responsible.

1.5.7. Records management

- Employees need to be aware & alert of their record keeping responsibilities and are reminded there is a legal requirement to adhere to proper records trustees practices and procedures.
- All employees must therefore ensure that trustee's documents are not placed in unofficial or private filing systems but place such documents in official files.
- Employees must not remove documents from official files. They are controlled records, and must be complete, up-to-date and capable of providing organisational accountability when officially scrutinised. Employees must not damage, dispose of, or in any other manner, interfere with official documents or files. The destruction of records may only take place in accordance with a disposal and retention schedule, which has been approved by the respective Authorities. .

1.5.8. Information technology

- In today's most globalisation age, where data security is always area of concern Employees must not access information which they are not authorised to access or use, and must not allow any other person access for any reason.
- Employees must take all reasonable precautions, including password maintenance and file protection measures to prevent unauthorised access and have an obligation to maintain the security and confidentiality of the information systems over which they have responsibility.



1.5.8..1.Email and Internet Policy

Purpose

To prevent tarnishing the public image of Trust, when email goes out from Trust, the general public will tend to view that message as an official policy statement from the Trust.

Scope

This Policy covers appropriate use of any email sent from a Trustee's email address and applies to all employees, vendors and agents operating on behalf of Trust.

Policy

o Prohibited Use

The official email system shall not to be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, hair color, disabilities, age, sexual orientation, Pornography, religious beliefs and Practice, political beliefs or national origin. Employees who receive any emails with this content from any employee within the trust, employee should report the matter to Trustee and HR.

o Personal Use

Using a reasonable amount of Trust resources for personal emails is acceptable, but non-work related email shall be saved in a separate folder from work related email .Sending chain letters or joke email from a trust email account is prohibited. These restrictions also apply to the forwarding of mail received by a trustee's employee.

o Monitoring

Trustee's employees shall have no expectation of privacy in anything they store, send or receive on the trustee's email system. Trust may monitor messages without prior notice. Trust is not obliged to monitor email messages.

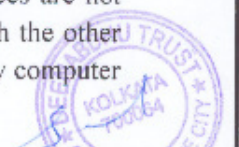
1.5.8..2.Violation of Policy

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

1.5.8..3.Internet & Other IT Services Usage Rules

As part of this organization's commitment to the utilization of new technologies, all of our employees have access to the internet, In order to ensure compliance with the copyright law, and protect ourselves from being victimized by the threat of viruses or hacking into our server, the following is effective immediately :

- o Employees using organization's accounts are acting as representatives of the organization. As such, employees should act accordingly so as not to damage the reputation of the organization.
- o It is organization's policy to limit Internet access to official business. Employees are not authorized to access the internet, for Personal business in strict compliance with the other terms of this policy. The introduction of viruses or malicious tempering with any computer system is expressly prohibited.



- Employees shall not place trustee's material (copyrighted software, internal correspondence, Materials Designs, etc.) on any publicly accessible internet computer without prior permission.
- Video and voice files should not be downloaded from the internet except when they will be used to serve an approved job function.
- Files which are downloaded from the internet must be scanned with virus detection software before installation or execution .All appropriate precautions should be taken to detect for a virus and, if necessary, to prevent its spread.
- Alternate Internet Service Provider connections to trustee's internal network are not permitted.
- Unless otherwise noted, all software on the internet should be considered copyrighted work. Therefore, employees are prohibited from downloading such software.
- The USB drive for CD and pen drive should be made disable where it is not needed.
- Any infringing activity by an employee may be the responsibility of the trust. Therefore, this trust may choose to hold the employee liable for their actions.
- This trust reserves the right to inspect an employee's computer system for violations of this policy.
- Employees can not engage in personal commercial activities on the internet, including offering services or merchandise for sale or ordering services or merchandise from on-line vendors.
- The truth or accuracy of information on the internet and in email should be considered suspect until confirmed by a separate (reliable) source.

1.5.9. Conflict of interest

- If an employee becomes aware of any potential for conflict of interest then they must notify their Supervisor/HOD about the expected or actual conflict of interest. Co. expects employees to:
 - ✓ declare any likely conflict of interest to supervisors; and
 - ✓ avoid any detrimental outcome as a result of a conflict of interest.
 - ✓ Employees must ensure that there is no conflict or incompatibility between their personal interests, whether monitory or non-monitory and the impartial fulfillment of their duties. It is not possible to define all potential areas of conflict of interest but a number of situations are referred to below.
 - ✓ gifts and hospitality offered where there is an expectation of a return favor which may or may not be to the detriment of the company..
 - ✓ Double employment that prevents or hinders the performance of a person in their current employment & role
 - ✓ decisions regarding the employment or promotion of relatives or friends
 - ✓ promotion of or soliciting for clients for own private business



- If an employee is in doubt as to whether a conflict exists, they must contact their supervisor/Trustee. All employees should disqualify themselves from situations of conflict of interest.

1.5.10. Financial interests

- Employees should avoid any financial involvement or undertaking that could directly or indirectly compromise or affect the performance of their duties or the trust goals or activities.
- Financial conflict of interest may arise where an employee, has a financial interest in a trust or other business, is in a position to influence contracts or transactions between the trust and that business. This conflict may extend to any business undertaking in which employees and their immediate family or the employees is acting in direct competition with the trustee's activities or interests for personal gain.

1.5.11. Acceptance of Bribes, commissions, gifts or benefits

- Bribery is the offering, promising, giving, accepting or soliciting of an advantage as an inducement for action which is illegal or a breach of trust. A bribe is an inducement or reward offered, promised or provided in order to gain any commercial, contractual, regulatory or personal advantage.
- It is our policy to conduct all of our business in an honest and ethical manner. We take a zero tolerance approach to bribery and corruption. We are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter bribery. We will uphold all laws relevant to countering bribery and corruption in all the jurisdictions in which we operate.

Scope:

- In this Section, third party means any individual or trust you come into contact with during the course of your work for us, and includes actual and potential clients, customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies, including their advisors, representatives and officials, politicians and political parties.
- This Section applies to all individuals working at all levels and grades, including senior trustees, secretary, chairman, employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with us, or any of our subsidiaries or their employees, wherever located (collectively referred to as employees in this policy).
- This section covers:
 - Bribes
 - Gifts and hospitality;
 - Facilitation payments;
 - Political contributions;
 - Charitable contributions.



Bribes

- Employees must not engage in any form of bribery, either directly or through any third party (such as an agent or distributor). Specifically, employees must not bribe a foreign public official anywhere in the world.

Gifts and hospitality

- Employees must not offer or give any gift or hospitality:

which could be regarded as illegal or improper, or which violates the recipient's policies; or to any public employee or government officials or representatives, or politicians or political parties; or

which exceeds INR 1000 in value for each individual gift or INR 1000 in value for each hospitality event (not to exceed a total value of INR 1000 in any financial year). Prior approval in writing by the Trustees (Secretary & Chairman) need to be obtained.

- Employees may not accept any gift or hospitality from Third party in cash or in kind or there is any suggestion that a return favor will be expected or implied.
- We appreciate that the practice of giving business gifts varies between countries and regions and what may be normal and acceptable in one region may not be in another. The test to be applied is whether in all the circumstances the gift or hospitality is reasonable and justifiable.

The intention behind the gift should always be considered.

Facilitation payments and kickbacks

- Facilitation payments are a form of bribery made for the purpose of expediting or facilitating the performance of a public official for a routine governmental action, and not to obtain or retain business or any improper business advantage. Facilitation payments tend to be demanded by low level officials to obtain a level of service which one would normally be entitled to.
- Our strict policy is that facilitation payments must not be paid. In case where the employees are exposed to such circumstances or events, employees need to inform immediately to the Trustee. The concerned incharge need to initiate precautionary measures immediately.
- In order to achieve our aim of not making any facilitation payments, each business of the Company will keep a record of all payments made, which must be reported to the Secretary, in order to evaluate the business risk and to develop a strategy to avoid payments in the future.

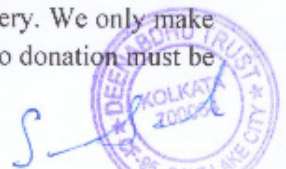
Political Contributions

We do not make donations, whether in cash or kind, in support of any political parties or candidates, as this can be perceived as an attempt to gain an improper business advantage.

Charitable contributions

Charitable support and donations are acceptable (and indeed are encouraged), whether of in kind services, knowledge, time, or direct financial contributions. However, employees must be careful to ensure that charitable contributions are not used as a scheme to conceal bribery. We only make charitable donations that are legal and ethical under local laws and practices. No donation must be offered or made without the prior approval of the Secretary.

All charitable contributions should be publicly disclosed.



1.5.12. Influence to secure advantage

No employee shall practise the improper influence or interest of any person to obtain promotion, transfer or other advantage.

1.5.13. Use of official information

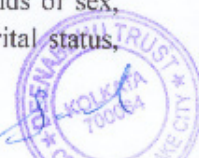
- While employees can contribute to public debate on social issues there are some circumstances in which public comment is inappropriate. The employee may only disclose official information, with due awareness & regard to confidentiality, in order that it is in their official capacity and duties.
- An employee can disclose confidential or restricted information or documents acquired in the course of their employment only when required to do so by law, in the course of their duty in co's interest, when called to give evidence in court, or when proper authority has been given. Approval to release confidential information on employees should be sought from the approved Authority.
- In circumstances where employees are requested to provide information, they should provide it in a timely and accurate manner and which complies with the principles of Freedom of Information, confidentiality, and the rights of the individual.

1.5.14. Relatives and close friends

- A conflict of interest may arise where an employee makes or participates in decisions affecting another person with whom they have a personal relationship (such as a relative, spouse, close friend or personal associate).
- In cases where such conflict arises, employees must advise their supervisor/Trustee.
- Wherever possible employees should refrain themselves from dealing with those persons in such situations.

1.5.15. Personal and professional behaviour

- Employees should perform the duties associated with their position to the best of their ability, capability, impartially and conscientiously.
- In the performance of their duties, employees should:
 - ✓ comply with legislative and industrial obligations and administrative policies
 - ✓ fulfil their Equal Employment Opportunity and Occupational Safety & Health obligations
 - ✓ strive to keep up to date with advances and changes in the knowledge and the professional and ethical standards relevant to their areas and expertise
 - ✓ maintain adequate documents to support decisions made
 - ✓ treat all persons with respect and sensitivity to their rights and provide all necessary and appropriate assistance
 - ✓ not harass or discriminate against employees or in work practices on the grounds of sex, pregnancy, race (including colour, ethnic background or national identity), marital status, disability, sexual preference, political or religious belief, or age.



- ✓ act responsibly when becoming aware of any unethical behaviour or wrong doing by any employee. Such information should be forwarded to the Trustee.
- ✓ not make embracing remarks about other employees

1.5.16. Alcohol and substance abuse or misuse

- Employees must ensure that the safety and health of other employees, and clients are not endangered by any misuse. The Trustee expects employees to perform their jobs with skill, care and diligence. Employees should not perform any act or omission that is likely to have a detrimental effect on their work performance and that of other employees and clients. Accordingly, employees should not be under the influence of alcohol or other substances while they are at work or at work functions.
- Possession, use or trafficking in illegal drugs on the premises is not permitted, any such activity will be immediately referred to the police and Trustee may take disciplinary action, which may include termination of employment.

1.5.17. Smoking

- Smoking can impact other employees, the community and create a poor image of the trust, which does not promote or encourage smoking. Smoking is not permitted in Trustee's office premises, owned or leased vehicles.

1.5.18. Policies

Employees are responsible to carry out and comply with all the policies and procedures.

1.5.19. Compliance with lawful instructions

- Employees must comply with any lawful instruction given by authorised person to make or give such an instruction.

1.5.20. Bullying

- Bullying is unreasonable behaviour that is directed against an individual or group by another individual or group and is derived from the misuse of power over the target of the behaviour. This may include:
 - verbal abuse, shouting
 - excluding or isolating behaviour
 - Not sharing or deliberately withholding information vital for effective work performance
 - giving employees impossible task/assignments/targets
 - physical abuse
- Bullying is unacceptable conduct within the trust and all reported incidents will be investigated. Whilst it is the responsibility of all employees within the trust to ensure that premises and facilities are free from harassment, Supervisors/Trustee's have a particular and clear responsibility to meet this requirement. Supervisors/Trustee's who become aware of serious breaches of policy must immediately notify the Secretary/Trustees.



1.5.21. Discrimination and Equal Employment Opportunity (EEO)

- Anti-discrimination laws provide guidelines on respecting personal difference. Treating people differently on the basis of personal characteristics is unlawful. The following are examples of attributes: age, industrial activity, parental status, political belief, personal association, race, ethnic background, career status, marital status, pregnancy/potential, lawful sexual activity, unrelated criminal record, impairment, religious belief/activity, physical features, gender identity, disability and sex.
- Discrimination is absolute unacceptable conduct within the trust and each such reported incident will be investigated.

1.5.22. Harassment

- Harassment is any type of behaviour that:
 - ✓ the other person does not want and does not return
 - ✓ offends, embarrasses, or scares them, and may be either sexual or non-sexual in nature
 - ✓ targets them because of their race, sex, pregnancy, or other protected attribute under the law
- Harassment does not have to be a series of incidents or an ongoing pattern of behaviour. Neither does harassment need to be intentional to attract disciplinary action. Harassment can occur in any work related context including:
 - ✓ Social functions
 - ✓ Conferences
 - ✓ Office social gatherings
 - ✓ Business trips
- Harassment and discrimination form part of a continuum of unacceptable behaviour that can include sexual assault, stalking and harassing phone calls, some of which are also against criminal law, which means the Criminal Authorities may prosecute anyone who commits such acts.

1.5.23. Racial and religious differences

Racial and religious differences are conduct that provokes hatred against, serious contempt for, or revulsion or severe ridicule against a person or group on the grounds of racial identification or religious belief or activity. Racial and religious differences are totally unacceptable conduct in the Trust. All reported incidents will be investigated.

1.5.24. Occupational safety and health

- The trust is committed to providing a safe and healthy workplace and environment for all employees and visitors however, employees have a responsibility to make the workplace a safe and healthy place, as far as is reasonably practical.
- All employees are responsible for:
 - ✓ working so as not to endanger themselves or any other person by any act or omission
 - ✓ report all incidents, accidents, injuries and hazards to management for corrective action



1.5.25. Professional development

Employees must continually strive to improve upon their professional competence, enhance their knowledge and encourage the development of their skills and competence of associates.

1.5.26. Ownership of products and copyright

- All products, literary, dramatic, musical, cinematographic and artistic works, computer programs, material in written or other format, discoveries, inventions and improvements in relation to such matters, together with all copyright and intellectual property created, authored, discovered, developed or produced by the employee for the purpose of, or in the course of, the employee's employment will remain the property of the company and will not be used by the employee other than for the purpose of only business.
- Upon termination of employment the employee will return all correspondence, documents, data, information, equipment and things, including copies thereof, belonging to the employer that may be in the employee's possession, custody or control.

1.5.27. Misuse

- Employees must not deliberately misuse equipment, assets, or the services of other trust personnel. When using trust equipment, employees are required to follow the instructions provided in order to avoid personal injury and/or maintenance and replacement costs. Examples of misuse include:
 - ✓ copying computer software programs regardless of whether or not the programs are protected by copyright
 - ✓ use of the company's letterhead paper or visiting card when corresponding on personal or other matters not directly related to the trust.
 - ✓ falsifying, manipulating or destroying business records without specific authorisation
 - ✓ using the company's equipment for personal commercial gain
 - ✓ Employees provided with vehicles (private or commuter use) are expected to use them in accordance with the relevant guidelines and procedures.

1.5.28. Confidentiality

- Employees may have access to personal or commercial information relating to individuals, the public, or the financial or other operations of the trust. This information is to be used for trust purposes only and should remain secure and confidential.
- Employees must not discuss or release to any unauthorised person and/or anyone outside of the shire, any confidential or sensitive information relating to the business or its operation.

1.5.29. Grievance handling

- It is expected that as a first step, employees will attempt to resolve the issues between themselves. Where this is not appropriate or does not result in a satisfactory resolution a more formal procedure as outlined by the Trust under the Personnel policy in the Grievance – Redressal Procedures.



- The dispute resolution process will operate within the following principles: Confidentiality, Impartiality, Promptness, Sensitivity, Courtesy and Respect

1.6. Breaches of the Code

- The trust is committed to the standards set out in the ECOC where a breach of the Code has been identified by the trust, a response to the breach may result in:
 - ✓ counselling
 - ✓ disciplinary action
 - ✓ termination of employment
 - ✓ suspension; or
 - ✓ laying of criminal charges or civil action.

1.7. Terminology

- Employees refers to general employee
- Personal information means any information about an identified or identifiable individual that is not available in the public domain
- Records trustee is the control and trustee of records to meet business, legal, fiscal and administrative requirements. It is a business imperative, a corporate responsibility and a critical function performed through the collective actions of individuals
- record is recorded information in any form, including data in computer systems, created or received by any employees of the Deenabandhu Trust and Services in the course of his/her duties
- conflicts of interest are assessed in terms of the likelihood that employees possessing a particular interest could be influenced, or might appear to be influenced, in the performance of their duties
- public comment includes public speaking engagements, comments on radio and television; and expressing views in letters to the newspapers or in books, journals or notices, or where it might be expected that the publication or circulation of the comment will spread to the community at large



Employee Code of Conduct

Declaration

By signing this statement I declare that I acknowledge and agree to abide by this Trustee's Employee Code Of Conduct.

Name

Signature

Date:

The original signed statement should be placed in the employee's personnel file and a copy should be provided to the employee.

