

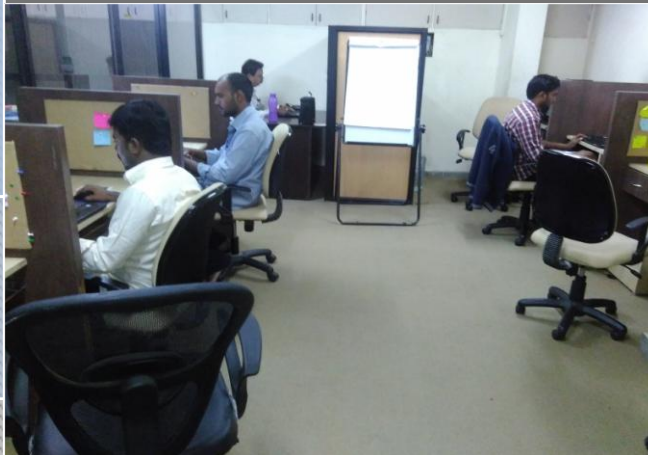
2016



ITSSRC Standards of Business Conduct

ITSS Research & Consultancy Private
Limited

Illuminating with Technology



ITSSRC CONDUCTS ITS
BUSINESS WITH HIGHEST
INTEGRITY

Vision
To be a global leader in all
ITSSRC provided services

Mission
To provide value, profitable
growth and ignite change to
all stakeholders through
innovation, collaboration
and quality while applying
strategy, technology and
expertise

Values
Shapes our thinking
what we stand for

- ★ Driven by Innovation
- ★ Customer-Centric
- ★ Professional Excellence
- ★ Maintain Integrity
- ★ Global Citizenship

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ITSSRC OFFERS ETHICS &
VALUES WITH ITS
PRODUCTS & SERVICES





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ITSS Research & Consultancy Private Limited

STANDARDS OF BUSINESS CONDUCT (SoBC) REQUIRED FROM ITSSRC EMPLOYEE

1. Introduction

ITSSRC expects its staff (including temporary, agency, interim, contractor or consultant staff) to be scrupulously impartial and honest in all affairs relating to the ITSSRC and their job within it. All staff as employees is responsible to act as ambassadors for the ITSSRC in terms of their general conduct both within and outside the organisation. This policy outlines the responsibilities of staff working for the Company.

2. How and Where to use ITSSRC SoBC

The ITSSRC SoBC is designed to help employees recognize and deal with ethical issues in their work. ITSSRC's policy is to comply with all applicable laws and regulations, being committed to conducting business in an ethical manner and acting with integrity in dealing with our customers, suppliers, partners, competitors, employees and other stakeholders. The ITSSRC SoBC is a guide to help whenever you have a question about ethics or if you are faced with an ethical dilemma. ITSSRC SoBC may not address all the situations which you may encounter and sometimes, because of the highly complex rules and regulations that govern our business, you may need additional help. In these situations, consult the ITSSRC Management, Human Resources (HR) or other designated persons mentioned in SoBC.

We at ITSSRC are committed to the highest ethical standards and to compliance with all applicable laws and regulations. It is the obligation of our employees to comply with SoBC to:

- Conduct themselves honestly and ethically
- Avoid conflicts of interest, and disclose to their immediate superiors any relationship that appears to constitute a conflict of interest; and
- Comply with applicable governmental laws, rules and regulations

3. ITSSRC Vision, Mission & Values

ITSSRC wants to be a meaningful company known for its ethical values and leadership skills. A company, where employees are proud to work; a company with which customers, business partners, and suppliers should desire to do business.

3.1. Vision

Vision: To be a **global leader** in all ITSSRC provided services.

3.2. Mission

Mission: To provide **value** and **profitable growth** to all **stake holders** through **innovation**, **collaboration** and **quality** while applying **strategy**, **technology** and **expertise** to deliver **results** and ignite **change**.

3.3. Values

Values: Shapes our **thinking** and what we **stand for**

- **Driven by Innovation** – We are always driven by improvement, challenging the status quo. This is embedded into the culture of ITSSRC. We want to bring in meaningful and significant changes that make a difference.
- **Customer-Centric** – Customer comes first. We want customers to come back to do business with us. We deliver high quality product and services. We view the solutions through the eyes of customer challenges. We are responsible and fair, while competing vigorously.
- **Professional Excellence** – We at ITSSRC pursue excellence, share ideas, communicate results transparently, work with discipline that can have far reaching effect, accept professional challenges, unravel the unknowns and deal uncertainty with confidence. Maintain constructive, supportive and positive environment. Treat others with empathy.
- **Maintain Integrity** – Being honest, have strong moral principles and moral uprightness, being sensible in maintaining and fulfilling obligations in a timely manner. Focus on performance, be on time anytime and every time, avoid inconsistencies in behaviour, communicate frequently and transparently and maintain open-door policy.
- **Global Citizenship** – ITSSRC employees observe themselves as global citizens and is not bound by a nation or place. All its employees exhibit social responsibility and align to social responsible principles and ideas, which brings in commercial value.

4. General

The general duties of the employees, managers and executives are

- to be ready and willing to work;
- to take reasonable care in the exercise of that service, including the duty to be competent at work and to take care of the Company's property;
- to not wilfully disrupt the Company's business;
- to obey reasonable orders as to the time, place, nature and method of service;
- to work only for the Company in the Company's time;
- to disclose information to the Company relevant to the Company's business: for example that they might know or discover;
- to hold solely for the Company the benefit of any invention relevant to the business on which the Company is engaged;
- to respect the Company's trade secrets;
- in general, to be of good faith and do nothing to destroy the trust and confidence necessary for employment;
- to account for all benefits – monetary or in kind - received in the course of employment;
- to not give or receive bribes or otherwise act corruptly
- to indemnify the employer for loss caused by the employee.
- 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 departure from the Employee Code of Conduct by themselves or others

- comply with ITSSRC policies and procedures
- promote a positive, safe and healthy environment in the conduct of their work
- informing employees in their teams about the Employee Code of Conduct, relevant policies, procedures and minutes
- providing appropriate training and/or performance counselling to ensure the required standard is met.
- acting consistently and fairly in dealing with behaviour that breaches this code.

There are also other statutory requirements and further responsibilities on individual employees in regards to their own behaviour and their behaviour towards other employees.

5. Anti-Corruption and Anti-Bribery

5.1. Bribery and Other Corrupt Behavior

The Company has a strict anti-bribery and corruption policy in line with the Prevention of Corruption Act (1998). A bribe is defined as: giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly or to reward that person for having already done so.

If an employee bribes (or attempts to bribe) another person, intending either to obtain or retain business for the company, or to obtain or retain an advantage in the conduct of the company's business this will be considered gross misconduct. Similarly accepting or allowing another person to accept a bribe will be considered gross misconduct. In these circumstances the employee will be subject to formal investigation under the Company's disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

5.2. Gifts and Hospitality

In addition to the duties placed on employees by Civil and Statute Law. The Company requires its employees to ensure that gifts and hospitality offered by suppliers and potential suppliers of goods and services to the Company are declined. This applies whether the gifts or hospitality are offered within, or outside normal working hours. The only exceptions to this are trivial gifts with a nominal value of less than INR 500 such as a calendar, diary, chocolates or mugs can be accepted. All other gifts must be politely refused or, if received through the post, returned to the donor with a suitably worded letter signed by their Manager.

5.3. Transaction of Private Business

Employees having official dealings with contractors and other suppliers of goods or services must avoid transacting any kind of private business with them by any means other than the Company's normal commercial channels. No favour or preferences as regards price, or otherwise, which is not generally available, should be sought or accepted.

5.4. Attendance at Luncheons, Receptions, Meetings etc

Where it is evident that the work of the Company will be facilitated, invitations to attend receptions, luncheons may be accepted under the following rules:

- no employee may accept an invitation without first obtaining the approval of their Manager;
- in exceptional circumstances, where it is not possible to seek prior approval, the facts should be reported immediately afterwards;

- if addressed personally, such an invitation may not be transferred to another employee, except with the consent and approval of a senior manager as above and with the concurrence of the party issuing the invitation;
- invitations involving attendance outside normal working hours may be accepted only on the authority of the Manager;
- as a general rule, any officer who has any doubts about the wisdom of accepting any hospitality should decline the offer.

The important difference between, for example, attendance in an official capacity at a function organised by the Company or one of its subsidiaries and the acceptance of hospitality from a private individual or firm should be recognised.

5.5. Visits to Conferences, Demonstrations etc

The Company intends that when it is necessary for employees to visit conferences, demonstrations and similar occasions, it should bear the travelling and subsistence expenses itself. Exceptions to this general rule will only be permitted with the approval of their respective managers.

6. Employee Personal Conduct and Responsibilities

6.1. Personal Conduct

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

6.2. Attendance and Leave

Employees are expected to be punctual and regular in their attendance. When an employee is unavoidably absent from work due to sickness or any other reason, the employee should telephone their manager (or appropriate delegate) promptly (preferably before their normal starting time) and indicate their likely return to work. Managers 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 manager at least 2 working days before their leave ends.

6.3. Identification, Dress and Appearance

Employee Identification requires employees to wear or carry their identity badges whilst carrying out their duties.

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

Employees are expected to conduct themselves in a responsible and professional manner. The manager is responsible for determining the dress code appropriate to the environment while the manager can make exceptions for medical purposes. If, for some reason, an employee is unable or uncertain about determining what appropriate dress is, the employee should discuss the matter with the supervisor.

Casual business wear is defined as:

- trousers, pants, skirts
- modest shirts, blouses, jumpers, cardigans, non-sports jackets
- denim jeans
- any form of shoes, sports shoes (including joggers or runners)

Casual business wear does not include:

- leggings
- any form of thongs, slippers or dilapidated footwear
- athletic wear
- torn or ripped clothing (even if 'designer' tears)
- unsuitably revealing clothing (including backless tops or dresses, or garments that reveal the midriff)
- any clothing displaying offensive messages including racist or similar

6.4. Personal Relationships

If a personal relationship between two employees develops within the working environment, the onus is on the senior employee concerned to bring this to the attention of his or her manager to confirm that there is no conflict of interest, nor will a conflict of interest arise. The Company reserves the right to move one of the employees concerned if it deems it necessary to do so.

A conflict of interest may also 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 a conflict may arise, employees must advise their manager. Wherever, possible employees should disqualify themselves from dealing with those persons in such situations.

6.5. Controlled Substance in Workplace

Employees who engage in the unlawful sale, distribution, or attempted sale, possession or purchase of controlled substances while at the workplace, or while performing in a work related capacity, will be subject to criminal, civil and disciplinary penalties. Such illegal acts, even if engaged in off duty, may result in disciplinary action. No employee shall use alcohol or illegal or illicit substances at the worksite. An employee may be required to undergo a confidential medical examination to ascertain the cause of impairment or disability when there exists a "reasonable suspicion" based on specific, reliable observations that such impairment or disability is a result of the use of alcohol or a controlled substance. If alcohol or controlled substance use or impairment is found to exist, ITSSRC will determine the appropriate course of action which may include disciplinary action.

6.6. Smoking

Passive smoking can impact on other employees, the community and create a poor image of the ITSSRC, which does not promote or encourage smoking. Smoking is not permitted in ITSSRC owned or leased vehicles or buildings.

Employees may only smoke in their own time during authorised breaks as set out in the award, agreement or employment contract and/or as authorised individually by their manager.

6.7. General Conduct

Employees should at all times conduct themselves in such a way as to enhance the reputation of the Company.

ITSSRC will support employees who become aware of and are willing to report breaches of this policy or who genuinely believe that a breach is occurring, has occurred or is likely to occur within the business. Employees should raise the issue internally with their manager or supervisor or in accordance with the Company's Policy on Disclosing Information ('Whistleblowing').

These standards of conduct are intended to underpin and clarify standards required by the Company of its employees and form a fundamental part of the employment contract. A staff who fails to comply with the guidance detailed in this Policy could be subject, following full investigation, to disciplinary action up to and including dismissal. If through their actions or omissions staffs are found to be in contravention of either this Policy or, indeed, their legal responsibilities then the Company reserve the right to take legal action if it deems it to be necessary to do so.

6.8. Influence to secure advantage

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

6.9. Personal and professional behavior

Employees should perform the duties associated with their position to the best of their ability, diligently, 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 courtesy and sensitivity to their rights and provide all necessary and appropriate assistance
- not take or seek to take improper advantage of any official information gained in the employment with ITSSRC
- 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 CEO
- continuously improve work performance. All employees should actively pursue quality improvements
- not make disparaging remarks about other employees

6.10. 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
- deliberately withholding information vital for effective work performance
- giving employees impossible assignments
- physical abuse

Bullying is unacceptable conduct within the ITSSRC and all reported incidents will be investigated.

Whilst it is the responsibility of all employees within the ITSSRC to ensure that premises and facilities are free from harassment, managers have a particular and clear responsibility to meet this requirement. Managers who become aware of serious breaches of policy must immediately notify their manager or the CEO.

6.11. 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, carer status, marital status, pregnancy/potential, lawful sexual activity, unrelated criminal record, impairment, religious belief/activity, physical features, gender identity, disability and sex.

Discrimination is unacceptable conduct within the ITSSRC and all reported incidents will be investigated.

6.12. 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
- constitutes a form of bullying
- 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 police may prosecute anyone who commits such acts.

Fair discipline, performance counselling or workplace control practices based only on performance issues do not, in themselves, constitute harassment.

6.13. Racial and religious vilification

Racial and religious vilification is conduct that incites 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 vilification is a form of harassment and discrimination and is unacceptable conduct in the ITSSRC. All reported incidents will be investigated.

6.14. Occupational safety and health

The ITSSRC is committed to providing a safe and healthy workplace for all employees and

visitors however, employees have a responsibility to make the workplace a safe and healthy place for all concerned, as far is reasonably practical.

It is therefore important that employees are familiar with the standards or procedures in their particular area of work. If employees have not been advised of these standards or procedures during the induction process, they must as a matter of urgency ask their immediate manager to obtain the necessary information.

All employees are responsible for:

- knowing and complying with the OSH rules and guidelines
- working so as not to endanger themselves or any other person by any act or omission
- use and follow OSH instructions, training or other information
- report all incidents, accidents, injuries and hazards to management for action

6.15. Professional development

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

6.16. 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 in the Grievance – Resolving Issues and Concerns Policy can be applied.

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

Disputes may be resolved in a formal or informal manner. Where possible, as a first step and with the agreement of both parties, the dispute may be resolved informally. If the dispute is not resolved at the informal level then the formal process provides graduated steps for further discussion and resolution at high levels of authority. A formal resolution requires a thorough investigation to be undertaken, and the process documented.

Appropriate managers will investigate a complaint or allegation of behaviour that is contrary to these standards. Investigations will be carried out with sensitivity and fairness and maintain confidentiality.

7. Organization Information and Property

7.1. Confidentiality

At all times confidentiality must be maintained. No information can be released to unauthorised persons or organisations. The Chief Executive or other Senior Managers of the Company will inform employees of those authorised to receive information.

If doubt exists as to the validity of an organisation or individuals to receive information, this must be checked with a Manager.

Employees may have access to personal or commercial information relating to individuals, the public, or the financial or other operations of the ITSSRC. This information is to be used for ITSSRC purposes only and should remain secure and confidential. It is important that the community has confidence that information acquired by the ITSSRC is only used for the stated purposes for which it was collected.

Employees must not discuss or release to any unauthorised person and/or anyone outside of the ITSSRC, any confidential or sensitive information relating to the ITSSRC and/or its operations.

7.2. Outside Interests and Employment

Outside interests include directorships, ownership, part ownership or material shareholdings in companies, business or consultancies likely to seek to do business with the ITSSRC. These should be declared to the individual's line manager as should the interests of a spouse / partner or close relative.

7.3. Political and Civic activities

It is not the intention of ITSSRC, or this policy, to dissuade employees from participating actively in public duties. It is important, however, that by doing so there is no suggestion to a third party that the employee is acting on behalf of, or with the support of, ITSSRC. To avoid any misunderstanding, no Company employee should permit his or her company affiliation to be noted in any outside organisation's materials or activities without the express written approval of a member of senior management.

7.4. 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 timely manner. The principles of natural justice must be maintained in dealing with each investigation.

7.5. Use of facilities and equipment

Employees should take all possible care when using ITSSRC property, goods, intellectual property and services and ensure they are used efficiently, carefully and honestly.

Unless permission has been granted by the employees' manager, ITSSRC resources are not to be used for private purposes.

7.6. 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, integrity and security of official information for which they are responsible.

7.7. Records management

Employees need to be aware of their record keeping responsibilities and are reminded there is a legal requirement to adhere to proper records management practices and procedures. All employees must therefore ensure that ITSSRC 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 Chief Executive Officer.

7.8. Information Technology

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 or control and that are owned or used by agreement.

7.9. Email

Staff may only use e-mail and web browsing for work related purposes and that all e-mail and web access logs will/can be monitored for compliance with the staff position. As the organisation has responsibility for its computer systems and networks, it has the right to make directions as to its use.

Informing people about the personal information that is collected held and what is done with it is an important privacy principle.

7.10. Conflict of interest

If an employee becomes aware of the potential for conflict of interest then they must notify their manager of the potential or actual conflict of interest. ITSSRC expects employees to:

- declare any likely conflict of interest to supervisors; and
- avoid any detrimental outcome as a result of a conflict of interest.

If a conflict of interest arises where employees:

- engages or is likely to engage in activities or advances, or
- is likely to advance personal or other interests at the expense of ITSSRC interests or the interests of other employees, ITSSRC may then intervene.

Employees must ensure that there is no conflict or incompatibility between their personal interests, whether pecuniary (eg money) or non-pecuniary and the impartial fulfilment 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 favour (which may or may not be to the detriment of the ITSSRC).
- additional employment that prevents or hinders the performance of a person in their 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 manager. Wherever, possible employees should disqualify themselves from situations of conflict of interest.

Where an employee has an impartiality, financial or proximity interest in any matter regarding provisions outlined within this Code, or which might be perceived as being in conflict with the interest of another person who may be affected then the employee must immediately disclose this to the Chief Executive Officer/Manager or at the meeting if prior disclosure is not possible.

7.11. Financial interests

Employees should avoid any financial involvement or undertaking that could directly or indirectly compromise or undermine the performance of their duties or the ITSSRC objectives or activities.

Financial conflict of interest may arise where an employee, who has a financial interest in a

company or other business, is in a position to influence contracts or transactions between the ITSSRC 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 ITSSRC activities or interests for personal gain.

7.12. Use of official information

While employees can contribute to public debate on social issues there are some circumstances in which public comment is inappropriate. Public comment by employees should not imply that the comment, although made in a private capacity, is in some way an official comment by ITSSRC. The employee may only disclose official information, with due 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, 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 Chief Executive Officer.

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.

Employee's acting in honorary capacities may be asked by third parties to make comment on ITSSRC policy or procedure and in such cases, employees should confine comments to factual information. Where employees are privy to information of a restricted nature, which may compromise the position of the ITSSRC or infringe on the privacy of members of ITSSRC, the information should not be divulged.

7.13. Employee/client boundaries

The term 'employee / client boundaries' identifies the importance of the trust inherent in the relationship between employees and their clients however, breaching of employee/client boundaries is going outside the limits of the employee/client relationship.

Employees are expected to maintain proper boundaries with clients. Employees are expected to make themselves aware of any workplace and/or program-specific policies/guidelines in this area.

7.14. Policies

Employees are responsible to carry out and comply with the ITSSRC policies and procedures and legislation. It is acknowledged that employee views, on particular matters, may differ from the ITSSRC, however such views must not either interfere with the performance of an employee's duty or prevent the employee from supporting the ITSSRC objectives.

7.15. Compliance with lawful instructions

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

7.16. 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 ITSSRC and will not be used by the employee other than for the purpose of ITSSRC business.

Unless otherwise agreed, the ITSSRC retains the copyright of work produced by you during your employment with the ITSSRC.

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.

7.17. Public conduct and media contact

Employees making comments in a public forum on any matter relating to the ITSSRC must act in a way that is in keeping with the values and protects the reputation of the ITSSRC. Only authorised personnel may speak with the media on behalf of the ITSSRC. Employees are not permitted to speak with media representatives without first receiving clearance from the CEO.

7.18. Misuse

Employees must not deliberately misuse ITSSRC equipment, assets, or the services of other ITSSRC personnel. When using ITSSRC 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 ITSSRC letterhead paper or postage when corresponding on personal or other matters not directly related to the ITSSRC
- unauthorised use of the ITSSRC logos
- falsifying, manipulating or destroying business records without specific authorisation
- using the ITSSRC equipment for personal commercial gain

Employees provided with vehicles (private or commuter use) are expected to use them in accordance with the ITSSRC policy and guidelines.

8. Breaches of the Code

The ITSSRC is committed to the standards set out in the Employee Code of Conduct. Where a breach of the Code has been identified by the ITSSRC a response to the breach may result in:

- counselling
- disciplinary action
- termination of employment
- suspension; or
- laying of criminal charges or civil action

9. Prohibited Conduct

ITSSRC does not accept prohibited conduct from its Employees. Employees have organization and social responsibility. List below explains some of the prohibited conduct, however it is not exhaustive.

9.1. Work Performance

- Insubordination, including disobedience, or failure or refusal to carry out assignments or instructions.

- Loafing, loitering, sleeping or engaging in unauthorized personal business.
- Unauthorized disclosure of confidential information or records.
- Falsifying records or giving false information to other state agencies or to employees responsible for record keeping.
- Failure to provide accurate and complete information whenever such information is required by an authorized person.
- Failure to comply with health, safety and sanitation requirements, rules and regulations.
- Negligence in performance of assigned duties.

9.2. Attendance and Punctuality

- Failure to report promptly at the starting time of a shift or leaving before the scheduled quitting time of a shift without the specific approval of the supervisor.
- Unexcused or excessive absenteeism.
- Failure to observe the time limits and scheduling of lunch, rest or wash-up periods.
- Failure to notify the supervisor promptly of unanticipated absence or tardiness.

9.3. Use of Property

- Unauthorized or improper use of ITSSRC property or equipment, including vehicles, telephone or mail service.
- Unauthorized possession or removal of ITSSRC or another person's private property.
- Unauthorized posting or removal of notices or signs from bulletin boards.
- Unauthorized use, lending, borrowing or duplicating of ITSSRC keys.
- Unauthorized entry to property, including unauthorized entry outside of Assigned hours of work or entry to restricted areas.

9.4. Personal Actions and Appearance

- Threatening, attempting, or doing bodily harm to another person.
- Threatening, intimidating, interfering with, or using abusive language towards others.
- Unauthorized possession of weapons.
- Making false or malicious statements concerning other employees, supervisors, or trainees of the ITSSRC.
- Use of alcoholic beverages or illegal drugs during working hours.
- Reporting for work under the influence of alcoholic beverages or illegal drugs.
- Unauthorized solicitation for any purpose.
- Inappropriate dress or lack of personal hygiene that adversely affects proper performance of duties or constitutes a health or safety hazard.
- Unauthorized or improper use or possession of uniforms, identification cards, badges, or permits.
- Failure to exercise good judgment, or being discourteous, in dealing with fellow employees, students, or the general public.

These work rules do not constitute the entire list of violations for which employees may be disciplined. Other rules are provided by statute, by Administrative Code, and by administrative procedures established by management. Violations of these rules can also result in appropriate disciplinary action. Additional work rules may be established by management to meet special requirements of departments or work units or as circumstances require.

9.5. Misconduct

The following are considered acts of misconduct and the employees will face disciplinary action if found indulging in any of the following:

- Wilful in subordination or disobedience, whether alone or in combination with others to any of the lawful and reasonable order or orders of the superiors.
- Theft, fraud or misappropriation of company's funds dishonesty in connection with the employer's business or property.
- Theft of property of another workman / employee within the premises of the company.
- Wilful damage to or loss of ITSSRC's goods or property.
- Taking or giving of any illegal gratifications.
- Habitual late attendance or late attendance on more than 3 occasions in a month.
- Habitual breach of any order or rules and regulations or instructions for maintenance and running of any department or the maintenance of cleanliness of any portion of the company.
- Misbehaviour towards customers and visitors.
- Riotous or disorderly behaviour towards superiors, co-workers during working hours in the premises of business of the company or outside or any act subversive of discipline in connection with work of ITSSRC
- Habitual absence from work without sanction of leave or absence without sanction of leave for more than 8 working days.
- Habitual negligence or neglect of work.
- Striking work singly or in combination with others or inciting others to strike work in contravention of the provisions of any law or rule having the forces of law/or any contract including the implied contract of appointment to attend and to work.
- Tempering with any records, evidence, threatening the witnesses, falsifying or refusing to give testimony when incidents in the undertaking or other matters are being investigated or being considered.
- False statements made or particulars given in his application form for appointment or when called upon by the management to make true statements of any fact in connection with any matter connected with the work or business of the company.
- Sleeping while on duty.
- Absenting from work spot without proper authority and/ or permission during duty hours or idling away.
- Adopting, participation, instigating, encouraging abetting go slow tactics.
- Carrying lethal weapons, fighting or attempting bodily injury to other workman.
- Drunkenness or conduct which violates common decency and morality.
- Assaulting, abusing, threatening or intimidating, gheraoing any superior or any other workman / employee of the company, whether inside or outside the ITSSRC in connection with the work / business of the company.
- Gherao or wrongful confinement or coercion of staff / employee.
- Playing cards and gambling within the premises.
- Smoking and / or spitting within the premises of the company other than at the place where permitted.
- Refusing to sign a statement or declaration given by himself or to receive or sign notices, warnings, memo etc., issued or given by any superior or the manager.
- Conviction for any offence by a court of law, involving moral turpitude.

- Obtaining leave on being sick and during the same period working elsewhere or attempting to obtain work elsewhere or obtain leave on false pretext.
- Obstructing, preventing or intimidating any person from attending his or their normal work or from seeking employment.
- Engaging in activities or giving false statement before any person or authority with the intention to cheat the company.
- Refusal to submit for search or search on suspicion of theft of company's property.
- Collection of any money within the premises for purpose not sanctioned by the management.
- Handling any machinery apparatus not entrusted to his charge.
- Refusal to work overtime due to exigencies of work.
- Unauthorized disclosure, to any person, of any information with regard to the process of the company, which may come in the possession of workman in the course of his work.
- Canvassing for union membership or for the collection of union dues inside the premises of the ITSSRC / company during the working hours of the company.
- Holding meeting or shouting slogans or leading processions or demonstrations inside the premises of the company or distributing or accepting inside the premises hand bills, notices or pasting posters, abusing any superiors in the company.
- Engaging in private work or trade within the premises of the company.
- Refusal to submit for medical examination when directed to do so by the manager.
- Failure to observe safety instructions notified by the employer or interference with any safety device installed within the company.
- While in employment, working for any other employer for any consideration or otherwise.
- Failure to furnish the management with the certificate of fitness.
- Logging attendance of any other workman / employee or to falsify the records in any manner in respect of attendance or Payment of Wages.
- Habitually remaining in toilets for unreasonably long periods of time.
- Falsifying and tampering with any official records.
- Failure to report accident / injuries while on duty and / or failure to give evidence in respect of such accidents / injuries.
- Failure to notify the company of change of address.
- Refusal to accept any order of transfer / or to work any shift.
- Committing nuisance at within primes of the ITSSRC.
- Entering the ITSSRC premises without permission and / or authority outside the duty hours.
- Interfering in any manner with any of the management functions and / or right, or with the work of the other workmen / employees.
- Remaining within the company's premises without permission and / or any official business after the authorized duty hours.
- Allowing an unauthorized person to operate his machine.
- Unauthorized use of a vehicle of the company and communication systems (like Telephone/Fax, etc.,)
- Doing any act prejudicial to the interest of reputation of the company.
- Loitering or leaving place of work without sufficient and reasonable cause and permission during the working hours.
- Not taking proper care of the tools, gauges, jigs, fixtures, or any other company's property

entrusted to him.

- Sudden stoppage of power, switching off electric power resulting in damage to company's property, machinery or plant.
- Conduct which endangers the lives and safety of other workmen / employees.
- Willfully allowing any unauthorized person to enter the premises outside the working hours of quarters.
- Trespassing or forcible occupation of the company's premises outside the working hours of quarters.
- Money lending or borrowing or running a chit funds scheme or engaging any kind of such trade within the premises of the company.
- Deliberate abuse of any concessions or benefits or any leave privilege for the time being in force.
- Any act which may be considered as misconduct in common parlance.

10. Terminology

This section describes the terminology used in this document

- 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 management is the control and management 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
- a record is recorded information in any form, including data in computer systems, created or received by any employees of the ITSSRC 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; and
- senior Officer means the Chief Executive Officer; Executive Managers



Employee Code of Conduct

Statement

By signing this statement I declare that I acknowledge and agree to abide by this ITSSRC Standards of Business Conduct.

(signature)

(print name)

(insert date)

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