



Confidential

Wise Work Code of Conduct

The aim of this document is to emphasize on the essentiality of understanding and adhering to a set of principles that will guide your behaviour and decisions in the workplace. This Code of Conduct aims to help you navigate the complexities of your professional environment.

The purpose of this Code of Conduct is to:

- Establish clear expectations for professional behaviour
- Promote a positive and productive work environment
- Protect the interests of the company, clients, and colleagues
- Foster your personal and professional growth
- Ensure compliance with legal and ethical standards in the IT industry



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1 Professional Conduct

Professional conduct forms the cornerstone of your career. It encompasses how an employee presents oneself, interacts with others, and approaches work. Maintaining high standards of professional conduct is crucial not only for one's personal growth but also for the success of their team and organization.

As a newcomer to the professional world, you'll be observed closely, and your conduct will play a significant role in shaping others' perceptions of you.

1.1 Punctuality

- Arrive at work on time consistently.

Note: A typical workday at Wise Work starts at 10 am and ends at 6 pm IST. Alternately, employees can also opt to work from 9 am to 5 pm IST.

- Be prompt for meetings and appointments.

Note: As a best practice, join a couple minutes early to check your connectivity and audio output

- Inform your supervisor in advance if you anticipate being late.

Note: The information is expected to be conveyed within an hour preceding the work shift timings.

1.2 Dress Code

- Maintain a neat and professional appearance
- When in doubt, err on the side of more formal attire
- To maintain a professional and respectful workplace, the following clothing items are prohibited in the office:
 - Clothing with offensive or inappropriate slogans, logos, or images.
 - Revealing clothing.
 - Footwear such as flip-flops and sliders.
 - Ripped or torn clothing that appears unprofessional or overly casual.
 - Excessively dirty or wrinkled clothing that presents an unprofessional appearance.
 - Headgear such as hats or caps, unless for religious or medical reasons.

1.3 Communication

- Use professional language in all work-related communications
- Respond to messages on teams immediately.
- Respond to emails within one working day

Note: Maximum accepted response time is 24 hours

- Practice active listening during meetings and discussions.

For more details and refer to [Wise Work Attendance Policy](#).

1.4 Respect for Colleagues

- Treat all co-workers with respect, regardless of their position
- Avoid engaging in office gossip or spreading unnecessary rumours
- Be mindful of others' personal space and work environment.

2 Work Ethics

Strong work in the professional environment is particularly important. They not only contribute to one's personal growth and reputation but also to the overall productivity and success of the projects and company. Good work ethics sets one apart as a reliable and valuable team member. Few key expectations are outlined below:

2.1 Productivity

- Focus on assigned tasks during work hours
- Seek additional work or learning opportunities which invokes your interest once assigned tasks are completed
- Actively involve during planning sessions to ensure effective bandwidth management.
- Avoid placing undue burden on colleagues with excessive task delegation or frequent requests for assistance with uncertainties

2.2 Quality of Work

- Strive for accuracy, excellence and improved efficiency in all tasks.
- Double-check your work before submission
- Be open to constructive criticism and willing to make improvements
- Adhere to the coding standards as documented in the Wise Work Coding Standards.
- Strive to deliver high quality and robust deliverables.

2.3 Time Management

- Prioritize tasks effectively
- Meet deadlines consistently
- Communicate proactively if you anticipate missing a deadline
- Ensure timely communication to enhance team collaboration

- Divide assigned tasks to smaller chunks and reach out to technical experts for clarifications/guidelines within the hour if no further progress can be attained.

2.4 Continuous Learning

- Stay updated with the latest technologies and industry trends
- Participate in training sessions offered by the company
- Seek mentorship and guidance from experienced colleagues
- Explore and implement methods and process that boosts up productivity and efficiency.
- Be open to changing your work habits to better utilize the formal platforms like Teams, Outlook and Azure Boards.

3 Confidentiality and Data Protection

Data breaches and cyber threats are becoming increasingly common, an employee's role in safeguarding information is more crucial than ever. As an employee, you must develop a strong awareness of data security principles and practices from the very beginning of your career.

Key aspects of confidentiality and data protection in IT include:

3.1 Company Information

- Maintain strict confidentiality of company data and projects
- Do not share sensitive information with unauthorized individuals
- Be cautious about discussing work matters in public spaces

3.2 Client Information

- Protect client data with utmost care
- Follow all data protection protocols and regulations
- Report any potential data breaches immediately

3.3 Intellectual Property

- Respect and protect the company's intellectual property
- Do not use company resources or information for personal gain
- Understand and comply with non-disclosure agreements

4 Technology Usage

At the forefront of technology usage in your organization, your role not only involves leveraging various tools and systems to perform your job but also setting an example for responsible and efficient use of technology in the workplace. Proper technology usage is crucial for maintaining productivity, ensuring security, and fostering a professional work environment.

4.1 Company Equipment

- Use company-provided equipment responsibly
- Do not install unauthorized software on company devices
- Report any technical issues promptly to the IT department

4.2 Internet and Social Media

- Use the internet responsibly during work hours
- Do not access inappropriate content on company networks
- Be mindful of your social media presence and its potential impact on the company's reputation

4.3 Information Security

- Use strong, unique passwords for all work accounts
- Do not share your login credentials with anyone
- Be vigilant against phishing attempts and other security threats

5 Teamwork and Collaboration

Effective teamwork and collaboration not only lead to better project outcomes but also contribute to a positive work environment, foster innovation, and accelerate your professional growth. By developing strong collaborative skills early in your career, you set yourself up for success in leadership roles in the future. Key aspects to take note of:

5.1 Participation

- Actively contribute ideas and suggestions in team meetings
- Offer assistance to colleagues when appropriate
- Be open to collaboration and different perspectives

5.2 Conflict Resolution

- Address conflicts professionally and directly with the involved parties
- Seek mediation from supervisors if unable to resolve conflicts independently
- Focus on finding solutions rather than assigning blame

5.3 Knowledge Sharing

- Document your work and processes for future reference
- Share relevant knowledge and insights with team members
- Contribute to the company's knowledge base when possible

6 Workplace Safety and Health

A healthy work environment goes beyond just avoiding accidents or injuries. In IT, where cognitive performance is crucial, you're mental and physical well-being directly impacts your productivity, creativity, and overall job satisfaction. Ensure the below:

6.1 Physical Safety

- Follow all workplace safety guidelines and procedures
- Report any unsafe conditions or practices immediately
- Participate in safety training and drills as required

6.2 Mental Health

- Maintain a healthy work-life balance
- Be supportive of colleagues who may be experiencing stress or mental health challenges

7 Ethical Conduct

Ethical conduct is not just a legal requirement but also a moral responsibility to ensure trust, security, and integrity in the digital age.

The below pointers aim to guide you through the core values that should govern your actions and decisions:

7.1 Honesty and Integrity

- Always be truthful in your work and communications
- Avoid task sharing and delegating assigned tasks without prior approval
- Avoid any form of deception or misrepresentation
- Report any unethical behaviour you observe to the appropriate channels

7.2 Conflict of Interest

- Disclose any potential conflicts of interest to your supervisor
- Avoid situations where personal interests could interfere with work responsibilities
- Do not accept gifts or favours that could influence your professional judgment

7.3 Fair Treatment

- Treat all colleagues, clients, and stakeholders fairly and without discrimination
- Respect diversity and promote an inclusive work environment
- Report any instances of harassment or discrimination you witness

8 Compliance

Compliance is not just about following rules; it's about maintaining the integrity and security of your organization and protecting its reputation. By understanding and adhering to the legal, regulatory, and internal policies that govern your work, you contribute to a culture of responsibility and accountability.

8.1 Company Policies

- Familiarize yourself with and adhere to all company policies and procedures
- Stay informed about any policy updates or changes
- Ask for clarification if you are unsure about any policy

Note: For more details on regulations refer to Wise Work Attendance Policy.

9 Digital Communication Etiquette

This section of the Code of Conduct introduces the key principles and best practices for engaging in digital communication professionally and ethically

9.1 Email

Subject Line

- Use clear, concise subject lines that accurately reflect the email's content
- For urgent matters, consider prefixing with "Urgent:" or "Action Required:"

Greetings

- Start with a professional greeting like "Hello," "Hi," "Dear [Name]" or "Hello team"
- Avoid overly casual greetings like "Hey" in professional settings

Content

- Use project codes, ticket numbers or issue numbers when applicable
- Keep emails brief and to the point, use short paragraphs and bullet points for better readability
- State the purpose of your email in the first sentence or paragraph
- Be clear about any actions required from the recipient.
- Use proper grammar, spelling, and punctuation.
- Maintain a professional, respectful tone.
- Use a standard, easily readable font. Use bold or italics sparingly to emphasize key points.

Attachments

- Mention any attachments in the body of the email
- Double-check that you've actually attached the files before sending

Reply and Forward

- Reply promptly to emails, ideally within 24 business hours
- Use "Reply All" judiciously - only when necessary
- When forwarding emails, add context for why you're sharing the information

Proofread

- Always proofread your email before sending
- Check for errors in content, tone, and recipient list
- Use encryption for confidential data when necessary
- Double-check the recipient list to avoid accidental information leaks

CC and BCC

- Use CC (Carbon Copy) to keep the team informed.
- CC the Team Lead and utmost a colleague when availing work from home or leaves.
- Use BCC (Blind Carbon Copy) for large distribution lists or to protect recipients' privacy

- Avoid unnecessary CC'ing of managers or colleagues

9.2 Teams

Out of Office

- Set up an autoreply when you're away for extended periods
- Include your return date and an alternative contact in your out-of-office message

Profile and Status

- Keep your status updated (Available, Busy, Away, etc.)
- Use appropriate channels for different types of communication
- Use @mentions judiciously to notify specific team members
- Test your audio and video before joining calls
- Mute your microphone when not speaking
- Use the hand-raise feature to indicate you want to speak

Screen Sharing

- Close unnecessary tabs and applications before sharing your screen
- Inform participants what you're about to share
- Stop sharing when you're done to avoid accidental oversharing

File Sharing

- Use appropriate channels or tabs for file sharing
- Name files clearly and consistently
- Inform team members when you've uploaded important files

Meetings

- Join meetings on time
- Stay engaged and avoid multitasking during meetings
- Use the chat function to ask questions without interrupting
- Accept meeting invites with appropriate responses in Microsoft Teams/Outlook
- Leave meetings properly instead of just closing the window
- Be mindful of different time zones when scheduling meetings or expecting responses

Messages

- Check your Teams regularly to ensure you're not missing important messages
- Respect others' working hours and avoid sending non-urgent messages outside of business hours
- Respect others' focus time
- Be inclusive and professional in all interactions

Technical Issues

- If you're having technical problems, inform your team promptly
- Be patient with others who may be experiencing technical difficulties

9.3 Azure Boards

The Azure Boards best technical practices are documented here for your reference. Adhere to these guidelines to ensure that your efforts are documented and are accessible for performance discussions

Work Item Management

- Create tasks/issues on the boards to document the requirements as and when mentioned.
- Populate all the mandatory fields when putting up work items on the boards.
- Keep statuses up-to-date
- Assign appropriate tags, labels, and priorities
- Link related items and add relevant attachments

Communication

- Use @mentions for specific team members
- Add clear, concise comments to provide context
- Be professional and respectful in all communications

Assignments and Estimates

- Only assign items to yourself or others when appropriate
- Set realistic time estimates and due dates

Sprint and Iteration Discipline

- Respect sprint boundaries
- Don't move items between sprints without discussion
- Update your capacity regularly

Board Usage

- Don't modify board layouts without team agreement

Hierarchical Structure

- Understand and respect the Epic > Feature > User Story/Task hierarchy
- Ensure proper linking between related items
- Don't create high-level items without approval

Process Adherence



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- Follow your team's established workflows and conventions
- Don't bypass processes for work item management

Continuous Improvement

- Provide constructive feedback in retrospectives
- Be open to adjusting your usage habits

Data Integrity

- Double-check information before saving changes
- Don't delete work items without approval

10 Consequences for Non-Compliance

10.1 Verbal Warning:

The first instance of non-compliance with the attendance policy may result in a verbal warning from the reporting manager.

10.2 Second Warning:

If attendance issues persist, a second warning may be issued. This warning will outline specific performance expectations and consequences for further non-compliance and termination.

10.3 Termination:

If an employee fails to meet attendance expectations after receiving the second warning, termination will be issued.

11 Review and Amendment

This Attendance Policy will be periodically reviewed to ensure its effectiveness. Wise Work reserves the right to amend or update this policy as necessary at any point in time as per business needs.

Human Resource Contact

For any questions or clarifications regarding this policy, please contact the People Team at people@wisework.in.