



Agent Ref No: 36445

To,  
Mr. SUNIL KUMAR  
GWALIOR

Dear Mr.SUNIL KUMAR

We are pleased to hereby confirm your appointment as a BDO for our company for marketing of Consumer Durables (CD). The relevant terms and conditions are mentioned below:

Your contract will be on the following terms and conditions:

1. Your monthly professional fees shall be as per Annexure A, subject to the necessary tax deductions as per the laws.
2. For the temporary period, you are deputed to the location City Centre with effect from 28-07-2021 The company reserves the right to relocate you and alter the place of work to any other location, as the Company may deem fit and necessary for the effective performance of duties, without any additional fee/ compensation.
3. This contract shall be valid till 24-01-2022
4. During the period of the contract, you may be deputed at the sole discretion of the Management of the Company to any of its principle client's location to work pertaining to or incidental to the client's business. Duties and responsibilities will include any agreed work assigned to the company by the management of the respective client.
5. You shall at no point of time stake any claim or right to claim employment, damage, loss or compensation of any sort whatsoever against the client. This arrangement is purely a contractual agreement between the Company and yourself.
6. While on deputation, although you will be working at the Company's client location but you will be under the supervision and control of the Company for the purpose of your transfer, overall performance of your work and termination from service etc. and the same will be decided by the Company. However, you will receive instructions for day to day performance of your duties from the Company's client and you will abide by such instructions given by them.
7. You will ensure and indemnify that all the tax and statutory liabilities pertaining to your fees is paid by you and the company will not be held liable in any manner for any such legal obligations.
8. You are required to submit the copy of your Income Tax PAN card to the Central Admin Unit of the company at the address
9. You will not divulge to any person or a corporate body, any confidential information or trade secret acquired as a result of your consultancy or in course of your consultancy, with the company. You will also ensure protection of information that may be provided to you during the course of your consultancy either by the Company or by the Company's clients and would not use it for any personal benefit or any other purpose that
10. The company has the right to terminate this contract without assigning any reason by giving 7 days' notice and you shall not have any resource to the Company for any claim compensation.
11. Kindly note that your professional services with the Company is on a contractual basis and purely based on the representations made and information and documents furnished by our good-self. In the event you are found involved in any false documents provided, misconduct, misappropriation, and negligence of work or non-performance, your contract can be terminated without assigning any reason and without any notice and you shall not be entitled to any notice period or fees in lieu thereof or for any other benefits or compensation which would have been available to you otherwise.
12. You may exit / terminate this contract by giving 30 days' notice or consultancy fees in lieu, specifying the reason for your discontinuation without being entitled to any resource to the Company for any claim for compensation.
13. Any dispute arising between us with respect to the present arrangement shall be settled by way of sole arbitrator in accordance with the Arbitration and Conciliation Act, 1996 and any amendments thereto. The place of arbitration shall be ..... only
14. You will not accept any present, commission or any sort of gratification in cash or kind from any person, party or firm or company having dealing with the company and if you are offered any, you should immediately report the same to management.

Kindly let us have your written acceptance of the above terms by returning to the company, a duplicate copy this letter duly signed by you.

I agree and accept the terms,

Agent Name: Mr.SUNIL KUMAR

Date: 29-Jul-2021

Registered Office Address:

**Buzzworks Business Services Private Limited**

3rd Floor, No 84, Murugesu Naicker Building, Greaves Road, Thousand Lights, Chennai - 600006



Annexure A-

**Professional Fee: Rs.9900/- PM**

|   |
|---|
| Name Mr.SUNIL KUMAR   |
| Professional Fee* Per Month - Rs.9900/- (PAN CARD: EVXPK8060E ) |

**\* Professional Fee is subject to your performance**

This is a system generated Letter hence signature is not required.

#### **Code of Business Conduct and Ethics**

This Code of Business Conduct and Ethics applies to all employees and officers of the subsidiaries and affiliates of Buzzworks Business Services Private Limited, which are referred to in this Code as Company.

The Company is proud of its reputation for integrity and honesty and is committed to these core values. Personal responsibility is at the core of the Company's principles and culture. The Company's reputation depends on you maintaining the highest standards of conduct in all business endeavors. You have a personal responsibility to protect this reputation, to "do the right thing," and to act with honesty and integrity in all dealings with customers, business partners and each other. You should not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair-dealing practice.

The principles set forth in this document describe how you should conduct yourself. This Code does not address every expectation or condition regarding proper and ethical business conduct. Good common sense is your best guide. It does not substitute for Company policies and procedures. In every business-related endeavor, you must follow the ethics and compliance principles set forth in this Code as well as all other applicable corporate policies and procedures.

You are accountable for reading, understanding and adhering to this Code. Further, compliance with all laws, rules and regulations related to Company activities is mandatory and your conduct must be such as to avoid even the appearance of impropriety. Failure to do so could result in disciplinary action, up to and including termination of employment.

If you are uncertain about what to do, refer to the relevant section of this Code. If you are still unsure, speak with your supervisor or, if you prefer, communicate with any of the other points of contact indicated. If you have any doubt, ask for help.

#### **UNIFORM/ ID Card**

- Display of ID card in the store/office premises is mandatory.
- Uniform/T-shirt should be worn in client place / office premises.

#### **DA/ DA Cancellation/ Loan Cancellation**

- All DA (Dealer Advice) generate cases should be disbursed with 3 working days.
- No DA (dealer advice) should be generate without OSV (Original Seen & Verified) on the original document of the customer.
- You can cancel loan request before DA2 stage in SFDC.
- No manual (handwritten) DA should be generated
- If customer comes and cancels the loan due to defective product etc, then initiate cancellation of loan request

#### **DOCUMENTATION/ MANDATORY DOCUMENTS**

- Pan Card is mandatory
- NACH Form needs to be filled correctly
- Demand Promissory Note - ROI Needs to be written as per DA & Signature from customer
- PDC Cheque (Wherever required) needs to be collected with Customer Signature, EMI Amount & Company Details.
- No documentation is required in EBC paper less login
- If customer has taken the approval, eventually not going for the disbursement/loan, kindly return the papers to the customer. Otherwise, shred those documents
- No documentation to be collected before DA is generated, incase same is already collected, its needs to be shredded or handedover to customer

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## AMS/ SALES APP

- Marking of attendance in Sales One App (AMS) is mandatory (Salary will be paid for the days the FOS has marked attendance)
- Sales App Photos: Customer Photo, Product Photo, Invoice Copy Photos need to be clicked properly.

## EXIST FORMALITIES

- On separation date from BBSPL, BBSPL will not be liable to pay any incentive accrued till date & FnF will only be processed with the NOC which clearly that there is no pending file to be cleared at CPA.
- If you intend to leave/exit from the services of BBSPL, mail needs to send to exit1@bbbspl.in

## PROCESS RELATED

- If the goods are not getting delivered, you are required to highlight at dk@buzzworks.com
- No cash should be accepted from dealer or customer, if same is noticed same to be highlighted at dk@buzzworks.com
- IMEI/Serial no. should match with the product mentioned in the Invoice & same should be validated in SFDC.
- Goods dispatch/delivered should match with the product mentioned in the Invoice.
- Customer photos/signature should not be manipulated while processing of the loan.
- If you come across any Suspicious customer & transaction, it should be highlighted at dk@buzzworks.com or RCU Needs to be initiated on System
- You are requested to highlight at dk@buzzworks.com, if dealer paying emi on behalf of customer.

## CUSTOMER RELATED QUERIES

- If the customer come to store & request for Statement of account (SOA), It can only be provided to the customer on basis OTP process.
- Mobile number change request should not be taken at store & should be guided to call customer care no. or visit the branch
- Any changes related to customer account should not be handled at the store. Please ask the customer to visit branch or call customer care

## Termination

- Product mismatch - ON DA Copy & Invoice details are different can lead to Warning Letter or Termination
- Forged Documents or Falsifying Customer Records
- In custody for Original or Copy of Customer Documents (Such as Pan Card, Aadhaar Card, Driving License, Bank Passbook, Bank Statement, Government ID Card, Passport, Voters ID Card, or any KYC Related Documents). Except, Xerox Copy of documents which will be attached with Loan Papers.
- If you fail to follow company policies
- Harassment of other employees, or customer, or dealer or promoter
- Violation Company Policies or ethics policy Damaging Company Property
- Damaging Company Property
- Misconduct - Unethical conducts such as lying, stealing, fraud or involving in any kind of fraudulent activities (Direct or Indirect)

### 1.1 In the Workplace

Company is committed to providing a diverse and inclusive work environment, free of all forms of unlawful discrimination, including any type of harassment.

#### 1.1.1 Respect

The Company's greatest strength lies in the talent and ability of its associates. Since working in partnership is vital to the Company's continued success, mutual respect must be the basis for all work relationships. Engaging in behaviour that ridicules, belittles, intimidates, threatens or demeans, affects productivity, can negatively impact the Company's reputation. You are expected to treat others with the same respect and dignity that any reasonable person may wish to receive, creating a work environment that is inclusive, supportive and free of harassment and unlawful discrimination.

#### 1.1.2 Equal Employment Opportunity

The talents and skills needed to conduct business successfully are not limited to any particular group of people. Company has a long-standing commitment to a meaningful policy of equal employment opportunity. The Company's policy is to ensure equal employment and advancement opportunity for all qualified individuals without distinction or discrimination because of race, color, religion, gender, sexual orientation, age, national origin, disability, covered veteran status, marital status or any other unlawful basis. As part of this commitment, the Company will make reasonable accommodations for applicants and qualified employees.

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### 1.1.3 Sexual Harassment and Other Discriminatory Harassment

Sexual harassment and other discriminatory harassment are illegal and violate Company policies. Actions or words of a sexual nature that harass or intimidate others are prohibited. Similarly, actions or words that harass or intimidate based on race, color, religion, gender, sexual orientation, age, national origin, disability, covered veteran status, marital status or any other unlawful basis are also prohibited.

### 1.2 Business Conduct Policy administration

The responsibility for maintaining the Company's reputation for integrity and compliance rests in large measure on associates who guide its operations and others in particularly sensitive positions. The Business Conduct policy is designed to have you affirm your compliance with the standards contained in this Code and to help identify situations that may in fact, or in appearance, involve conflicts of interest or other improper conduct. If you are required to complete or update a Business Conduct Certificate, you must do so in a timely and forthright manner with accurate responses. Above all, you must remember that any act that gives the appearance of being improper can damage Company's reputation and impair the public's confidence in the Company. All such acts must be avoided.

You must acknowledge that you have read and understand this Employee Code of Business Conduct and Ethics. In addition, management-level associates must periodically disclose on Business Conduct information that is considered to be directly relevant to avoiding problems with compliance obligations, self-dealing and impropriety. In certain circumstances, disclosure is required even if appropriate approval is obtained. An investigation may be conducted to resolve potential problems. All associates are required to cooperate in reaching a resolution of any issues found.

### 1.3 Conflicts of Interest

Company policy prohibits conflicts of interest. A "conflict of interest" occurs when your private interest interferes in any way with the interests of Company. In addition to avoiding conflicts of interest, you should also avoid even the appearance of a conflict.

#### 1.3.1 Corporate Opportunities

You owe a duty to Company to advance its legitimate interests. You are prohibited from competing with the Company and from using corporate property, information or position for personal opportunities or gain.

#### 1.3.2 Outside Activities - Officer or Director of another business

You may not serve as a director, officer, trustee, and partner or in any other principal position of another for-profit or publicly held organization or company without the prior approval of Company's authorized person, at all times (or a designee). Also obtain approval before agreeing to serve on the board or in a principal position of a trade or professional association or of a non-profit organization. In any event, these outside activities must not impact in any way your daily job responsibilities in your current position.

#### 1.3.3 Second Job

Unless the Company otherwise consents in its sole discretion, you will devote your entire resources and full and undivided attention exclusively to the business of the Company during the term of your employment with the Company and shall not accept any other employment or engagement (honorary or otherwise).

#### 1.3.4 Vendors, Suppliers and Consultants

All vendors, suppliers and consultants shall be approved in accordance with Company policies and procedures. Company's business relationships must be totally based on their ability to competitively meet the Company's business needs. If your association with a current or prospective Company vendor, supplier or consultant is of a nature that gives rise, or potentially gives rise, to a conflict of interest, the Company may have to refrain from entering into the relationship and, in any event, you must not be involved in any way with approving, managing or influencing the Company's business relationship.

#### 1.3.5 Gifts and Entertainment

The occasional exchange of inexpensive gifts and modest forms of entertainment that have no special significance attached and are reasonable in nature, frequency and cost, are normal in business and help build strong and trusting relationships with customers, suppliers and other business partners. However, receiving such gifts or entertainment must never affect your judgment or decision-making, nor should they be offered in return for favorable treatment from others.



What constitutes good business practice with respect to gifts and entertainment varies by industry, business unit and location. No gifts to you valued at more than INR 2,500 would be allowed. Gifts to you valued between INR 1,000 and INR 2,500 or forms of business entertainment that exceed reasonable and customary practices should be politely declined, unless approved in advance by your functional head for sound business reasons.

#### 1.3.6 Communication of Conflicts

All potential and actual conflicts of interest or material transactions or relationships that reasonably could be expected to give rise to such a conflict or the appearance of such a conflict must be disclosed. If you have any doubt about whether a conflict of interest exists after consulting this Code, you should seek assistance from the appropriate persons or entities identified in the Resources section, so that you can make that determination.

Company and its associates will not directly or indirectly engage in bribery, kickbacks, payoffs or other corrupt business practices, in their relations with governmental agencies or customers.

#### 1.4 Protection and Proper Use of Company Assets

Safeguarding and appropriately using Company assets, whether those assets take the form of paper files, electronic data, computer resources, trademarks or otherwise, is critical.

##### 1.4.1 Confidentiality

Company is committed to preserving customer and employee trust. All information, whether it is business, customer or employee-related, must be treated in a confidential manner, and disclosing it is limited to those people who have an appropriate business or legal reason to have access to the information. You need to take special precautions when transmitting information via e-mail, fax, the Internet or other media. Remember to treat all such communications as if they were public documents and printed on letterhead.

In addition, Company meetings are confidential. You may not use audio or video equipment to record these meetings without the specific prior authorization of the head of your department.

##### 1.4.2 Technology

Safeguarding computer resources is critical because the Company relies on technology to conduct daily business. Software is provided to enable you to perform your job and is covered by federal copyright laws. You cannot duplicate, distribute or lend software to anyone unless permitted by the license agreement.

Company provides electronic mail (e-mail) and Internet access to assist and facilitate business communications. All information stored, transmitted, received, or contained in these systems is the Company's sole property and is subject to its review at any time. All e-mail and Internet use must be consistent with Company's policies, practices and commitment to ensuring a work environment where all persons are treated with respect and dignity. Because these systems provide access to a worldwide audience, you should act at all times as if you are representing Company to the public, and should preserve Company's system security and protect its name and trademarks.

You must act responsibly and adhere to all laws and Company policies when using e-mail or the Internet.

You must use your computer appropriately in accordance with Company standards and be sure to secure both the computer and all data from loss, damage or unauthorized access, reporting all instances of unauthorized access to the Information Technology Department.

#### 1.5 Administration

##### 1.5.1 Reporting of Any Illegal or Unethical Behavior; Points of Contact

If you are aware of any illegal or unethical behavior or if you believe that an applicable law, rule or regulation or this Code has been violated, the matter must be promptly reported to your supervisor or company executives.

Your supervisor is normally the first person you should contact if you have questions about anything in this Code or if you believe Company or an associate is violating the law or Company policy or engaging in conduct that appears unethical. Under some circumstances, it may be impractical or you may feel uncomfortable raising a matter with your supervisor. In those instances, you may contact the head of your department or any other company executives. Furthermore, you should take care to report violations to a person who you believe is not involved in the alleged violation. All reports of alleged violations will be promptly investigated and, if appropriate, remedied, and if legally required, immediately reported to the proper governmental authority.

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You will be expected to cooperate in assuring that violations of this Code are promptly addressed. Company has a policy of protecting the confidentiality of those making reports of possible misconduct to the maximum extent permitted by law. **In no event will there be any retaliation against someone for reporting an activity that he or she in good faith believes to be a violation of any law, rule, regulation, internal policy or this Code.** Any supervisor intimidating or imposing sanctions on someone for reporting a matter will be disciplined up to and including termination.

#### **Confirmation of Acceptance**

I have received the Code of Conduct Letter and hereby confirm that I have read, discussed and hereby therefore agree to the contents detailed thereto

Candidate Name & Signature

Employee Code : 36445

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