

# Code of Conduct

## Policy Brief & Purpose

This Employee Code of Ethics and Conduct ("Code") details Oyelabs policies for employees. Oyelabs is committed to a quality business and reputation that values integrity, respect and truthfulness, and a strong commitment to the highest ethical standards. These principles apply to employee interactions with customers, co-workers, vendors, government and regulatory agencies and the public. This Code applies to all entities under the umbrella of Oyelabs, their respective Management, and employees [collectively "employees"]. Oyelabs employees must be familiar with this Code and adhere to its guidelines.

This Code is not a comprehensive guide to all ethical issues employees may face but merely highlights specific problems. In dealing with ethical problems not detailed in this Code, employees must use common sense and their best moral judgment. If an employee has ethical questions, please get in touch with the Head of the HR Department. This policy may be modified or updated at any time. Oyelabs welcomes employee suggestions regarding changes in this Code.

## Scope

This policy applies to all our employees regardless of employment agreement or rank.

## Policy Elements

Company employees are bound by their contract to follow our Employee Code of Conduct while performing their duties. We outline the components of our Code of Conduct below:

- **Choose a quiet and distraction free work space**
- **Have an internet connection adequate for the job**
- **Dedicate full attention to the work on hand during the work hours**
- **Adhere to break schedules as approved by the manager**
- **Ensure work and break schedules compliment other team members**

- **Compliance with law**

All employees must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. We expect employees to be ethical and responsible when dealing with our company's finances, products, partnerships and public image.

- **Integrity**

The Company has zero tolerance towards violation of integrity and discourages the employees to follow unethical practices at workplace. None of the employee shall be involved in taking favors from any of the vendors, partners, or stakeholders. There are strict policies and processes in place which are framed by the company that prohibits any such happenings across the organization. An employee with high standard of integrity is an asset to the organization, we always emphasize on its importance as well as constantly briefing / educating our employees on how it changes the lives of all.

- **Conflict of Interest**

Conflicts of interest may include, but are not limited to, the following situations:

- Outside Employment- employees should not perform work or render directly with any organization that competes or does business with Oyelabs without appropriate approval from management.
- Accepting loans or gifts of entertainment, food, or cash of high value (say of Rs 5000/- or more) or more from vendors, subordinate employees, regulatory or any outside concern that does or seeks to do business with or is a competitor to Oyelabs.
- \* Obtaining a personal financial benefit in any sale or loan of company property.
- Performing services for customers outside those consistent with Oyelabs mission of providing highest quality products and services.
- Using or disclosing any confidential information gained during employment for an employee's personal benefit or the benefit of others, including a future employer.

- **Professionalism**

We ensure that all employees maintain professionalism within the virtual office premises and while representing the company outside. This is done by ensuring that they follow proper dress code policy, work ethic of Oyelabs and over all personal appearance as per the guidelines set up by the company.



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- **Virtual Appearance**

- Oyelabs expects all our employees to dress and look professional when they are having virtual meetings with other employees and our clients.
- Oyelabs will honor and respect religious accommodations that have to do with attire and grooming.
- Oyelabs does allow for a casual dress code when employees are not in a formal setting with our clients or colleagues.

- **Honesty and Transparency and Individual Rights**

As everyone is different, we have adopted a transparent and progressive culture in the organization where there is openness between the managers and the employees. The employees are free to express their ideas and opinions. The employees are given freedom and an opportunity to explore their potential. We take every feedback from the employee / external source very seriously and go to the root cause of the complaint. The individual rights of all souls associated with the company are protected and preserved. We have the HR Department continuously working round the clock on this. The Human Resource department have a mechanism for employee surveys where we try and find out the gaps in the management policies, the leadership methodology etc. These surveys also address key areas of improvement. We always encourage employees to take the surveys seriously and if they feel, they can also prefer to be anonymous.

- **Open door/call Policy**

Oyelabs has a culture of Open-Door policy wherein all the employees are free to walk-in or plan calls to any superior or peers. The organization always invites and welcomes input from different segments and spaces of employees. The junior most resource can very comfortably contact the CEO and discuss with him. The HR Head of the company is very approachable as well.

- **Confidentiality, Workplace Privacy & Nondisclosure of Information**

Oyelabs believes in protecting the information generated and acquired inside the company or in business relations. A lot of collective hard work is involved when we do business, so during the journey at any point in time, shall such information be shared with any person/group/organization/institution. It is mandatory for all employees on the day of joining to sign a Non-Disclosure Agreement. This is an undertaking by an employee to maintain the confidentiality of the company's information. If at any point in time, the company comes to know that this information is being compromised, then disciplinary action is initiated on the person. We also have



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a reporting email address where any vendor, employee, or stakeholder can inform us that certain information has been leaked. The below email is used to report any such abuse: [hr@oyelabs.com](mailto:hr@oyelabs.com)

- **Equal Opportunity at Workplace**

Oyelabs promotes diversity and equality in the workplace. All employees are treated similarly and in a professional and non-discriminatory manner. The process is followed in the case of the acquisition of a candidate and continues in all walks of his professional career with Oyelabs. We do not discriminate against a person on the grounds of race, orientation, colour, nepotism etc. The only differentiator between the resources is the work that he does and the cultural values that he upholds. We have resources from all states working in the company and maintaining harmony amongst themselves. We also engage in cross cultural orientation and discourage grapevine groups within the company.

## **Job duties and Authority**

All employees should fulfill their job duties with integrity and respect toward customers, stakeholders and the community. Supervisors and managers mustn't abuse their authority. We expect them to delegate duties to their team members taking into account their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner.

## **Time Policy**

Oyelabs has been one of the most employee-friendly institutions since its inception. There is flexible timing for employees with a cut of 8 hours as per the prescribed law. The normal office time is 9: 00 am to 6: 00 pm with breaks in between. (Working hours can vary from department to department as per company needs).

## **Company Software**

The remote employees of Oyelabs are bound to install the company provided in their system (as per BYOD Policy) and shall operate it regularly. 64% efficiency will be calculated through this software. This will be a crucial part of your performance metrics during employment with Oyelabs.

## Responsiveness

We strive to have rapid response not only to clients and candidates but also to our fellow colleagues. Below are the standards set for responsiveness internally and externally during working hours, 9:00 am - 6:00 pm CST (Company Working Hours). Working hours can vary from department to department as per company's needs.

### Phone/Video Call

- Use the phone and/or video calls for extremely time-sensitive and complicated questions/communications.
- An immediate, as soon as possible, response is expected.
- Use video calls for most things like weekly one on ones, weekly team meetings., daily scrums etc.

### Emails

- Only send emails to those it pertains to. Note in the first line of the email each person's name you want to read the email.
- The people you cc or bcc on the email may not read the email fully. To be sure someone reads an email you send to another person, forward them the email.
- Before sending or copying an email to your supervisor, make sure it is time-sensitive. If it can wait for your next 1:1, there's no need to copy your supervisor.

### Personal Text Messages

- Use text messages for urgent questions/concerns.

### Time Off Communication

- Before 9:00 am and after 6:00 pm CST exceptional cases can exist, so the employee would be required to adjust their availability as per the need of the time.

### Virtual Meetings Guidelines

- Employees should keep themselves muted during virtual meetings and conferences unless they are speaking. This is done so background noise cannot distract the other participants in the meeting.

- Employees are also required to turn on their video cameras during virtual meetings and conferences unless special circumstances arise.
- Avoid eating meals during a virtual meeting.
- Oyelabs expects our employees to be punctual for virtual meetings, and if an employee needs to miss or be late for a meeting, they must contact the meeting organizer [30 to 60 minutes] before the beginning of the meeting.

### **Communication with Employees and Clients**

- It is imperative to speak to other employees and clients in a professional, respectful, and courteous manner through any and all communication mediums.
- Be respectful of Oyelabs employees' and clients' schedules, as it is possible that they have different working hours as you.
- Oyelabs has multiple clients and employees that span multiple time zones, and it is important to be mindful of this when scheduling meetings, conference calls, or other forms of communication.

### **Communication between Employees and Employer**

- Department Managers shall introduce the performance metrics to the new employees/interns on their orientation day and share weekly performance reports with the HR Head via Excel sheet.
- Incidence Reporting through an excel sheet is compulsory. Incident reports shall be updated every day or week. This is applicable for the existing and the future departments/employees of Oyelabs.

\*Incidence Reports are directly related to EDP Policy of the organization.

- Developers should push the code after every 2 hours to GIT. If they fail to do this, half of their salary for the day would be deducted.
- Day-end Report is compulsory to update on the team group. Daily priority tasks progress update should be mentioned in the day-end report. If an employee fails to share the report in the group, they'll be liable for half of their salary deduction.
- 64% efficiency is a must for every employee of Oyelabs. This shall be calculated through company provided software.

## **Compliance with the Code**

All Oyelabs employees must read and understand this Code and adhere to its guidelines. If questions arise, please contact the Head of Human Resources.



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**Department Heads-** Department Heads must take reasonable care to assure that subordinate employees are complying with these guidelines. Department Heads are responsible for misconduct by employees if the Department Head orders misconduct; ratifies the conduct, even by inaction; the Department Head has direct authority and aware of the conduct but fails to act appropriately; or should have known with reasonable diligence that the actions occurred.

## Zero-tolerance Policy Toward Violations of the Code

Oyelabs takes a zero-tolerance approach to violations of this Code, failure to report actual or suspected violations of the Code, or retaliation against whistleblowers. Employees that are found to have violated this Code or retaliated against whistleblowers will have their employment with Oyelabs terminated.

## Acknowledgement

By continuing your employment at Oyelabs, you acknowledge that you have received, read, and understood this Employee Code of Conduct Policy. You agree to abide by the principles and expectations outlined in this document.

Employee Name: Shivam Thapliyal

Date: 01-04-2025

Signature: Shivam Thapliyal

*Oyelabs reserves the right to amend or modify this policy at any time, and such changes will be communicated to all employees accordingly.*