

**CODE OF CONDUCT,
BUSINESS ETHICS &
DISCIPLINARY ACTION POLICY
AT CODECRAFT**

• Col

laboration:

We believe in cultivating strong client relationships through active listening and empathy. Our

col

laborative approach ensures we comprehend our client's requirements thoroughly, enabling us to recommend optimal solutions.

• Excel

lence:

We are committed to delivering excel

lence in every aspect of our work, ensuring exceptional usability, reliability and timeliness in our services. We strive for continuous improvement and aim to exceed expectations.

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Innovation:

We leverage insights into our clients' businesses to fuel innovative solutions. By staying attuned

to their evolving needs, we proactively recommend forward-thinking strategies to drive sustained

success.

• Solution-First Mindset:

Our team is driven by a solution-first mindset. We diligently seek out the most fitting

solutions for

our clients, navigating chal

lenges with agility and creativity to ensure their continued growth.

• Continuous Learning & Adaptation:

Recognizing the dynamic nature of business, we are committed to continuous learning.

This

ensures that we provide our clients with solutions that are not only current but also future-proof.

• Social Responsibil

ity:

We recognize our responsibility to contribute positively to society and the environment.

We aim

to make a difference by promoting sustainability, diversity, and inclusion, and actively participating

in community initiatives.

We aim to create a culture of excel

lence, innovation, and client-centricity that sets us apart in the IT services industry and drives enduring success for our clients and our organization.

MISCONDUCT:

Definition of Misconduct:

Any action or behaviour that violates or which is fully or partially not in consistency with any of the existing employment policies, procedures, code of conduct and the work rules and regulations of CodeCraft

Technologies can be construed as Misconduct.

Examples of Misconduct:

Below is an indicative list of actions which may be construed as misconduct and warrant a disciplinary

action against the individual/s involved in such actions. It may be noted that this list is not exhaustive and

the definition of misconduct shall

I prevail as the ultimate reference point while categorizing an act of misconduct.

1. Falsification of records / documents for claiming reimbursements (Hospitalization, travel related

expenses, Relocation expenses, Telephone reimbursements, leaves etc.) and/or availing Income

Tax benefits (Medical, LTA, HRA, Interest on Loan, supporting required for 80C / other sections etc.)

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2. Falsification of documents produced at the time of taking up employment including but not limited

to educational & experience credentials

3. Insubordination or refusing to obey instructions

issued by the Management/HR/superior pertaining to work; refusal to help out on a special assignment/s without reasonable cause.

4. Unauthorized or careless use of, destruction of, defacement of, removal of, or damage to

CodeCraft Technologies property

5. Abuse / misuse of company network and/or IT infrastructure for any purpose except the ones it is

actual

ly meant for

6. Violation of CodeCraft Information Security Policy Control Requirement

7. Negligence or careless action that endangers the life or safety of other Employees
8. Failing to immediately report injuries or damage to property or vehicles or an accident involving
CodeCraft Employees
9. Disorderly conduct, including horseplay. Malicious gossip and/or spreading rumors, engaging in behavior designed to create discord and lack of harmony; interfering with another Employee on the job; wilful
ly restricting work output or encouraging others to do the same
10. Removing records or material (CodeCraft Technologies or its group/Employee entity's property) without prior permission in writing from the appropriate authority
11. Posting, removing or making alteration in any of the existing notices available on any bulletin board/messaging areas within CodeCraft premises without prior permission in writing from the appropriate authority
12. Alteration of CodeCraft Technologies/ or its group/Employee entity's records or other CodeCraft Technologies/ or its group/Employee entity's documents
13. Unsatisfactory or careless work; failure to meet the performance or quality standards as explained to the Employee by the respective manager/superior, mistakes due to carelessness or failure to follow the necessary instruction
14. Soliciting during working hours and /or in working areas; or collecting funds for any kind for charities without prior permission in writing from the appropriate authority
15. Selling and/or promoting any kind of merchandises/products etc. on CodeCraft Technologies premises
16. Unreported absenteeism, tardiness, consistently late reporting to work. Failure to report the absence or late arrival to the manager/superior in advance
17. Conducting lottery or gambling in CodeCraft premises or outside with other CodeCraft Employees
18. Sleeping on the job; loitering during working hours
19. Leaving workplace before the end of the scheduled time, without prior permission of the respective manager/superior

20. Not being ready to start work during the standard hours without approval of the respective manager/superior; stopping work before time specified for such purposes
21. Using company phone for making personal calls without the necessary permissions
22. Using Company equipment/machines for personal purposes
23. Unauthorized use of company equipment or property for personal reasons; using CodeCraft Technologies equipment for making personal profit
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24. Creating or contributing to unsafe or unsanitary conditions
25. Failure to maintain a neat and clean appearance
26. Any such act adversely impacting Company relationship with any of its stakeholders/vendors
27. Smoking inside office premises
28. Refusing to accept work assignments, reassignments or transfers without reasonable cause.
29. Neglecting the job responsibilities and duties, including incompetence
30. Engaging in any such act of sabotage - wilfully or with gross negligence causing the destruction or damage of CodeCraft property, or the property of fellow Employees, stakeholders, suppliers, or visitors in any manner
31. Non-submission of work reports on time despite repeated reminders or misusing leave approvals.
- Lying about sickness or personal leave; falsifying reason for a leave of absence or other date requested by CodeCraft
32. Stealing - Theft of any company property or the property of fellow Employees; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from the management; Tampering with the personal possessions of any another CodeCraft Employee(s).
33. Falsification of records. Dishonesty; wilful falsification or misrepresentation in the CodeCraft Employment application or in any other work records; False statement through Dependents
- Declaration Form or misrepresenting facts related to dependents and claiming any benefit

available thereof

34. Carrying weapons or other hazardous devices. Unauthorized possession of dangerous or illegal

firearms, weapons or explosives on CodeCraft property while on duty or off duty

35. Using obscene or abusive language toward any manager, Employee or customer; indifference or

rudeness towards a customer or fellow Employee; and disorderly / antagonistic conduct on

CodeCraft premises

36. Use of abusive or threatening language. Threatening, intimidation or coercing fellow Employees

on or off the office premises - at any time for any purpose

37. Discussing / sharing official confidential information (e.g. Performance Ratings, Compensation reviews etc.) with other employees, peers, clients etc

38. Discussing / sharing official confidential information with external media, blogs, outsiders etc.

without prior permission in writing from the appropriate authority

39. Breach of confidentiality of human resources information

40. Reporting to work under the influence of alcohol, prohibited drugs that may adversely affect the

job performance and/or the safety at work place

41. Being intoxicated or under the influence of controlled substances drugs while at work;

42. Use or possession or sales or distribution of controlled

substance drugs in any quantity while in the

office premises except medications prescribed by a physician, which do not impair work

performance

43. Engaging in criminal conduct or act of violence, or making threat of violence toward anyone in the

office premises or when representing company at a client location

44. Fighting, or provoking a fight

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45. Negligent damage of property

46. Unlawful or unauthorized manufacture, distribution, dispensation, possession or use of any controlled substance or alcohol

47. Lying, Cheating and/or reflecting unprofessional behavior in dealing with other employees,

customers, vendors or the public

48. Any deliberate action that is extreme in nature and is obviously detrimental to company's efforts

to operate profitability

49. Participating in any kind of fraudulent activities

50. Any act of harassment - sexual, racial or others; making sexist or racial jokes; making racial or ethnic slurs

51. Any kind of immoral conduct or indecency

52. Violation of and/or failure to adhere to the terms & conditions of employment.

53. Violation of Company's Safety and Security. This includes:

o Release or disclosure of confidential or proprietary information to competitors or other organizations or to unauthorized employees

o Sending or uploading confidential or Client information outside the Company network without necessary written authorization

o Sharing official passwords

o Disclosures violating company's privacy obligations. Disclosures include those that are

intentional as well

I as accidental in nature resulting in disclosure of Personal Information by any employee.

▪ Personal Information as used herein shall

I mean any information that belongs to an employee, contractor(s), Stakeholders, which either directly or indirectly, in combination with other information available or likely to be available with

CodeCraft, is capable of identifying such employee, contractor, client, or client's customer respectively

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Intentional Disclosure: Any act or omission that occurs due to violation of organizational policies and procedures, with or without malicious intent. Incidents include:

- Gaining access to Personal Information by circumventing security measures;

- Disclosure of Personal Information to unauthorized persons

- Disclosure of Personal Information with the intention to hurt or harm an individual or group of individuals

- Saving unnecessary Personal Information on portable computers or computer media

▪ Accidental Disclosure: Any occurrence of unintended disclosures of Personal Information due to deviation from procedural requirement identified by the

company. Incidents include:

- Sharing such Personal Information to any unauthorized person or entity;
- Sharing Personal Information without the approval of the supervisors or Code of Conduct & Business Ethics & Disciplinary Action Policy

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the individual concerned

- Leaving Personal Information unattended on the desk or printer or fax
- Sharing Personal

Information on request, but mailed or copied to unauthorized person

1. Written warning
2. Stoppage of certain employment benefits
3. Stoppage of salary hike
4. Stoppage of promotion or advancements
5. Demotion
6. Legal action
7. Termination of employment

Reporting:

An employee who suspects or comes across any such acts of misconduct which entail violation of our code of ethics shall

I report it to their manager & HR. The organization assures no retaliation against an employee

who reports any such acts of misconduct in good faith.

DISCIPLINARY ACTION:

We count on the professionalism and common sense of our Employees. Any incident involving violation

of the work rules, regulations and/or the standard of conducts by an Employee or a group of Employees

will

I be considered as grounds for immediate disciplinary action, up to and including suspension and

termination from employment without any notice or pay in lieu thereof.

Process of Disciplinary Action:

An employee who has been reported to be in violation shall

I be summoned for a meeting with their

manager & HR to discuss the matter. If it is a case of misappropriation of funds/violation of the laws, the

management shall

I also be part of this meeting. The employee shall

I be given reasonable grounds to explain

their action along with proof.

HR shall

I maintain the records of all the meetings involving the enquiry of a case in the form of minutes of the meeting.

It may be noted that, if the nature of misconduct entails constituting an internal committee to handle the investigation, HR shall

I work in tandem with the management to constitute one who shall

I handle the case

with utmost confidentiality and sensitivity.

Upon discussion or based on the findings of the committee, if the employee/s act of misconduct is proven

then based on the intent, repetition & impact, manager & HR in consultation with the management decide on the suitable disciplinary action.