

# 3. Code of Conduct

## Code of Conduct - General:

The general code of conduct applies to all employees of Toyama Controls. This covers expectations about professional behavior, ethical decision-making, and compliance with laws and regulations. Aspects can include:

1. **Ethics and Integrity:** All employees are expected to demonstrate honesty, fairness, and high ethical standards in all their interactions and decisions.
2. **Respect:** Employees should treat each other, customers, suppliers, and any other individuals they interact with during their work with respect and dignity.
3. **Compliance with Laws:** All employees must comply with all applicable laws, regulations, and standards in their work.
4. **Conflict of Interest:** Employees should avoid situations that may create a conflict of interest or influence their objective decision-making at work.
5. **Confidentiality and Privacy:** Employees should protect the confidentiality of company information and respect the privacy of their colleagues and customers.

## Code of Conduct - Factory:

The factory code of conduct pertains specifically to those employees working in the manufacturing units of Toyama Controls in Hoskote. This involves:

1. **Safety:** Employees are expected to adhere strictly to all safety guidelines and procedures to ensure a safe workplace.
2. **Quality:** Employees should strive to maintain the high quality standards set for our products at all stages of production.
3. **Resource Management:** Efficient and responsible use of materials and resources is expected to reduce waste and cost.
4. **Equipment Usage:** Proper use, maintenance, and respect for factory machinery and equipment are critical for productivity and safety.
5. **Teamwork:** Collaborative work, mutual respect, and communication are encouraged for smooth operations.

## Code of Conduct - Sales:

The sales code of conduct applies to employees in sales roles. This includes:

1. **Customer Interaction:** Employees must be professional, respectful, and honest in all interactions with customers.
2. **Product Representation:** Sales personnel should represent our products truthfully and accurately, avoiding misleading information or promises.

3. **Competition:** Employees should compete fairly, respecting the rights and reputation of competitors.
4. **Confidentiality:** Sales personnel must protect sensitive customer information, ensuring it is used only for the intended business purpose.
5. **Achieving Targets:** Employees should strive to meet or exceed sales targets while adhering to ethical sales practices.