

Employee Code of Conduct and Discipline Policy

Employee Code of Conduct is an important step in defining the behavior and expectations of employees within Whatfix all sites.

To assure safety and security and provide the best possible work environment and experience, Whatfix expects employees to follow rules of conduct that will protect everyone's interests and safety. It is not possible to list all forms of behavior that are considered unacceptable in the workplace, but the following are examples of infractions that may result in disciplinary action, including suspension, demotion or termination of employment:

Principles of Code of Conduct

1. Professionalism and Integrity

- Employees are expected to act with honesty, integrity, and professionalism in all their dealings/actions, both inside and outside the organization.
- Avoid conflicts of interest that could compromise the organization's interests or damage its reputation.
- Protect and respect confidential company information, as well as the privacy of colleagues and clients.
- Falsification of employment records, employment information or other records is not allowed.
- Conflict of interests: When employees work with friends or family members who hold positions of power, it can create situations where favoritism is likely and fairness is questioned. Romantic relationships between managers and their employees can lead to conflicts of interest, power dynamics, and potential for biased treatment within the team, impacting team morale and productivity. Hiring & IJP in this capacity is not recommended.

2. Compliance with Laws and Regulations

- Comply with all applicable local, state, federal, and international laws and regulations relevant to your role and the company's operations.
- Report any legal or ethical concerns promptly to the appropriate channels within the organization or write to us on < Grievance@whatfix.com > .The mail ID is accessed only by the Founders, HR Head , Finance Head & other members as designated by the company from time to time.
- Unauthorized absenteeism needs to be reported & avoided. Absence of 5(Five) days consecutive scheduled workdays without prior notice to Whatfix will result in actions by the HR team.

3. Respectful Workplace

- Treat all colleagues, customers, and stakeholders with respect, courtesy, and dignity, regardless of their background, gender, race, religion, or any other characteristic.
- Avoid any form of harassment, discrimination, or bullying in the workplace.
- Avoid Possessing, distributing, selling, transferring or using or being under the influence of alcohol or illegal drugs in the workplace and in official in-person events and virtual meetings/calls.
- All communication through office resources, regardless of channel or purpose, must adhere to Whatfix Culture values .

4. Workplace Safety:

- Prioritize the safety,health & security of yourself and your colleagues. Follow all safety protocols and report any safety concerns immediately.
- Avoid engaging in any behavior that could jeopardize the well-being of others.
- Avoid Provoking a physical fight or engaging in physical fighting during working hours or on premises owned or occupied by the Whatfix .
- Avoid Carrying firearms, weapons or dangerous substances at any time, on premises owned or occupied by Whatfix, unless state law provides otherwise;

5. Conflict Resolution

- Seek to resolve conflicts and disagreements in a constructive and professional manner, using appropriate channels within the organization.
- Do not engage in or escalate conflicts or disputes in a disruptive or harmful way. Avoid Using abusive or threatening language at any time during working hours or while on premises owned or occupied by Whatfix; Don't use inappropriate tone in the official meetings.

6. Use of Company Resources

- Use company resources, including equipment, time, and funds, responsibly and for legitimate business/ personal purposes.
- Do not engage in unauthorized use or Theft or the deliberate or careless damage of any company property or the property of any employee or client; of company property or resources.

7. Misrepresenting Information

- Do not indulge in manipulating/reporting incorrect/false work-related documents, reports, or customer-related data.

- Avoid updating/altering incorrect/false records related to expense claims/reimbursements to the company.
- Ensure that you do not present false information in documents related to education or employment history.
- Providing inaccurate information related to KPIs/MBOs/OKRs to obtain incentives or financial rewards.
- Avoid unauthorized access and sharing of confidential information with others within or outside of Whatfix.

8. Unprofessional Behavioral Conduct

- Disclosing confidential information openly in discussions with others.
- Engaging in disruptive behavior towards colleagues or peers in the workplace.
- Making use of sexist remarks or jokes during team meetings/ on the floor, or anywhere within the workplace.
- Avoid Formal or informal conversations involving CTC and salary components with other employees.
- Usage of languages other than English as a medium of communication in official meetings/interactions is not recommended. Avoid use of local/regional languages at the workplace.
- Avoid sharing sensitive personal information about individuals/colleagues/peers with others without consent.
- Use offensive language directed at or about anyone is not acceptable
- Failing to fulfill assigned work duties and providing excuses.
- Avoid Insubordination with reporting managers, leads and heads for any aspects of responsibilities
- Disparaging someone's work and openly criticizing them is not in line with our code of conduct.
- Neglecting to follow guidelines for requesting leave or work-from-home arrangements in a timely manner.
- Availing time off/leave/or any other form of absence without applying them on the HRMS platform and not regularizing attendance promptly.
- Avoid Impacting the performance of oneself or the team by negligence and stagnation of work.
- Disregarding shift timings despite receiving repeated feedback.
- Using inappropriate language in a professional setting.
- Avoid Offering, directly or indirectly, any form of gift, entertainment or anything of value to any government official or commercial partners including customers, vendors or their representatives to: Obtain or retain business; Influence business decisions; or Secure an unfair advantage.
- Employees need to maintain appropriate conduct and professionalism at team outings and offsites and other official events and parties.

9. Borrowing and Lending of Money

- Engaging in any type of financial borrowing or lending of money is in violation of our code of conduct.
- Utilizing company funds and resources for personal purposes is prohibited.

10. Social Media and Online Behavior

- When representing the organization online or on social media, maintain a respectful and professional tone.
- Do not disclose confidential company information on personal or public platforms.
- Refrain from downloading & sharing any information related to business/trades to the media or any outsider / competitors etc.
- Avoid any personal interactions with media on company updates without proper guidance and required permissions.
- Avoid Using unsecured networks
- No one except our designated Whatfix media spokespeople has the right to represent Whatfix externally or to share any information with the media on behalf of Whatfix. All PR related queries need to be redirected to the PR team.
- Storing sensitive data - Employees should never store personal or business sensitive information on external hard drives, USBs or even printing it out to take out of the office.

11. Reporting Violations

- Employees have a responsibility to report any violations of this Code of Conduct to their supervisor / leaders or write to Grievance@whatfix.com.
- The organization will not tolerate retaliation against any employee who reports a violation in good faith.

12. Consequences of Violations

- Violations of this Code of Conduct may result in disciplinary action, up to and including termination of employment, depending on the severity of the breach. The decision on all Code of conduct cases are investigated by HR and the final decision authority shall be HR Head and CEO.

13. Acknowledgment

All employees are required to read, understand, and acknowledge their commitment to this Code of Conduct. Failure to do so may result in employment consequences.

Please read through all the principles and guidelines carefully before you acknowledge and submit. In the case of any questions/clarifications, feel free to reach out to HRBP@whatfix.com.

Discipline Policy & Procedure :

Policy Adherence

1. **Leave** - Employees need to get the approval from their managers and apply in the system before proceeding on leave except in cases of medical exigency/personal emergencies.
2. **WFH** - Employees are required to abide by the WFH policy and seek approval from their managers and apply in the system before availing it.
3. **Exit Interview** - The company may request an exit interview upon notice of termination. The purpose of the exit interview is to complete necessary forms, seek transparent feedback, collect company property and discuss employment experiences with the company.

Disciplinary process

Whatfix may take disciplinary action, up to and including termination, against any employee for failing to comply with the stated code of conduct, at the employer's sole discretion, to adhere to certain standards of behavior at the workplace. Ignorance of work rules is not an acceptable excuse for a violation of the rules of conduct. It is each employee's responsibility to learn and abide by these rules. Whatfix may exercise discretion to utilize forms of disciplinary actions that are less severe than termination. Disciplinary action can take any one of the following forms at the sole discretion of Whatfix:

1. Verbal warning;
2. Written warning;
3. Suspension; and
4. Dismissal.

Performance Evaluations

Supervisors and employees are strongly encouraged to discuss job performance and goals on a regular basis. Additional, formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. Performance evaluations are scheduled twice in a year (Mid Year & Annual Reviews).

Resignation

Employees intending to resign from Whatfix, need to send a formal resignation email to their reporting

Whatfix Private Limited**(Formerly known as Quicko Technosoft Labs Private Limited)**

No.1289/1090E, 18th Cross Road, Sector 3 HSR Layout Bangalore

Karnataka 560102, India

Ph: 9164019600 | Corpsec@whatfix.com

manager as well as the HR business partner. Additionally, employees are expected to initiate a separation request in the existing HRMS system.

During the notice period, employees should continue to work at the expected levels and be available to complete the handover. Employees must return all of the property belonging to Whatfix/HR on or before the last working day.

Leaves are pro-rated in nature, if additional leaves are availed the same will be adjusted in the F & F. We do not encourage unplanned leaves during notice period, manager consultation & approvals are mandatory for all leaves during notice period. However in case of any unavoidable circumstances, employees are expected to discuss the leave requirements with their reporting manager and plan accordingly. In case of any disruption to work due to absence, notice period can be extended accordingly.

Process to be followed in case an employee is absconding (Specific to India)

Employees who have not been reporting or their absence has been for 5 consecutive days, without intimation to the reporting manager shall be considered as absconding. In such cases, the process that will be followed is:

1. Show Cause notice (post 7 days of absconding, via email or post) to be responded within 7 days.
2. Reminder will be shared in case of no response
3. Termination from employment thereafter.

Termination of Employment

Whatfix works hard to treat employees fairly. Whatfix retains the right to make adjustments to its workforce as needed, which may involve expanding, contracting, or restructuring its employee base, and may include terminations.

Termination of service from either side is allowed after serving notice period as defined in the offer/ appointment/ revision letter or equivalent compensation for unserved period. Prior to leaving the company, the Employee shall ensure that all ongoing activities are successfully completed and handed over to the in-charge.

Point of Contact

If you observe anything that you think might be in contravention of this policy, you have an obligation to report it. You should raise your concerns with your Manager, or with your HRBP. Alternatively, you can report your concerns to “Grievance@whatfix.com”. Whatfix will not tolerate retaliation in any form against anyone for raising concerns or reporting what they genuinely believe to be improper, unethical or inappropriate behavior.

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Version	Date	Updated by	Remarks
1.0	1st January 2017	Victor C	Policy drafted and circulation
2.0	4 Nov 2022	HRBP Team	Revision
3.0	13 Dec ,2023	HRBP Team	Disciplinary Process updated & Code of Conducts updated with Infosec related items & other general list

