Policy: EMPLOYEE ETHICS AND CODE OF CONDUCT

# PREAMBLE

This document outlines the policy on the Ethics and Employee Code of Conduct to be followed by employees of Protechsoft Systems Pvt Ltd (referred to as "Company") both within and outside the organization.

# Objective

The purpose of this policy is to establish and institutionalize a zero-tolerance code of conduct and ethics, that reflects the values of the Company. It serves as a guideline for promoting acceptable behavior within and outside the organization.

# Scope and application

This policy is applicable to all employees of the Company, its branches, and its subsidiaries.

# GUIDELINES ON ETHICS AND EMPLOYEE CONDUCT

### Employees shall not act on behalf of the Company or use the Company brand or logo to communicate through any media, whether print, online, TV, radio, or social media, without permission.

### Employees will not seek references from customers or clients through emails or on social/professional networking sites.

### Employees will not offer or donate Company funds or property to government agencies or their representatives unless it is required by law.

### Employees will not engage in any business, relationship or activity which might conflict with the interests of the Company.

### Employees will not engage in civic or public affairs without approval from the Company.

### Employees will maintain the integrity of the data or information they provide to the Company at all times. They are responsible for ensuring the confidentiality of the data and will not share it with any external individuals or parties during normal operations, unless specifically instructed or authorized by the management.

### Employees will not use invasive technologies such as photo/video/audio recording devices on Company premises. If such devices need to be used for official purposes, permission must be obtained for the same. Recording someone without their prior permission using personal devices like mobile phones is prohibited. For example, if a conversation (such as an interview or meeting) needs to be voice recorded for future reference, this must be communicated to all meeting participants before starting the recording.

### Every employee must immediately report any actual or potential violation of the policy, misconduct, misdemeanor, or actions not in the Company's interest.

### Employees will follow the clients' codes of conduct and other policies when working at the client's premises.

# MISCONDUCT

Misconduct is any act, whether done alone or in collaboration, whether within or outside the Company premises, that goes against established laws, rules, regulations, or ethical practices set by the government or the Company. An act is also considered misconduct if it harms the business's interests, disrupts discipline, or damages the reputation of the Company and its management.

The following acts by an employee will be deemed as misconduct:

* Dishonesty in business transactions such as sharing of confidential information or unauthorized copying of documents, manuals, disks, and computer files.
* Causing physical harm, with or without the use of weapons, attempting to intimidate the management, manager, or employees, or engaging in destructive activities within the organization.
* Offering or accepting bribes.
* Participating in or coercing fellow employees to engage in unlawful or illegal activities.
* Deliberately slowing down work to harm the Company’s interests.
* Knowingly or unknowingly, destroying or damaging the Company’s or a client’s property, or using it in an unauthorized manner.
* Acting with an intention to cause losses or damage to the confidentiality of any special technology of the Company.
* Causing damage to any property or person while under the influence of alcohol, drugs, or other such substances at the workplace, and this includes any place where the employee is present as required by the Company. There will be zero tolerance to any actions that inconvenience other employees due to alcohol or drug use.
* Stealthily recording photos, videos, or audio using personal devices like mobile phones without obtaining prior permission from the subject.
* Using unauthorized technologies in office premises that are invasive to individual privacy.
* Disobeying or willfully refusing to follow orders and directions issued by the management.
* Providing services elsewhere or taking up other employment without prior approval from the organization.
* Engaging in immoral acts within or outside the Company premises that can harm the organization's reputation.
* Displaying discourtesy towards co-workers, clients, visitors, or supervisors.
* Losing or mishandling Company keys.
* Using offensive, vile, or obscene language.
* Contacting a media person for communication without prior approval from the Company regarding the work or assignment to be carried out by oneself or any other person in the organization.
* Encouraging relatives, friends, or other unauthorized individuals to enter the Company premises without appropriate permission.
* Interfering or tampering with official records, documents, and registers related to the Company, its management, oneself, or other employees.
* Disrupting the process of collecting evidence and facts related to misconduct.
* Damaging or destroying Company documents.
* Refusing to adhere to the established security procedures of the Company.
* Smoking in a non-smoking area or consuming alcohol/drugs in the Company premises.
* Sleeping during working hours within the Company premises.
* Indulging in sexual harassment of any kind at the workplace.
* Not complying with safety rules and regulations.
* Chewing pan, tobacco, or other such substances while on duty.

Behavior during team outings must adhere to the guidelines outlined in the "Team Outings" policy. Failure to comply with these guidelines will be considered misconduct as per the Employee Ethics and Code of Conduct policy.

# Consequences of misconduct

Upon receiving a misconduct complaint, the Company will appoint an inquiry committee consisting of representatives from Human Resources and the concerned project/department.

The employee accused of misconduct will be given an opportunity to present their defense before the committee. After the inquiry, the committee will provide its findings and recommendations to the management.

If the misconduct is substantiated, appropriate disciplinary action will be taken, ranging from fines, warning letters, letters of censure, suspension, to termination of employment depending on the seriousness of the misconduct.

# Exceptions

There are no exceptions to this Policy.

# EFFECTIVE DATE

This Policy shall be effective immediately until further notice.