

ARCIS

Employee Code of Conduct

Version 1.0

© **ARCIS e Services Pvt. Ltd.**

This document contains confidential and proprietary information of ARCIS e Services Pvt. Ltd. (ARCIS), the disclosure of which would provide a competitive advantage to others. As a result, no part of this document should be disclosed, used, duplicated, reproduced, stored, copied, or transmitted, in whole or in part, in any form or means, electronic, mechanical, photocopying or otherwise, without the express consent of ARCIS. This document shall remain the property of ARCIS.

This restriction does not limit the rights of the recipient to use information contained within the document if it is rightfully obtained from the source without restriction. The data subject to this restriction are contained in the entire document.

ARCIS e Services Pvt. Ltd.

415, Udyog Vihar, Phase – III, Gurgaon – 122 016, Haryana, India
Tel.: + 91 – 124 – 239 8392-93, Fax.: + 91 – 124 – 400 1901, Visit us: www.arcisindia.com

Table of Contents

Table of Contents

RULES OF CONDUCT 3

- The Employees’ Code of Conduct 3
- Definitions 3
- Misconduct 3
- Punishment for Misconduct 6

The Employees' Code of Conduct

1. A professional organization necessitates policies that are clearly defined and requires the rules of conduct, guiding principles and values to be laid down in writing to ensure conformity to the company's business norms.
2. The company endeavours to meet reasonable expectations of its employees and expects their active participation in the development and growth of the company and co-operation in achieving the objectives as laid down in the company's mission, goals, objectives and its vision of achieving excellence.
3. The company believes in the proficiency of the employees and relies on the employees' good judgment and the willingness to perform efficiently, with integrity and with total confidence in the management and within a sound and safe working environment.
4. As a professional organization it is the duty of all employees to uphold the company's interest at all times. In times of confusion or doubt in the interpretation of this rule, the staff shall consult the manager or any other person so authorized by the company.

Definitions

5. **Company:** For the purpose of this code, the term 'company' shall include the delineated office premise of the company, the vehicles provided by the company and any other property possessed by the company for operation of its business.
6. **Employee:** For the purpose of this code, 'employee' shall include all persons employed with the company.

Misconduct

7. Without prejudice to the generality of the term 'MISCONDUCT', it shall include all acts of omission or commission of the employees and such offensive acts will result in disciplinary action against the concerned employee. The meaning of the term 'misconduct' shall include:
 - (a). Unauthorised destruction, removal or damage to the company's property and of its clients.
 - (b). Failure or refusal to carry out any lawful and reasonable instruction issued by the authority concerned, including refusal to perform the assigned work.
 - (c). Physical/verbal assault on another employee/ clients/ member of the organisation or visitor on the company's premises.

- (d). Disclosure of company's or client's confidential or classified information to unauthorised persons.
- (e). Breach of company's values, code of ethics and policies or indulging in any act brining disrepute to company and its image.
- (f). Conviction by a Court of law for any criminal offence or an offence involving moral turpitude.
- (g). Wilful misrepresentation of facts to obtain employment or promotion.
- (h). Falsification of personnel records, production reports, time sheets, records, logs or any other documents of the company.
- (i). Deliberate deviation from the standard procedures of the company's operations or formulae. This includes any deviations from accepted and established functions & practices, without prior approval of the manager.
- (j). Misuse of company computer systems, e.g. excessive access of non-work related internet sites, access of pornographic sites. Deliberate tampering with or unauthorised use of computer hardware or software.
- (k). Sabotage, theft, terrorism in any form.
- (l). Gambling, while on duty, outside or within the office premises.
- (m). Failure to report a contagious or infectious disease if suffering from one.
- (n). Possession, consumption, use or sale of liquor or narcotics within the Company premises, or while reporting to work under the influence of either of these.
- (o). Sleeping during the work hours without permission.
- (p). Unauthorized use/possession of photographic equipment/camera phones into the offices without permission
- (q). Excessive absenteeism or tardiness.
- (r). Unauthorised absenteeism for more than three continuous working days.
- (s). Misuse of identity or punch card.
- (t). Defrauding or attempting to defraud the Company or its employees.

- (u). Possession of firearms or explosives and any other hazardous substance within the Company's premises.
- (v). Playing practical jokes that violate safety rules or cause a serious injury or interrupt other's work or impede the efficient operation of the Company's business activities.
- (w). Refusal to accept any reasonable communication from the Management.
- (x). Habitually reporting late for work or leaving earlier than the stipulated time, without permission.
- (y). Spreading rumours, which could bring disrepute to the Company or to, any of the employees.
- (z). Engaging in any illegal or unethical practices such as taking or giving bribes or receiving any illegal gratification whether in monetary terms or otherwise.
- (aa). Engaging in any other employment/business/trade while in the service of the Company. Any business activities existing in employee's name prior to joining needs to be disclosed and permission be taken from the company to continue with the activities
- (bb). Harassment and/or discrimination on the grounds of gender orientation, colour, race, caste, religion, or disability of fellow employees, or any other person whilst on company business.
- (cc). Inciting employees to commit breach of the policies, rules and regulations and the established norms of the company.
- (dd). Breach of Information Security guidelines
- (ee). Smoking or spitting or chewing gum within the company premises except in the specified areas
- (ff). Being found, without prior permission, in any part of the Company premises in which by nature of the work the employee is not supposed to be, during or beyond working hours
- (gg). Making false, vicious or malicious statements whether public or otherwise against the Company, its management or shareholders or employees of the Company or committing any act prejudicial to the Company or other employees
- (hh). Wilful slowing down in performance of work or abetment thereof

- (ii). Taking visitors in the work area without prior approval from HOD
- (jj). Use of other employee's access card to gain access to any part of office premise (restricted/non-restricted) or to tailgate or to mark attendance on his/her behalf.

The above list is an indicative list and employees are expected to use their judgement before taking any action. The Disciplinary Action Policy under the set of ISMS policies states the recourse for actions / misconduct / violations of the ISMS and also in the document on "List of actions / ISMS violations subject to Disciplinary Action." These would be construed as misconduct and subject to Disciplinary Action. Hence this section of the HR manual may be read in conjunction with the said ISMS policy.

Punishment for Misconduct

8. An employee guilty of Misconduct may be:
 - (a). Warned in writing or reprimanded. In addition to the warning letter, the DIP, if any, shall be made void for 1-3 months depending on the severity of the incident/concern, or
 - (b). Suspended without salary (but shall be paid a suspension allowance during the period of suspension) by an order in writing by the designated officer for a period not exceeding four days at a time, or
 - (c). Demoted to a lower post or lower stage in time scales or in grades or his increments or promotions may be withheld for a certain time period, or
 - (d). Discharged or dismissed.
9. No order under clause 12 shall be made unless the employee concerned has been served a notice in writing within a reasonable period of the alleged Misconduct and an enquiry held as provided in clause 14 herein below. However for Misconduct considered serious, a fast-track enquiry would be conducted. If the circumstances so require the enquiry would be concluded on the same day
10. The enquiry proceeding shall, so far as practicable, adhere to these norms:
 - (a). Head of HR shall constitute an Enquiry Committee to look into the charges of misconduct. The Enquiry Committee shall comprise of one Enquiry Officer and one or more members. Committee members shall be unconnected to the incident under investigation.

- (b). An employee against whom enquiry is to be held shall be given a charge sheet clearly setting forth the misconduct committed and the evidence/material available against him within a reasonable time period (not exceeding 30 working days)
 - (c). The person charged of misconduct shall be given an opportunity to answer the charge and permitted to be defended by his representative, who must be an employee from the same establishment.
- 11. Except for the reasons to be recorded in writing by the Enquiry Officer, the employee shall be permitted to produce witnesses in his defence and cross-examine any witness on whose evidence the charges rest, unless in the opinion of the Enquiry Officer, a witness is being called merely to delay the enquiry proceedings or to embarrass someone.
- 12. The Enquiry Officer shall prepare a concise summary of the evidences on either side and the employee's pleas shall be recorded and a copy thereof shall be given to the employee on his request.
- 13. If as a result of the enquiry held or explanation rendered, the Enquiry Committee decides not to take any action under clause 11, the employee will be deemed to have been on duty and shall be entitled to full salary and full privileges for the suspension period excluding the subsistence allowance already paid to him during the suspended period. If, on the other hand, the employee is found guilty, the employee shall be deemed to have been absent for the period of suspension and shall not be entitled to any salary or any other benefits/ privileges entitled to for such period.
- 14. The enquiry shall ordinarily be completed as expeditiously as possible within a reasonable period of time and no adjournments should be granted except for extremely unavoidable reasons. If the delinquent employee fails to appear before the Enquiry Committee on the time fixed, the Enquiry Committee shall proceed exparte against the delinquent employee
- 15. In awarding punishment under clause 16, the designated officer shall take into account:
 - (a). The gravity of the misconduct,
 - (b). The past record and general conduct of the employee, and any other extenuating or aggravating circumstances that may exist.
- 16. Notwithstanding anything contained in the above-mentioned sub-clauses, an employee, who has been convicted by a court of law for any criminal offence, may be discharged without any notice or compensation in lieu of notice.

17. An employee charged with a criminal offence, whether in connection with the Company's business or not, shall during the period, if any, when he is under police custody be liable to be suspended without salary and allowances. If the Court adjudges him guilty, his services shall be liable to be terminated without notice, from the date of conviction. If, however, he is acquitted, he may be allowed to resume work and the period of his suspension may be treated as leave without pay. However, if the crime/misconduct is committed by the employee during the course of his employment then notwithstanding the acquittal by the Court, the Company may proceed against the employee in the manner herein before prescribed in regard to the crime/misconduct alleged to have been committed by him and acquittal by a criminal court shall not prejudice the enquiry proceedings. The Company may in compliance with the procedure mentioned in the clauses above thereafter dismiss the employee if it comes to the conclusion that it would not be in the interest of the company to keep the employee.

Professional Conduct Policy

1. ARCIS relies on employees to maintain a professional, business like manner during work hours, and on company property, or whenever representing the company. Employees may also be accountable for behaviour outside of work if it has an impact on their ability to perform their responsibilities at work or the potential to cause discredit or harm to the company. Failure to adhere to ARCIS's norms and standards of professional conduct may result in disciplinary action up to and including termination.
2. The reliance by owners and managers of ARCIS imposes upon all, the obligation to maintain high standards of integrity and competence. In recognition of the public interest and in the employee's obligation to the profession, each employee must agree to comply with the following articles of the Code of Professional Conduct.
3. The Code of Professional Conduct for employed staff is composed of two parts:
 - (a). Professional Conduct Policy and
 - (b). Conflict of Interest Policy for employees.

End of Document