



Professional Conduct Policy

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Professional Conduct Policy

1. Silverse 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 Silverse norms and standards of professional conduct may result in disciplinary action up to and including termination.
2. The reliance by owners and managers of Silverse 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.

Professional Behaviour and Attitude

4. Areas of conduct covered by this policy and standards of conduct include, but are not limited to the following:
 - (a) **Company Resources:** Unauthorized use of long-distance telephone service, courier services, postage, office supplies, and other business equipment and supplies is prohibited. Employees are expected to use discretion and good judgment in limiting occasional use of Company telephones, copiers, fax machines and computers for personal, non-business use.
 - (b) **Personal Business:** Employees will not conduct personal business during work hours or use Company resources for personal business. Unauthorized possession, misuse, reading or copying of Company documents or records or disclosure of information from such records to unauthorized persons is prohibited. Distributing or exhibiting of bills, pamphlets and posters is also prohibited without prior permission.
 - (c) **Professional Organizations:** Employees who belong to outside professional organizations should ensure that association with the

organization, its conduct or membership, does not have a negative impact on the individual's ability to perform the duties of his or her job. Employees shall not represent themselves as spokespersons for the Company unless authorized by the company.

- (d). **Dress:** Employees are expected to dress in a manner appropriate to their work environment and to the type of work performed. In instances of uncertainty, the supervisor should be consulted. All employees are expected to maintain acceptable levels of grooming and personal hygiene (Please refer to the Employee Dress code Policy).

Professional Behaviour and Ethics

5. Employees should not only subscribe to ethical behaviour, but also endeavour to recognize when they are in a situation requiring an ethical decision. When confronted with the need for an ethical decision, they will seek advice as appropriate, and then they will make the best possible decision based on ethical considerations without undue regard for short-term consequences.

Proprietary or Inside Information

6. Employees will not take personal, financial, or other advantage of material or inside information resulting from their professional relationship with clients. They will not provide material or inside information to others who might take advantage of clients.
7. All employees are required to sign an Agreement of Confidentiality at the time of joining, covering non-disclosure of company information, third party information, conflict of interest guidelines, conflicting employment clause, company document security, solicitation of employees and Non-competition guidelines. The format of this agreement is attached as an annexure to this document.

Conflicts of Interest

8. Employees will not accept any type of reward or gift from individuals (including clients) or from organizations in exchange for recommending equipment, supplies, or services of such individuals or organizations.

Understanding of Client Needs

9. Employees when consulting will, as a first task, confer with a client in sufficient detail and gather sufficient facts that, together with the client, they may reach an understanding of the perceived problem, the objectives to be achieved, the scope of assistance needed, and the possible benefits that may accrue to the client. Only then will they jointly proceed in the consulting process.

Client Confidentiality

10. Employees will hold as strictly confidential the identity of a client, as well as all files, records, and information concerning the affairs of a client gathered during the course of a professional engagement.

Impartiality

11. Employees should ensure advice to clients is based on impartial consideration of all pertinent facts and opinions and without bias or prejudice.

Outside Influences

12. Employees will inform their clients immediately of any special relationships, circumstances or interests that might influence, or give the appearance of influencing, their judgment or impair their objectivity.

Recommendations

13. Employees will ensure that sufficient relevant information is evaluated in developing conclusions and recommendations.

Quality Assurance

14. Employees are expected to demonstrate a commitment towards the quality of their work, advice, assistance, and resulting services through sufficient planning, reviews, and controls. They will continually seek to advance their own knowledge in order to better serve the clients.

Avoiding Impropriety

15. Employees will strive to avoid not only improprieties, but also the appearance of improprieties. Integrity and honesty are critical personal characteristics of the employees.

Professional Contribution

16. Employees must recognize their responsibilities to the public interest and to their own professional development by contributing to the understanding of better ways to manage small businesses.

Professional Image

17. Employees are expected to dress in business attire appropriate to the situation. Employees are also expected to use appropriate language during the conversation with their colleagues, clients, visitor or any external person/party.

Supporting the Code of Professional Conduct

18. Employees will strive continuously to advance and protect the professional standards of Silverse and to support this Code by reporting rules violations to the senior management of the company.

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