



## **TLC Code of Conduct**

The TLC Code of Conduct defines the values and principles that govern TLC and its group Companies. This code intends to serve as a guide for all our employees on the importance of value, ethics and business principles expected from them in their personal and professional conduct.

The TLC team will work towards ensuring that the commitments made are honoured at all times in our interactions within TLC and with the external world.

### **EQUAL EMPLOYMENT OPPORTUNITIES**

TLC provides equal employment opportunity to all qualified people without discrimination on the basis of age, sex, race, disability, marital status or religion in accordance with applicable local, state and national laws and regulations. All Employees of the Company will be treated with dignity and respect at all times.

All employment and promotion decisions are based solely upon individuals' qualifications, experience and demonstrated capacity to perform at higher or improved levels of performance and will be in accordance with the principle of Equal Employment Opportunity. TLC will take whatever affirmative action is necessary to attract and retain qualified persons.

### **REGULATORY AND FINANCIAL COMPLIANCE**

All TLC employees shall maintain the company's Code of Conduct, and shall comply with all applicable regulations, in all regions which they may operate from. TLC shall prepare and maintain its accounts fairly and in accordance with the accounting and financial reporting standards as per law.

### **GIFTS AND FAVORS**

Employees of TLC are prohibited to accept or offer directly or indirectly, any gifts, illegal payment, donations, discounts, commissions, kickbacks or complements that may be construed as an alleged effort to obtain uncompetitive favours from business partners/customers or the Government. TLC reserves the right to take legal and disciplinary actions for fraud, bribery and theft as per government policies.

### **INTEGRITY OF AGREEMENTS**

All quotes, agreements and communication within TLC or with its clients and vendors are confidential and will not be shared with a third party unless required by law.



### **HEALTH AND SAFETY**

TLC attaches great importance to a healthy and safe work environment. We are committed to provide good physical working conditions to our employees and encourage high standards of hygiene among them.

### **THIRD PARTY REPRESENTATION**

All external parties that have business transactions with TLC but are not part of the company, such as, consultants, agents, sales representatives, distributors, channel partners, suppliers etc shall not be authorized to represent TLC without a prior written consent.

### **USE OF TLC® BRAND**

The TLC® brand name is Intellectual property of TLC Group of Companies. Ltd. No third party or joint ventures shall use the TLC brand / name to further their interest or for any other matter without written and relevant authorization

### **MEDIA AND PUBLIC ANNOUNCEMENTS**

Any public announcement or media query regarding any aspect of TLC or its relationship with any client cannot be made by an employee of the Company. All such requests will be directed to the Corporate Communications Manager of TLC who will then respond on behalf of the Company.

### **CONCURRENT EMPLOYMENT**

In compliance with applicable laws, an employee of TLC will not undertake employment or position of responsibility, whether full time or part-time, with any other Company, nor should provide freelance services to anyone, with or without remuneration without obtaining express written permission from the management.

### **CONFLICT OF INTEREST**

All employees of TLC shall always act in the interest of the company, and ensure any business or personal association, which they may have, does not implicate a conflict of interest with the operations of the company and his/her role therein.



## **PROTECTION OF COMPANY ASSETS**

Company assets or resources shall not be misused; they shall be used by all employees only for the purpose of conducting the business they are authorized for. All employees are responsible for effective control and appropriate use of all Company's resources entrusted to them in the official discharge of their duty. These include tangible, such as equipment, systems facilities and resources well as non-tangible assets, such as propriety information, intellectual property, relationships with customers and business partners.

## **INTEGRITY OF DATA**

It is the legal duty and responsibility of all TLC employees to protect the physical, intellectual property and financial assets of the Company or the Client project they are associated with. They shall be entirely responsible in ensuring that data confidentiality and transparency is maintained at all times and under no circumstance available to an external party without written approval from the management.

## **REPORTING CONCERNS**

It is the responsibility of each TLC employee to be vigilant and to develop and maintain effective controls to prevent a possible violation of the Code of Conduct or an event of misconduct, or an act not in the interest of the company, in order to ensure that if it does occur, it is detected and reported promptly. All Employees of the Company are responsible to IMMEDIATELY report a possible violation by writing in to their reporting manager or the HR department by dropping a mail on [hr.helpdesk@tlcgroup.com](mailto:hr.helpdesk@tlcgroup.com).

## **NOTE:**

All TLC employees are bound by all rules, regulations, policies, and other orders issued by the Company from time to time in relation to conduct, discipline, leave and any other matter. The Company reserves the right to take appropriate action including punitive damages in case of a violation of any of these clauses.

TLC Code of Conduct does not provide the full and comprehensive explanation of all rules and regulations that employees are expected to follow. All employees have a continued obligation to familiarize themselves with all company regulations, policies and procedures by visiting our website <http://www.mytlcgroup.com>.