

EMPLOYEE CODE OF CONDUCT- Your Guide

Parlance		Signatures & Dates
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Initiated By	Sr. Manager- HR	
Reviewed By	Chief Operating Officer	
Approved By	Director	
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PURPOSE

The Employee Code of Conduct outlines standards of personal and professional conduct that all employees must strive to uphold and behave in an ethical and professional manner at all times. The Code provides a basis for all employees to maintain a working environment that is productive, positive, enjoyable, safe and free from harassment and discrimination. It will also assist managers to induct employees into the **Paluck Technologies Pvt. Ltd.** and address any circumstances that arise out of conflict with the stated standards and Values.

SCOPE

The Employee Code of Conduct provides clear guidelines and standards for the appropriate behaviour expected of **PTPL** employees.

PROCESS

This Code of Conduct provides a framework for appropriate behaviour for all **PTPL** employees where they can address ethical issues, which employees and management:

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- Conduct themselves towards other employees or colleagues, employees representatives and their representatives, government authorities and clients;
- Perform their duties and obligations
- Fulfil the mission, goals and objectives of **PTPL**; and
- Practice fairness and equity.

The Code of Conduct is established on the following organisational values: integrity, honesty, conscientiousness, compassion, courtesy, fairness, and respect. This relies on individuals being responsible for their own professional behaviour within the provisions of this code, **PTPL** policies, legislation and relevant industrial clauses that apply to individual contracts of employment.

Where there is doubt as to the application of the Code, or the appropriate course of action to be adopted, employees affected should discuss the matter with their manager.

TERMINOLOGY

- Employees refers to general employee
- PTPL refers to PTPL Communications (I) Pvt. Ltd.
- Personal information means any information about an identified or identifiable individual that is not available in the public domain
- Records management is the control and management of records to meet business, legal, fiscal and administrative requirements. It is a business imperative, a corporate responsibility and a critical function performed through the collective actions of individuals
- A record is recorded information in any form, including data in computer systems, created or received by any employees of PTPL in the course of his/her duties.
- Conflicts of interest are assessed in terms of the likelihood that employees possessing a particular interest could be influenced, or might appear to be influenced, in the performance of their duties
- Public comment includes public speaking engagements, comments on radio and television; and expressing views in letters to the newspapers or in books, journals or notices, or where it might be expected that the publication or circulation of the comment will spread to the community at large; and
- Senior Officer means the Chief Executive Officer; Executive Managers

MANAGER'S RESPONSIBILITIES:

Managers are responsible and accountable for:

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- Undertaking their duties and behaving in a manner that is consistent with the provisions of the Employee Code of Conduct
- Informing employees in their teams about the Employee Code of Conduct, relevant policies, procedures and minutes
- Providing appropriate training and/or performance counselling to ensure the required standard is met.
- Reporting any departure from the Employee Code of Conduct by themselves or others
- Acting consistently and fairly in dealing with behaviour that breaches this code.

EMPLOYEE'S RESPONSIBILITIES:

All employees have a responsibility to:

- Be personally responsible and accountable for their own performance, behaviour and attendance in the workplace
- Undertake their duties and behave in a manner that is consistent with the provisions of the Employee Code of Conduct.
- Report any departure from the Employee Code of Conduct by themselves or others
- Comply with Shire policies and procedures
- Promote a positive, safe and healthy environment in the conduct of their work

PERSONAL CONDUCT:

- Employees are expected to be punctual and regular in their attendance.
- When an employee is unavoidably absent from work due to sickness or any other reason, the employee should telephone their manager (or appropriate delegate) promptly (preferably before their normal starting time) and indicate their likely return to work.
- Managers may exercise their responsibility to contact employees who have not contacted them directly within a reasonable time frame to ascertain the reasons for that individual's absence.
- Employees wishing to extend their leave must arrange this before commencing the leave. If the employee is on leave they must speak to their immediate manager at least 2 working days before their leave ends.

DRESS AND APPEARANCE:

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PTPL is well-recognised and respected and projects a particular image to our clients. Employees must therefore ensure that their appearance is neat, clean and appropriate for their particular area of work. A high standard of personal hygiene is expected at all times.

Where a uniform is provided, it must be worn in accordance with the **PTPL** requirements. When wearing a uniform to and from work, employees are expected to conduct themselves in a responsible and professional manner. The manager is responsible for determining the dress code appropriate to the environment while the manager can make exceptions for medical purposes.

FOR HER:

For females only well pressed and formal suits, sarees, shirts, trousers, jackets, overcoats etc. shall be allowed on the days of formal dressing. Use of only decent/formal accessories is permissible. Dresses flaunting tattoos, piercings or any other unsociable exhibitions are strictly forbidden. On Saturdays, jeans, t-shirts, tops, blouses etc. suitable as office wear shall be granted.

FOR HIM:

Male employees are expected to present themselves in strictly formal attire which includes well pressed and formal shirts, trousers, jackets, overcoats, polished shoes, ties where nature of the work demands etc. on the days of formal dressing. Use of only decent/formal accessories is permissible. Dresses flaunting tattoos, piercings or any other unsociable exhibitions are strictly forbidden. On Saturdays, jeans, t-shirts etc. suitable as office wear shall be granted.

WHILE DRESSING KINDLY TAKE FOLLOWING INTO CONSIDERATION:

- Employees are expected to reflect a favourable image by appropriate dress and hygiene.
- Moderation and common sense should be used in all these matters to assure the employee is suitable for work and the respective work environment.
- Jeans, t-shirts, sneakers, shorts, and sweat pants etc. are not appropriate business attire.
- If, for some reason, an employee is unable or uncertain about determining what appropriate dress is, the employee should discuss the matter with the supervisor.
- A supervisor may make reasonable requests of employees to comply with this policy. This may include directing the employee to return home to change into something more suitable for the work environment. This lost time will be charged to an employee's leave accruals.

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- There may be special instances when wearing other work clothes (t-shirt, sneakers, etc.) may be appropriate, with prior supervisor approval where an employee may need to perform some type of work such as packing or moving where clothes may get dirty.

PERSONAL CONDUCT

Employees are required to undertake their duties in a professional, responsible, conscientious and ethical manner and to act in the best interests of the **PTPL**. They are expected to act honestly in all of their duties when dealing with clients, suppliers, contractors and fellow employees.

NATURAL JUSTICE, FAIRNESS AND EQUITY

If an employee is required to investigate complaints against other employees or issues affecting employees, they must act consistently, promptly, and fairly and in a timely manner. The principles of natural justice must be maintained in dealing with each investigation.

USE OF FACILITIES AND EQUIPMENT

Employees should take all possible care when using **PTPL** property, goods, intellectual property and services and ensure they are used efficiently, carefully and honestly.

Unless permission has been granted by the employee's manager, **PTPL** resources are not to be used for private purposes.

SECURING THE INFORMATION

Employees have an obligation to ensure that professional information is secured against loss, misuse or unauthorised access, modification or disclosure.

Employees have a duty to maintain the confidentiality, integrity and security of official information for which they are responsible.

RECORDS MANAGEMENT

Employees need to be aware of their record keeping responsibilities and are reminded there is a legal requirement to adhere to proper records management practices and procedures.

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All employees must therefore ensure that **PTPL** documents are not placed in unofficial or private filing systems but place such documents in official files.

Employees must not remove documents from official files. They are controlled records, and must be complete, up-to-date and capable of providing organisational accountability when officially scrutinised.

Employees must not damage, dispose of, or in any other manner, interfere with official documents or files. The destruction of records may only take place in accordance with a disposal and retention schedule, which has been approved by the Chief Executive Officer.

INFORMATION TECHNOLOGY

Employees must not access information which they are not authorised to access or use, and must not allow any other person access for any reason.

Employees must take all reasonable precautions, including password maintenance and file protection measures to prevent unauthorised access and have an obligation to maintain the

security and confidentiality of the information systems over which they have responsibility or control and that are owned or used by agreement.

CONFLICT OF INTEREST:

If an employee becomes aware of the potential for conflict of interest then they must notify their manager of the potential or actual conflict of interest. **PTPL** expects employees to:

- Declare any likely conflict of interest to supervisors; and
- Avoid any detrimental outcome as a result of a conflict of interest.

If a conflict of interest arises where an employee:

- Engages or is likely to engage in activities or advances, or
- Is likely to advance personal or other interests at the expense of **PTPL** interests or the interests of other employees, **PTPL** may then intervene.

Employees must ensure that there is no conflict or incompatibility between their personal interests, whether pecuniary (eg money) or non-pecuniary and the impartial fulfilment of their

duties. It is not possible to define all potential areas of conflict of interest but a number of situations are referred to below.

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- Gifts and hospitality offered where there is an expectation of a return favour (which may or may not be to the detriment of the **PTPL**)
- Additional employment that prevents or hinders the performance of a person in their role
- Decisions regarding the employment or promotion of relatives or friends
- Promotion of or soliciting for clients for own private business

If an employee is in doubt as to whether a conflict exists, they must contact their manager. And wherever possible, employees should disqualify themselves from situations of conflict of interest.

Where an employee has an impartiality, financial or proximity interest in any matter regarding provisions outlined within this Code, or which might be perceived as being in conflict with the interest of another person who may be affected then the employee must immediately disclose this to the Chief Executive Officer or at the meeting if prior disclosure is not possible.

FINANCIAL INTERESTS

Employees should avoid any financial involvement or undertaking that could directly or indirectly compromise or undermine the performance of their duties or the **PTPL** objectives or activities.

Financial conflict of interest may arise where an employee, who has a financial interest in a **PTPL** or other business, is in a position to influence contracts or transactions between the **PTPL** and that business. This conflict may extend to any business undertaking in which employees and their immediate family or the employees is acting in direct competition with the **PTPL** activities or interests for personal gain.

ACCEPTANCE OF COMMISSIONS, GIFTS OR BENEFITS

Employees should not accept a gift, secret commission or a benefit from a person or organisation outside the **PTPL**, if the intent of the gift or the benefit is to induce the employee to waive or reduce requirements or to extend a financial or other benefit to a person or organisation outside the **PTPL** to the detriment of the **PTPL** interests.

As a general rule, no employee should accept a gift or benefit if it could be seen as intended or likely to cause that person to:

- Perform their job in a particular way, which the person would not normally do, or
- Deviate from the proper or usual course of duty.

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Employees may accept token gifts or benefits in circumstances approved by the Chief Executive Officer or a nominee, provided that there is no possibility that the employee might be perceived to be, compromised in the process. Gifts of a nominal value generally used for promotional purposes by the donor, or moderate acts of hospitality may be accepted by employees.

The employee must advise their manager of any gifts and benefits they have received as soon as the gift or benefit is received and must not take advantage or seek to take advantage of their position to obtain a benefit, either for themselves or for someone else.

USE OF OFFICIAL INFORMATION

While employees can contribute to public debate on social issues there are some circumstances in which public comment is inappropriate. Public comment by employees should not imply that the comment, although made in a private capacity, is in some way an official comment by **PTPL**. The employee may only disclose official information, with due regard to confidentiality, in order that it is in their official capacity and duties.

An employee can disclose confidential or restricted information or documents acquired in the course of their employment only when required to do so by law, in the course of their duty, when called to give evidence in court, or when proper authority has been given. Approval to release confidential information on employees should be sought from the Chief Executive Officer.

In circumstances where employees are requested to provide information, they should provide it in a timely and accurate manner and which complies with the principles of Freedom of Information, confidentiality, and the rights of the individual.

Employee's acting in honorary capacities may be asked by third parties to make comment on **PTPL** policy or procedure and in such cases; employees should confine comments to factual

information. Where employees are privy to information of a restricted nature, which may compromise the position of the **PTPL** or infringe on the privacy of members of **PTPL**, the information should not be divulged.

EMPLOYEE/CLIENT BOUNDARIES

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The term, 'employee/client boundaries' identifies the importance of the trust inherent in the relationship between employees and their clients however, breaching of employee/client boundaries is going outside the limits of the employee/client relationship.

Employees are expected to maintain proper boundaries with clients. Employees are expected to make themselves aware of any workplace and/or program-specific policies/guidelines in this area.

RELATIVES AND CLOSE FRIENDS

A conflict of interest may arise where an employee makes or participates in decisions affecting another person with whom they have a personal relationship (such as a relative, spouse, close friend or personal associate).

In cases where a conflict may arise, employees must advise their manager. Wherever possible, employees should disqualify themselves from dealing with those persons in such situations.

PERSONAL AND PROFESSIONAL BEHAVIOUR

Employees should perform the duties associated with their position to the best of their ability, diligently, impartially and conscientiously. In the performance of their duties, employees should:

- Comply with legislative and industrial obligations and administrative policies
- Fulfil their Equal Employment Opportunity and Occupational Safety & Health obligations
- Strive to keep up to date with advances and changes in the knowledge and the professional and ethical standards relevant to their areas and expertise
- Maintain adequate documents to support decisions made
- Treat all persons with courtesy and sensitivity to their rights and provide all necessary and appropriate assistance
- Not take or seek to take improper advantage of any official information gained in the employment with **PTPL**
- Not harass or discriminate against employees or in work practices on the grounds of sex, pregnancy, race (including colour, ethnic background or national identity), marital status, disability, sexual preference, political or religious belief, or age
- Act responsibly when becoming aware of any unethical behaviour or wrong doing by any employee. Such information should be forwarded to the CEO
- Continuously improve work performance. All employees should actively pursue quality improvements

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- Not make disparaging remarks about other employees

ALCOHOL AND SUBSTANCE ABUSE OR MISUSE

Employees must ensure that the safety and health of other employees, volunteers and clients are not endangered by any misuse. The **PTPL** expects employees to perform their jobs with skill, care and diligence. Employees should not perform any act or omission that is likely to have a detrimental effect on their work performance and that of other employees and clients. Accordingly, employees should not be under the influence of alcohol or other substances while they are at work or at work functions.

Possession, use or trafficking in illegal drugs on the premises is not permitted. The **PTPL** premises include but are not limited to all buildings, vehicles, car parks, meeting rooms, and open spaces. Any such activity will be immediately referred to the police and the **PTPL** may take disciplinary action, which may include termination of employment.

Employees must notify the manager if the taking of, or failure to take, prescribed medication is likely to affect their performance and/or affect the safety of any person at the workplace. This is to ensure workplace safety is not jeopardised and that any performance impact is properly managed. It is the responsibility of employees to follow the directions/precautions for any drugs prescribed by a health professional for individual use and/or commercially available preparations that may impact their capacity.

SMOKING

Passive smoking can impact on other employees, the community and create a poor image of the **PTPL**, which does not promote or encourage smoking. Smoking is not permitted in **PTPL** owned or leased vehicles or buildings.

Employees may only smoke in their own time during authorised breaks as set out in the award, agreement or employment contract and/or as authorised individually by their manager.

POLICIES AND COMPLIANCE WITH LAWFUL INSTRUCTIONS

Employees are responsible to carry out and comply with the **PTPL** policies and procedures and legislation. It is acknowledged that employee views, on particular matters, may differ from the **PTPL**; however such views must not either interfere with the performance of an employee's duty or prevent the employee from supporting the **PTPL** objectives.

Employees must comply with any lawful instruction given by any person having authority to make or give such an instruction.

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BULLYING

Bullying is unreasonable behaviour that is directed against an individual or group by another individual or group and is derived from the misuse of power over the target of the behaviour.

This may include:

- Verbal abuse, shouting
- Excluding or isolating behaviour
- Deliberately withholding information vital for effective work performance
- Giving employees impossible assignments
- Physical abuse

Bullying is unacceptable conduct within the **PTPL** and all reported incidents will be investigated. Whilst it is the responsibility of all employees within the **PTPL** to ensure that premises and facilities are free from harassment, managers have a particular and clear responsibility to meet this requirement. Managers who become aware of serious breaches of policy must immediately notify their manager or the CEO.

DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY (EEO)

Anti-discrimination laws provide guidelines on respecting personal difference. Treating people differently on the basis of personal characteristics is unlawful. The following are examples of attributes: age, industrial activity, parental status, political belief, personal association, race,

ethnic background, carer status, marital status, pregnancy/potential, lawful sexual activity, unrelated criminal record, impairment, religious belief/activity, physical features, gender identity, disability and sex.

Also, racial and religious discrimination is a conduct that incites hatred against, serious contempt for, or revulsion or severe ridicule against a person or group on the grounds of racial identification or religious belief or activity. Racial and religious vilification is a form of harassment and discrimination and is unacceptable conduct in the **PTPL**. All reported incidents will be investigated.

Discrimination is an unacceptable conduct within **PTPL** and all reported incidents will be investigated.

HARASSMENT

Harassment is any type of behaviour that:

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- The other person does not want and does not return
- Offends, embarrasses, or scares them, and may be either sexual or non-sexual in nature
- Targets them because of their race, sex, pregnancy, or other protected attribute under the law
- Constitutes a form of bullying
- Harassment does not have to be a series of incidents or an ongoing pattern of behaviour. Neither does harassment need to be intentional to attract disciplinary action. Harassment can occur in any work related context including:
 - Social functions
 - Conferences
 - Office social gatherings
 - Business trips

Harassment and discrimination form part of a continuum of unacceptable behaviour that can include sexual assault, stalking and harassing phone calls, some of which are also against criminal law, which means the police may prosecute anyone who commits such acts.

Fair discipline, performance counselling or workplace control practices based only on performance issues do not, in themselves, constitute harassment.

EXTERNAL EMPLOYMENT

PTPL will not restrain employees from working outside business hours provided that the employees do not undermine or compromise the **PTPL** Employees should not engage in such employment, if that employment:

- Places them in conflict with their official duties, or would lead to the perception that they have placed themselves in conflict with their duties;
- Is likely to affect their efficiency in the performance of their duties; or
- Involves the use of **PTPL** resources for private purpose without authorisation or recompense.

Subject to current policies, employees may not accept outside payment for activities, which would be regarded as part of their normal work activities.

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OWNERSHIP OF PRODUCTS AND COPYRIGHT

All products, literary, dramatic, musical, cinematographic and artistic works, computer programs, material in written or other format, discoveries, inventions and improvements in relation to such matters, together with all copyright and intellectual property created, authored, discovered, developed or produced by the employee for the purpose of, or in the course of, the employee's employment will remain the property of the **PTPL** and will not be used by the employee other than for the purpose of Shire business.

Unless otherwise agreed, the **PTPL** retains the copyright of work produced by you during your employment with the **PTPL**.

Upon termination of employment the employee will return all correspondence, documents, data, information, equipment and things, including copies thereof, belonging to the employer that may be in the employee's possession, custody or control.

PUBLIC CONDUCT AND MEDIA CONTACT

Employees making comments in a public forum on any matter relating to the **PTPL** must act in a way that is in keeping with the values and protects the reputation of the **PTPL**. Only authorised personnel may speak with the media on behalf of the **PTPL**. Employees are not permitted to speak with media representatives without first receiving clearance from the CEO.

MISUSE

Employees must not deliberately misuse the equipment, assets, or the services of the other personnel. When using the equipment, employees are required to follow the instructions

provided in order to avoid personal injury and/or maintenance and replacement costs. Examples of misuse include:

- Copying computer software programs regardless of whether or not the programs are protected by copyright
- Use of the **PTPL** letterhead paper or postage when corresponding on personal or other matters not directly related to the **PTPL**
- Unauthorised use of the **PTPL** logos
- Falsifying, manipulating or destroying business records without specific authorisation
- Using the **PTPL** equipment for personal commercial gain

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Employees provided with vehicles (private or commuter use) are expected to use them in accordance with the **PTPL** policy and guidelines.

CONFIDENTIALITY

Employees may have access to personal or commercial information relating to individuals, the public, or the financial or other operations of the **PTPL**. This information is to be used for Shire purposes only and should remain secure and confidential. It is important that the community has confidence that information acquired by the **PTPL** is only used for the stated purposes for which it was collected.

Employees must not discuss or release to any unauthorised person and/or anyone outside of the Shire, any confidential or sensitive information relating to the **PTPL** and/or its operations.

GRIEVANCE HANDLING

It is expected that as a first step, employees will attempt to resolve the issues between themselves. Where this is not appropriate or does not result in a satisfactory resolution a more formal procedure as outlined in the Grievance – Resolving Issues and Concerns Policy can be applied.

The dispute resolution process will operate within the following principles: Confidentiality, Impartiality, Promptness, Sensitivity, Courtesy and Respect.

Disputes may be resolved in a formal or informal manner. Where possible, as a first step and with the agreement of both parties, the dispute may be resolved informally. If the dispute is not resolved at the informal level then the formal process provides graduated steps for further discussion and resolution at high levels of authority. A formal resolution requires a thorough investigation to be undertaken, and the process documented.

Appropriate managers will investigate a complaint or allegation of behaviour that is contrary to these standards. Investigations will be carried out with sensitivity and fairness and maintain confidentiality.

BREACHES OF THE CODE

The **PTPL** is committed to the standards set out in the Employee Code of Conduct. Where a breach of the Code has been identified by the **PTPL** a response to the breach may result in:

- Counselling

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- Disciplinary action
- Termination of employment
- Suspension; or
- Laying of criminal charges or civil action

MISCONDUCT

The following are considered acts of misconduct and the employees will face disciplinary action if found indulging in any of the following:

- Wilful in subordination or disobedience, whether alone or in combination with others to any of the lawful and reasonable order or orders of the superiors.
- Theft, fraud or misappropriation of PTPL's funds dishonesty in connection with the employer's business or property.
- Theft of property of another workman / employee within the premises of the PTPL.
- Wilful damage to or loss of **PTPL's** goods or property.
- Taking or giving of any illegal gratifications.
- Habitual late attendance or late attendance on more than 3 occasions in a month.
- Habitual breach of any order or rules and regulations or instructions for maintenance and running of any department or the maintenance of cleanliness of any portion of the PTPL.
- Misbehaviour towards customers and visitors.
- Riotous or disorderly behaviour towards superiors, co-workers during working hours in the premises of business of the PTPL or outside or any act subversive of discipline in connection with work of **PTPL**.
- Habitual absence from work without sanction of leave or absence without sanction of leave for more than 6 working days.
- Habitual negligence or neglect of work.
- Striking work singly or in combination with others or inciting others to strike work in contravention of the provisions of any law or rule having the forces of law/or any contract including the implied contract of appointment to attend and to work.
- Tempering with any records, evidence, threatening the witnesses, falsifying or refusing to give testimony when incidents in the undertaking or other matters are being investigated or being considered.
- False statements made or particulars given in his application form for appointment or when called upon by the management to make true statements of any fact in connection with any matter connected with the work or business of the PTPL.

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- Sleeping while on duty.
 - Absenting from work spot without proper authority and/ or permission during duty hours or idling away.
 - Adopting, participation, instigating, encouraging abetting, go slow tactics.
 - Carrying lethal weapons, fighting or attempting bodily injury to other workman.
 - Drunkenness or conduct which violates common decency and morality.
 - Assaulting, abusing, threatening or intimidating, 'gheraoing' any superior or any other workman / employee of the PTPL, whether inside or outside the **PTPL** in connection with the work / business of the PTPL.
 - Gherao or wrongful confinement or coercion of staff / employee.
 - Playing cards and gambling within the premises.
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- Smoking and / or spitting within the premises of the PTPL other than at the place where permitted.
 - Refusing to sign a statement or declaration given by himself or to receive or sign notices, warnings, memo etc., issued or given by any superior or the manager.
 - Conviction for any offence by a court of law, involving moral turpitude.
 - Obtaining leave on being sick and during the same period working elsewhere or attempting to obtain work elsewhere or obtain leave on false pretext.
 - Obstructing, preventing or intimidating any person from attending his or their normal work or from seeking employment.
 - Engaging in activities or giving false statement before any person or authority with the intention to cheat the PTPL.
 - Refusal to submit for search or search on suspicion of theft of PTPL's property.
 - Collection of any money within the premises for purpose not sanctioned by the management.
 - Handling any machinery apparatus not entrusted to his charge.
 - Refusal to work overtime due to exigencies of work.
 - Unauthorized disclosure, to any person, of any information with regard to the process of the PTPL, which may come in the possession of workman in the course of his work.
 - Canvassing for union membership or for the collection of union dues inside the premises of the **PTPL**/ PTPL during the working hours of the PTPL.

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- Holding meeting or shouting slogans or leading processions or demonstrations inside the premises of the PTPL or distributing or accepting inside the premises hand bills, notices or pasting posters, abusing any superiors in the PTPL.
 - Engaging in private work or trade within the premises of the PTPL.
 - Refusal to submit for medical examination when directed to do so by the manager.
 - Failure to observe safety instructions notified by the employer or interference with any safety device installed within the PTPL.
 - While in employment, working for any other employer for any consideration or otherwise.
 - Failure to furnish the management with the certificate of fitness.
 - Logging attendance of any other workman / employee or to falsify the records in any manner in respect of attendance or Payment of Wages.
 - Habitually remaining in toilets for unreasonably long periods of time.
 - Falsifying and tampering with any official records.
 - Failure to report accident / injuries while on duty and / or failure to give evidence in respect of such accidents / injuries.
 - Failure to notify the PTPL of change of address.
 - Refusal to accept any order of transfer / or to work any shift.
 - Committing nuisance at within primes of the **PTPL**.
 - Entering the **PTPL's** premises without permission and / or authority outside the duty hours.
 - Interfering in any manner with any of the management functions and / or right, or with the work of the other workmen / employees.
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- Remaining within the PTPL's premises without permission and / or any official business after the authorized duty hours.
 - Allowing an unauthorized person to operate his machine.
 - Unauthorized use of a vehicle of the PTPL and communication systems (like Telephone/Fax, etc.,)
 - Doing any act prejudicial to the interest of reputation of the PTPL.
 - Loitering or leaving place of work without sufficient and reasonable cause and permission during the working hours.
 - Not taking proper care of the tools, gauges, jigs, fixtures, or any other PTPL's property entrusted to him.
 - Sudden stoppage of power, switching off electric power resulting in damage to PTPL's property, machinery or plant.
 - Conduct which endangers the lives and safety of other workmen / employees.

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- Wilfully allowing any unauthorized person to enter the premises outside the working hours of quarters.
- Trespassing or forcible occupation of the PTPL's premises outside the working hours of quarters.
- Money lending or borrowing or running a chit funds scheme or engaging any kind of such trade within the premises of the PTPL.
- Deliberate abuse of any concessions or benefits or any leave privilege for the time being in force.

Any act which may be considered as misconduct in common parlance.

INTERNET AND EMAIL ETIQUETTES

INTERNET

Internet is an important source of information and learning tool in today's business environment. However, connecting the network to the Internet also makes it vulnerable to hacking attempts. Employees are expected to abide by the generally accepted rules of network etiquette and common decency as given below:

- Be polite and do not use abusive language in messages to others.
 - Do not use a computer to harm other people or their work.
 - Do not damage/deface the computer system or the network in any way.
 - Do not reveal personal addresses or phone numbers to strangers over the Internet.
 - Report to Information Technology Department, any attempts by others to obtain your personal information via email, chat rooms, instant messaging or other means.
 - Do not violate copyright laws or license agreements.
 - Do not interfere with the operation of the network or any workstation by downloading/installing any software, shareware or freeware files.
 - Do not access inappropriate sites (like porn sites etc.) that display offensive materials.
-
- Do not play software games on computers.
 - Do not share your password with another person/employee.
 - Do not trespass in another user's folders, work or files.

EMAIL

Email is a valuable tool for messaging, obtaining and sending information, and doing business. However, unless used properly, email can be a source of security and legal liability problems for

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PTPL and the individuals using it.

The employees are expected to adhere to the following email usage guidelines:

- Users are required to do a regular clean-up of their mailbox once a week and delete all unwanted mails.
- Users should take appropriate precautions and use discretion in sending confidential information. It is prohibited to forward a confidential message without acquiring permission from the sender.
- No user is allowed to use any encryption software unless specifically permitted by the head of department & CEO. However in case permitted all such software should be loaded and configured by the IT department only.
- If you are traveling then you are required to inform the IT Deptt.to configure your mails in such a way that you can check your mailbox while out of office. Upon return inform IT deptt.to reconfigure it for use in office.
- If you are using web mail box then you must keep on deleting unwanted or old mails from all the folders to get uninterrupted mails service. After 10MB of mail space your mails will start either delay in delivery or bounce back.
- If you get “Mail Delivery Failure” notification then check if you have mentioned any mail id incorrectly or contact your system administrator else your mail may/ may not get delivered to one or more recipients.
- Users shall not use the PTPL e-mail system for sending, forwarding, receiving, printing, or storing the following types of messages:
 - ◆ Harassing, derogatory, discriminatory or otherwise offensive messages.
 - ◆ Humour, comments, or images containing ethnic slurs, racial epithets or any other communication that could offend, disparage, or embarrass others based on their race, national origin, sex, sexual orientation, age, disability, religion.
 - ◆ Political beliefs or other reasons that may be sensitive to the recipient.
 - ◆ Chain letters.
 - ◆ Unsolicited messages to unwilling recipients ("spamming") or mass mailings for personal, political or other non-business purposes.
 - ◆ Sending mass mails unless business requires it.
 - ◆ emails containing libellous, defamatory, offensive, racist or obscene remarks.
- By sending or even just forwarding one libellous, or offensive remark in an email, you and your PTPL can face court cases resulting in expensive court cases and penalties.

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- Users shall not upload, download, send, forward, receive, store or print the following materials without PTPL's express authorization:
 - ◆ PTPL's trade secrets
 - ◆ PTPL's confidential, private or proprietary information or customer information
 - ◆ External copyrighted, trademarked, or patented materials, including articles or software, which is not owned by PTPL
 - ◆ PTPL or authorized to be sent, forwarded, stored or printed by the owner of the materials
 - ◆ External material from persons or companies unknown to you
 - ◆ Software, whether freeware, shareware or otherwise
 - ◆ Any information or data restricted by government laws or regulations
- Users shall not use the system in a manner that is likely to cause network congestion or security breaches, such as:
 - ◆ Forge or attempt to forge e-mail messages
 - ◆ Disguise or attempt to disguise identity when sending mail
 - ◆ sending unsolicited messages
 - ◆ Downloading very large files.
 - ◆ Permitting unauthorized personnel to use the system, or
 - ◆ Subscribing to list-servers or e-mail lists for non-PTPL Limited business.
- If exposed to any prohibited e-mail or any other violation of this Policy, Users shall report the incident within 24 hours to the Human Resources personnel.
- Users shall use standard signature for writing official mails as given by IT team.
- User proper spelling, grammar and punctuation. This is not only important because improper spelling, grammar and punctuation give a bad impression of your PTPL, it is also important for conveying the message properly. E-mails with no full stops or commas are difficult to read and can sometimes even change the meaning of the text.
- Every e-mail should be replied to within at least 24 hours and preferably within the same working day. If the email is complicated, just send an email back saying that you have received it and that you will get back to them. This will put the sender's mind at rest.
- Read the email before you send it
- A lot of people don't bother to read an email before they send it out, as can be seen from the many spelling and grammar mistakes contained in emails. Apart from this, reading your email through the eyes of the recipient will help you send a more effective message and avoid misunderstandings and inappropriate comments.
- Do not overuse Reply to All
- If you receive an email message warning you of a new unstoppable virus that will

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immediately delete everything from your computer, this is most probably a hoax. By forwarding hoaxes you use valuable bandwidth and sometimes virus hoaxes contain viruses themselves, by attaching a so-called file that will stop the dangerous virus. The same goes for chain letters that promise incredible riches or ask your help for a charitable cause. Even if the content seems to be bona fide, the senders are usually not. Since it is impossible to

- find out whether a chain letter is real or not, the best place for it is the recycle bin.
- Don't reply to spam
- By replying to Spam or by unsubscribe, you are confirming that your email address is 'live'. Confirming this will only generate even more Spam. Therefore, just hit the delete button or use email software to remove Spam automatically. Report the Technology department for all such mails.

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