

CODE OF CONDUCT

WINNING TOGETHER



The following Code of Conduct provides guidance to ensure we meet our standard and conduct business according to our philosophy – ‘Winning together’. We treat the workplace as a “Work Temple” and build our Expert family with rewarding excellence & encouraging ideas.

Our core values of Empowerment, Excellence, Teamwork & Accountability are the very heart of our primary responsibility to provide our Stake holders with high quality and honest transactions with continuous improvement in every path we lead. Our customer-centric focus is driven by our values. We are committed to conducting business around the world according to the highest ethical standards.

Over a period of last 2 decades we have instilled several key values and characteristics that provide foundation for our Code of Conduct.

- **Trust**: Transparency is the way to build trust. We believe transparency educates and empowers people and in turn strengthens the organization.
- **Respect**: We treat the community with dignity and value their contributions. We maintain fairness in all relationships. We practice open feedback policy.
- **Ownership at work**: We think and practice “Excellence” in everything we do by striving for highest possible standards and continuous improvement at all levels.
- **Commitment**: We work with utmost dedication and commitment towards the responsibility assigned to us.
- **Empowered Work Culture**: We recognize the power of an employee and motivate them to exercise the power productively.

All of us – regardless of grade of level, position or geographic location – base our daily actions and conduct on these standards, which support our Policy and our ultimate goal - to enhance Customer Satisfaction at all times through Continuous Improvement.

Ethics, integrity and trust define our character, and it is the responsibility of all Experts’ associates to live the company’s core values on a daily basis. We expect every associate to use this Code of Conduct as a resource and help preserve our ethical culture.

Introduction to Code of Conduct

Our Code of Conduct, provides general guidance to all Expert Engineering Employees and assists us in carrying out our daily activities in accordance with the spirit of, "Let's not do it your way or my way; let's do it the excellent way" ...through WIN-WIN approach.

Employees should familiarize themselves with and adhere to all applicable policies and procedures. If any provision of this Code conflicts with the local law or regulations, the one with the higher standard will apply, except in cases where doing so would cause non-compliance with the local law.

For any clarifications/suggestions about Code of Conduct you may contact the HR representative or e-mail the query to the CEO.

All employees are responsible for understanding and complying with the Expert's Code of Conduct. Failure to abide by the Code of Conduct may result in appropriate disciplinary action.

In addition, Expert expects that anyone acting as its agent will adhere to the same standard as Expert's employees while acting on Expert's behalf. Therefore temporary workers, independent contractors and consultants providing services for Expert will be provided with a copy of this Code of Conduct and must agree to abide by all applicable laws.

Economic objective

Expert Engineering Enterprises aims to develop a sustainable business organization where the interests of our stakeholders- "our customers, vendors, employees, government agencies and our business partners are catered to by investing for long term growth."

Social objective

✓ Equal opportunity and respect

Expert values and respects each individual to contribute to his or her fullest potential. Expert is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment, including sexual harassment. Expert treats a Human as Human.

All employment decisions at Expert are based on company needs, job requirements and individual qualifications, without regard to legally protected characteristics such as race, color, religion, nationality, gender, age or any other status protected by the laws or regulations in the location we operate. Expert will not tolerate discrimination based on any of these circumstance, nor harassment of any of our employees.

Expert employees should report discrimination, harassment or other inappropriate conduct directed at themselves or others. Reports of such incidents should be made to the HR representative. All such reports will be investigated promptly and appropriate corrective action will be taken.

Environmental Objectives

✓ Commitment to the Environment

Our vision is to create a culture in which care for environment is of utmost importance. Our operations will place a high priority on waste minimization, recycling, reuse programs and pollution prevention. We will continuously improve the environment friendliness of our products and procedures by implementing Environment management system so that they meet or exceed industry standards and applicable regulations.

✓ **Health and Safety**

”At Expert we value every useful entity & accord high importance to their safety. We are committed to provide and ensure a Safe, Healthy & Accident free work place & continuously strive for improvement in the safety performances.”

✓ **Employee Privacy**

Expert respects the privacy and dignity of every employee. Expert collects and retains employee personal information that is required for effective operation of the company or that is required by law. The company will implement policies and procedures that protect employee personal information and comply with all applicable laws that govern employee privacy. No employee should access or otherwise use employee records or information unless authorized to do so for legitimate business needs in accordance with local laws.

✓ **Behavior and Attitude**

Expert employees maintain soberness at workplace, occasions where you are representing the company and Company functions/ celebrations. You are expected to maintain friendly and sociable attitude with your colleagues at all levels.

✓ **Employment policy**

Expert Engineering does not employ people less than 18 yrs of age. We don't not have bonded/ forced labor or any other unethical and/or illegal practices. The recruitment practices are merit based & is not based on discrimination of caste/creed/color/gender/race/religion/nationality/sexual orientation.

Company Assets and Resources

- ✓ Expert's assets and resources are dedicated to achieving Expert's business objectives. All employees are required to safeguard and not misuse company assets and resources, and must never use for any unlawful or unethical purpose.
- ✓ Confidential Information – Expert employees have a duty to protect confidential Expert information, as well as confidential relationships between the company and its customers, suppliers and stakeholders. Expert uses extreme caution when discussing confidential information in public places. It is a violation of Expert policy to use confidential information obtained during employment at Expert for personal gain.
- ✓ In addition confidential information should never be discussed with non-Expert employees, including family members and friends, and should only be provided to or discussed with Expert employees for valid business reasons.
- ✓ Computer Systems and Information Technology - Expert provides computers and other communication technologies to help you do your job. Use this equipment in a manner consistent with Expert's values and ethical business practices.

- ✓ As with Internet use, Expert has the right to block, monitor or internally examine your e-mail and messaging use and will do so for legitimate business purposes (as far as permitted by local law).
- ✓ Personal telephone use is permitted; calls should be kept to a minimum and be made during lunch and break times.

Every employee is expected to take reasonable precautions to ensure the physical security of confidential information and facilities.

Customer Privacy

Our customers must be able to trust that we will only collect, store and use their personal information for defined business purposes and to support and enhance our relationships with them. We will appropriately safeguard our customer's information and comply with Expert's policy and applicable laws on customer privacy.

Quality of products and services

Expert is committed to supply goods and services of world class quality standards, backed by after-sales services consistent with the requirements of its customers, while striving for their total satisfaction. The quality standards of the company's goods and services will meet applicable national and international standards.

Our Assurance process

By keeping the global focus in mind and increasing awareness of sustainable development, Expert has established IMS - Integrated Management System which includes ISO 9001:2015 QMS, ISO 14001:2015 EMS and ISO 45001:2018.

Human Resource as an Asset

“Out of our core values, character is one of the most important because it guides how we treat our customers, partners, competitors and each other.”

- ✓ **Intellectual Property**

You are required to maintain the security, integrity and proprietary nature of all Experts' confidential and proprietary information.

- ✓ **Our Ethical policy**

The Expert's Code of Conduct sets forth the ethical and legal standards of business conduct expected from all Expert employees, as well as anyone else acting on behalf of Expert.