



Coenz has established “HIERO” business principles and code of conduct to be adhered in each of the business deals.

At Coenz we believe and promote HIERO – Honesty, Integrity, Ethics, Reliability and Openness in our business. These Business Principles echoes our commitment to our values.

We at Coenz expect that from the level of Board of Directors to all our employees, vendors, associates will adopt & adhere with these principles and continue fulfil the commitment to regular compliance.

## Honesty

Isn't only about doing things the right a way, it's also about expressing the values in which a company is founded. Honesty is one of the most effective ways to establish the work culture that will propel our company to long-term success.

## Integrity

It is the ability to act with honesty and be consistent. We as Coenz, we do what we say, we make promise – we keep it, we mess up – we own up to it. Being a Partner, Employee, Associates, Vendor – we realize that we are a part of something bigger than ourselves and we are committed to carry out our duties with the best interest of our Partner, Employer, Associates, Clients in mind.

## Ethics

We understand ethics addresses, morality, responsibility, decisions, and actions taken by company from the highest positions to the grassroots level. Business ethics are built upon attitude, value, behaviour and expectations. We emphasize demonstration of business ethics by each one of us from highest level of position to each one of our employees, vendors, associates, business partners in every business decisions, in areas of Human resource, accounting, finance, procurement, marketing, government compliances and all what we do.

## Reliability

As Coenz, we are reliable to our Employees, Business partners, clients, vendors, associates. We manage our commitments and fulfil, communicate effectively, start things and complete it, we stand with our words and our ability to consistently perform well within given period makes us reliable partner all time.

## Openness

We encourage and promote an atmosphere of Openness in our business and communication to our employees, business partners, clients, vendors, associates. We understand that the success of company is closely linked to the openness in communication in both ways. We expect each one of our employees, business partner, clients, vendors, associates express views, ideas, concerns, likes -dislikes for betterment and improvement of company culture and company policies.

## CODE OF CONDUCT

### **PREMBLE:**

COENZ GROUP is a Professionally managed policy driven company, committed to adhere and promote HIERO principles in each of Business actions.

The organization's philosophy on corporate grievance is built on strong foundations of transparent governance and fair business practices which includes, respect for human values, Individual's self-respect, adherence to HIERO.

COENZ's Employees, Business partners, clients, vendors, associates are guided by the vision statement, business principles and values defined by organization for the success and reputation of COENZ as well as individuals.

### **APPLICABILITY:**

This Code of Conduct is applicable to all working with and for COENZ, including employees, business partners, clients, vendors, associates, any organization / Institute/ Personnel who has an opportunity to work with COENZ in the capacity of third party consultant/contractor/external service provider may/may not be engaged directly by COENZ, etc. involved in any kind of business activities.

### **HEIRO:**

All stakeholders shall act in conformity with Organization's Business principles HIERO.

All action and decisions by stakeholders and those who work with / for / on behalf of COENZ shall be free from any actual or potential conflicts of interest between personal advantages as against organization's Values and interests.

### **RESPECT:**

Treat everyone with due respect and dignity, irrespective of position in organization, business model hierarchy, cast, sexual orientation, disability, appearance, religion or nationality. Signing company/individual commits to oppose all forms of discrimination.

### **SAFETY:**

Tree of safety grows from top to bottom and hence we all have to be strongly committed to define, develop, implement, monitor and improve safety procedures, practices and ultimately culture of care continuously. The signing company/ individual commits adherence and support in implementing and

continuous improvement / advancement of safety procedures and practices towards safety of our employees, business partners, clients, vendors, associates in all aspects.

**COMPANY'S CONFIDENTIAL INFORMATION:**

The signing company/Individual commits itself/him/herself including its employees to safeguarding trade and company secrets. It is forbidden to divulge confidential information, as well as confidential documents, to third parties without proper authorization or to provide other forms of access to them, unless proper authorization has been granted or it has to do with publicly available information.

**POLICY FOR DEMANDING GIFT OR FAVOR IN CASE OR KIND:**

Shall not give/take/demand any gift/favor can/facility/ cash in equivalent or in kind which compromise the policy of the company and may or may not cause harm.

However, acceptance of the gifts might be appropriate to the circumstances viz. promotional items with company Logo, occasional business meals along with training/business networking events, celebratory event, provided that they are not expensive (should not be more than INR2,000 – Rupees Two Thousand only in price per event/person), do not violate this policy provided the same has been duly reported formally to the Coenz Group Grievance Manager.

In case of such event, signing company / individual shall report formally to the COENZ Grievance Manager with the detail of gift received.

**DECLARATION:**

Stakeholders, Employees, Business Partners, Clients, Vendors, Associates, any organization / Institute/ Personnel who has an opportunity to work with COENZ in the capacity of third party consultant/contractor/external service provider may/may not be engaged directly by COENZ has to abide by COENZ Code of Conduct and declare immediately if any of the COENZ Management/Employee/Business partner, Clients, Vendors, Associates, any organization / Institute/ Personnel who has an opportunity to work with COENZ in the capacity of third party consultant/contractor/external service provider may/may not be engaged directly by COENZ has demanded / offered / expressed interest of taking / accepting / offering gift/favor/facility to /from any officials from the other side company/ individual.

Declaring incorrect information/ not declaring information will result in,

- 1) Disqualification as a vendor/ associate/ business partner and Black Listing from all business deals.
- 2) Cancellation of Purchase order.
- 3) Return/rejection of the supplied item/product/services without any emoluments.

if any COENZ employee is found to have been involved in any such activities and sufficient incriminating material would be available, he/she shall be liable for immediate termination without prior notice, without any emoluments, including remuneration (if any) payable.

- In case of grievances/violations of Code of Conduct, the communication on the same to be sent directly to COENZ MANAGEMENT and Grievance Manager Mr. Mittal Pathak at [mittal.pathak@coenzgroup.com](mailto:mittal.pathak@coenzgroup.com).
- For Female Employees - Grievances on Sexual Harassment, disrespect due to sexual orientation to be raised directly to COENZ MANAGEMENT and/or Grievance Manager Mrs. Vaibhavi Pathak at [vaibhavi.pathak@coenzgroup.com](mailto:vaibhavi.pathak@coenzgroup.com).