

Code of Conduct Policy

GUIDELINES 2025-26

THE CODE OF CONDUCT

Given hereunder is the Code of Conduct to be adhered by the employees, which shall form part of the service conditions of employment in addition to others noted in any other documents or practiced hitherto.

1.0 Objective:

NSS's (*Narayan Seva Sansthan*) Code of Conduct policy outlines the expectations regarding employees' behavior towards their colleagues, supervisors, and overall organization, promoting freedom of expression and open communication. We expect all employees to follow the code of conduct. They should avoid offending, participating in serious disputes, and disrupting our workplace. We also expect them to foster a well-organized, respectful, and collaborative environment.

2.0 Applicability

Ethical behavior is an essential part and is a personal responsibility that should be taken very seriously. NSS expects each employee to be accountable for their work and behavior and to support the values, principles and standards upon which NSS's reputation rests.

The purpose of the Code is to describe principles of business conduct and to provide guidance in ethical decision making. Every employee shall be duty-bound to follow the provisions of the NGO Code in letter and spirit. Any instance of non-compliance of any of the provisions shall be a breach of ethical conduct and shall be viewed seriously by the NGO.

3.0 NGO Values

This section lays down the values of our NGO. The Code of Conduct of NSS is broadly defined based on these core values of the NGO. These have been broadly categorized under the following heads:



3.1 Patient's First:

NSS strives to deliver the best to every patient/deprived every day. The patient is the priority in everything we do. We also recognize that part of that relationship is making sure that our patient need and expectations are always met. We also make sure that they have a safe, positive & healthy experience with our practices.



3.2 Excellence:

NSS is committed to the standards of excellence and dedicated to exceeding the expectations of those we serve by showing enthusiasm for the service we provide and displaying the attitude that we love our job and our patients/deprived for whom we provide care.



3.3 Innovation:

NSS is committed to a supportive environment that encourages new ideas and creativity. We embrace change and work to improve all we do in a fiscally responsible manner.



3.4 Respect:

NSS treats everyone, those we serve and those with whom we work, with the highest professionalism and dignity. NSS promises to honor the dignity, individuality, and rights of everyone and to pay attention to clients' rights to privacy, confidentiality and information.



3.5 Integrity:

NSS ensures honesty, fairness and self-scrutiny in everything they do, as the ideal means to protect overall safety, as well as assure confidentiality and privacy. Our integrity and ethics will never be compromised.



3.6 Teamwork:

NSS fosters an atmosphere of trust, collegiality, collaboration, openness and cooperation. We take the responsibility to contribute effectively to teams.



4.0 General Guidelines

Everybody associated with NSS is responsible for following the rules and guidelines that build on NSSs' basic values and that form attitudes we can be proud of.

- At NSS, we want everyone to be involved in this and help create a sound work culture based on satisfaction and security.
- NSS guidelines for ethics apply to members of the board of directors, managers and other employees of NSS as well as others acting on behalf of NSS. It is the managers' responsibility to make sure everybody is aware of and complies with these guidelines. As an NSS employee, it is your duty to read and follow the guidelines. Those who infringe NSS'S rules and guidelines must be prepared to face the consequences that are in line with the infringement's type and scope.
- It is NSS's policy to comply with all applicable laws and governmental rules and regulations. If there are differences between such laws, rules and regulations and the standards set out in our Code of Conduct, the highest standards consistent with applicable local laws shall be applied.
- It is the personal responsibility of each to adhere to these applicable standards, including those relating to accounting and auditing matters.

4.1 Relationship with Employees

4.1.1 Human rights

NSS respects the personal dignity, privacy and rights of each individual you interact with during the course of work and shall not in any way cause or contribute to the violation or circumvention of human rights.

4.1.2 Working environment

NSS shall be a professional workplace with an inclusive working environment. You shall act with integrity and treat with respect your colleagues and others that you meet through your work.

NSS is opposed to discriminatory practices and shall do its utmost to promote equality in all employment practices. No direct or indirect negative discrimination shall take place or be allowed based on race, colour,



caste, gender, sexual orientation, age, disability, language, religion, legitimate political or other -opinions, national or social origin, property, birth or other status. We do not tolerate degrading treatment towards any employee, such as mental or sexual harassment or discriminatory gestures, language or physical contact that is sexual, coercive, threatening, abusive or exploitative.

4.1.3 Occupational Health, Safety and Employee Security

NSS shall be a pioneer in the field of health, safety and employee security to promote good health and safe working environment in compliance with recognized standards.



You share the responsibility for achieving this goal. NSS shall do its utmost to control hazards and take necessary precautions to prevent accidents and occupational diseases.

4.1.4 Loyalty, impartiality and related party transactions

NSS respects the individual employee's right to a private life and private interests but demands openness and loyalty to the NGO and the NGO's interests. You shall not take actions or have interests that make it difficult to perform your work objectively and effectively. Service to NSS should never be subordinated to personal gain and advantage. Conflicts of interest should, wherever possible, be avoided. You shall never take part in or attempt to influence a decision or settlement if there is a conflict of interest or other circumstances exist, which could give grounds to question one's impartiality.



4.1.5 Confidentiality

Employees agree at all times during the term of his employment and thereafter, to hold in strictest confidence, and not to use, except for the benefit of the NGO, or to disclose to any person, firm or corporation without written authorization of the Management, any Confidential Information of the NGO.



“Confidential Information” means any proprietary information of the NGO like:

- technical data,
- trade secrets or know-how, including, but not limited to, research, product plans, products, services, customer lists and customers (including, but not limited to, customers of the NGO on whom you called or with whom you became acquainted during the term of your employment),
- software

- developments
- inventions
- processes
- formulae
- technology
- designs
- drawings
- engineering
- hardware configuration
- information
- marketing
- finance or other business information disclosed to you by the NGO either directly or indirectly in writing, orally or by drawings or observation of parts or equipment.

The employees have to recognize that the NGO has received, and in the future will receive from third parties their confidential or proprietary information subject to a duty on the NGO's part to maintain the confidentiality of such information and to use it only for certain limited purposes. The employees should agree to hold all such confidential or proprietary information in the strictest confidence and not to disclose it to any person, firm or corporation or to use it, except as necessary in carrying out work for the NGO, this being consistent with the NGO's agreement with such third party.

Confidential Information is the property of the NGO and agrees to return to the NGO all confidential information in your possession, in whatever form, to the NGO whenever called upon to do so.

4.1.6 Conflicting Employment

The employees agree that, during the term of employment with the NGO, they shall not engage in any other employment, occupation, consulting or other business activity nor shall engage in any other activities that conflict with the obligations to the NGO.



Subject to any regulations issued by the NGO from time to time which may apply to the employees, they will not receive or obtain directly or indirectly any discount, rebate, commission or other inducement in respect of any sale or purchase of any goods or services effected or other business transacted (whether or not by employee) by or on behalf of the NGO or an associated NGO and if they (or any firm or NGO in which they are directly or indirectly engaged, concerned or interested) obtains any such discount, rebate, commission or inducement, they will immediately account to the NGO for the amount so received or the amount received by such firm or NGO.

4.1.7 Conflict of interest guideline

NSS has issued certain conflict of interest guidelines contained herein below. The employees agree to diligently adhere to these guidelines of the NGO.

- It is the policy of the NSS to conduct its affairs in strict compliance with the letter and spirit of the law and to adhere to the highest principles of business ethics. Accordingly, all officers, employees and independent contractors must avoid activities, which are in conflict, or give the appearance of being in conflict, with these principles and with the interests of the NGO.
- The following are potentially compromising situations, which must be avoided. Any exceptions must be reported to the Management and written approval for continuation in this regard must be obtained.



i) Revealing Confidential Information to outsiders or misusing Confidential Information. Unauthorized divulging of information is a violation of this policy whether for personal gain and whether or not harm to the NGO is intended.

ii) Accepting or offering substantial gifts, excessive entertainment, favors or payments, which may be deemed to constitute undue influence or otherwise be improper or embarrassing to the NGO.

iii) Participating in civic or professional organizations that might involve divulging Confidential Information of the NGO.

iv) Initiating or approving any form of personal or social harassment of employees.

v) Investing or holding outside directorship in suppliers, customers, or competing companies, including financial speculations, where such investment or directorship might influence in any manner a decision or course of action of the NGO.

vi) Improperly using or disclosing to the NGO any proprietary information or trade secrets of any former or concurrent employer or other person or entity with whom obligations of confidentiality exist.

vii) Unlawfully discussing prices, costs, customers, sales or markets with competing companies or their employees.

viii) Making any unlawful agreement with distributors with respect to prices.

ix) Improperly using or authorizing the use of any inventions, which are the subject of patent claims of any other person or entity.

x) Engaging in any conduct, which is not in the best interests of the NGO.

You agree to take every necessary action to ensure compliance with these guidelines and to bring problem areas to the attention of higher management for review. Violations of this conflict of interest policy may result in discharge without warning and would be deemed to be termination for Cause.

4.1.8 Political activity

NSS does not give support to political parties, either in the form of direct financial support or through indirect political contributions. No employee shall, in the course of his/her employment, provide either by way of monetary contributions or gifts of any kind, any support whatsoever to a political party.

4.2 Relations to Patients, Suppliers & Public Authorities:

4.2.1 Patients

- Patients shall be met with insight, respect and understanding.
- The employees shall always try to fulfill the needs of the patients in the best possible manner, within the guidelines for work ethics that apply to the NGO.

4.2.2 Suppliers

- Suppliers shall be treated impartially and justly.
- Suppliers in competition for contracts with NSS shall at all times be able to trust NSS selection processes.
- When selecting suppliers you shall therefore follow the NGO's established guidelines and routines at all times.

4.2.3 Public authorities

Public authorities shall be met in an appropriate and open manner. Public information about the NGO shall only be supplied by NSS's management or by the person responsible for public communications, unless otherwise agreed.

4.2.5 Corruption, bribery and Money laundering

NSS is firmly opposed to all forms of corruption. You shall never offer or accept illegal or inappropriate gifts (monetary or otherwise) or other remuneration in order to achieve business or personal advantages. Nor shall you use agreements with middlemen to channel payment to anyone in such a way that may be interpreted as corruption. NSS is firmly opposed to all forms of money laundering and shall take steps to prevent its financial transactions from being used by others to launder money.



4.2.6 Gifts and business courtesies

You shall always exercise caution in relation to offering or accepting gifts and business courtesies. You shall not accept gifts or other remuneration if there is reason to believe that its purpose is to influence business decisions. If in doubt, always consult your immediate superior or the NSS HR Manager.

4.2 Environment:

NSS shall be at the forefront in protecting the environment and undertake initiatives to promote greater environmental responsibility.

4.4 Property & Assets:

4.4.1 Real estate and movables

NSS property and assets, e.g. buildings and equipment, shall be managed and safeguarded in an appropriate manner. You shall observe the NGO's security requirements concerning access to and use of the NGO's facilities, IT resources and access to electronic resources and



Subject to compliance with the general principle stated above, processing of personal data should be limited to what is needed for operational purposes, efficient customer care, relevant commercial activities and proper administration of human resources.

4.6 Internal Control, Accounting & Reporting:

4.6.1 Expertise and authority

All decisions shall be made at the appropriate level in accordance with the applicable regulations concerning authority. You may only obligate the NGO vis-à-vis others if you hold such special authority, and you must at all times keep within the limits of your authority.

4.6.2 Internal control

NSS shall have good internal controls that ensure that the NGO's goals and strategies are fulfilled and complied with. Internal controls shall ensure that the business processes are at all times efficient and carry an acceptable level of risk, that physical and intangible assets are safeguarded and utilized, that financial information is correct and timely, and that laws, regulations and guidelines are followed. Internal controls are the responsibility of management, but the individual employees also share this responsibility.

4.6.3. Accounting

NSS's accounting shall ensure that all transactions are correctly registered in accordance with applicable law and good accounting practice. You shall follow the NGO's regulations concerning the registration of transactions and proper documentation and you share a responsibility for ensuring that business transactions are fully and correctly reported and documented, and in accordance with applicable accounting practices and standards. The annual accounts and interim accounts shall be in accordance with the law and good accounting practice.

4.6.4 Reporting and disclosure

NSS’s reporting shall in all material respects comply with applicable laws and regulations and be full, fair, accurate, timely and understandable.

4.7 Handling of Infringements:

Should you become aware of an infringement of NSS’ s rules and guidelines, you should raise this issue with your immediate superior. If this is not possible you should report the infringement directly to the NSS HR Manager or the Board of Directors of the NGO. Failure to do so is itself a breach of this Code. Incidents may be reported confidentially to the NSS HR Manager or the Board of Directors, if desired.

Reporting Channels:

- **Internal Reporting:** Concerns can be reported to immediate supervisors, department heads, or directly to the HR department. NSS encourages open communication and will ensure that all reports are treated seriously and confidentially.
- **External Reporting:** If an individual feels uncomfortable using internal mechanisms or believes the concern has not been adequately addressed, they may report the issue to an external independent whistleblower helpline or the designated third-party ethics compliance service provider.

Handling of Reports:

- All reported concerns will be investigated promptly and thoroughly in accordance with NSS’s investigation procedures.
- Retaliation against individuals who report concerns in good faith is strictly prohibited.
- Outcomes of investigations, where appropriate, will be communicated to the concerned parties while maintaining confidentiality.
- Appropriate corrective action will be taken if the investigation confirms a breach of the Code of Conduct.

NSS is committed to fostering a safe and transparent environment where ethical concerns can be raised without fear and are addressed with integrity.

Version	Prepared By	Approved By
1.0	HR Department	President NSS