

## **SHARDA MOTOR INDUSTRIES LIMITED**

### **CODE OF CONDUCT - STAKEHOLDERS**

#### **Regulatory**

We, at Sharda Motor Industries Limited (SMIL), pursuing policy advocacy, ensure that our advocacy positions are consistent with the Principles and Core Elements, to the extent possible. Also, we utilize the trade and industry chambers and associations and other such collective platforms to undertake such policy advocacy, to the extent possible.

#### **Stakeholders**

SMIL shall respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized. In particular, SMIL is committed to:

- ❖ Systematically identify the stakeholders, understand their concerns, define purpose and scope of engagement, and commit to engaging / deal with them.
- ❖ Assume responsibility and to be transparent about the impact of our policies, decisions, product & services and associated operations on the stakeholders.
- ❖ Special attention to stakeholders in areas that are underdeveloped.
- ❖ Resolve differences with stakeholders in a just, fair and equitable manner.

#### **Vendors**

SMIL as an organization creates value by fulfilling its commitment to the vendors, and acts with sound and effective corporate values. Vendors must act with integrity and are expected to demonstrate a commitment to legal, ethical, safe, fair, and environmentally responsible business practices. We seek Vendors that operate in compliance with all applicable laws and focus on working with Vendors that make efficient and effective use of their resources including the natural resources.

The Vendor must undertake not to use intellectual property including trademarks, package designs, markings and concepts belonging to SMIL (referred as “IPRs”) in identical and / or deceptively similar manner for any purpose apart from the purposes of performing obligations towards SMIL.

#### **Customers**

SMIL believes that customer is the reason for our existence and the only guarantee to our future. Everything that we do must delight our customers, each time and always. We are committed to provide value to our customers in a responsible manner. Our Expectations in relation to Customers are as:

- i. To serve the needs of their customers, we ensure the overall well-being of the customers and that of society.
- ii. Ensure that they do not restrict the freedom of choice and free competition while designing, promoting and selling the products.
- iii. Disclose of all information truthfully and factually, through any means, including the risks to the individual, to society. SMIL is committed to educate their customers through Meetings, information sharing and such other modes in the safe and responsible usage of their products and services.
- iv. Adequate care and caution be taken in providing goods and services to restrain the exploitation of natural resources or lead to excessive conspicuous consumption.
- v. Effective grievance handling mechanisms to address customer concerns and feedback.

### **Banks / Financial Institutions**

The Banks / Financial Institution plays an important of our organization. They provide assistance in mobilization of fund or providing liquidity, providing financial assistance in various situation, multiplier, securities, and foreign exchange. We maintains a good credit rating as required by the Banks / Financial Institution from time to time, for availing their various services.

We will provide good information flow on our business management (including management accounts on a regular interval basis, delivered in a timely manner, deliver timely annual tax returns and accounts, provide timely forecasts for future sales and EBITDA and we have trusted advisors (e.g. accountants, lawyers and insurance brokers), having access to professional advisors demonstrates your ability to mitigate risk.

We also ensure that we will comply with all applicable laws, rules, regulations and conditions issued by the Reserve Bank of India / Government / Government authorities.

### **Employees**

Our people are key to our success. When we respect and value one another as we succeed individually and as a company. We all have a role in maintaining a corporate culture based on respect and fairness. Our Expectations:

- (a) Equal opportunity is a matter of fairness, respect and dignity. We value the unique contribution that each person brings to SMIL.
- (b) Provide a workplace that is free from harassment and intimidation and gives healthy, hygiene, safe and secure environment.
- (c) Protecting personal information. We respect privacy and will only take an interest in what you do outside of work if it affects SMIL's reputation or legitimate business interests.

For more details regarding to employees stake, please refer Human Rights Policy, Recruitment Policy and NRC Policy of the SMIL.