

CODE OF CONDUCT



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FAQ

GUIDANCE AND VOICING CONCERN

Mecstra has high value to the law of land and ethical conduct. If you feel you need any help, feel that there could be room for improvement or if certain codes are not followed effectively, please do flag the situation. This would help us rectify and continually improve ourselves. You could ask for guidance to your immediate manager, the assigned quality head to your division or even send an email us on 'quality@mecstra.com' with the subject title "Guidance or Concern to Code of Conduct".

Please be noted that all your concerns will be addressed and dealt with seriously. All information received will be kept in confidentiality and hence there would be no reason to hesitate in moving forward with your concerns.

**WE FEEL
PRIDE
IN OUR
CODE**

BUSINESS PRACTICES

WHAT IF?

An employee has a doubt about a certain law and the results of the same?

Please send an email to the HR department or visit them to know the details completely.

Compliance with Laws and Regulations

Compliance to the law of the land is of high priority to Mecstra. All employees and partners are to be bound to all the rules and regulations of the land. If in the case you feel that there is any discrepancy with the law we encourage you to follow the "Guidance and Concern" page to let us know about it.

Communication with the government

Mecsta trusts in the local laws and regulations and strictly follows them. Government officials are not to be influenced in any manner and if any agents are being used in between government and Mecstra, strict endurance is to be maintained so that the agent does not involve in any malpractice.

Sales Practices

At Mecstra, we are proud of the services that we provide and hence, false statements and promises are not entertained. Whatever we advertise and put forward should completely be true and trustworthy. We advocate just on our merits and nothing more.

Fair Interaction

At Mecstra we believe in fair interaction with our customers. We believe that a fair competition is inevitable for growth within a market. All employees and partners are not to discuss prices, operational methods or any valuable information of the organization with its competitors. Employees and partners will have to bear severe penalties and termination or suspension of contract if found guilty, the entire decision of the penalty (inclusive of salary, leave salary, gratuity and other benefits) would be at the discretion of the managing committee.

WHAT IF?

I am at an exhibition like Adipecc, can I visit a competitors booth?

Absolutely, you may visit any competitors booth but please do not discuss internal company matters.

I met a friend of my sister over dinner and he works for a competitor, and was discussing his organization's marketing plan. Could I possibly discuss mine?

You would be revealing confidential information if you discuss internal information (marketing plans and pricing are very crucial for the organization's existence) of our organization. We would urge you not to discuss internal information and keep it to yourself.

Conflict of Interest

Conflict of Interest must be avoided at all times. A conflict of interest could prove to be a danger or a hindrance to the functioning of the organization. All employees, partners, suppliers and related parties must inform Mecstra if there exists any conflict of interest at the time a contract is being signed. If in the case a conflict of interest arises during the course of a contract, a written email is to be sent addressing the Quality department, the HR department and the Managing Director of the situation before 60 days and necessary actions are to be taken in accordance (even termination of the contract).

Gifts, Entertainment and corruption

Gifts, favors and entertainments should not be dealt with by partners or employees if it has a direct obligation for a business activity. A gift of money should not be accepted nor given at any circumstances. Traditional gift giving seasons where it is customary to exchange gifts would be accepted. Bribery will not be tolerated to any extent. There would be strict consequences if any employee or partner is found guilty of bribery, the extent of penalty will be under the sole discretion of the management committee (Including shares, salary, leave salary, gratuity etc.). Mecstra is not tolerant to corruption as we believe that corruption decrements growth in the organization as well as the market.

WHAT IF?

As a sales person, I get a job with a competing firm. Can I resign and join them immediately?

We would be happy for your transition and would help you in the process but there would be a clause of 6 months on the contract for you not to work for a competing firm, which must not be breached. The sole reason for doing so is that a sudden shift would prove a hindrance to the functioning of the organization and keeping its interest at peak is the interest of all parties related to Mecstra.

A cousin of mine is investing in a competing firm or a supplier, could I possibly join him?

This would be a direct conflict of interest. You may invest in any company but please do inform as per the conflict of interest clause (at least 60 days in prior) so that necessary transition steps could be taken up.

A relative of mine is highly educated and well talented can I hire him/her?

This would be a direct conflict of interest. In this case please inform the Hr department and in the case you are in the HR department, please inform a higher authority. A separate group will be formed to interview the candidate.

How to treat each other

Mecstra believes in transparency and equal opportunity in its recruitment process. Talent and loyalty is what we believe are our best strengths. At Mecstra we treat everyone with dignity and honor and do not discriminate on any grounds whatsoever. Harrassment, bullying and discrimination in any form including but not limited to; verbal and physical assault, sexual actions, unwelcoming gestures, offensive comments or jokes, religious comments etc will not be acceptable. Any instances of the same should be reported to the HR department and necessary disciplinary actions will be taken by the management committee.

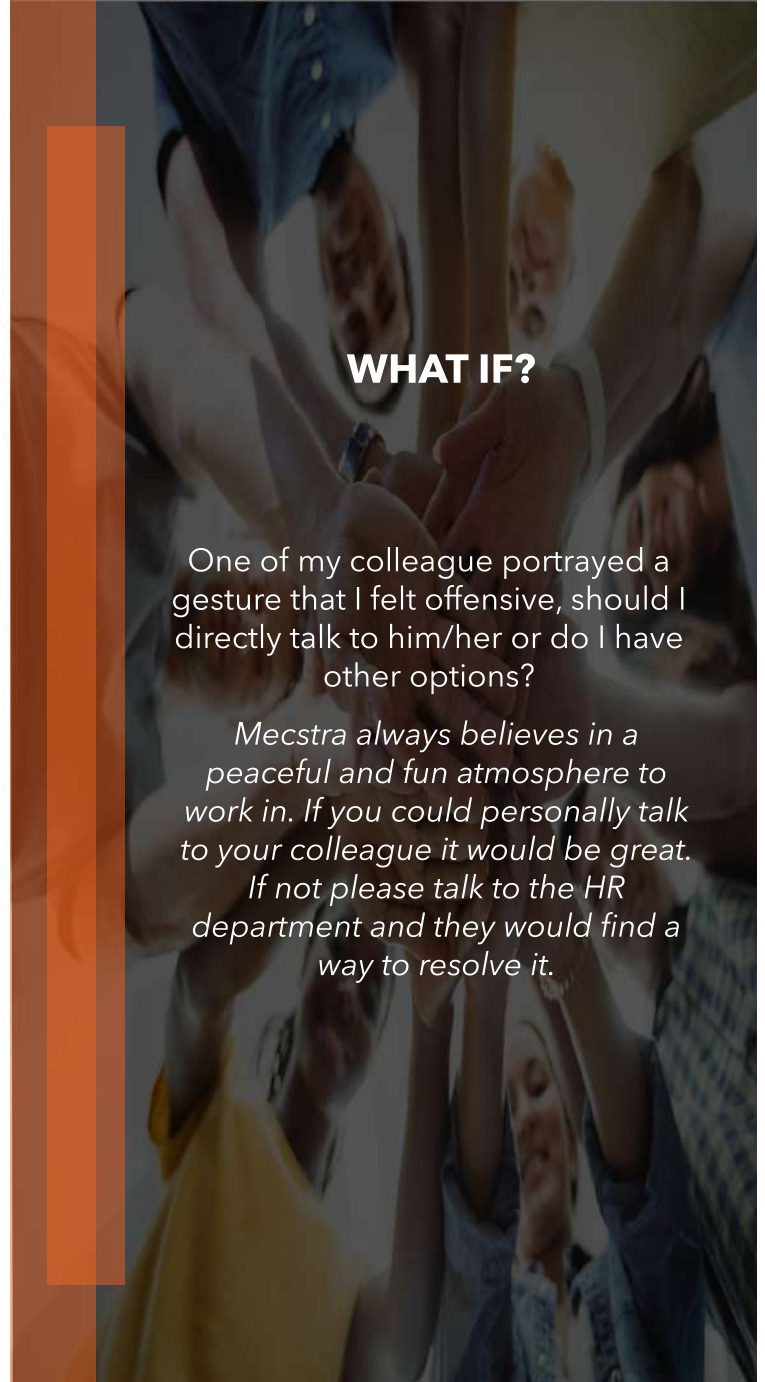
Dealing with customers

At Mecstra we thrive to be the best in customer service. We need to treat each customer as we treat each other. In case there is a rude reaction or gesture from the part of the customer please do not do the same. Kindly report it to your higher manager about the same and the rest will be dealt with professionally.

WHAT IF?

One of my colleague portrayed a gesture that I felt offensive, should I directly talk to him/her or do I have other options?

Mecstra always believes in a peaceful and fun atmosphere to work in. If you could personally talk to your colleague it would be great. If not please talk to the HR department and they would find a way to resolve it.



Health and Safety

Mecstra being an engineering service organization, health and safety is of utmost importance. All partners, suppliers, employees and related parties are to refer to the Health and Safety manual to understand better of the health and safety precautions and procedures to be followed. For a fun and peaceful environment to move forward health and safety is of an important criteria. We should never compare or curb ourselves to competitors or industry standards or laws when it is the case of safety.

Diversity

Mecstra's aim in its continual growth is to be the most diverse organization. We are happy to have employees from all walks of life. Different cultures bring in different strengths and ideas which would enrich the potential for growth.

WHAT IF?

My workshop manager asks me to test 15 valves in a day that cannot be completed even if I work 12 hours a day (4hours extra off the clock). Would that affect my evaluation?

Absolutely not, during the operation stage ample time will be allotted in accordance to the KPI's, if you are told to do the impossible you could always approach a senior manager or the HR department at the earliest.

I am an accountant or a sales employee and have a family issue. I would be late by some hours, would that affect my evaluation?

Absolutely not, At Mecstra we are very flexible. You could report the same to your manager and the HR department of the same. Your evaluation will solely be based on the completion of your KPIs and objectives.

Wages and Salary

Mecstra always adhere to the law of the land and all wages/salary will be paid in accordance with the law of the land and the contract with the party. We always engage with KPI's in our work schedule. KPI's will be discussed with the employee or related party and signed off prior to the commencement of the contract on a mutual agreement. At Mecstra, the office, lab and workshop will follow different KPI's. Off the clock work will have to be done by the employees in the Lab and Workshop if the need arises and they would be compensated for the same in accordance with the law of the land. Office employees clearly work on the basis of their KPI's and strict regular hours will not be followed giving them full potential to complete their KPI's..

Substance abuse, alcohol, cigarettes and weapons

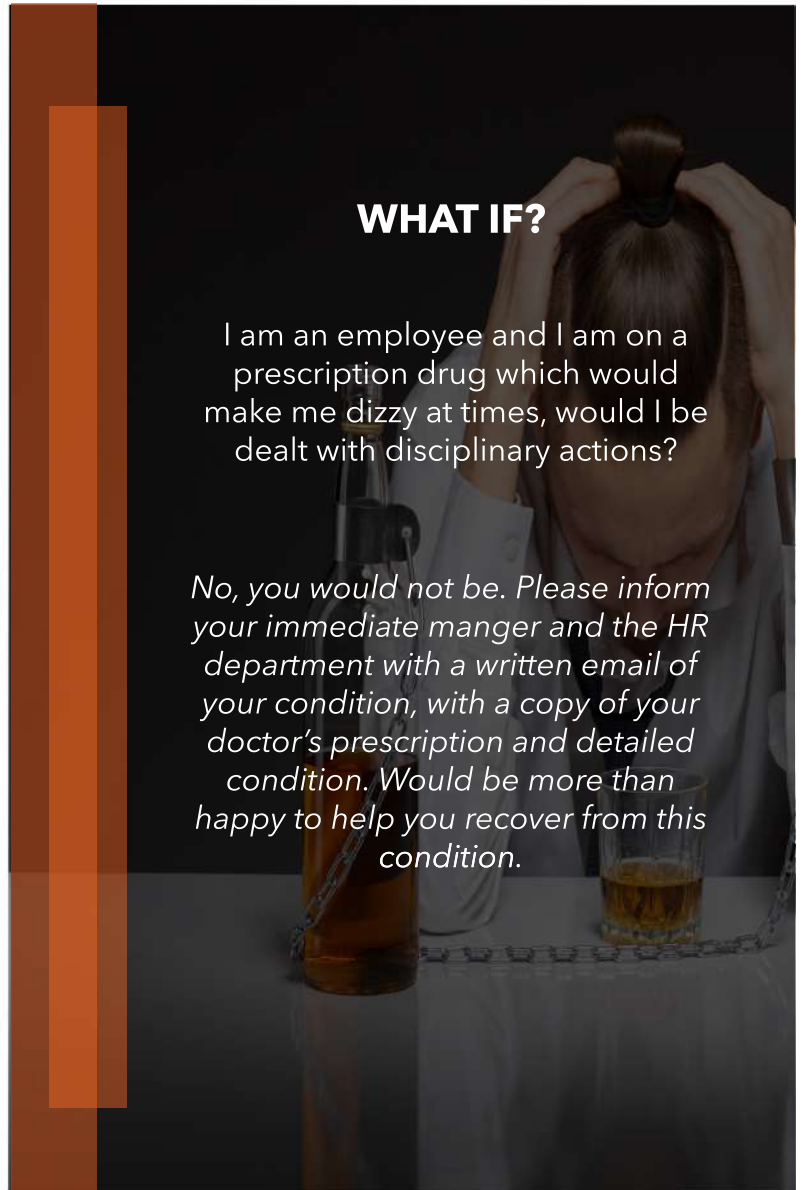
A peaceful atmosphere is what we thrive on at Mecstra and we are not tolerant of any substance abuse, alcohol or weapons. Partners, clients, employees, suppliers and other related parties are not to possess any form of illegal substance (drugs), alcohol or weapons in the organizations premises. Any person found under the influence of alcohol or illegal drugs will be dealt with strictly. The decision of the consequences lie completely at the discretion of the managing committee which may include penalties (salary deductions, leave salary and gratuity cancellations), termination of contract, legal actions etc.

Cigarette smoking of combustible nature will not be permitted within the premises of the organization. It is dangerous for an engineering service organization to have smoke within their premises as it could cause discomfort to other employees. Electric cigarettes are also not permitted and would urge every party including employees, partners, suppliers, clients and other related parties to smoke outside the premises of the organization if they do feel the need to do so.

WHAT IF?

I am an employee and I am on a prescription drug which would make me dizzy at times, would I be dealt with disciplinary actions?

No, you would not be. Please inform your immediate manger and the HR department with a written email of your condition, with a copy of your doctor's prescription and detailed condition. Would be more than happy to help you recover from this condition.



INTELLECTUAL PROPERTY

Confidentiality

We consider Mecstra as a stand alone individual who needs to grow. All partners, employees, supplier and other related parties would gain knowledge of the organizations internal information during their course of tenure. We urge all not to share this information with any outside part as it would cause a hindrance to the growth of the organization itself. Examples would include:

Do not commit espionage, transparency always helps in the long run.

Do not email any organizational documents to your private emails.

Do not take pictures of documents, machinery or any assets of the organization. Even though you might not send them to anyone, a simple hack of your phone would put you in jeopardy.

Do not discuss confidential information where others could hear, even if they are from other departments.

Mecstra's information should always be protected as we must protect ourselves for our own growth. Any partner, employee or related party found guilty of the same will be dealt with strictly by the management committee and all consequences thereto will be at the complete discretion of the management committee.

WHAT IF?

I work in the accounts department. One of our sales colleague is desperate to know the cash flow information of the organization, what should I do?

Please do not disclose the information and let him/her know that this would leave you in jeopardy. If in the case you cannot deal with him directly please report the same to your immediate manager and or HR department and they could help you resolve the situation.

I work in the sales department, I commute by the metro and have meetings with clients outside. How do I know what information to share and what not to?

If you have any doubts about this, your immediate manager would always help you. When you speak in a public place please do not give out the entire information and try being discrete..

Retention and use of company records

All employees, partners and other related parties are to only use Mecstra's information for the benefit and growth of the organization and not for any personal gains. The procedures of how to maintain the records and retain the records are clearly specified in Mecstra's quality procedure and manuals. If you need any help on the same you could contact the quality department or even send them an email. Private and secret information must be stored safely (if required) or destroyed.

WHAT IF?

I work in the accounting department, an internal auditor comes in for a surprise audit and asks me to show the financial statements, what am I to do?

You are not to show any financial statements to the auditor, the internal auditors have procedures as to what they can audit and financial statements must not be shared with them. In this case your immediate manager will always be able to help you.

Financial accounting, books and auditing

The books and financial information of Mecstra must be maintained in accordance with the law of the land and as per IFRS/IAS standards. All financial information should be dealt with utmost care and privacy. Accounting information must be completed in the appropriate time period in accordance with the KPIs. A sales will not be deemed completed if there are no proper records of the same, kindly refer to the accounting and financial handbook for more details.

Internal audits will be conducted by the quality department at regular intervals and surprise audits may also be conducted, all accounting and financial employees must cooperate with the audit. There will be a half yearly or yearly financial audit from a third party auditor and the financial and accounting department must completely adhere to their requirements.

Commitment to the environment

Mecstra believes that the environment is essential for the wellbeing of human beings and would adhere to any measure to protect the same. We urge our partners, employees and other related parties to please help us improve our commitment to the environment. If in the case you find a way to improve ourselves please do give in an email to the quality department and the managing director and we promise you that necessary actions will be taken for our continual improvement.

Personal activities

We encourage our partners and employees to find a balance between work and family. We believe that only a relaxed mind would bring in the maximum potential. That being said please do not impose your beliefs and understanding on others, it would reach a point where it could cause hurt to the other party. We urge all to keep in mind that each one of you is a part of Mecstra and represent Mecstra and so should keep that in mind with your endeavours inside and outside the organization. We thrive to create a peaceful environment.

Political and public relations

All political views are private and we urge all not to engage in political talks or views within the organization as we all are from different walks of life and hurting the feeling of another would not be the right thing to do. In your political or religious conversations outside the organization please do not include Mecstra as the organization is of a neutral stand and would not support any political or religious groups.

All information that is being delivered to the public, media, clients etc must be completely accurate, consistent and transparent. We all represent Mecstra and hence please do not spread false rumors about the organization in any form of media even if you are not part of the organization. Legal actions will be taken on the contrary as this clause will be present in your legally binding contract.

WHAT IF?

A colleague of mine is of a different political view than mine and as he is outspoken he always gets the better of me and I feel it is affecting my work, what am I to do?

We are always at your help, you should inform your immediate manager of the same and the Hr department and they would take the necessary actions.

A media house, a private journalist or social media celebrity approached me asking me about certain organizational information and promised me that the organization would get a good hike in marketing, what should I do?

Please do not get excited, you need to discuss the same with your immediate manager as speaking about the organization on a public media should be dealt with care.

FREQUENTLY ASKED QUESTIONS

1. Why should I follow the code of conduct?

Mecstra's code of conduct helps yourself work effectively and grow within the organization. Following the code of conduct is the way you can collaborate extensively with others and our customers.

2. What if I am not fluent enough to read English and understand all the points?

We are always happy to help you understand. Our HR team would always be happy enough to read you through the whole thing and clear all your doubts.

3. Who is my contact for more information?

The HR and the Quality department works hand in hand to help you in all your doubts.

4. Would I be victimized if I did not follow it entirely?

No one will be victimized at Mecstra for anything. A quote from Jim Collins book "For a business to go smooth, the right people must be in the right seat". The code of conduct is meant, so that we find people that enjoy working in and with Mecstra and be a part of it. If you feel you cannot follow it then you might not be the right person and necessary steps will be taken in accordance with the law and our procedures and policies.

5. What if I feel there should be a change in the code of conduct, policies or procedures?

We are always happy to improve and would encourage you to put forth your arguments and suggestions to the HR and Quality team and we promise that it will be taken seriously and you would receive feedback.

CODE OF CONDUCT

