

Code of Conduct – Franchisee & Its Employees



CORPORATE OFFICE:

Vakrangee Corporate House

Plot No. 93, Road No. 16, M.I.D.C., Marol, Andheri (East), Mumbai – 400093, Maharashtra

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1. Introduction

Vakrangee Limited strongly believes that highest standard of moral principles and ethics shall be maintained by the Franchisees and its employees. For a sustained growth of the organization and most importantly the holistic growth of a human being we have a set standards / policy for ethics and moral values. India is a country which is very rich in cultural values and principles, we as an organization try our best to uphold the values of the most ancient civilization on planet earth.

Vakrangee Limited Preaches & Practices code of ethics and moral Values at its Workplace and at its network of outlets: Strict Adherence towards below mentioned parameters is required by the Franchisees as well as their Employees

2. Political Involvement: -

Vakrangee does not make contributions to candidates or political parties in any type of elections, at the state level or at Central level across Pan India and also Prohibits political involvement of any kind on the company's behalf.

Vakrangee is also not involved in lobbying activities. Vakrangee Franchisees and Franchisee's Employees have the right to participate individually in the political process, and to make voluntary contributions of their non-working time and personal resources to support candidates and political parties of their choice.

Vakrangee does not control, direct or influence Franchisee's or Franchisee's employee's political activities or affiliations. Franchisees engaging in personal political activity must do so as private citizens, not during company work hours, and without using company resources for political purposes. Franchisee and their Employees must comply with all applicable laws in this regard.

3. Human Capital Guidelines to be Followed: -

Vakrangee is committed to respecting the human rights of our workforce, communities and those affected by our operations wherever we do business (including our franchisees and their employees) in line with internationally recognized frameworks including the International Labour Organisation (ILO) Conventions, Social Accountability 8000 International Standard and its associated international instruments).

The franchisee should strictly have adherence to the human rights policy by:

3.1 Compliance with Labour laws

- Maintaining positive legal compliance with applicable constitutional and regulatory human rights requirements
- Ensuring full compliance with applicable wage, work hours, overtime, and benefit laws of the respective states
- Abiding by all laws and regulations regarding pay practices and the classification of employment according to job level and status
- Complying with applicable labour and employment laws wherever the franchisee operates.

3.2 Harassment Free Workplace

- Maintaining workplace that is free from discrimination or harassment on the basis of race, sex, colour, national or social origin, ethnicity, religion, age, disability, sexual orientation, gender identification or expression, political opinion or any other status protected by applicable law. The basis for recruitment, hiring, placement, development, training, compensation and advancement should be qualifications, performance, skills and experience.

3.3 Prohibition of Any form of Child Labour

- Prohibiting all forms of harmful child labour, forced / trafficked labour including prison labour, indentured labour, bonded labour, military labour, modern forms of slavery and any form of human trafficking
- No person below the age of 18 years should be engaged by Franchisee and any of our stakeholders at any point, and in the event of discovery of such a case, liabilities for suitable remediation and ensuring wellbeing of the child would accrue to the defaulting party

4. Healthy and Safe Workplace: -

A franchisee should ensure the following –

- Providing a healthy workplace and complying with applicable health laws and regulations, as well as internal requirements.
- Providing and maintaining a safe, healthy and productive workplace, in consultation with our Kendra Design and Branding Team, by addressing and remediating identified risks of accidents, injury and health impacts.
- Kendra to follow all the Health safety measures suggested by the Company or Regulatory authorities from time to time.

5. Alcohol and Drug-Free Workplace: -

The Franchisee must maintain a work environment that is healthy and free from substance abuse. Franchisee or Franchisee's Employees who are under the influence of alcohol, drugs or any other substances result in low performance for themselves, affect the Company's performance and tarnish the Brand reputation of the company. We thus encourage our Franchisees as well their employees to practice anti-drug and alcohol-free lifestyle. If any franchisee or his/her employee is found to have violated this, then strict action shall be taken in accordance to the Business conduct policy of the Company.

6. Work Opportunities for Underrepresented Groups: -

Franchisee should try and create work opportunities by focusing on employing underrepresented groups such as -

6.1 Women –

We believe that gender equality is not only a human right but also a necessary foundation for creating a sustainable organization. Hence, we strive to give additional importance to hiring of women in our franchisee ecosystem. Also, on joining, women employees shall be assigned a mentor from the franchisee's side who guides them and provides necessary assistance in succeeding in their roles.

6.2 Individuals with special abilities –

Franchisee should encourage people with special abilities to take up employment at the Kendra. The company shall provide them mentors belonging to the same work profile to help them to perform their tasks more efficiently. We will also groom them through various training programs and seminars to become role performers and in turn help the franchisee to successfully run the Kendra.

6.3 Ex-Military Professionals –

Franchisee should encourage hiring of ex-military professionals. We want to make sure that these individuals who have fought for the country have plenty opportunities to work once they leave their military life. Franchisee should encourage recruitment from the Armed forces recruitment board and the Indian Army Recruitment Board.

7. Protecting Personal & Business Information

It means handling all confidential and proprietary information with great care and in compliance with applicable laws. Our confidential information is a valuable asset and every Franchisee and his/her employees must protect it. Confidential information includes all non-public information. It also includes personal information that we obtain in the course of business. We must take care that all confidential information is used for our business purposes only and in case of personal information, in addition, it must be processed on instructions from the company in accordance with laid out policies, procedures and guidelines and as per applicable privacy laws and regulations.

Below email is used to report any such abuse: humanresource@vakrangee.in

8. Professional Development

We need to emphasis on the professional development of our Franchisees and their employees in all space of his / her persona. The company provides effective skill based on the job training to its franchisees and its employees to enhance efficiency in their job profile. We have a defined performance evaluation mechanism in place and a robust professional development system which helps in the growth and development of an employee to a greater level.

Apart from on the job training we also impart knowledge through seminars and service level workshops.

9. Respect and Fairness in Dealing with Public

The key factor to deal with the public is by adhering the rules and policies framed by the company. Seeking fair resolutions, making decisions based on the merits, dealing fairly and honestly with all stakeholders and maintaining the appropriate level of transparency in our decision making are the practices should be followed by the Franchisee.

10. Bribery & Corruption:

Vakrangee does not tolerate bribery or corruption in any form. This commitment underpins everything that we do. Our franchisees and Franchisee's Employees should not, directly or indirectly, offer or receive any illegal or improper payments or comparable benefits that are intended or perceived to obtain undue favors for the conduct of our business.

Corrupt actions may include the following situations:

- The Franchisee provides, offers, or promises an undue advantage to a domestic or foreign official (such as a member of a judicial or other authority, state employee, expert, translator or interpreter, arbitrator, or a member of the armed forces) for the benefit of such person or any

third party, for the commission or omission of an act in relation to his official function that is contrary to his duties or depends on the exercise of his discretionary powers ("bribery").

- The Franchisee provides, offers, or promises an undue advantage to an company employee, partner, agent, or other auxiliary of a Vakrangee partner for the benefit of such person or any third party, for the commission or omission of an act in relation to his function that is contrary to his duties, or depends on the exercise of his discretionary powers ("active private bribery").
- The Franchisee accepts an undue advantage or promise of such advantage from an existing or potential Vakrangee Employee / business partner for the commission or omission of an act in relation to his function that is contrary to his duties or depends on the exercise of his discretionary powers ("passive private bribery").

11. Gifts & Entertainment:

- Accepting gifts and entertainment can cause a conflict, or the appearance of a conflict, between personal interests and professional responsibility.
- Gifts and other grants (including discounts) represent, up to a nominal value, customary business practices and are a legitimate means of developing and strengthening business relationships. Nevertheless, this may entail potential conflicts of interest and our reputation can be at risk.
- For this reason, acceptance of gifts and other grants is always prohibited if our interests are harmed or if the professional impartiality of the Franchisee or its employee could be placed at risk, whether in actuality or appearance.
- Acceptance of socially customary occasional gifts and other grants of low value is generally
- acceptable if business decisions shall not be influenced.

12. Grievance & Reporting mechanism:

- If someone is found to have violated this policy, then we have the below contact details to report.
 - Email id : humanresource@vakrangee.in
 - Tel No. (022) 67765100
- Further, Company has a well-defined Whistleblower policy which provides a platform for franchisees, its employees, Business partners or any other third party to raise concern regarding any irregularity, misconduct or unethical matters within our ecosystem whether financially or otherwise.
 - https://vakrangee.in/pdf/Policies-PDF/Whistle%20Blower%20Policy_Final.pdf

Thank You

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