

Code of Business Conduct

For Business Excellence

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Definition

The Code of Business Conduct lays out the company's **principles, standards, moral and ethical expectations** that employees are expected to follow.

Scope & Purpose

- It sets out how we behave with our employees, customers, communities and the environment in which we operate, our service providers, financial stakeholders, our group of companies and government of the country.
- A guide to help whenever there are questions about ethics or if one is faced with an ethical dilemma. It is our North Star & our moral compass.

Our Values

- **GET SHIP DONE**
- **CHALLENGE THE STATUS QUO**
- **COMMIT TO EXCELLENCE**
- **BE HUMBLE & RESPECTFUL**
- **DELIVER UNEXPECTED DELIGHT**





1

Our Employees



Dignity and Respect

Being Humble and Respectful is one of our core values and we are committed to creating an environment of wellbeing and psychological safety where everyone is treated with dignity and respect, irrespective of level, position or mode of employment . This applies to both everyday behaviors and both verbal and non-verbal communication.



“Respect for ourselves guides our morals; respect for others guides our manners.” -[Laurence Sterne](#)



Equal Opportunity Employer

Shiprocket is committed to providing equal opportunities in employment and creating an inclusive workplace and work culture in which all employees are treated with respect and dignity. All employees will be provided a level playing field irrespective of gender, race, religion, age & social background to be able to compete for advantaged offices & positions & will be assessed solely on merit & ability.



Anti-Bribery & Corruption

In the spirit of creating an ethical workplace, it is expected that our employees shall not, directly or indirectly, offer or receive any illegal or improper payments or comparable benefits that are intended or perceived to obtain undue favors/influence for the conduct of our business.



Gifts and Business Courtesies

Shiprocket does business with customers and other parties based on objective performance and business criteria and our employees are expected not to ask or accept any gifts or personal benefits for themselves, friends or family from customers, service providers, contractors and partners in exchange of doing or promising to do any work.



Integrity of Information, Asset & Data Protection

To protect organization's Intellectual Property, information & assets, our employees are expected not to make any willful omissions or material misrepresentation of company's information and shall use company assets only for the purpose for which they are provided in order to conduct business. Authorized company spokespeople will share company information with the external world at appropriate times.



“Integrity is doing the right thing, even when no one is watching.” –C.S.Lewis



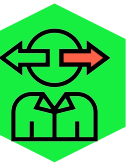
Insider Trading

At Shiprocket, we believe in maintaining confidentiality of Unpublished Sensitive Information and so our employees are expected not to indulge in any unfair practice nor assist others, to derive any benefit from access to and possession of strategic/price/customer sensitive information that is not in the public domain. We must handle personal/company data responsibly and in compliance with all applicable law.



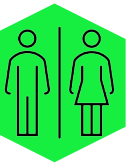
Drugs and Substances

We are committed to providing a safe and productive work environment to our people & will actively work towards ensuring Health & Wellness of our employees. At Shiprocket, employees are prohibited from using, possessing, selling, or being under the influence of drugs and alcohol or any other illegal substances on duty or at office premises or while representing Shiprocket.



Conflict of Interest

At the time of employment, employees should make full disclosure to the competent authority of anyone in the immediate family, if they have a family business or a company or firm that is a competitor, service provider, customer or has other business dealings with, our company to avoid any conflict of interest.



Fraternization at Workplace

We believe in creating a fair and unbiased workplace with no discriminations in dealing with employees. It is advisable not to have a romantic relationship with another employee if the employee is in your chain of command or have influence over the conditions of employment or performance rating.



Dealing with Social Media

These are guidelines for employees who post content on the Internet either as part of their job or as a private person. While using social media, employees are encouraged to be Authentic, Relevant & Respectful.

To help company curb any legal or security issues, avoid any defamatory, offensive or derogatory content. Whenever in doubt, please reach out to your reporting manager/HR before posting.



Open & Honest Communication

At Shiprocket, we value voice of our employee, and every employee is expected to speak his or her mind, particularly with respect to ethical concerns.

We will disallow retaliation against whistleblowers who raise genuine ethical concerns in good faith.



2

Our Customers



Dealings with Customer

We respect our customers' right to privacy in relation to their personal data and shall safeguard our customers' personal data (e.g., name, contact, address, financial standing, customers, decision history etc.) in accordance with applicable law.



3

Our Communities and The Environment



Dealings with Communities

At Shiprocket, we are committed to good corporate citizenship and shall actively assist in the improvement of the quality of life of the people in the communities in which we operate. This will include but will not be limited to playing a supportive role in society.



Dealings with The Environment

At Shiprocket, we strive for environmental sustainability and comply with all applicable laws and regulations in our business and seek to prevent the wasteful use of natural resources and are committed to improving the environment.



4

Our Service Providers



Dealings with Service Providers

At Shiprocket, we select our carrier partners/service providers fairly and transparently who share similar values.

We respect our obligations on the use of third-party intellectual property and data.



5

Our Financial Stakeholders



Dealing with Financial Stakeholders

At Shiprocket, we shall inform our financial stakeholders about relevant aspects of our business in a fair, accurate and timely manner and shall disclose such information in accordance with applicable law and agreements.



6

Our Government



Dealings with The Government

At Shiprocket, we shall act in accordance with the constitution and governance systems of the countries in which we operate. We will abide by all laws & be model corporate citizens



7

Our Group Companies



Dealing with Group Companies

We seek to cooperate with our group companies by sharing knowledge, physical resources, human and management resources and adopting leading governance policies and practices in accordance with applicable law including adherence to competition law, where relevant.

Adherence to Code

We encourage our employees, customers, and other stakeholders to raise concerns or make disclosures when they become aware of any actual or potential violation of our Code, policies or law.

Avenues available for raising concerns or queries or reporting cases could include:

- Reporting Manager, Functional Head or the Human Resources Department of our company
- Ethics Officer – Saumya Khati (saumya.khati@shiprocket.com)

Taking Accountability | The Buck Stops Here

Each one of us is responsible for knowing and adhering to the values and standards set forth in this Code and for raising questions if we are uncertain about company policy.

Every person employed by us, directly or indirectly, should expect to be held accountable for his/her behavior. The organization will educate all employees on the same. However, should such behavior violate this Code, they may be subject to action according to their employment terms and relevant company policies.

Acknowledgment

I acknowledge that I have received and read the Shiprocket Code of Business Conduct and as a Shiprocket employee, I am required to comply with the guidelines described therein and failure to do so may subject me to action as per my employment terms and relevant company policies.

If I have a concern about a violation, or a potential violation of the Shiprocket Code of Business Conduct, I understand that there are channels available to me in my company to report such concerns.

| | |
|-------------------|--|
| Signature | |
| Date | |
| Name | |
| Department | |
| Address | |



End Of Presentation