

## Code of Conduct of EBTL employees and Channel Partners

All EBTL employees and Channel Partners in the client facing roles are subject to adhere to the following Code of Conduct policies by the EBTL Management:

1. EBTL employees need to be on time for the meetings. In case of delay in reaching at the meeting place should be well communicated to client at least 30 minutes before the commencement of the meeting
2. EBTL employees need to have a meeting confirmation at least 24 hours before from the client. The meeting confirmation can be through a mail, message or phone call.
3. EBTL employees need to respectfully share the Business cards at the beginning or at the end of meeting
4. EBTL employees are suggested to wear decent business formals for meetings with clients
5. EBTL employees are suggested to be respectful and helpful to co-employees and channel partners
6. EBTL encourages EBTL employees to be polite and well mannered with the clients irrespective of their gender, economic strata, state, religious believes, political inclinations, position in society etc.
7. EBTL employees are suggested not to indulge in any unethical practices to promote EBTL products and brand image
8. EBTL employees are encouraged not to offer or accepts any gifts (in cash or kind) from the EBTL current or potential clients
9. EBTL employees are suggested to inform the management or their respective managers if the sales lead is from their family or close relationship. EBTL encourages this to avoid any conflict of interest of the clients and EBTL
10. EBTL encourages the employees to refer potential employees to EBTL management or direct managers. EBTL employees will be eligible for referral bonus if the suggested candidate gets selected for a job role
11. EBTL employees are encouraged NOT to accept cash as mode of payment for any of the EBTL products or services

In case if any of the EBTL employees or Channel Partners is found breaching the above mentioned guidelines he/she will undergo disciplinary action by executed by the EBTL Management. In severe cases the same may lead to suspension or even termination from the employment with EBTL

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By EBTL Management

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