

Standards of Conduct

Employee Code of Conduct

1. Policy Objective

- ▶ This Code covers a wide range of business practices / procedures and serves as a guide to ethical decision-making. This Code does not cover every issue that may arise, but it sets out basic policies to guide employees of the Organization and its affiliates. All employees must become familiar with this Code and conduct themselves in accordance with these policies and seek to avoid even the appearance of improper behavior
- ▶ Those employees who violate the policies in this Code will be subjected to disciplinary action, up to and including dismissal from the Organization. If an employee finds him/her in a situation that he/she believes may violate or lead to a violation of this Code, the employee must report the situation to the Appropriate Authority as described herein

2. Policy Scope

- ▶ This Code of Conduct (Code) is applicable to all the employees on the rolls of HPPPL

3. Policy Guidelines

- ▶ All employees will be required to abide by all the staff rules, regulations, policies and local laws which are in force for the time being, or may be framed from time to time
- ▶ Organization's values should be safeguarded and never compromised or altered for any reason
- ▶ High ethical standards should be recognized and valued and any unethical or illegal behavior should be reported by the employees
- ▶ An environment of honesty, trust, and integrity should be maintained
- ▶ Organization property should be respected
- ▶ In all dealings with service providers and colleagues, the Code of Conduct should be complied with
- ▶ Employees should avoid any behavior or action which harms or could harm the integrity or interests of the Organization
- ▶ Employees must conduct themselves in a professional, courteous and respectful manner
- ▶ Employees shall not disclose any confidential information acquired in the course of their service

Work Product Ownership

Work Product will be the sole and exclusive property of HPPPL. No Work Product created while employed by HPPPL or any of its subsidiaries/BUs should be claimed, construed, or presented as individual property, even after employment by HPPPL has been terminated or the relevant project completed. This includes but is not limited to written and electronic documents, system code, and also any concepts, ideas, or other intellectual property developed for the Organization, regardless of whether this intellectual property is actually used by the Organization or not.

In case, either on demand by HPPPL or in any event upon ceasing to be an employee of the Organization, employees will be required to promptly return all documents, papers, records, or computer diskettes, or other property in his/her possession or under control belonging to HPPPL and he/she will not retain any copies thereafter.

Corporate Business Opportunities

In carrying out their duties and responsibilities, employees are prohibited from:

- ▶ Appropriating corporate business opportunities for themselves that are discovered through the use of Organization resources or information or their position as employees of the Organization
- ▶ Using Organization resources or information, or their position as employees for personal gain
- ▶ Competing with the Organization, directly or indirectly

A corporate business opportunity is an opportunity which:

- ▶ Is in the Organization's line of business or proposed expansion or diversification
- ▶ The Organization is financially able to undertake
- ▶ May be of interest to the Organization

An employee who learns of such a corporate business opportunity and who wishes to avail of it should first disclose such opportunity to HPPPL Management. If the Management determines that the Organization does not have an actual or expected interest in such opportunity, then, and only then, may the employee avail of it, provided that the employee has not wrongfully utilized the Organization's resources in order to acquire such opportunity.

Conflict of Interest

A "Conflict of Interest" occurs when the private interest of an employee interferes in any way – or even appears to interfere – with the interests of the Organization. A conflict situation can arise when an employee takes actions or has interests that may make it difficult to perform his or her work objectively and effectively. Conflict of interest also arises when an employee or a member of his or her family, receives improper personal benefits as a result of his or her position in the Organization. Each employee should avoid having his or her private interests interfere with:

- ▶ Interests of the Organization or
- ▶ His or her ability to perform his or her duties and responsibilities objectively and effectively

Employees should avoid receiving, or permitting members of their immediate family to receive, improper personal benefits from the Organization, including loans from or guarantees of obligations by the Organization. An employee should make a full disclosure to the Organization of any transaction or relationship that he/she reasonably expects could give rise to an actual conflict of interest with the Organization and seek the Organization's authorization to pursue such transactions or relationships.

Organization Property

In carrying out their duties and responsibilities, all employees should endeavor to protect the Organization's assets and proprietary information, and ensure that the same are being used only for legitimate business purposes of the Organization. Any suspected incident of fraud, mismanagement of Organization assets or theft should be immediately reported for investigation to the Human Resources Department or such other person as designated in this regard.

Confidential Information

Employees should maintain the confidentiality of confidential information entrusted to them in carrying out their duties and responsibilities, except where disclosure is approved by the Organization or legally mandated or if such information is already in the public domain. Confidential information includes all non public information that might be of use to competitors, or harmful to the Organization or its customers, if disclosed. The Organization's confidential information shall not be inappropriately disclosed or used for the personal gain or advantage of anyone other than the

Organization. These obligations apply even after term of employment of the employee with the Organization ends.

Fair Dealing

In carrying out their duties and responsibilities, employees should endeavor to deal fairly, and should promote fair dealing by the Organization, its employees and agents, with customers, suppliers and competitors.

No employee should seek to take unfair advantage of anyone (including the Organization) through manipulation, concealment, abuse of privileged information, misrepresentation of material facts or any other unfair dealing practice.

Favors, Gifts and Entertainment

The Organization has many business partners, all of whom are vital to the Organization's success. All of these relationships must be based entirely on sound business decisions and fair dealing. Business gifts and entertainment can build goodwill, and are a part of normal relationships with business partners, but they can also create a perception of conflict of interest that can undermine the integrity of the relationships. On account of this, all employees are expected to know this Policy and to know the equivalent policies of the Organization's business partners and customers. Any courtesy should always comply with the policies of the recipient's organization.

"Favors, gifts and / or entertainment" means anything of value, including meals, lodging, discounts, loans, cash, favorable terms on any product or service, services, equipment, prizes, products, transportation, use of vehicles or vacation facilities, stocks or other securities (including accepting the opportunity to buy "directed shares" - also called "friends and family shares" - from a Organization where the employee is now or is likely to become in any way involved in relationship with that Organization), home improvements, tickets and gift certificates. The potential list is endless – these are just examples.

Political Non Alignment

The Organization shall not support directly or indirectly any specific political party or candidate for political office. The Organization shall not offer or give any Organization funds or property as donations, directly or indirectly, to any specific political party, candidate or campaign

Compliance to Laws

Organization complies with all legislations applicable and expects its employee not to violate knowingly and unknowingly any of the laws enacted from time to time.

Language of Communication

1. Policy Objective

- ▶ The objective of this Policy is to provide guidelines to ensure a common and consistent language of communication amongst the employees

2. Policy Scope

- ▶ This Policy is applicable to all the employees on the rolls of HPPPL and individual advisors / consultants working for HPPPL on a full time basis

3. Policy Guidelines

- ▶ Employees are preferred to have a working knowledge of spoken and written English at the time of joining. Employees will be encouraged to overcome any language deficiencies
- ▶ All forms of employee communication will be made in English language

Dress Policy

1. Policy Objective

- ▶ The objective of this Policy is to provide guidelines for appropriate dressing, grooming and personal hygiene at work place.

2. Policy Scope

- ▶ This Policy is applicable to all employees on the rolls of HPPPL

3. Policy Guidelines

- ▶ Employees are expected at all times to present a professional, business like image to clients, prospects and the public.
- ▶ Employees are expected to dress professionally to office and need to ensure that their personal appearance is pleasing.
- ▶ The appropriate dressing style is explained below for employee's reference:

Monday to Friday: Business Formals

- ▶ Men
 - Full / half sleeves shirts and trousers.
 - Formal belt and other accessories.
 - Formal shoes with socks.
- ▶ Women
 - Sarees or
 - Salwar Kameez or
 - Western formals—shirts and formal trousers.
- ▶ Employees are encouraged to wear appropriate formals during stakeholder interactions and for important meetings depending upon the situation.

- ▶ Employees are expected to take special care of personal appearance (e.g. clean shaven appearance etc.).
- ▶ On working Saturdays, Smart Casuals can be worn.
- ▶ An illustrative list of 'Acceptable' and 'Unacceptable' attire is enlisted below:

<u>Male Associates</u>	<u>Female Associates</u>
Acceptable Attire	Acceptable Attire
Associates are expected to dress up in formal attire on all working days. On the last working day of the week Smart casuals can be worn (T-shirts with collar only).	Female associates are encouraged to wear smart western or Indian dress in sober color during working days. On the last working day of the week Smart casuals can be worn (T-shirts with collar only).
Formal shoes should be worn since slippers and sandals are not in conformity with our business environment.	Sandals and or formal shoes in conformity with business environment.
Associates to maintain a clean shaven look in the Office	Well groomed and tidily kept hair
Unacceptable Attire	Unacceptable Attire
Wearing Jeans/ Denims, T-Shirts/tucked-out shirts on weekdays	Wearing Jeans/ Denims, T-Shirts/tops /on weekdays
Wearing informal clothing (shorts/pajamas/kurtas) to work	Wearing informal clothing (short attire/pajamas) to work
Slippers/Sandals on any of the working days	Wearing Flashy Jewellery
Visible tattoos, body piercing, bold hair color	Visible tattoos, body piercing, bold hair color, Heavy Make-up

Grievance Redressal Policy

1. Policy Objective

- ▶ The objective of this Policy is to provide the employees with an easily accessible mechanism for settlement of their individual grievances and adopt measures for expeditious settlement of the grievances. This would in turn lead to increased satisfaction, resulting in improved productivity and efficiency

2. Policy Scope

- ▶ This Policy is applicable to all employees on the rolls of HPPPL

3. Policy Guidelines

- ▶ Employees are expected to discuss any problems, questions or grievances concerning employment with their Reporting Managers at the first instance
- ▶ Any aggrieved employee may take up the grievance in writing with his/her Reporting Manager. The manager shall record his / her response on the representation within three days of its receipt and communicate the same to the aggrieved employee. The Reporting Manager may also consult the appropriate HR representative if required
- ▶ If the employee feels dissatisfied with the Reporting Manager's response, the employee may forward the representation, along with the Reporting Manager's response to the concerned Function Head
- ▶ The Function Head may consult with the Reporting Manager to ascertain the facts of the situation and shall convey his / her decision to the aggrieved employee within three days of its receipt and send a copy of the same to the BU HR Head
- ▶ If the employee feels dissatisfied with the Function Head's response, the employee may forward the representation to the BU HR Head.
- ▶ The BU HR Head shall constitute a Grievance Redressal Committee within three days to address the employee's grievance.
- ▶ The Grievance Resolution Committee shall consist of the two Function Heads from within the BU (other than the employee's concerned Function Head, BU HR Head and the Corporate HR Head). The Committee shall convey its decision to the employee within 15 day of the employee' representation to the BU HR Head.

- ▶ All complaints shall be treated with utmost confidentiality and sensitivity. The 'Principles of Natural Justice'* would be followed during the process
- ▶ The decision of the Grievance Resolution Committee would be final in this respect
- ▶ For any complaints regarding sexual harassment the committee constituted for the purpose shall process the complaint as per the appropriate Policy

***Principles of Natural Justice** – The principle is not defined in any Code or Law or Rules but the concept is fairly crystallized through judicial pronouncements and covers three important principles:

- i. No one shall be a judge in his own cause
- ii. No one shall be condemned unheard, and there must be a right of the either party to be heard
- iii. Justice should not only be done but it should appear that it is being manifestly done

Media Policy

1. Policy Objective

- ▶ The objective of this Policy is to provide guidelines to ensure effective communications with the media. This is important to build and preserve a positive public image of the Organization.

2. Policy Scope

- ▶ This policy is applicable to all the employees on the rolls of HPPPL

3. Policy Guidelines

- ▶ Since an employee is perceived to be speaking on behalf of the entire Function (and, by extension, for the Company or the Group), it is important that employee make a judgment and exercise caution at all times.
- ▶ Most employees are not expected to communicate directly with the media. However, should such an interaction be totally unavoidable, it is best not to give personal views, opinions or speculation — or to provide information on matters falling outside the employee's direct knowledge, involvement and responsibility. In particular, employees should avoid discussing matters of policy, legislation, personnel actions or official investigations on any matter — unless specifically authorized.
- ▶ On receiving any Media query, an employee should report the same to his/her Reporting Manager and the Function Head as soon as practical and seek directions to ensure appropriate and proper communication with the media
- ▶ On matters of particular public interest or sensitivity, the employee should simultaneously inform the Corporate Public Relations Department.

Handling Media Query

- ▶ If the media approaches a person for news or comments, the employee should politely direct the caller to the Corporate Public Relations Department
- ▶ Employee should give the name and contact numbers of the Corporate Public Relations Department to the media person.

- ▶ It is best to leave the answers to the Corporate Public Relations Department rather than making comments without consultation. The employee should not give any commitment for any material or information to any media person.
- ▶ At any informal/social gathering with any media person, employees should try to keep the conversation around non-business subjects and deal with any business query in the above mentioned manner.

Media Guidelines

- ▶ Before sending out a communication to the media whether through the PR agency or directly from the Company, employees need to ensure that the communication has been approved by the Corporate Public Relations Department.
- ▶ If any employee is asked to write an article for a newspaper or magazine, he/ she need to inform the Corporate Public Relations Department. The employee needs to send a copy of the written article to the Corporate Public Relations Department and seek approval before releasing it to the publication.
- ▶ In case an employee comes across a report or a news item that misrepresents the facts about the Company or distorts a story out of context and could adversely impact Company's reputation, employee should inform the spokesperson and the Corporate Public Relations Department as quickly as possible. Similarly, if there is any of our product / person pictures or Company logos or diagrams used by any publication, without due credit given to the Company, a copy of the same needs to be sent to Corporate Public Relations Department.

Anti-Harassment Policy

1. Policy Objective

- ▶ Hindustan Power is committed to providing a work environment wherein all employees are treated with respect & dignity without there being any type of discrimination and conduct which can be sexually harassing & exploitative in nature.
- ▶ These guidelines aim to prevent / deter the commission of acts of sexual harassment at workplace and provide for effective resolution and settlement of such cases by
 - making a clear distinction between accepted and unaccepted social interactions
 - deploying an effective sexual harassment complaint resolution mechanism
 - providing a framework for initiatives to increase the awareness levels on recognizing and dealing with incidents of sexual harassment in the workplace

2. Policy Scope

- ▶ This Policy is applicable to all employees on the rolls of HPPPL and employees of any contractor / service provider, trainees and other business associates of HPPPL

3. Policy Guidelines

Sexual Harassment – Definition and Scope

- ▶ Sexual harassment is any unwelcome sexual advance or conduct on the job that creates an intimidating, hostile or offensive working environment for either gender. The harassment may be by any person either individually or in association with other persons whether directly or by implication, to the opposite gender or the same gender. It will include the following -
- ▶ Physical harassment
 - Physical contact and advances
 - Intentional touching that may be considered indecent / unwelcoming
 - Sexual assault / molestation
 - Cornering, trapping or blocking a person's pathway
 - Leaning over / invading a person's space, brushing against someone's body

- ▶ Verbal harassment – verbal harassment could be direct or through other media like telephone and includes
 - a demand or request for sexual favors
 - gender based insults or sexist remarks
 - making sexually suggestive comments, threats, slurs, sexual propositions
 - inquiries into one's sexual experiences and / or discussions of one's sexual activities
 - sexual jokes or teasing
 - comments about how someone looks especially about parts of the body

- ▶ Non verbal harassment
 - leering or staring at someone
 - whistling / winking
 - any gesture / physical conduct that may be considered unwelcoming

- ▶ Written or graphic harassment
 - forwarding emails with undesirable contents
 - unwelcome messages with sexual overtones
 - unwelcome visual displays through email, letters and notes including pinups, cartoons, graffiti, computer programs and categories of sexual nature

- ▶ “Quid pro quo” sexual harassment
 - In the work context, a behavior in which an individual is made to submit to sexual favors or advances over promises related to employment such as hiring, work conditions, job changes, promotions, compensation increases, nominations for

training programs / seminars and any other opportunities for career development is also under the scope of sexual harassment.

- ▶ We are committed to providing all our employees a place of work, which is free from the fear of sexual harassment, discrimination and exploitation, which is considered a non-negotiable offence and shall lead to serious penalty actions towards the offender when found guilty
- ▶ We will adopt two basic approaches to ensure this commitment – (a) Prevention of sexual harassment at the workplace (b) Redressal of complaints in the context of sexual harassment

▶ **Prevention of sexual harassment at the workplace through educational initiative**

- Business / location HR will be responsible for communicating the policy on sexual harassment to all employees
- Literature on sexual harassment policy shall be made available to all employees via intranet and email
- Posters/Banners clearly articulating 'Acceptable/Not Acceptable' behaviors shall be displayed across locations
- In-house gender training programs on sexual harassment and complaint redressal to staff Location FIPS as well as members of SHRC
- Ongoing communication from HR, on updates pertaining to the policy/reinforcing the 'Zero Tolerance Attitude' towards workplace harassment

▶ **Complaint Redressal mechanism**

- a) set up of the Anti Harassment Forum
 - A Committee has been constituted by the Management to consider and redress complaints related to Sexual Harassment, referred to as the Anti Harassment Forum (Current committee member list is enclosed in this policy)
 - Additionally we have appointed suitably senior female employees at each location as First Information Person (FIP) (Current member list is enclosed in this policy)

- ▶ The AHF will only look into the cases/escalations pertaining to indiscipline that are sexually offensive in nature. It will not entertain any complaints made in the context of other in-

disciplinary acts, including personal disputes, performance reviews, and financial indiscretion etc

▶ **Guidelines for the Associates :**

- While our every attempt is to create a safe working environment for our associates, however in case of any misconduct/misbehavior, we urge the associates to assert themselves & directly confront the individual, thereby discouraging any such acts at workplace
- If such acts still continue, then the complainant should escalate the matter to the designated First Information Person (FIP). For any reason, if the complainant does not feel comfortable to consult the location FIP, he/she directly could raise the matter to the local HR or to the AHF committee member representing that location
- To enable the AHF to take the matter forward, the complainant shall be required to file the complaint in writing as per the prescribed format mentioning the :
 - i. Date and time of the offence
 - ii. Details of what happened along with supportive evidences if any (i.e. copies of emails, chat transcripts, other notes and sms)
- In case the complainant feels hesitant in writing the complaint, he/she can narrate the case to the FIP and FIP can document it on the complainant's behalf and forward it to the committee.

▶ **Functioning of Location FIP:** The Location FIP shall conduct regular meetings with the associates which will help build an open environment where associates feel free to raise any such matter concerning them.

▶ Further the FIPs will provide first instance intervention to any complaint of sexual harassment thus received by an associate. In many cases where the FIP is unable to address the issue at the local level, they shall support AHF in carrying out the initial search in terms of gathering more details/information, and ascertaining the nature of complaint and accordingly present the case to the AHF committee.

► **Functioning of AHF**

- Quorum – A quorum of 04 members is required to be present for holding the discussion meetings. The quorum shall include atleast two women members.
- Confidentiality - AHF members shall be bound to maintain absolute confidentiality of all cases escalated to the committee. AHF is also required to protect the identity of the complainant, if so requested by him/her. It may however, disclose simple facts of the complaint
- Investigation Process Timeframe - Committee shall ensure that a fair and just investigation is undertaken immediately. The Committee will hold the first meeting within five days of receiving the complaint and attempt to conclude the case within one month of receipt of the complaint
- Investigation Process –
 - i. The committee shall have separate discussions with both the parties (complainant and the individual against whom the complaint has been raised) to ascertain the authenticity of their contentions
 - ii. The committee shall also refer various supplementary evidences provided by the complainant to assist in resolving the matter satisfactorily. If required, he person, the person who has been named as a witness shall also be asked to provide the necessary information
 - iii. In case of absence of such documentary evidences / witness, the committee shall conclude the case based on their internal discussions and their understanding of the matter. In such a scenario, the committee's decision shall be considered as final
 - iv. The AHF can seek the assistance of a third party consultant for legal / medical / psychiatric help, if required
 - v. In the event, the complaint does not fall under the purview of sexual harassment or the complaint does not mean an offence of sexual harassment, the same would be directed to the concerned authority
 - vi. Both the parties shall be duly intimated of the committee's decision

- vii. In case of dissatisfaction with the committee's decision the case can be forwarded to the Mentor whose decision shall be final
 - Disciplinary action ;
 - i. If the investigation reveals that the complaint has been sexually harassed as claimed, strict actions shall be taken against the accused. Based on the severity of the case, the disciplinary action may also include dismissal from the services of the company
 - ii. In case the complaint is found to be false, the complainant shall be liable for appropriate disciplinary action
 - Documentation: The committee shall keep complete and accurate documentation of the complaint, its investigation and the resolution thereof.
- ▶ The proceedings under this policy shall not be postponed merely because the complainant is proceeding against the accused under any other provision of law.

List of AHF committee members

No.	Name	Designation	Contact No.	E-Mail ID
1.	Deepshikha Singh	DGM- Legal	+91- 9654342183	deepshikha.singh@hpppl.in
2.	Astha Chandra	Sr Manager- Fuel Mgmt	+91- 7838333199	astha.chandra@hpppl.in
3.	Sarat Manocha	Chief Advisor- Thermal	+91- 9971155333	sarat.manocha@hpppl.in
4.	Rajinder Singh	GM- Legal	+91- 9811180149	rajinder.singh@hpppl.in

List of First Information Persons (FIP)

No.	Name of FIP	Designation	Contact No.	E-Mail ID
1.	Ram Karan Khatana	AVP- HR & Admin (Anuppur Plant Site)	+91- 8435003317	rk.khatana@hpppl.in
2.	Nandita Singh	AM- P&E (Anuppur Plant Site)	+91- 9644009820	nandita.singh@hpppl.in
3.	Vineet Singh	AGM- Accounts	+91- 7773009112	vineet.singh@hpppl.in
4.	Shikha Kandwal	Manager- CHR	+91- 9971771546	shikha.kandwal@hpppl.in
5.	Neha Talwar	Manager- Corp. Communication	+91- 8860288895	neha.talwar@hpppl.in

Confidential Information/Information

1. Policy Objective

- ▶ The objective of this Policy is to ensure that all the electronically and physically maintained information at HPPPL is secure and that the electronic communication systems are utilized effectively.

2. Policy Scope

- ▶ This Policy is applicable to all employees on the rolls of HPPPL

3. Policy Guidelines

- ▶ This Policy covers all electronic/ physical communications and confidential information that are:
 - accessed on or from the Organization's premises
 - accessed using the Organization's computers or telecommunications equipment, or via the Organization-paid access methods
 - used in a manner which identifies the individual with the Organization

Confidential Information

- ▶ Information, which has not been made available to public in general either by HPPPL or by any other person/party
- ▶ Information which is not available to other employees of HPPPL unless it is required to perform their respective duties
- ▶ Information (Including names of Individuals) about Suppliers, Technology Partners, Vendors, Customers etc.
- ▶ Data on pricing of bids, raw materials, equipments etc.
- ▶ Information about HPPPL's current capacity, capabilities, Business plans, expansion plans and any other information that, if accessed by competitors or any other third party can be used to the Organization's detriment
- ▶ Information about technological developments and R&D activities
- ▶ Financial Information unless declared officially and made available to public

- ▶ Identity of any visitors to the plant or offices to other outsiders, unless required in larger interest of HPPPL
- ▶ Information relating to existing and potential intellectual property or process/technology improvements
- ▶ The term Confidential Information and above description is not exhaustive but indicative and includes All Trade Information, Privileged information, Customer Information, Employee Related Information, Strategies and Business Plans, Research, Legal, Scientific and Technical data.

Handling Confidential Information

- ▶ By virtue of the role performed, the employees may have access or be provided with Information, which may be of confidential nature.
- ▶ Documents & letters containing confidential information should not be left unattended on workstations or fax machines etc. and should be kept in secured place, preferably locked when not in use.
- ▶ It is proposed that some areas will have the Access control system and therefore only those are authorized should visit that area
 - Information which gives distinct edge to HPPPL over competition when not shared or likely to give some advantage to any other organization / person / group of persons when shared with outsiders, is carefully handled
 - Leakage of such information is possible even if employees are casual in approach in handling visitors and documents, which can result in unintentional leakage of data
 - In situations where employees are in doubt, they should decline to talk about the matter firmly & politely and guide outsiders to discuss such issues with the Business Head or the Chairman

Information Security

- ▶ The electronic communications system provided by the Organization and any information stored on it is HPPPL's property and will be treated as such.

- ▶ The electronic communications system will be provided for the purpose of facilitating HPPPL's business. Employees shall not make use of the same for their personal business. Any violation of the same will amount to misconduct on the part of the employee.
- ▶ The Organization's electronic communications system will not be used for transmitting, retrieving, viewing, printing, or storing any communications of a discriminatory or harassing nature, or which are derogatory to any individual or group, or which are obscene communications, or are of a defamatory or threatening nature, or for "chain letters," or for any other purpose that is illegal, against the Organization's policy, or contrary to its interests.
- ▶ While the electronic communications system will be primarily for the Organization's business use; limited, occasional, or incidental use of the electronic communications system (e.g., sending or receiving e-mail) for personal, non-business purposes will be permitted – as will be the case with personal phone calls. However, employees shall demonstrate a sense of responsibility and should not abuse the privilege.
- ▶ The Organization may need to monitor, access, or review electronic communications for a number of business reasons and it reserves the right to do so. For example, the Organization may monitor usage patterns for both voice and data communications (e.g., number called or site accessed, call length, time of day of calls).
- ▶ The Organization also reserves the right, in its discretion, to review any employee's computer files, voice mail, e-mail, facsimile messages, and electronic communications system usage to the extent necessary to obtain business-related information and to ensure that the electronics communications system is being used in compliance with the Organization's policy and applicable law. All such information may be used and disclosed to others, in accordance with business needs, at the Organization's discretion.
- ▶ Employees should ensure that no private or confidential or any sensitive information is transmitted through electronic communications.
- ▶ Any employee who abuses the privilege of the Organization facilitated access to electronic media and services will be subject to corrective action, which may include termination of employment if, in the Organization's sole discretion, the situation so warrants. He or she may also risk having the privilege removed for him / her and possibly others.
- ▶ Employees will respect the confidentiality of other people's electronic communications and shall not attempt to breach computer or network security measures.
- ▶ Anyone obtaining electronic access to material/ information which belongs to another company or another individual shall respect all copyrights
- ▶ Any violation of the Information Security Policy or misuse of any electronic communication systems will be considered as misconduct on part of the employee.

Email Usage

a) Responsibility

- ▶ The Head of IT is responsible for implementing this policy. The Function Heads are jointly responsible with the Head of IT to ensure effective implementation of this Policy within their respective functions.

b) Risks in Usage of E-mail

- ▶ Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature, email seems to be less formal than other written communication, the same precaution applies. Therefore, it is important that users are aware of the risks of e-mail. An indicative list of the risk involved is given below:
 - In case an employee sends emails with any libelous, defamatory, offensive, racist or obscene remarks, the employee and HPPPL both can be held liable before the law
 - In case an employee unlawfully forwards confidential information to anybody outside the Organization, the employee and HPPPL can be held liable before the law
 - In case an employee unlawfully forwards or copies messages without permission, the employee and HPPPL can be held liable for copyright infringement
 - In case an employee sends an attachment that contains a virus, the employee may be held liable
- ▶ By following the guidelines in this policy, the email user minimizes the risks involved in the use of e-mail. If any user disregards the rules set out in this Policy, the complete responsibility lies solely and exclusively on the user.

c) Requirements

- ▶ The following guidelines are required to be strictly adhered to:
 - Employees shall not send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks. If an employee receives an e-mail of this nature, he/she must promptly notify his/ her supervisor.

- Employees shall not forward a message without acquiring prior permission from the sender
- Employees shall not send unsolicited email messages
- Employees shall not forge or attempt to forge email messages
- Employees shall not send email messages using another person's email account
- Employees shall not copy a message or attachment belonging to another user without permission of the originator
- Employees shall not disguise or attempt to disguise their identity when sending a mail

d) Guidelines

- ▶ HPPPL considers email as an important means of communication and recognizes the importance of proper email content. Therefore HPPPL requires the users to adhere to the following guidelines:
 - Emails should be well-structured and should be short and descriptive
 - Signatures must include the name of the sender, job title and the company's name.
 - Employee should use the spell check before sending out an email
 - Employee should ensure that he does not send unnecessary attachments
 - Emails should preferably not be written in capitals
 - Emails should not be marked on cc: or bcc: fields unless the copy marked person is aware or involved and knows what action, if any, to take
 - If an employee forwards mails, the action expected from the recipient should be clearly stated

- Only emails which are really important should be marked as such while sending out an email

e) Personal Use

- ▶ Although HPPPL's email system is meant for business use, the reasonable use of email for personal use may be allowed if certain guidelines are adhered to:
 - Personal use of email should not interfere with work
 - Personal emails must also adhere to the guidelines in this policy
 - Personal emails are kept in a separate folder, named 'Private'. The emails in this folder must be deleted weekly so as not to clog up the system
 - The forwarding of chain letters, junk mail, jokes and executables is strictly forbidden
 - Employees are advised not to send mass mails
 - All messages distributed via the HPPPL's email system, even personal emails, are the Organization's property

f) Confidential Information

- ▶ Employees should avoid sending confidential information by e-mail. If an employee is required to send a confidential mail, he/she must secure the information by including it in a Microsoft Word or Excel file and protecting it with a password and then provide the recipient with the password by means of other communication, for instance by telephone.

g) Systems Monitoring

- ▶ Employees must have no expectation of privacy in anything they create, store, send or receive on the HPPPL's computer system. All emails are monitored without prior notification if the Organization deems this necessary. If there is evidence that an employee is not adhering to the guidelines set out in this Policy, then the Organization reserves the right to take disciplinary action, including termination and/or legal action.

h) E-mail Accounts

- ▶ All email accounts maintained on HPPPL's email systems are property of the Organization. Passwords should not be given to other people and should be changed at least once a month.

i) Intellectual Property of Others

- ▶ Employees are not allowed to download or use material from the Internet or elsewhere in violation of software licenses, or the copyright trademark and patent laws. Employees are not allowed to install or use any software obtained over the Internet without written permission from the Systems Administrator.

Visitors at Work Policy

1. Policy Objective

- ▶ The objective of this Policy is to control the movement of visitors within the premises of the organization and ensure a safe working environment.

2. Policy Scope

- ▶ All visitors at HPPPL

3. Policy Guidelines

- ▶ Any Department expecting visitors shall inform the concerned Security Head of the location about details of the visiting guest in advance
- ▶ The Security Staff shall confirm the appointment from the host on arrival of the guest.
- ▶ The Security Staff shall physically check the laptop bags/bags of the visitors before permitting them entry to the premises
- ▶ The Security Staff shall furnish necessary information in Visitor Book and issue Visitor Pass after taking necessary signature of the Visitor.
- ▶ Any Visitor shall be allowed entry to the office premises only when accompanied by an employee of HPPPL
- ▶ On completion of the visit, the Security Staff shall physically check laptop bag/ bags before permitting the Visitor to leave the HPPPL premises and ensure that he/she has returned the visitor card.