



Softstone Industries Private Limited

CODE OF CONDUCT

Who We Are:

Softstone is the customized solutions provider of Lime and allied products to wide range of markets. Holding industry experience of decade and integrated manufacturing system, we have closely worked with our clients to know their requirements associated with the product and adventing the most advantageous Limestone/Quick Lime/Burnt Lime/Slaked Lime solutions for them. Due to increased demand for the product solutions across different markets, availability of quality product solutions on time and pricing structure becomes a crucial question for many markets. And with right expertise, we have developed the most lucrative solutions for our clients which satisfies their requirements regarding timely delivery of quality products and pricing structure.

VISION

To make a substantial contribution in solving global issue of climate change by providing superior quality lime and limestone solutions.

MISSION

Producing environmental friendly and superior quality lime and limestone solutions that exceeds our customers' expectations and promotes climate preservation

VALUES

Our values define business as:

B - Build

U - Unique

S - Safe

I - Impeccable

N - Notable

E - Exquisite

S - Sustainable

S - Society

What do I need to know?

Softstone considers compliance with the laws and regulations that impact our business to be an essential part of acting responsibly. We will adhere to applicable laws even if this involves a business disadvantage.

Softstone expects its employees and other representatives to follow Softstone's code of conduct.

Softstone trusts its employees and other representatives to take solid business decisions based on an understanding of the internal policies that apply to them and their business and to ask questions or raise concerns if they are unsure.

Directors and managers are often the first point of contact for questions on understanding our policies. As part of their management duties, they are expected to understand the major legal and reputational risks in their areas of responsibility and engage in designing and implementing appropriate internal controls in order to avoid infringements. In their special capacity as role models, directors, officers and managers are also expected to encourage their teams and colleagues to ask questions, share concerns and to support employees who do.

Working at Softstone means respecting the individual, embracing diversity, equality of opportunity, prohibiting discrimination and maintaining healthy and safe working conditions. Employees are treated fairly and respectfully by directors, managers and colleagues. Discrimination based upon age, race, colour, nationality, descent, gender, religion, creed, sexual orientation or other personal characteristics is prohibited.

Everyone at Softstone has a responsibility to help us maintain a safe and respectful workplace, free of any kind of discrimination, harassment, unwanted physical contact, intimidation or bias. We all play our part in keeping ourselves and everyone around us safe.

Our workplaces are free of the sale, use or possession of illegal drugs. If legal drugs (e.g. alcohol) are offered at company or other business-related events, we continue to avoid behaviour which is unsafe, illegal or otherwise conflicts with the standards we set ourselves in this Code. We respect the personal dignity, opinions and privacy of all employees and are, of course, an equal opportunity employer.

Employees may form in-house groups to better protect and represent their interests. We are firmly committed to respecting human rights and fundamental social standards as set out in Human Rights.

Situations which can create conflicts of interests and should be disclosed to line managers and HR Directors include: Potential personal gain in any business transaction; That a colleague, candidate for employment or supplier/potential supplier is a close or related party; Freelancing, consulting, working part time for Softstone

Conduct towards colleagues and others working for Softstone

- Using and protecting Softstone's assets
- Privacy and confidentiality
- Integrity & Honesty
- Diversity & Inclusion
- Health & Safety
- Quality Commitment
- Compliance & Legal

Using and protecting Softstone's assets

At Softstone Company, we recognize that company assets, including physical, financial, and intellectual property, are vital to our success and must be used responsibly and ethically. Employees are expected to safeguard company assets and utilize them for legitimate business purposes only.

Company funds, assets, facilities and equipment for legitimate business use (and never for activities that are inappropriate, improper, unethical or illegal). It also means that our business trips are appropriate and proportionate in nature and are efficiently planned and carried out, taking into account time, costs and resources.

Privacy & Confidentiality:

In the course of our business, some of us will obtain or have access to personal information about colleagues, customers, suppliers etc or confidential information about Softstone's business activities. Softstone handles personal data responsibly and in compliance with all applicable privacy/data protection laws. We do not disclose non-public information – including our business operations, plans, financial condition etc – without both a valid business purpose and proper authorisation (or as required by law). Before sharing confidential information outside of Softstone we take appropriate action to protect against misuse – e.g. execute a non-disclosure agreement with the third party involved.

Integrity & Honesty:

We conduct our business with honesty, fairness, and transparency in all interactions with customers, suppliers, partners, and other stakeholders. Employees must avoid conflicts of interest and disclose any potential conflicts promptly to their supervisors or the HR department.

We do not tolerate any form of corruption by any person representing Softstone. We do not offer, give, or receive, bribes or other benefit or advantage for personal or business gain. We also prohibit such behaviour within our supply chain. It does not matter how large or small the requested payment or other benefit appears to be – a bribe is a bribe. We would rather suffer delays or lose the contract than make any payment or offer any benefit that could be seen as against the law.

Diversity & Inclusion

At Softstone, we believe that diversity and inclusion are essential to our success and fundamental to our culture. We are committed to fostering an environment where all individuals feel valued, respected, and empowered to contribute their unique perspectives and talents. Our commitment to diversity and inclusion is reflected in the following principles: 1. Respect for Diversity 2. Equal Opportunity 3. Inclusive Workplace 4. Accessibility

By integrating diversity and inclusion principles into our Code of Conduct, we reaffirm our commitment to creating a workplace where everyone feels valued, respected, and empowered to succeed. Together, we celebrate our differences and harness the power of diversity to drive innovation, collaboration, and excellence at Softstone.

Employees who experience or witness any violations of our diversity and inclusion principles are encouraged to report them promptly to their supervisors, the HR department, or through the company's anonymous reporting system.

Retaliation against individuals who report violations in good faith is strictly prohibited and will result in disciplinary action.

Health and Safety

At Softstone, the health and safety of our employees, customers, and communities are of utmost importance. We comply with all applicable health and safety laws, regulations, and standards to ensure the well-being of our employees and stakeholders. Employees must familiarize themselves with relevant health and safety guidelines and procedures and follow them diligently in all aspects of their work. We identify and assess workplace hazards to prevent accidents, injuries, and occupational illnesses.

Employees are encouraged to report any unsafe conditions, near misses, or hazards to their supervisors or the health and safety committee for timely resolution.

Quality Commitment

We are dedicated to delivering products and services of the highest quality to our customers. Our commitment to quality is embedded in our culture and guides our actions and decisions. We uphold this commitment through the following principles: Customer Focus, Continuous Improvement, Quality Assurance, Prevention of Defects, Compliance with regulations.

Employees who become aware of any violations of our quality standards or procedures are encouraged to report them promptly to their supervisors, the quality assurance department, or through the company's respective reporting system.

Compliance and Legal

We are committed to conducting our business with integrity, transparency, and in full compliance with all applicable laws, regulations, and standards. Our commitment to compliance and legal adherence is fundamental to our operations and guides our interactions with customers, partners, and stakeholders. We uphold this commitment through the following principles:

We comply with all local, national, and international laws, regulations, and standards governing our business activities, including but not limited to, environmental regulations, labour laws, and trade laws.

Employees are responsible for understanding and adhering to relevant laws and regulations applicable to their roles and functions, and for seeking guidance from the legal department or management when uncertain.

Where can I get more information, advice or raise a concern?

Questions and concerns

If you can't find the answer, please do not guess. You can ask questions or raise concerns directly with management.

We encourage a culture where raising questions and concerns is acknowledged as the right thing to do.

Who wishes to raise questions or concerns about the way Softstone is operating. Questions and concerns may be submitted via mail to management.

Softstone's Code of Conduct If you see something, say something!

Employees may not act in a manner which is inconsistent with this Code of Conduct or any other relevant Company Policy – even if a manager or other senior individual instructs them to do so.

If you become aware of behaviour on the part of another member of staff or a third party who represents Softstone that violates, breaches, disregards or contravenes our internal policies, you should raise your concerns immediately. Any employee who, in good faith, raises a question or reports a concern is following our Code of Conduct and is doing the right thing – whether the concern is well founded or the conduct is in fact wrong.

No one who raises a question or makes a report – whether in writing, in person or online – may be retaliated against by anyone in Softstone for doing so. Retaliation in any form will not be tolerated and will itself lead to disciplinary action.

Promptly raising questions and concerns is the right thing to do – for both individuals and for Softstone. Some of the risk areas described in this Code may expose individual employees and the Company to civil or criminal penalties.

These consequences may apply not only to the individuals who commit misconduct but also to any person who condones that behaviour (or, having become aware of it, fails to report or take reasonable steps to prevent or address it).

So, the earlier we become aware of a problem, the better the prospects are that we can keep the consequences to a minimum. If you see something, say something!

THIS CODE IS A STATEMENT OF GOALS AND EXPECTATIONS FOR MINIMUM STANDARDS OF INDIVIDUAL AND INSTITUTIONAL CONDUCT. INDIVIDUAL BUSINESS UNITS MAY APPLY HIGHER STANDARDS. THIS CODE DOES NOT CREATE ANY RIGHTS, EMPLOYMENT RELATIONSHIP OR CONSTITUTE A PROMISE OF CONTINUED EMPLOYMENT OR CREATE ANY OTHER RIGHTS. THE CODE IS SUBJECT TO CHANGE FROM TIME TO TIME AT MANAGEMENT'S DISCRETION.