



ITLCH Labs Private Limited

formerly known as Industrial Testing Laboratory and Consulting House

ITLCH is accredited by NABL, recognized by MoEF&CC, and certified to meet ISO 9001:2015, 14001:2015, 45001:2018

CODE OF CONDUCT

At ITLCH Labs Private Limited (referred to as "ITLCH Labs"), we strive to create a culture of excellence, responsibility, and ethical integrity in all aspects of our business. This Code of Conduct serves as a guide for all employees, contractors, and stakeholders to follow in their professional interactions. Adhering to this code ensures that we uphold the highest standards of professionalism, integrity, and ethical practices in every aspect of our work.

1. General Principles

- a. Integrity: Conducting business in a transparent, honest, and ethical manner.
- b. Respect: Fostering a work environment that values and respects all individuals, encouraging collaboration and mutual trust.
- c. Excellence: Striving for the highest quality in everything we do, from product development to customer service.
- d. Accountability: Taking responsibility for our actions, decisions, and outcomes, both individually and as a team.
- e. Compliance: Following all applicable laws, regulations, and company policies.

2. Professional Behaviour

2.1 Respect for Individuals

- a. Treat all colleagues, customers, suppliers, and stakeholders with respect, courtesy, and fairness, regardless of their race, gender, religion, nationality, or background.
- b. Foster an inclusive environment free of discrimination, harassment, and bias. Refrain from use of foul language and words with hurtful intent.
- c. Ensure open, honest, and respectful communication.

2.2 Commitment to Excellence

- a. Strive to maintain high standards of professional behaviour and performance.
- b. Take pride in delivering quality products and services, ensuring that they meet or exceed client expectations.
- c. Demonstrate dedication to continuous learning, improvement, and innovation.

2.3 Conflict of Interest

- a. Avoid situations where personal interests conflict with the interests of ITLCH Labs.
- b. Disclose any potential or actual conflicts of interest to management immediately.
- c. Refrain from engaging in any activities that may undermine the trust and integrity of the organization.

3. Ethical Business Practices

3.1 Compliance with Laws and Regulations

- a. Comply with all applicable local, national, and international laws, regulations, and industry standards in every aspect of our work.
- b. Ensure that ITLCH Labs maintains transparent financial records and practices.

ITLCH LABS PVT. LTD.

Phone: 0175-2320175 (9 a.m. - 5 p.m.), 8195071555, 9915584242, 9872584242; Email: info@itlch.com

CIN: U71200PB2023PTC059805

Director



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3.2 Confidentiality and Data Security

- a. Respect and protect the confidentiality of sensitive information related to ITLCH Labs, clients, partners, and employees.
- b. Adhere to all data security protocols to protect sensitive and proprietary information from unauthorized access or disclosure.

3.3 Anti-Corruption and Bribery

- a. Do not offer, give, solicit, or accept bribes, kickbacks, or other forms of improper payments.
- b. Ensure that all dealings with clients, suppliers, and partners are transparent and free from any form of corruption or unethical practices.

3.4 Misrepresentation and false information

- a. Refrain from practices that are harmful to the market, clients, or the company's reputation. Be mindful of your position as a representative of ITLCH Labs when interacting with individuals outside the organization.
- b. Avoid anti-competitive behaviour, including price fixing, market manipulation, or misrepresentation of products or services.

4. **Workplace Conduct**

4.1 Health and Safety

- a. Ensure a safe and healthy working environment for all employees and stakeholders.
- b. Follow all workplace safety guidelines and procedures to prevent accidents, injuries, and health risks.
- c. Ensure all lab safety protocols are followed and that you are up to date about all safety procedures and equipment. You may ask EHS for a refresher at any time.

4.2 Substance Abuse and Misconduct

- a. Refrain from using drugs, alcohol, or any other substances that may impair performance or judgment while at work or representing ITLCH Labs.
- b. Employees may not operate any equipment or carry out any protocols while under the influence of mind-altering substances.

4.3 Work-Life Balance

- a. Promote a healthy work-life balance and respect the personal time of colleagues and clients.
- b. Encourage a culture that values both professional achievements and personal well-being.

5. **Reporting and Accountability**

5.1 Reporting Violations

- a. Employees and stakeholders are encouraged to report any violations of this Code of Conduct, unethical behaviour, or concerns related to safety, harassment, or discrimination.

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- b. Reports should be made to the appropriate supervisor, manager, or through the company's designated reporting channels. Violations may also be reported directly to the director in person or over email.
- c. All reports will be treated with confidentiality, and no retaliation will be tolerated against individuals who report violations in good faith.

5.2 Enforcement and Discipline

- a. ITLCH Labs will investigate all reported violations and take appropriate corrective or disciplinary actions.
- b. Disciplinary actions for violations may include counselling, warnings, suspension, or termination, depending on the severity of the offense.

6. **Social Responsibility**

6.1 Environmental Stewardship

- a. Demonstrate a commitment to sustainability by reducing waste, conserving energy, and adopting environmentally responsible practices in the workplace.
- b. Encourage the use of and substitution to eco-friendly products and solutions.

6.2 Community Engagement

- a. Actively contribute to the well-being of the communities where ITLCH Labs operates, through support for charitable causes, volunteer initiatives, and corporate social responsibility programs.

Acknowledgement

All employees, contractors, and stakeholders of ITLCH Labs are required to acknowledge that they have read, understood, and agreed to abide by the Code of Conduct.

By signing below, I acknowledge that I have received, read, and understood the ITLCH Labs Code of Conduct and agree to adhere to its guidelines.

Name of employee _____

Employee ID _____

Signature and date _____

Verified copy
Dr Geeta Gupta
(Director)

ITLCH LABS PVT. LTD.

Geeta
Director 16/01/25

Ghalori Gate, Patiala 147001, Punjab, (India)

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