



CODE OF CONDUCT & ETHICS

Mufin Green Finance Limited (Formerly known as APM Finvest Limited) herein after referred as “ Mufin” expects its employees to achieve and maintain a high standard of work performance, professional ethics and conduct to ensure the company maintains its reputation with all internal and external stakeholders.

To enhance the reputation of Mufin as a quality service provider and create and maintain an enjoyable and challenging place to work, the policy will be seen to be successfully applied when all employees are seen to perform their duties professionally with skill, care and diligence.

This includes:

- Observing company policies and procedures.
- Treating colleagues with dignity irrespective of their designation, respecting every individual's rights, duties and aspirations.

Office Etiquettes:

- Employees should follow standard office timings or specific shift timings as per the defined procedures.
- Employees should wear their identity cards during office hours.
- Employees should take prior approval while going on leave (refer Leave Policy).
- Employees are expected to follow the code of written communication.
- Employees are prohibited from smoking / taking alcohol during office hours or at office.

Dishonesty:

Dishonesty is one of the most serious crimes that an associate or/and employee can commit at workplace. Below mentioned are some of the crimes that constitute as dishonesty. Other ambiguous situations, if any, will have the Management word as final.





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- Intentionally using or attempting to use sensitive, confidential and classified information, and the company's IPR or resources for personal gains or to sell to competitors.
- Intentional and unauthorized falsification, misrepresentation, or invention of any information, data and committing the same against the Company or its clients/customers.
- Misuse of Company's funds and other assets.
- The commitment of any act which brings the name of the Company into disrepute. Failure to follow procedures established by the Company to guard theft, fraud or the commission of other unlawful acts

The employee would be liable for disciplinary action for any of the above misconduct for which immediate dismissal would be the normal course of action.

Discipline:

Mufin has a human resources strategy that recognizes the value of its people. Part of this strategy is the fair treatment for all employees. This requires a minimum standard of conduct and performance be agreed upon, set and communicated with all employees. Where an employee has deliberately breached a Company policy or procedure, or engaged in misconduct, disciplinary procedures will be initiated.

Employees must be made aware of their responsibilities, counselled and given the opportunity to reach the standards expected of them and the chance to defend them before any action is taken.

For serious issues, employees must be advised in writing and such advice should be recorded in the employee's personal file.

Poor Performance:

Wherever possible the Performance Management System will be used to manage employee performance.

If an employee does not meet the performance standards and performance management processes have not been adequate to address the issue, he/she will be personally counselled. If required, the employee will be given written confirmation of his/her deficiencies in performance.

Such written cautions must clearly define the deficiency and the timeframe within which the

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set targets will be achieved. This will also include how the organization will help the employee achieve the improvement required and the consequences of failing to do so.

Grievance:

Mufin supports the right of every employee to lodge a grievance with his/her manager, if the individual believes a decision, behavior or action that affects his/her employment is unfair.

At Mufin, we aim to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary. Grievances will be handled discreetly and dealt promptly within an objective manner.

As a Mufin employee, one must attempt to resolve the complaint as close to the source as possible. This can be at a quite informal and verbal level. All available attempts to settle a grievance before starting the formal grievance process should be taken.

All work related grievances to be put across to the Line Manager/ HOD, if required can be further escalated to the concerned authorities and HR. Any other concerns can directly be reported to HR.

Use of Company Assets:

The use of company assets for individual profit or any unlawful, unauthorized personal or unethical purpose is prohibited. Our information technology, intellectual property (e.g., copyrights, patents, and trademarks), facilities, equipment, machines, frameworks, and cash may be used for business purpose only, including responsible and accurate expense reimbursement, and in accordance with applicable policies.

Also use of personal assets (except personal mobile phones) is prohibited for the official use.

The use of any organization resources for personal political activities is prohibited. Computers/ Laptop hardware, framework, data, and facilities are valuable resources that need protection from potential destruction, theft, or misuse. These resources may also include confidential client or company information that requires safeguarding.

It is your responsibility to prevent unauthorized access through the use of ID badges, passwords, or other security codes, and physical security measures (such as using computer cable locks, not leaving computers unattended, and other normal precautions). Copyrighted





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The general code of conduct and ethics is defined in the policy, however few Ready Reckoners are mentioned below which need to be taken care of in order to avoid any form of disciplinary action.

- Stopping work before time
- Late attendance.
- Excessive absenteeism
- Offensive/abusive conduct and/or language
- Irresponsible handling of work space and misuse of company facilities
- Personal use of company facilities
- Submitting false expense claim
- Accessing obscene sites on the Internet
- Violence and harassment to other employees
- Disturbing / distracting other employees
- Falsification of company records
- Theft of company property
- Intentional destruction of company property
- Intentional violation of company rules
- Unauthorized possession of firearms or weapons
- Disclosing confidential/financial information to outsiders
- Being under the influence of drugs, alcohol or narcotics while on duty
- Taking or giving bribes
- Not providing details to concerned authority in approved format while entering or exiting out of the office premises for long duration either for personal or professional work
- Speculating and gossiping about colleagues
- Involvement in unlawful practices
- Submission of false documents/details
- Unethical behaviour towards new joiners
- Faking actual reports and hiding data
- Providing misleading data to clients
- Social Media: Publish anything that creates a hostile situation or malign the image of the company
- Not reporting incidence of concern to the management.
- Any employee who posts any defamatory comments about the Company, its brands, its clients, its employees and its associates, online/on any social media website, during their tenure with the company, effective from their respective joining date and post separation, up to 5 years

Employee Acknowledgement:

I have read and understood the details.

Employee Name : _____

Employee Signature : _____

Date of Joining : _____

Designation : _____



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Corporate office : 202, 2nd Floor, Best Sky Tower, Netaji Subhash Place, Pitampura, New Delhi -110034

Registered Office : SP-147, RIICO Industrial Area, Bhiwadi, Distt. Alwar, Rajasthan-301019