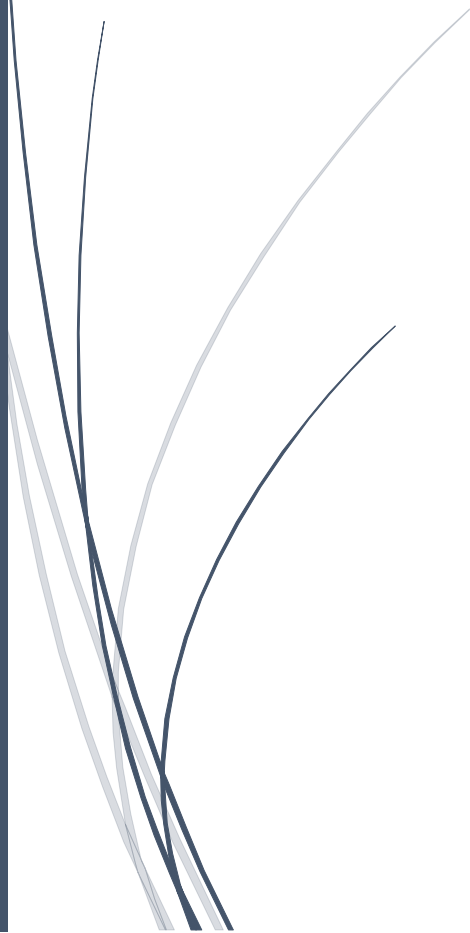




## ***Code of Conduct for the Referral Partner and its Partner***



**Amendment No. 0.0**  
**Date: 13 September 2023**





## Code of Conduct for the Referral Partner and its Partner

R.S.J. Its aim is "**responsible value creation**" and the core values of RSJ **are integrity, impartiality, confidentiality, commitment and transparency**. The company's reputation and customer relationships and stakeholders are built on these values. Business growth and development movements have always been associated with these values. Placing these values at the central and high-intensity level, ethics and behaviour code and this code is structured.

The RSJ is committed to supporting,

- a) **UN Global Compact 10 Principles** (<https://www.unglobalcompact.org/what-is-gc/mission/principles>)
- b) **UN Sustainable Development Goals** (Goal 3 – Good Health and Well-Being, Goal 4 – Quality Education, Goal 5 – Gender Equality, Goal 6 – Clean Water and Sanitation, Goal 7 – Affordable and Clean Energy, Goal 8 – Decent Work and Economic Growth, Goal 9 – Industry, Innovation and Infrastructure, Goal 10 – Reducing Inequalities, Goal 12 – Responsible Consumption and Production, Goal 13 – Climate Change).

The aim of the RSJ is to advance these policies within its sphere of influence. Rsj's Code of Ethics Conduct (Thai Document) [is available](https://rsjqa.com/ethics-and-conduct-code/) <https://rsjqa.com/ethics-and-conduct-code/> on its website.

RSJ is a QCI accredited ZED evaluation agency and the nodal partner for the MSME Standard (ZED) Certification Program. In order to realize the purpose of the ZED program and to provide 'value' to MSMEs, RSJ has framed these Code of Conduct for its referral partners and its partners.

It is mandatory for partners to go through and follow the "Code of Conduct for the Referral Partner and its Partner" *which provides a framework of simple do's and don'ts*. This will guide the recommended partner and its partner to handle or act fairly on any complex situations that may arise or may be encountered.

RSJ expects that ethics and values will be reflected in the work and conduct of all business associations, transactions and referral partners and their associates — *the Code of Conduct for the Referral Partner and its affiliates* to assist in building strong and sustainable business relationships and all referral partners and their partners **must work and act within its co-framework**. Have to.

RSJ's **Ethics Committee** consists of internal and external representatives to manage and verify the effectiveness of enforcing *the Code of Conduct*. Any questions **or questions** or code violations by associates or partners or business partners may be answered directly to the compliance officer [yuvraj.jambhale@rsjqa.com](mailto:yuvraj.jambhale@rsjqa.com) code violations <mailto:yuvraj.jambhale@rsjqa.com> or the contact details mentioned on the last page of this document.

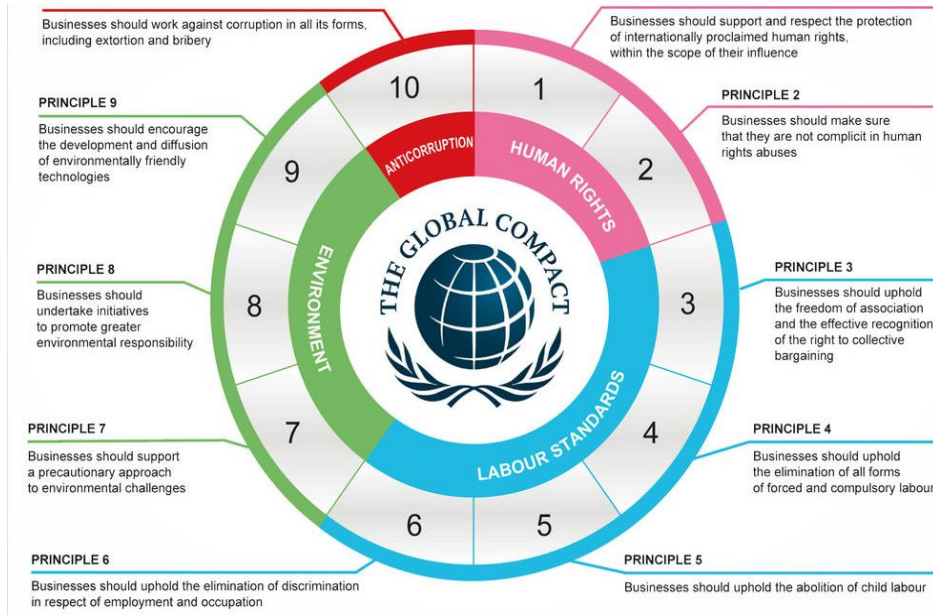
Thank you in advance for your loving support and cooperation in implementing and improving the ZED program while adhering to these codes of conduct and values .

Truly yours,

E-mail: <a href="mailto:contact@rsjqa.com">contact@rsjqa.com</a>	Document No. RSJ_ZED_FT_XX	Amendment No. 00
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## Code of Conduct for the Referral Partner and its Partner

Sarath Chandran  
Executive Director



 <p><b>Add &lt; #17 &gt;</b></p>		<p><b>3 GOOD HEALTH AND WELL-BEING</b></p> 	<p><b>4 QUALITY EDUCATION</b></p> 
<p><b>5 GENDER EQUALITY</b></p> 	<p><b>6 CLEAN WATER AND SANITATION</b></p> 	<p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p> 	<p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p> 
<p><b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b></p> 	<p><b>10 REDUCED INEQUALITIES</b></p> 	<p><b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p> 	<p><b>13 CLIMATE ACTION</b></p> 



## Code of Conduct for the Referral Partner and its Partner

### a) Objective:

Rsj's aim is to ensure the success of customers by providing services in all their strategic manufacturing areas **with impartiality, independence, integrity, confidentiality and expertise**. All RSJ associates – including management and staff – **provide their best support to provide services** that are consistent with and exceeding our customer's expectations.

Today, thanks to all our associates, RSJ is known for a reference and quality of service in the consumer products industry. To maintain the quality and performance of our services, RSJ is an independent organization from purchasing agencies, businesses, consultants and factories that **follow 'zero tolerance' for integrity, impartiality and confidentiality**.

In order to reaffirm that it strives to perform the best services through the enriched teamwork of skilled personnel by following best practices to become the most respected company in third-party compliance services, **the RSJ Executive Committee has expanded** these Code of Conduct for the Referral Partner and **its partner** in relation to its cultural statement.

### b) Limitations:

**RSJ** - RSJ Inspection® Service Limited and RSJ Inspection® HK Ltd will be referred to as "RSJ". **RPP** - Referral Partner Program (<https://zedmsme.com/partner-program/>)

Those who support micro, small and medium enterprises (MSMEs) by acting independently or in the organization for the ZED project and providing awareness about the ZED scheme and uploading relevant information and photo on the ZED app.

**Referral Partner Associate** – Any person who works with the referral partner (full-time, part-time, contract, etc.).

**RP&A** – Referral Partner(s) and **its Associate(s)**

ZED Plan: MSME Standard Certificate (ZED) program. It can be accessed [by https://zed.msme.gov.in/uploads/Guideline\\_Book.pdf](https://zed.msme.gov.in/uploads/Guideline_Book.pdf) and can henceforth be referred to as the ZED plan in this document.

### c) Usability:

**The Code of Conduct for the Referral Partner and its Partner** applies to all referral partners working with RSJ, and to their (referral partner's) associates **engaged/engaged/**associated with any activities related to the ZED program.

### d) Responsibility:

D1. RsJ Management is responsible for defining the principle, policy, criteria and effectiveness of this code and implementation.

D2. The AAC Manager is responsible for executing this code.

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## Code of Conduct for the Referral Partner and its Partner

D3. Administrative-AAC is responsible for preparing the contract with RPP.

### Content:

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## Code of Conduct for the Referral Partner and its Partner

Integrity	
1.1: Do's and Don'ts	
1.1.1	RP&A should do their job with sincerity, perseverance and responsibility and not deviate from the ZED project requirements.
1.1.2	RP&A will provide real data/information/resources while supporting MSME to sign up, submit and upload (documents, photos, etc.) for a ZED certificate.
1.1.3.	<p>RP&amp;A will check if there are training records related to quality management and safety management system with MSME.</p> <p>a) If there are records, use the same records for uploading.</p> <p>b) If the records are not available, guide MSMEs in their training approach (including topics relevant to relevant persons, frequency, trainer skills, etc.).</p>
1.1.4.	<p>RP&amp;A needs to check the <b>availability and usage of MSMEs.</b></p> <p>a) If suitable and suitable PPEs are available that are not used by MSMEs, we request MSME to give awareness training on PPE use to <b>its people.</b></p> <p>b) If suitable PPEs are not available, guide/support MSME to purchase them in the background of the process and products.</p>

1.2: Don't	
1.2.1	<p>RP&amp;A will not carry out any malpractice/unethical practice while carrying out or guiding MSME in ZED-related activities.</p> <p>Examples:</p> <p>a. <b>RP&amp;A is a fire extinguisher and/or PPE that carries it to MSME units</b> and uses it to upload as a resource to meet parameter requirements.</p> <p>b. RP&amp;A promotes/allows MSME units that use inappropriate PPE as a resource to meet parameter requirements.</p> <p>c. RP&amp;A provides or allows MSME units to upload incorrect records (training logs, delivery logs) and/or documents to meet the ZED parameter requirement.</p> <p>d. RP&amp;A uses the same fire extinguisher/same PPEs/same records (safety training, quality management training, delivery records) in multiple MSME units</p>
1.2.2	<p>The RP&amp;A (especially in their presence) should not allow the MSME unit to take fire extinguishers from other units and use them as a source to meet parameter requirements.</p> <p>If <b>RB&amp;A</b> cannot influence the MSME unit in this matter, do not seek this ZED order with RSJ for recommendation.</p>
1.2.3	<p>RP&amp;A should not be used as an alternative to the corresponding image from the safety poster, fire extinguisher, toilets, product image, work area, raw material</p>





## Code of Conduct for the Referral Partner and its Partner

	storage, finished materials storage, digital screen (e.g., computer/mobile/laptop screen).
1.2.4	RP&A shall not <b>like or recommend</b> any assessor for any assessment, such a request shall not be accepted by the RSJ and the RSJ has an obligation to appoint a qualified assessor(s) impartially.
1.2.5	RP&A should not pose any threat or pressure to MSME to switch over to certification
<b>1.2.9</b>	<p>RP&amp;A will not do the following when requesting or sharing recommended ZED MSME IDs with RSJ.</p> <ul style="list-style-type: none"> <li>a) Specifying/incorrect invalid ZED ids</li> <li>b) <b>Sharing of documents through the ZED MSME mobile app before finally submitting.</b></li> <li>c) Sharing ZED IDs that have already been claimed by another company.</li> <li>d) The only recommendation is to request/share ZED MSME IDs with more than 1 organization, including the rating agency and/or ZED organizing partners and/or QCI.</li> <li>e) Sharing of ZED MSME IDs that are already certified or under NC closure.</li> </ul> <p>The aforementioned measures create inactivity, increase unnecessary communications, and put a question mark on the image and reputation of all stakeholders involved.</p>
<b>1.2.10</b>	RSJ will not charge any service charge to MSMEs in connection with the ZED scheme. RP&As are not empowered to charge or charge any fee in any form from MSMEs on behalf of RSJ/QCI/MOMSME/DIC/DFO in connection with the ZED scheme.

## 2.0      **Anti-Corruption/ Anti-Bribery**

<b>2.1: Things to do</b>	
2.1.1	RP&A should do their job with honesty and ethics.

<b>2.2: Don't</b>	
2.2.1.	RP&A shall never, directly or through intermediaries, provide or guarantee personal or improper financial or other benefits in order to obtain or retain a business or other benefits from MSME.
2.2.2	<p>RP&amp;A shall not accept gifts, goods or service, bribes, offers, entertainment, goods, tickets, gift vouchers or refunds or discounts or money from any party directly or indirectly associated with MSME's Jet Project Certificate.</p> <p>RP&amp;A shall not provide bribe or commission in any form, including money or gift,</p> <ul style="list-style-type: none"> <li>a) Any officer (including representative of DIC/DFO/MSME association) is required to receive ZED orders in order to avail unnecessary concessions related to ZED advertisement.</li> <li>b. <b>MSME as an incentive to apply for a ZED certificate</b></li> </ul>



## Code of Conduct for the Referral Partner and its Partner

### 3.0. LEGAL REQUIREMENTS AND REGULATION

#### 3.1: Do's and Don'ts

3.1.1.	The RSJ is fully committed to complying with local regulations and laws, including anti-corruption and bribery. RSJ expects RP&A to follow suit. The RSJ expects all work to be done by RP&A in accordance with applicable laws and company policies. Cheating is a severely punishable offence under Indian laws. The RSJ has not tolerated it and is committed to eradicating it if it is found in their sphere of influence and in their supply chain.
3.1.2.	Where appropriate, the RSJ will cooperate with law enforcement authorities in suspected or actual offences against these laws, while the RSJ expects the same cooperation from RP&A.

#### 3.2: Don't

3.2.1.	RP&A may not violate any ethical, legal environment and health and safety or project requirements.
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### 4.0. Protection of confidential business information and data protection

#### 4.1: Things to do

4.1.1.	RP&A will consider all information obtained while providing its Services to be commercially trustworthy, unless such information has already been published or is generally available to other parties or in the public domain.
4.1.2.	RP&A is responsible for protecting MSME and their manufacturing unit information, including IPR, customer information/supply chain information/manufacturing process.  RP&A compensates RSJ from any mistakes relating to violation of law of IPR, violation of customer information, etc.

#### 4.2: Don't

4.2.1.	Disclosure of confidential information of one MSME to another MSME.
4.2.2.	RP&A may not disclose/discuss 'A' MSME information with others that may affect competitiveness, image and reputation in any way.
4.2.3.	RP&A may not take or carry out any confidential data and information from MSME. Any data or information collected from MSME in order to implement ZED-related activities must be disposed of responsibly after the completion of the activity.





## Code of Conduct for the Referral Partner and its Partner

4.2.4.	Any confidential information collected from MSME will not be used for any purpose Purposes <b>other than those other than those</b> approved or permitted by the MSME unit
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### 5.0. Fair Business Conduct

#### 5.1: Things to do

5.1.1.	The RSJ believes in free competition and tries to outdo our competitors through honest and fair business practices. The management, all employees and associates are committed to making only genuine claims. RP&A will promote and market the ZED program following fair business practices.
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#### 5.2: Don't

5.2.1.	RP&A shall not engage in or encourage/follow unfair practices against the spirit of the free market. e.g. providing direct or indirect incentives and/or bribes to MSME units or their employees for the purpose of protecting the business.
5.2.2.	RP&A may not market or promote the ZED program or RSJ in an unethical manner that is untrue or misleading, including any comparisons/references to RSJ and its competitors (including other ZED rating agency/organizers) and their services.

### 6.0 Environmental Protection (🌱 UNGC 7 to 9)

#### 6.1: Do's and Don'ts

6.1.1.	RP&A and JLL support the environment and promote environmental awareness when undertaking services including the ZED project.
6.1.2.	RP&A will encourage MSMEs to adopt technologies that are beneficial to the environment.

#### 6.2: Don't

6.2.1.	RP&A will ensure that no environmental-related regulations are violated while performing ZED tasks.
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### 7.0 Fair labor (👤 UNGC 1 to 6 and SDG 8)

#### 7.1: Do's and Don'ts



## **Code of Conduct for the Referral Partner and its Partner**

7.1.1	<p>The RSJ is committed to following fair labour practices that include the following:</p> <ul style="list-style-type: none"> <li>☐ Prohibition of forced/bonded labour/incarcerated/child labour and human trafficking/modern slavery.</li> <li>☐ The remuneration will always be applicable to all partners, including contract partners Ensures that the laws and defined limits of the minimum wage are met.</li> <li>☐ Give partners the freedom to choose their job.</li> <li>☐ It ensures that a fair recruitment policy is in place and that it is communicated to partners to prevent forced or bonded labour.</li> <li>☐ Make the terms and conditions of work available to all partners before they start their work - any forced or forced labor cannot be tolerated as part of disciplinary proceedings.</li> <li>☐ Providing partners with an opportunity to continue their professional/ethical development in their professions.</li> </ul> <p>In good faith, protect partners who make statements, ask advice, or ask questions.</p> <p>RsJ expects our referral partner to follow the aforementioned fair labor practice in their workplace.</p>
7.1.2	<p>If RP&amp;A is aware of the violation of applicable laws such as child labour, forced/bonded labour or residence of customer/intermediaries/joint venture partner/owners/contractors and suppliers, the violation should be reported to the RSJ and discussed for further action.</p>
<b>7.2 Don't do it</b>	
7.2.1	<p>RP&amp;A shall not conduct any business relating to RPP if any violation is found as per Section #7.1.1/7.1.2</p>
7.2.2	<p>RP&amp;A is not directly involved in investigations related to violation of applicable laws.</p>

<b>8.0</b>	<b>Prevention and prevention of harassment (including sexual harassment) (UNGC 2 and SDG 5)</b>
<b>8.1. Things to do</b>	
8.1.1.	<p>The RSJ is committed to providing an environment where all its partners are not discriminated against on any basis and safe from harassment at work, including sexual harassment. RSJ should respect everyone they work with in its RP&amp;A and will not tolerate abuse, bullying or harassment in any form.</p>
8.1.2.	<p>RSJ's RP&amp;A is that it respects everyone they work with and does not tolerate abuse, bullying or harassment in any form.</p>

## **Code of Conduct for the Referral Partner and its Partner**

	<p>The affected referral partner advised them to report their complaint to the RSJ. <b>In case of any harassment related to harassment by any referral partner</b> at the workplace, it is strongly advised to report it to the RSJ.</p>
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<b>8.2: No</b>	
8.2.1.	RP&A should take note of the fact that inappropriate sexual advances and unpleasant physical touch are completely unacceptable in the workplace. Workplace includes places where RP&A visits (e.g., MSME units) for work related to the ZED program.
8.2.2.	While interacting with the employees of any MSME or their partners, RP&A shall not engage in any activities deemed to be sexual or other harassment or bullying. Engage in any direct or indirect behavior that may be considered sexual or other harassment or bullying, such as making, displaying, emailing, texting or otherwise distributing offensive or sexually explicit jokes or insults, misusing personal information, creating a hostile or threatening environment, isolating, or not cooperating with a colleague, or not cooperating, or malicious or spreading insulting rumours.

<b>9.0. Professionalism</b>	
<b>9.1. Things to do</b>	
9.1.1	RP&A will operate in a professional manner. RsJ expects RP&A to be professional not only in their dress code and behaviour, but also when dealing with and representing MSMEs.
9.1.2	RP&A should be properly dressed. Clothes should be clean and tidy. It is recommended to wear plain or casual clothes with the right shoes.
9.1.3	RP&A should be well developed. Clean the nails and cut them regularly. For men's beards: A fair, cleaned shaving or neatly cut every day.
9.1.4	Rp&A must follow MSME's code of conduct and safety instructions while on the site. One has to wear the identity card issued by the RP and ARPs while going to the MSME posts.

<b>9.2. Don't.</b>	
9.2.1	RP&A will not claim uninterrupted cooperation and compensation. RP&A should not directly or indirectly avail concessions using any coercive threats.
9.2.2	Controlled material consumption e.g. RP&A should not go to the MSME space or interact with MSMEs <b>when it has the influence of something like alcohol or drugs.</b>
9.2.3	RP&A should not use objectionable language at the workplace of MSME or while handling/representing MSMEs. Slanderous language includes, <b>but is not limited to</b> , sexually explicit comments, antecedents, cultural insults, and political comments.

## Code of Conduct for the Referral Partner and its Partner

9.2.4.	Tobacco should not be smoked/chewed on MSME premises and while handling and representing MSMEs.
9.2.5.	<ul style="list-style-type: none"> <li>➤ RP&amp;A should not wear clothes with political party affiliations or clothes with defamatory slogans.</li> <li>➤ RP&amp;A should avoid wearing too dull/ripped jeans, which can be considered unprofessional.</li> <li>➤ RB&amp;A with long hair should avoid open/loose hair when going to the workplace area for personal safety reasons.</li> <li>➤ <b>slippers, slippers</b> (the main consideration of <b>slippers and slippers</b> is that they are very normal and unsafe, such as walking in the chemical plant and metal factory and being easily injured by chemicals and sharp metal);</li> </ul>
9.2.6	<ul style="list-style-type: none"> <li>➤ RP&amp;A should not approach any MSME (they are associated with the ZED scheme) for campaigning in cash or in any form to support any cause, including religious or political reasons.</li> </ul>
9.2.7	<ul style="list-style-type: none"> <li>➤ RP&amp;A will not engage in any direct or indirect behaviour with MSME and its people, which can be hurtful, threatening, malicious or insulting.</li> <li>➤ This may include any sexual or other harassment or bullying induced by race, age, character, gender, color, religion, country of birth, sexual orientation, marital status, dependents, disability, social class or political views, whether individual or collective.</li> </ul>

<b>10.0</b>	<b>Logo usage and representation</b>
10.1	RP&A should not misrepresent itself with anyone, including MSME/Association. Misrepresentation of MSME Ministry, Government of India (Government of India) or DIC or DFO or State Government or RSJ or QCI is prohibited.
10.2	The logo of RP&A Ministry, Government of India or State Government or RSJ or LED or QCI shall not be used in any other place not mentioned herein unless they have obtained proper written consent from their identity card or visiting card/website or social media or banners or brochures or letter of recommendation/vehicle/authority concerned unless proper written consent has been obtained from the concerned authority.
10.3	RP&A will not be permitted to use the name of the QCI, its logo, service codes or any other document for any purpose without the prior written consent of the QCI.
10.4.	RP&A shall not publish any press releases or make other public communications using the name of RSJ, any trademark of RSJ without obtaining written consent from RSJ Inspection Service Limited.

<b>11</b>	<b>Raising concerns (blowing the whistle)</b>
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## Code of Conduct for the Referral Partner and its Partner

If you notice or find that RP&A or any of the partners or partners or business partners are violating, not following or unclear or that there are any concerns, please contact the RSJ representative or contact the compliance office by email or phone call or message. The information provided will be kept confidential. Your name will not be disclosed under any circumstances if you decide to remain anonymous. The case will be handled with due respect and appropriate action will be taken.

✓ **Use the grievance redressal mechanism:** Refer to the web link below that contains the detailed complaints and appeal process.

<http://www.rsjq.com/social-responsibilities/complaints-appeals>

**Contact:** Please do not hesitate to contact,

Issues related to integrity	Feedback/compliance against all Code above
Mr. Sudarshan Mane - Senior Integrity Manager Lisa Arcade Building, L-1 49/A, 4th Floor, 5th Main, 6th Division, HSR Layout, Bangalore-560068, Karnataka, India. Phone: + 91 8850 249 682 E-mail: <a href="mailto:integrity@rsjq.com">integrity@rsjq.com</a>	Yuvraj Jambale - Compliance Officer GP-25, High Street Corporate Centre, Kapurbhavdi, Thane (West)-400607 Maharashtra, India. Mobile: +91-9819 621 121 E-mail: <a href="mailto:Yuvraj.jambhale@rsjq.com">Yuvraj.jambhale@rsjq.com</a>

### 12. Approval

I hereby confirm that I have read and accepted the *Code of Conduct for the Referral Partner and its partners in accordance with my knowledge and belief*. I understand its purpose, meaning, and my responsibilities. I have had the opportunity to explain its contents to me, ask questions, and get an explanation.

If any RP&A is found to be in violation of these Code of Conduct, rsj shall have the right to take any action as deemed appropriate, including cancellation of the contract without any prior notice.

Referral Partner Signature		Date:	
Referral Partner Name		Location:	