

Governance

Ethical Practices

Happiest Minds is committed to conducting its business in accordance with the applicable laws, rules, and regulations with highest standards of business ethics, integrity, environmental responsibility, and social responsibility.

To implement the Value Chain Sustainability Framework, Vendor's Code of Conduct has been established and communicated to all the vendors. This Code is intended to define non-negotiable minimum standards of business conduct that Happiest Minds expect its Vendors to respect and adhere to. This includes compliance

with the laws of land and adherence to well-established ESG principles and standards such as National Guidelines on Responsible Business Conduct (NGRBC), the UN's Universal Declaration of Human Rights and the conventions of the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work and ILO's Basic Terms and Conditions of Employment.

While Vendors are expected to self-monitor and demonstrate their compliance with this Code, Happiest Minds reserve its right to audit Vendors

or inspect Vendors' facilities to confirm compliance. This Code is an integral part of Happiest Minds' contract or agreement with its Vendors.

The requirements under the Happiest Minds' Vendor's Code of Conduct focuses on Freedom of employment and association, The eradication of child labor, safe and hygienic working conditions, appropriate pay and working hours, humane and non-discriminatory treatment, anti-bribery and corruption, and environmental awareness.

