



# **IRCTC's Suppliers Code of Conduct**

*(Approved by Board of Directors in its 135<sup>th</sup> Board Meeting held on 18<sup>th</sup> March 2024)*

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## **Introduction**

This document outlines the principles and expectations that we, as an organization, have established for our suppliers. We believe that conducting business ethically, responsibly, and sustainably is crucial for the success of our partnerships and the overall well-being of our communities and the environment. As a valued supplier, you play a pivotal role in contributing to our organization's success and reputation. This Code of Conduct serves as a guide for aligning your business practices with our values and standards. It reflects our commitment to ethical conduct, environmental responsibility, social accountability, and sustainable procurement in accordance with international best practices.

## **Scope**

The Code applies to all suppliers, contractors, vendors, distributors, back-end service providers, transporters, accommodation providers, and other relevant business partners. All IRCTC suppliers, licensee, contractors and other business partners are expected to receive, understand, and comply with all the principles of the code, as stated in the document.

## **Principles of the Supplier's Code of Conduct**

### **1. Ethical Conduct**

- 1.1. Suppliers/Service providers must fully comply with all applicable laws, regulations, and industry standards in the locations where they operate.
- 1.2. Suppliers/Service providers shall not engage in any form of corruption, bribery, extortion, or other unethical practices when dealing with IRCTC employees or representatives.
- 1.3. Suppliers/Service providers should provide accurate and transparent information about their products and services, including pricing, quality, and specifications.
- 1.4. Suppliers/Service providers must disclose any potential conflicts of interest and ensure that they do not compromise the integrity of their business relationships with IRCTC.
- 1.5. Suppliers/Service providers should establish quality objectives, policies, manuals, and procedures, as well as have a Quality Management System certified by a competent authority such as ISO 9001.

### **2. Environmental Responsibility**

- 2.1. Suppliers/Service providers are encouraged to adopt sustainable practices, reduce environmental impacts, and promote the responsible use of natural resources.
- 2.2. Suppliers/Service providers should minimize waste, promote recycling, and adopt environmentally friendly practices in their operations.
- 2.3. Suppliers/Service providers must comply with all relevant environmental laws and regulations and strive for continuous improvement in environmental performance.

- 2.4. Suppliers/Service providers are encouraged to actively monitor their energy consumption and strive to transition to renewable sources of energy to reduce our carbon footprint.
- 2.5. Suppliers/Service providers are encouraged to promote sustainability and actively explore opportunities to reuse and recycle waste and water within their operations.
- 2.6. Suppliers/Service providers are encouraged to commit to segregating waste at the source and adopting efficient waste disposal practices.
- 2.7. Suppliers/Service providers are expected to make efforts to eliminate the use of single-use plastics in their operations, seeking sustainable alternatives.

### **3. Labor and Social Responsibility**

- 3.1. Suppliers/Service providers must provide a safe and healthy working environment for their employees, contractors, and subcontractors. This includes compliance with occupational health and safety laws and regulations.
- 3.2. Suppliers/Service providers shall not employ child labour or use forced labour in any form. Employment practices should be in line with national and international labour standards.
- 3.3. Suppliers/Service providers must treat all employees with fairness and respect, regardless of their race, religion, gender, age, disability, or any other protected status.
- 3.4. Suppliers/Service providers must provide safety information about hazardous materials in the workplace, as well as educate, train, and protect workers from hazards.
- 3.5. Suppliers/Service providers must ensure adequate safety measures and training programs in workplace to prevent accident and injuries.

### **4. Quality and Service Standards**

- 4.1. Suppliers/Service providers must provide products and services that meet the agreed-upon quality standards and specifications, as outlined in their contracts or agreements with IRCTC.
- 4.2. Suppliers/Service providers are expected to deliver products and services within agreed-upon timelines, ensuring efficient and reliable service to IRCTC.

### **5. Confidentiality and Data Protection**

- 5.1. Suppliers/Service providers must protect the confidentiality and security of any sensitive or proprietary information shared with them by IRCTC.
- 5.2. Suppliers/Service providers must comply with all applicable data protection and privacy laws when handling personal and sensitive data of IRCTC and its customers.

### **6. Continuous Improvement**

- 6.1. IRCTC reserves the right to monitor and evaluate supplier/Service provider performance to ensure compliance with this Code of Conduct.
- 6.2. Suppliers/Service providers are encouraged to seek feedback from IRCTC and work collaboratively to improve their products and services continually.

## **Declaration**

It is hereby acknowledged that the Supplier /Service provider has read and understood the Supplier Code of Conduct.

By signing/accepting the terms of this document, the Supplier/Service provider declares that it complies with all the principles of the Code and that it will conduct its business in strict accordance with the Code, applicable laws, global standards, and best industry practises.

The Suppliers/Service provider shall be solely responsible for any non-compliance, and IRCTC shall have the right to seek indemnification from the Suppliers, Business Associates of the Suppliers, or any other stakeholder to whom the Code applies. Nothing in this Code shall be construed to preclude any other right or remedy.

[Signature]

[Supplier's Name]

[Date]