



CODE OF CONDUCT

1. COMPLIANCE WITH REGULATORY LEGAL REQUIREMENT

“MOBHIRA” is dedicated to maintaining excellence and integrity in all aspects of its operation and its professional and business conduct accordingly. “MOBHIRA” is committed to conformance with high ethical standard and compliance with all Governing Laws and Regulation.

“MOBHIRA” is committed to and conducts its business activity lawfully and in a manner that is consistent with the compliance obligation including legislative, contractual, patents, license and other form of authorization, Nepal common law, Labor Ministry code of conduct and compulsory standards.

2. INTEGRITY

- “MOBHIRA” are faith full in work-related interactions, whether in explaining a problem or In reporting results and will work in the best interests of company.
- “MOBHIRA” are committed to providing timely, factual, and accurate discloser of material information about company “MOBHIRA” will ensure that material information about company is disclosed in a consistent and appropriate manner and in accordance with applicable law. “MOBHIRA” will take appropriate measures to protect and prevent the improper discloser or use of material or confidential information about company.
- “MOBHIRA” will avoid situations where customer's Interest and our own interest conflict or even appear to be inconsistent. Hiring or overseeing family members, significant others, and even close personal friends can pose conflict of interest.





- “MOBHIRA” shall ensure the accurate company information to the public. The highest standard of integrity is to be upheld in all business interactions. The company shall have a zero-tolerance policy to prohibit any and all forms of bribery, corruption, extortion and embezzlement (covering promising, offering gift/payment by candidates or selected workers to agency staff or/and by agency.

y staff to official or other concern parties.)

- All business/services dealing with should be transparently performed and accurately reflected on business books and records. Monitoring and enforcement procedures shall be implemented to ensure compliance with anti-corruption laws.

3. TRANSPARENCY AND CONFIDENTIALITY

“MOBHIRA” ensure that all business dealings should be transparently performed and accurately reflected on our company business books and record. Information regarding participant labor, health and safety, business activity, structure, financial situation, and performance is to be disclosed in accordance with applicable regulations and prevailing industry practices. Falsification of records or misrepresentation of conditions or practices in the supply chain is unacceptable.

“MOBHIRA” is committed to open and transparent disclosure of information. Nevertheless, there are legal, operational and other practical considerations that are necessary to preserve the interest of the company as well as those of its staff, member states and third parties with which the company collaborates. The application of these considerations has resulted in some exceptions to the principle of disclosure. As such, company information is classified by reference to three broad categories: publicly available information, information available on request and confidential information.

Unauthorized disclosure of any confidential information by any employee of this organization is normally leads to disciplinary action against the employee.





PUBLICLY AVAILABLE INFORMATION

- > About the company
- > Company services
- > Governance and oversight
- > Management Information and Internal Governance
- > Finance
- > Human Resource
- > Accountability and Risk Management
- > Internal senior management meeting
- > Internal policies and strategies

INFORMATION AVAILABLE ON REQUEST

- This comprises all remaining information which is not publicly available on “MOBHIRA” website but is not classified by the organization as confidential information.
- Access to some information in this category may be restricted to customer only. This includes internal audit report and reports of due diligence.

CONFIDENTIAL INFORMATION

- Personal information
- Security and safety
- Information obtained or shared in confidence
- Confidential internal documents
- Deliberative information
- Privileged information
- Financial information
- Commercial information





Other kinds of information which of its nature, content or the circumstances surrounding its creation, use or communication is deemed confidential in the interest of “MOBHIRA” or Customer. Passwords, pin and other access code of “MOBHIRA”.

4. PERSONAL DATA PROTECTION POLICY

Personal data of the candidates are collected in consent of the workers to share to the employers while we also maintain confidentiality of the selection and non-selection of the workers post interview. Selected and non-selected candidate's information would be maintained confidentially as only specific personnel of the office shall handle the information and the same information would be shared among the candidates on individual basis. "I-his confidentiality of the information would also act as a method of discarding and discrediting mediators/ intermediaries and allow us to win the confidence of the applicants.

5. RESPECT OF INTELLECTUAL PROPERTY RIGHT

Intellectual property is one of its most valuable assets just as we must protect company physical assets. “MOBHIRA” must also safeguard company's intellectual property IP include patents, copyrights, trademarks and trade secret. “MOBHIRA” ensure Intellectual Property rights are to be respected; transfer of technology shall carry out in a manner that protects Intellectual Property Rights.

“MOBHIRA” shall be communicated on RBA code of conduct on intellectual property rights and all employee, staff and manager are required to sign Non-Discloser Agreement (NDA) with company pre — employment; a copy of the signed NDA will be attached in employee's personal file.

We take extreme care when copying, faxing or discarding sensitive papers, pen-drive or other company property. Do not discard them in any place or format where the information could be intercepted. All types of documents, photos or videos are subject of I.P. control.





6. CONFLICT OF INTEREST

It is a situation where a person seeks personal benefit by making use of his capacity as employee. Therefore, “MOBHIRA” employees must be cautious to realize whether they participate in activities that create or even appear to create conflict between themselves individually and the interests of the company. Indicatively, conflicts of interest can occur in cases where:

- An employee or someone with whom he/she maintains a close personal relationship (spouses, partners, family members, and friends) has a financial interest in an entity that does business with the company (supplier, subcontractor, consultant etc.) or is a competitor to the company.
- An employee seeks to participate or attempts to influence, any decisions relating to company's business dealings with companies where their relatives and family members work for.
- An employee seeks/gains personal advantage or opportunity discovered through his/her job position with the company.
- Outside temporary work or employment with, or for, a competitor of the company may give rise to a conflict of interest.
- Disclosure of private data belonging to Individuals or groups directly or indirectly connected to the company may inflict penalties to the company due to the legislation in the European Union, therefore it is considered as conflicting to the company's interests and therefore strictly forbidden.

7. HUMAN TREATMENT AND NON-DISCRIMINATION

“MOBHIRA” implement, monitor and maintain all activities as per legal, RBA code of conduct and “MOBHIRA” requirement to ensure that all employees employed at site are treated with respect and dignity.

No employee, labor will be subject to any physical, sexual, psychological, or verbal harassment or other forms of mental or physical coercion, abuse or intimidation at site.

No monetary fines and penalties as a means to maintain labor discipline, including for poor performance or for violating company rules, regulations, and policies are allowed.





MOBHIRA” shall not support any form of threat or physical violence including slaps, pushes, yelling, screaming, insulting language, inappropriate remark, jokes, insinuation and comment on a person's dress, physique, age, family situation etc.; condescending any unwelcome invitation or request, implicit or explicit, whether or not accompanied by threats; any lascivious look or other gesture associated with sexuality; and any unnecessary physical contact such as touching, caresses, pinching or assault.

“MOBHIRA” management shall discipline anyone (including managers, supervisors or fellow employees) who engages in any physical, sexual, psychological or verbal violence, harassment or abuse, regardless of whether such action was intended as a means to maintain labor discipline. Such discipline could include (combination of) compulsory counselling, warnings, demotions and termination.

“MOBHIRA” shall comply with all local laws, regulations, code and procedures concerning non-discrimination. All employment decisions shall be made solely on the basis of a person's qualifications, In terms of education, training, experience, demonstrated skills and/or abilities, as they relate to the inherent requirements of a particular job and not personal characteristics.

Employment policies and practices, including job advertisements, job descriptions, and performance/job evaluation policies and practices shall be free from any type of discriminatory bias. E.g., on the basis of gender, race, religion, age, disability, sexual orientation, nationality, political opinion, or assignment of work.

COMPLAINTS PROCEDURE

Anyone can be victim of any kind of harassment, regardless of their sex and of the sex of the harasser. When “MOBHIRA” management received a complaint of any kind of harassment or discrimination he/she will e Immediately record the dates, time and facts of the incident.

- Ascertain the views of the victim as to what outcome he/she wants.
- Discuss and agree the next steps; either informal or formal complaint, on the understanding that choosing to resolve the matter informally does not preclude the victim from perusing a formal complaint if he/she is not satisfied with the outcome.





- Keep confidential record of all discussions.
- Respect the choice of the victim.

8. RESPECT EQUAL AND FAIR COMPETITION

“MOBHIRA” upholds fair advertising and competitive standards, abide by the anti-unfair competition behavior, including but not limited to: monopoly, forced trading, illegally tying conditions of goods, commercial bribery, false propaganda, dumping, defamation, collusion, infringement of trade secrets. “MOBHIRA” shall ensure the accurate company information to the public. Appropriate means to safeguard customer information shall be available.

Committed to fair competition — company shall comply with the antitrust laws in our Interactions with our suppliers and our competitors in all countries where operate.

9. RESPECT OF FREEDOM OF MOVEMENT AND FREELY CHOSEN EMPLOYMENT

“MOBHIRA” shall be affirmative in its practices towards achieving the operation requirement.

“MOBHIRA” shall comply with all statutory legislation relating to staffing and relevant operation.

“MOBHIRA” shall ensure all work is voluntary and employees shall be free to terminate their employment upon reasonable notice without penalty. “MOBHIRA” shall ensure foreign labors is not required to pay for their employment. In other word ZERO COST RECRUITMENT fees.

“MOBHIRA” shall ensure all selected workers sign employment contract in native language with the client directly before accepting the offer.

“MOBHIRA” and all other relevant parties aware the requirements that all the selected workers original identification cards, passports, travel papers or Other personal documents must be hold or kept by the respective owner and not the third parties.





Workers can move freely when needed to access basic liberties, no system for restriction in place such as toilet passes, prayer, drinking water, medical access etc.

“MOBHIRA” shall conduct verbal explanation and ensure all newly hired workers on the key components of the employment conditions in a language they can understand such as nature of work, working hours, off day & break duration, leave entitlement, benefits, chargeable fees types and amount, total earning wages and deduction imposed and method of calculation and other legally required benefits.

Before signing the employment contract, company shall ensure that they fully understand and they will be given adequate time to review and clarify any question or doubt.

10. ENSURE EMPLOYEES HEALTH, SAFETY AND WELLNESS

“MOBHIRA” provide employee/workers with appropriate workplace health and safety information and training in the language of the worker/employee or In a language the worker/employee can understand for all identified workplace hazards that worker is exposed to including but not limited to mechanical, electrical, chemical, fire and physical hazards.

Training program will cover minimum requirement, mechanical, electrical, fire and physical hazards training and training identified in training need assessment will include;

Types of potential emergencies that may occur at their work location and what to do during an emergency, including internal and external muster points.

- . Reporting injuries and illness.
- . Training records include a verification of training.
- . Safety concern logs, evaluation records and action plans.
- . Training, communication and safety concern notification evaluations reports and corrective action (If required).
- . Education materials.





MOBHIRA RECRUITMENT CONSULTANCY SERVICES (P.) LTD.

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Risk assessment is in place.

Effective emergency exit access, exits and exit discharge are adequate in number and location, readily accessible and properly maintained. Refresher training schedule are established and implemented as per schedule.



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