



SAITECK ERP SOLUTIONS PTE. LTD

Policy and Corporate Governance Document

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1. Saiteck Core Values:

Saiteck's structure is designed to support excellence with an emphasis on client satisfaction and continuous improvement. Our core values include:

- **Integrity:** Commitment to ethical practices in all dealings.
- **Customer Focus:** Saiteck prioritize client needs to achieve high levels of satisfaction and partnership.
- **Innovation:** Constantly adopting advanced SAP solutions to enhance project delivery.
- **Excellence:** Holding ourselves to the highest standards in every project.

2. Employee Code of Conduct:

- **Professional Behaviour:** Our Code of Business Ethics builds on our core values by providing greater detail about expected behaviours and drives our culture of compliance, ethical conduct and accountability. Employees must maintain a professional attitude, respect colleagues, and handle client relations courteously.
- **Conflict Resolution:** Saiteck encourages employees to handle conflicts amicably and escalate unresolved issues to HR.

3. Conflict of Interest:

- All Saiteck Employees must avoid any relationships that may compromise objectivity or Saiteck's interests in client dealings.
- Acceptance of personal gifts, illegal payments, remuneration, donations, or comparable benefits from competitors, clients and suppliers or potential suppliers. Acceptance or offering of such gifts or hospitalities that may influence your judgement for Saiteck. All such transactions should be consistent with the guidelines mentioned in Anti-bribery and Anti-corruption policy.
- Recommending to any of Saiteck's Business Partners, the candidature of your friends / relatives for a career opportunity in favour of prospective business by Saiteck.

Entering business transactions with parties related to you or your family members which are or appear to be detrimental to Saiteck's interest.

4. Client Engagement:

Client Relationships

- **Transparency and Communication:** Saiteck values clear, open communication with clients. Project updates, milestones, and key decisions are communicated promptly.

Data Protection and Confidentiality

- **Confidentiality Agreements:** All Saiteck Employees/ consultants must sign NDAs for projects involving sensitive client information.
- **Data Access and Storage:** Client data is accessed only by authorized personnel and stored securely.

5. Information Management Security Policy:

Data Privacy

- **Data Access Controls:** Access to client data is restricted based on roles, ensuring only relevant personnel handle sensitive information.
- **Data Encryption:** Client data is encrypted both in transit and at rest to prevent unauthorized access and maintain compliance as per IT Standards

Cybersecurity

- **System Security:** Saiteck's IT systems are safeguarded with firewalls, intrusion detection systems, and regular vulnerability assessments.
- **Incident Reporting:** Employees must report any cybersecurity incidents or suspected breaches to the IT department immediately to ITSecuritycompliance@saiteck.in

6. Compliance:

- **PDPA Compliance:** Saiteck complies with the Personal Data Protection Act (PDPA) as per the Local Country governance policy, ensuring robust measures for data protection and privacy.

Local Regulations:

- **Employment Act Compliance:** Saiteck's HR policies align with Local country Regulations, Employment Act, covering aspects such as working hours, compensation, and benefits.

IT Consultant Guidelines:

- **Background Checks:** Saiteck verifies the qualifications and work history of all external consultants to ensure expertise and reliability.
- **Compliance:** Consultants must comply with Saiteck's data protection and confidentiality policies.

7. Anti-Corruption and Bribery Policy:

Ethical Standards

- **Integrity:** Saiteck Employees are required to act honestly and avoid any conflicts of interest in their professional duties.

Anti-Bribery and Anti-Corruption Commitment

- **Zero Tolerance:** Saiteck has a zero-tolerance policy with respect to any form bribery and/or corruption. Bribery and corruption are against our core values. Saiteck does not permit such actions, nor do we allow third parties acting on our behalf, such as agents, consultants, Suppliers and contractors to make any such payments.
- **Gift Policy:** Modest gifts may be accepted if not intended to influence outcomes. Gifts above a set threshold (e.g., SGD 100) require management approval.

8. Money Laundering and Anti-Terrorism:

Saiteck is committed to preventing money laundering and terrorism financing, ensuring compliance with local country laws and regulations, including the Corruption, Drug Trafficking, and Other Serious Crimes.

Prohibition of Money Laundering: Employees must not engage in activities that facilitate money laundering, including concealing, transferring, or misrepresenting funds derived from illicit sources.

- **Due Diligence:** Saiteck conducts thorough due diligence on new clients, vendors, and business partners to verify legitimacy and ensure compliance.
- **Training and Awareness:** All employees undergo training to recognize potential money laundering or terrorist financing activities and report suspicious activities promptly.
- **Reporting Obligations:** Any employee aware of suspicious transactions must report to management or compliance officers for immediate action.
- Saiteck has zero tolerance for financial crime. This includes money laundering and terrorism.
- Conduct business in countries where there is strict enforcement of laws prohibiting money laundering and terrorist financing activities.
- Saiteck do not engage in any money laundering or terrorist financing activities and comply with local government rules and regulations.

9. Business Continuity and Crisis Management:

Business Continuity Planning

- **Risk Assessment:** Saiteck conducts periodic risk assessments to identify potential operational threats and implement preventive measures.
- **Contingency Planning:** Business continuity plans are in place to ensure essential functions remain operational during disruptions.

Crisis Management

- **Communication Protocols:** In a crisis, Saiteck maintains clear communication with clients and stakeholders regarding the steps taken to resolve the issue.
- **IT Recovery:** Saiteck has established IT disaster recovery procedures to restore systems quickly and minimize operational downtime.

10. Human Rights:

Saiteck is committed to upholding human rights as part of its core values and business practices. This includes:

- **Equal Treatment:** Saiteck does not discriminate any of their employees based on race, gender, religion, disability, or other protected characteristics.
- **Labor Rights:** Saiteck ensures compliance with local country employment laws, safeguarding fair wages, working conditions, and employment rights.
- **Fair and Ethical Sourcing:** We work with partners and suppliers who uphold similar human rights standards, and we avoid business with entities involved in unethical labour practices.

11. Health and Safety:

Saiteck prioritizes the health and safety of its employees, clients, and partners. Our Health and Safety policy includes:

- **Safe Work Environment:** We comply with local Workplace Safety and Health Act, providing a safe and healthy workplace for all employees.
- **Emergency Preparedness:** Employees are trained in emergency response and safety protocols.
- **Workplace Well-being:** Saiteck offers programs to support employee mental and physical well-being, promoting a balanced work-life environment.