



## Fair Trade Practices of ERDA

ERDA is committed to Fair Trade Practices in its relationship with customers, vendors/suppliers, partners and the marketplace. ERDA's Code of Conduct and Ethics policy addresses Fair Trade Practices under PART –A, clause no.3

### **Our Commitment:**

- ERDA acts and competes in a fair and open manner in the marketplace.
- ERDA projects its brand image in a fair and positive manner in the market to earn respect and confidence of our customers.
- ERDA offers fair and equal opportunity to all its vendors, suppliers and partners.
- ERDA is committed to maintain the highest ethical standards in its dealings to the satisfaction of all stakeholders.
- ERDA ensures that no improper demand is made by its employees or by anyone on its behalf.
- ERDA is committed to give maximum possible assistance to all the customers/partners to enable them to fulfill their responsibilities in time.
- ERDA will, during the tender process treat all bidders equally and ensure fair competition. ERDA has open and transparent process of tender Bid evaluation process and the same is governed by documented policy and procedure for Procurement.
- ERDA deals in a fair manner with all its customers

### **What we expect from Customers /Partners:**

- Customers/partners shall ensure compliance to the ERDA's Code of Conduct and Ethics policy is communicated to their employees, subsidiaries, business partners, subcontractors and any other persons involved in dealing with ERDA.
- Customers should provide all relevant documents required by ERDA for carrying out testing/calibration and services in a timely manner.
- Customers/partners must respect and obey all the applicable national and /or local laws and regulations including but not limited to, those related to labour, health, safety and environment.
- Customers/partners should conduct their business in accordance with the highest ethical standards while dealing with ERDA
- Customers /partners, while dealing with ERDA, should not offer, promise, authorize, give, demand or accept any gift, loan, fee, reward or other advantage to or from any person as an inducement; to do something which is dishonest, illegal or a breach of trust; to obtain, retain or direct business or to secure any other improper advantage.



- Customers /partners dealing with ERDA, are required to immediately disclose any situation that may appear as a conflict of interest and disclose to ERDA if any customer's employee may have an interest of any kind in ERDA's business or any kind of economic ties with ERDA or vice versa.
- Customers / partners must maintain the confidentiality of all confidential or proprietary information entrusted to them while dealing with ERDA.

### **Reporting of concerns and Complaints:**

Any complaints or reporting of violation of this policy can be made by the following means to the Principal Ethics Officer:

- Through a written complaint letter or email to [ethics.contact@erda.org](mailto:ethics.contact@erda.org)
- By dropping written complaints in the Ethics Boxes provided at each location of ERDA.

### **Violations:**

Any violation to this policy will be dealt with as per the latest applicable provisions of the Code of Conduct & Ethics Policy of ERDA.