

1.0 CORPORATE SOCIAL RESPONSIBILITY POLICY AND PROCEDURE

We at Delight International Movers understand that our organization, our business, our workforce our suppliers and customers are a part of the communities that we operate in and hence we do have a responsibility to ensure the sustainability, betterment of the community as a whole and also abide by the rules and regulation of the community.

We are committed to building positive relationships that contribute to the economic development and social wellbeing of communities where we operate. We believe that our strong commitment to the highest standards of corporate citizenship and sustainability strengthens our business, our workforce and the communities where we operate. To this effect we have developed implemented and will continuously improve a Corporate Social responsibility policy to guide us in our day to day work.

2.0 OUR SOCIAL ENVIRONMENT

We at Delight International Movers realise that we are an integral part of the communities that we operate in and that it is our responsibility to ensure the sustainability and overall betterment off the community.

- We identify and assess our contributions/impacts to social and cultural changes in the areas where we operate and develop appropriate strategies to respect the rights and cultures of local communities.
- We respect the law in countries/communities where we operate (Please refer to our ***IMS manual I6 and Annexure X10***).
- We collaborate with host governments, civil society, businesses and other stakeholders to make lasting contributions to social development, especially in the areas of education and health.
- We are committed to respecting all human rights where we operate.
- We seek to minimize any negative environmental, health and safety impact on our host communities as a result of our operations.

- We are committed to support the community by sourcing our supplies from the local community wherever possible.
- We aim to develop strong relationship with our suppliers and to support them in their growth and development.
- We are committed to provide our customers with quality services ensuring that all the requirements of the customers are collected and are met wherever its reasonably possible.
- We encourage to contribute positively to society through charitable activities, community engagement, and responsible business practices.
- We promote inclusivity and diversity within the workplace, valuing different perspectives and backgrounds.

3.0 PROFESSIONAL STANDARDS & BUSINESS CONDUCT

The main principles of our professional standards and Business Conduct are as below:

- We conduct our business to the highest standards of business and personal integrity.
- We are committed to transparency and good governance. We believe in fair and honest competition, and endorse and participate in all efforts which are designed to combat corruption and promote the rule of law. We ensure to engage in fair competition and avoiding anti-competitive practices or unfair advantages.
- (Please also refer to ***Anti bribery and anti-corruption policy and procedures Annexure X10 of the IMS Manual***).
- We endorse and respect the Universal Declaration of Human Rights (UDHR).
- We endorse and implement international voluntary initiatives designed to protect the environment (please refer to our HSE policy and procedure discussed in the IMS manual).
- We endorse and implement international voluntary initiatives designed to protect human rights.
- We provide training for employees to comply with our voluntary commitments, Code of Business Conduct and Ethics, Human Rights and related policies.

- We expect our contractors and suppliers to respect our Code of Business Conduct and Ethics and related policies, or to adopt equivalent standards, and to train their employees accordingly.
- We ensure to maintain a high level of professionalism in all interactions and communications, both within the organization and with external parties by ensuring service quality through rigorous quality control processes in various level of operations.
- Delight ensures to communicate truthfully and avoid misleading or deceptive practices in all business dealings.
- We safeguard sensitive and confidential information, respecting privacy and non-disclosure agreements.
- Ensures to take discussions base ethical principles and values, considering the impact on all stakeholders.
- We deal issues professionally and handle conflicts and disputes in a fair, respectful, and timely manner, seeking mutually beneficial solutions.
- We adopt environmentally responsible practices, minimizing negative environmental impact.
- Delight ensures to maintain ethical relationships with suppliers, ensuring fair treatment and ethical sourcing.
- We implement anti-corruption measures, including zero tolerance for bribery and unethical financial practices (**Ref: IMS policy X11_Anti bribery & anti-corruption Policy_R3**).
- Delight ensures to be transparent in financial reporting, disclosure, and communication with stakeholders.
- We protect sensitive data and customer information from breaches and cyber threats (**Ref: X12_Data privacy Policy and procedure_R3, X17_Delight Investment Group IT POLICY V.7.0_R3**).
- We hold individuals and the organization accountable for their actions and decisions.
- We continuously assess our performances in different levels and improve business conduct policies and practices.

These bullet points outline key principles and behaviors that contribute to ethical and responsible business conduct. Adhering to these principles can help build trust, enhance reputation, and foster long-term success in the business world.

3.0 PROCEDURES

Delight undertakes that those associated with the organization will conduct themselves ethically and in accordance with what are generally accepted as "standard business practices." The increasingly multifaceted relationships that have evolved between Delight and the numerous individuals, companies, and other groups, with which it deals, require that persons representing Delight exercise a high degree of personal responsibility, integrity, and sound judgment.

Each employee should be familiar with the policies and procedural guidelines that cover the business activities that are his/her responsibility. This requirement will vary significantly depending on the employee's position.

It is hoped that by clearly setting forth the standards of behavior that Delight expects from its employees, any misunderstandings will be minimized, and any doubtful situation can be brought to the attention of the responsible administrator and resolved.

Any employee who has a question about these issues, or the policies governing them, that cannot be answered by his/her supervisor is encouraged to direct the question to Human Resources Department who can direct them to the appropriate resource person.

4.0 OUR PEOPLE

Delight International Movers Realise that our people are the most important asset that our organization has and also believes that the growth of our company should also result in the growth of our employees both socially as well as intellectually.

The main principles of our peoples policy are as below:

- We support the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work
- We do not permit the employment of under-age children in our workforce or the use of forced or compulsory labor in any of our global operations
- We are committed to diversity and provide equal employment opportunities to all employees and job applicants regardless of race, color, sex, age, sexual orientation, creed, national origin or disability
- We do not tolerate any form of workplace harassment including sexual harassment of an employee or employment candidate.
- We recognize and respect our employees' right to join associations and choose representative organizations for the purpose of engaging in collective bargaining in a manner that is consistent with applicable laws, rules, regulations and local customs.
- We are committed to providing challenging and rewarding career opportunities to ensure that we have a skilled, capable and energized workforce.
- We provide learning opportunities for employees to maximize their potential and ensure that the company achieves its business objectives.
- The health and safety of our employees and neighbors is a paramount concern. Our Environment, Health and Safety policy (please see our IMS manual) addresses these areas in greater detail.
- We ensure to treat colleagues, clients, customers, and competitors with respect, regardless of their background or position.

5.0 POLICY AGAINST WORKPLACE HARASSMENT & DISCRIMINATION

Delight International Movers is committed to providing a work environment for all employees that is free from sexual harassment and other types of discriminatory harassment. Employees are expected to conduct themselves in a professional manner and to show respect for their co-workers.

Delight International Movers' commitment begins with the recognition and



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acknowledgment that sexual harassment and other types of discriminatory harassment are, of course, unlawful.

To reinforce this commitment, Delight International Movers has developed a policy against harassment and a reporting procedure for employees who have been subjected to or witnessed harassment. This policy applies to all work-related settings and activities, whether inside or outside the workplace, and includes business trips and business-related social events. Delight International Movers' property (e.g. telephones, copy machines, facsimile machines, computers, and computer applications such as e-mail and Internet access) may not be used to engage in conduct that violates this policy.

Delight International Movers' policy against harassment covers employees and other individuals who have a relationship with Delight International Movers which enables Delight International Movers to exercise some control over the individual's conduct in places and activities that relate to Delight International Movers' work (e.g. directors, officers, contractors, vendors, volunteers, etc.).

Prohibition of Sexual Harassment: Delight International Movers' policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature, when: (1) submission to such conduct is made an express or implicit condition of employment; (2) submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual who submits to or rejects such conduct; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile, humiliating, or offensive working environment.

While it is not possible to list all of the circumstances which would constitute sexual harassment, the following are some examples: (1) unwelcome sexual advances -- whether they involve physical touching or not; (2) requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment; or (3) coerced sexual acts.



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Depending on the circumstances, the following conduct may also constitute sexual harassment: (1) use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; (2) sexually oriented comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess; (3) displaying sexually suggestive objects, pictures, cartoons; (4) unwelcome leering, whistling, deliberate brushing against the body in a suggestive manner; (5) sexual gestures or sexually suggestive comments; (6) inquiries into one's sexual experiences; or (7) discussion of one's sexual activities.

While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make co-workers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action regardless of whether it is unlawful.

It is also unlawful and expressly against Delight International Movers policy to retaliate against an employee for filing a complaint of sexual harassment or for cooperating with an investigation of a complaint of sexual harassment.

Prohibition of Other Types of Discriminatory Harassment: It is also against Delight International Movers' policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, gender, religion, sexual orientation, age, national origin, disability, or other protected category (or that of the individual's relatives, friends, or associates) that: (1) has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

Depending on the circumstances, the following conduct may constitute discriminatory harassment: (1) epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or hostile acts that relate to race, color, gender, religion, sexual orientation, age, national origin, or disability; and (2) written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, sexual orientation, age, national



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origin, or disability and that is circulated in the workplace, or placed anywhere in Delight International Movers' premises such as on an employee's desk or workspace or on Delight International Movers' equipment or bulletin boards. Other conduct may also constitute discriminatory harassment if it falls within the definition of discriminatory harassment set forth above.

It is also against Delight International Movers' policy to retaliate against an employee for filing a complaint of discriminatory harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

Reporting of Harassment: If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any employee of Delight International Movers, you should report the incident immediately to your supervisor or to the HR manager. Possible harassment by others with whom Delight International Movers has a business relationship, including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken.

Delight International Movers will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would generally include a private interview with the person making a report of harassment. It would also generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation. Delight International Movers' goal is to conduct a thorough investigation, to determine whether harassment occurred, and to determine what action to take if it is determined that improper behavior occurred.

If Delight International Movers determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, Delight International Movers will inform the employee who made the complaint of the results of the investigation.

Compliance with this policy is a condition of each employee’s employment. Employees are encouraged to raise any questions or concerns about this policy or about possible discriminatory harassment with the HR manager or Executive Director. In the case where the allegation of harassment is against the Executive Director, please notify the staff member designated as HR Manager.

6.0 PROMOTIONS AND TRANSFERS

In filling positions at Delight, preference is given whenever possible to qualified persons currently employed at Delight, with factors such as ability, experience, potential for growth, and the affirmative action goals taken into consideration. Employees are encouraged to express interest in positions for which they believe they are qualified.

7.0 EMPLOYMENT OF RELATIVES

Employment of relatives is permitted, except in circumstances where an appointment would place related people in supervisory and subordinate roles within the same office or department, or in a situation where influence could be exerted, directly or indirectly, on future decisions concerning the status of employment, promotion, or compensation.

8.0 Document change history



Doc Number	Revision	Date	Remark
X16	R0	02/03/2013	First Release
X16	R1	15/04/2016	First Revision
X16	R2	09/04/2018	Second Revision
X16	R3	06/03/2021	Third revision
X16	R4	12/03/2024	Fourth revision
X16	R5	05/02/2025	Fifth revision

9.0 Approval



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	Name	Designation	Date	Signature
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