

# **Privacy Policy (CARES)**

## **Introduction**

CARES – Center for Advanced Research in Experiential Studies – values the privacy of our participants, clients, and partners. This Privacy Policy explains how we collect, use, store, and protect your personal and corporate data.

## **Information We Collect**

- Participant details: names, contact information, professional background, feedback.
- Corporate data: organizational information shared during consultancy or training engagements.
- Technical data: website usage, cookies, and analytics.

## **How We Use Your Data**

- To deliver training, consultancy, and research services.
- To improve program design and participant experience.
- To communicate updates, certifications, and opportunities.
- To comply with legal and regulatory requirements.

## **Data Sharing & Security**

- CARES does not sell or rent personal data.
- Data may be shared with trusted partners or service providers strictly for operational purposes.
- We employ industry-standard security measures to protect against unauthorized access, alteration, or disclosure.

## **Your Rights**

- Access, correction, or deletion of your personal data.
- Opt-out of non-essential communications.
- Request clarification on how your data is used.

## **Contact**

For privacy-related concerns, please contact CARES at [insert email/contact].

## **Disclaimer**

- CARES provides consultancy, training, and research services intended for professional development and organizational growth.
- While we strive for accuracy and relevance, CARES makes no guarantees regarding outcomes, business performance, or specific results from applying our frameworks.
- All materials, case studies, and resources are for educational purposes only and should not be construed as legal, financial, or investment advice.
- CARES is not liable for any direct, indirect, or consequential damages arising from the use of our services, website, or materials.
- External links provided on our website are for convenience; CARES does not endorse or take responsibility for third-party content.

## **Terms and Conditions**

### **1. Acceptance of Terms**

By accessing or using the CARES website, services, or training programs, you agree to these Terms and Conditions.

### **2. Services**

CARES offers management consultancy, corporate training,

and research-based interventions. Service details, fees, and deliverables will be outlined in specific agreements with clients.

### **3. Intellectual Property**

- All content, frameworks, and materials provided by CARES are proprietary.
- Participants and clients may use materials for internal learning but may not reproduce, distribute, or commercialize them without written consent.

### **4. Participant Responsibilities**

- Provide accurate information during registration or engagement.
- Respect confidentiality of shared case studies and peer contributions.
- Adhere to professional conduct during CARES programs.

### **5. Payment & Refunds**

- Fees must be paid as agreed in contracts or program registrations.
- Refunds, if applicable, will follow CARES' stated policy for cancellations or withdrawals.

### **6. Limitation of Liability**

CARES is not responsible for losses or damages resulting from reliance on training or consultancy outcomes.

### **7. Governing Law**

These Terms and Conditions are governed by the laws of India. Any disputes shall be subject to the jurisdiction of courts in Kolkata, West Bengal.

## **CARES Quality Statement**

At CARES – Center for Advanced Research in Experiential Studies – quality is not just a standard, it is our promise. As an ISO 9001:2015 certified organisation, we are committed to delivering consultancy and training solutions that consistently meet and exceed client expectations. We integrate rigorous processes, evidence-based frameworks, and experiential methodologies to ensure that every engagement creates measurable impact, fosters trust, and advances organizational growth.

## **CARES Quality Policy**

### **Commitment to Excellence**

CARES is dedicated to providing management consultancy, corporate training, and research services of the highest quality. Our policy is to uphold international standards while tailoring solutions to the contextual needs of our clients, ensuring relevance, resonance, and sustainability.

### **Core Principles of Our Quality Policy**

- **Client-Centric Approach**

We design and deliver solutions that are aligned with client objectives, ensuring measurable business outcomes and long-term value creation.

- **Continuous Improvement**

CARES embraces a culture of reflection, innovation, and feedback. We continually refine our processes, methodologies, and delivery mechanisms to enhance effectiveness and efficiency.

- **Compliance & Integrity**

We adhere strictly to ISO 9001:2015 requirements, legal regulations, and ethical standards, ensuring transparency and accountability in all our operations.

- **Experiential Excellence**

Our training and consultancy are rooted in experiential learning, narrative-driven frameworks, and emotional intelligence, enabling participants to translate knowledge into practice.

- **Capacity Building**

We empower trainers, leaders, and organizations to become catalysts of transformation by equipping them with tools, strategies, and mindsets that are future-ready.

- **Stakeholder Engagement**

CARES values collaboration and co-creation. We actively engage with clients, participants, and partners to ensure that our services reflect shared aspirations and collective growth.

### **Implementation & Review**

- Quality objectives are defined, monitored, and reviewed regularly to ensure alignment with organizational goals.
- Internal audits, participant feedback, and performance metrics are systematically used to evaluate and improve our services.
- Leadership at CARES takes responsibility for fostering a quality-driven culture across all levels of the organisation.

### **Equal Opportunity Employment and DEI Policy**

## **Statement of Commitment**

CARES – Center for Advanced Research in Experiential Studies – is committed to fostering a workplace that values diversity, equity, and inclusion. We believe that every individual brings unique perspectives and strengths that enrich our organisation and enhance the impact of our consultancy and training services.

## **Policy Principles**

- **Non-Discrimination:** CARES does not discriminate on the basis of race, caste, religion, gender, sexual orientation, age, disability, marital status, or any other protected characteristic.
- **Merit-Based Employment:** Recruitment, promotion, and professional development are based solely on qualifications, performance, and potential.
- **Inclusive Environment:** We actively cultivate a culture of respect, empathy, and collaboration, ensuring that all employees feel valued and empowered.
- **Accessibility:** CARES strives to provide equal access to opportunities, resources, and facilities for all employees, including those with disabilities.
- **Continuous Learning:** We invest in training and awareness programs to promote inclusivity, unconscious bias reduction, and equitable practices across all levels of the organisation.

## **Implementation & Accountability**

- Managers and leaders are responsible for upholding equal opportunity principles in their teams.

- Regular reviews and audits ensure compliance with applicable labour laws and CARES' ethical standards.
- Employees are encouraged to report concerns without fear of retaliation, and CARES commits to fair investigation and resolution.

## **No-Child Labour Policy**

### **Statement of Commitment**

CARES unequivocally prohibits the use of child labour in any form, in alignment with international conventions, national labour laws, and our ethical responsibility as an ISO 9001:2015 certified organisation.

### **Policy Principles**

- **Strict Prohibition:** CARES does not employ individuals below the legal minimum age of employment as defined by applicable laws.
- **Supply Chain Responsibility:** We require all vendors, partners, and contractors to adhere to the same standards, ensuring that child labour is not used in any part of our operations or supply chain.
- **Monitoring & Compliance:** CARES conducts due diligence, audits, and contractual obligations to enforce compliance with this policy.
- **Awareness & Training:** Employees and partners are educated on the importance of preventing child labour and identifying risks in operations or partnerships.
- **Remediation & Support:** If child labour is identified in any associated entity, CARES will take immediate corrective action, including termination of contracts and

support for rehabilitation and education of affected children.

## **Ethical Foundation**

This policy reflects CARES' belief that every child has the right to education, safety, and a childhood free from exploitation. Upholding this principle is integral to our mission of creating transformative, ethical, and sustainable organisational practices.

## **CARES POSH Policy**

### **Prevention of Sexual Harassment at Workplace**

#### **1. Policy Statement**

CARES – Center for Advanced Research in Experiential Studies – is committed to providing a safe, respectful, and inclusive workplace free from sexual harassment. We uphold dignity, equality, and integrity as foundational values, ensuring that every employee, participant, and partner experiences CARES as a space of trust and empowerment.

#### **2. Scope**

This policy applies to:

- All employees, consultants, trainers, interns, and volunteers of CARES.
- Participants in CARES training programs and corporate engagements.
- Visitors, vendors, and partners interacting with CARES.
- All CARES workplaces, including physical offices, training venues, client sites, and virtual/online platforms.

#### **3. Definition of Sexual Harassment**

As per the *Sexual Harassment of Women at Workplace Act, 2013*, sexual harassment includes any unwelcome act or behavior (direct or implied) such as:

- Physical contact and advances.
- Demand or request for sexual favors.
- Sexually colored remarks, jokes, or gestures.
- Showing pornography or sexually explicit material.
- Any other unwelcome physical, verbal, or non-verbal conduct of sexual nature.

#### **4. Objectives of the Policy**

- Prevent sexual harassment through awareness, training, and sensitization.
- Provide a robust mechanism for reporting and redressal.
- Ensure confidentiality, fairness, and non-retaliation in handling complaints.
- Promote a culture of respect, empathy, and accountability.

#### **5. Internal Complaints Committee (ICC)**

CARES has constituted an **Internal Complaints Committee (ICC)** in compliance with the Act.

- The ICC includes a Presiding Officer (senior woman employee), members from CARES, and an external member experienced in women's rights or workplace issues.
- The ICC is empowered to receive, investigate, and recommend action on complaints of sexual harassment.
- The ICC ensures impartiality, confidentiality, and timely resolution.

#### **6. Procedure for Complaint & Redressal**

- **Filing a Complaint:** Any aggrieved person may file a written complaint to the ICC within 3 months of the incident.
- **Investigation:** The ICC will conduct a fair inquiry, giving both parties an opportunity to be heard.
- **Action:** Based on findings, appropriate disciplinary action will be recommended, which may include warning, suspension, termination, or other measures.
- **Confidentiality:** All proceedings are confidential; disclosure of identities or details is strictly prohibited.

## 7. Roles & Responsibilities

- **Employees & Participants:** Respect workplace dignity, refrain from harassment, and report concerns.
- **Managers & Leaders:** Foster a safe environment, support awareness initiatives, and cooperate with ICC processes.
- **Organisation:** Provide resources, training, and full support to ICC for effective implementation.

## 8. Awareness & Training

- CARES conducts regular workshops, sensitization sessions, and communication campaigns to build awareness.
- Training emphasizes empathy, respect, and CARES' experiential ethos of co-creation and dignity.

## 9. Non-Retaliation & Support

- CARES strictly prohibits retaliation against complainants or witnesses.
- Support mechanisms, including counseling and guidance, are available to affected individuals.

## 10. Review & Compliance

- This policy is reviewed annually to ensure compliance with law and alignment with CARES' values.
- CARES leadership is accountable for embedding POSH principles into organisational culture.

## CARES Code of Conduct Policy

### 1. Purpose & Philosophy

At CARES – Center for Advanced Research in Experiential Studies – our Code of Conduct is more than a set of rules; it is a living expression of our values. Rooted in integrity, empathy, and excellence, this Code guides how we work, learn, and collaborate. It ensures that every stakeholder—employees, trainers, participants, clients, and partners—experiences CARES as a space of trust, respect, and transformation.

### 2. Scope

This Code applies to:

- All employees, consultants, trainers, interns, and volunteers of CARES.
- Participants in CARES programs and corporate engagements.
- Vendors, contractors, and partners associated with CARES.
- All CARES workplaces, including offices, training venues, client sites, and virtual platforms.

### 3. Core Principles of Conduct

◆ Integrity & Honesty

- Act with transparency, fairness, and accountability in all professional dealings.
- Avoid conflicts of interest and disclose any potential concerns promptly.
- Uphold confidentiality of participant, client, and corporate data.

#### ◆ Respect & Inclusion

- Treat all individuals with dignity, irrespective of race, caste, religion, gender, age, sexual orientation, or disability.
- Foster an inclusive environment where diverse perspectives are valued.
- Strictly adhere to CARES' Equal Opportunity Employment Policy and POSH Policy.

#### ◆ Professional Excellence

- Deliver services with competence, diligence, and continuous improvement.
- Maintain high standards of quality in consultancy, training, and research.
- Respect intellectual property rights and avoid plagiarism or misuse of resources.

#### ◆ Ethical Responsibility

- Uphold CARES' No-Child Labour Policy and ensure ethical practices across operations and supply chains.
- Avoid bribery, corruption, or any unethical inducements.
- Ensure compliance with all applicable laws, regulations, and ISO 9001:2015 standards.

#### ◆ Safe & Supportive Workplace

- Promote health, safety, and well-being of all employees and participants.
- Report unsafe practices, harassment, or misconduct immediately.
- Support colleagues and participants in creating a positive learning environment.

#### **4. Responsibilities of Employees & Trainers**

- **Compliance:** Adhere to CARES' policies, procedures, and legal requirements.
- **Confidentiality:** Protect sensitive data and respect privacy of clients and participants.
- **Conduct:** Demonstrate professionalism in communication, attire, and behavior.
- **Learning Mindset:** Engage in continuous development and contribute to CARES' culture of innovation.

#### **5. Responsibilities of Leadership**

- Lead by example, embodying CARES' values in decision-making and conduct.
- Ensure fair treatment, equal opportunity, and transparent communication.
- Provide resources, training, and support to uphold this Code.
- Take accountability for embedding ethical practices across the organisation.

#### **6. Reporting & Redressal**

- Employees and participants are encouraged to report violations of this Code without fear of retaliation.

- CARES provides confidential channels for reporting concerns, including misconduct, harassment, or unethical practices.
- All complaints will be investigated fairly, and corrective actions will be taken promptly.

## **7. Disciplinary Action**

Violations of this Code may result in disciplinary measures, including warnings, suspension, termination, or legal action, depending on severity.

## **8. Continuous Review**

- This Code is reviewed annually to ensure relevance, compliance, and alignment with CARES' evolving mission.
- Feedback from employees, participants, and partners is integrated into revisions.

## **9. Our Commitment**

At CARES, the Code of Conduct is not merely compliance—it is culture. It reflects our belief that ethical, respectful, and transformative practices are the foundation of sustainable success. By living this Code, we honor our responsibility to clients, participants, society, and ourselves.

## **Corporate Social Responsibility (CSR) Policy**

### **Policy Statement**

CARES – Center for Advanced Research in Experiential Studies – is committed to contributing positively to society through sustainable practices, community engagement, and ethical consultancy and training. CSR is integral to our

mission of creating transformative learning and organisational growth.

## **Objectives**

- Promote education, skill development, and capacity building in underserved communities.
- Support initiatives that advance financial literacy, inclusion, and empowerment.
- Adopt environmentally sustainable practices in operations, training, and travel.
- Partner with NGOs, academic institutions, and social enterprises for collective impact.

## **Implementation**

- Allocate resources annually for CSR initiatives.
- Encourage employee participation in volunteering and community projects.
- Monitor and report CSR activities transparently to stakeholders.

## **Whistleblower Policy**

### **Policy Statement**

CARES is committed to integrity, transparency, and accountability. This policy ensures that employees,

participants, and stakeholders can report unethical practices without fear of retaliation.

## **Scope**

Covers reporting of:

- Fraud, corruption, or financial irregularities.
- Harassment, discrimination, or violation of CARES' Code of Conduct.
- Breach of legal, regulatory, or ethical obligations.

## **Mechanism**

- Reports can be made confidentially to the designated Whistleblower Officer or via secure channels.
- All complaints will be investigated fairly and promptly.
- Whistleblowers are protected against retaliation, victimisation, or discrimination.

## **Accountability**

Leadership ensures corrective action and communication of outcomes while maintaining confidentiality.

## **Conflict of Interest Policy**

### **Policy Statement**

CARES requires employees, trainers, and consultants to act in the best interest of the organisation and its clients, avoiding situations where personal interests conflict with professional responsibilities.

### **Examples of Conflicts**

- Personal financial interests in vendors or clients.
- Dual employment or consultancy that compromises CARES' commitments.

- Using CARES' resources for personal gain.

## **Responsibilities**

- Employees must disclose potential conflicts to management or HR.
- Leadership will assess and manage conflicts transparently.
- Failure to disclose may result in disciplinary action.

## **Principle**

Integrity and transparency are the foundation of CARES' consultancy and training engagements.



## Data Governance & Information Security Policy

### **Policy Statement**

CARES recognises that data is a critical asset. We are committed to protecting participant, client, and corporate data through robust governance and security measures, in compliance with ISO 9001:2015, GDPR, and the Indian IT Act.

### **Scope**

Applies to all data collected, stored, processed, or transmitted by CARES, including:

- Participant and employee personal information.
- Corporate client data shared during consultancy.
- Digital records, training materials, and research outputs.

### **Principles**

- **Confidentiality:** Access to data is restricted to authorised personnel only.
- **Integrity:** Data must be accurate, complete, and protected from unauthorised modification.

- **Availability:** Systems must ensure timely access to data for authorised users.
- **Compliance:** Adherence to GDPR, Indian IT Act, and ISO standards.

### **Implementation**

- Use of secure servers, encryption, and firewalls.
- Regular audits and vulnerability assessments.
- Employee training on data protection and cybersecurity.
- Incident response protocols for breaches.

### **Rights of Individuals**

- Access, correction, and deletion of personal data.
- Right to withdraw consent for non-essential data use.

## **People & Workplace Policies**

### **1. Workplace Diversity & Inclusion Policy**

#### **Statement**

CARES is committed to building a workplace that celebrates diversity and fosters inclusion. We believe that varied perspectives enrich our consultancy and training outcomes.

#### **Principles**

- Equal opportunity in recruitment, promotion, and development.
- Respect for cultural, linguistic, and social diversity.
- Zero tolerance for discrimination or bias.
- Training programs to raise awareness of unconscious bias and inclusive practices.

#### **Implementation**

- Regular audits of diversity metrics.
- Inclusive design of training programs and materials.

- Encouragement of employee resource groups and cross-cultural collaboration.

## 2. Health, Safety & Environment (HSE) Policy

### **Statement**

CARES prioritises the health, safety, and well-being of employees, participants, and partners, while promoting environmental sustainability.

### **Principles**

- Safe working conditions in offices, training venues, and client sites.
- Emergency preparedness through drills, first aid, and evacuation protocols.
- Compliance with occupational health and safety laws.
- Minimising environmental impact through sustainable practices.

### **Implementation**

- Regular risk assessments and safety audits.
- Employee training on safety protocols.
- Adoption of eco-friendly materials, reduced travel emissions, and digital alternatives.

## 3. Remote Work & Digital Conduct Policy

### **Statement**

CARES embraces flexible work arrangements and digital collaboration, ensuring professionalism and security in virtual environments.

### **Principles**

- Clear expectations for online meetings, training sessions, and digital communication.
- Respectful and inclusive conduct in virtual interactions.

- Secure use of digital platforms, with adherence to data protection standards.
- Balance between flexibility and accountability.

### **Implementation**

- Guidelines for video conferencing etiquette.
- Secure access protocols for remote systems.
- Monitoring and support for productivity and well-being in remote work.

## **4. Employee Wellness Policy**

### **Statement**

CARES values holistic well-being, recognising that employee health and balance drive organisational success.

### **Principles**

- Promotion of mental health awareness and support.
- Encouragement of work-life balance through flexible schedules.
- Access to wellness resources, counselling, and fitness initiatives.
- Respect for personal boundaries and rest periods.

### **Implementation**

- Regular wellness workshops.
- Confidential support channels for employees.
- Integration of wellness goals into organisational culture.

## **CARES Training & Learning Policies**

### **1. Learning & Development Policy**

#### **Policy Statement**

CARES – Center for Advanced Research in Experiential

Studies – is committed to continuous learning and professional growth for employees, trainers, and participants. We believe that learning is both a science and an art, requiring rigor, reflection, and resonance.

### **Objectives**

- Build a culture of lifelong learning and skill enhancement.
- Align employee and trainer development with organisational goals and client needs.
- Integrate experiential, narrative-driven, and emotionally intelligent methodologies into all programs.
- Encourage innovation, adaptability, and future-readiness.

### **Implementation**

- Annual learning plans for employees and trainers.
- Access to internal and external training resources, certifications, and workshops.
- Regular performance reviews linked to learning outcomes.
- Investment in digital learning platforms and blended learning models.

### **Review**

This policy is reviewed annually to ensure relevance to evolving industry trends and CARES' mission.

## **2. Certification & Credentialing Policy**

### **Policy Statement**

CARES certifications, including CPFIT and other programs, are designed to uphold credibility, recognition, and

professional excellence. This policy governs the issuance, renewal, and recognition of certifications.

## **Objectives**

- Ensure transparency and fairness in certification processes.
- Maintain rigorous standards of assessment and evaluation.
- Provide participants with credentials that are nationally and globally respected.
- Safeguard the integrity of CARES' certification system through secure and verifiable mechanisms.

## **Implementation**

- Clear eligibility criteria for certification programs.
- Structured evaluation processes to determine certification outcomes.
- Secure issuance of digital badges and certificates with unique identifiers.
- Renewal requirements to ensure ongoing competence and relevance.
- Recognition of certifications as professional credentials within industry networks.

## **Review**

Certification criteria and processes are periodically updated to reflect industry best practices and regulatory requirements.

## **3. Assessment & Evaluation Policy**

### **Policy Statement**

CARES is committed to fairness, transparency, and rigor in evaluating participants across all training and consultancy

programs. Assessments are designed to measure not only knowledge but also application, reflection, and impact.

## **Objectives**

- Ensure assessments are aligned with learning outcomes and program objectives.
- Provide transparent criteria and processes for evaluation.
- Incorporate diverse methods of assessment, including case studies, simulations, peer feedback, and reflective exercises.
- Use evaluation results to improve program design and participant experience.

## **Implementation**

- Clear communication of assessment criteria to participants at program outset.
- Use of standardized rubrics and scoring systems to ensure consistency.
- Confidentiality and integrity in handling participant results.
- Opportunities for participants to receive constructive feedback and appeal decisions if necessary.
- Integration of evaluation data into CARES' continuous improvement cycle.

## **Review**

Assessment frameworks are reviewed annually to ensure fairness, relevance, and alignment with CARES' quality standards.

## **Client & Partner Policies**

### **1. Client Confidentiality & Non-Disclosure Policy**

## **Policy Statement**

CARES – Center for Advanced Research in Experiential Studies – is committed to safeguarding all sensitive information shared by clients during consultancy, training, and research engagements. Confidentiality is the cornerstone of trust and integrity in our partnerships.

## **Scope**

- Applies to all employees, trainers, consultants, and contractors of CARES.
- Covers all forms of client data: financial, operational, strategic, and personal.
- Includes both physical and digital records, presentations, and communications.

## **Principles**

- **Confidentiality:** All client information is treated as strictly confidential and used only for agreed purposes.
- **Non-Disclosure:** CARES employees and associates are prohibited from sharing client data with third parties without explicit written consent.
- **Data Security:** Robust systems, encryption, and access controls are employed to protect client data.
- **Legal Compliance:** CARES adheres to applicable data protection laws, including GDPR and the Indian IT Act.

## **Implementation**

- Mandatory signing of Non-Disclosure Agreements (NDAs) with clients and partners.
- Restricted access to sensitive data based on role and necessity.

- Regular audits and monitoring of confidentiality practices.
- Immediate corrective action in case of breach, including disciplinary measures.

## 2. Vendor & Partner Compliance Policy

### Policy Statement

CARES ensures that all vendors, suppliers, and partners operate in alignment with our ethical standards. We expect collaborators to uphold principles of sustainability, human rights, and integrity.

### Scope

- Applies to all third-party vendors, contractors, and strategic partners engaged by CARES.
- Covers procurement, outsourcing, and collaborative projects.

### Principles

- **No Child Labour:** Vendors must strictly prohibit child labour in their operations and supply chains.
- **Fair Labour Practices:** Compliance with labour laws, fair wages, and safe working conditions is mandatory.
- **Sustainability:** Vendors must adopt environmentally responsible practices, including waste reduction and resource efficiency.
- **Ethical Conduct:** Vendors must avoid corruption, bribery, and unethical practices.
- **Transparency:** Vendors must disclose relevant compliance information when requested.

### Implementation

- Vendor contracts include compliance clauses aligned with CARES' standards.
- Periodic audits and assessments of vendor practices.
- Immediate termination of contracts in case of non-compliance.
- Preference for vendors who demonstrate innovation in sustainability and ethical practices.

### **3. Service Delivery & Feedback Policy**

#### **Policy Statement**

CARES is committed to delivering consultancy and training services that meet and exceed client expectations. Feedback is integral to our continuous improvement cycle and ensures that our services remain relevant, impactful, and transformative.

#### **Scope**

- Applies to all consultancy projects, training programs, and research engagements.
- Covers feedback from clients, participants, and partners.

#### **Principles**

- **Quality Assurance:** Services are delivered in line with CARES' ISO 9001:2015 standards.
- **Transparency:** Clear communication of deliverables, timelines, and expectations.
- **Responsiveness:** Prompt resolution of client concerns and participant queries.
- **Continuous Improvement:** Feedback is systematically collected, analysed, and integrated into program design.

#### **Implementation**

- Structured feedback mechanisms (surveys, interviews, digital forms) at the end of each engagement.

- Regular review meetings with clients to assess satisfaction and outcomes.
- Documentation of feedback and corrective actions taken.
- Sharing of improvements and innovations with clients to demonstrate responsiveness.

## **Sustainability & Ethics Policies**

### **1. Environmental Sustainability Policy**

#### **Policy Statement**

CARES – Center for Advanced Research in Experiential Studies – is committed to minimising its environmental footprint and promoting sustainable practices across all operations, training, and consultancy engagements. We believe that organisational growth must align with ecological responsibility.

#### **Objectives**

- Integrate eco-friendly practices into training, travel, and daily operations.
- Reduce resource consumption and waste generation.
- Encourage digital and blended learning to minimise paper and travel usage.
- Partner with vendors and clients who share CARES' sustainability values.

#### **Implementation**

- Adoption of energy-efficient technologies and digital platforms.
- Preference for sustainable venues, materials, and logistics in training programs.

- Encouragement of virtual meetings and remote collaboration to reduce travel emissions.
- Waste segregation, recycling, and reduction initiatives in offices and training sites.
- Awareness campaigns to sensitise employees and participants about sustainability.

### **Review**

This policy is reviewed annually to incorporate new sustainability practices and global environmental standards.

## **2. Ethics & Anti-Corruption Policy**

### **Policy Statement**

CARES upholds the highest standards of integrity and transparency. We strictly prohibit bribery, corruption, and unethical inducements in all engagements, ensuring that our consultancy and training services remain credible and trustworthy.

### **Scope**

- Applies to all employees, trainers, consultants, vendors, and partners.
- Covers financial transactions, procurement, client engagements, and certifications.

### **Principles**

- **Zero Tolerance:** Bribery, kickbacks, and facilitation payments are strictly prohibited.
- **Transparency:** All financial dealings must be documented and auditable.
- **Integrity:** Decisions must be based on merit, fairness, and organisational values.

- **Compliance:** Adherence to Indian laws, ISO 9001:2015 standards, and international anti-corruption frameworks.

### **Implementation**

- Mandatory training for employees on ethical conduct and anti-corruption practices.
- Whistleblower mechanisms to report unethical behaviour confidentially.
- Regular audits to detect and prevent irregularities.
- Immediate disciplinary action, including termination or legal proceedings, in case of violations.

## **3. Fair Competition Policy**

### **Policy Statement**

CARES is committed to operating with integrity and fairness in the consultancy and training market. We believe that healthy competition fosters innovation, quality, and trust.

### **Objectives**

- Ensure that CARES' services are marketed and delivered honestly, without misrepresentation.
- Compete on the basis of quality, innovation, and value creation.
- Avoid practices that unfairly disadvantage competitors or mislead clients.

### **Principles**

- **Integrity in Marketing:** CARES will not make false claims or disparage competitors.
- **Respect for Intellectual Property:** Proprietary frameworks and materials of competitors will be respected.

- **Transparency in Pricing:** Fees will be fair, transparent, and aligned with the value delivered.
- **Client Choice:** CARES respects the right of clients to evaluate and choose among providers.

### **Implementation**

- Clear guidelines for ethical marketing and client engagement.
- Training employees on fair competition practices.
- Monitoring of market conduct to ensure compliance.
- Immediate corrective action in case of violations.