

# **TATA MOTORS**

## **Dealer Code of Conduct**





## **Tata Motors Dealer Code of Conduct**

The Tata Code of Conduct (TCoC) represents the values and core principles that guide the conduct of every Tata business. At the Tata Group, we are committed to improve the quality of life of the communities we serve globally through long-term stakeholder value creation based on 'Leadership with Trust'. Tata Motors Ltd (TML) has epitomized the true spirits of Ethics in its interactions with all its stakeholders – be it the Customers, Suppliers, Employees, Shareholders, the Government or the Society at large.

TML follows the Tata Code of Conduct (TCoC) globally and expect all Dealers to adhere to the same principles of TCoC.

“**Dealer**” here means any business, company, corporation, distributors, person or other entity that provides, sells or seeks to sell, any kind of goods or services to TML, including the Dealer’s employees, agents and other representatives.

### **1) Products and Services**

The Dealer shall be committed to supplying products and services of high quality that meet all applicable standards. The products and services offered shall comply with applicable laws, including product packaging, labelling and after-sales service obligations. The Dealer shall market its products and services on their own merits and not make unfair or misleading statements about the products and services of competitors.

### **2) Regulatory Compliance**

The Dealer shall comply with all applicable laws and regulations, both in letter and in spirit, in all the territories in which it operates.

### **3) Bribery and Corruption**

The Dealer shall not engage in any form of bribery or corruption.

### **4) Human Rights**

- a) The Dealer shall not employ children at their workplaces.
- b) The Dealer shall not use forced labour in any form.

### **5) Gifts and Hospitality**

Business gifts and hospitality are sometimes used in the normal course of business activity. However, if offers of gifts or hospitality (including entertainment or travel) are frequent or of substantial value, they may create the perception of, or an actual conflict of interest or an 'illicit payment'. Therefore, gifts and hospitality given or received should be modest in value and appropriate, and in compliance with TML’s Gifts and Hospitality policy.

The Dealer shall neither receive nor offer or make, directly or indirectly, any illegal payments, remunerations, gifts, donations or comparable benefits that are intended, or perceived, to obtain uncompetitive favours for the conduct of its business with TML.

### **6) Health and Safety**

The Dealer shall strive to provide a safe, healthy and clean working environment for its employees.





## **7) Environment**

The Dealer shall strive for environmental sustainability, particularly with regard to the emission of greenhouse gases, consumption of water and energy and the management of waste and hazardous materials. The Dealer shall endeavour to offset the effect of climate change in its activities.

## **8) Conflict of Interest**

The Dealer shall not engage into a financial or any other relationship with a TML employee that creates any actual or potential conflict of interest for TML. The Dealer understands that a conflict of interest arises when the personal interests of the TML employee are inconsistent with the responsibilities of his/her position with the company.

All such conflicts must be disclosed. Even the appearance of a conflict of interest can be damaging to TML and to the Dealers, and are to be disclosed and approved in advance by TML management.

## **9) Third Party Representation**

- a) The Dealer shall represent our company (including Tata brand) only with duly authorised written permission from our company. They are expected to abide by the Code in their interactions with, and on behalf of us, including respecting the confidentiality of information shared with them.
- b) The Dealer shall safeguard the confidentiality on the use of intellectual property and data of TML.

## **10) Protecting Company Assets**

The assets of TML shall not be misused; they shall be employed primarily and judiciously for the purpose of conducting the business for which they are duly authorised. These include tangible assets such as equipment and machinery, systems, facilities, materials and resources as well as intangible assets such as proprietary information and intellectual property.

## **11) Fair Competition**

The Dealer shall not enter into any activity constituting anti-competitive behaviour such as abuse of market dominance, collusion, participate in cartels or inappropriate exchange of information with competitors.

## **12) Reporting Violations**

The Dealer shall notify TML regarding any known or suspected improper behaviour by the dealer relating to its dealings with TML, or any known or suspected improper behaviour by TML employees by email to: [ethicsoffice@tatamotors.com](mailto:ethicsoffice@tatamotors.com).

Reported violations will be treated confidentially without retaliation.





### TML Dealer Code of Conduct Compliance Commitment

We hereby confirm that we have received the TML Dealer Code of Conduct and commit to comply with it in letter and in spirit. We are also aware that these clauses/provisions form an integrated part of Dealer agreement, signed with TML.

We understand that TML reserves the right, upon reasonable notice, to check compliance with the requirements of Dealer Code of Conduct.

We understand that TML encourages its Dealers to implement their own binding Code of Conduct and agree that we will be responsible for complying obligations under this code. Failure to adherence to this code would attract the disciplinary consequences.

Company Name \_\_\_\_\_

Signature \_\_\_\_\_

Authorised Signatory  
with Company Stamp \_\_\_\_\_

Place \_\_\_\_\_

Date \_\_\_\_\_

