



Code of Business Conduct

Introduction

Ethical business is the responsibility of every professional around the globe, irrespective of the job title, cultural differences, regulations or laws and is critical in our business. We strive to undertake business practices being governed by integrity, honesty, quality and in compliance with all applicable laws. RPM is committed to continuously update and review the policies and has the right to modify or terminate the code for any reason at any time. This Code of Business Conduct represents the values and core principles that guide and helps us to continuously implement the corporate business principles at work.

Mission and Objective

In partnership with biotech, pharmaceutical and CRO clients, RPM Alliance sets the bar for quality, efficiency and cost effectiveness in all facets of clinical research and data management. RPM Alliance brings integrity and excellence to clinical research and data management services through strict quality standards, a strong commitment to timely turnaround and outstanding cost efficiencies.



Our Values

Passion for Excellence: We believe that near enough is never good enough; therefore, we strive to be the best, thoroughly committed, living by utmost quality standards, operating at our peak potential and delivering output that surpass our customer expectations.

Customer Focus: RPM believes in building constructive relationship with customers, ensuring that all aspects of the service are up to the mark and meets quality standards. RPM implements customer centric approach in all aspects of work providing tailored Clinical research services specific to client's requirement.

Teamwork, Communication and Proactiveness: We completely believe in maintaining a sound environment and proactiveness at work, avoiding conflict of interest with proper communication among team members and promoting dignity, respect and justice to every employee.



Our PRINCIPLES at Work

- We follow all the law and regulations complying with FDA, EMA, EU, DCGI etc.
- All members at rpm act with professionalism, integrity, and are conventional to the highest moral and ethical standards.
- We maintain sound working conditions and relationship built on acceptance, understanding, teamwork and respect for individual privacy.
- We respect our employees' right to privacy. We have no concern with their conduct outside our organization, unless such conduct affects their performance at work.
- Rpm believes in cost cutting, efficiency and reliability. We believe in delivering the best output with rapid turnaround.
- We protect confidentiality of our work and respect the right of third parties.
- We believe that continuous improvement is better than delayed perfection.



Section 1: Compliance To Law And Regulations

We support and adhere to all the applicable law, guidelines and regulation at all times. RPM employees shall also adhere to organization's internal rules and regulations as applicable

There shall be no excuses for not abiding by law and negligence to the same will be taken seriously.

Section 2: Quality Framework

Organizations depend on their clients and therefore we understand current and future client needs, meet their requirements and strive to surpass customer expectations.

-We ensure management of compliance with GCP, FDA and EMA.

-We conduct and execute activities in a systematic manner by creating and maintaining the internal environment where our resources can become fully involved in achieving the organization's objectives.

-Activities conducted by our resources are assessed, aligned and executed in a unified manner, seeking continuous improvement.

-We establish relationships with our clients that balance short-term gains with long-term considerations.



Section 3: Conflicts of Interest

Conflicts may occur under various situations, including but not limited to personal interests of an employee or the interests of a third party personal under professional settings or financial dealings. RPM takes care that neither our business nor interactions at organisation level create conflicts of interest among members, or inappropriately influence decisions.

If a conflict of interest arises, the issue should be reported or discussed with a supervisor or manager without delay to be dealt suitably.

Section 4: Data Privacy

RPM believes in protecting the result of our work and respect the right of third parties, including or employees, study subjects, investigators/physicians, and business associates.

RPM respects that third parties have a similar interest in protecting their confidential information. We ensure that private data is precise, complete and updated regularly.



Section 5: Equality and Harassment

RPM shall have fair, bias-free and transparent employee policies that support diversity and equality, in accordance with their rights and other provisions by law. We do not unfairly discriminate on any ground, including gender, age, race, caste, religion, ethnicity, marital status, sexual orientation, nationality, disability or any other category. We do not tolerate any form of harassment.

We recruit our employees solely based on proficiency, performance, experience, merit, competency and capability.

Section 6: Good working conditions

We offer our personnel a good working environment based on respect, integrity and dignity avoiding discrimination. We have fair disciplinary rules, which essentially include every employee's right to be heard.

We shall create good working conditions with patience, respect for individual privacy, mutual understanding and cooperation.



Section 7: Continuous Improvement and Professionalism

We will continuously strive to improve ourselves in terms of quality, value and our work.

RPM conducts all its operations in a professional and consistent manner to meet our client's expectations and believes in delivering quality output.

Section 8: Anti-Bribery and Anti-Corruption

We do not tolerate bribery or corruption of any kind. Our employees and those representing us shall not make or accept payments or any transfers of value that could be construed as a bribe, otherwise improper, corrupt, illegal or improper payments or comparable benefits that are intended or perceived to obtain unnecessary favours for the conduct of our business.

If any type of bribery or corruption is identified at any level, it must be immediately reported to a responsible personnel, manager or a supervisor.



Section 9: Fair Competition

We support the progress of competitive market and operations with other business partners in an unbiased and ethical manner. RPM believes in endorsing only fair-dealing operations. We do not promote any misleading statements about services provided by RPM or any of our competitors in order to gain business.

Section 10: Insider Trading

RPM respects Insider Trading Rules; however, we do not make use of such information for business profit that leads to infringement of law.