

## CLARION'S INTEGRITY



“ Integrity without knowledge is weak and useless, and knowledge without integrity is dangerous and dreadful.

Samuel Jackson

# Foreword



We take our value system very seriously and are proud of how we have stuck by our beliefs even in our darkest hours. Over the years, we have built our business on trust and our customers know our integrity is unquestionable. However, the onus of such integrity is borne by every Clarionite. It may

seem like a burden to an outsider, but at Clarion, we carry this unique attribute on our shoulders with pride. Individuals within the organization understand the principles of this high value ecosystem and never shy away from doing what is right.

I hope you will read this document with interest and care. This document attempts to put perspectives to what we call integrity of the highest order. We've tried to exemplify some of our most cherished beliefs. We've also shared with you true incidences of how some individuals tried to breach our integrity and what their actions resulted in, both for them as well as for us. In order to preserve anonymity we have used fictitious names in all incidents.

This document will help every Clarionite understand our value system as a whole. If you interface with external agents, this document becomes more important for you since you become the face of the system. If you are a senior member of the organization, one who commands respect and admiration from his fellow people, then I recommend you have a hard copy of this on your desk for reference. You will need it when taking difficult decisions.

I warmly welcome you to read, understand, and believe in our integrity and its impact and implications on you as an individual and also as part of an organization called Clarion. This document is just a small initiative from me towards building an honest and respectable organization for us to work together and grow in our personal and professional endeavors.

Also feel free to write back to [hr@clariontechnologies.co.in](mailto:hr@clariontechnologies.co.in) if you need any clarification on our integrity statement.

Ankur Agarwal  
CEO

It is hard for any empty bag to stand upright.

Benjamin Franklin

1706-1790

*As responsible individuals, citizens, and professionals we pride ourselves in a proactive approach to solving problems. This stems from our values that we simply do not sit back and let wrong be overlooked. In fact we believe a silent spectator to a wrong act is as much accountable as the wrong doer himself. The story below should give you a perspective of how we implement this in reality.*

## If you see wrong happening and don't do anything you might as well participate, because your accountability is the same...

**W**e hire our infrastructure management staff like office boys, watchmen, and cleaners through an agency. This agency was being managed by our administration manager-Rupesh.

One day a labor officer visited us and informed us that our office boys were being paid lesser than what the labor laws direct as a compulsory payment. Even though we had contracted the office boys from an agency, he said it is also our responsibility to ensure that the contracted staff is paid above the minimum wages set by the government. Of course, the company's management was not aware of the correct compensation structure, or a situation like this wouldn't have aroused.

The officer informed us that we not only have to increase their salaries, but also pay them the difference since the date they joined Clarion. But he also gave us an interesting offer. He said he'll turn a blind eye to the whole thing if we pay him some money as bribe.

But we choose the honest way, being completely aware that it will cost us ten times more. On the very day the finance department issued a priority directive to clear all dues with arrears since they had started working with Clarion.

However, this monetary sum had to be paid to the agency. Rupesh was interfacing with this agency. Much to our relief, the money was promptly credited into the agency's account. Rupesh claimed he had personally ensured the money would be paid to the staff.

After a month, one of our watchmen approached us

for a raise. We were initially rather taken aback. We asked the watchman why he needed more money. After all only a month back he had received arrears plus his salary now was more than before. The watchman sadly and politely replied 'No'. This was enough to set a chain reaction.

Rupesh was called and asked why the money was not paid to the staff. Initially Rupesh nonchalantly said this was a communication gap. But within 15 minutes of questioning, he broke down and told us the real story. As what you must have guessed it, the money was being siphoned away by the agency.

Amidst the silence in the conference room, Rupesh loudly blurted out, 'But I didn't steal any money, I'm innocent!'

Rupesh was asked to leave the very next day. The contract with the agency was terminated and every staff member who had been cheated was refunded with their share of the money.

The company suffered a monetary loss and had to spend bandwidth and time hiring another agency and an administration manager. Needless to say, the very same staff still works with us today and our people know that their interests are always protected.

Even though Rupesh probably may not have stolen any money, he was very much aware of the wrong doings of the agency. This makes him as guilty as the agency and as a result we could not work with him anymore. If Rupesh would have taken the company's management into confidence and prevented the pilferage of funds, we would not have lost an excellent manager.

Ravi, a developer, wanted to leave office early. Unfortunately there was a delivery that very day. He asked permission to leave early. He bypassed his team lead and directly asked the SDM. However, the SDM politely asked him to take permission from his concerned team lead. Due to a scheduled delivery, the team lead had to deny his request.

What happened next is an example of how you can do wrong when things don't work in your favor. The team lead had gone for a brief tea break while leaving her computer unlocked. The employee in his desperation launched the team lead's MSN chat to send a message to the SDM which said "I am permitting him to go". He then approached the SDM. The SDM being unaware of the truth granted his request to leave office early. Needless to say he was asked to leave the very next day.

Though his absence was felt during the delivery, we did not encounter any major problem and the delivery went off well. But his breach of privacy and misuse of official resources was simply

unpardonable.

Many of you reading this might argue that the team lead should not have left her machine unlocked. Though information security demands machines be locked at all times, a Clarionite is not a cheat and will never step over the line. It is saddening to see that well qualified and educated people fall to such immature and foolish deeds. Only if he had sought the right channels, he might have got his leave without losing his job.

We do not intend to burden you with work. We always grant a genuine request for leave, even if your work related responsibilities demand you to be at the office. However, there are certain processes that we expect you will follow once you become a Clarionite. And pretending to be someone else to get your work done is a definite breach of integrity.

Misleading people will ensure you loose your way

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*Sometimes stress takes its toll and we are unable to deliver as expected. Whenever that happens we suggest you should hit the sports room or approach your superior to have an open dialogue. However, in the heat of the moment taking a wrong decision of lying, cheating or misleading your team and people is a sure way to your downfall. The story here shows how an individual tried to mislead his manager.*

*Mistakes are done by everybody, shortcomings mar many, but those who have the courage to accept it and take responsibility for it are the ones who are able to stand the test of time.*

## Courage of conviction

**A**t Clarion, the company expects high level of integrity from its people. Hence it is only natural that the company exhibits high level of integrity too. Mistakes are done by everybody, shortcomings mar many, but those who have the courage to accept it and take responsibility for it are the ones who are able to stand the test of time. At Clarion we treat such individuals with high respect and admiration.

We believe in leading by example. The following story is intended to showcase how strongly we believe in our value system.

A client, having worked with us for only a month, terminated the contract. At Clarion it is rare for such an incident to happen. We analyzed our whole engagement with the client and discovered that our work had indeed not been up to the mark. The client had even warned us three times for this but due to the irresponsible behavior of the

appointed team, these warnings had gone ignored.

We had served this client for a month, but due to our lax work, the client paid us effectively for only two weeks. We immediately contacted our customer and accepted the full responsibility for our inability to deliver. As a testament to our integrity, we offered to refund the entire amount to the client. Though he refused for the full amount, we insisted and refunded the client for another one week's work.

In the economic slow down of 2008-2009, giving up earnings for a service based business like ours was a tough call to take. But we take our values very seriously. We did feel the pinch, but we don't regret our decision.

Every Clarionite is not taught how to respect individuals. It's what we expect. But sadly there are people who disrespect individuals. This becomes all the more apparent when it comes to color, creed, caste or sex. We have no place in our team for such people.

An office boy, popular among his colleagues and other employees in general, was a quick learner. Having noticed his good performance and enthusiasm to learn we sponsored a typing class for him so that he could expand his scope of work. A female employee at Clarion however was not happy with him and took us into confidence about an incident. She alleged that he had sexually harassed her. The office boy was confronted and politely asked about the serious allegations made against him.

In this case the office boy denied the allegations but after further investigation he gave in and accepted his crime.

In such cases if the other party wishes to carry

forward the matter according to the law, we will co-operate completely with the concerned investigating authorities.

But here the female employee didn't want to levy any charges against the office boy, hence he was relieved from his duties with immediate effect.

## Sexual harassment is a grave and unpardonable crime



*Every Clarionite is not taught how to respect individuals. It's what we expect.*

*Our code of conduct is imprinted on us throughout our school, childhood, and college. It stems from what your parents teach you, what your teachers teach you and what you learn yourself. So we certainly believe that we don't need to teach you this at Clarion.*

## Code of conduct and company policies

**W**e believe it is necessary for everyone to follow a certain code of conduct, so that you can build a respectable and collaborative working environment. Our code of conduct is imprinted on us throughout our school, childhood, and college. It stems from what your parents teach you, what your teachers teach you and what you learn yourself. So we certainly believe that we don't need to teach you everything at Clarion. A set of policies and procedures has been documented at the company intranet which should extend your own internal compass.

Having experienced certain incidents in the past we would like to talk about it in this document. The mention of the following narration is meant for only those few who

might be overlooking this small, yet vital factor that formulates civil behavior.

A trainee working with us, still in her probation period was using the MSN chat application on her machine. We allow employees to use the MSN chat for official purposes but not for personal reasons. However, the trainee was indulging in personal chat with friends outside Clarion. When we noticed it we politely asked her to refrain from such an activity as it was against the company's policy. However she ignored this request and continued with her chatting expeditions. The next time we warned her but to no avail. However after 2 more warnings, her probation was discontinued and she was asked to leave.

Dinesh, a sales executive, and an outstanding performer had helped the company increase its topline in a very short time. As a sales executive, his responsibility involved connecting with prospects and maintaining dialogue with existing and past customers. All the individuals in the sales department have the liberty to use emails and phone calls as they deem fit while communicating with the customers. It is an inherent part of their job. Dinesh also leveraged this facility to deal with the clients.

Everything was going well until one day he suddenly decided to quit the company and left the office in a hurry. Later his laptop was examined and we found evidence that Dinesh had tried to deal with a few clients directly for his personal benefit, which is strictly against the company guidelines. Something must have tipped him off and due to fear of getting caught red-handed he quit his job in a hurry.

We contacted all the clients he had been dealing with, and some of them confirmed that he had indeed been talking to them about business offers outside of Clarion.

We immediately filed a police complaint following which he was interrogated by the police. He completely denied all allegations and continued to plead innocent. As if that was not enough, we discovered 6 months after he had left Clarion, that he was still staging as our employee to pursue opportunities with other organizations. What he didn't

realize was that in the process he was only tarnishing his own name and reputation.

Due to the fear of legal implications he even ran away to a remote location and threatened to commit suicide. But this did not deter us from proceeding with the investigation. The police soon found him and brought him to book. The management at Clarion extended their complete cooperation to the investigating authorities at every stage of the investigation. We also pursued a lawsuit against him to ensure he was punished fittingly and the team he had cheated was given justice.

It is important to understand here that when an individual commits such crimes, he not only disgraces himself but also his family and loved ones. Dinesh in this case brought agony to his parents as it was evident from our confrontations with his father during the course of the investigation. It saddens us to see that people don't think of their near and dear ones before committing such crimes.

When individuals begin to think of themselves before the organization and others, they often misunderstand the true meaning of responsibility. They assume a certain designation gives them the liberty to 'get-away' with wrong doings. They compromise the integrity of the organization and the team they work with. In this case, even though the company suffered temporarily in terms of business, Dinesh ruined his professional career and a bright future in IT sales.

Power is a responsibility not a right...

“ *Sometimes the greed for personal benefit overtakes the respect for integrity. Individuals, who deliberately try to misuse their authority and power for selfish interests, earn no respect at Clarion and are automatically weaned away from the system. We take our values very seriously and individuals who choose to threaten this integrity are dealt with severity. One such incident which threatened to harm our integrity is narrated above.*



Clarion is reputed outsourcing software development company. At Clarion, you find an accomplished team of experts with the knowledge to help you translate your most ambitious business initiatives into seamlessly functioning web-centric applications.

Our experience with a variety of tools, combined with our well-defined methodology allows us to generate solid solutions that are delivered on time, giving you a competitive advantage.

“ Nearly all men can stand adversity, but if you want to test a man’s character, give him power. ”

Abraham Lincoln