

Smartera 3S

Policy and Business Conduct



SMARTERA SOLUTIONS & SYSTEMS

Innovate . Build . Deliver

Rule 1 – Work Environment

We do not have boss position at any place in the company. Everyone has a say. Feel free to express yourself in a professional manner. The company will not succeed if you hide your opinions. Utilize proper channels with management and peers to provide your constructive inputs.

All professional relationship between team members is built upon trust as the default setting. This trust should be supported by integrity and honest behavior in all of team interactions with various stakeholders (peers, management, clients, partners, suppliers, government relations, etc.).

Be fair, do not treat people in a manner you hate others to treat you by.

Rule 2 – Team Work

We do not succeed alone!

All teams should cooperate and collaborate together in order to achieve company objectives. All collaboration will be done in an inclusive manner without any alienation based on any reasons.

Rule 3 – Business Ethics

Respect for every individual

Integrity (Deliver high quality work that makes you proud of later– Do not receive employment offers of company’s clients – Do not expose company’s intellectual properties or information assets to third parties – Do not violate contractual agreements with our clients – Do not expose clients’ confidential information to others – Do not offer any kind of bribery at any form, i.e., gifts, money, etc. to clients or any other party to facilitate any activity.)

Best People (no discrimination based on any inherited characteristic of individual only professional work and professional evaluation are utilized through well-defined channels and processes)

Conflict of Interest Do not put yourself in a position that makes your decision biased due to your interest at the favoured decision. This could be caused by owning another competing business, favouring someone you prefer, or any other situation that you can make benefit from.

Confidentiality all work done by our teams are under our company ownership. You should not expose that information, documents, programs, ideas, etc. to anyone not authorized to access this information either within the company or outside. Protecting that information is part of our business ethics.

Rule 4 – Prioritization 80/ 20 Rule

Always prioritize your work. Always you will have a lot to do.

Rule 5 – Communicate and collaborate a lot

Always communicate to be understood. Most of issues are rooted from communication. This does not mean talking all the time, but listening is a great virtue!

Collaboration is interacting with your team, other teams, and client.

Rule 6 – Experience comes from Challenge

Challenge creates experience. It is not a problem to get a bunch! But it is crucial to get harder and more determined from this bunch.

Rule 7 – Be Focus and Objective Oriented

Focus on objectives and do not miss the targets. Every day we should have a clear objective. At any moment we should know what we are doing and why.

Rule 8 – Agility over Perfection

Agility is a highly appreciated business attribute. All of our teams apply agility and lean concepts. Every phase\ activity\ sprint works with the concept of Minimum Viable Product (MVP).

Agility does not mean lower quality but delivering on time rather than perfecting an already viable product.

Rule 9 – Client Value Creation

Deliver high quality work – Commitment to our clients is the highest commitment we need to stick to. No other reasons would impact our relationship with clients.

Rule 10 – We are Technology Neutral

We do not care much about technology we care about solutions. Our teams do not care much about which programming language they will use but care about solution correctness and performance.