
Code of Conduct Policy

Version: RI-PL021, V1.0
Effective Date: 09-May-2025

RemediumOne Private
Limited.

Policy Title	Code of Conduct Policy		
SOP No. and Version	RI-PL021, VI.0	Superseded Version	None
Approved Date	25-Apr-2025	Effective Date	09-May-2025
Next Revision	25-Apr-2028		

1.0 Policy Purpose

The purpose of this Code of Conduct Policy is to establish ethical principles, professional behavior expectations, and compliance requirements for all employees of RemediumOne. This policy ensures adherence to international guidelines, including ICH GCP, Declaration of Helsinki, ISO 9001, ISO 27001, and local regulatory requirements to maintain integrity, accountability, and professionalism in clinical research activities.

2.0 Scope of Policy

This policy applies to all employees, management of RemediumOne, covering ethical conduct, regulatory compliance, and workplace behavior in all professional settings, including clinical trial operations and interactions with sponsors, investigators, and regulatory bodies.

Abbreviations

- GCP : Good Clinical Practice
- ISO : International Organization for Standardization

3.0 Policy Statement

RemediumOne is committed to maintaining the highest standards of ethical and professional conduct. Employees must uphold principles of honesty, respect, integrity, and compliance with regulatory and industry standards in all interactions and responsibilities.

Violation of the Code of Conduct may result in disciplinary action, up to and including termination of employment. Disciplinary actions will be taken in accordance with the severity and recurrence of the violation. The company reserves the right to take appropriate legal action for serious breaches.

4.0 Code of Conduct Principles

4.1 Ethical Behavior

Business Integrity and Fair Competition: RemediumOne shall act with integrity, fairness, and transparency in all professional interactions. Conflicts of interest must be avoided, and all decisions should be made with the best interests of the company and clinical trial participants in mind.

Anti-Fraud, Bribery, Corruption, and Public Interest Disclosure: RemediumOne strictly complies with all applicable anti-corruption laws and regulations, including those related to commercial bribery, in all jurisdictions where we operate.

Employees and representatives of RemediumOne are prohibited from offering, soliciting, or giving any form of bribe, either directly or indirectly, with the intent of obtaining or retaining business or securing an improper advantage. This applies to all dealings, whether with public or private entities.

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Employees are encouraged to report any instances of unethical behaviour, including suspected fraud, bribery, or corruption, through the designated reporting channels. All reports will be treated confidentially, and there will be no retaliation against those who report concerns in good faith.

RemediumOne is committed to fostering a culture of ethical conduct in all business transactions. We strive to act with transparency, honesty, and integrity always.

4.2 Compliance with Laws and Regulations

RemediumOne shall adhere to all relevant international and local laws, regulatory guidelines, ICH GCP, ISO 9001 and 27001 standards.

All employees must comply with all RemediumOne policies (QMS and ISMS). Compliance is integral to our operations and corporate responsibility.

4.3 Labor Practices

RemediumOne shall not engage in the use of child labour and will fully comply with all applicable local regulations regarding labour practices. The company ensures that all employees are above the age of 18 years.

RemediumOne shall provide a workplace free from discrimination and harassment based on race, color, age, gender, disability, religion, political affiliation, union membership, or marital status. Discrimination, harassment, or any form of misconduct will not be tolerated.

RemediumOne shall ensure workers are treated with dignity and respect, providing a safe and healthy work environment free from physical violence, verbal abuse, coercion, or sexual harassment. Also, we will comply with local laws regarding working hours, wages, and benefits.

RemediumOne is committed to preventing modern slavery in all its forms, including human trafficking and forced labor, across our operations and supply chains. We comply with relevant laws and regulations, conduct due diligence to assess risks, and expect our suppliers to uphold the same ethical standards. Employees are encouraged to report any concerns regarding modern slavery, and we provide training to ensure awareness. We continuously review and improve our practices to ensure a slavery-free environment.

RemediumOne will provide safe working environment, including appropriate protective measures against chemical, biological, and physical hazards for its employees. Company devoted insurance will be provided to all employees.

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4.4 Employee Workplace Conduct

RemediumOne employees are expected to treat colleagues, stakeholders, and clients with professionalism and respect. Discrimination, harassment, or any form of misconduct will not be tolerated. RemediumOne promotes equal opportunity and fair treatment for all employees and partners. Confidentiality must be maintained, and data protection laws must be adhered to.

All employees are expected to embrace and embody the core values of RemediumOne, including.

- **CLIENT FOCUS** : Responsible, responsive attitude to our clients.
- **ACCOUNTABLE** : Ownership, honesty, and integrity
- **RESPECT** : Honest, transparent, fair in our actions and communication
- **ENDURE** : Perseverance and belief in enduring partnerships

Use of Company Resources and Technology: Employees must utilize company technology and resources solely for work-related purposes. Intellectual property rights must be respected, and the downloading or use of unauthorized software or data is strictly prohibited.

Responsibility for Company and Client Property: Employees must use both company and client property responsibly and solely for legitimate business purposes. Any damage, loss, or theft of company property must be reported immediately to ensure proper action is taken.

Respect for Authority and Reporting Structures: Employees must respect the authority of supervisors and adhere to established reporting structures. Clear communication and professional conduct are essential in maintaining an organized and respectful workplace.

Substance Abuse and Work Conduct: The use of drugs or intoxication during working hours is prohibited for all RemediumOne employees. Any concerns related to substance abuse must be reported immediately. Maintaining a professional and healthy working environment is essential.

4.5 Data Integrity and Protection

RemediumOne is dedicated to ensuring the integrity, confidentiality, and security of research data. Safeguard all confidential information, including client data, trade secrets, and proprietary information will be the utmost responsibility of the company.

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To achieve this, the organization shall implement stringent access controls, data encryption, and role-based permissions. Compliance with applicable international and national data protection laws and data privacy policies is mandatory for all employees.

All personnel must adhere strictly to the company's Data Integrity Policy and Privacy Policy to maintain the highest standards of regulatory compliance and ethical responsibility.

4.6 Conflict of Interest and objectivity

Employees must disclose any personal or financial interests that may interfere with their professional responsibilities or compromise the company's integrity. They must ensure objectivity in trial design, conduct, and reporting, avoiding situations that could conflict with professional judgment. All employees and research personnel are required to disclose potential conflicts of interest that may impact the integrity of the research.

4.7 Research Misconduct

Employees are encouraged to report any unethical or non-compliant behavior through appropriate channels. RemediumOne ensures protection against whistleblowers.

RemediumOne is committed to upholding the highest standards of research integrity. Research misconduct, including fabrication, falsification, plagiarism, and any other unethical research practices, is strictly prohibited.

All personnel must:

- Ensure accuracy and honesty in data collection, analysis, and reporting.
- Refrain from manipulating, misrepresenting, or fabricating research findings.
- Properly attribute ideas, data, and contributions to avoid plagiarism.
- Adhere to ethical guidelines, including obtaining necessary approvals and informed consent.
- Maintain confidentiality and protect research data in compliance with regulatory standards.
- Follow appropriate authorship and publication practices.
- Comply with all applicable regulations, Good Clinical Practice (GCP), and internal policies.

Any suspected misconduct will be investigated, and violations may result in disciplinary action. Reports of misconduct can be submitted through designated channels without fear of retaliation.

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4.8 Research Participant Safety and Rights

RemediumOne is committed to safeguarding the safety, well-being, and rights of all research participants as capacity of Project Management /Site management organization.

The company will ensure,

- All studies conducted in Sri Lanka by RemediumOne shall obtain prior approval in full compliance with Sri Lankan law. The company will ensure strict adherence to all applicable local regulatory requirements throughout the study process.
- All research participants will be provided with clear, accurate, and comprehensive information regarding the study's purpose, procedures, potential risks, and benefits. This ensures that participants make informed decisions about their participation.
- In accordance with Sri Lankan regulations, insurance coverage will be provided to all study participants to protect their well-being and ensure they are adequately supported throughout the study from sponsor/CRO's end.
- All employees of RemediumOne are required to comply with established safeguarding protocols, including obtaining informed consent from participants. Informed consent will be acquired in the participant's language of understanding (e.g., Sinhalese, Tamil, or English). Additionally, strict measures will be implemented to maintain data integrity and ensure ethical conduct in all aspects of the study.

4.9 Transparency and Communication

RemediumOne will foster open and transparent communication within the workplace and use respectful and inclusive language in all written and verbal communication. Interact with clients professionally, demonstrating respect and commitment to their needs. Maintain a positive and helpful attitude during client interactions.

RemediumOne shall ensure to communicate trial objectives, risks, and benefits clearly to participants and stakeholders.

Further RemediumOne shall report trial outcomes, adverse events and all relevant details to the regulatory authorities and ethics committees in a timely manner.

RemediumOne shall disclose trial results publicly in accordance with ICH GCP and Sri Lankan regulations.

Reporting Deviations

RemediumOne is committed to maintaining the highest standards of ethics and integrity. All employees, contractors, and stakeholders are encouraged to report any suspected violations of this Code of Conduct.

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Reports should be submitted directly to the Compliance and QA Team at [\[feedback@remediumone.com\]](mailto:feedback@remediumone.com). All concerns will be treated with the utmost confidentiality and investigated promptly and impartially.

Confidential reporting is supported through:

- Open-door access to senior leadership.
- Assurance of anonymity, where requested and feasible.
- Protection from retaliation for all individuals who report concerns in good faith.

Retaliation against anyone who raises a concern or participates in an investigation is strictly prohibited. We are committed to ensuring a safe and respectful environment for honest communication.

Consequences of Deviations

NC/Deviations of this Code of Conduct will not be taken lightly and may result in disciplinary action, which may include:

- Verbal or written warnings
- Suspension or termination of employment
- Legal action, where applicable

Our commitment to compliance and accountability is essential to preserving the integrity and trust at the core of our organization.

5.0 Supporting Documents

- ICH GCP Guidelines
- Compliance evidence for ISO 9001/27001

6.0 Approved changes

Prev. SOP No.	New SOP No.	Date of Change	Description of Change	Document Change Request Number
None	RI-PL021, VI.0	25-Apr-2025	New Document implementation	2025/QA/008