



Code of Business Ethics



SoftClouds has a 11+ year demonstrated track record of success creating innovative solutions with CX applications

Mission, Vision & Goal

Mission & Vision

SoftClouds understands that CRM is not a specific software application, but rather a strategy for doing business and is hence very focused on delivering value to the customer by bringing "customer experience" to the next level.

Goal

The goal of SoftClouds is to drive your project to success and accelerate time-to-value by providing a comprehensive methodology and robust toolset to deploy best-practice Customer Experience processes within your organization.

SoftClouds Business Ethics

Ethics Policy

SoftClouds is a global company and would always conduct its business ethically and honestly wherever it operates in the world.

The ethical performance of SoftClouds is the sum of the ethics of all the employees who work here. All SoftClouds employees adhere to superior standards of personal veracity.

SoftClouds will immediately notify the partner's Ethics Office regarding any suspected improper behavior by partner's employees or agents.

International Business Policy

SoftClouds respects all cultures, customs and business practices of all the different countries it conducts business with.

Intellectual Property Rights

SoftClouds complies with the laws and regulations that govern the rights to protect our own and others intellectual property.

Anti-Corruption Policy

SoftClouds prohibits every form of corruption and does not offer or provide any employee any kind of favor or favorable treatment.

Partner's employees are treated similarly and are hence prohibited from soliciting such favors from us.

Maintaining Standards

SoftClouds supplies products that comply in all respects with the requirement of our contracts with the partner, particularly, quality requirements.

SoftClouds maintains superior standards of integrity in all business interactions worldwide and all forms of corruption are strictly prohibited.

Law Abiding Organization

SoftClouds complies with all laws, regulations and policies applicable to us and our dealings with the partner. This also includes all the applicable government contractual requirements.

Equality and Non-Discrimination Policy

We always strive to be fair in our actions, and we are never influenced in our decisions by issues of gender, race, creed, color, age or personal disability.

Acknowledge Partner's Policy

SoftClouds conducts all its services professionally, honestly and honorably and with high integrity and expects its partners to do the same.

SoftClouds acknowledges its partner's policy and applies it in all dealings with, and on behalf of its partner.

Confidential & Proprietary Information Policies

Partner's Policy Concerning Insider Information Trading

SoftClouds does not engage in any action to take advantage of the information obtained by virtue of our interaction with the partner about them or their customers, suppliers or business partners, including passing that information on to others.

SoftClouds partner employees are also prohibited from accepting initial public offering (IPO) stock from us, and we strictly follow this policy.

Avoid Unauthorized Promoting

SoftClouds understands that it is not authorized to undertake any representative efforts on its partner's behalf without the express consent of its partner's written agreement.

SoftClouds understands that it is not authorized to make any type of political contribution or charitable donations on its partner's behalf.

Avoid Conflicts of Interest

Due to the sensitive nature of our particular services, SoftClouds will not provide services to a direct competitor of our partner.

SoftClouds does not enter into any sort of relationship with a partner's employee that can create any actual, potential or perceived conflict of interest for our partner.

SoftClouds does not fix prices or rig bids with partner's competitors and does not exchange current, recent, or future pricing information with them.

Environmental Health & Safety Policy

Safety Policy

SoftClouds is in full compliance with all the applicable local, state and federal laws, regulations and directives.

SoftClouds provides required and appropriate health and safety training to its employees and retains records of such trainings.

SoftClouds provides job hazard analysis, risk assessments, risk mitigation plans, equipment maintenance logs, inspection logs and training records for activities conducted at all the partner's sites or projects.

SoftClouds provides notification of the introduction of materials or equipment creating physical, chemical and biological safety hazards at partner sites or projects.

SoftClouds allows the partners to inspect our work sites, equipment, documentations and interview our employees regarding work practices and health and safety management.

SoftClouds agrees to complete any training that the partner considers necessary to ensure a safe working environment.

SoftClouds has documented, systematic methods of identifying and reducing the risk of occupational injury or illness.

Environmental Requirements


SoftClouds complies with all applicable environmental laws, regulations, permits, project specific plans and employs effective field control measures.

SoftClouds complies with all access restrictions, including prohibitions on access to sensitive resources, for instance, archaeological sites, special wildlife habitats or other areas of concern.



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