



## CODE OF CONDUCT

The standards of behaviour expected of everyone who works for Consult Your Doctor

Document No.: CYD-HR-01 | Version 1.0 | Effective date: November 5, 2026 | Owner: Zebrold Private Limited | Status: Approved

### 1. Purpose

This code sets out the standards of honesty, care and respect expected of directors, employees, doctors, contractors and partners who work for Zebrold Private Limited and Consult Your Doctor. Patients trust us with their health and their private information, and every person who works with us must deserve that trust.

### 2. Patients first

- Put the safety and wellbeing of patients before speed, convenience or profit.
- Treat every patient with courtesy, respect and dignity, without discrimination on grounds of sex, age, religion, caste, nationality, disability, sexuality or any other personal characteristic.
- Be honest about what the platform can and cannot do, and never exaggerate what AI or any service can achieve.

### 3. Professional standards

- Doctors and other professionals must keep their registration valid, work within their competence and follow the law and their professional rules.
- Do not give medical advice unless you are a licensed doctor consulting through the platform.
- Report any error, near miss or concern at once (CYD-CLN-03). Nobody will suffer for reporting in good faith.

### 4. Confidentiality and privacy

Keep patient information and company confidential information private, during and after your work with us. Use it only for the purpose for which it was given, and follow the Information Security and Access Control Policy (CYD-SEC-01).

### 5. Integrity

- Do not offer, give, ask for or accept bribes, gifts or benefits that could influence a decision. Doctors must not receive any benefit for prescribing a medicine, brand, test or service.
- Declare any conflict of interest to your manager or the medical lead.
- Keep accurate records. Never falsify a document, a signature or a record.
- Comply with the laws that apply to us in every country in which we work, including laws on anti-corruption, sanctions and competition.

### 6. Respect at work

Everyone is entitled to a workplace free from harassment, bullying, abuse and discrimination. Sexual harassment is dealt with under the Policy on Prevention of Sexual Harassment (CYD-HR-02). Treat colleagues, partners and visitors with respect.

### 7. Company property and reputation

Use company property and information only for company business. Do not speak for the company in the media or on social media unless you are authorised to, and do not publish patient information anywhere.



## 8. Raising concerns

Anyone who has a concern about a breach of this code, a risk to patients or any wrongdoing should tell their manager, the medical lead or either director. Concerns may be raised in confidence, and no retaliation is permitted against anyone who raises a concern in good faith.

## 9. Consequences

Breach of this code may lead to disciplinary action, which may include termination of employment or of a contract, and referral to the authorities.

## 10. Gifts, hospitality and benefits

Modest gifts and hospitality that are customary, open and of low value may be given or accepted. Cash, gifts of significant value, and anything offered in connection with a decision about a contract, a prescription, a referral or an appointment must be refused and reported to the manager. Doctors must not accept any benefit from a pharmaceutical company, a pharmacy or a diagnostic centre that could affect what they prescribe or refer.

## 11. Equal opportunity and fair treatment

The company recruits, trains, promotes and rewards people on the basis of merit, and does not tolerate discrimination, bullying or victimisation. Reasonable adjustments are made for people with disabilities. Managers must treat people fairly and consistently, give feedback honestly and listen to concerns.

## 12. Health, safety and wellbeing

Everyone is responsible for safe working practices and must report hazards, accidents and near misses. The company supports the wellbeing of its people, encourages reasonable working hours and breaks, and expects managers to respond with care to anyone who is under strain.

## 13. Communication and social media

Staff communicate honestly and respectfully with colleagues, patients and partners. They do not share patient information on social media, do not speak for the company without authority and follow the IT and Acceptable Use Policy (CYD-SEC-02).

## 14. Responsibilities of managers

Managers lead by example, make sure their teams know and follow this code and the related policies, deal promptly with concerns and never retaliate against someone who raises one. A manager who is told of a breach of this code that involves patient safety, harassment, fraud or the law must report it to a director without delay.

## 15. Acknowledgement

Every person covered by this code confirms in writing, when they join and each year, that they have read, understood and will follow it.

## 16. Conflicts of interest

A conflict of interest arises when a personal interest, such as a financial interest, a family relationship or another job, could influence, or could appear to influence, a decision made for the company or for a patient. Everyone must



declare any actual or possible conflict in writing as soon as it arises, and must not take part in the decision until the manager or a director has decided how to deal with it.

## 17. Confidential information and intellectual property

Patient information, business plans, software, designs and documents of the company are confidential and belong to the company. They must not be copied, taken away or used for another purpose, during or after the work with the company. Work done for the company, including software and documents, belongs to the company as set out in the person's contract.

## 18. Fraud, bribery and money laundering

The company has zero tolerance for fraud, bribery, corruption and money laundering. No one may offer or take a bribe, make a facilitation payment, falsify an invoice or record, or help anyone to hide the proceeds of crime. Suspected cases must be reported at once to a director, and the company will cooperate with the authorities.

## 19. Professional duties of doctors

Doctors who consult through the platform must follow the ethical rules of their profession and their regulator, put the patient's interests first, tell patients honestly about the limits of online care, keep their knowledge up to date and report any change in their registration or any complaint against them to the credentialing officer at once.

## 20. How to raise a concern

1. Tell your manager, the medical lead or a director, in person or in writing. If you prefer, write to the operational office marking the letter confidential.
2. The person who receives the concern records it and tells a director within two working days.
3. The concern is investigated fairly, and the person raising it is told the outcome as far as is possible.
4. Anyone who retaliates against a person who raises a concern in good faith faces disciplinary action.

## 21. Application of this code

This code applies to directors, employees, doctors, contractors, consultants, interns and partners of Zebrold Private Limited, in every country in which the company works, and to their conduct at work, at company events and online. Where the code and the law differ, the stricter rule applies.

## Approval

This document is approved by the directors of Zebrold Private Limited, the operator of Consult Your Doctor.

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***Hemendrah Kumar Sadamsetty***

Electronically signed | November 5, 2026

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Director, Zebrold Private Limited

Date: November 5, 2026

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***Indu Reddy Morthala***

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