

The Sri Lankan IT-BPO Industry Chamber

SLASSCOM is the Sri Lanka's National Association for the Software and IT enabled Service Companies.

SLASSCOM act as the catalyst for the growth of the Software and IT enabled Services sector in Sri Lanka by facilitation of trade and business, encouragement and advancement of research and innovation, propagation of education and employment thereby enabling the growth of the Sri Lankan economy.

SLASSCOM will create an environment which fosters the responsible growth of the Software and IT enabled Services Companies in Sri Lanka by representing the interests of the members on key issues; Taking a leadership role in identifying, planning for and reacting to issues affecting the Sri Lankan Software and IT enabled services companies; and Influencing and shaping policy initiatives which impact the industry, through education of government, media, special interest groups and the public; Establishing and promoting ethical standards of practice for the industry and taking an active role in ensuring compliance; Promoting integrity and high standards of business conduct among members in the interests of the industry as a whole; Being a major source of knowledge and marketing intelligence for the industry; and Providing opportunities for members to meet, network, exchange information and do business together.

1. CODE OF ETHICS

This Code of Ethics and Standards of Practice shall apply to all member organizations. Its intention is to identify the ethical principles and best practices that member organizations of SLASSCOM consider essential to develop the Software and IT enabled Services sector in Sri Lanka. The establishment and maintenance of high standards of practice are a fundamental responsibility to the public, essential to winning and holding customer confidence and a foundation of a successful industry in Sri Lanka.

This Code does not purport to replace legal advice or provide legal guidance. Members should inform themselves about relevant laws that may be applicable to the industry including, but not limited to employee related legislation and Inland Revenue Department regulations.

The Code sets out the fundamental principles that have to be observed by members in order to achieve common objectives of SLASSCOM. Unless a limitation is specifically stated, the objectives and fundamental requirements are equally valid for all members, whether public or private bodies.

a) Adoption, Scope and Application

Throughout this Code, use of the word "must" indicates that a clause is compulsory for members. Use of the word "should" indicates that the clause is not compulsory but strongly encouraged as a best practice.

This Code is applicable to all companies, associations and other entities which have subscribed to membership of SLASSCOM;

Any SLASSCOM member is free to terminate its membership with SLASSCOM. All members of SLASSCOM shall be bound by this Code which shall remain applicable during the entire period of membership.

Each member of SLASSCOM agrees irrevocably to uphold and promote this Code and acknowledge that violations of any provisions of this Code as being inconsistent with membership of SLASSCOM. SLASSCOM members must confirm their compliance with this Code annually.

Each member of SLASSCOM acknowledge that this Code has been adopted and applied in order to enhance and promote ethics, professional conduct and discipline amongst SLASSCOM members and to safeguard and enhance the common goals and interests. This Code shall be interpreted and applied in this spirit by SLASSCOM and each member thereof.

In cases of doubt regarding the application or interpretation of this Code a SLASSCOM member or a member of any SLASSCOM member is entitled to refer the matter to the Board of Directors of SLASSCOM for clarification and direction and the Board shall act without delay in such matters. The Member will be bound by such clarification or determination made by the Board.

b) Objectives

This Code recognizes that a core objective of SLASSCOM is to encourage members to display the highest standards of professionalism. By setting out standards of best practice and ethical guidelines to be adhered to by SLASSCOM members, the Code shall be a driving force in achieving SLASSCOM objectives. The Code identifies four basic principles.

i) Integrity

Members must act with integrity and exercise diligence and respect in all dealings with customers, prospective customers, employees, competitors (whether members or non-members of SLASSCOM), third party contractors, suppliers, government and regulatory agencies and with the general public.

Ethics in Customer relationships

Members shall have a responsibility to act ethically in the best interests of its customers. Members should ensure that the terms and conditions of its relationship with each customer is documented in contract form and adhere to the terms of such contractual commitments in the performance of its obligations. Members should always strive to provide the highest quality services to its customers; to seek business openly and honestly; to safeguard customers property whether physical assets or intellectual property; and to follow accurate and transparent billing procedures.

Ethics in employee relationships

Members must treat all employees with equal respect and dignity. Employees shall be provided with equal opportunity to develop themselves. Members shall ensure that evaluating people for the purpose of recruitment training development or promotion shall be made solely on the basis of the individual's ability and potential relative to the needs of the job, and take into account only those matters relevant to the performance of that job. Members shall be committed to providing employees with a workplace that supports diversity and where employees' differences are valued and respected. Discrimination and harassment, whether based on a person's race, gender, religion, color, national origin, age, disability, marital status, sexual orientation or any other factor prohibited by law will be unacceptable member behavior. Members shall also ensure safety in the workplace for all its employees.

Ethics in competitor relationships

Members shall seek to outperform its competitors fairly and honestly. Competitive advantage should be sought based on superior professional performance and never through unethical or illegal business practices. Members should only use legal and ethical methods to gather competitive information. It is prohibited to steal proprietary information, possess trade secret information that was obtained without the owner's consent or induce such disclosures by past or present employees of other companies.

Ethics in third party contractors/supplier relationships

Members shall act ethically and with responsibility in dealing with third party contractors, consultants and suppliers ("Suppliers"). Members shall ensure that terms of business are clearly agreed and strive to build stable relationships with their Suppliers. Award of business should be based on Supplier's ability to meet Member requirements and commitments, reputation for service, integrity and compliance and their high standards for quality delivery and pricing propositions. Members should as a policy discourage the receipt of gifts either directly or indirectly, by Suppliers, since acceptance may be misconstrued as an attempt to influence business decisions. This does not apply to unsolicited promotional materials of a general advertising nature, as long as it is accepted without any express or implied understanding that the recipient is in anyway obligated..

Ethics in dealing with government and regulatory agencies

Members must act ethically in all dealings with government and regulatory agencies. Ethical breaches such as bribery, fraud, corruption must not be tolerated. Members must act in accordance with all applicable laws rules and regulations in force in respect of their business.

Ethics in dealing with the general public

Members shall strive to be good corporate citizens and contribute to sustainable development of society. Members shall assume long term accountability both for ethical issues with a direct impact on its customers, employees and business and, in a broader sense, for society and the environment.

ii) Professional and Technical Competence and Due Care

Members shall seek to upgrade their professional knowledge and skill and shall maintain awareness of developments, procedures and standards which are relevant to their field.

Members should adopt a program designed to ensure quality control in the performance of professional services consistent with appropriate national and international standards in so far as practicable.

iii) Confidentiality

Members must safeguard the confidentiality integrity and availability of information assets relating to the member, customers, employees, suppliers and third parties. The cornerstone of the industry is built on maintaining the confidentiality and integrity of confidential information and members must protect and enhance the reputation of Sri Lanka as a secure location.

iv) Cooperation between members

Publicity for outsourcing in Sri Lanka

Members shall work together to promote and publicize internationally, the potential and possibilities of the Software and IT enabled Services sector in Sri Lanka. SLASSCOM will spearhead and initiate promotional efforts of this nature from time to time.

Joint efforts to lobby government

Members shall unite and lobby government through SLASSCOM in respect of improvements, advancements, benefits and other facilities to be offered to the Software and IT enabled Services sector in Sri Lanka.

Non solicitation

Members shall not take any action to directly solicit induce or encourage employees of other member organizations who are involved in SLASSCOM activities to join such member or any third party or otherwise breach their contracts of employment with such other member organizations to encourage active contribution to SLASSCOM and to the industry without concern. "Soliciting" excludes applications in response to employment or contracting opportunities publicly placed in any media targeting the general public; applications received from recruitment specialists; and /or as a result of the applicant directly apply to such member. A Service certificate with confirmation that notice period has been served out to be provided by all employees joining a member.

c) Disciplinary Procedures

SLASSCOM may take disciplinary action against any member which acts in a manner inconsistent or contrary to the provisions of this Code or does not comply with any of the provisions, directives and expectations set out herein in this Code. Each member hereby expressly grants and confers to SLASSCOM such jurisdiction to take such disciplinary action as prescribed herein.

Members shall be responsible for and shall take disciplinary action against those employees contractors or other affiliates of such members over whom such member exercises control in the event of breach by such parties of the provisions of this Code.

For the purpose of taking disciplinary action the Board of SLASSCOM shall appoint a permanent disciplinary committee. The following shall be ex officio members of the disciplinary committee: Chairman and Deputy Chairmen of the Board of SLASSCOM (2).

Without prejudice to the generality of powers of the disciplinary committee, disciplinary action may include warning, admonition, suspension or cancellation of membership of any member of SLASSCOM.

The disciplinary committee may establish the procedures relating to the meetings, inquiries and disciplinary action by the committee, the period of appointment to the committee and the appointment of members to the committee in the event resignation or incapacitation or death of any member of the committee. The first appointments to the committee shall be made by the Board of SLASSCOM.

The decision of SLASSCOM in relation to any disciplinary matter as prescribed above shall be final and conclusive and shall not be questioned or challenged in any manner except in so far as specifically enabled or authorized by law.

d) Application and Interpretation

This Code shall always be applied and interpreted having regard to the spirit of SLASSCOM and the objectives sought to be achieved by the introduction and implementation of the Code.

2) MEMBERSHIP AND FEES

There will be two categories of members viz. General members and Associate members.

General Membership will be open to companies those engaged in Software and IT enabled services industry, with a turnover exceeding U.S. \$ 100,000 from Software and IT enabled services in any financial year preceding the year in which the application for membership is submitted.

Associate Membership is open to enterprises in the startup stage and where the turnover has yet to reach the U.S. \$ 100,000 threshold. Associate membership will also be available to entities that have a continuing business relationship with the Software and IT enabled services sector and/or Software and IT enabled services enterprises, although such entities may not be directly engaged in the Software and IT enabled services industry. The following are some examples of such entities.

- Government Organizations dealing with the IT-BPO sector
- Organizations engaged in the promotion of IT
- Financial institutions
- Venture Capital companies
- Research institutions
- Management Consultants
- Companies providing services to IT/BPO companies

The decision of the Board on the eligibility of an applicant for associate membership shall be final and conclusive.

General members will enjoy all membership rights including the right to hold office and vote at a meeting of the general body. Associate members may enjoy all benefits available to a general member other than the right to hold office and the right to vote at a meeting of the general body.

Annual Membership Fees (General Members)

Large companies (above \$1,000,000 annual revenue)	Rs. 100,000+VAT
Medium (between \$500,000 to \$1,000,000 annual revenue)	Rs. 50,000+VAT
Small (less than \$500,000 annual revenue)	Rs. 25,000+VAT

Declaration of revenue from CEO is required to determine the category.

Annual Membership Fees (Associate Members)

Associate Members (Software and IT Enabled Services Companies)	Rs. 15,000+VAT
Vendor Companies (e.g. SW, HW etc.)	Rs. 50,000+VAT
Other Associate Members (Institutional Members, Academic Members etc.)	Rs. 20,000+VAT

Sri Lanka Association of Software and Service Companies



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Membership Application Form

Name of company			
Membership Category		<input type="checkbox"/> General Member (annual revenue over \$100,000) <input type="checkbox"/> Large (over \$1 million) <input type="checkbox"/> Medium (between \$500,000 to \$1m) <input type="checkbox"/> Small (below \$500,000 and over \$100,000)	<input type="checkbox"/> Associate Member <input type="checkbox"/> Software or IT Enabled Services Company <input type="checkbox"/> Vendor Company <input type="checkbox"/> Other
Name of the CEO/Highest ranking officer			
Address			
Contact details		Telephone:	Fax:
		E-mail	Web:
Company registration number		Year of establishment in Sri Lanka	
Ownership status		Local	Foreign
		%	%
Business activities		<input type="checkbox"/> Software Services <input type="checkbox"/> Software Products <input type="checkbox"/> IT Enabled Services <input type="checkbox"/> Captive <input type="checkbox"/> Non Captive	
Service Sectors		<input type="checkbox"/> Financial Services <input type="checkbox"/> Legal Services <input type="checkbox"/> Engineering Services <input type="checkbox"/> Insurance Services <input type="checkbox"/> Banking Services <input type="checkbox"/> Mobile Applications <input type="checkbox"/> Software Testing <input type="checkbox"/> Other (please specify).....	
Countries in which services are delivered			
Number of employees		<input type="checkbox"/> 0-10 <input type="checkbox"/> 11-30 <input type="checkbox"/> 31-50 <input type="checkbox"/> 51-100 <input type="checkbox"/> 101-500 <input type="checkbox"/> Over 500	
Representative One		Name	Phone Number
		Designation	Email
Representative Two		Name	Phone Number
		Designation	Email
Declaration by Applicant			
<p>We hereby declare that we have read and understood the Code of Ethics and Standards of Best Practice applicable to all members of SLASSCOM appended to this application. We agree to abide at all times to the spirit and letter of the said Code as amended from time to time. We acknowledge and understand that failure to comply with the provisions of the said Code or to cooperate with SLASSCOM are grounds for disciplinary action resulting in suspension and / or removal from SLASSCOM membership.</p> <p>We agree to provide the documentation listed overleaf on an annual basis (as applicable) for the purpose of renewing our membership to SLASSCOM.</p> <p>We hereby certify that the above response and all information provided by us as per this application is truthful, accurate and complete and we agree to promptly notify SLASSCOM in the event of any material change.</p>			
Name :			
Designation :			
Date:		Authorized signature: (With rubber stamp)	

Checklist of documents to be attached

If an applicant meets the eligibility criteria, they may apply for membership by sending the following to the **SLASSCOM** Corporate Office:

- Membership Application Form** completed in all respects, duly signed and stamped.
- Brief company profile** on the company letterhead/printed corporate brochure.
- Letter of reference from two registered SLASSCOM member companies** recommending the application signed by a designated company SLASSCOM representative. (Not Required for founder membership up to 31-Dec-2008)
- Necessary membership fee remittances.** Please make the cheques payable to 'SLASSCOM' and crossed. There is no requirement for withholding tax.
- Company Logo.** Your company logo with the size is 130x35 (pixels, 130 is the width) without borders. Preferred formats are: png, gif, jpg, svg. Please e-mail the logo to membership@slasscom.lk

Membership to SLASSCOM shall be at the sole discretion of the Board of SLASSCOM. Applicant's contribution to the IT enabled and Software Export Industry shall be considered by SLASSCOM in making its determination.

For Office Use

- Approved
- Not Approved

Chairman (signature)

Board Member (signature)

Date

Web Site

- Created web access