

# Frontline Stock Brokers Private Limited

(Formerly known as Frontline Capital Services Limited)

Registered Off :M- 6 , 2<sup>nd</sup> & 3<sup>rd</sup> Floor , Greater Kailash – II , New Delhi - 110048

Corporate Office: B-22 , Sector -4 Noida – 201301

## Policy on Management of Conflict of Interests

(Ref: Approved in the Board meeting held on 27.12.2013)

### Index

1. Introduction
2. Policies and Internal Procedures to Identify and avoid or to Deal or manage actual or potential Conflict of Interest
3. Internal code of conduct governing operations
4. Standards of appropriate conduct in the performance of the activities,
5. Communication of policies, procedures and code to all concerned
6. Implementation and Review of policy of management on Conflict of Interest

#### 1. Introduction

SEBI vide its circular no. CIR/MIRSD/5/2013 dated August 27, 2013 issued a General Guidelines for dealing with Conflicts of Interest of Intermediaries, Recognized Stock Exchanges, Recognized Clearing Corporations, Depositories and their Associated Persons in Securities Market. SEBI decided to put in place comprehensive guidelines to collectively cover such entities and their associated persons, for elimination / avoidance of their conflict of interest and educating the Associated Persons as defined in Securities and Exchange Board of India (Certification of Associated Persons in the Securities Markets) Regulations, 2007 for the compliance of the guidelines. SEBI advised to lay down, with active involvement of senior management, policies and internal procedures to identify and avoid or to deal or manage actual or potential conflict of interest, develop an internal code of conduct governing operations and formulate standards of appropriate conduct in the performance of their activities, and ensure to communicate such policies, procedures and code to all concerned;

SEBI guidelines intends Intermediaries and their Associated Persons to comply with the following -

- high standards of integrity in the conduct of business;
- fair treatment of clients and no discrimination amongst them;
- avoidance of conflict of personal interest with the client and primacy of clients' interest;
- appropriate disclosure to the clients of possible source or potential areas of conflict of interest;
- reducing the opportunities for conflict through prescriptive measures;
- appropriate restrictions on transactions in securities while handling a mandate of issuer or client;
- not to deal in securities while in possession of material non published information;
- not to communicate the material non published information
- not to manipulate the demand for, or supply of, or to influence prices of, securities.
- not to have an incentive structure that encourages sale of products not suiting the risk profile of the clients;
- not to share client information for the personal interest;

This document sets out the Policy on management of Conflict of Interest for FRONTLINE STOCK BROKERS PVT LTD. , with intent to define a policy and procedure for dealing with Conflict of Interest and to effectively manage any conflicts of interest that may arise in carrying out its business. Senior Management is responsible for ensuring that the Company's systems, controls and procedures are adequate to identify and manage conflicts of interest.

#### 2. Policies and Internal Procedures to Identify and avoid or to deal or manage actual or potential Conflict of Interest

Policy and the objectives

FSBPL policy on Conflict of Interest is defined as under-

In order to strive for achieving management of conflict of interests, FSBPL shall endeavor to comply with above -

- To promote high standards of integrity in the conduct of business
- To ensure fairness of dealing with clients

- To guide for identification, elimination or management of conflict of interest situations
- To provide a mechanism for review and assessment of the policy(ies) on conflict of interests

The conflict of interest policy aims to ensure that the Company's clients are treated fairly and at the highest level of integrity and that their interests are protected at all times. It also aims to identify conflicts of interest between:

- The Company and a Client
- Relevant Person and a Client
- A Company of the Group and a Client
- Two or more Clients of the Company in the course of providing services to these Clients
- A Company service provider and a Client

In addition it aims to prevent conflicts of interest from adversely affecting the interest of

its Client.FSBPL Conflicts of Interest Policy sets out how:

- The Company will identify circumstances which may give rise to conflicts of interest entailing a material risk of damage to our Clients' interests;
- The Company has established appropriate mechanisms and systems to manage those conflicts;
- The Company maintains systems designed to prevent damage to our Clients' interests through identified conflicts.

"Intermediary" and "Associated Person"

Securities and Exchange Board of India (Certification of Associated Persons in the Securities Markets) Regulations, 2007 defines the term "intermediaries" and "associated persons". Accordingly, "intermediary" means an entity registered under SEBI Act and includes any person required to obtain any membership or approval from a stock exchange or a self-regulatory organization; and "associated person" means a principal or employee of an intermediary or an agent or distributor or other natural person engaged in the securities business and includes an employee of a foreign institutional investor or a foreign venture capital investor working in India;

"Conflict of Interest"

Conflicts of Interest can be defined in many ways, including any situation in which an individual or corporation (either private or governmental) is in a position to exploit a professional or official capacity in some way for their personal or corporate benefit. A conflict of interest is a manifestation of the moral hazard problem, particularly when a financial institution provides multiple services and the potentially competing interests of those services may lead to a concealment of information or dissemination of misleading information. A conflict of interest exists when a party to a transaction could potentially make gain from taking actions that are detrimental to the other party in the transaction.

Identification of Conflicts of Interests

The Company shall take adequate steps to identify conflicts of interest. In identifying conflicts of interest, the Company will take into account situations where the Company or an employee or a Relevant Person:

- Is likely to make a financial gain, or avoid a financial loss, at the expense of the Client;
- Has an interest in the outcome of a service provided to the Client or of a transaction carried out on behalf of the Client, which is distinct from the Client's interest in that outcome;
- Has a financial or other incentive to favour the interest of one Client over another;
- Carries out the same business as the Client; or
- Receives from a person other than a Client an inducement in relation to a service provided to a Client, in the form of monies, goods or services, other than the standard commission or fee for that service.

**Measures to avoid or to deal or manage actual or potential Conflict of Interests**

Should a conflict of interest arise, it needs to be managed promptly and fairly. The Company puts in place following arrangements to ensure that:

- i. There is a clear distinction between the different departments' operations;

- ii. No single person will gather conflicting information, thus counterfeiting or hiding information from investors is minimized;
- iii. The Company's employees are prohibited from investing in a financial instrument for which they have access to non-public or confidential information;
- iv. Transactions by the Company's employees are neither performed nor executed by themselves.
- v. Employees sign a contract of employment including confidentiality clauses. No associated person may disclose inside information to others, except disclosures made in accordance with the Company's policies and procedures, to other Company personnel or persons outside the Company who have a valid business reason for receiving such information;
- vi. Each department will control the flow of information where, otherwise, the risk of conflict of interest may harm the interest of a Client;
- vii. Relevant information is recorded promptly in a secure environment to enable identification and management of conflicts of interests;
- viii. Adequate records are maintained of the services and activities of the Company where a conflict of interest has been identified;
- ix. In certain jurisdictions appropriate disclosure may be made to the Client in a clear, fair and not misleading manner to enable the Client to make an informed decision;
- x. There is a periodic review of the adequacy of the Company's systems and controls.
- xi. Employees are required to avoid conflicts of interest with activities they undertake outside FSBPL.

### **Policies and procedures**

The Company has developed and implemented policies and procedures throughout its business to prevent or manage potential conflicts of interest. Our employees receive guidance and training in these policies and procedures, and they are subject to monitoring and review processes.

### **Procedure to comply with the policy**

- i. Every staff member must have a copy of the Policy on management of Conflicts of Interest.
- ii. If a potential COI arises, the transaction must first be discussed with management before entering into the transaction.
- iii. All new employees shall be required to declare their outside interests when they join the firm.
- iv. All staff maintaining personal trading accounts outside of the company are required to instruct their broker to send copy contract notes and periodic statements to the company for reconciliation purposes.
- v. The company Conflict of Interest Policy is located on the website [www.fcslindia.com](http://www.fcslindia.com) and is subject to annual review.

### **Inducements**

The Company does not offer, solicit or accept any inducements, other than the following:

- the fee, commission or benefit which is disclosed to a client, prior to the provision of the relevant service; and
- it is designed to enhance the quality of the relevant service to a client and in line with the Company's duty to act in the best interests of a client.
- Proper fees for the provision of investment services, such as custody costs, settlement and exchange fees, regulatory levies or legal fees, and which cannot give rise to conflicts with the Company's duties to act honestly, fairly and professionally in accordance with the best interests of its clients.

### **Consequences of non-compliance with the policy**

- Non-compliance with this policy and the procedures described in it may be considered to be misconduct and may be subject to disciplinary action

### **3. Internal code of conduct governing operations**

FSBPL and Associated Persons shall abide by the Code of Conduct contained in the Schedule II of the Securities and Exchange Board of India (Stock -Brokers and Sub-Brokers) Regulations, 1992, as amended, for accomplishment of the objectives of the SEBI Code.

### **4. Standards of appropriate conduct in the performance of the activities,**

FSBPL and its Associated Persons shall adopt the following standards of appropriate conduct in the performance of the activities.

- i. To place the client's interests first: Placing the client's interests first is a hallmark of professionalism, requiring FSBPL and its Associated Persons to act honestly and not place personal gain or advantage before the client's interests.
- ii. To provide business services with integrity: Integrity requires honesty and sincerity in all business matters. FSBPL and its Associated Persons are placed in positions of trust by clients, and the ultimate source of that trust is the FSBPL and its Associated Persons' personal integrity, both in the letter and the spirit.
- iii. To provide business services objectively: Objectivity requires intellectual honesty and impartiality. Regardless of the services delivered or the capacity in which FSBPL and its Associated Persons functions, objectivity requires FSBPL and its Associated Persons to ensure the integrity of their work, manage conflicts and exercise sound commercial and professional judgment.
- iv. To be fair and reasonable in all business relationships & to disclose and manage conflicts of interest : Fairness requires providing clients what they are due, owed or should expect from a business relationship, and includes honesty and disclosure of material conflicts of interest. It involves managing one's own feelings, prejudices and desires to achieve a proper balance of interests. Fairness is treating others in the same manner that you would want to be treated.
- v. To act in a manner that demonstrates exemplary professional conduct: Professionalism requires behaving with dignity and showing respect and courtesy to clients, fellow business associates, and others in business-related activities, and complying with appropriate rules, regulations and business requirements. Professionalism requires FSBPL and its Associated Persons, individually and in cooperation with peers, to enhance and maintain the FSBPL's public image and its ability to serve the public interest.
- vi. To maintain the abilities, skills and knowledge necessary to provide business services competently: Competence requires attaining and maintaining an adequate level of abilities, skills and knowledge in the provision of business services. Competence requires FSBPL and its Associated Persons to make a continuing commitment to learning and business services improvement.
- vii. To protect the confidentiality of all client information: Confidentiality requires client information to be protected and maintained in such a manner that allows access only to those who are authorized. A relationship of trust and confidence with the client can only be built on the understanding that the client's information will not be disclosed inappropriately.
- viii. To provide business services diligently: Diligence requires fulfilling business commitments in a timely and thorough manner, and taking due care in planning, supervising and delivering business services.

## **5. Communication of policies, procedures and code to all concerned**

This Policy on management of Conflict of Interest offers general guidance in addition to FSBPL policies and procedures and is not meant to replace any of those policies or procedures and shall be made available through FSBPL website [www.fcslindia.com](http://www.fcslindia.com) or by sending a request in writing. FSBPL expects all its Associated persons, employees, to adhere to this policy. The Board of Directors of FRONTLINE STOCK BROKERS PVT LTD. Ltd. reserves the right to amend, supplement or discontinue this policy and the matters addressed herein, without prior notice, at any time.

## **6. Implementation and Review of policy of management on Conflict of Interest**

This policy shall come into effect from the date of approval of the Board of Directors of the company for its implementation so as to provide necessary guidance enabling identification, elimination or management of conflict of interest situations and that the same shall be reviewed and assessed annually by the company management.

**FOR FRONTLINE STOCK BROKERS PVT LTD**  
**(Formerly known as Frontline Capital Services Limited)**

**Director**