



Cooper Code of Conduct and Ethics

After 49 years in business I would like to share all in Cooper some things about my life what made me succeed.

These are the things I want all at Cooper to emulate.

If steel loses its temper it loses its strength so therefore if you don't want to lose your strength never lose your temper.

Is business all about technology, quality, and consistency or is it about integrity, sincerity, fidelity and honesty. The answer is:

Today in business people look at the culture of the person and the company.

People look to see the upbringing of the person.

Manners maketh man. If you say please and thank you, it costs you nothing but it shows good upbringing. It shows your culture.

If you show respect, you will stand up when a guest or an elderly person or a lady enters the room.

It is important that there is to be no difference between what you say and what is the actual truth, you have to be taken at face value, integrity, honesty, fidelity, sincerity are integral for the culture of the company and the individual.

If you are transparent, humble and understanding, you will create empathy and confidence in your customer, in your society and your home for long term harmonious relations. If you have broken or damaged company property, be humble enough to admit your mistake.

Why is Cooper, what it is? I have travelled the world many times and I have travelled across India too but wherever I have gone with these attributes, I have laid the foundation of long term associations ranging from 60 years relationships downwards.

This has what have made Cooper grow. People feel confident, people feel happy to spend their lives associating with us and this is the natural synergy of life.

In the past 15 days twice I have received awards for life time achievements – one from the Times of India another “Jeevan Gaurav” from Shrimant Chhatrapati UdayanRaje Bhosale Foundation of Cultural Activities, Satara.

The Satara Municipality approached me and asked me to give a name to the road on which I live – I chose my Mother’s, as she taught me the above values and sent me to schools who taught me the same.

The Municipality has acknowledged the work done by my Grand Father Sir D. B. Cooper.

These spontaneous gestures are an acknowledgement by the citizens (common man) of Satara for the values, culture and behavior I have cherished and imbibed all my life.

In my life I have been tossed and turned at a moment’s notice from one crisis to another but never once have I failed to overcome the challenge with my values.

Be it a customer, be it a banker, be it a worker, or government official or the man in the street I have always received a helping hand when there was none available.

I want each and every one of you to understand and emulate these principles.

Sd/

Farrokh N Cooper
Chairman & Managing Director

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