

POLICY ON REDRESSAL OF SEXUAL HARASSMENT

1. OBJECTIVE:

The Company is committed to providing a working environment free of all forms of discrimination and harassment, including sexual harassment. Accordingly, this policy is being put in place. Any employee conduct that results in harassment shall not be tolerated and appropriate action, up to and including termination of employment shall be taken.

The issue of sexual harassment at the working environment is recognized as a factor which needs to be addressed strictly, CFPL gives importance to safeguarding female employees against any harassment, even teasing, sexual related overtures, at the workplace environment.

2. APPLICABILITY:

To all regular employees and contractual staff, stakeholders including customers and other visitors to the premises such as interns and associates of CFPL at all locations of CFPL including Head Office and branches.

3. DEFINITIONS:

Harassment refers to unwelcome behavior that is offensive, fails to respect the rights of others, and interferes with work effectiveness.

Harassment is (i) any unwelcome behavior such as verbal or physical conduct designed to threaten, intimidate, or coerce, (ii) verbal taunting which.

- a. has the purpose or effect of creating an intimidating, hostile, or offensive work environment,
- b. has the purpose or effect of unreasonably interfering with an employee's work performance, or
- c. otherwise adversely affects an employee's employment opportunities.

1. **Sexual harassment** is defined as unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:

- a. Submission to the conduct is either an explicit or implicit term or condition of employment (in other words, where one person directly tells another or indirectly suggests to another that his or her employment shall be affected).
- b. Submission to or rejection of the conduct by an individual is used as the basis for making employment decisions affecting such individual.

2. **Hostile work environment:** Sexual harassment is defined as conduct which has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment (i.e., where the atmosphere at work is made extremely uncomfortable because of behavior such as sexual advances or gestures, off color, obscene language, or sexist pictures or cartoons/ pamphlets, pornographic sites). Hostile work environment leading to scenarios of sexual harassment, occurs when the conduct is pervasive or severe enough to alter the conditions of

an employee's job and create an abusive working environment.

3. **Complainant** means a victim of Prohibited Conduct (defined below).
4. **Employee** - means any person employed (whether part-time or full time, permanent or temporary) directly by the Company or through contractors.
5. **Grievance Redressal Authority or GRA** - means the person appointed by the Company to whom complaints of Prohibited Conduct (defined below) shall be reported by Complainant.
6. **Grievance Redressal Mechanism** - means the mechanism prescribed for dealing with complaints under this Policy.
7. **Harassment** - means any unwelcome sexual advance, request for sexual favors, or any verbal, written or physical conduct or other behavior, of a sexual nature, towards any person that:
 - a. has the purpose or effect of humiliating the victim of such conduct or behavior; or
 - b. has the purpose or effect of creating an intimidating, hostile or offensive work environment; or
 - c. has the purpose or effect of interfering with the victim's work performance; or
 - d. affects the victim's employment opportunities or compensation.

3.8 **Respondent** - means a person against whom a complaint is made under this Policy.

4. THE COMPANY STRICTLY PROHIBITS

- a. Harassment of any Employee or any person that has interactions with the Company in the course of its business by another Employee OR Harassment of any Employee by any person that has interactions with the Company in the course of its business; and
- b. Any form of retaliation directed against any person who either complains about Harassment or who participates in any investigation concerning Harassment. (Hereinafter individually and collectively referred to as "Prohibited Conduct")

c. Guidelines

The following examples illustrate what can be considered as Harassment. Such examples do not limit the scope of the definition of Harassment and the Company shall be the sole authority in determining whether any person has engaged in Prohibited Conduct.

- i) Subjecting a person to an unwelcome act of physical intimacy, like grabbing, brushing or touching.
- ii) Making an unwelcome demand or request (whether directly or by implication) for sexual favors from a person or making the grant of sexual favors a condition for offering employment/retention in employment/payment of wages/increment/ promotion.
- iii) Making unwelcome remarks with sexual connotations, like sexually explicit compliments/cracking jokes with sexual connotations/ making sexist remarks.

- iv) Showing a person any sexually explicit material in the form of pictures/cartoons/pinups/calendars/screen savers/any offensive written material/pornographic e-mails.
- v) Engaging in any other unwelcome conduct of a sexual nature, which could be verbal, or even non-verbal, like staring to make the other person uncomfortable.
- vi) Making offensive gestures or sounds with sexual connotations.
- vii) Making unwelcome inquiries into the private relationships of a person.
- viii) Persistently asking a person for informal meetings outside office premises.
- ix) Joking about sexual conduct in an attempt to humiliate or embarrass another person.

d. EXAMPLES OF HARASSMENT:

The following examples are only illustrations of the types of conduct that may constitute as harassment. There are, of course, many other types of conduct that may constitute as harassment. Each employee must exercise his or her own good judgment to avoid engaging in conduct that may reasonably be perceived by others as harassment.

i) Verbal comments that take the form of slurs, derogatory comments or negative stereotyping about a person's national origin, color, religion, caste gender, sexual orientation, marital status, age, disability, appearance, or such personal information.

ii) Distribution, display, or discussion of any written or graphic material that ridicules, denigrates insults, belittles, or shows hostility or aversion toward an individual or group because of national origin, race, color, religion, gender, sexual orientation, marital status, age, disability, appearance, or such personal information.

iii) A supervisor who tells an employee or implies that she or he can earn a promotion or salary increase by providing any form of sexual favor to the supervisor has engaged in sexual harassment. As a further example, a manager who tells an employee that she or he can get ahead by being "nice" to the manager may have engaged in sexual harassment, if comments are reasonably perceived as asking for sexual favors.

iv) A workplace where inappropriate posters of women or men are displayed, where employees make crude references about other employees' physical appearance(body), where unwelcome touches, hugs or pats occur, or where employees make lewd (vulgar) comments or offensive gestures may make some employees uncomfortable and can be viewed as sexual harassment.

5. Grievance Redressal Authority (GRA)

The Head-Operations of CFPL is the Grievance Redressal Authority

Any person who is the victim of Prohibited Conduct may report such conduct ONLY to the GRA.

The complaint shall be dealt with in accordance with the procedure laid down in the Grievance Redressal Mechanism described below.

5.1 GRIEVANCE REDRESSAL MECHANISM

Whether or not such conduct constitutes an offence under law or a breach of the service rules, an appropriate complaint mechanism should be created in the organization for redress of the complaint made by the victim: All complaints of sexual harassment shall be addressed in a confidential manner.

6. Complaint, Investigation & Action:

A victim of Prohibited Conduct should report the incident ONLY to the GRA either in person or over email, or verbally. Email is preferred since it records the complaint.

Once the complaint is received, the GRA shall call for an Internal Complaints committee (ICC) pursuant to Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act 2013 ('The Act'). To prevent instances of sexual harassment and to receive and effectively deal with complaints pertaining to the same, an "Internal Complaints Committee" (ICC) is constituted at each Head Office.

The Internal Committees shall consist of the following members, namely: —

a) Presiding Officer who shall be a woman employed at a senior level at workplace from amongst the employees:

(b) not less than two Members from amongst employees preferably committed to the cause of women or who have had experience in social work or have legal knowledge;

(c) one member from amongst non-governmental organizations or associations committed to the cause of women or a person familiar with the issues relating to sexual harassment:

Provided that at least one-half of the total Members so nominated shall be women.

The investigation would follow the following process:

- i. After the receipt of the complaint, the management immediately hand-over the complaint to the committee.
- ii. Get all relevant information from the Complainant.
- iii. On receipt of the complaint, the Committee shall organize its meeting with the complainants to enquire into the matter and intimate date, time and place of enquiry to the complainant.
- iv. During such enquiry, the complainant shall be allowed to be represented by a co-employee of her own choice if complainant requires.
- v. The committee shall have the right to ask any of the employees to appear before it. The Committee can also investigate the matter from the employee against whom the complaint is being made.
- vi. Fair and objective investigation based on principles of natural justice.
- vii. Documentation of all details of the complaint and investigation including all evidence shared during enquiry and recommendations made.
- viii. After examining all the concerned, the Committee shall prepare its finding and can also recommend the action to be taken.

- ix. The ICC should submit its report to the Head–Human Resources / CEO with its findings and make recommendations on the action to be taken (if any).
- x. Head – Human Resources shall take action required to be taken (if any) on the ICC’s recommendations within 7 working days.
- xi. GRA shall communicate to the Complainant and Respondent, the findings of its investigation and action recommended (if any).

The ICC may provide immediate relief like restraining the Respondent from contacting the complainant where the circumstances so require.

The ICC is empowered to take all actions that the ICC considers reasonable and necessary to fulfill its responsibilities under this policy.

7. Disciplinary Action

- 7.1 If the ICC finds an Employee (other than an employee of a third party) guilty of engaging in Prohibited Conduct, the Employee shall be liable to disciplinary action ranging from a warning to termination of employment as recommended by the ICC.
- 7.2 In all other cases, if the ICC finds any person guilty of engaging in Prohibited Conduct, the Company shall report the same to such person’s employer with a demand that such person not be entrusted to deal with the Company any further.
- 7.3 The Company is entitled to initiate further legal action if the Prohibited Conduct also constitutes a criminal offence under any applicable law.

The committee shall meet as required. The ICC Committee must make an annual report to the management concerned of the complaints and action taken by them.

Retaliation by any employee against an individual who reports a violation of this policy is strictly prohibited and shall be grounds for discipline up to and including termination of employment. No hardship, loss of benefit, or penalty may be imposed on an employee as punishment for:

- a. filing or responding to a bona fide complaint of harassment,
- b. appearing as a witness in the investigation of a complaint, or
- c. serving as an investigator.

Examples of retaliation by a senior include:

- Downgrading an employee's performance rating because she or he turned down the supervisor's request for sexual favors;
- Limiting an employee's opportunities for specific assignments or advancement based on complaints about sexual joking or banter.
- Excluding an employee from corporate or departmental functions based on the employee complaining of sexual conduct in the workplace.

8. Action to be taken on the report.

The ICC may recommend punishments in accordance with law ranging from warning up to termination of services depending on the severity of the violation.

9. Confidentiality

The Company and the GRA (Grievance Redressal Authority) shall maintain confidentiality in respect of all matters pertaining to a complaint except as absolutely necessary to effectively deal with the complaint.

- a. CFPL shall not disclose any information about a complaint to anyone other than Complainant or Respondent, except as necessary to investigate the complaint or to take disciplinary action, or as required by law.
- b. All staff has a responsibility to cooperate in the investigation of a harassment complaint.
- c. Anyone who gives evidence in an investigation, or who is otherwise involved in the process, must keep this information confidential, except as is necessary to deal effectively with the complaint. These are serious issues, and people's privacy must be respected.
- d. Even once a complaint is resolved, confidentiality and respect are important.

10. Additional Action

If the Harassment involves physical or sexual assault or other acts which amount to criminal offences, in addition to dealing with the complaint under this Policy, the Company shall assist the complainant in filing a complaint with the appropriate authorities.

11. Escalation Mechanism

If Complainant does not receive acknowledgement of the complaint from the GRA within 2 working days, or if no immediate relief is provided by GRA where required, then Complainant may escalate the matter to Head– Human Resources / CEO.

12. Time Frame

The ICC shall complete the investigations, make recommendations (if any) to Head – Human Resources / CEO and inform the Complainant and Respondent of the findings of its investigation within 30 calendar days of the Complainant first reporting the Prohibited Conduct.

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