

MAS FINANCIAL SERVICES LIMITED

POLICY ON PREVENTION OF SEXUAL HARASSMENT AT WORKPLACE



The Power of Distribution



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Name of Policy	POLICY ON PREVENTION OF SEXUAL HARASSMENT AT WORKPLACE
Proposed By	General Manager – HR
Approved By	Whole Time Director & CFO
Scope	Employees of Mas Financial Services Limited
Effective from	29th June, 2016

POLICY ON PREVENTION OF SEXUAL HARASSMENT AT WORKPLACE

MAS FINANCIAL SERVICES LIMITED (MFSL) believes that you should be afforded the opportunity to work in an environment free of sexual harassment. Sexual harassment is a form of misconduct that undermines the employment relationship. No employee, either male or female, should be subjected verbally or physically to unsolicited and unwelcomed sexual overtures or conduct.

Sexual harassment refers to behavior that is not welcome, that is personally offensive, which debilitates morale and, therefore, interferes with work effectiveness.

Behavior that amounts to sexual harassment may result in disciplinary action, up to and including dismissal.

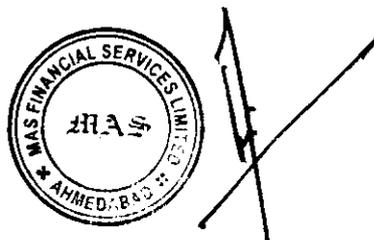
Definition:

MFSL has adopted and its policy is based on, the definition of sexual harassment set forth by the Equal Employment Opportunity Commission (EEOC). The EEOC defines sexual harassment as unwelcome sexual advances, requests for sexual favors, sexually coloured remarks, showing pornography and any other unwelcome verbal or physical conduct of a sexual nature when:

- submission to such conduct is made either explicitly or implicitly a term or condition of your employment
- submission to or rejection of such conduct by you is used as the basis for employment decisions affecting you
- such conduct has the purpose or effect of unreasonably interfering with your work performance or creating an intimidating, hostile or offensive working environment.

Employer's Responsibility:

MFSL wants you to have a work environment free of sexual harassment by management personnel, by your coworkers and by others with whom you must interact in the course of your work as a MFSL employee. Sexual harassment is specifically prohibited as unlawful and as a violation of MFSL's policy. MFSL is responsible for preventing sexual harassment in the workplace for taking immediate corrective action to stop sexual harassment in the workplace and for promptly investigating any allegation of work-related sexual harassment.



Complaint Procedure:

If you experience or witness sexual harassment in the workplace, report it immediately to your local HR with a copy to General Manager - HR. You may also report harassment to any other member of MFSL's Management. All allegations of sexual harassment will be quickly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of that investigation.

Complaint Mechanism:

Whether or not such conduct constitutes an offence under law or breach of the MAS Financial Services service rules, an appropriate complaint mechanism is created from 29th June, 2016 at MFSL for redressal of the complaint made by the victim. Such complaint mechanism shall ensure time bound treatment of complaints.

A "**Complaints Committee**", a special Committee is formed with following members as a part of the complaint mechanism:

- 1) Ms. Darshana S Pandya - Chief Operating Officer (**Chairperson**)
- 2) Mr. Joby Joseph – Sr. Manager - HR (**Member**)
- 3) Ms. Deepika Agrawal – Sr. Internal Auditor (**Member**)
- 4) Ms. Bhavna A. Bhatt – Treasury Manager (**Member**)

It has been decided to appoint **Ms. Darshana S Pandya – Director & Chief Operating Officer** as **Head of Complaints Committee**. At H.O and each branch, woman employees will file complaints with designated HR Head of the branch and HR head at branch is bound to transfer complaints to Complaint Committee at HO through General Manager HR. The Complaints Committee will make quarterly report to Board of the Directors and annual report to the Government department concerned of the complaints and action taken by Committee.

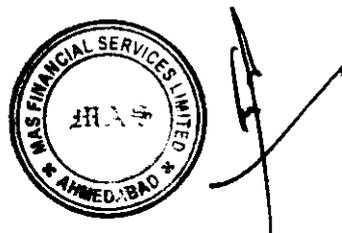
Awareness:

To bring awareness about rights of the woman against sexual harassment

- Meetings will be organised with group of the employees at all the three plants and at HO.
- Printed Leaflets will be distributed and put on the notice board at all the three plants and at HO.

Third Party Harassment:

Where sexual harassment will be caused by an act or omission by any third party or outsider, MFSL shall take all steps necessary and reasonable to assist the affected employee in terms of



support and preventive action.

Penalties:

Sexual harassment will not be tolerated at MFSL. If an investigation of any allegation of sexual harassment shows that harassing behavior has taken place, the harasser will be subject to disciplinary action, up to and including dismissal.


MUKESH C. GANDHI
WHOLE TIME DIRECTOR & CFO



Harassment Investigation Guide

- **Getting the employee to describe the claim:**
 - Listen to the charge. Don't make comments like, "You're overreacting."
 - Acknowledge that bringing a harassment complaint is a difficult thing to do.
 - Maintain a professional attitude.
 - Gather the facts; don't be judgmental.
 - Ask who, what, when, where, why, and how. Find out if the employee is afraid of retaliation. How does the employee want the problem resolved?

- **Conducting an investigation of the claim—general rules to follow:**
 - Investigate immediately. Delaying or extending an investigation can make witness testimony increasingly unreliable.
 - Remember that the manner in which the investigation is handled can itself furnish grounds for a hostile environment claim, so carefully document every step.
 - Treat all claims seriously—even those that seem frivolous—until you have reason to do otherwise.
 - Keep the investigation confidential. Emphasize to those involved that your discussions are not to be shared with unconcerned parties. Warn of possible disciplinary action, if necessary.
 - Limit the number of persons who have access to the information. Communicate strictly on a "need to know" basis.
 - Ask questions so that information is not unnecessarily disclosed. For example, instead of asking, "Did you see Harsh touch Rita?" ask "Have you seen anyone touch Rita at work in a way that made her uncomfortable?" Remember—the purpose of the investigation is to gather facts, not disseminate allegations.
 - If there is more than one allegation, treat each separately.
 - To avoid defamation liability, never broadcast the facts of a given situation or the results as an example to others or as a training tool.

- **Interviewing the complainant (Can be done when employee first reports charge):**
 - Get specific details.
 - Find out whether there was a pattern of previous episodes or similar behavior toward another employee.
 - Get the specific context in which the conduct occurred. Where? What time?
 - Determine the effect of the conduct on the complainant.
 - Determine the time relationship between the occurrence of the conduct, its effect on the complainant, and the time when the complainant made the report.
 - Prepare a detailed chronology.
 - Analyze whether there might have been certain events that triggered the complaint, *i.e.*, promotion, pay or transfer denial.
 - Determine whether there were any possible motives on the part of the complainant.
 - Find out what the complainant wants.
 - Explain to the complainant that the charges are serious, that you will conduct a



thorough investigation before reaching any conclusion, and that he or she will not be retaliated against for making the complaint.

- Don't make any statements about the accused employee's character, job performance, or family life.

- **Interviewing the accused:**

- Obtain a statement from the accused.
- Identify the relationship of the accused to the complainant.
- Was there any prior consensual relationship between the parties? How long have they known each other? Is there a history of group or individual socializing?
- If the individual was a supervisor, indicate the individual's job title, obtain a copy of the individual's job description, and determine the individual's specific duties at the time of the alleged harassment.
- Determine whether the accused directed, or had responsibility for the work of other employees or the complainant, had authority to recommend employment decisions affecting others or was responsible for the maintenance or administration of the records of others.
- You can expect the accused to deny the charges. Observe the reaction. Note whether there is surprise, anger, or disbelief. Describe the details of the allegation and note the areas of disagreement between the testimony of both parties. If the accused denies the allegations, probe further to determine with the accused the background, reasons, and motivation that could possibly trigger the complaint.

- **Interviewing witnesses:**

- Obtain statements from any witnesses who support or deny any of the complainant's allegations. Be aware that witnesses are often reluctant to come forward out of fear of reprisal.
- Assure all witnesses that their cooperation is important, that their testimony is confidential and that they will not be retaliated against for testifying.

- **Resolving the complaint:**

- Apologize for the incident occurring, *if that is appropriate*.
- When attempting to remedy the conduct, avoid requiring the claimant to work less desirable hours or in a less desirable location. If you offer to transfer the complainant, try to get the complainant's consent and make sure the transfer position is substantially similar to the complainant's prior position. This helps ensure that the complainant is not being illegally punished for reporting discrimination or harassment.
- Consider the severity, frequency and pervasiveness of the conduct when imposing discipline on the harasser. There are several disciplinary options available, including:
 - oral and written warning
 - reprimand
 - suspension
 - probation
 - transfer
 - demotion
 - discharge
- When imposing discipline on the accused, any forms of discipline short of discharge



should be accompanied by a warning that similar misconduct in the future may result in immediate discharge. If no discipline is imposed, document the reasons why.

- Provide remedial counseling on sexual harassment, if appropriate. Also take the opportunity to re-communicate your policy.
- Carefully and fully document the investigation, the discipline imposed, and any remedial steps taken.
- Conduct follow-up interviews with the parties to inform them of the company's actions.



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