

HR POLICY MANUAL

Section 5	ESTABLISHMENT RULES
Policy No.PP5-1.12	Prevention of Sexual Harassment at Work - Place
Release Date	1 st December, 2020
Supersedes	PP5-1.12 dated April 12, 2019

1. PREAMBLE

Blue Star Limited is committed towards providing for its employees, a safe and productive work environment that promotes the confidence to work, to innovate and to perform without fear of any type of harassment. Sexual harassment at workplace violates a person's sense of dignity, and is against fundamental and basic human rights. It is also contrary to our policy on Equal Employment opportunities. It is therefore our duty, as a responsible organization, to prevent and deter any activities that lead to such harassment by taking all steps required.

2. POLICY

We, at Blue Star believe that every employee has the right to work in an environment that is free from Sexual harassment, intimidating or offensive behavior and wherein such issues are resolved without fear of reprisal.

This policy has been framed in accordance with the provisions of “The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013” [“Act”] and the rules framed thereunder. Accordingly, the policy covers all key aspects of the Act.

At Blue Star, we have zero-tolerance for Sexual Harassment. We value the rights of every single employee working at Blue Star & Blue Star’s Business Partners and wish to protect their dignity. In doing so, we are determined to promote a safe environment in which persons of both sexes work and complement each other as equals leading to maximum productivity. Blue Star has therefore adopted a gender-neutral policy.

3. SCOPE AND EFFECTIVE DATE

This policy applies to all categories of employees of Blue Star Limited in India, and to all the subsidiaries and group companies including permanent management and workmen, temporary staff, trainees and employees on contract at its workplace or at client sites. Blue Star will not tolerate sexual harassment, if engaged in by clients or by suppliers or any other Business Partners as defined under the Blue Star’s code of conduct and will seek appropriate actions and remedy as provided under the Act and rules framed thereunder. This policy is deemed to be incorporated in the service conditions of all employees and comes into effect immediately.

4. SEXUAL HARASSMENT

Sexual harassment may occur not only where a person uses his authority to solicit sexual favour to control, influence or affect the career, salary or job of another person, but also between peers. It may also occur between a Blue Star employee and someone that employee deals with, in the course of his/her work who is not employed by the Company.

As per law, Sexual Harassment has been defined to include any one or more of the following unwelcome acts or behavior (whether directly or by implication) namely:

- physical contact or advances
- a demand or request for sexual favors
- making sexually coloured remarks
- showing pornography
- any other unwelcome physical, verbal or non-verbal conduct of sexual nature"
- Where the victim has reasonable grounds to believe an objection to such unwelcome behavior would disadvantage her prospects in aspects such as recruitment/employment or allotment of work, promotion or evaluation of the engagement in any company activity including off-duty
- Where any such act(s) create an intimidating / hostile / offensive work environment and/or affect the persons work performance.
- Sexual Harassment shall now also include any of the above done through digital means while working from home i.e. through messages, phone calls, over video calls etc.

5. WORKPLACE

- Premises, locations, establishments, enterprises, offices, branches or units established, owned, controlled by Blue Star
- All Blue Star related activities performed at any other site/work from home away from Blue Star's premises
- Any social, business or other functions where the conduct or comments may have an adverse impact on the workplace or workplace relations.
- Places visited by the Employee arising out of or during the course of employment including transportation provided by the Blue Star for undertaking such journey.
- Any misbehavior in the nature of Sexual Harassment on any social media shall also be considered Sexual Harassment at workplace irrespective of whether such sexual behavior was shown during or outside of office hours.

6. RESPONSIBILITY

All managers must ensure that nobody is subject to harassment and there is equal treatment. They must also ensure that all employees understand that harassment will not be tolerated; that complaints will be taken seriously; and that the complainant, respondent/s, or witnesses are not victimized in any way.

All employees are expected to take personal responsibility for upholding Company's standards by treating with dignity and respecting all business partners, all job applicants,

fellow employees, customers, contract and temporary personnel, including apprentices, trainees and any other individuals associated with Company. All are encouraged to advise others of behavior that is unwelcome. Often, some behaviors are not intentional. While this does not make it acceptable, it does give the person behaving inappropriately, the opportunity to modify or stop their offensive behavior

Complaint can be made either to the employee's immediate manager or supervisor, or the designated Human Resources Representative or any member of the Internal Complaints Committee as per the comfort of the aggrieved employee. Such complaints received by persons other than members of the Internal Complaints Committee shall be referred to the Committee and under no circumstances shall be independently investigated.

7. COMPLAINT MECHANISM

In conformity with the directive of Supreme Court of India, and in compliance with the Act, an appropriate complaint mechanism in the form of "Internal Complaints Committee" has been constituted in the Company against sexual harassment at workplace for time-bound redressal of the complaint made by the victims.

8. INTERNAL COMPLAINTS COMMITTEE

As Blue Star operates PAN India with multiple locations, the organization has bifurcated the constitution of the Internal Complaints Committee into 7 regions viz. West – I & II, North – I & II, South – I & II & East. Current nominated members of the committees are given in Annexure A.

Any complaint or concern may be first taken up with the local representative who would then escalate the matter to the concerned ICC for initiating necessary action. Alternatively, the complaint may be lodged with any of the aforesaid ICC members who would then request the concerned regional ICC to look into the complaint.

Tenure of the Committee: This committee will be in tenure for 3 years.

The Internal Complaints Committee is responsible for:

- Receiving complaints of sexual harassment at the workplace
- Initiating and conducting inquiry as per the established procedure
- Submitting findings and recommendations of inquiries
- Coordinating with the employer in implementing appropriate action
- Maintaining strict confidentiality throughout the process as per established guidelines
- Submitting annual reports in the prescribed format

9. PROCEDURE FOR RESOLUTION, SETTLEMENT OR PROSECUTION OF ACTS OF SEXUAL HARASSMENT

a. Informal Resolution Options

- i. When an incident of sexual harassment occurs, the victim of such conduct can

communicate disapproval and objections immediately to the harasser and request the harasser to behave decently

- ii. If the harassment does not stop or if victim is not comfortable with addressing the harasser directly, the victim can address concern to the attention of the Internal Complaints Committee for redressal of grievances. The Internal Complaints Committee will thereafter provide advice or extend support as requested and will undertake prompt investigation to resolve the matter.

b. Formal Resolution - Complaints

- i. Any employee with a harassment concern, who is not comfortable with the informal resolution options or has exhausted such options, may make a formal complaint in writing to the Central Complaints Committee or the Regional Complaints Committee constituted by the Management
- ii. The complainant shall submit 6 (six) copies of the Complaint to the Complaint Committee along with supporting documents and the names and addresses of the witnesses in writing and can be in form of a letter, preferably within 90 days from the date of occurrence of the alleged incident and in case of series of incidents, within a period of 90 days from the date of the last incident in a sealed envelope. Alternately, the employee can send complaint through an email. The employee is required to disclose name, department, division and location, to enable the committee to contact and take the matter forward.
- iii. If the victim is unable to lodge the complaint on account of incapacity, the following may do so on the victim's behalf, with the victim's written consent:
 - Legal Heir, relative or friend
 - Co-worker
 - Any person having the knowledge of the incident
- iv. Delay in Filing the Complaint

A complaint relating to sexual harassment shall ordinarily be referred within 90 days from the date of the alleged offence and the delay if any, in referring such complaint may be condoned by the Complaints Committee provided that the complainant submits sufficient cause for such delay and the Complaints Committee is satisfied with the reasons for the delay. Any perceived delay in filing a complaint under this Policy, by itself, shall not be a relevant factor in deciding the veracity of the complaint or in appreciating evidence presented.
- v. The Complaint Committee shall send 1(one) of the copies received from the Complainant to the accused (respondent) within a period of 7 working days.
- vi. The Accused (respondent) shall file the reply to the Complaint along with supporting documents and the names and addresses of the witnesses, within a period not exceeding 10 working days from the date of receipt of the documents.
- vii. The Complaint committee has the right to terminate the inquiry proceedings or to give an ex-parte decision on the complaint, if the Aggrieved (complainant) or Accused (respondent) fails, without sufficient cause, to present herself or

himself for 3 consecutive hearings convened by the Chairperson, as the case may be, provided that such termination or ex- parte order may not be passed without giving a notice in writing, 15 days in advance, to the party concerned.

- viii. In conducting the enquiry, a minimum of 3 members of the complaints committee including the external member shall be present
- ix. The parties shall not be allowed to bring in any legal practitioner to represent them in their case at any stage of the proceedings before the Complaints Committee
- x. The Complaints Committee shall conduct such investigations & inquiry within a period of 90 days from the date of receipt of the Complaint. Complaints Committee shall then submit a written report containing the findings and recommendations to the CHRO not later than 10 days from the date of completion of the enquiry. The CHRO shall act upon the recommendation within 60 days of its receipt
- xi. The Complaint's Committee report shall also be made available to the concerned parties

xii. Punishments

Where the Complaints Committee arrives at the conclusion that the allegation against the respondents been proved, it shall recommend to the CHRO to take action which may include the following:

- Written apology;
- Warning;
- Reprimand or Censure;
- Withholding of Promotion;
- Withholding of pay rise or increments; or
- Terminating the respondent from service; or
- Undergoing a counseling session or carrying out community service.

xiii. Appeals

The provisions relating to appeals, revision and review as per the existing Acts, rules or regulations governing misconduct or offence as applicable to a workplace. Appeals may be preferred by any person aggrieved from the recommendations of the Complaint Committee to the Court or Tribunal in accordance with the rules framed under this Act

xiv. Punishment for False or Malicious Complaint and False Evidence

Where the Complaints Committee arrives at a conclusion that the allegation against the respondent is malicious or the aggrieved victim or any other person making the complaint has made the complaint knowing it to be false or the aggrieved victim or any other person making the complaint has produced any forged or misleading document, it may recommend to the CHRO to take action in accordance with the provisions of the service rules applicable to her or him.

10. LEAVE OF ABSENCE FOR ATTENDING ENQUIRY

Complaints Committee at its discretion has the authority to grant leave to the victim up to a maximum of 3 months, over and above the regular leave as per service rules, for attending enquiries

11. CONFIDENTIALITY

The Company understands that it is difficult for the victim to come forward with a complaint of sexual harassment and recognizes the victim's interest in keeping the matter confidential.

Confidentiality will be maintained throughout the investigatory process to protect the interests of the victim, the accused person and witnesses/others who may report incidents of sexual harassment.

12. ACCESS TO REPORTS AND DOCUMENTS TO THE VICTIM

All records of complaints, including contents of meetings, results of investigations and other relevant material will be kept confidential by the Company except where disclosure is required under disciplinary or other remedial processes.

13. PROTECTION TO THE COMPLAINANT / VICTIM

The Company is committed to ensuring that no employee who brings forward a harassment concern is subjected to any form of reprisal. Any reprisal will be subject to disciplinary action. The Company will ensure that victim or witnesses are not victimized or discriminated against while dealing with complaints of sexual harassment.

However, anyone who abuses the procedure (for example, by maliciously putting an allegation knowing it to be untrue) will be subject to disciplinary action.

14. EMPLOYEE EDUCATION / COMMUNICATION

The most important step in this direction is the communication cascade. An e-learning module has been prepared and has been made to every Employee on MyWorld. The interactive training presentation can be accessed by all employees. Employees who would like to further clarify their understanding of the Policy are encouraged to call the respective Committees whose contact details are provided in Annexure A or get in touch with their respective local HR representatives.

In case of any inconsistency between this policy and the Act or rules framed there under, the provisions of the Act or rules framed there under as may be amended from time to time, shall prevail.

IN CONCLUSION, the Company reiterates its commitment to providing its employees, a workplace free from harassment/ discrimination and wherein every employee is treated with dignity and respect.

ANNEXURE - A

Details of the Internal Complaints Committee

Northern Region:			Western Region:		
North - I			West - I		
Name	email ID	Contact No.	Name	email ID	Contact No.
Presiding member:			Presiding member:		
Ms RS Priya	rspriya@bluestarindia.com	9840199941	Ms RS Priya	rspriya@bluestarindia.com	9840199941
Members:			Members:		
Mr Haridas C*	haridasc@bluestarindia.com	9566001919	Mr Haridas C	haridasc@bluestarindia.com	9566001919
Mr R Sivakumar	sivakumarr@bluestarindia.com	8655001792	Mr R Sivakumar	sivakumarr@bluestarindia.com	8655001792
Ms Mrinalini Kher	mrinalinikher@gmail.com	9819691851	Ms Geetanjali PS*	geetanjali@bluestarindia.com	9819019046
			Ms Mrinalini Kher	mrinalinikher@gmail.com	9819691851
[For the following locations: Jassola Delhi and HP Factory - 1 & 2]			[For the following locations: Thane, Wada, Dadra and Ahmedabad factory]		
North - II			West - II		
Name	email ID	Contact No.	Name	email ID	Contact No.
Presiding member:			Presiding member:		
Ms RS Priya	rspriya@bluestarindia.com	9840199941	Ms RS Priya	rspriya@bluestarindia.com	9840199941
Members:			Members:		
Mr Haridas C	haridasc@bluestarindia.com	9566001919	Mr Haridas C	haridasc@bluestarindia.com	9566001919
Mr R Sivakumar	sivakumarr@bluestarindia.com	8655001792	Mr R Sivakumar	sivakumarr@bluestarindia.com	8655001792
Ms Deepali Suneja	deepalisuneja@bluestarindia.com	9999902007	Ms Dhruvi Parikh*	dhrutiparikh@bluestarindia.com	9833031920
Ms Mrinalini Kher	mrinalinikher@gmail.com	9819691851	Ms Mrinalini Kher	mrinalinikher@gmail.com	9819691851
[For the following locations: Chandigarh, Ghaziabad, Gurugram, Jaipur, Lucknow and Ludhiana]			[For the following locations: Band Box House, BSH Sakinaka, Kasturi Buildings, Goa, Baroda, Indore, Nagpur, Pune, Raipur and Ahmedabad]		
Southern Region:			Eastern Region:		
Name	email ID	Contact No.	Name	email ID	Contact No.
South - I			East		
Presiding member:			Presiding member:		
Ms RS Priya	rspriya@bluestarindia.com	9840199941	Ms RS Priya	rspriya@bluestarindia.com	9840199941
Members:			Members:		
Mr Haridas C	haridasc@bluestarindia.com	9566001919	Mr Haridas C	haridasc@bluestarindia.com	9566001919
Mr R Sivakumar	sivakumarr@bluestarindia.com	8655001792	Mr R Sivakumar	sivakumarr@bluestarindia.com	8655001792
Ms Sivapriya R*	sivapriyar@bluestarindia.com	7259433224	Ms Tumpa Bhattacharya*	tumpab@bluestarindia.com	9674713134
Ms Mrinalini Kher	mrinalinikher@gmail.com	9819691851	Ms Mrinalini Kher	mrinalinikher@gmail.com	9819691851
[For the following locations: Bengaluru and Secunderabad]			[For the following locations: Bhubaneshwar, Guwahati, Jamshedpur, Kolkata and Patna]		
South - II					
Name	email ID	Contact No.			
Presiding member:					
Ms RS Priya	rspriya@bluestarindia.com	9840199941			
Members:					
Mr Haridas C	haridasc@bluestarindia.com	9566001919			
Mr R Sivakumar	sivakumarr@bluestarindia.com	8655001792			
Ms Sujatha Deepak*	sujathadeepak@bluestarindia.c	8754481472			
Ms Mrinalini Kher	mrinalinikher@gmail.com	9819691851			
[For the following locations: Chennai, Coimbatore, Kochi, Thiruvananthapuram, Vijayawada and Vishakhapatnam]					
*local representative					