



## **WHISTLE BLOWER POLICY/ VIGIL MECHANISM**

## *IHFPL Whistle Blower Policy/ Vigil Mechanism*

### **PREFACE**

In terms of the provisions of the Companies Act, 2013 read with rules framed thereunder (“Act”) every company which has borrowed money from banks and public financial institutions in excess of fifty crore rupees, is required to establish a whistle blower policy / vigil mechanism for its directors and employees to report genuine concerns regarding the company. Further, the vigil mechanism shall provide for adequate safeguards against victimization of persons who avail the mechanism and also provide for direct access to the chairperson of the audit committee in appropriate or exceptional cases.

In compliance with the provisions of the Act, the Board of Directors of the Company have adopted this “Whistle Blower Policy/ Vigil Mechanism” (**Policy**), in order to provide a mechanism to directors and employees of the Company, to report and freely communicate their concerns about illegal or unethical practices within the Company, to appropriate authorities.

### **OBJECTIVES**

The Company is committed to adhere to the highest standards of ethical, moral and legal conduct of its business operations. To maintain these standards, the Company encourages its directors and employees who have concerns about suspected misconduct within the Company, to come forward and express these concerns without fear of punishment or unfair treatment. The Policy provides a channel to report to the management concerns about unethical behavior, actual or suspected fraud or violation of various laws applicable to the Company and codes or policies of the Company.

The Policy neither releases Director(s) and / or employee(s) from their duty of confidentiality in the course of their work nor can it be used as a route for raising malicious or unfounded allegations against people in authority and/ or colleagues in general.

### **SCOPE OF THE POLICY**

The Policy covers malpractices and events which have taken place / suspected to have taken place, misuse or abuse of authority, fraud or suspected fraud, violation of laws and Company rules, manipulations, negligence causing danger to public health and safety, misappropriation of monies, and other matters or activity on account of which the interest of the Company is affected and formally reported by Whistle Blowers concerning its employees. Specific examples may include:

- Criminal Offences (corporate fraud, corruption, bribery or theft), which have been or are likely to be committed;
- Unethical business conduct and serious irregularities, regulatory or financial;
- Conflict of business interest;
- Misuse of Company assets;
- Misuse of authority;
- Wilful suppression of facts;
- Funds being used in any unauthorized manner;
- Mis - Statement in the Company’s financial records and distorting the true nature of the transaction;
- Falsification of transactions/ documents;

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- Miscarriage of justice or any injustice which has been or is likely to be done;
- Health or Safety of any individual/ employee is likely to be endangered;
- Discrimination occurring to any member of the staff such as favouritism, communal bias, sexual harassment etc;
- Actions exceeding the authority granted in the day to day course of business;
- Any other form of improper action or conduct.

### **DEFINITIONS**

**“Audit Committee”** means a committee constituted by the Board of Directors of the Company in accordance with laws applicable to the Company.

**“Board”** means the Board of Directors of the Company.

**“Company”** means IndoStar Home Finance Private Limited.

**“Employee”** means all the present employees, including employees on-roll, off-roll or on contract basis, including all Director(s) of the Company.

**“Protected Disclosure”** means a concern raised by a director or employee through a written communication / via hotline and made in good faith which discloses or demonstrates information about an unethical or improper activity under the title “SCOPE OF THE POLICY” with respect to the Company. It should be factual and not speculative or in the nature of an interpretation / conclusion and should contain as much specific information as possible to allow for proper assessment of the nature and extent of the concern.

**“Subject”** means a person or group of persons against or in relation to whom a Protected Disclosure is made or evidence gathered during the course of an investigation.

**“Vigilance and Ethics Officer”** means an officer appointed as such, from time to time, to receive Protected Disclosures from Whistle Blowers, maintaining records, ensuring disposal thereof, placing the same before the Audit Committee, if deemed to be necessary, for its disposal and informing the Whistle Blower the result thereof.

**“Whistle Blower”** is a person / group of persons who make a Protected Disclosure(s) under this Policy and also referred in this Policy as complainant.

### **ELIGIBILITY**

All Directors and Employee(s) of the Company are eligible to make Protected Disclosures under the Policy in relation to matters concerning the Company.

### **RECEIPT, INVESTIGATION AND DISPOSAL OF PROTECTED DISCLOSURES**

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- All Protected Disclosures should be reported in writing / through hotline (details mentioned below) by the complainant as soon as possible after the Whistle Blower becomes aware of the same so as to ensure a clear understanding of the issues raised. An anonymous reporting of suspected wrongdoing may be made if the complainant so desires. Details of hotline are as mentioned below:

**Hotline No.: 000 80005 02317**

**Website: [Indostar.ethicspoint.com](http://Indostar.ethicspoint.com)**

- Additional points for Protected Disclosures not submitted through hotline route:
  - The Protected Disclosure should be submitted in a closed and secured envelope and should be super scribed as “**Protected Disclosure under the Whistle Blower Policy/ Vigil Mechanism**”. Alternatively, the same can also be sent through email with the subject “**Protected Disclosure under the Whistle Blower Policy/ Vigil Mechanism**”. In order to protect identity of the complainant, the Vigilance and Ethics Officer will not issue any acknowledgement to the Whistle Blower and they are advised neither to write their name/ address on the envelope nor enter into any further correspondence with the Vigilance and Ethics Officer. The Vigilance and Ethics Officer shall assure that in case any further clarification is required he will get in touch with the complainant.
  - A Protected Disclosure to the extent possible should include such information about the alleged violation like the nature of the suspected violation; the identities of persons involved in the suspected violation; a description of documents that relate to the suspected violation; and the time frame during which the suspected violation occurred.
  - The Protected Disclosure should be forwarded under a covering letter. In case the complainant has disclosed his identity in the covering letter, the Vigilance and Ethics Officer / Chairperson of the Audit Committee as the case may be, shall detach the covering letter bearing the identity of the Whistle Blower and process only the Protected Disclosure.
  - All Protected Disclosures should be addressed to the Vigilance and Ethics Officer of the Company. The contact details of the Vigilance and Ethics Officer is as under:

**Name and Address:**

Nidhi Sadani

Company Secretary & Compliance Officer

IndoStar Home Finance Private Limited

One World Centre, Tower 2A, 20<sup>th</sup> Floor,

Jupiter Mills Compound, Senapati Bapat Marg,

Mumbai - 400013

**Email - [nsadani@indostarcapital.com](mailto:nsadani@indostarcapital.com)**

- Protected Disclosure against the Vigilance and Ethics Officer should be addressed to the Chairperson of the Audit Committee of the Company. Additionally, Directors and Employees of the Company may report genuine concerns directly to the chairperson of the Audit Committee in appropriate and exceptional cases. Details of the chairperson of the Audit Committee shall be updated on Company’s intranet.

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- On receipt of the Protected Disclosure, the Vigilance and Ethics Officer / Chairperson of the Audit Committee, as the case may be, shall make a record of the Protected Disclosure and intimate the investigating lead. Investigation Lead and action approving authority shall be as under:

Category	Investigation Lead	Approver of final findings and action
<b>Bribery, Corruption and Fraud</b>		
Third Party Action (without staff involvement)	RCU jointly with Business / Functional Head.	Majority Members of the Management Committee <u>and</u> Chief Human Resources Officer (“CHRO”).
Staff Action	RCU along with Human Resources Team.	Majority Members of the Management Committee <u>and</u> CHRO
Workplace misconduct	CHRO	Majority Members of the Management Committee
Complaints with respect to Sexual Harassment	Internal Complaints Committee / Regional Complaints Committee	Management Committee
Financial Statement Fraud	External Professional Agency	Audit Committee
Other Ethic Violation	To be defined on a case-by-case basis by Management Committee	
<b>Notes:</b> <ul style="list-style-type: none"> <li>- If allegation is against an Investigation Lead or member of Approver group, then they shall recuse from the process.</li> <li>- Upon any complaint / issue being raised, the Compliance Team shall be intimated immediately for further reporting</li> <li>- In case a complaint is made directly to the chairperson of the Audit Committee or if the Audit Committee decides to take a matter for investigation directly, then the Chairperson of the Audit Committee shall lead the investigation with help of such persons as he / she may deem fit.</li> </ul>		

- The matter may be placed before the Audit Committee of the Company, if deemed necessary by the Investigation Lead / Approver, which would then be the nodal agency for further appropriate investigation and needful action.
- The Investigation Lead shall maintain a record of how the complaint has been dealt with. The record shall contain:
  - a) Brief facts;
  - b) Whether the same Protected Disclosure was raised previously by anyone, and if so, the outcome thereof;
  - c) Whether the same Protected Disclosure was raised previously on the same Subject;
  - d) Details of actions taken by Vigilance and Ethics Officer for processing / disposing the complaint;
  - e) Findings of the Audit Committee, if any;
  - f) The recommendations of the Audit Committee/ other action(s), if any.

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- Investigation Lead and Approvers shall ensure the following:
- The decision to conduct an investigation is by itself not an accusation and is to be treated as a neutral fact finding process.
- Subject(s) will normally be informed in writing of the allegations at the outset of a formal investigation and have opportunities for providing their inputs during the investigation.
- Subject(s) shall have a duty to co-operate with the investigating officer(s).
- Subject(s) have a responsibility not to interfere with the investigation. Evidence shall not be withheld, destroyed or tampered with and witness shall not be influenced, coached, threatened or intimidated by the Subject(s) or any other Employee / Director of the Company.
- Unless there are compelling reasons not to do so, Subject(s) will be given the opportunity to respond to material findings contained in the investigation report. No allegation of wrong doing against a Subject(s) shall be considered as maintainable unless there is good evidence in support of the allegation.
- Subject(s) have a right to be informed of the outcome of the investigations. If allegations are not sustained, the Subject should be consulted as to whether public disclosure of the investigation results would be in the best interest of the Subject and the Company.
- The investigation shall be completed normally within 90 days of the receipt of the Protected Disclosure and is extendable by such period as the Audit Committee deems fit.

### **DECISION AND REPORTING**

- If an investigation leads to a conclusion that an improper or unethical act has been committed, the Investigation Lead(s) shall recommend to the to the approving authority, as per abovementioned protocols, such disciplinary or corrective action as deemed fit. It is clarified that any disciplinary or corrective action initiated against the Subject as a result of the findings of an investigation pursuant to this Policy shall adhere to the applicable personnel or staff conduct and disciplinary procedures.
- The Vigilance and Ethics Officer shall submit a report to the Chairman of the Audit Committee on a regular basis about all Protected Disclosures referred to him since the last report together with the results of investigations, if any. The report shall be quarterly discussed in the Audit Committee. If the Protected Disclosure is against any member of the Audit Committee (including the Chairman of the Committee) such an individual shall recuse from the proceedings of the Audit Committee when the matter is being discussed.
- In case the Subject is the CEO of the Company, the Chairman of the Audit Committee after examining the Protected Disclosure shall forward the protected disclosure to other members of the Audit

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Committee if deemed fit. The Audit Committee shall appropriately and expeditiously investigate the Protected Disclosure.

- If the report of investigation is not to the satisfaction of the Whistle Blower, the Whistle Blower has the right to report the event to the appropriate legal or investigating agency.
- A Whistle Blower who makes false allegations of unethical & improper practices or about alleged wrongful conduct of the Subject, shall be subject to appropriate disciplinary action in accordance with the rules, procedures and policies of the Company.

### **SECRECY/ CONFIDENTIALITY**

The Whistle Blower, Vigilance and Ethics Officer, Members of Audit Committee, the Subject and everybody involved in the process shall:

- Maintain confidentiality of all matters under this Policy;
- Discuss only to the extent or with those persons as required under this Policy for completing the process of investigations;
- Not keep the papers related to any Protected Disclosures or related investigation unattended anywhere at any time;
- Keep in a secure manner all the electronic mails / files related to any Protected Disclosure or related investigation.

### **PROTECTION**

- No unfair treatment will be meted out to a Whistle Blower by virtue of his / her having reported a Protected Disclosure under this Policy. The Company, as a policy, condemns any kind of discrimination, harassment, victimization or any other unfair employment practice being adopted against Whistle Blowers. Complete protection will, therefore, be given to Whistle Blowers against any unfair practice like retaliation, threat or intimidation of termination / suspension of service, disciplinary action, transfer, demotion, refusal of promotion or the like including any direct or indirect use of authority to obstruct the Whistle Blower's right to continue to perform his/her duties /functions including making further Protected Disclosure. The Company will take steps to minimize difficulties, which the Whistle Blower may experience as a result of making the Protected Disclosure. If the Whistle Blower is required to give evidence in criminal or disciplinary proceedings, the Company may arrange for the Whistle Blower to receive advice about the procedure, etc.
- A Whistle Blower may report any violation of the above clause, in the manner in which Protected Disclosure is made, and such violation shall be investigated into, as a Protected Disclosure.
- The identity of the Whistle Blower shall be kept confidential to the extent possible and permitted under law. The identity of the complainant will not be revealed unless he himself has made either his

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details public or disclosed his identity to any other office or authority. In the event of the identity of the Whistle Blower being disclosed, the Audit Committee is authorized to initiate appropriate action as per extant regulations against the person or agency making such disclosure. The identity of the Whistle Blower, if known, shall remain confidential to those persons directly involved in applying this Policy, unless the issue requires investigation by law enforcement agencies, in which case relevant members of the organization are subject to subpoena.

- Any other person assisting in the said investigation shall also be protected to the same extent as the Whistle Blower.
- The Whistle Blower, before making a complaint should have reasonable belief that an issue exists and he / she has acted in good faith. Any complaint not made in good faith as assessed as such by the Audit Committee shall be viewed seriously and the Whistle Blower shall be subject to disciplinary action as per the rules / certified standing orders of the Company. This Policy does not protect a complainant from an adverse action taken independent of his disclosure of unethical and improper practice etc. unrelated to a disclosure made pursuant to this Policy.

### **COMMUNICATION**

The Whistle Blower Policy/ Vigil Mechanism shall also be placed on the website of the Company.

### **RETENTION OF DOCUMENTS**

All Protected Disclosures in writing or documented along with the results of Investigation relating thereto, shall be retained by the Company in terms of the Record Retention Policy of the Company or such other period as specified by any other law in force, whichever is more.

### **ADMINISTRATION AND REVIEW OF THE POLICY**

The Audit Committee shall be responsible for the administration, interpretation, application and review of this Policy. The Audit Committee also shall be empowered to make necessary changes to this Policy, if required, with the concurrence / approval of the Audit Committee.

### **AMENDMENT**

The Company reserves its right to amend or modify this Policy in whole or in part, at any time without assigning any reason whatsoever. However, no such amendment or modification will be binding unless approved by the Audit Committee and Board and the modified Policy being placed on the website of the Company.