

# Fair Treatment Policy



**Document Amendment Record**

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# Fair Treatment Policy

## 1.0 Policy Statement

Technosoft Global Services Pvt. Ltd. (Technosoft) values and promotes the diversity of its employees and observes its obligations concerning fair treatment under all laws and regulations that relate to its business.

Everyone at Technosoft sites, including employees, directors, contractors, interns, subcontractors (our people), have a legal obligation to ensure that these laws and regulations are upheld. Technosoft expects our people to treat each other with respect and courtesy. Technosoft is committed to preventing unacceptable behavior, as a critical part of providing a safe and healthy working environment.

The Fair Treatment Policy supports a workplace culture that ensures the right of all people to be treated with fairness, equity and dignity and providing an environment free of discrimination and harassment through:

- Informing all our people of their rights and obligations;
- Setting standards of behavior in accordance with fair treatment principles; and
- Addressing the consequences of breaches to this policy.

## 2.0 Scope

This policy sets out the behavioral standards required of our people in their interactions with each other or the broader community while undertaking Technosoft activities (including business, social and community activities, and also where interaction is through e-mail, text messaging or social media).

Technosoft and its people have a duty to take reasonable care that their actions do not adversely affect the health and safety of others, either at work or in the community. Legal action can be taken against individuals in relation to unacceptable behavior. In some cases, criminal charges, potentially resulting in fines or imprisonment, can be filed against individuals in relation to seriously unacceptable behavior.

### **3.0 Purpose**

Technosoft is committed to providing an environment free of discrimination and harassment, and will not tolerate behavior that is inconsistent with Technosoft's values and commitment to a fair and just culture. This policy provides a framework through which concerns and issues can be addressed promptly, professionally and confidentially, while all parties are treated fairly. It should be read in conjunction with the Fair Treatment Procedure.

### **4.0 Content**

#### ***4.1 General Principles***

- All Technosoft people have the right to work and be a part of a fair, just and safe environment.
- All Technosoft people are entitled to be treated with courtesy, fairness and equity.
- Technosoft expects all its people to abide by the relevant State and Federal legislation, other applicable policies, and adhere to high standards of behavior that reflect well on Technosoft.
- The Fair Treatment Procedure provides guidelines for resolving complaints in a timely, non-disruptive way and to ensure the confidentiality of all persons involved. Where appropriate, Technosoft encourages those affected by behavior that they feel is unfair to speak directly to the person engaging in the behavior.
- People who feel they have been treated unfairly are encouraged to initially seek guidance from their Manager, or speak with a Technosoft Human Resources representative. If this is not appropriate or employees wish to remain anonymous, the Vice President HR and Country Head may be contacted.

#### ***4.2 Contributing to Technosoft's Fair Treatment Workplace***

All Technosoft people are expected to contribute to a workplace characterized by Fair Treatment by:

- Speaking up, and making it clear when behavior is unacceptable;
- Supporting those who are affected by breaches of this policy and encouraging them to take action;

- Promoting mutual respect and acceptance of diversity;
- Supporting and promoting this policy across Technosoft;
- Understanding the principles of Fair Treatment, and their obligations; and
- Cooperate as requested in any investigation of a complaint in the event of an allegation of unfair treatment.

### **4.3 Unacceptable Behaviors**

All Technosoft people are expected to behave fairly, respectfully, and equitably at all times. The following behaviors are specifically prohibited by Technosoft:

#### **4.3.1 Bullying, Harassment and Vilification**

Workplace bullying is repeated and unreasonable behavior directed towards an individual or group that creates a risk to health and safety. Repeated behavior refers to the persistent nature of the behavior and can involve a range of behaviors over time.

Unreasonable behavior means behavior that a reasonable person, having considered the circumstances, would see as unreasonable, including behavior that is victimizing, humiliating, intimidating or threatening.

Bullying may also occur at the same time as unlawful discrimination, sexual harassment and may also be a breach of work health and safety laws.

Harassment - state and federal anti-discrimination legislation make it unlawful to treat a person less favorably on the basis of particular protected attributes such as a person's sex, race, religion, caste or place of birth. Treating a person less favorably can include harassing a person. Examples of harassing behaviors could include:

- Telling an insulting joke about a particular racial group;
- Sending explicit or sexually suggestive emails or text messages;
- Displaying racially offensive or pornographic poster or screen savers;
- Making derogatory comments or taunts about a person's caste; or
- Asking intrusive questions about someone's personal life, including his or her sex life.

It is important to understand that a one-off incident can constitute harassment.

Vilification is an unacceptable behavior that:

- a) Happens in a public place; and is capable of inciting others to hate, to have serious contempt for or to severely ridicule individuals or groups because of a protected class. Vilification is unlawful and in certain circumstances may be a criminal offence.

Technosoft prohibits any form of vilification or racist behavior.

Workplace bullying and vilification can take many forms. Unacceptable behaviors could be based on, but are not limited to:

- race
- disability
- gender
- gender identity
- sexual preference
- perceived sexual preference
- caste
- medical condition
- pregnancy
- age
- relationship status
- impairment
- religion
- union activity
- political affiliation
- perceived

#### **4.3.2 Sexual harassment**

Sexual harassment is unwelcome or unwanted behavior of a sexual nature as a result of which a person feels offended, humiliated or intimidated and which would make a reasonable person feel offended, humiliated or intimidated. It may result from a single incident or a series of incidents. Sexual harassment is unlawful, and Technosoft will not tolerate such behavior from our people.

#### **4.3.3 Unlawful Discrimination**

Unlawful Discrimination occurs when a person is treated unfavorably or is denied fair and equitable access to employment, training, development or advancement because of a particular attribute or personal characteristic.

#### **4.3.4 Victimization**

Technosoft supports the right of our people to make a complaint under this policy without suffering victimization, bullying, recrimination, or detriment as a result. It is unlawful to threaten or to treat an individual less favorably, in response to an actual or potential

discrimination, bullying, sexual harassment or bullying allegation or complaint. It is also unlawful to victimize someone who is a witness or who is supporting an individual who intends to or has made a complaint.

#### **4.3.5 What is not an Unacceptable Behavior?**

**Reasonable Management Action:** A manager can make decisions about poor performance, take disciplinary action and direct and control the way work is carried out. Reasonable management action that is carried out in a reasonable way is not bullying, harassment or discrimination.

**Single Incidents:** Bullying involves a repeated or a pattern of behavior. Therefore, a single incident is not considered to bullying. However, it may have the potential to escalate and should not be ignored by workplace parties.

It is important to note that a single incident of harassing a person about a characteristic or attribute which is considered unlawful under state or federal anti-discrimination legislation can constitute harassment.

#### **4.4 Breaches**

Breaches of this policy may lead to disciplinary action. Any failure to comply with this Policy will be taken very seriously. In certain circumstances, a breach of the Policy could be referred to an appropriate authority for investigation. A number of consequences could flow from a breach, including termination of employment and prosecution.

Where a serious allegation has been made that could result in reprisals against the Discloser, the recipient of the information (such as the Manager or Human Resources) must treat the disclosure confidentially and immediately report the disclosure to the Vice President HR and the Country Head, so that the information can be dealt with under the Protected Disclosure Procedure.

Intentionally false or misleading information must not be provided when making a disclosure of information about a breach of this policy or in connection with an assessment or investigation about a breach of this policy. Disciplinary action may be taken against anyone found to have intentionally provided false or misleading information. In some circumstances, providing false or misleading information could be a criminal offence.



#### **4.5 Definitions used in this Policy**

The definitions used in section 4.3 – Unacceptable Behaviors are general descriptions and may not reflect the specific legal definitions provided in relevant legislation, sub-ordinate legislation or other instruments.

### **5.0 Responsibilities and Authorities**

<b>Accountability</b>	<b>Requirement</b>
Country Head/Vice President HR	<ul style="list-style-type: none"><li>• Responsible for the investigation of complaints that this policy has been breached.</li></ul>
Human Resources	<ul style="list-style-type: none"><li>• Ensure the appropriate training is provided in relation to this Policy, accompanying procedure and relevant legislation, codes and toolkits.</li></ul>
Managers	<ul style="list-style-type: none"><li>• Promote and provide information to employees, contractors and/or visitors on how to access this policy and associated procedure, and where to seek advice on the issues relating to this policy.</li></ul>
Employees	<ul style="list-style-type: none"><li>• Comply with all aspects of this policy.</li><li>• Contribute towards a Fair Treatment Workplace.</li><li>• Complete training in relation to the Code of Conduct and Fair Treatment.</li></ul>
Contractors and Visitors	<ul style="list-style-type: none"><li>• Comply with all aspects of this policy.</li></ul>

### **6.0 Review and Consultation (Prior to Approval)**

This Document is required to be reviewed, at a minimum, every 2 years.

### **7.0 Communication Plan (After Approval)**

This policy is available electronically via Employee Handbook in HRMS. At a minimum, this policy and any subsequent updates are communicated via mail to Technosoft. Additional communication may be coordinated by the policy owner to update and inform relevant managers and employees.