

SEXUAL HARASSMENT REDRESSAL POLICY

1. **INTRODUCTION:**

Apollo Hospitals Enterprise Limited is an equal employment opportunity company and is committed to creating a healthy working environment that enables employees to work without fear of prejudice, gender bias and sexual harassment. The Company also believes that all employees of the Company have the right to be treated with dignity. Sexual harassment at the work place or other than work place if involving employees is a grave offence and is, therefore, punishable under relevant Laws of the country.

2. **OBJECTIVE:**

The Management of Apollo Hospitals Enterprise Limited recognizes that the offence of Sexual Harassment of employees during the course of employment to be a serious misconduct. It is the duty of the Management and all responsible persons representing the Management to prevent sexual harassment in the workplace and to provide a mechanism for resolution of such complaints. To meet this objective, measures shall be taken to avoid, eliminate, and if necessary impose punishment for any act of sexual harassment, which includes unwelcome sexually determined behavior.

3. **APPLICABILITY:**

The following are applicable for Redressal of sexual harassment at Apollo Hospitals:

- 3.1. It extends to all employees of the Company – permanent, temporary, contract employees and trainees.
- 3.2. An alleged act(s) of sexual harassment, whether the incident has occurred during or beyond duty hours.
- 3.3. An alleged act(s) of sexual harassment, whether sexual harassment has taken place within or outside the hospital premises.
- 3.4. It is not applicable when both the alleged harasser and the victim are third parties.

4. **DEFINITION OF SEXUAL HARASSMENT:**

“**Sexual Harassment**” is, any unwelcome sexually determined behavior, such as physical contact and advances; a demand or request for sexual favors: whether verbal, textual, graphic, and electronic or by any other actions. Harassment may be subtle, manipulative and not always evident. It does not refer to occasional compliments of a socially acceptable nature but to behavior that is not welcome and is personally offensive. All forms of gender harassment are covered. Offenders can be in any grade/level and also covers non – employees such as customers/clients.

Sexual harassment would mean and include any of the following:

- 4.1. Unwelcome sexual advances, requests or demand for sexual favors, either explicitly or implicitly, in return for employment, promotion, examination or evaluation of a person towards any company activity.
- 4.2. Unwelcome sexual advances involving verbal, non-verbal, or physical conduct such as sexually colored remarks, jokes, letters, phone calls, e-mail, gestures, showing of pornography, lurid stares, physical contact or molestation, stalking, sounds, display of pictures, signs, verbal or non-verbal communication which offends the individuals sensibilities and affect her/his performance.
- 4.3. Eve teasing, innuendos and taunts, physical confinement against one's will and likely to intrude upon one's privacy.
- 4.4. Physical contact and advances in circumstances which result in a hostile work environment or discrimination or denial of service progression or benefits.
- 4.5. Any obscene gesture by an employee having sexual overtones
- 4.6. Misuse of official position or powers to solicit sexual favors
- 4.7. Any other unwelcome physical, verbal or non-verbal conduct of sexual nature.
- 4.8. The following are basic definition for references:

4.8.1. **Complainant:** The person reporting an incident of Sexual Harassment.

4.8.2. **Victim:** The person subjected to Sexual Harassment.

4.8.3. **Alleged Harasser:** The person who is alleged/reported to have committed an act of Sexual Harassment.

5. **NOTIFICATION OF HARASSMENT:**

- 5.1. Any Apollo employee who believes he or she is being harassed, or any employee who becomes aware of harassment, should send an E-mail to ahelshr@gmail.com (*Mails from personal IDs will be accepted*) which can be accessed by the Apollo Sexual Harassment Redressal Committee (ASHRC) and Corporate Committee for Redressal of Sexual Harassment (CCRSH).
- 5.2. When complaint is being registered by the Complainant/Victim the following details need to be provided:
 - 5.2.1. Name & Address
 - 5.2.2. Employee ID
 - 5.2.3. Contact Number
 - 5.2.4. Department

- 5.3.** The Complainant/Victim must also provide the details of the incident together with name(s) or designation(s) of the self/victim(s) as available and of the alleged harasser(s) as available
- 5.4.** All such complaints will be treated with confidentiality and will be duly investigated and acted upon, if found to be true.

6. APOLLO SEXUAL HARASSMENT REDRESSAL COMMITTEE (ASHRC):

- 6.1.** Every Unit should have an ASHRC against sexual harassment. It should consist of the following members:
- Unit Head
 - Female employee representative
 - Male employee representative
 - Respective Unit/Regional HR Head.

On the broad guidelines mentioned above, each Unit can nominate members for the committee. People with social work or legal background should be preferred as Committee members.

6.2. The Procedure for Redressal is as follows:

Upon notification of a harassment complaint, an impartial investigation will be promptly commenced and will include direct investigations with involved parties and where necessary with employees who may be witnesses or have knowledge of matters relating to the complaint.

The ASHRC will provide an opportunity to the victim as well as the alleged harasser to represent their position and provide their explanations. Depending on the nature of explanations given, the committee would initiate an enquiry on the allegation. The alleged harasser would be on suspension during the course of Redressal process. The redressal process is as follows:

- 6.2.1.** The Complainant/Victim registers his/her complaint through the official E mail ID mentioned.
- 6.2.2.** The ASHRC will hold a meeting with the Complainant within five days of the receipt of the complaint, but no later than a week in any case.
- 6.2.3.** The Committee members shall hear the Complainant and record his/her allegations. The Complainant can also submit any corroborative material with a documentary proof, oral or written material, etc., to substantiate his / her complaint. In any case of embarrassment of narration of event, a same gender committee member shall meet and record the statement.
- 6.2.4.** The merits of the case will be tested by the Committee by carrying out a detailed investigation into the complaint by following the principles of natural justice.

6.2.5. The solution will be communicated to the Complainant within fifteen days of receipt of the complaint.

6.2.6. Once the solution is communicated, the committee members need to submit a detailed report to the CPO pertaining to the happenings of the investigation and the solution given to the Victim.

7. CORPORATE COMMITTEE FOR REDRESSAL OF SEXUAL HARASSMENT (CCRSH)

In the event an employee is not satisfied with the solution given by the ASHRC, the complainant can approach the CCRSH formed under this policy. The CCRSH consists of the following members:

- Ms. Malathi Manohar – General Manager – Chairman’s Office, Apollo Hospitals Group
- Dr. Sriharsha Achar – Chief Human Relations Officer
- Ms. Maimoona Badsha – Legal Expert

7.1. The CCRSH will conduct a thorough enquiry with Unit/Regional Head and the Complainant to understand the issues involved.

7.2. An impartial solution will be given to the Complainant within thirty days of receipt of the harassment complaint by CCRSH. The decision made by the CCRSH will be final and binding on both the parties.

8. GENERAL CONDITIONS:

8.1. In case the complaint is found to be false, the Complainant shall, if deemed fit, be liable for appropriate disciplinary action by the Management.

8.2. In the event, the complaint does not fall under the purview of Sexual Harassment or the complaint does not mean an offence of Sexual Harassment, the same would be dropped after recording the reasons thereof.

8.3. The policy also prohibits retaliation against any employee who brings an accusation of discrimination of sexual harassment or who assists with the investigation or resolution of sexual harassment.

8.4. Complainants or witnesses will not be victimized or discriminated against while dealing with complaints.

8.5. The aggrieved employee will be able to withdraw the complaint any time from the ASHRC after stating appropriate reasons for the same.

8.6. Should any dispute or doubt arise as to the interpretation of these rules, it should be forwarded to Corporate HR Department and the decision of the management shall be final.

- 8.7.** Wherein the aggrieved employee is unable to make a complaint on account of physical/mental incapacity or death or otherwise, his/her legal heir or such other person can register a complaint for the same purpose with the ASRHC.
- 8.8.** Any harassment by a client/customer on an employee or vice versa would be liable for legal proceedings, as per the Laws of the Country.
- 8.9.** As a part of the policy, the aggrieved employee will be given counseling to help them cope with mental trauma arising out of the harassment.
- 8.10.** The ASHRC shall analyze and put up report on all complaints of this nature at the end of the every year for submission to CPO.
- 8.11.** The Management shall provide all necessary assistance for the purpose of ensuring full, effective and speedy implementation of this policy.

9. POWER TO MAKE RULES AND AMENDMENTS

The power to make rules pertaining to sexual harassment at workplace vests with the Corporate HR department. Any changes to these rules shall be suitably communicated to all the employees.

10. ANNEXURE:

10.1. Process Flow Chart

10.2. Members of the Apollo Sexual Harassment Redressal Committee

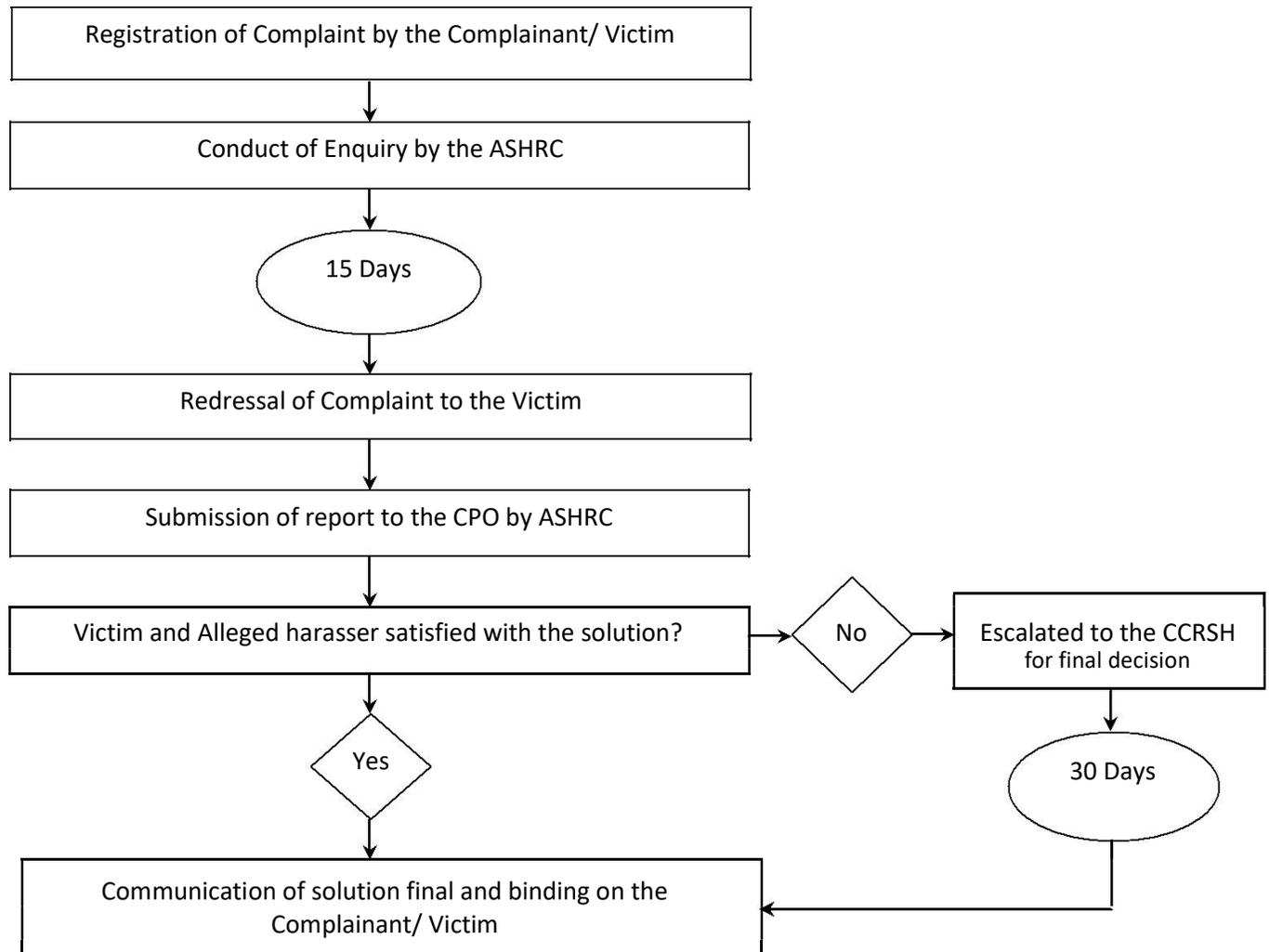
10.3. Roles and Responsibilities of the following:

10.3.1. Committee Members

10.3.2. HR Department

ANNEXURE

10.1 PROCESS FLOW CHART



10.2 APOLLO SEXUAL HARASSMENT REDRESSAL COMMITTEE MEMBERS

S. No	Name	Designation	Contact Number
1.			
2.			
3.			
4.			

- i. As per Laws of the country, the Members of the Committee shall hold office for such period, not exceeding three years, from the date of their nomination as may be specified.*
- ii. Each Unit needs to fill in the above table and forward the same to Corporate HR. Any change in the list of Committee members needs to be notified immediately to Corporate HR.*

10.3 ROLES AND RESPONSIBILITIES:

10.3.1. ROLES & RESPONSIBILITIES COMMITTEE MEMBERS

- ✓ The committee should notify the time and date of the meetings to be held, to the complainant /victim and the alleged harasser.
- ✓ Enquiry to be conducted in a neutral location which provides a conducive environment, for both the victim and the alleged harasser.
- ✓ Should maintain confidentiality during the whole course of investigation.
- ✓ Appropriate recordings of each enquiry are to be maintained.
- ✓ No members of the Redressal Committee should disclose any of the information about the employee to other staff in the hospital.
- ✓ The contents of the complaint, details of the alleged harasser, information, and reports of the committees should not be communicated, published or made known to the public, press and media despite the provision of Right to Information Act 2005.
- ✓ The ASHRC at the request of the aggrieved person, before initiating the enquiry, can take steps to settle the matter through conciliation. However, it has been made clear that no monetary settlement should be made as basis of conciliation.

10.3.2. ROLES & RESPONSIBILITIES OF HR DEPARTMENT:

- ✓ Conduct necessary communication and training across the hospital with respect to sexual harassment at the workplace.
- ✓ Ensure that the policy, procedures and the penal consequences is communicated and explained during Induction of all new joiners.
- ✓ Any act of sexual harassment to be notified as misconduct under the Standing Order of the hospital.
- ✓ Provide sufficient protection for employees who work and transport in late shifts hours.
- ✓ Maintain records of all Sexual Harassment cases and findings.
- ✓ Clarify to employees on any queries related to this policy where ever required.
- ✓ Ensure that the solutions provided are of unbiased nature.