
POLICY ON EQUAL EMPLOYMENT OPPORTUNITY

Version Number: 7.6

Policy on Equal Employment Opportunity

1. Objective

To provide equal employment opportunity to all qualified individuals regardless of the individual's race, color, gender, sexual orientation, religion, national origin, disability or any other protected class status provided by the respective Equal employment opportunity law applicable in the Country. It is the Company's policy and practice to provide an environment, which provides equal opportunities at employment devoid of any form of discrimination.

2. Coverage

All employees of the Company and outsourced personnel working in the company premises.

3. Salient Features

Every employee and all applicants for employment with the Company will be treated equally in all respects. This policy applies in all aspects of employment including, but not limited to:

- Employment advertising, recruitment and hiring
- Administration of compensation and benefits
- Job assignments, transfers and promotions in all job classifications
- Training activities
- Supervision, layoffs, use of disciplinary procedures and termination of employment.
- Recreational activities and the use of all Company facilities.

4. Responsibility

4.1 The ultimate responsibility for Companywide compliance with this policy rests with the Human Resources department. Responsibility for policy administration on the local level rests with the individual Center HR Leads, as guided by the Corporate Human Resources department. In addition, as an integral part of his or her job responsibilities, every Manager and supervisor employed by the Company shall ensure that there is no discriminatory conduct against a fellow colleague/ peer/ subordinate/ supervisor.

4.2 Any employee who becomes aware of any act or allegation of discrimination will report the incident via his/her chain of command or through the 'Complaint Reporting Procedure' below. Any Manager or Supervisor who is aware of an act or allegation of discriminatory treatment but fails to report the incident is subject to disciplinary action, up to and including termination of employment.

5. Complaint Reporting Procedure

- 5.1** Employees should first try to resolve complaints with their immediate supervisors and/ or local management. However, if the employee prefers, he/ she may elect to file a verbal or written complaint with the location Human Resources Head.
- 5.2** A description of the offensive conduct, should be given including the date of the incident and the name of the person accused, to the location HR Head.
- 5.3** Every complaint will be investigated immediately and a decision will be made as to the best method of handling the issues raised in the complaint. Disciplinary action may be required to ensure an effective resolution and compliance with this policy. The complainant will be advised of the results of the investigation. In those instances when the results of the investigation are inconclusive or when a reasonable doubt remains as to whether the conduct complained of violates this policy, both associates will receive counseling concerning appropriate standards of conduct.

6. Non-Retaliation Policy

No employee will be retaliated against because he/she filed a discrimination complaint. In addition, no associate who has provided information or otherwise cooperated with the investigation of a discrimination complaint will be retaliated against. In the event of such instances occurring and being proven, Management will take appropriate disciplinary action against the concerned employee.