

INNOTERRA LIMITED

(FORMERLY KNOWN AS MILKLANE DAIRY SERVICES PRIVATE LIMITED)

CIN: U52101MH2015PLC269084

Website: www.innoterra.in

Policy for Prevention, Prohibition and Redressal of Sexual Harassment at Workplace

Date of Original adoption / Revision	Effective date of Policy
Adoption:	23 rd June, 2026
Revision:	

1. REGULATORY PROVISION

Sexual harassment at the workplace results in violation of the fundamental rights of a woman

- to equality under Articles 14 and 15 of the Constitution of India
- to life and to live with dignity under article 21 of the Constitution
- to practice any profession or to carry on any occupation, trade or business which includes a right to a safe environment free from sexual harassment.

Protection against sexual harassment and the right to work with dignity are universally recognized human rights by international conventions and instruments such as Convention on the Elimination of all Forms of Discrimination against Women, which has been ratified on 25 June 1993 by the Government of India.

This Policy has been framed in accordance with the provisions of "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013" and Rules framed thereunder. The Policy covers all the key aspects of the said Act and the Rules and for any clarification reference shall always be made to the said Act and the Rules and the provisions of the said Act and the Rules shall prevail.

2. APPLICABILITY

This policy applies to all categories of employees of the Company, including permanent management and workmen, temporaries, apprentice/trainees and employees on contract at their workplace or at clients' sites. The Company will not tolerate sexual harassment, if engaged by any co- employee/ officer, executive officers of the Company or outsider while on office duty.

The workplace includes:

1. All offices or other premises where the Company's business is conducted.
2. All company-related activities performed at any other site away from the Company's premises.
3. Any social, business or other functions where the conduct or comments may have an adverse impact on the workplace or workplace relations.

3. DEFINITIONS

- 3.1 "Employee"** for the purpose of this policy, an employee is a person employed at the Company payroll or person deployed at the workplace, for any work on regular, temporary, ad-hoc or daily wage basis, either directly or through an agent, including a contractor, with or without the knowledge of the principal employer, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are express or implied and includes a coworker, a contract worker, probationer, trainee, apprentice or by any other such name.

3.2 "Employer" means any person responsible for the management, supervision, and control of the workplace and includes the person discharging contractual obligations with respect to his or her employees;

"Management" includes the person or board or committee responsible for formulation and administration of policies for such organization.

In relation to a dwelling place or house, a person or a household who employs or benefits from the employment of domestic worker, irrespective of the number, time period or type of such worker employed, or the nature of the employment or activities performed by the domestic worker

3.3 "Aggrieved woman": In relation to a workplace, a woman, of any age, whether employed or not, who alleges to have been subjected to any act of sexual harassment by the respondent and includes contractual, temporary, visitors.

3.4 "Respondent": A person against whom a complaint of sexual harassment has been made by the aggrieved woman.

3.5 "Workplace": In addition to the place of work all other offices and premises such as Head office / Branch offices, regions, Stores, RDCs, and Factories or other premises where Companies business is conducted, including guest houses and any place visited by the employee arising out of or during employment including transportation provided by Company for undertaking such a journey. It shall also include any place where the aggrieved woman or the respondent visits in connection with his/her work/meeting, during and/or arising out of employment/ contract/ engagement with Company, including transportation provided for undertaking such a journey.

Explanation: For the purposes of clarification "Management" includes the person nominated by the board or committee responsible for the formulation and administration of policies for the organization.

DEFINITION OF SEXUAL HARASSMENT

Sexual harassment may be one or a series of incidents involving unsolicited and unwelcome sexual advances, requests for sexual favours, or any other verbal or physical conduct of sexual nature sexual Harassment at the workplace includes:

1. Physical contact and advances; or
2. Demand or request for sexual favours,
3. Any other type of sexually-oriented conduct,
4. Verbal abuse or 'joking' that is sex-oriented,
5. making sexually coloured remarks;

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6. showing pornography; or
7. (v) any other unwelcome physical, verbal or non-verbal conduct of sexual nature that has the purpose or the effect of interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment and/or submission to such conduct is either an explicit or implicit term or condition of employment and /or submission or rejection of the conduct is used as a basis for making employment decisions.

Sexual harassment is emotionally abusive and creates an unhealthy, unproductive atmosphere at the workplace. Sexual harassment cases can be classified into two categories –

- **Quid pro quo** - Under the quid pro quo (meaning this for that) form of harassment, a person or authority, usually the superior of the victim, demands sexual favours for getting or keeping a job benefit and threatens to fire the employee if the conditions are not met creation of a hostile working environment.
- **Creation of a hostile working environment**- A hostile work environment arises when a co- worker or supervisor creates a work environment through verbal or physical conduct that interferes with another co-worker's job performance or creates the workplace atmosphere which is intimidating, hostile, offensive or humiliating and experienced as an attack on personal dignity. For example an employee tells offensive jokes.

No person shall indulge or caused to be indulged under instructions from superior in sexual harassment of co- workers.

4. RESPONSIBILITIES REGARDING SEXUAL HARASSMENT

It is duty/ responsibility of all the employees in the company to prevent or deter the commission of acts of sexual harassment and to provide the procedures for the resolution, settlement or prosecution of acts of sexual harassment by taking all steps required as stipulated in the policy.

The management and employees have the mutual responsibility to ensure that the working environment remains clean and free from all forms of harassment. Collectively we also have the duty to report all cases of harassment to the Human Resources Department, should this behavior be witnessed by any employee, direct or indirect at any time in the workplace. Management (including Assistant Managers and Team Leaders) has a particular duty to ensure that harassment does not occur in areas, which are under their charge.

5. COMPLAINT MECHANISM

In compliance with the Act, any complaint under this policy shall be followed by a formal redressal mechanism as described in this Policy.

INTERNAL COMPLAINTS COMMITTEE, (Henceforth known as 'committee')

Under Section 4 of the POSH Act, at all workplaces with 10 or more employees, the employer must form an Internal Complaints Committee (ICC). This is an obligation that must be adhered to by public and private organizations.

The "Internal Complaints Committee" shall consist of minimum 4 members being: -

- **A Presiding Officer:** This must be a **senior female employee** of the organization.
- **Two employee members:** These employees must be aware and sensitive to gender issues and dedicated to the cause of women or possess some legal knowledge on related matters. The prerequisite for the selection of employees as members demands some legal knowledge or experience in the social sector or committed to the women's cause. These are desirable but not mandatory as it may not be always easy to find such employees.
- **One external member:** This should be **from a NGO or Association** committed to the cause of women and issues or a person familiar with the issues relating to sexual harassment.

At least fifty percent of the total Members so nominated shall be women.

While constitution of the Internal Complaints Committee the disqualification of the members of the Internal Complaints Committee as prescribed in the POSH Act, in details must be adhered. The Managing Director of the Company shall be the authority for disciplinary actions on issues relating to sexual harassment at the workplace, as per the following norms.

6. TENURE OF THE MEMBERS OF THE COMMITTEE

Section 4(3) of the POSH Act specifies the tenure of the members of the Internal Complaints Committee in the workplace. The Presiding Officer and every Member of the Internal Committee shall hold office for such period, **not exceeding three years**, from the date of their nomination as may be specified by the employer and names of the committee members shall be announced by the HR Manager.

7. REMUNERATION TO MEMBERS OF THE COMMITTEE

The fees or allowances for holding the proceedings of the Internal Committee shall be as per Section 4(4) of Sexual Harassment of Women at Workplace (Prevention, Prohibition And Redressal) Act, 2013 POSH ACT read with Rule 3 of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Rules, 2013.

8. DEALING WITH THE COMPLAINT

Given that this policy highlights a prevention focus, there is a need to distinguish between an informal and formal process.

Procedure For Informal Grievance Redressal:

Informal processes normally involve an intermediary means for resolving a problem. In the case of Sexual Harassment, at first instance, the person (i.e. HOD / Woman representative of the location) may be the point of first contact for anyone seeking informal support/ intervention to stop unwelcome behavior.

A sense of restraint and responsibility on the part of all concerned is critical for the effective functioning of these guidelines. The preventive/ informal process that can be adopted is as follows:

1. Convey to the person who is the cause of distress, about what person's actions, words, behavior is doing and convey in no uncertain terms that such behavior is not appreciated. What is important is the "Way" a particular behavior, action or word is perceived; "Intent" is of no consequence.
2. The second step would be to approach someone within the Company – preferably your Superior or HR Representative. The Superior or HR Representative would then try and counsel/ talk it over with a view towards closing the matter amicably.
3. In any case all such incidents along with the resolution need to be reported to the Head of HR who will then provide a short report to the Internal Complaints Committee and the matter will be disclosed.
4. However, in the event of if not being resolved, then it would need to be escalated to the Internal Complaints Committee.

Procedure for Formal Grievance Redressal:

In the event of the complaint not being resolved through informal mechanism, then it would need to be escalated to the Internal Complaint Committee for redressal.

1. It is the obligation of all employees to report sexual harassment experienced by them personally. A concerned co- worker may also inform the Complaints Committee of any instance or behavior of sexual harassment by a co- worker towards another employee.
2. Where the aggrieved employee is unable to make the complaint on account of her physical incapacity or mental incapacity a complaint may be filed by their:
 - relative or friend
 - co-worker
 - an officer of the national Commission for Women or State Women's Commission
 - any person who has knowledge of the incident, with the written consent of the aggrieved person
 - a special educator
 - a special psychiatrist or psychologist the guardian or authority under whose care the aggrieved person is receiving treatment or care
 - any person who has knowledge of the incident jointly with their relative or friend or special educator or qualified psychiatrist or psychologist, or guardian or authority under whose care she is receiving treatment or care.

3. Where the aggrieved person is dead, a complaint may be filed by any person who has knowledge of the incident, with the written consent of the legal heir.
4. The concerned employee shall give their complaint in writing to any of the committee member giving details of the incidence within three months of its occurrence.
5. Once the complaint is received, it will be kept strictly confidential
6. The person accused will be informed that a complaint has been filed against him/ her and no unfair acts of retaliation or unethical action will be tolerated. The Committee shall ensure that fair and just investigation is undertaken immediately.
7. Both the complainant and the alleged accused initially will be questioned separately with a view to ascertain the veracity of their contentions. If required, the person who has been named as a witness will need to provide the necessary information to assist in resolving the matter satisfactorily.
8. The Chairperson after studying the report & discussion with the Committee members shall submit her recommendation to the Managing Director within 10 days of completing the inquiry.
9. The complainant and the accused shall be informed of the outcome of the investigation. The investigation shall be completed within 3 months of the receipt of complaint. If the investigation reveals that the complainant has been sexually harassed as claimed, the accused will be disciplined accordingly. The implementation of the recommendation of Internal Complaint Committee by Managing Director should be done within 30 days of receipt of such recommendation.
10. An aggrieved person may prefer an appeal under Section 18 of the Act to the appellate authority notified under clause (a) of Section 2 of the Industrial Employment (Standing Orders) Act, 1946, within a period of 90 days of the date of recommendations by the Internal Complaints Committee.

9. DISCIPLINARY ACTION:

Where any misconduct is found by the Committee, appropriate disciplinary action shall be taken against accused. Disciplinary action may include transfer, withholding promotion, suspension or even dismissal. This action shall be in addition to any legal recourse sought by the complainant.

10. 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.

To protect the interests of the victim, the accused person and others who may report incidents of sexual harassment, confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances.

11. ACCESS TO REPORTS AND DOCUMENTS

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

12. PROTECTION TO COMPLAINANT / VICTIM

The Company is committed to ensuring that no employee who brings forward a harassment concern is subject to any form of reprisal. Any reprisal will be subject to disciplinary action.

The Company will ensure that the 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.

13. LODGING A FALSE COMPLAINT

- a. If, based on investigations, the company arrives at the conclusion that a prima facie case of harassment has not been made out against an employee and that the charges were brought falsely, and with malicious intent the company will initiate appropriate disciplinary action which may include termination of the employee who falsely accuse another in accordance with the Company's Disciplinary procedures.
- b. All records of sexual harassment reports and investigation shall be considered confidential and shall not be disclosed publicly except to the extent required by law.

14. THIRD PARTY HARASSMENT

When sexual harassment occurs because of an act or omission by any third party or outsider, the Company will take steps necessary to assist the affected employee in terms of support and prevention action within the legal norms.

15. AWARENESS

- Awareness sessions are to be organized to:
- Formulate and widely disseminate an internal policy or charter or resolution or declaration for prohibition, prevention and redressal of sexual harassment at the workplace intended to promote gender sensitive safe spaces and remove underlying factors that contribute towards a hostile work environment against women.
- Carry out orientation programs and seminars for the Members of the Internal Committee.
- Conduct capacity building and skill building programs for the Members of the Internal Committee.
- Declare the names and contact details of all the Members of the Internal Committee
- Use modules developed by the State Governments to conduct workshops and awareness programs for sensitizing the employees with the provisions of the Act.

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16. SHE-BOX REGISTRATION AND COMPLIANCE:

- The Company shall comply with all applicable registration, reporting, and disclosure requirements under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the SHe-Box framework.
- The Company shall designate a Nodal Officer to oversee compliance with the POSH Act and manage the Company's SHe-Box Portal obligations. The Nodal Officer shall not be a member of the Internal Complaints Committee (ICC).
- The Company shall ensure registration of its Head Office, workplaces, branch offices, subordinate establishments, and the Internal Complaints Committee on the SHe-Box Portal, as required by law.
- The Company shall maintain an appropriately constituted ICC and keep all information relating to the ICC and workplaces updated on the SHe-Box Portal.
- The Company shall submit statutory reports and disclosures, including the Annual Report under the POSH Act, within the prescribed timelines.
- The Company shall conduct periodic orientation and capacity-building programmes for ICC members and awareness and sensitization programmes for employees to promote a safe, respectful, and harassment-free workplace. Records of such programmes shall be maintained and reported as required under applicable law.

17. CONCLUSION

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