



HARASSMENT POLICY

1. **Prelude.** GO is committed to a conducive work environment in which all individuals are treated with respect and dignity. The Company strictly prohibits all forms of discrimination and would not condone any type of harassment to any of its employee. All employees shall be subject to disciplinary action, up to and including discharge, for any act of harassment or discrimination.
2. **Policy Parameter.** The policy is aimed at safeguarding employees' rights and outline Company's strict stance on the matters pertaining to harassment and discrimination.
3. **Scope.** This policy applies to all employees of the Company (Permanent as well as Contractual) and any out-sourced staff working with GO (Head/ Regional Offices, COCO Sites, Depots, Terminals, Hospitality and Virtual Locations).
4. **Types of Harassment**
 - a. **Discriminatory Harassment.** Forms of Discriminatory Harassment are given below:-
 - (1) **Racial Harassment.** A victim may experience racial harassment because of his/ her race, skin color, ancestry, origin country or citizenship. Even perceived attributes of a certain ethnicity (curly hair, accents, customs, beliefs or clothing) may be the cause. Racial harassment may take following forms:-
 - (a) Racial slurs.
 - (b) Racial insults.
 - (c) Racial jokes.
 - (d) Degrading comments.
 - (e) Disgust.
 - (f) Intolerance of differences.



- (2) **Gender Harassment.** Gender-based harassment is discriminatory behavior towards a person based on his/ her gender. Negative gender stereotypes about how men and women should act/ behave are often the center of Gender Harassment.

- (3) **Religious Harassment.** Religious harassment is interconnected with the racial harassment but narrows in specifically on the victim's religious beliefs. An individual with a religion that differs from the "norm" of the Company may face workplace harassment or intolerance in a variety of ways, which are mentioned as under:-
 - (a) Intolerance toward religious holidays.
 - (b) Intolerance toward religious traditions.
 - (c) Intolerance toward religious customs.
 - (d) Unwarranted religious jokes.
 - (e) Degrading stereotypical comments.
 - (f) Pressures to convert religions.

- (4) **Disability-Based Harassment**
 - (a) Disability-based harassment is a type of workplace harassment directed towards individuals who either:-
 - i. Suffer from a disability.
 - ii. Are acquainted with a disabled person or people.
 - iii. Use disability services.
 - (b) A person with a disability may experience harassment in the form of harmful teasing, patronizing comments, refusal/ rejection to be reasonably accepted or isolation.



- (5) **Sexual Orientation-Based Harassment.** In sexual orientation-based harassment, victims face harassment because their sexual orientation is different from those around them.
 - (5) **Age-Based Harassment.** A person facing age-based harassment might be teased and insulted, left out of activities/ meetings or criticized unfairly because of his/ her age and the stereotypes connected to it.
- b. **Personal Harassment.** Personal harassment is a form of workplace harassment, which is not based on the protected classes (such as race, gender or religion).
Personal Harassment includes:-
- (1) Inappropriate comments.
 - (2) Offensive jokes.
 - (3) Personal humiliation.
 - (4) Critical remarks.
 - (5) Ostracizing behavior.
 - (6) Intimidation tactics.
 - (7) Any other behavior that creates an intimidating and offensive work environment for the victim.
- c. **Physical Harassment.** Physical harassment, also often called workplace violence, refers to a type of workplace harassment that involves physical attacks or threats. In extreme cases, Physical Harassment may be classified as an assault. Common behaviors include:-
- (1) Direct threats of intent to inflict harm.
 - (2) Physical attacks (hitting, shoving and kicking).



- (3) Threatening behavior (shaking fists angrily).
 - (4) Destroying property to intimidate.
- d. **Power Harassment.** Power harassment is a common form of workplace harassment, which is characterized by a power disparity between the harasser and the harassed. The harasser exercises his/ her power by bullying a victim who is lower on the office hierarchy. Power Harassment is not limited to a certain type of behavior and can be verbal (intimidation) or physical (act of violence); more often than not, it's psychological. The harasser may subject the victim to:-
- (1) Excessive demands that are impossible to meet.
 - (2) Demeaning demands far below the employee's capability.
 - (3) Intrusion into the employee's personal life.
- e. **Psychological Harassment.** Psychological harassment has negative impact on a person's psychological well-being. Victims of psychological harassment often feel put down and belittled on personal as well as professional level or both. The damage to a victim's psychological well-being often creates a domino effect, impacting his/ her physical health, social as well as work life. Psychological Harassment in the workplace might look like:-
- (1) Isolating or denying the victim's presence.
 - (2) Belittling or trivializing the victim's thoughts.
 - (3) Discrediting or spreading rumors about the victim.
 - (4) Opposing or challenging everything the victim says.



f. **Cyber Bullying.** New technologies are embraced to appeal to employees and reap the benefits of a digitally connected world. For example, instant messaging applications such as Twitter, WhatsApp, Viber and Facebook for convenience, speed and user-friendly interface. These are to be used positively as there can be a downside to this digital world. Cyber bullying and online harassment are a serious concern for employers, which may include:-

- (1) Sharing humiliating things about the victim by email/ chat.
- (2) Spreading lies or gossip about the victim on social media.
- (3) Sending harassing text messages directly to the victim.

g. **Retaliation.** Retaliation Harassment is a subtle form of retaliation and an often-overlooked type of workplace harassment. Retaliation Harassment occurs when a person harasses someone else to get revenge and prevent the victim from behaving in such a way again. This type of harassment typically has three parts:-

- (1) Employee A files a complaint about Employee B.
- (2) Employee B finds out about the complaint and who made it.
- (3) Employee B harasses Employee A to get revenge and deter him/ her from filing further complaints.

Employee B, in this case, would be harassing Employee A as retaliation.

h. **Sexual Harassment.** It is inappropriate in nature and generally includes unwanted sexual advances, conduct or behavior. Sexual Harassment is unlawful and taken very seriously. Sexual Harassment may include:-

- (1) Sharing undesirable videos/ photos.
- (2) Posting indecent posters.



- (3) Below the dignity comments, jokes or questions.
 - (4) Inappropriate touching.
 - (5) Inappropriate gestures.
 - (6) Invading someone's personal space.
- i. **Quid Pro Quo Sexual Harassment.** Quid Pro Quo, is “this for that”, type of exchange-based sexual harassment. If job benefits are offered to an employee on the condition that they partake in some form of sexual conduct, it is referred to as quid pro quo sexual harassment. In this situation, the harasser, who is often a manager or senior-level employee, may offer something of value for a sexual favor. It can also be a form of blackmail. Quid pro quo sexual harassment can be either explicit or implicit. The harasser may outrightly ask for the exchange or may hint at it (“Don’t you want this job?”). Examples of Quid Pro Quo Sexual Harassment are as under:-
- (1) Receive a job offer.
 - (2) Receive a promotion.
 - (3) Receive a raise.
 - (4) Receive opportunities.
 - (5) Avoid a demotion.
 - (6) Avoid termination.



- j. **Third Party Harassment.** Third-party Harassment is a type of workplace harassment which is perpetrated by a “third party” – someone from outside of the organization. He or she may be a vendor, supplier, customer or client of the Company. Third Party victims are often the young employees in “low-designations” or “less powerful”. Their lack of experience and reluctance to report makes them ideal victims. Regardless of who the harasser is, it is employer’s responsibility to take steps to stop such behavior.
 - k. **Verbal Harassment.** Verbal harassment can be the result of personality conflicts in the workplace that escalate beyond the casual eye roll. Verbal Harassment can be consistently mean or unpleasant. It could be very damaging if remains unnoticed/ unresolved.
5. **GO Policy on Handling Harassment Cases.** GO encourages reporting of any type of harassment to any of its employee and assures that he/ she shall not be harmed and that the strictest action shall be taken against the defaulter. It is also added that complete confidentiality shall be maintained in handling the matter, whether reported directly or through the Reporting Line.
6. **Guidelines for Handling Harassment Cases.** GO is an equal opportunity employer. The Company abides by fair employment practices and does not discriminate because of race, color, religion, age, sex or ancestry. Following are the guidelines for handling the harassment cases:-
- a. **Reporting an Incident of Harassment.** The Company encourages reporting of all types of harassments regardless of the offender's identity or position. Individuals who believe that they have been the victim of such conduct should discuss their concerns with their immediate Supervisor, HoD or GM HR. The Company recognizes, however, that an individual may prefer to pursue the matter through formal complaint, which shall be addressed according high priority.



b. **Complaint Procedure.** Company encourages prompt reporting of complaints or concerns so that immediate and constructive action could be taken. Employees have the following options to report the harassment incident:-

(1) **Reporting of Incident to the HoD**

- (a) An employee may complain to his/ her HoD in writing while copying HR Department.
- (b) Respective HoD shall review the initiated request and give his recommendations to the HR Department within **2 x working days** of receiving the complaint.
- (c) HR Department shall review/ inquire the case from both parties and give recommendations to the CEO within **3 x working days** after receiving the HoD's recommendations.
- (d) After receiving instruction(s)/ decision from the CEO, HR Department shall intimate the decision in writing to both parties (aggrieved and defaulter employees) with intimation to the CEO and respective HoD.

(2) **Reporting Incident Directly to HR Department**

- (a) An employee may directly/ discretely complain to the HR Department if he/ she thinks that the incident is of grave nature or that there is direct/ indirect involvement of his/ her HoD or senior level employee.
- (b) HR Department shall immediately report the incident to CEO and initiate investigation promptly for the reported allegations. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality shall be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate disciplinary action.



- (c) HR Department shall share the finding and its recommendations with the CEO within **5 x working days** of receiving the complaint.
 - (d) After receiving instruction(s)/ decision from the CEO, HR Department shall intimate the decision in writing to the aggrieved employee and take action against the defaulter, if found guilty.
6. For compliance, please.