



Anti-Harassment Policy

1. Purpose

This policy aims to provide a safe, respectful, and inclusive work environment free from harassment for all employees. It outlines procedures for reporting and addressing harassment and defines responsibilities to ensure compliance with legal and ethical standards.

2. Scope

This policy applies to all employees of Pakistan Services Limited and its units, regardless of their location or the nature of their engagement. Pakistan Services Limited is committed to maintaining a work environment free from harassment.

3. Responsibilities

- **Management:**
 - Ensure understanding and compliance with this policy.
 - Foster a culture of respect and inclusion.
 - Address complaints promptly and fairly.
 - Code of Conduct for employees has been prepared by the People & Culture department and same has been displayed in Urdu and English Language at workplace.
 - The Company will ensure that the anti-harassment policy promotes diversity, equity, and inclusion (DE&I) and to encourage gender mainstreaming, gender equality.
- **Employees:**
 - Treat all colleagues with respect and dignity.
 - Report any incidents of harassment.
- **People & Culture:**
 - Provide training on harassment prevention.
 - Facilitate the reporting and investigation process.
 - Maintain confidentiality and impartiality.

Zero Tolerance Harassment Policy:

- Spreading malicious rumours especially against any employee including female colleagues.
- Discrimination by gender, caste, and religion should never be the reason for any unfair treatment.
- Picking on or regularly undermining someone.
- Denying someone's training or promotion for ones own personal vendetta etc.
- Sexual Harassment

We prohibit all forms of harassment by any employee, including supervisors, managers, and workers. Violation will result in discipline up to and including immediate dismissal for employees.



4. (a) Sexual harassment / gender-based harassment against women

Unwanted sexual advances, requests for sexual favours, and other verbal or physical harassment of a sexual nature against women are strictly prohibited and will be dealt under the Protection Against Harassment of Women at the Workplace Act, 2010.

Procedure: (All Pakistan Services Limited's Units)

- Any complaint of sexual harassment against women at workplace will be dealt by an inquiry committee comprising of a senior executive (chairperson), a female employee & a member from CBA/employees' representative. People & Culture department will facilitate the process.
- Appeal against the decision of inquiry committee can be filed to ombudsperson (Federal/Provincial).
- Ombudsperson can be approached for taking action against the applicant, if complaint is found baseless & made with mala fide intention.
- Every unit will have its own inquiry committee.

4. (b) Other forms of harassment covering all employees

- **Verbal Harassment:** Insults, derogatory comments, or slurs.
- **Physical Harassment:** Unwelcome touching, blocking movement, or any physical interference.
- **Visual Harassment:** Display of offensive or suggestive images, emails, or other visual material.
- **Psychological Harassment:** Intimidation, threats, or any conduct that causes psychological harm.
- **Religious Harassment:** Religious harassment is often interconnected with racial harassment but narrows in specifically on the victim's religious beliefs.
- **Power Harassment:** Power harassment isn't limited to a certain type of behaviour. It can be verbal in the form of intimidation or physical in the form of acts of violence. Power harassment is a form of harassment and workplace bullying in which someone in a position of greater power uses that power to harass or bully a lower-ranking person.

Protection against Harassment (other forms of harassment not mentioned above)

Reporting Procedure

- 1. Formal Complaint:**
 - Employees can report harassment to their supervisor, people & culture department, or the head of unit. Complaints can be made in writing.
- 2. Anonymous Reporting:**
 - Employees may submit complaints anonymously via designated channels if they prefer not to disclose their identity which includes emailing directly to the Group Chief Executive Officer at ceo@hashoogroup.com.



Investigation Procedure

- **Initial Assessment:**
 - People & Culture will conduct a preliminary review to determine regarding accuracy of the complaint.
- **Formal Investigation:**
 - The matter will be handed over to the investigation committee by the People & Culture Department who will gather evidence, interview relevant parties, and document findings.
 - Investigations will be conducted impartially and confidentially.
- **Outcome:**
 - Based on the investigation, appropriate action will be taken by the relevant competent authority (GM in case of properties), which may include disciplinary measures up to and including dismissal from employment.

5. Protection Against Retaliation

Retaliation against anyone who reports harassment or participates in an investigation is strictly prohibited. Any employee found to be engaging in retaliation will face disciplinary action, under disciplinary procedure and harassment policy.

6. Confidentiality

All reports and investigations will be handled with the utmost confidentiality. Information will only be shared on a need-to-know basis.

7. Acknowledgment

All employees must acknowledge that they have read, understood, and agree to comply with this policy.