

# WHISTLE BLOWER POLICY\*

*\*As amended w.e.f 1<sup>st</sup> September 2012*

## **DLF LIMITED**

### **WHISTLE BLOWER POLICY**

#### **1. INTRODUCTION**

This policy seeks to define and establish the position of DLF Limited and its subsidiaries (hereinafter referred to as the 'Company') on the framework for reporting instances of unethical/improper conduct and actioning suitable steps to investigate and correct the same. Accordingly, this policy details the following:

- Procedure to disclose any suspected unethical and/or improper practice taking place in the Company;
- Protection available to the person making such disclosure in good faith;
- Mechanism for actioning and reporting on such disclosures to the relevant authority within the Company; and
- Relevant authority and its powers to review disclosures and direct corrective action relating to such disclosures.

#### **2. OBJECTIVE**

The Company seeks to maintain the highest ethical and business standards in the course of conduct of its business. In doing so, the Company has articulated and published its Code of Conduct, which is applicable to all employees of the Company, to regulate and build a strong culture of corporate governance, by promoting transparency and ethical conduct in its business operations, along with providing the framework within which the Company expects its business operations to be carried out. The Whistleblower Policy is an extension of the Company's Code of Conduct through which the Company seeks to provide a mechanism for its employees, directors, vendors or customers to disclose any unethical and/or improper practice(s) taking place in the Company for appropriate action and reporting. Through this policy, the Company provides the necessary safeguards to all Whistle Blowers for making disclosures in good faith.

### 3. DEFINITIONS

The definitions of some of the key terms used in this policy are given below:

- a) **“Audit Committee”** means the Audit Committee constituted by the Board of Directors of the Company in accordance with Section 292A of the Companies Act, 1956 read with the listing agreement between the Company and stock exchanges.
- b) **“Company”** means DLF Limited and its subsidiaries.
- c) **“Director”** means any executive, non-executive, nominee or alternate director of the Company.
- d) **“Disclosure”** means any communication in writing in relation to an Unethical Practice (including anonymous disclosures) made in good faith by the Whistle Blower to the designated personnel under this policy.
- e) **“Employee”** means any employee or officer of the Company.
- f) **“Investigators”** mean any person(s) duly appointed/consulted by the Whistle Blower Committee to conduct an investigation under this policy.
- g) **“Subject Employee”** means an employee against or in relation to whom a Disclosure is made under this policy.
- h) **“Unethical Practice”** means and includes, but not limited to, the following activities/ improper practices being followed in the Company:
  - i. Manipulation of Company data / records;
  - ii. Abuse of authority at any defined level in the Company;
  - iii. Disclosure of confidential / proprietary information to unauthorized personnel;
  - iv. Any violation of applicable legal law and regulations to the Company, thereby exposing the Company to penalties/ fines;
  - v. Any instances of misappropriation of Company assets;
  - vi. Activity violating any laid down Company policy, including the Code of Conduct;
  - vii. Any other activities whether unethical or improper in nature and injurious to the interests of the Company.

- i) **“Whistle Blower”** shall have the meaning assigned under clause 4.
- j) **“Whistle Blower Committee”** means the Senior ED (VCO) and ED – HR. The Committee may co-opt another member for any specific issue(s) at its discretion. Senior ED (VCO) would be the Chairman of the Whistle Blower Committee.

#### **4. WHISTLE BLOWERS**

Whistle Blowers shall mean and include the following categories of people in this Policy:

- a) Employees of the Company;
- b) Directors of the Company;
- c) Customers of the Company; and
- d) Vendors doing business with the Company.

#### **5. PROCEDURE FOR REPORTING**

a) The Disclosures can be made as follows:

- If the Disclosure is against an Subject Employee up to the level of Sr. VP/ EVP, the Disclosures can be made to the Whistle Blower Committee;
- If the Disclosure is against an Subject Employee in the level of Executive Director or above or a Director, the Disclosures can be made to the Chairman or the Vice Chairman of DLF Ltd.

b) Where a Disclosure is to the Whistle Blower Committee, it shall be addressed to Sr. ED (VCO). His contact details are:

*Senior Executive Director (VCO)*

DLF Limited

DLF Centre, Sansad Marg,

New Delhi – 110 001

Email id – [khattar-sriram@dlf.in](mailto:khattar-sriram@dlf.in)

Alternatively, the Whistle Blower can submit the Disclosure to the e-mail id [whistleblower@dlf.in](mailto:whistleblower@dlf.in). This e-mail id shall be accessed by the Sr. ED (VCO) and the Group Chief Internal Auditor.

- c) Where a Disclosure is being made in relation to Executive Director or above or a Director, the Disclosures can be made to the Chairman or Vice Chairman of DLF Ltd. and it should be made to the following address :

*The Chairman*  
*Or The Vice Chairman*  
DLF Limited  
DLF Centre, Sansad Marg,  
New Delhi – 110 001

Alternatively, Disclosure may be made to the email id [whistleblower@dlf.in](mailto:whistleblower@dlf.in). On receipt of any Disclosure to the above mail id, it shall be forwarded to the Chairman or Vice Chairman of DLF Ltd.

- d) It is strongly advised that the Whistle Blower discloses his/ her identity in the Disclosure for ensuring that adequate protection is granted to him/ her under the relevant provisions of this policy. However, anonymous Disclosures, though discouraged, may also be made.
- e) The Whistle Blower must address the following issues, while reporting any Disclosures under this policy:
- i. The Disclosures made should bring out a clear understanding of the issue being raised.
  - ii. The Disclosures made should not be merely speculative in nature but should be based on actual facts.
  - iii. The Disclosure made should not be in the nature of a conclusion and should contain as much specific and quantitative information with supportings to the extent possible to allow for proper conduct of the inquiry/ investigation.
  - iv. The Whistle Blower is not required to give reasons for such Disclosure.

## **6. ACCESS TO CHAIRMAN, AUDIT COMMITTEE**

A copy of the said disclosure shall be simultaneously submitted to the Chairman of the Audit Committee of DLF Ltd. to the following address:-

*The Chairman, Audit Committee*  
DLF Limited  
DLF Centre, Sansad Marg,  
New Delhi -110 001

In case Disclosure is not simultaneously submitted by the Whistle Blower to the Chairman of the Audit Committee, a copy of the same shall be forwarded by the Whistle Blower Committee/Group Chief Internal Auditor to the Chairman of the Audit Committee.

The Audit Committee Chairman may direct the Whistle Blower Committee to investigate into the same and recommend suitable action to the management.

## **7. INVESTIGATION OF DISCLOSURES**

- a) The Whistle Blower Committee is duly authorized to investigate / oversee any Disclosures reported under this policy. The Whistle Blower Committee shall be assisted by the Group Chief Internal Auditor on such terms as he may deem fit, for the implementation and reporting under this policy.
- b) All Disclosures made under this policy shall be recorded and duly actioned, if required, in accordance with the recommendation made by the Whistle Blower Committee.
- c) The Whistle Blower Committee may, at its discretion, conduct an investigation. However, an investigation shall be launched only after the review of the Disclosures prima facie establishes that:
  - i. The Disclosure made, constitutes an unethical/ improper practice, as defined under this policy;
  - ii. The Disclosure made is supported by adequate information to support an investigation.

Confidentiality of the Whistle Blower shall be maintained during the inquiry/ investigation process.

- d) Any inquiry/ investigation conducted against any Subject Employee shall not be construed by itself as an act of accusation and shall be carried out as a neutral fact finding process, without presumption of any guilt.
- e) The inquiry/ investigation shall be conducted in a fair manner and provide an equal opportunity for hearing to the affected party and a written report of the findings should be prepared.
- f) The Whistle Blower Committee Chairman and the Investigators (after obtaining adequate authorization from the Whistle Blower Committee Chairman) shall have right to call for and examine any information / document and /or employees of the Company, as may be deemed necessary for the purpose of conducting inquiry/ investigation under this policy.

#### **8. SUBJECT EMPLOYEES**

- a) All Subject Employees shall be duly informed about the Disclosures of unethical practice(s) made against them at the commencement of the formal inquiry/ investigation process and shall have regular opportunities for providing explanations during the course of the inquiry/ investigation process.
- b) No Subject Employee shall directly/ indirectly interfere with the investigation process, till the completion of the inquiry/ investigation.
- c) The Subject Employee shall not destroy or tamper with any evidence, and shall have a duty to co-operate with the Whistle Blower Committee Chairman in the inquiry/ investigation process or with any of the Investigators appointed, till the time the inquiry/ investigation process is completed.
- d) During the course of the inquiry/investigation process, all Subject Employees shall have a right to consult any person(s) of their choice, other than the Investigators, and engage any legal counsel at their own cost to represent them in any inquiry/ investigation proceedings.
- e) All Subject Employees shall have a right to be informed about the results of the investigation process and shall be so informed in writing by the Company after the completion of the inquiry/ investigation process.

- f) All Subject Employees shall be given an opportunity to respond to results of the inquiry/ investigation as contained in an investigation report. No allegation of wrongdoing against any Subject Employee shall be considered as tenable, unless the allegations are duly supported by valid evidence in support of the allegation.
- g) Where the results of the inquiry/ investigation highlight that the allegations made against the Subject Employee are eventually dismissed as non-tenable, then the Company shall reimburse all such reasonable costs as shall have been incurred by the Subject Employee to defend him/her, during the process of inquiry/ investigation. In such cases, the Subject Employee will also be consulted whether a public disclosure of the investigation result should be in their best interest. The Whistle Blower Committee Chairman shall have the final discretion on whether such disclosure is necessary and if so, the scope and medium of such disclosure.
- h) Where a Disclosure gets substantiated, the Whistle Blower Committee shall forward its findings to:
- For Subject Employees upto the level of AGM/ Chief Manager: the respective Head of Human Resources and Business Heads for consideration and taking further steps/action as may be deemed expedient and considered necessary.
  - For Subject Employees in levels DGM and above: the Group Head of Human Resources in consultation with Chairman/ Vice Chairman for consideration and taking further steps/action as may be deemed expedient and considered necessary.

## **9. PROTECTION TO WHISTLE BLOWER**

- a) The identity of the Whistle Blower, Subject Employee and any other Employee assisting the inquiry/ investigation, shall be kept confidential at all times, except during the course of any legal proceedings, where a Disclosure/ statement is required to be filed.
  
- b) The Company, as a policy, strongly condemns any kind of discrimination, harassment or any other unfair employment practice being adopted against the Whistle Blowers for Disclosures made under this policy. No unfair treatment shall be vetted out towards the Whistle Blower by virtue of his/her having reported a Disclosure under this policy and the Company shall ensure that full protection has been granted to him/her against:
  - i. Unfair employment practices like retaliation, threat or intimidation of termination/suspension of services, etc;
  - ii. Disciplinary action including transfer, demotion, refusal of promotion, etc;
  - iii. Direct or indirect abuse of authority to obstruct the Whistle Blowers right to continue performance of his duties/functions during routine daily operations, including making further Disclosures under this policy.

## **10. MANAGEMENT ACTION ON FALSE DISCLOSURES**

If an employee knowingly makes false disclosures under this policy, such employee shall be subject to disciplinary action on the terms deemed fit by the Whistle Blower Committee.

## **11. AMENDMENTS**

This policy may be amended or modified by the Company after due consultation with the Corporate Governance Committee.

## **12. RETENTION OF DOCUMENTS**

All Disclosures made by the Whistle Blower or documents obtained during the course of inquiry/ investigation, along with the results of investigation relating thereto, shall be retained by the Company for a minimum period of 2 years.