

MAHINDRA & MAHINDRA FINANCIAL
SERVICES LIMITED

WHISTLE BLOWER POLICY

Whistle Blower Policy

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Background:

The Vigil Mechanism as envisaged in the Companies Act, 2013 and the Rules prescribed is implemented through the Whistle Blower Policy to provide for adequate safeguards against victimization of persons who use such mechanism and make provision for direct access to the Chairperson of the Audit Committee.

The Whistle Blower Policy came into effect from 23rd April, 2012.

The Whistle Blower Policy has been amended in April 2014, January 2016 and March 2019 to align it with the provisions of the Companies Act, 2013, the Companies Rules 2014 and the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.

OVERVIEW

Mahindra & Mahindra Financial Services Limited (MMFSL/the Company) is committed to the highest standards of ethics and integrity. The Board of Directors (Board) and the Senior Management of the Company are committed to maintenance of higher standards of honesty and integrity, and to promoting and maintaining a corporate culture that adheres to these values. Towards this end, the Company has adopted two separate Codes of Conduct viz. one for directors and the other for employees (collectively referred to as "Codes" or "the Codes") and various Corporate Governance policies (collectively referred to as "CG Policies") which lay down the principles and standards that should govern the actions of the Company, its directors and employees. Any actual or potential violation of the Codes or CG Policies, howsoever insignificant or perceived as such, would be a matter of serious concern for the Company. The role of the directors or employees in pointing out such violations of the Codes or CG Policies cannot be undermined.

In pursuance of this philosophy, MMFSL has put in place a Whistle Blower Policy to define a mechanism that will address any complaints related to fraudulent transactions or reporting, intentional non-compliance with the Company's policies and procedures and any other questionable accounting/ operational process followed.

Vigil Mechanism:

The Vigil Mechanism as envisaged in the Companies Act, 2013 and the Rules prescribed thereunder is implemented through the Whistle Blower Policy to provide for adequate safeguards against victimization of persons who use such mechanism and make provision for direct access to the Chairperson of the Audit Committee.

Further, Regulation 22 (1) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations") inter alia, provides for a mandatory requirement for all listed companies to establish a Vigil Mechanism called the 'Whistle Blower Policy' for Directors and Employees to report genuine concerns. Pursuant to sub-regulation (2) of Regulation 22, the Vigil Mechanism shall provide for adequate safeguards against victimization of director(s) or employee(s) or any other person who avail the mechanism and also provide for direct access to the Chairperson of the Audit Committee in appropriate or exceptional cases.

Further, pursuant to Regulation 4 (2) (d) (iv) of the Listing Regulations the listed entity shall devise

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an effective whistle blower mechanism enabling stakeholders, including individual employees and their representative bodies, to freely communicate their concerns about illegal or unethical practices, actual or suspected fraud or violation of the Company's Codes or CG Policies.

Accordingly, this Whistle Blower Policy ("the Policy" or "this Policy") has been formulated with a view to provide a mechanism for Directors, Employees and all stakeholders of the Company to approach the Ethics Helpline Provider or Chairperson of the Audit Committee of the Company or the COC Committee to report events of unethical conduct. For any clarifications related to this Policy, you may reach out to the Vice President-HR & Admin of the Company.

This Policy is in addition to the Codes and CG Policies and is to be read along with the existing Codes and CG Policies, which will continue to remain effective.

OBJECTIVE OF THE POLICY

The objective of this Policy is to help detect and address unacceptable conduct relating to the activities mentioned in Eligibility and Scope, and make employees/stakeholders aware that such conduct can be reported in good faith and without fear of retaliation using the reporting channel(s) of the Company's Vigil Mechanism:

DEFINITIONS

The definitions of the key terms used in this Policy are given below. *[Terms not defined herein below shall have the meaning assigned to them under the Codes/Policies.]*

a.	"Audit Committee" means the Audit Committee constituted by the Board of Directors of the Company in accordance with section 177 of the Companies Act, 2013 and the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015.
b.	"Codes" mean two separate Codes of Conduct viz. one for Directors and other for Senior Management and Employees.
c.	"Director" means a Director appointed to the Board of the Company.
d.	"Employee" means every Employee of the Company (whether working in India or abroad), including the Directors in the whole time employment of the Company.
e.	"Ethics Helpline Provider" means an independent third party service provider appointed by the Company to receive Whistle Blower complaints.
f.	"Frivolous Complaint" means any complaint which is registered or attempted to be registered under this Policy with no evidence or on hearsay basis or with mala fide intentions against the Subject, arising out of false or bogus allegations.
g.	"Investigators" mean those persons authorised, appointed, consulted or approached by the Code of Conduct (COC) Committee, including the Auditors of the Company, and the Police to investigate the Protected Disclosure.

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<i>h.</i>	“Protected Disclosure” means any communication made in good faith that discloses or demonstrates information that may evidence illegal or unethical behaviour, actual or suspected fraud or violation of the Company’s Codes or CG Policies or any improper activity.
<i>i.</i>	“Subject” means a person against or in relation to whom a Protected Disclosure has been made or evidence gathered during the course of an investigation.
<i>j.</i>	Code of Conduct (COC) Committee means a Committee set up for receiving the whistle blower complaints from the Ethics Helpline Provider and assisting in implementation and compliance of the Whistle Blower Policy.
<i>k.</i>	“Whistle Blower” means a Director, Employee, customer, vendor, supplier, dealer or any stakeholder making a Protected Disclosure under this Policy.
<i>l.</i>	“Unpublished Price Sensitive Information” is as defined under Regulation 2(1) (n) of SEBI (Prohibition of Insider Trading) Regulations, 2015 and Mahindra & Mahindra Financial Services Limited Insider Trading Code.

ELIGIBILITY & SCOPE

The policy applies to all Directors, Employees, customers, dealers, vendors, suppliers or any stakeholders associated with the Company. They are eligible to make Protected Disclosures under the Policy. Career related or other personal grievances are not a part of the scope of this policy.

The Protected Disclosures include but are not limited to the following communication:

- a) Misappropriation and criminal breach of trust
- b) Accounting or auditing irregularities or misrepresentations
- c) Fraudulent encashment through forged instruments, manipulation of books of accounts or through fictitious accounts and conversion of property
- d) Asset Misappropriation, involving:
 - i) Theft of cash on hand
 - ii) Fraudulent disbursements
 - iii) Ghost employees
 - iv) Cheque tampering
 - v) Overstated or fictitious expenses
 - vi) Teeming and lading
- e) Bribery, kickbacks and other corrupt business practices
- f) Negligence and cash shortages
- g) Violation of applicable laws or regulations or of the Code of Conduct
- h) Misuse of company information
- i) Anti Trust or Insider Trading violations including reporting of instances of leak of unpublished price sensitive information.
- j) Significant environmental or safety issues
- k) Discrimination or harassment

- l) Actual or potential conflicts of interest
- m) Information relating to any of the above deliberately concealed or attempts being made to conceal the same
- n) Any other type of fraud not coming under the specific heads as above

PROCEDURE

- a. All Protected Disclosures should be addressed to the Ethics Helpline Provider or the Chairperson of the Audit Committee of the Company or the COC Committee. The Whistle Blower can make Protected Disclosure through 4 reporting channels viz. phone, email, web portal and post address. Please refer to Annexure I for contact details of the Ethics Helpline Provider, Chairperson of Audit Committee and the members of the COC Committee.
- b. The Whistle Blower(s) are encouraged to share his/her details with the Ethics Helpline Provider. The Ethics Helpline Provider will not share the identity with the COC Committee, if the Whistle Blower(s) wishes not to disclose the identity to the Company. The Ethics Helpline Provider will share the details of the Whistle Blower(s) with the Company only if the Protected Disclosure is categorised as a Frivolous Complaint after preliminary review or as an outcome of the investigation performed by the COC Committee.
- c. If a Protected Disclosure is received by any Executive(s) of the Company other than the Ethics Helpline Provider, the same should be forwarded to the Ethics Helpline Provider or the COC Committee for further appropriate action.

Appropriate care must be taken to keep the identity of the Whistle Blower(s) confidential within the Company. However, it should be shared with the Ethics Helpline Provider.
- d. After receiving the Protected Disclosure, the Ethics Helpline Provider will prepare an incident report, which will be shared with the COC Committee within 2 business days of receiving the Protected Disclosure.
- e. In case, any member of the COC Committee has a perceived conflict of interest in the Protected Disclosure, the incident report will be shared with the Chairperson of the Audit Committee directly.
- f. Protected Disclosures should be factual and not speculative or in the nature of a conclusion, and should contain as much specific information as possible to allow for proper assessment of the nature and extent of the concern.
- g. The Whistle Blower(s) role is that of a reporting party with reliable information. They are not required or expected to act as investigators or finders of facts nor can they determine the appropriate corrective or remedial action that may be warranted in a given case.
- h. Whistle Blower(s) should not act on their own in conducting any investigative activities, nor do they have a right to participate in any investigative activities other than as requested by the COC Committee or Investigators.
- i. Protected Disclosure(s) pertaining to sexual harassment should be made in writing. These disclosures will be forwarded to the Internal Committee of the Company.

In using any of the channels of communication mentioned in Annexure I, one should furnish the following details:

- Nature of the alleged dishonest practice or improper behavior
- When did it occur
- Location of the occurrence
- The way in which the wrong doing was committed
- The person(s) allegedly involved in the wrong doing
- Amount of financial loss on account of alleged wrong doing
- Any documentation available to support the allegation (in case of email – scanned copies of supporting to be sent and in case of a telephone call, supporting documents to be posted)
- Other witnesses (if any) to the alleged wrong doing

Anonymous Allegations

The policy encourages the employees to put their names to allegations because appropriate follow up questions and investigation will not be possible unless the source of information is found. Concerns expressed anonymously will be investigated but consideration will be given to the seriousness of the issue raised and credibility of the concern.

For disclosures made anonymously, due care should be taken to disclose all the information listed above.

All disclosures received will be summarized and submitted to the COC Committee for further action, depending on the severity.

INVESTIGATION PROCEDURE

- a. A preliminary review will be performed for all Protected Disclosure(s) reported under this Policy. Based on the findings of the preliminary review, the decision for thorough investigation will be taken by the COC Committee. The COC Committee would oversee the investigations.
- b. If the Protected Disclosure is reported to the Chairperson of the Audit Committee, he/she may or may not consult with the Chairman of the Company. The Chairperson of the Audit Committee may consider appointing an external agency or the Statutory/internal Auditor of the Company to investigate the matter, as he/she may deem fit. The Protected Disclosure can also be shared with the COC Committee for necessary action, depending on the severity of the Protected Disclosure. The Chairperson of the Audit Committee / COC Committee may also ask any employee of the company to carry out the investigation. In case of a Conflict of Interest vis-à-vis a member of the COC Committee, the Chairperson of the Audit

Committee could exclude the conflicted member and ask the COC Committee / any of the above suggested individuals to investigate the matter.

- c. The COC Committee may at its discretion, consider involving any internal or external Investigators for the purpose of investigation, depending upon the circumstances or severity of the Protected Disclosure.
- d. The COC Committee's decision to conduct an investigation is by itself not an accusation and should be treated as a neutral fact-finding process. The outcome of the investigation may or may not conclude that an improper or unethical act was committed.
- e. The identity of a Subject and the Whistle Blower(s) would be kept confidential to facilitate effective conduct of the investigation.
- f. Subjects shall have a duty to co-operate with the COC Committee or any of the Investigators during investigation to the extent that such co-operation will not compromise self-incrimination protections available under the applicable laws.
- g. Subjects have a responsibility not to interfere in the investigation. Evidence shall not be withheld, destroyed or tampered with and witnesses shall not be influenced, coached, threatened or intimidated by the Subjects.
- h. Subjects would be given the opportunity to respond to material findings of an investigation report. No representative of the Whistle Blower(s), whether legal or otherwise would be permitted to attend the investigation. No allegation of wrongdoing against a Subject shall be considered as maintainable unless there is good evidence in support of the allegation.
- i. Subjects and Whistle Blower(s) have a right to be informed about the outcome of the investigation, if the allegation is proved.
- j. The investigation shall be completed normally within 90 calendar days of receipt of the Protected Disclosure.
- k. Anonymous disclosures will be investigated at the discretion of the Chairperson of the Audit Committee of the Company / COC Committee based on the nature of the disclosure. Where any of the members of the COC Committee have a conflict of interest in a given case, such members should excuse themselves from the discussion and the remaining members shall deal with the subject matter.

INVESTIGATORS

- a. Investigators are required to conduct a process towards fact-finding and analysis. Investigators shall derive their authority and access rights from the Code of Conduct Committee / Chair-person of the Audit Committee when acting within the course and scope of their investigation.
- b. Technical and other resources may be drawn upon as necessary to augment the investigation. All Investigators shall be independent and unbiased both in fact and as perceived. Investigators have a duty of fairness, objectivity, thoroughness, ethical behavior and observance of legal and professional standards.
- c. Investigations would be launched only after a preliminary review by the COC Committee

which establishes that:

- i. the alleged act constitutes an improper or unethical activity or conduct; and
- ii. the allegation is supported by information specific enough to be investigated or in cases where the allegation is not supported by specific information, it is felt that the concerned matter is worthy of Management review.

DISQUALIFICATIONS

- a. While it would be ensured that genuine Whistle Blower(s) are accorded complete protection from any kind of unfair treatment as herein set out, any abuse of this protection would warrant disciplinary action.
- b. Protection under this Policy would not mean protection from disciplinary action arising out of false or bogus allegations made by a Whistle Blower(s) knowing it to be false or bogus or with a *mala fide* intention.
- c. Whistle Blower(s), who make any Protected Disclosures, which have been subsequently found to be *mala fide* or *malicious* or Whistle Blower(s) who make 3 or more Protected Disclosures, which have been subsequently found to be frivolous, baseless or reported otherwise than in good faith, would be disqualified from reporting further Protected Disclosures under this Policy and may be subject to disciplinary action.
- d. The Company reserves the right not to investigate in the following circumstances:
 - Complaints pertaining to salary and performance evaluation or any other HR related issue which does not indicate violation of the Code of Conduct.
 - Customer Complaints which can be dealt with under the alternate redressal mechanism established for that purpose.
 - Complaints made without the following mandatory information.
 - i. Detailed description of the incident
 - ii. Location and time/duration of the incident
 - iii. Specific evidences or source of evidences

WHISTLE BLOWER'S PROTECTION

- a. No unfair treatment would be meted out to a Whistle Blower(s) by virtue of his/her having reported a Protected Disclosure under this Policy. The Company, as a Policy, condemns any kind of discrimination, harassment, victimization or any other unfair employment practice being adopted against the Whistle Blower(s). Complete protection would, therefore, be given to the Whistle Blower(s) against any unfair practice like retaliation, threat or intimidation of termination or suspension of service, transfer, demotion, refusal of promotion etc., including any direct or indirect use of authority to obstruct the Whistle Blower(s) right to continue to perform his duties or functions including making further Protected Disclosure. Subsequently, the Company would take steps to minimize difficulties, which the Whistle Blower(s) may experience as a result of making the Protected Disclosure. The Whistle Blower(s) will be provided protection during the course of investigation and protection will not be extended if the allegation is proved to be false or frivolous.

- b. While it would be ensured that Whistle Blower(s) are accorded complete protection from any kind of unfair treatment as herein set out, any abuse of this protection would warrant disciplinary action (refer to the clause of “Disqualification” above).
- c. Any other Director or Employee assisting in the said investigation shall also be protected to the same extent as the Whistle Blower(s).
- d. The identity of the Whistle Blower(s) shall be kept confidential unless otherwise required by law, in which case the Whistle-blower(s) would be informed accordingly.
- e. A Whistle Blower(s) may report any violation of the above clause to the Chairperson of the Audit Committee, who shall investigate the same and recommend suitable action to the management.

DECISION

If an investigation leads the COC Committee / Chair-person of the Audit Committee to conclude that an illegal or unethical behaviour, fraud or violation of the Company's Codes or CG Policies or any improper activity has taken place or has been committed, the COC Committee / Chair-person of the Audit Committee shall recommend to the management of the Company to take disciplinary or corrective action as they may deem fit.

Where an improper practice is proved, the remedial measures would cover suggested disciplinary action, including dismissal, if applicable, as well as preventive measures for the future. All discussions would be minuted and the final report prepared.

REPORTING

A report with number of complaints received under this Policy and their outcome shall be placed by the COC Committee before the Audit Committee on a quarterly basis or on case to case basis.

RETENTION OF DOCUMENTS

All Protected Disclosures in writing or documented along with the results of investigation relating thereto shall be retained by the Company for a minimum period of five years.

AMENDMENTS TO THE POLICY

MMFSL reserves the right to amend or modify this policy in whole or part, at any time without assigning any reason whatsoever. However, no such amendment or modification would be binding on the Directors, Employees and all other stakeholders unless the same is notified to the Directors or Employees on the Company's website.

Encl: Annexure I

Annexure I – Contact details of reporting channels

All Employees, Directors, Customers, vendors, suppliers or other stakeholders associated with the Company can make the Protected Disclosure through following reporting channels:

Sr. No.	Reporting Channel	Contact Details	Availability
1.	Phone (Toll Free)	000 800 100 4175	24/7
2.	Email	MMFSL_COC@mahindra.com	24/7
3.	Web Portal	https://www.ethics.mahindra.com/	24/7
4.	Post Address	Mahindra Towers, 4 th Floor, P.K Kurne Chowk, Worli, Mumbai 400 018	24/7

The Chairperson of the Audit Committee can be reached on the below address:

Chairperson of the Audit Committee
Mahindra & Mahindra Financial Services Limited
Mahindra Towers, 4th Floor,
P. K. Kurne Chowk, Worli,
Mumbai 400 018.

The Code of Conduct Committee can be reached on the below address:

Chairperson of the Code of Conduct Committee
Mahindra & Mahindra Financial Services Limited
Mahindra Towers, 4th Floor,
P. K. Kurne Chowk, Worli,
Mumbai 400 018.