

# **Muthoot Microfin Limited – Supplier Code of Conduct Policy**

## **Purpose**

The policy on the 'Supplier Code of Conduct' outlines the approach code of conduct applicable to the suppliers of Muthoot Microfin Limited ("The company"). The company expects all its suppliers to operate in accordance with the responsible business principles detailed in this policy and in compliance with all applicable laws and regulations. The company expects its suppliers to implement code similar to this with their own business partners.

## **Scope**

This supplier code of conduct is applicable to the suppliers of Muthoot Microfin Limited.

## **Implementation**

Muthoot Microfin Limited suppliers are required to acknowledge and implement this code of conduct. If there are any gaps in implementation, suppliers are expected to plan and implement a time-bound improvement plan. In the incidence of severe violation of this code, the company reserves the right to take actions including termination of the contract.

## **Grievance Redressal**

The company expects its suppliers to have a grievance redressal mechanism under which the suppliers can voice their concerns without fear of any retribution. All grievances are to be investigated fairly within a reasonable timeline, under the purview of Stakeholders Relationship Committee. The company also encourages its suppliers to voice their opinions about the potential and actual violation of this code as per the whistle-blower policy of the company.

## **Supplier Code of Conduct:**

### **1) Business Ethics**

- Suppliers should adhere to the anti-bribery & anti-corruption policy as defined by the company
- Disclose actual or potential conflict of interest to the company
- Adhere to data privacy laws and be compliant with the contractual requirement of confidentiality
- Exercise quality and sustainability due diligence for the design, manufacture, testing, and production of products.

### **2) Business Continuity**

- The Supplier shall ensure that there are plans and procedures to resume business in the event of any physical disaster (e.g., Such as fire, flood, wind, earthquake, explosion, etc.) or work stoppage of any kind (e.g., Labor strike, economic/social structure breakdown, etc.).

- Subject to mutual agreement on business continuity plan terms by both parties, the Supplier shall resume services within committed timelines following a disaster or work stoppage event.

### **3) Health & Safety**

- Suppliers should provide a safe, secure, and healthy workplace to all its workforce
- Ensure that hazard identification, measurement, and mitigation process is in place
- Ensure compliance with all local/state/national laws and regulations
- Conduct periodic safety training for all its workforce
- Enable the workforce to report unsafe/ unhealthy workplace conditions without any fear of retribution. Such complaints should be investigated and remedied within a reasonable time frame.

### **4) Environment**

- Suppliers should proactively incorporate environmental considerations into their operations and strive to minimize the negative impacts on the environment.
- Comply with all local/national environmental laws/ regulations
- Plan and implement an environmental monitoring system to identify, measure, and monitor performance to minimize the environmental impact of its operations.
- Plan to promote environmentally friendly technologies in their operations

### **5) Working Conditions and Employment Practices**

- Respect, adopt and implement all laws and regulations related to labour practices and the protection of human rights
- Ensure fair treatment and refrain from discrimination of any form as prohibited by national laws
- Commit to a workplace free of abuse and free of harassment of any kind
- Establish fair processes for grievance redressal, disciplinary action, and employment termination
- Respect the rights of freedom of association of employees
- Comply with local/national work hour requirements for workers
- Comply with national laws of paid sick leave, paid annual leave, and paid paternal leave

### **Amendment of this Policy**

The Board of Directors of the Company has the right to amend or modify this Policy.

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**Prepared by:** Policy Committee

**Approved by:** Board of Directors

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