

## Human Rights (HR) Policy

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<b>Approved by</b>	ESG Steering Committee		

### Table of Contents

1.	Introduction	2
2.	Scope and Applicability	2
3.	Alignment with International Frameworks	2
4.	Principles	2
a.	Human Dignity	2
b.	Equal opportunity, Non-Discrimination, Diversity and Inclusion	2
c.	Prevention of harassment	2
d.	Prohibition of child labour and forced labour or any form of human trafficking:	2
e.	Anti-corruption and bribery	2
f.	Data privacy	2
g.	Safe and healthy workplace	3
h.	Environmental Stewardship	3
5.	Grievance Mechanism	3
6.	Accountability and Responsibility	3
7.	Raising awareness	3
8.	Review and due diligence	3

## **1. Introduction**

Max Life Insurance (“Max Life” or “the Company”) is a leading insurance company in India, pledging its commitment to conducting its business with unwavering respect for human rights for all activities within the operational and financial control of Max Life. This policy outlines our commitment to promoting and protecting human rights and serves as a roadmap for Max Life to uphold human dignity and fairness for all concerned stakeholders.

## **2. Scope and Applicability**

This policy extends to the entirety of Max Life’s operations, encompassing employees, suppliers, distributors, vendors and customers. Max Life shall aim to hold itself and all its entrusted entities to the highest standards of human rights observance.

## **3. Alignment with International Frameworks**

Max Life’s approach to human rights protection aligns with the following international frameworks:

- UN Guiding Principles on Business and Human Rights
- UN Universal Declaration of Human Rights
- International Labour Organization Conventions

## **4. Principles**

### **a. Human Dignity**

Max Life believes that all individuals are entitled to basic dignity and fundamental respect regardless of race, caste, religion, gender, sexual orientation, disability, age or any other protected characteristic.

### **b. Equal opportunity, Non-Discrimination**

Max Life ensures compliance with all applicable laws relating to recruitment, salary, work hours, leave and other benefits. Max Life opposes discrimination in any form, ensuring equal opportunities and treatment for all stakeholders. Further, the Company endeavors that the work environment across its business remains free from discrimination in any form.

### **c. Prevention of harassment**

Max Life is committed to treating its employees with dignity and providing a working environment that is free from all forms of discrimination. It has zero tolerance towards harassment whether physical or verbal.

### **d. Prohibition of child labour and forced labour or any form of human trafficking:**

Max Life is committed to ensuring that no instance of child or forced labor occurs in our business activity. The Company prohibits its distributors, vendors, contractors or suppliers from engaging in child labour or any forced labour.

### **e. Anti-corruption and bribery**

Max Life is committed to ensuring zero tolerance for corruption and bribery in its business. The Company conducts operations by conforming to high moral and ethical standards, thereby fostering a culture of transparency and integrity.

### **f. Data privacy**

Max Life is committed to protecting all personal data of its policyholders, employees, suppliers, or any other business partner. To ensure this, we ensure that there is a mechanism in place to keep a check on the protection of data privacy. We endeavour to conform to applicable laws relating to data

privacy.

**g. Safe and healthy workplace**

Max Life is committed to providing and maintaining a safe and healthy workplace by identifying and addressing the risks of injuries or any accident. The Company is focused on maintaining a surrounding that adheres to a high level of health and safety. We endeavour to fully adhere to the applicable laws to help in maintaining a safe and healthy workplace.

**h. Environmental Stewardship**

Max Life recognises the link between forward-looking ESG practices and human well-being. Max Life advocates for best practices within the organization and its value chain, in order to integrate sustainability practices, diversity and inclusion and ethical standards throughout the Company.

**5. Grievance Mechanism**

Max Life aims to provide a secure and confidential grievance mechanism for all stakeholders to report potential human rights violations.

Max Life considers all grievances reported and aims to investigate thoroughly ensuring appropriate remedies are provided for violations, as deemed necessary. Max Life has a zero-tolerance policy for retaliation against raising genuine concerns. To report any violation of human rights, any of the below-mentioned grievance mechanisms may be resorted to:

- a) Whistleblower Policy
- b) Policy on Prevention and Redressal of Sexual Harassment at Workplace
- c) Human Resources Business Partners

**6. Accountability and Responsibility**

The Chief Human Resources Officer shall be overseeing the implementation of this Policy. All employees are obligated to comply with this Policy and promptly report any violations. Max Life reserves the right to take appropriate disciplinary action for non-compliance.

**7. Raising awareness**

The Company shall continually work towards fostering a workplace in which several initiatives are taken to raise awareness about recognising the significance of human rights in Max Life.

**8. Review and due diligence**

The Policy shall be reviewed once in two years or as required. Any exceptions and future modifications to this Policy would be subject to approval by the Chief Human Resources Officer.