

BAJAJ FINSERV LIMITED

Charter of Fair & Responsible Workplace Guidelines

Collaborative Employee Relations

CII has recently come out with its framework of Principles that will form the basis of a Charter for Collaborative Employee Relations and Bajaj Finserv is pleased to adopt the same as in this Charter.

Since its inception, Bajaj Finserv has built a culture based on values of trust, dialogue and mutual respect. We at BFS continuously work to create and maintain positive relationships. This charter reinforces our commitment to long term business development through an open dialogue with our employees and other stakeholders.

The following principles shall be the basis of Collaborative Employee Relations :

- 1) **Operating Ethos:** We firmly believe that both stakeholders i.e. employer and employees have a collective responsibility to sustain our competitiveness with equity and inclusive growth, and hence ensure harmonious employee relations, anchored on the principles of respect for each other, mutuality and interdependence of interests and win-win partnerships.
- 2) **Collectivism:** Bajaj Finserv shall respect freedom of association as a human right and accept collectivism whenever employees wish to organize themselves.
- 3) **Alignment and Development:** Bajaj Finserv shall seek to enhance employee commitment and involvement to enhance productivity, quality and other operational standards. The BFS management shall work together with its employees to create an enabling climate for this to happen.
- 4) **Engagement:** Bajaj Finserv shall formulate and implement policies and processes related to amenities, benefits, access and involvement, which are inclusive to cover all modes of employment, equitable based on objective parameters and fair in terms of transparency and interpretation.
- 5) **Dispute Resolution:** Bajaj Finserv shall facilitate appropriate institutional mechanisms to address employee grievances.
- 6) **Strife Free Workplace:** All employees, irrespective of their nature of employment or nature of work, shall not engage in any violence, derogatory behavior, sabotage or destruction of property and assets or any other unfair and unhealthy practice, whatever the provocation and instead seek redressal through formal and informal dispute resolution mechanisms.
- 7) **Advocacy:** Business leaders including those in the field of staffing and HR leaders shall collaborate with government and interest groups through their respective professional bodies to influence and advocate formulation / amendment of policies / statutes that are contemporary and contextual, whilst protecting the interest of all stakeholders including employees.

Pune
14 March 2017


RAHUL BAJAJ
CHAIRMAN

