

VIGIL MECHANISM POLICY

TABLE OF CONTENTS

A.1	Introduction.....	3
A.2	Definitions.....	3
A.3	Guiding principles of the Vigil Mechanism.....	4
A.4	Protection for Whistle-blower.....	4
A.5	Coverage of the Vigil Mechanism.....	5
A.6	Reporting mechanism.....	6
A.7	Ethics Grievance Team.....	7
A.8	Investigation.....	8
A.9	Role of Investigator.....	8
A.10	Maintaining Secrecy and Confidentiality.....	8
A.11	Disqualifications.....	9
A.12	Management Decision.....	9
A.13	Right to Amendment.....	10
B	Appendix A: Reporting channels.....	10
C	Appendix B: The Ethics Grievance Team.....	10

A.1 Introduction

Ceinsys Tech Limited (hereafter referred to as “Ceinsys” or “Company” in this document) believes in promoting a fair, transparent, ethical and professional work environment. While the CEINSYS code of conduct defines the expectations from employees in terms of their integrity and professional conduct, the vigil mechanism defines the mechanism for reporting deviations from the standards defined in the code.

The Vigil mechanism is implemented not only as a safeguard to unethical practices. This mechanism is intended to provide mechanism for reporting genuine concerns or grievance and ensure that deviations from the Company’s Business Conduct Manual and Values are dealt with in a fair and unbiased manner as provided in Section 177 (9) and (10) of the Companies Act, 2013 and the Companies Rules, 2014. The mechanism is also intended to cover the Whistle-blower Mechanism aspect of the SEBI’s Listing Agreement.

A.2 Definitions

Definitions of some of the key terms used in this mechanism are given below:

- a. **Protected disclosure:** Any communication made in good faith that discloses or demonstrates evidence of any fraud or unethical activity within the company.
- b. **Whistle-blower:** An individual who makes a protected disclosure under this mechanism. This could be an Employee, Director, Vendor, Supplier, Dealer and Consultant, including Auditors and Advocates of CEINSYS.
- c. **Audit Committee:** An audit committee is an operating committee formed by the Board of Directors in accordance with Section 177 of the Companies Act 2013 and charged with oversight of financial reporting and disclosure.
- d. **Board of Directors:** A body of elected or appointed members who jointly oversee the activities of the company.
- e. **Code of Conduct:** A set of rule outlining the responsibilities of or proper practices for an individual, party or organization. In this case, it refers to CEINSYS’s Code of Conduct for Employees and CEINSYS’s Code of Conduct for Senior Management and Directors.

- f. Ethics Grievance Team:** Selected employees or Directors of the company who are authorized to receive whistle-blower complaints internally or through a third party helpline.
- g. Investigators:** Selected employees or third parties charged with conducting investigations to ascertain the creditability of such whistle-blower complaints.
- h. Subject:** means a person against whom, or in relation to whom a Protected Disclosure is made.

A.3 Guiding Principle of the Vigil Mechanism

To ensure effective implementation of vigil mechanism, the company shall:

- a. Ensure protection of the whistle-blower against victimization for the disclosures made by him/her.
- b. Ensure complete confidentiality of the whistle-blower identity and the information provided by him/her.
- c. Ensure that the protected disclosure is acted upon within specified timeframes and no evidence is concealed or destroyed.
- d. Ensure that the investigation is conducted honestly, neutrally and in an unbiased manner.
- e. Ensure whistle-blower would not get involved in conducting any investigative activities other than as instructed or requested by Ethics Grievance Team or Chairman of the Audit Committee.
- f. Ensure the subject or other involved persons in relation with the protected disclosure be given an opportunity to be heard.
- g. Ensure disciplinary actions are taken against anyone who conceals or destroys evidences related to protected disclosures made under this mechanism.

A.4 Protection for Whistle-Blower

- a. A whistle-blower would be given the option to keep his/ her identity anonymous while reporting an incident on Ethics Helpline. The company will make no attempt to discover

the identity of an anonymous whistle-blower. If the whistle-blower's identity becomes known during the course of the investigation, CEINSYS will ensure that the identity of the whistle-blower will be kept anonymous and confidential to the extent possible, unless required by law or in legal proceedings. Hunger, Poverty, Malnutrition and Health: Eradicating extreme hunger, poverty and malnutrition, promoting preventive healthcare and sanitation and making available safe drinking water.

- b. A whistle-blower reporting issues related to sexual harassment, child labour, discrimination, violation of human rights would necessarily need to disclose their identity to enable effective investigation.
- c. Any other employee serving as witness or assisting in the said investigation would also be protected to the same extent as the whistle-blower.
- d. The Audit Committee and the Ethics Grievance Team would safeguard the whistle-blower from any adverse action. This includes discrimination, victimization, retaliation, demotion or adoption of any unfair employment practices.
- e. Protection under this mechanism would not mean protection from disciplinary action arising out of false allegations made by a whistle-blower.
- f. A whistle-blower may not be granted protection under this mechanism if he/she is subject of a separate complaint or allegations related to any misconduct.
- g. If a complainant believes that she or he has been treated adversely as a consequence of their use of the vigil mechanism can approach the Managing Director of Ceinsys Tech Limited in confidence. The contact information of Managing Director of Ceinsys Tech Limited is provided on Appendix A to this document.

A.5 Coverage of the Vigil Mechanism:

All employees, directors, vendors, suppliers, dealers and consultants, including auditors and advocates who are associated with CEINSYS can raise concerns regarding malpractices and events which may negatively impact the company.

- a. Inaccuracy in maintaining the Company’s books of account and financial records
- b. Financial misappropriation and fraud
- c. Procurement fraud
- d. Conflict of interest
- e. False expense reimbursements
- f. Misuse of company assets & resources
- g. Inappropriate sharing of company sensitive information
- h. Corruption & bribery
- i. Ethical practices
- j. Insider trading
- k. Unfair trade practices & anti-competitive behaviour
- l. Non-adherence to safety guidelines
- m. Sexual harassment
- n. Child labour
- o. Discrimination in any form
- p. Violation of human rights
- q. Retaliation

All matters not covered under this mechanism can be reported directly to your one over manager or your Human Resources contact.

A.6 Reporting Mechanism

The whistle-blowers are expected to speak up and bring forward the concerns or complaints about issues listed under Section A.5 “Coverage of the vigil mechanism”. The Ethics Helpline is established for this purpose and the reporting channels which can be made available to the whistle-blower are covered in Appendix A.

The reporting channels are managed by an independent third party. Complainants will be provided a reference number for their complaint that can be used to provide any additional information or seek feedback or updates on actions taken by the company.

The Ethics Helpline will prepare the report based on the information provided by the whistleblower and will share the incident report with the Ethics Grievance Team in next 2 business days. In case any member of the Ethics Grievance Team is the subject of the complaint or have perceived conflict of interest, the incident report would be sent to the remaining members of the Ethics Grievance Team.

Any member of the Ethics Grievance Team, or any Board Committee formed to investigate any complaint who may have a perceived conflict will recuse themselves from further discussions or meetings on the subject.

Complainants may also directly report concerns to any of the Ethics Grievance Team members as stated under this policy.

Directors may report their concerns or complaints to Audit Committee directly. In addition, under exceptional circumstances where a complainant wants to complain directly to the Managing Director or Chairman of the Audit Committee, he or she may do so at the email address provided on Appendix A to this document. For any complaints made to the Managing Director or Chairman of Audit Committee directly, it is mandatory for the complainant to disclose their identity and provide their contact information. The Managing Director or Chairman of the Audit Committee may choose to discuss the matter with the complainant prior to initiating any review or investigation.

A.7 Ethics Grievance Team

- a. CEINSYS has established an Ethics Grievance Team for managing the vigil mechanism. The current composition of the Ethics Grievance Team is provided in Appendix B to this document.
- b. Ethics Grievance Team would be responsible to act on the incident reports received from the Ethics Helpline in unbiased manner.
- c. Ethics Grievance Team shall take necessary actions to maintain confidentiality within the organization on issues reported.
- d. Ethics Grievance Team will identify the resources who would conduct the investigation, based on the nature of the issue reported.

- e. Ethics Grievance Team would be responsible for recommending disciplinary or corrective action to the relevant board committee against the subject if investigation proves to be in favor of the allegations raised by the whistle-blower.

A.8 Investigation:

- a. The investigation would be carried out to determine the authenticity of the allegations and for fact-finding process.
- b. The investigation team should not consist of any member with possible involvement in the said allegation.
- c. During the course of the investigation:
 - i. Ethics Grievance Team will be given authority to take decisions related to the investigation.
 - ii. Any required information related to the scope of the allegation would be made available to the investigators.
- d. The findings of the investigation should be submitted to the Ethics Grievance Team by the investigator with all the supporting documents.

A.9 Role of Investigator

- a. A structured approach should be followed to ascertain the creditability of the charge.
- b. Ensure the confidentiality and secrecy of the issue reported and subject is maintained.
- c. Provide timely update to the Ethics Grievance Team on the progress of the investigation.
- d. Ensure investigation is carried out in independent and unbiased manner.
- e. Document the entire approach of the investigation.
- f. Investigation Report including the approach of investigation should be submitted to the Ethics Grievance Team with all the documents in support of the observations.

A.10 Maintaining Secrecy and Confidentiality

CEINSYS expects individuals involved in the review or investigation to maintain complete confidentiality. Disciplinary action may be initiated against anyone found not complying with the below:

- a. Maintain complete confidentiality and secrecy of the matter.
- b. The matter should not be discussed in social gatherings or with individuals who are not involved in the review or investigation of the matter.
- c. The matter should only be discussed only to the extent or with the persons required for the purpose of completing the investigation.
- d. Ensure confidentiality of documents reviewed during the investigation should be maintained.
- e. Ensure secrecy of the whistle-blower, subject, protected disclosure, investigation team and witnesses assisting in the investigation should be maintained.

A.11 Disqualification

- a. Issues other than those listed under Section A.5 “Coverage of the vigil mechanism”.
- b. The complainant is not able to provide specific information that covers at least some of the following points:
 - i. Location of incident
 - ii. Timing of incident
 - iii. Personnel involved
 - iv. Specific evidence
 - v. Frequency of issues
- c. In case the complainant is unable to provide adequate information, the Ethics Grievance Team reserves the right to not investigate the reported matter.

A.12 Management Decision

- a. Board of Directors will take disciplinary or corrective action against the Subject as per the Company’s disciplinary procedures and can also take legal action, if required.

- b. The decision of Board of Directors should be considered as final and no challenge against the decision would be entertained, unless additional information becomes available.
- c. In case of frivolous or false complaints, action may be taken against the complainant.

A.13 Right to Amendment

The Company holds the right to amend or modify the policy. Any amendment or modification of the policy would be done by an appropriate authority as mandated in law. The updated Vigil mechanism would be shared with the employees, suppliers and vendors thereafter.

B. Appendix A: Reporting Channels

S. No.	Reporting Channel	Contact Information	Availability
1	Email	cs@cstech.ai	10:00 a.m. to 06:30 p.m.
2	Fax	91 712 2249605	24 hours a day
3	Web	www.ceinsys.com	24 hours a day

C. Appendix B: The Ethics Grievance Team

The current Ethics Grievance Team of Ceinsys Tech Limited described in the Ethics Grievance Team Company’s section of the Vigil mechanism would be as follows:

The incident reports will be shared with:

- 1. Chairman
- 2. CFO
- 3. Compliance Officer

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