



**THE INDIAN HOTELS COMPANY LIMITED (IHCL)
VOLUNTEERING POLICY**

Purpose

IHCL is committed to the Tata Group's philosophy of improving the quality of life of communities we serve. In keeping with the CSR themes of 'Building Sustainable Livelihoods' and 'Being a responsible neighbor', this policy sets out IHCL's commitment towards the legacy of 'Giving Back' to society. Through this policy, IHCL endeavors to facilitate livelihood opportunities & socio-cultural development in areas of its operations. This policy is also viewed as a means to fostering the essence of volunteerism in the company given that employee volunteering plays a key role in enhancing skills, self-esteem, ability to effectively deal with new challenges and engage with employees and communities.

Target Communities

IHCL's CSR and Sustainability framework aims at creating a positive impact in society through the following focus areas:

- H- Heritage / Support Neighborhoods
- E- Environmental Stewardship
- L- Livelihoods
- P- Public Welfare

The above shall include rural, less-privileged, school dropouts, differently abled, marginalized youth, and women; indigenous artisans, disaster victims and other such groups associated with the focus areas above. Relevant projects and locations pertaining to these focus areas and target communities shall be undertaken around our areas of operation as well as other 'identified locations' from time to time.

Scope

All employees at IHCL including retainers, interns, contract workforce, their immediate family members, and retirees of IHCL are eligible to participate in volunteering initiatives curated by IHCL or may conduct volunteering opportunities by themselves, which they must in turn, report to IHCL.



Code of Conduct

While this policy is created to encourage employees to participate actively in volunteering initiatives, it is imperative to follow the code of conduct as listed below while carrying out / engaging in volunteering activities-

- Volunteers must act responsibly and sensibly towards the communities.
- Volunteers must take responsibility for their own safety and that of their family members accompanying them for the volunteering activity. They must follow all safety requirements outlined by the volunteering partner organization.
- Volunteers should treat every individual equally and not discriminate on the basis of age, race, culture, disability, gender or sexuality.
- In case any sensitive / personal information is received during volunteering hours, it must be treated as confidential.
- The volunteering activity should not be inconsistent with the company's present and future goals and / or adversely impact the company's reputation in any way.
- No employee is authorized to make / give any statement to the media with regard to any volunteering activities scheduled or carried out.
- Employees will continue to be governed by the Tata Code of Conduct during the course of the volunteering period / activity.
- Any clarifications should be directed to corp.sustainability@ihcltata.com.

Program Structure

Volunteering, being an integral part of our ethos, is ingrained in the way we carry out our business. We therefore believe in giving back to the community and the environment in which we operate.

Types of Volunteering

- Individual Volunteering - Individuals are encouraged to offer their services for public good as per their respective skill sets and interests.
- IHCL Volunteering - Employees are encouraged to participate in organization driven programs that are identified by IHCL and its authorized representatives. While this policy has been created to support IHCL initiatives, employees can also pursue any of the following opportunities for volunteering which have been devised by the Tata Sustainability Group:
 - *Tata Volunteering Week (TVW)* - Held twice each year in March and September for a duration of one month, based on preapproved themes. Employees are required to register themselves on the Tata Engage website / mobile app and participate in activities based on their interest and skill. The website link and relevant information will be shared closer to program dates.



- *ProEngage* - This program seeks to leverage employee skill sets and competencies to contribute in short- term projects ranging from one to six months, depending on the nature of the project. The projects are offered in June and December every year on the Tata Engage website / mobile app.
- *IHCL Volunteering Week* - IHCL Volunteering Week has been devised in order to supplement our efforts to give back to the community and amplify volunteering. This initiative is a precursor to the Tata Volunteering Week (TVW) and shall take place a week prior to TVW, twice a year. Details of the program would be shared closer to the program date.
- *Hotel Led Volunteering Initiatives* - Hotels may curate initiatives at a local level to ensure effective engagement in the geographies within which they operate. These would include need-based volunteering activities depending on the location of the hotel and available opportunities within the vicinity. These activities may be carried out throughout the year-round at regular intervals or can be part of a one-time program curated for positive long or short term impacts.

Selection of Partner Organizations for Volunteering Activities

While identifying partner organizations for volunteering thorough due diligence exercise is to be carried out to check on the partner organizations credibility such as- Is NGO / Trust registered, any Political / Religious association, Reputed Governance Board, Source of funds, Annual Report, Years in Active Operations, Infrastructure, Documentation Reference Check with other Donors, Conflict of interest etc.

Individuals who are volunteering may seek advice from their respective hotel HR team before conducting / engaging in any volunteering activity from the above list.

While conducting / engaging in any volunteering activity, employees must ensure that time is being devoted towards a cause that is in alignment with the organization’s CSR and Sustainability Framework.

Administrative Processes to Be Followed By Employees

Employees may participate in the volunteering activities identified by the company or on their own with prior approval from their immediate reporting manager. Volunteering opportunities will be communicated from time to time by the management which are aligned with IHCL’s CSR and Sustainability Framework, as well as any additional opportunities that may come up.

All volunteers must seek prior permission of their immediate reporting manager. Employees are advised to assess the importance and urgency of their official work before seeking permission. In the event of repeated delay / refusal to grant volunteering request,

the employees are advised to approach the HR / CSR department for redressal / approval.

Employees will be allowed to dedicate 4 working hours in a year towards volunteering activities, identified by the hotel HR team, extendable on a need to basis. These will be planned activities and prior information about the project and the timeline when the employee can participate should be given to the hotel HR team.

Upon completing a volunteering activity, details must be recorded by the respective HR team in the format shared by the organization. Individual volunteering activities must be reported to the immediate manager of the individual volunteer, which must subsequently be communicated to the HR head of the respective unit.

Volunteering Recognition

Certificates of appreciation will be awarded to individuals who achieve the highest number of volunteering hours. Each hotel would need to identify their highest performer based on this measure and recognize them at town hall meetings.

Approved on 21st Oct 2021