

Stakeholder Engagement Policy

THE INDIAN HOTELS COMPANY LIMITED



Introduction

The Indian Hotels Company Limited (IHCL) operates a network of hotels, resorts, jungle safaris, palaces, spas, and in-flight culinary services in India. IHCL understands and appreciates the importance of effective stakeholder engagement for its business operations, as also demonstrated by its sustainability strategy *Paathya*, under various pillars of Paathya eg. Prudent Corporate Governance, whilst simultaneously upholding IHCL's core values of trust, awareness and joy for all stakeholders. IHCL has a culture of ongoing engagement with every stakeholder group to provide sustainable value to all our stakeholders viz. employees, customers, suppliers, local communities and investors.

This policy is formulated considering various global reporting standards, ratings, and principles like Global Reporting Initiative ⁽¹⁾, National Guidelines of Responsible Business Conduct ⁽²⁾, and Dow Jones Sustainability Indexes (DJSI) ⁽³⁾.

Objective

The objective of this policy is to provide guidelines to IHCL for effective stakeholder engagement. IHCL's key stakeholder engagement objectives as highlighted in this document are provided below:

- Identify and formulate processes or mechanisms for effective stakeholder engagement;
- Improve and enhance trust and confidence of the stakeholders by understanding their requirements, interests, and expectations;
- Improve communication to engage effectively with the stakeholders.

Scope

This policy applies to all the business operations managed by IHCL and covers all our stakeholders.

Identifying Stakeholders

The Company identifies stakeholders by considering factors such as relevance, inclusivity, dependence, influence, and diverse perspectives. Moreover, stakeholder mapping is undertaken to understand who the relevant stakeholders are as well as their perspective, orientation, impact, and expectation, to design appropriate responses and corresponding communication strategies.

- **List of Stakeholders:**
 - Employees
 - Customers
 - Shareholders
 - Owners & Partners
 - Suppliers
 - Local Communities
 - Government & Regulators
 - Lenders

Stakeholder Engagement Methods

IHCL supports effective stakeholder engagement to comprehend their views and meet their expectations. The Company will continue working on stakeholder engagement and will follow the guidelines:

- Encourage active engagement with stakeholders to address the issues in a constructive manner;
- Engage with the customers (guests) to understand their expectations and sentiments, whilst at the same time promoting guest engagement in ESG initiatives through specific programs
- Employee engagement is a continual process, we shall ensure effective engagement through various channels that include but are not limited to the following:
 - Periodical informative emails from business leaders
 - Town Halls at suitable frequencies
 - Employee Get Together on suitable business and cultural occasions
 - Structured Performance Review discussions
 - Structured Discussions on Career Options
 - Forums to address grievances and viewpoints
- Promote engagement through a variety of mechanisms, including direct dialogue, surveys, engagement at professional and industry forums, and sharing of information through various means and channels;
- Communicate ESG commitments to our stakeholders through print & electronic channels such as press releases, reports, newsletters, social media and others;
- Allow stakeholders to provide feedback and engage positively in business operations through various stakeholders training & awareness programs;
- Evaluate the outcomes of stakeholder engagement initiatives and incorporate stakeholder feedback into company activities.

Stakeholder's Concerns

IHCL is dedicated to addressing the concerns of its stakeholders through its grievance redressal mechanism.

We encourage our stakeholders to raise concerns or disclose any violation of our code, policies, or law to the line managers or Human Resources department of our company, dedicated ethics officials of our company, or the reporting channel mentioned in our Whistle-blower policy as below:

Ethics Helpline	India : 1800 102 6969 USA : 1800 200 0411 Rest of the World : + 91 9595 146 146
Ethics Web portal	https://ihcl.integritymatters.in
Ethics Email	ihcl@integritymatters.in
Ethics Postal address	IHCL, C/o Integrity Matters Unit 1211, CENTRUM, Plot No C-3 S.G. Barve Road, Wagle Estate Thane West – 400604, Maharashtra, India
Investor Grievances	investorrelations@ihcltata.com

Reporting

IHCL will continuously engage with the stakeholders and conduct comprehensive stakeholder engagement activities in order to identify potential material topics and to accurately capture the dynamic perspectives of each stakeholder group.

Review

Execute: The Human Resources department shall have the primary responsibility to execute and implement the directives as per this policy.

Review: The ESG Committee shall review the policy regularly to ensure the effectiveness of implementations and amendments.

Annexure: Reference

1. Global Reporting Initiative Sustainability Reporting Standards | [Link](#)
2. National Guidelines of Responsible Business Conduct | [Link](#)
3. Dow Jones Sustainability Indexes | [Link](#)