

POLICY ON PRODUCT & SERVICE STEWARDSHIP

Philosophy

ITC Hotels Limited ('ITCHL') is committed to providing products and services that offer best-in-class quality user experience and integrate sustainable practices across their lifecycle in accordance with the applicable laws.

Policy

It is ITCHL's Policy:

Product Quality, Safety and Customer Health

1. To have a robust safety management system to meet regulatory requirements related to safety (including food safety), quality processes and hygiene, and to also work towards adopting emerging safer processes and systems.
2. To continuously train employees on quality and safety.
3. To raise awareness among customers on how to use and dispose its products and packaging.

Sustainable Design & Innovation

1. To continue to progressively incorporate relevant social and environmental considerations in product / service design processes.
2. To make concerted efforts to leverage deep customer insights and in-house expertise to introduce science-based, innovative and sustainable products and services in line with customer preferences and requirements.

Customer Trust & Transparency

1. To provide appropriate mechanisms for customer feedback to drive continuous improvement in the value propositions of its products and services.
2. To continue to make clear and verifiable claims backed by evidence in accordance with the applicable regulatory requirements.

Compliance & Fair Competition

1. To comply with applicable laws and regulations pertaining to its products and services, including their quality, safety, product labelling, advertising, promotion and sponsorship.
2. To allow freedom of choice, in a competitive environment, while designing, promoting and selling its products and services.

Governance and Implementation

- (a) ITCHL has appropriate systems and processes in place to ensure compliance with the Policy and with statutory provisions, as applicable, including processing of grievances for redressal. ITCHL through Strategic and Executive Management Committee ('SEMC'), will ensure progressive implementation of the Policy, and also communication of the Policy to the employees.
- (b) Compliance with the Policy will be regularly monitored and evaluated by the CSR & Sustainability Compliance Review Committee ('CSR & SCRC') of the SEMC. The report of the CSR & SCRC will be reviewed by the SEMC.
- (c) The CSR and Sustainability Committee of the Board will supervise the implementation of this Policy and will annually review the progress of its implementation.

For additional information, refer to ITCHL's Policy on Resource Efficiency and ITCHL's Policy on Responsible Marketing.