

POLICY ON STAKEHOLDER ENGAGEMENT

Philosophy

ITC Hotels Limited ('ITCHL') believes that an effective stakeholder engagement process is necessary for achieving its sustainability goal of inclusive growth.

ITCHL endeavours to evolve a structured framework for engaging with its stakeholders and fostering enduring relationships with each one of them. ITCHL accordingly anchors its stakeholder engagement on the principles of:

- **Materiality** - taking prioritised consideration of the economic, environmental and social as well as the actual and potential impacts identified to be important to the organisation as well as its stakeholders.
- **Completeness** - understanding the stakeholders' key concerns and expectations to ensure meaningful engagement with them through periodic interactions.
- **Responsiveness** - responding coherently and speedily to the relevant concerns.

Policy

It is ITCHL's Policy:

1. To acknowledge, as a leading hospitality enterprise, its responsibility to meet stakeholder expectations in today's fast-evolving business and sustainability landscape, to the extent possible.
2. To identify and engage with its key stakeholders at local, national and global levels on key issues.
3. To identify and address the relevant needs and concerns of its stakeholders.
4. To understand the concerns of stakeholders who are disadvantaged, vulnerable and marginalised and prioritise their concerns.
5. To work towards addressing these concerns in an equitable and transparent manner.

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.