



ENVIRONMENTAL POLICY

(Approved by Board of Directors in its 135th Board Meeting held on 18th March 2024)

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1. Introduction

Indian Railway Catering & Tourism Corporation Limited ('the company' or 'IRCTC') acknowledges the environmental implications of its operations and strives to minimize any potentially adverse impacts on the environment. IRCTC also understands that effective environmental management must be an integral and fundamental aspect of its business strategy. This environmental policy of IRCTC reflects the company's commitment to not only comply with but exceed all relevant environmental regulations, laws, and codes of practice.

IRCTC is dedicated to improving its environmental performance through responsible resource management. This includes the conservation of energy, water, wood, paper, and other resources, especially those that are scarce or non-renewable. Simultaneously, the company is committed to maintaining safe and comfortable working conditions for its employees. It is steadfast in ensuring that all its products and services, across their entire life cycle, are designed, manufactured, used, and disposed of in a manner that minimizes their environmental impact. This encompasses the identification and mitigation of the aspects and impacts of the company's decisions and activities on the surrounding environment.

IRCTC remains resolute in its dedication to environmental stewardship and is committed to continual improvement in its environmental performance. Through these efforts, the company aims to contribute to a sustainable and environmentally responsible future.

2. Scope

This environmental policy is the company's statement of environmental goals, outlining our commitment to continual environmental improvement. IRCTC is dedicated to ensuring that our environmental policy values are widely disseminated to all stakeholders, including our clients, employees, investors, vendor partners, and society at large.

This policy applies comprehensively to all facets of IRCTC's operations, including but not limited to catering, tourism, and related services. It extends to all individuals and entities associated with our business activities, encompassing our employees, contractors, suppliers, and all stakeholders who play a role in our operations.

3. Objective

3.1 Compliance: IRCTC is committed to complying with all applicable environmental laws, regulations, and codes of practice.

3.2 Sustainability: We will integrate sustainability considerations into all our business decisions, with the aim of reducing our environmental footprint.

3.3 Communication: We will communicate this Environmental Policy to all stakeholders, both internal and external, who are working for or on behalf of IRCTC.

4. Definitions

4.1 **Environment** is the natural surroundings in which the company operates, including air, water, land, natural resources, flora, fauna, humans and their interrelationship.

4.2 **Environment impact** is change to the environment as beneficial, wholly or partially resulting from the company's environmental aspect.

4.3 **Product:** article or substance that is offered for sale or is part of a service delivered by the company, here; Rail Neer.

4.4 **Service** action of the company to meet a demand or need.

4.5 **Sphere of influence** range/extent of political, contractual, economic or other relationships through which the company has the ability to affect the decisions or activities of individuals or organizations.

4.6 **Stakeholder** individual or group that has an interest in any decision or activity of the company.

5. Policy Statements

5.1 Natural Resources Management

- a) The company will improve our environmental performance by conserving energy, water, wood, paper, and other resources, particularly those that are scarce or non-renewable while maintaining safe and comfortable working conditions.
- b) We will ensure that all our products and services are environmentally friendly from design through manufacturing, use, and disposal. (Throughout their life cycle)
- c) RCTC will systematically identify, measure, record, and transparently report its energy, water, and resource sources and usage.
- d) IRCTC is committed to minimizing its impact on biodiversity and ecosystems, with a priority on preventing ecosystem loss and promoting restoration.
- e) IRCTC integrates the preservation of natural habitats, wetlands, woodlands, wildlife corridors, protected areas, and agricultural lands with its infrastructure development and construction projects.

5.2 Water Management

- a) The company is deeply committed to practices and initiatives that safeguard the availability and quality of water for not only our own operations but also for the communities and stakeholders within the watershed where we operate.
- b) IRCTC is dedicated to minimizing water pollution and safeguarding water quality.

- c) The company places a strong emphasis on sustainability by actively seeking opportunities to use recycled materials and reuse water as much as possible. IRCTC shall install advanced technologies in its Rail Neer plants and other business activities involving the to ensure efficient water usage without compromising the quality standards of the product.

5.3 Energy Management

- a) The company is dedicated to making efforts to use sustainable energy sources whenever possible.
- b) IRCTC endeavours to incorporate energy-efficient and renewable technologies into its operational activities, seeking opportunities for energy savings across the company.
- c) The company conducts periodic systematic energy assessments for better decision-making in the area of energy management.

5.4 Greenhouse Gas Emissions and Climate Change Action

- a) The Company shall diligently identify the sources of both direct and indirect accumulated greenhouse gas (GHG) emissions, defining the boundaries (scope) of its responsibility. It also promotes similar actions within its sphere of influence to prevent or reduce GHG emissions.
- b) The company will strategically focus on reducing GHG emissions (Scope 1, Scope 2, and Scope 3) across its business segments.
- c) The company is committed to measuring, recording, and transparently reporting its significant GHG emissions, favouring the use of internationally recognized standards when necessary.
- d) IRCTC is dedicated to seizing climate opportunities, minimizing damage, and integrating climate adaptation into decision-making based on global and local climate projections.

5.5 Waste Management - (Non-hazardous, hazardous, e-waste)

- a) IRCTC is committed to a comprehensive approach for managing waste, which includes the identification of sources of pollution and waste stemming from its operational activities.
- b) The company will systematically measure, record, and report on its significant uses of waste generation, recycled materials, recovery processes, and the sources of the waste.
- c) IRCTC will conscientiously work towards reducing food waste and implementing composting practices to decrease its carbon footprint, while motivating partners and consumers to do the same.
- d) The company shall implement measures aimed at preventing pollution and waste in alignment with the waste management hierarchy. IRCTC is committed to:
 - 1. Prioritizing source reduction and waste prevention.
 - 2. Promoting recycling and reuse of materials.
 - 3. Safely and responsibly managing unavoidable pollution and waste.

5.6 Air Pollution

- a) The company is resolutely committed to reducing both direct and indirect air pollution sources within its control or influence through effective measures.
- b) IRCTC demonstrates a keen awareness of the pivotal role that clean air plays in environmental and public health.
- c) The company ensures that all its products and services are meticulously designed, manufactured, used, and disposed of, with a steadfast emphasis on reducing emissions and actively promoting clean air practices throughout their entire life cycle.

6. Continuous Improvement

In alignment with our dedication to continuous improvement, IRCTC ensures strict adherence to environmental regulations and compliance. We consistently review, innovate, engage stakeholders, and adopt emerging technologies to minimize our environmental footprint and support a more sustainable future.

7. Amendment and Interpretation

CMD will be the Competent Authority to interpret the policy or any provision thereof, this Policy can be changed, modified, or abrogated at any time by the Board of Directors of the Company.

8. Communication

All company training programs cover environmental issues, and we encourage all employees to follow sound environmental practices. Moreover, the company encourages its stakeholders to raise awareness about climate change and other environmental issues.

9. Complaints

Any complaints about any aspect of the policy may be delivered at any time to the competent Authority. The Recipient shall promptly and satisfactorily resolve all complaints in order to promote an open, fair, and transparent manner.

10. Monitoring and Evaluation

The Competent Authority (CMD) may decide the method, mode, and frequency of the monitoring and evaluation of activities impacting the environment if he/ she so chooses.
