



HUMAN RIGHTS POLICY

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

HUMAN RIGHTS POLICY

1. Introduction

Indian Railway Catering and Tourism Corporation Ltd (the "Company" or "IRCTC") recognizes that upholding human rights is both a moral and legal obligation. As a company, we strive to promote and protect the human rights of every individual, including our employees, customers, suppliers, and other stakeholders. The fundamental principles that govern our commitment to human rights include the prohibition of child labour, the right to collective bargaining, and protection from discrimination based on age, gender, race, colour, sexual orientation, social origin, and status; status as an indigenous person, disability, religion & spiritual belief, political opinion, or other forms of personal characteristics. We believe that upholding human rights is essential to creating a just and equitable society, and we are committed to playing our part in this collective endeavour. Through this policy, we hope to contribute to a culture of respect for human rights in India and beyond.

2. Scope

The policy of the company is intended to create an environment where the fundamental rights of all stakeholders, and the UN Guiding Principles on Business and Human Rights and the law of the land, can be protected. We are committed to respecting the rights of our employees, suppliers and vendors, partners and their associates.

3. Objectives

3.1 To continually monitor issues related to human rights, going through a cycle of detection, evaluation, prevention, and mitigation with regard to our business operations.

3.2 To raise awareness of human rights throughout the company and strengthen its ability to control such issues.

4. Definitions

- a) **Due diligence** comprehensive, proactive process to identify the actual and potential negative social, environmental and economic impacts of an organization's decisions and activities over the entire life cycle of a project or organizational activity, with the aim of avoiding and mitigating negative impacts.
- b) **vulnerable group** of individuals who share one or several characteristics that are the basis of discrimination or adverse social, economic, cultural, political or health circumstances, and that cause them to lack the means to achieve their rights or otherwise enjoy equal opportunities.
- c) **worker** person who performs work, whether an employee (2.5) or someone who is self-employed

5. Policy Statements

5.1 Non-Discrimination

- a) The company is committed to ensuring that all individuals are treated fairly and equally, without any discrimination on the basis of their race, colour, gender, religion, caste, national origin, sexual orientation, age, or disability.
- b) The company shall not tolerate any form of harassment or discrimination in the workplace and will take appropriate action against any employee or third party found to be engaging in such behaviour.
- c) The Company recognizes the importance of inclusive participation and equal opportunities for all individuals, particularly those from vulnerable groups. Our policies and activities are designed to promote equal treatment and opportunities for everyone.
- d) IRCTC shall promote diversity awareness and conduct training to raise awareness of the rights of vulnerable group members among employees.
- e) IRCTC shall also contribute to redressing discrimination or addressing the legacy of past discrimination, wherever feasible. We ensure that all employees, including contract and temporary workers, receive fair, prompt, and transparent payment of statutory wages without discrimination. We are committed to providing a dignified, safe, hygienic, and accessible work environment for employees, including those with disabilities.

5.2 Freedom of Association

- a) IRCTC supports and upholds the principles of freedom of association and collective bargaining as fundamental human rights.
- b) The company is committed to providing a work environment that respects and encourages these rights and will not engage in any practices that interfere with the exercise of these freedoms. We affirm that workers have the right to form and join organizations of their choosing, including trade unions and other collective bargaining units, without fear of retaliation, persecution, or discrimination.

5.3 Due diligence

- a) The company ensures to conduct routine human rights' due diligence / assessment in accordance with standards and best practices, identifying, and assessing potential human rights risks and impacts, implementing measures to prevent and mitigate adverse effects, engaging with stakeholders, and monitoring and reporting on our performance.
- b) The company shall not engage in formal or informal business with anyone that has committed violation of human rights in context of the partnership or execution of the contracted work.
- c) The company shall promptly and effectively address any negative human rights impacts resulting from its decisions and activities.
- d) The Company shall engage in a process of continuous learning and improvement to prevent the recurrence of human rights violations and enhance its due diligence efforts.

5.4 Child Labour

- a) The Indian Constitution forbids the employment of children under the age of 14 in any hazardous work or occupations. The Child Labour (Prohibition and Regulation) Act, 1986, was enacted to regulate the working conditions of children and prohibit the employment of children in certain occupations and processes, except in certain circumstances where a child works as a part of a family business or in entertainment or sports that do not affect their education.
- b) The company has zero tolerance and forbids the use of child labour, coercive or forced labour, or any form of involuntary labour, or any other form of human trafficking, paid or unpaid.
- c) The Company strictly forbids affiliated suppliers, contractors, and vendors from using forced or child labour. The company is dedicated to making sure that none of its operations or establishments engage in child or forced labour. The company shall not engage in or benefit from any use of forced or compulsory labour.

5.5 Human Rights Risk Situation

- a) In circumstances where heightened human rights risks are identified, IRCTC shall initiate an enhanced due diligence procedure, which may include third-party human rights and impact assessments when deemed necessary.

5.6 Privacy and Data Protection

- a) The Indian Constitution recognizes the right to privacy as a fundamental right under Article 21, which states that no person shall be deprived of their life or personal liberty except in accordance with the procedure established by law.
- b) IRCTC respects the privacy of all its employees, customers, and suppliers. We collect and use personal information only for legitimate purposes, ensuring protection against unauthorized access, disclosure, or misuse.

5.7 Right to Development

- a) In alignment with the Declaration on the Right to Development adopted by the United Nations General Assembly in 1986, the company is committed to promoting the overall development of our workforce through comprehensive learning and development programs. We understand the importance of investing in our employees' growth and well-being, not just in domain-specific areas but also in terms of their overall health and safety.

5.8 Vulnerable Groups

- a) The company is committed to provide special attention to those vulnerable to, or at risk of, such adverse human rights impacts, individually or collectively.
- b) The company recognizes that some individuals, such as women, children, persons with disabilities, refugees and migrants, and the elderly, may face unique challenges that may require more attention and support to ensure their rights are upheld.
- c) Therefore, we are committed to creating policies and programs that are inclusive and address the specific needs of these groups whenever possible. We should work to ensure that their rights are protected in all aspects of life, including access to education, health care, employment, and justice systems.

- d) We shall also actively engage with these groups and listen to their concerns and experiences to inform our policies and programs.

6.0 Amendment

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.

7.0 Communication

- 7.1 IRCTC encourages our suppliers, contractors & consultants to protect the human rights of their employees & other stakeholders. We will ensure employees, workers, and value chain partners are well trained and aware of Human Rights issues.
- 7.2 IRCTC recognizes that respect for human rights is essential for sustainable business success and is engaged in promoting the awareness and realization of human rights across its value chain.
- 7.3 This policy is communicated to all employees in a clear and meaningful manner.

8.0 Grievance Redressal

IRCTC is committed to respecting human rights and ensuring that any adverse impacts caused by its operations are addressed in a timely manner through an effective grievance redressal system accessible to all individuals and groups. The Human Resource Department may receive any complaints at any time regarding any aspect of a violation of human rights. In order to support an open, equitable, and transparent system, the recipient is required to promptly and satisfactorily address all complaints.

9.0 Monitoring and Evaluation

In order to identify, prevent, mitigate, and respond to potential negative consequences related to human rights, and since risk factors that relate to human rights may change over time, IRCTC will conduct routine due diligence/ assessment (directly related to its operations and/or services provided) to ensure compliance with human rights. The company will regularly assess human rights for its operations and value chain partners.
