



STAKEHOLDER ENGAGEMENT POLICY

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

STAKEHOLDER ENGAGEMENT POLICY

1. Introduction

The Indian Railway Catering and Tourism Corporation Ltd (referred to as the "Company" or "IRCTC") recognizes the importance of engaging with its stakeholders in the conduct of its business. The Company is dedicated to delivering lasting sustainable value to all its stakeholders, including investors, employees, customers, tenants, business partners, suppliers, government entities, and communities. Therefore, it is imperative that a deep understanding of the needs and expectations of these stakeholders is established. The Company collaborates with all stakeholder groups on a regular basis to achieve this objective.

As a part of the Company's commitment to sustainable procurement practices, this policy will complement IRCTC's existing procurement policy, which adheres to the prescribed guidelines of the Ministry of Railways.

2. Purpose & Scope of the Policy

This stakeholder engagement strategy is outlined in this Policy. In order to ensure that stakeholder engagement is applied consistently across IRCTC and its material subsidiaries, the framework has been put in place. Every business unit in every operating location must engage stakeholders in accordance with this policy and to ensure that they maintain and contribute to nurturing the Company's stakeholder relationships.

3. Policy Objectives

IRCTC believes that stakeholder engagement is essential to achieving inclusive growth as a sustainability goal. In order to engage stakeholders, the company adheres to the following principles:

- 3.1 Consideration of economic, environmental, and social impacts that are important to the organization and its stakeholders.
- 3.2 Understanding the key concerns and expectations of stakeholders.
- 3.3 Responding coherently and swiftly to issues and concerns.

4. Definitions

- 4.1 **Stakeholder:** individual or group that has an interest in any decision or activity of an organization.
- 4.2 **Stakeholder engagement:** activity undertaken to create opportunities for dialogue between an organization and one or more of its stakeholders, with the aim of providing an informed basis for the organization's decisions
- 4.3 **Vulnerable group:** 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

5. Policy Statements

- 5.1 The company will identify and engage all the stakeholders in a systematic and consistent way.
- 5.2 Information about the company's activities will be promptly disclosed in a way that is culturally appropriate manner to promote meaningful and informed participation.
- 5.3 The company shall make an effort to foster accountability in the stakeholder engagement process so that there is opportunity for an interactive, non-discriminatory, and transparent engagement with the ability to promptly address conflicts and grievances.
- 5.4 Special attention will be given to recognizing and prioritizing the needs of marginalized, vulnerable, and disadvantaged stakeholders in particular.
- 5.5 IRCTC shall aim to incorporate the principles of inclusivity, transparency, materialism, completeness, and cultural sensitivity into all engagement activities.
- 5.6 Goal and actions will be alligned with the high-priority area of stakeholders based on the company's assessment.
- 5.7 The company will aim to resolve grievances of stakeholders in a timely and appropriate manner.
- 5.8 Stakeholders will be engaged by IRCTC in a non-discriminatory and interactive manner that encourages feedback and positive engagement with business operations.
- 5.9 To communicate and report the outcome of the stakeholder engagement to internal and external stakeholder groups through various modes as appropriate, including but not limited to the annual sustainability report, notices on our official website, one-to-one meetings etc.

6. 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. Communication

Through training and communication, we are increasing employee awareness of the principles and best practices for stakeholder engagement at various levels of operations. This policy is communicated to all employees in an appropriate and meaningful manner.

8. Monitoring and Evaluation

The Competent Authority may decide the method, mode, and frequency of the monitoring and evaluation of procurements if he so chooses.
