

Stakeholders Engagement Policy
(As adopted by the Board of Directors on 23.05.2024)

TAJGVK Hotels and Resorts Limited (TAJGVK)

Introduction

TAJ GVK operates a network of hotels, resorts in India. TAJ GVK understands and appreciates the importance of effective stakeholder engagement for its business operations, as also demonstrated by its sustainability strategy *Paathya*, under various pillars of Paathya eg. Prudent Corporate Governance, whilst simultaneously upholding TAJ GVK 's core values of trust, awareness and joy for all stakeholders. TAJ GVK has a culture of ongoing engagement with every stakeholder group to provide sustainable value to all our stakeholders viz. employees, customers, suppliers, local communities and investors.

This policy is formulated considering various global reporting standards, ratings, and principles like Global Reporting Initiative, National Guidelines of Responsible Business Conduct , and Dow Jones Sustainability Indexes (DJSI)

Objective

The objective of this policy is to provide guidelines to TAJ GVK for effective stakeholder engagement. TAJ GVK's key stakeholder engagement objectives as highlighted in this document are provided below:

- Identify and formulate processes or mechanisms for effective stakeholder engagement;
- Improve and enhance trust and confidence of the stakeholders by understanding their requirements, interests, and expectations;
- Improve communication to engage effectively with the stakeholders.

Scope

This policy applies to all the business operations managed by TAJ GVK and covers all our stakeholders.

Identifying Stakeholders

The Company identifies stakeholders by considering factors such as relevance, inclusivity, dependence, influence, and diverse perspectives. Moreover, stakeholder mapping is undertaken to understand who the relevant stakeholders are as well as their perspective, orientation, impact, and expectation, to design appropriate responses and corresponding communication strategies.

□ List of Stakeholders:

- o Employees
- o Customers

- o Shareholders
- o Owners & Partners
- o Suppliers
- o Local Communities
- o Government & Regulators
- o Lenders

Stakeholder Engagement Methods

TAJ GVK supports effective stakeholder engagement to comprehend their views and meet their expectations. The Company will continue working on stakeholder engagement and will follow the guidelines:

- Encourage active engagement with stakeholders to address the issues in a constructive manner;
- Engage with the customers (guests) to understand their expectations and sentiments, whilst at the same time promoting guest engagement in ESG initiatives through specific programs
- Employee engagement is a continual process, we shall ensure effective engagement through various channels that include but are not limited to the following:
 - o Periodical informative emails from business leaders
 - o Town Halls at suitable frequencies
 - o Employee Get Together on suitable business and cultural occasions
 - o Structured Performance Review discussions
 - o Structured Discussions on Career Options
 - o Forums to address grievances and viewpoints
- Promote engagement through a variety of mechanisms, including direct dialogue, surveys, engagement at professional and industry forums, and sharing of information through various means and channels;
- Communicate ESG commitments to our stakeholders through print & electronic channels such as press releases, reports, newsletters, social media and others;
- Allow stakeholders to provide feedback and engage positively in business operations through various stakeholders training & awareness programs;
- Evaluate the outcomes of stakeholder engagement initiatives and incorporate stakeholder feedback into company activities.

Stakeholder's Concerns

TAJ GVK is dedicated to addressing the concerns of its stakeholders through its grievance redressal mechanism. We encourage our stakeholders to raise concerns or disclose any violation of our code, policies, or law to the line managers or Human Resources department of our company, dedicated ethics officials of our company, or the reporting channel mentioned in our Whistle-blower policy