



Dear Ever Shine Hr And Facility Services,

Greetings from The Indian Hotels Company Ltd!

We are writing to express our sincere appreciation for your invaluable support and seamless coordination throughout our journey of sustainable growth. Your unwavering commitment to excellence has played a pivotal role in our success, helped us to achieve our goals while upholding our commitment to environmental and social responsibility. As we embark on a more sustainable and productive journey in line with our strategy "Accelerate 2030", we want to take a moment to recognize and thank each of you for your dedication, professionalism, and collaborative spirit. Together, we have accomplished remarkable feats, and we look forward to continuing our partnership as we strive towards a brighter, more sustainable future.

As part of the Tata Group of Companies with over 100 years of existence, we have undertaken numerous measures and initiatives to be an organization that cares. We realise that we have a greater responsibility of giving back to the society and building a greener tomorrow. Quoting our founder Mr. Jamshedji Tata *"in a free enterprise, community is not just another stakeholder in business, but is in fact, the very purpose of its existence"*.

Indian Hotels Company Limited (IHCL) has a very robust & responsible procurement process. Some of these practices include:

- Sustainable sourcing
- Preferential Procurement Policy
- Highest standards of health and safety measures
- Strong systems and processes in place to ensure no discrimination at the workplace
- No child labour/forced labour/involuntary labour
- No deviation from the minimum wages law
- Strong internal mechanism to address any sort of harassment including but not limited to sexual harassment
- Tata Affirmative Action Plan to support vulnerable and underprivileged categories

IHCL's Industry leading ESG framework, "**Paathya**", further strengthens its commitment to contributing to society with an integrated approach towards creating sustainable growth with a positive impact while ensuring consistency and transparency. Some of the key actions initiated across our organization for your information as a valued business partner are as follows:

- In house water bottling plants to reduce consumption of plastic bottles.
- Use of bio compostable garbage bags.
- Installation of solar panels and third-party sourcing of solar power to achieve our commitment towards renewable energy utilisation.
- Organic waste converters to effectively handle food waste generated in our daily operations.
- Sewage treatment plants to treat, reduce and reuse effluent water.
- Responsible disposal of E-waste through certified agencies.
- Water less urinals.

- Consolidation and aggregation of our vendors through an industry leading 3 PL (third party logistics) program for enhanced procurement efficiency and cutting back on emissions.

We prioritize communication and collaboration with our vendor partners through platforms like Annual Vendor Meets and periodic site visits. These initiatives aim to enlighten and encourage sustainable practices, as well as share best practices. Furthermore, we conduct ESG surveys within our top vendor community to assess readiness and provide focused support for enhancing sustainability capabilities.

We have also engaged expert agencies to create an industry-specific ESG questionnaire. This questionnaire will enable us to evaluate our vendor partners on various ESG parameters and facilitate training, capacity-building programs, and knowledge-sharing sessions, guiding them towards a greener and more sustainable future. Additionally, we are developing an ESG framework for our company, which will serve as a roadmap for our short-, mid-, and long-term sustainability journey.

While our efforts are ongoing, we recognize the importance of continual review and improvement in our sourcing practices to further enhance sustainable business operations. To this end, we seek partners who share our values, vision, and policies, and we are keen to understand the measures and best practices implemented by your organization in areas such as health and safety, societal and environmental responsibility, and workplace ethics.

We kindly request your organization's endorsement and adherence to IHCL's comprehensive Sustainable Procurement Policy and Supplier Code of Conduct, which serve as essential guidelines for engaging in business transactions with IHCL and its subsidiaries.

We eagerly await your prompt response and look forward to exploring potential collaboration opportunities aligned with our shared commitment to sustainable growth.

Kind regards,

Nitin Bengani

Vice President - Central Materials & Finance

