

ESG POLICY OF RAO TOURIST SERVICES INDIA LTD.

In our commitment to sustainable business practices, we proudly present our ESG (Environmental, Social, Governance) framework. Embracing responsibility, transparency, and resilience, we integrate ESG principles to drive positive impact, foster community engagement, and ensure ethical governance in every facet of our services.

Purpose and Scope of ESG Policy

This policy presents the ESG commitments of Rao Tourist Services India Ltd. This policy applies to all our operations.

ESG Policy Statement

- Rao Tourist Services India Ltd. is a leading cab provider and we commit to comply with all applicable environmental, social, and governance-related regulations on a proactive basis.
- Rao Tourist Services India Ltd. will incorporate ESG considerations across its business operations to ensure that ESG risks are well addressed, and value is created in its services and to all stakeholders, by going beyond compliance.
- We will adopt good practices of environmental stewardship and become a socially responsible business.
- We will respond to corporate climate action by reducing GHG emissions resulting from operations and offer innovative low-carbon transportation solutions.
- Rao Tourist Services India Ltd. aims to provide a safe, non-discriminatory, inclusive, and healthy working environment for all employees.
- We will prioritize procurement of sustainable products and services and encourage suppliers to adopt best practices for ESG management. We will engage with critical suppliers to assess ESG risks in the supply chain and take steps to mitigate the risks.
- We will proactively engage with all internal and external stakeholders and ensure timely redressal of grievances.
- We will establish and maintain ESG management systems, develop processes, and build capacity in the organization to achieve the policy objectives.

Focus Area and Goals

Rao Tourist Services India Ltd. conducted a materiality assessment exercise to identify ESG aspects that are most important for Rao Tourist's business and its stakeholders. The materiality assessment followed the approach prescribed by the Global Reporting Initiative (GRI) standards.

The high-priority focus areas are;

Environment	Social	Governance
1. Promotion of Sustainable Behaviour for Resource Conservation	1. Occupational Health and Safety	1. Compliance Management
2. Energy Efficiency in Operations	2. Accident Management	2. Procurement of Sustainable Products and Services
3. GHG Emission Reduction	3. Employee Diversity & Inclusion	3. Supply Chain Management
4. Management of climate-related physical risks	4. Talent Attraction and Retention	4. Data Security and Privacy

Environment	Social	Governance
5. Low Carbon Services	5. Community Relations 6. Grievance Management & Whistleblower Protection 7. PoSH 8. Diversity & Inclusion	5. Business Ethics 6. Corporate Governance

The high-priority material topics have been used to define ESG focus areas and associated commitments for 2024-2030 horizon.

Focus Area 1: Innovation for Low Carbon Services

Commitment

- Pioneer low-carbon services through innovative business models.
- Increase share of renewable energy and use greener fuels to meet energy demand across operations.
- Achieve carbon neutrality in operations.
- Encourage employees, business partners, and suppliers to proactively reduce their carbon footprint.
- Climate change mitigation and transitioning away from fossil fuels remain the key environmental challenge for us. We are firmly committed to playing an important role in enabling the change that is necessary to reach net-zero emissions in our sector, as well as in our own business.
- We have and committed to reaching net-zero emissions by 2050, in our operations (scope 1 and 2).
- As part of our sustainability strategy, we have set a near-term to reduce emissions under our direct control (scope 1 and 2) by 50% by 30% in 2028 against our 2023 baseline.
- To deliver on our ambitions, we have developed a decarbonization roadmap, which will guide our actions to achieve our carbon reduction targets in the coming years. Our roadmap outlines the main levers which we will work with to reach our targets. These include increasing energy efficiency, phasing out fossil fuels across all transportation modes, producing renewable energy, and testing and implementing new technologies. We will work on delivering our roadmap in close partnership with customers, sub-contractors and other stakeholders to enable decarbonisation across our services.

Focus Area 2: Adoption of 3R-Reduce, Reuse, Recycle for Resource Conservation

Commitment

- Adopt 3R principles to reduce resource consumption (energy, water, materials) in offices and other facilities.
- Prioritize procurement of sustainable products and services.
- Ensure safe handling and source segregation for all waste streams.
- Minimize waste sent to landfills by improving waste recycling rates and undertaking proper disposal of non-recyclable waste.

Focus Area 3: Health and Well-being of Employees

Commitment

- Adopt best practices for health & safety management for accident prevention, mitigation of OHS risks in own as well as sub-contracted operations.
- Conduct health and safety-focused awareness and training for own employees as well as workers employed through contracted operations.
- Offer equal opportunities to employees and foster diversity and social inclusion.
- Routinely assess employee's well-being and their needs for career development and take required actions for improvement.

Focus Area 4: Corporate Governance

Commitment

- Establish systems for strategic risk assessment and take actions to mitigate the risks in own operations as well as operations of critical business partners and suppliers.
- Adopt best practices for corporate governance to ensure ethical and responsible business conduct.
- Adopt a collaborative approach to engage with the local community, proactively address their concerns, and undertake actions for community welfare.
- Actively engage with the business community, government, and larger civic society to advocate for a conducive ecosystem for the adoption of sustainable practices in this sector.
