



Taj SATS Air Catering Limited

VOLUNTEERING POLICY

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Purpose

Taj SATS Air Catering Limited (TSACL) is committed to the IHCL and Tata Group's philosophy of improving the quality of life of communities we serve.

Keeping with the CSR focus of "Volunteering, Building Sustainable Livelihoods and Being a responsible neighbor", this policy sets out TSACL commitment towards the legacy of 'Giving Back' to society.

Aligning ourselves to the Tata Group's volunteering aspiration, we aim to achieve a minimum of 6 hours of volunteering per employee (PCVH) per year by 2025.

Through this policy, TSACL endeavors to facilitate livelihood opportunities & socio-cultural development in areas of its operations. This policy is also viewed as a means to fostering the essence of volunteerism in the company. We believe that employee volunteering plays a key role in enhancing skills, self-esteem, ability to effectively deal with new challenges and engage better with other employees and the communities.

Framework

TSACL's CSR and Sustainability framework is defined as "SEVA":

S – Skill Building

E – Environment Sustainability

V - Volunteering

A – Association

The above shall focus on the less-privileged, differently abled, local communities, environmental factors and other such groups associated with the areas identified above. Relevant projects pertaining to these focus areas and target communities shall be undertaken around our areas of operation from time to time.

Scope

All on rolls employees, their immediate family members and retirees are eligible to participate in volunteering initiatives curated by Taj SATS Air Catering Limited. Further, they may conduct volunteering opportunities by themselves, supported by TSACL, which they must in turn report to the company.

Code of Conduct

While this policy is created to encourage employees to participate actively in volunteering initiatives, it is imperative to follow the code of conduct as listed below while carrying out / engaging in volunteering activities:

- Volunteers must act responsibly and sensibly towards the communities.
- Volunteers must take responsibility for their own safety and that of their family members accompanying them for the volunteering activity. They must follow all safety requirements outlined by the volunteering partner organization.

- Volunteers should treat every individual equally and not discriminate on the basis of age, race, culture, disability, gender or sexuality.
- In case any sensitive / personal information is received during volunteering hours, it must be treated as confidential.
- The volunteering activity should not be inconsistent with the company's present and future goals and / or adversely impact the company's reputation in any way.
- No employee is authorized to make / give any statement to the media with regard to any volunteering activities scheduled or carried out.
- Employees will continue to be governed by the Tata Code of Conduct during the course of the volunteering period / activity.

Program Structure

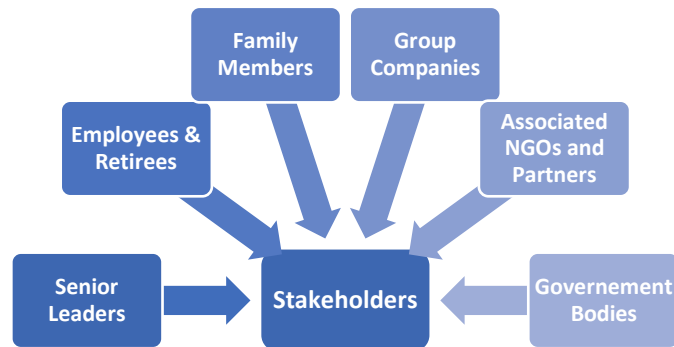
Volunteering, being an integral part of our ethos, is ingrained in the way we carry out our business. We therefore believe in giving back to the community and the environment in which we operate.

Types of Volunteering

- 1) Employee Led Volunteering - Individuals are encouraged to offer their time and services for public good as per their respective skill sets and interests. This may be reported by the company in cases where there is some element of support provided by the organisation to make the volunteering successful.
- 2) Company Led Volunteering Initiatives - Employees are encouraged to participate in organization driven programs that are identified by TSACL.
- 3) Tata Volunteering Week (TVW) - Held twice each year in March and September for a duration of one month, based on pre-approved themes. Employees are required to register themselves on the Tata Engage website www.tataengage.com and participate in activities based on their interest and skill
- 4) Pro Engage – The Tata Sustainability Group managed skill based volunteering program seeks to leverage employee skill sets and competencies to contribute in short- term projects ranging from one to six months, depending on the nature of the project. The projects are offered in June and December every year on the Tata Engage website www.tataengage.com.

Approach and Process

The company approach aims to engage with key **stakeholders** on volunteering with a strong purpose led, collaborative effort to create a multiplier effect for our community initiatives. The stakeholders to be covered as:



Selection of Partner Organizations

While identifying partner organizations for volunteering, it is mandatory to carry out a thorough due diligence exercise to ensure the partner organizations' credibility. This can be through checking if the NGO / Trust is registered, if it has any political / religious association, its governance board, source of funds, annual report, years in active operations, infrastructure, documentation reference check, other donors, conflict of interest etc.

Individuals who are volunteering may seek advice from their respective Unit HR and Corporate HR team before conducting / engaging in any volunteering activity.

While conducting / engaging in any volunteering activity, employees must ensure that time is being devoted towards a cause that is in alignment with the organization's CSR and Sustainability Framework. Employee led volunteering (point 1 – types of volunteering) is not bound by the organizational framework.

Administrative Processes for Employees

Employees may participate in any of the volunteering avenues or volunteering activities identified by the company or on their own with prior approval from their immediate reporting manager.

Employees are advised to assess the importance and urgency of their official work before seeking permission. In the event of repeated delay / refusal to grant volunteering request, the employees are advised to approach the HR / CSR department for re-dressal / approval.

In our endeavor to continuously work towards improvements, post volunteering activities, a feedback form will be rolled out for volunteers to share their views.

Employees will be allowed to dedicate 4 working hours in a year towards volunteering activities, extendable on a need basis. These will be planned activities and prior information about the project and the timeline when the employee can participate should be given to the unit HR team. Upon completing a volunteering activity, details must be recorded by the respective HR team in the format shared by the organization. Individual volunteering activities must be reported to the immediate manager of the individual volunteer, which must subsequently be communicated to the HR head of the respective unit.

“As enablers” we would want to support and encourage our employees to prioritize time for volunteering as follows

- 1.) Unit with maximum number of projects in a year to be felicitated with appreciation letter by CEO.
- 2.) All those who complete the defined project(s) for skill based volunteering under pro-engage to receive a personalised memento.

Note: Any clarifications should be directed to corphrd@tajsats.com.