

India Tourism Development Corporation Limited

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Dt.05.03.2019

Circular

Sub: Business Responsibility Policy

ITDC Board in its meeting held on 14.02.2019 has adopted the following 9 Principles as a initiative for Business Responsibility Policy :

S.No	BRR principles approved by ITDC Board
Principle 1.	<p>Businesses should conduct and govern themselves with Ethics, Transparency and Accountability</p> <ol style="list-style-type: none">1. Businesses should develop governance structures, procedures and practices that ensure ethical conduct at all levels; and promote the adoption of this principle across its value chain. Businesses should communicate transparently and assure access to information about their decisions that impact relevant stakeholders.2. Businesses should not engage in practices that are abusive, corrupt, or anti-competition.3. Businesses should truthfully discharge their responsibility on financial and other mandatory disclosures.4. Businesses should report on the status of their adoption of these Guidelines as suggested in the reporting framework in this document.5. Businesses should avoid complicity with the actions of any third party that violates any of the principles contained in these Guidelines
Principle 2.	<p>Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle</p> <ol style="list-style-type: none">1. Businesses should assure safety and optimal resource use over the life-cycle of the product – from design to disposal – and ensure that everyone connected with it- designers, producers, value chain members, customers and recyclers are aware of their responsibilities.2. Businesses should raise the consumer's awareness of their rights through education, product labelling, appropriate and helpful marketing communication, full details of contents and composition and promotion of safe usage and disposal of their products and services.3. In designing the product, businesses should ensure that the manufacturing processes and technologies required to produce it are resource efficient and sustainable.4. Businesses should regularly review and improve upon the process of new technology development, deployment and



	<p>commercialization, incorporating social, ethical, and environmental considerations.</p> <p>5. Businesses should recognize and respect the rights of people who may be owners of traditional knowledge, and other forms of intellectual property.</p> <p>6. Businesses should recognize that over-consumption results in unsustainable exploitation of our planet's resources, and should therefore promote sustainable consumption, including recycling of resources.</p>
Principle 3.	<p>Businesses should promote the wellbeing of all employees</p> <p>1. Businesses should respect the right to freedom of association, participation, collective bargaining, and provide access to appropriate grievance Redressal mechanisms.</p> <p>2. Businesses should provide and maintain equal opportunities at the time of recruitment as well as during the course of employment irrespective of caste, creed, gender, race, religion, disability or sexual orientation. ITDC will follow the Government rules on reservation of SC/ST/OBC etc.</p> <p>3. Businesses should not use child labour, forced labour or any form of involuntary labour, paid or unpaid.</p> <p>4. Businesses should take cognizance of the work-life balance of its employees, especially that of women.</p> <p>5. Businesses should provide facilities for the wellbeing of its employees including those with special needs. They should ensure timely payment of fair living wages to meet basic needs and economic security of the employees.</p> <p>6. Businesses should provide a workplace environment that is safe, hygienic humane, and which upholds the dignity of the employees. Business should communicate this provision to their employees and train them on a regular basis.</p> <p>7. Businesses should ensure continuous skill and competence upgrading of all employees by providing access to necessary learning opportunities, on an equal and non-discriminatory basis. They should promote employee morale and career development through enlightened human resource interventions.</p> <p>8. Businesses should create systems and practices to ensure a harassment free workplace where employees feel safe and secure in discharging their responsibilities.</p>
Principle 4.	<p>Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.</p> <p>1. Businesses should systematically identify their stakeholders, understand their concerns, define purpose and scope of engagement,</p>

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	<p>and commit to engaging with them.</p> <p>2. Businesses should acknowledge, assume responsibility and be transparent about the impact of their policies, decisions, product & services and associated operations on the stakeholders.</p> <p>3. Businesses should give special attention to stakeholders in areas that are underdeveloped.</p> <p>4. Businesses should resolve differences with stakeholders in a just, fair and equitable manner</p>
Principle 5.	<p>Businesses should respect and promote human rights</p> <p>1. Businesses should understand the human rights content of the Constitution of India, national laws and policies and the content of International Bill of Human Rights. Businesses should appreciate that human rights are inherent, universal, indivisible and interdependent in nature.</p> <p>2. Businesses should integrate respect for human rights in management systems, in particular through assessing and managing human rights impacts of operations, and ensuring all individuals impacted by the business have access to grievance mechanisms.</p> <p>3. Businesses should recognize and respect the human rights of all relevant stakeholders and groups within and beyond the workplace, including that of communities, consumers and vulnerable and marginalized groups.</p> <p>4. Businesses should, within their sphere of influence, promote the awareness and realization of human rights across their value chain.</p> <p>5. Businesses should not be complicit with human rights abuses by a third party.</p>
Principle 6.	<p>Business should respect, protect, and make efforts to restore the environment</p> <p>1. Businesses should utilize natural and manmade resources in an optimal and responsible manner and ensure the sustainability of resources by reducing, reusing, recycling and managing waste.</p> <p>2. Businesses should take measures to check and prevent pollution. They should assess the environmental damage and bear the cost of pollution abatement with due regard to public interest.</p> <p>3. Businesses should ensure that benefits arising out of access and commercialization of biological and other natural resources and associated traditional knowledge are shared equitably.</p> <p>4. Businesses should continuously seek to improve their environmental performance by adopting cleaner production methods, promoting use of energy efficient and environment friendly technologies and use of renewable energy.</p> <p>5. Businesses should develop Environment Management Systems (EMS) and contingency plans and processes that help them in preventing, mitigating and controlling environmental damages and disasters, which may be caused due</p>

	<p>to their operations or that of a member of its value chain.</p> <p>6. Businesses should report their environmental performance, including the assessment of potential environmental risks associated with their operations, to the stakeholders in a fair and transparent manner.</p> <p>7. Businesses should proactively persuade and support its value chain to adopt this principle.</p>
Principle 7.	<p>Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner</p> <p>1. Businesses, while pursuing policy advocacy, must ensure that their advocacy positions are consistent with the Principles and Core Elements contained in these Guidelines.</p> <p>2. To the extent possible, businesses should utilize the trade and industry chambers and associations and other such collective platforms to undertake such policy advocacy.</p>
Principle 8.	<p>Businesses should support inclusive growth and equitable development</p> <p>1. Businesses should understand their impact on social and economic development, and respond through appropriate action to minimise the negative impacts.</p> <p>2. Businesses should innovate and invest in products, technologies and processes that promote the wellbeing of society.</p> <p>3. Businesses should make efforts to complement and support the development priorities at local and national levels, and assure appropriate resettlement and rehabilitation of communities who have been displaced owing to their business operations.</p> <p>4. Businesses operating in regions that are underdeveloped should be especially sensitive to local concerns.</p>
Principle 9.	<p>Businesses should engage with and provide value to their customers and consumers in a responsible manner</p> <p>1. Businesses, while serving the needs of their customers, should take into account the overall well-being of the customers and that of society.</p> <p>2. Businesses should ensure that they do not restrict the freedom of choice and free competition in any manner while designing, promoting and selling their products.</p> <p>3. Businesses should disclose all information truthfully and factually, through labelling and other means, including the risks to the individual, to society and to the planet from the use of the products, so that the customers can exercise their freedom to consume in a responsible manner. Where required, businesses should also educate their customers on the safe and responsible usage of their products and services.</p> <p>4. Businesses should promote and advertise their products in ways that do not mislead or confuse the consumers or violate any of the principles in these Guidelines.</p>

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<p>5. Businesses should exercise due care and caution while providing goods and services that result in over exploitation of natural resources or lead to excessive conspicuous consumption.</p>
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<p>6. Businesses should provide adequate grievance handling mechanisms to address customer concerns and feedback.</p>

For ensuring compliance of the policy, all HoDs/Heads of Hotel Units/ATT Units/DFS units are requested to ensure compliance of the policy and to educate the executives and staff working under them about the policy for ensuring compliance.

As per SEBI Regulation, Principle 1, 5 and 6 should also be made applicable to the Suppliers/Contractors. As regards application of Principle 1 to supplies/contractors, Principle 1 is covered under Integrity Pact. However since Integrity Pact is applicable to the works/purchases of some threshold value hence in cases where Integrity Pact is not applicable, agreement/LoI is to mention about the compliance requirement by the suppliers/contractors that Business should be governed with Ethics, Transparency and Accountability.

As regards application of Principle 5 to suppliers/contractors, Principle 5 (i.e. Human Rights violation) is not permitted even as of now and is implied even without introducing in this Business Responsibility Policy. These are general common laws which every business organization is required to comply. Hence instead of detailed Principles 5 as mentioned in the policy, a suitable general clause is to be incorporated in agreement/LoI regarding promoting human rights by the suppliers/contractors.

As regards application of Principle 6 to supplies/contractors, Principle 6 (environmental harm) is not permitted even as of now and is implied even without introducing in this Business Responsibility Policy. These are general common laws which every business organization is required to comply. Hence instead of detailed Principles 6 as mentioned in the policy, a suitable general clause is to be incorporated in agreement/LoI regarding protection of environment by the suppliers/contractors.

Director (Commercial & Marketing) will be the Business Responsibility (BR) Head.

For implementation of the policy, a committee consisting of all HoDs headed by BR Head is hereby constituted. Minimum two meetings of the committee must be held in a financial year. Any grievance under the policy is to be disposed off by the concerned HoD with the concurrence/approval of BR Head.

In order to ensure the compliance of the policy, Board has approved that Internal Auditors of the concerned unit/division to check the compliance of the policy and actions to be taken by the Unit/Division Head to address any audit observations received in this regard. HoD (F&A) is therefore requested to incorporate in the



Internal Audit Manual "the checking of the compliance of the policy" as an action point by the Internal Auditors.

This has been issued as per approval of the Board in the meeting held on 14.02.2019 and in compliance of the SEBI Regulations.



V.K JAIN
COMPANY SECRETARY

Distribution :

DF/DCM/CVO
OSD to C&MD
All VPs
All GMs
All HoDs
Heads of Hotel units/ATT units/DFS Units
All RMs
Sr. Manager (IT) : for displaying in the website