

IHCL'S APPROACH TO COVID RELIEF MEASURES

Our battle against the COVID-19 pandemic has spanned across over a year now. The impact of the second wave has been significant and has emphasized, now more than ever before, the need for stakeholders across the entire spectrum of industry to constantly reimagine and find innovative means to tackle the challenges posed by the current environment and enable resurgence of business.

We, at IHCL, have put together a four-pronged strategy, '**Prevent, Protect, Provide, Persevere**' which is rooted in our culture and sense of purpose and is driven by the Taj and Tata values. The strategy is further bolstered by Tata's synergistic efforts through the 'One Tata' initiative which has served as the cornerstone for supporting our colleagues across Tata companies through this crisis.

The following information elaborates upon each facet of our strategy.

1. **Prevent (Infection):**

We consistently strive to create awareness about COVID-19 prevention measures through periodic communication with our stakeholders.

- i. **Precautionary measures:** We have re-imagined processes to heighten safety protocols in accordance with WHO guidelines and trained our colleagues accordingly. This includes zero-touch service transformations such as check-ins/outs, digital invoicing and payments, digital menus, thermal screening and health declarations at hotel entry points and revised hotel layouts that are conducive to physical distancing.
- ii. **Doctors on Call:** Tie ups with doctors for virtual consultations for colleagues at no / low cost.
- iii. **Vaccination:** Vaccination drives are held / planned across our hotels for IHCL & Tata companies.
- iv. **Testing:** Testing drives are held at various hotels for colleagues and their families.
- v. **Well-being:** Mental health, yoga and well-being initiatives are being implemented virtually.

2. **Protect (Lives):**

We attempt to contribute towards protection of lives by proactively reaching out to our stakeholders and the community during these difficult times through the following:

- i. **Supporting the Community:** In the first wave, IHCL had provided over 3 million meals to frontline heroes and migrant workers and hosted over 70,000 room nights for the medical fraternity at select hotels across the country. We are pleased to have restarted the supply of meals across multiple cities with over 6,000 meals being supplied on a daily basis now.

- ii. **Quarantine Facilities:** Select IHCL hotels have been converted into quarantine facilities, in partnership with hospitals.
- iii. **Tata Group Tie Ups:** The Tata Group has tied up with organizations to procure medical equipment and resources for colleagues and families.

3. **Provide (Support):**

We stand firmly alongside our colleagues and strive to support them through the following initiatives:

- i. **Support Groups:** Creation of location-wise response teams to assist colleagues with requirements of medical equipment, quarantine facilities, home care, cremation / last rites etc.
- ii. **Rehabilitation:** Support to surviving family in case of unfortunate demise of a colleague.
- iii. **Taj For Family Benevolent Fund:** Financial assistance for impacted colleagues and their families. 7,000+ families have been impacted positively through this fund.
- iv. **Recharge to Reconnect:** Fully paid leave / a four day work week for colleagues who may be affected, care giver leave for colleagues whose loved ones are affected and vaccination leave for those being vaccinated.

4. **Persevere (Sustained Safety):**

We endeavor to sustain safety in order to resurge through the following steps:

- i. **Sustained Safety Measures:** Continued hygiene protocols across hotels / corporate offices and reimagined ways of working to minimize contact.
- ii. **Family Assistance Scheme:** Long term support for members of aggrieved families of colleagues.
- iii. **Annual Vaccination Drives:** Vaccination drives annually for long term prevention.
- iv. **Health Partnerships:** Long-term tie ups with hospitals and health experts / doctors.

We would be happy to share more details about these initiatives if required.