



Stakeholder Engagement Policy



Purpose:

Mahindra Holidays & Resorts India Limited (hereby referred to as “MHRIL”) recognises the importance of cultivating strong, transparent and responsible relationships with its stakeholders as a foundation for sustainable growth and responsible business conduct. MHRIL is committed to engaging openly and constructively with all stakeholders, including vulnerable and marginalised groups, to ensure their perspectives are incorporated into decision-making across our business operations and supply chain.

This Policy provides a structured framework for stakeholder identification, consultation, engagement, responsiveness and grievance management.

Scope:

This Policy applies to:

- All MHRIL operations including resorts, corporate offices, sales offices and project sites
- All employees, including permanent, contract and seasonal staff

- All suppliers, vendors, contractors, consultants, service providers and business partners
- All communities, including vulnerable groups, that may be affected by MHRIL's activities

The Policy covers both MHRIL's own operations, suppliers and partners.

Guiding Principles:

MHRIL's stakeholder engagement approach is anchored on the following principles:

- **Materiality:** Addressing economic, environmental and social impacts most relevant to stakeholders and the Company.
- **Inclusiveness:** Ensuring participation of all relevant stakeholder groups, including vulnerable and marginalised groups.
- **Transparency:** Conducting engagement with honesty and clarity.

- Responsiveness: Addressing stakeholder inputs and concerns promptly and meaningfully.
- Equity: Prioritising the needs of disadvantaged and vulnerable communities.
- Continuous Improvement: Periodically reviewing and enhancing engagement approaches.

Stakeholder Identification:

MHRIL will identify stakeholders relevant to its operations and supply chain through a structured process. Our identified stakeholder groups include:

- Local communities surrounding MHRIL resorts and project locations
- Vulnerable groups
- Guests and customers
- Employees and contract workers

- Suppliers, vendors and partners
- Government authorities and regulators
- Civil society organisations and NGOs
- Industry bodies and associations
- Shareholders and investors

Stakeholder Engagement Strategy:

- Engagement with Local Communities

MHRIL will:

- Conduct consultations with local communities and vulnerable groups

- Identify community needs, priorities and concerns through regular dialogue
 - Ensure accessible and culturally appropriate engagement
 - Maintain ongoing communication through periodic meetings, surveys and community visits
- Engagement Across Own Operations

Engagement with internal stakeholders will be facilitated through:

- Employee townhalls, surveys and feedback platforms
- Regular communication from leadership
- Cross-functional collaboration mechanisms

- Engagement Across the Supply Chain

MHRIL will engage its suppliers, vendors and partners on:

- Responsible sourcing expectations as per the supplier code of conduct
- Human rights adherence
- Environmental, social and governance (ESG) practices
- Compliance with MHRIL's corporate policies and code of conduct

Community Consultation Framework

- Identification of Affected Communities

MHRIL will map communities and stakeholder groups that may be affected by its operations, CSR programs or new projects.

- Range of Stakeholders

Consultations will include:

- Local households
- Community leaders and panchayats
- Women's groups and youth groups
- Local businesses and artisans
- Environmental or cultural groups
- Civil society organisations

- Engagement Methods

Engagement will be conducted using:

- Public consultations and meetings
- Community group dialogues
- Workshops and participatory methods
- Information dissemination in local languages

Grievance Mechanisms for Stakeholders:

MHRIL will maintain accessible grievance channels for communities, employees, suppliers and partners. These include:

- Community grievance registers at resorts

- Email or helpline contact channels
- The MHRIL Whistle-Blower mechanism

Grievances will be handled confidentially, fairly and in a timely manner, with appropriate corrective action where required.

Governance and Implementation:

- Roles and Responsibilities
 - The CSR/Sustainability team is responsible for coordinating and implementing stakeholder engagement.
 - Resort General Managers and operational leaders are responsible for local stakeholder engagement.
 - The Procurement team will engage suppliers on responsible business practices.

- The HR team will engage employees and manage internal grievance mechanisms.

- Executive Oversight

Regular updates on stakeholder engagement activities will be provided to management team of MHRIL.

- Monitoring and Reporting

MHRIL will monitor engagement outcomes and measure effectiveness through defined indicators. Engagement insights will be reviewed periodically to strengthen future engagement processes.

Review

This Policy will be reviewed at least once every year or earlier if required due to changes in statutory requirements, operational needs or stakeholder expectations.

Manoj Bhat
Managing Director & CEO

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THANK YOU!

