ECOS (I) Mobility & Hospitality Limited

CUSTOMER HEALTH & SAFETY POLICY

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1. POLICY STATEMENT

ECO Mobility is committed to protecting the health, safety, security and well-being of customers and passengers throughout the delivery of its mobility and transportation services. As a provider of corporate car rentals, employee transportation, chauffeur-driven mobility, airport transfers, outstation travel and related services, the Company recognises passenger safety as a fundamental responsibility.

ECO Mobility seeks to identify, prevent and minimise risks associated with passenger transportation through appropriate vehicle safety controls, chauffeur verification and training, vehicle maintenance, journey monitoring, emergency response mechanisms, hygiene practices, customer communication and service monitoring. The Company will maintain appropriate controls for services delivered directly and, where applicable, through its network of vehicle and service partners.

ECO Mobility is committed to continually improving customer health and safety performance and maintaining a safe, reliable and responsible mobility experience.

2. PURPOSE

The purpose of this policy is to establish ECO Mobility's commitment and approach to protecting customer and passenger health and safety during the provision of its mobility and transportation services.

The policy provides a framework for managing transportation-related risks, ensuring vehicle and chauffeur readiness, supporting safe journeys, maintaining appropriate emergency response arrangements, addressing customer health and safety concerns, and complying with applicable legal and regulatory requirements.

3. SCOPE

This policy applies to ECOS (India) Mobility & Hospitality Limited and its subsidiaries (collectively referred to as the "Eco Mobility Group") and the services provided by the Company including chauffeur-driven transportation, employee transportation, Event managements services, airport transfers, outstation travel, employee outings, self-drive services where applicable, and other passenger transportation services provided by the Company.

For the purposes of this Policy, the term "Company/ ECO Mobility" shall refer to the Eco Mobility Group, comprising the Company and all its subsidiaries.

The policy covers vehicles and chauffeurs under ECO Mobility's operational control and relevant vehicles, drivers, vendors and service partners involved in delivering services on behalf of the Company. It also covers customer communication, journey monitoring, emergency support, customer feedback and complaint handling processes that may influence customer health and safety.

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This Policy applies to all ECO Mobility's customer-facing operations and to the people, vehicles and service providers whose work can directly affect customer transportation safety.

4. APPLICABLE LAWS, REGULATIONS & GUIDING FRAMEWORKS

ECO Mobility is committed to complying with applicable customer protection, motor vehicle, passenger safety and other relevant legal and regulatory requirements.

This policy may be guided by, as applicable:

4.1 National Laws & Regulations

- Consumer Protection Act, 2019
- Motor Vehicles Act, 1988 and applicable rules thereunder
- Central Motor Vehicles Rules, 1989 and applicable requirements
- Applicable state and local transport regulations
- Applicable vehicle fitness, registration, insurance, permit and emission requirements
- Applicable requirements relating to passenger safety and transportation services

4.2 International Standards & Guidance

- ISO 9001 Quality Management System principles
- ISO 45001 Occupational Health and Safety principles, where relevant to passenger safety management
- ISO 10002 Customer Satisfaction and Complaint Handling Guidelines, where relevant

The above requirements and frameworks are provided as relevant references and their applicability will be assessed based on ECO Mobility's services, operating locations and vehicle arrangements. Reference to a standard does not constitute a certification claim.

5. ALIGNMENT WITH UN SUSTAINABLE DEVELOPMENT GOALS (SDGs)

This policy supports the following relevant SDGs:

- SDG 3 – Good Health and Well-being
- SDG 11 – Sustainable Cities and Communities
- SDG 12 – Responsible Consumption and Production

6. OBJECTIVES AND TARGETS

6.1 Qualitative Objectives

ECO Mobility will:

1. Identify and manage health and safety risks associated with passenger transportation services and hospitality services.

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2. Ensure vehicles used for applicable services are maintained and operated in accordance with relevant safety and regulatory requirements.
3. Ensure relevant chauffeurs and drivers are appropriately verified, trained and assessed for safe and professional service delivery.
4. Promote responsible driving practices and compliance with applicable road-safety requirements.
5. Use appropriate technology and operational controls, such as GPS tracking, journey monitoring and alerts, where applicable, to support passenger safety.
6. Maintain appropriate emergency response, escalation and passenger-support mechanisms for safety-related incidents.
7. Promote appropriate hygiene, cleanliness and comfort standards for vehicles and passenger journeys.
8. Provide customers with relevant journey, driver, vehicle and support information to promote transparency and safe service use.
9. Establish mechanisms for receiving, investigating and resolving customer health and safety complaints and incidents.
10. Communicate relevant customer health and safety expectations to vendors, chauffeurs and service partners.
11. Protect customer information and safety-related information in accordance with applicable requirements and internal controls.
12. Continually improve customer health and safety performance through monitoring, feedback, incident analysis and corrective actions.

6.2 Quantitative Targets

The Company shall work towards achieving the following targets, using FY 2025–26 as the baseline year.

1. Ensure 90% of CCR chauffeurs (except for on-call) engaged in ECO Mobility's services complete the required safety and customer-service training by 2028, subject to the applicable role and service arrangement.
2. Ensure 100% of relevant vehicles under ECO Mobility's operational control are covered by defined vehicle safety and maintenance checks by 2028.
3. Ensure 100% of identified customer health and safety incidents are recorded and investigated within defined internal timelines by 2028.
4. Achieve at least 90% closure of customer health and safety complaints within defined internal timelines by 2028.
5. Ensure 90% of relevant customer health and safety improvement actions identified through incident reviews, complaints or operational assessments are implemented or progressed within defined timelines by 2028.

Progress against these targets will be monitored periodically. Targets may be reviewed based on actual performance, service requirements, operational changes, regulatory developments, data availability and management priorities.

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7. IMPLEMENTATION APPROACH

ECO Mobility will maintain appropriate processes for identifying and managing passenger health and safety risks throughout the service journey. This includes consideration of vehicle condition, chauffeur readiness, journey planning, passenger communication, route monitoring and emergency response requirements.

Vehicles under the Company's operational control will be maintained and inspected in accordance with applicable regulatory requirements, manufacturer recommendations and internal operational requirements. Relevant safety equipment and emergency arrangements will be maintained based on vehicle type, service requirements and applicable regulations.

ECO Mobility will implement appropriate chauffeur and driver verification, training and performance-management practices. Relevant personnel will receive training appropriate to their responsibilities, which may include defensive driving, road safety, customer handling, emergency response, first aid and other applicable safety requirements. ECO Mobility's public information indicates that its chauffeur programmes include background verification, road-safety training, first aid and CPR, defensive driving and emergency-response training.

Where applicable, ECO Mobility will use GPS-enabled vehicles, real-time journey monitoring, driver identification, alerts, SOS or panic-button functionality and other technology-enabled controls to support passenger safety and timely response to incidents. ECO Mobility publicly describes GPS tracking, real-time monitoring, SOS and panic-button capabilities within its employee transportation and managed mobility services.

The Company will maintain appropriate emergency escalation and support mechanisms for incidents such as accidents, vehicle breakdowns, medical emergencies, route deviations, security concerns or other events that may affect passenger safety. Relevant incidents will be recorded, investigated and followed by corrective or preventive actions where required.

ECO Mobility will maintain appropriate cleanliness and hygiene practices for vehicles and passenger-facing services. Where applicable, feedback and hygiene-related observations will be used to identify opportunities for improvement. ECO Mobility's published service information also refers to vehicle cleanliness, hygiene controls and hygiene audits as part of its employee transportation services.

For services delivered through vendors and other service partners, ECO Mobility will communicate applicable passenger health and safety expectations and, where appropriate, assess relevant vehicle, driver, compliance and service-performance requirements. Where safety-related deficiencies are identified, appropriate corrective actions or escalation will be initiated.

Customers will have access to appropriate channels for providing feedback, reporting concerns and raising complaints. Safety-related complaints and incidents will be prioritised, investigated and addressed through defined processes, with relevant corrective actions implemented where necessary.

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8. ROLES & RESPONSIBILITIES

Role	Responsibilities
Senior Management	Provide direction and resources for customer health and safety and review significant or recurring risks.
Branch Head	Provide branch-level accountability, support serious escalations and ensure that repeated safety concerns are addressed.
Operations Manager	Oversee operational safety controls, incident review, root-cause analysis, corrective action and closure
Operations Team	Confirm trip readiness, allocate verified chauffeurs and compliant vehicles, monitor trips, coordinate ground support, manage operational escalation, log Incident and confirm safe trip or incident closure.
Fleet Maintenance	Maintain vehicle roadworthiness, assess reported safety defects, arrange repairs, retain maintenance evidence and authorise vehicle release after the required recheck.
Chauffeur or Driver	Operate the vehicle safely, follow applicable safety requirements, complete assigned pre-trip checks and immediately report defects, delays, deviations, breakdowns, unsafe conditions or emergencies.
Contact Centre - 24×7 Rapid Emergency Helpdesk	Receive emergency or panic alerts, verify available trip and location information, initiate escalation and coordinate with Operations or Branch support. Helpline: +91-11-4079-4079.
Contact Centre - Lady Tracking Desk	Complete applicable post-pickup contact for female travellers, confirm pickup and safe status, update the booking record and escalate any unconfirmed concern.
Key Account Manager	Where applicable, coordinate client or guest communication and provide updates during deviations, emergencies and closure.

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HR and Learning and Development	Provide relevant safety training to chauffeurs, employees and applicable service-provider personnel and maintain training records.

9. MONITORING, REVIEW & DISCLOSURE

ECO Mobility will monitor customer health and safety performance through the existing CCR and ETS MIS or operating review cadence which may include vehicle inspection and maintenance records, driver training records, safety incidents, emergency events, customer complaints, feedback, journey-monitoring information and vendor performance data.

Safety-related incidents and complaints will be reviewed to identify recurring issues, root causes and opportunities for corrective or preventive action. Relevant performance against established targets will be periodically reviewed by the responsible functions and management.

Where appropriate, internal audits, operational assessments or vendor reviews may be undertaken to evaluate compliance with customer health and safety requirements and internal controls.

Relevant customer health and safety performance may be incorporated into sustainability reporting, customer communications or other stakeholder disclosures where material and supported by available information.

10. CONTINUAL IMPROVEMENT

ECO Mobility is committed to continually improving customer health and safety through incident analysis, customer feedback, operational reviews, training, technology, vehicle and chauffeur performance monitoring and engagement with service partners.

Where safety risks, recurring complaints, non-compliances or improvement opportunities are identified, appropriate corrective or preventive actions will be established with defined responsibilities and timelines.

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