ECOS (I) Mobility & Hospitality Limited

WORKING CONDITIONS POLICY

Supporting Policy including but not limited to the Company's Code of Conduct & Standards of Business Ethics created in 2021 & subsequently revised, Human Rights Policy, Environment Health and Safety Policy, Compensation Policy, PPM Policy. LeavePolicy, Attendance Policy and other Employee Life Cycle policies as per HR Records

1. POLICY STATEMENT

ECO Mobility is committed to providing fair, safe, respectful and decent working conditions to its employees and relevant workers engaged in its operations. The Company recognises that appropriate working hours, fair compensation, statutory benefits, adequate rest and leave, employee well-being, opportunities to raise concerns and respectful treatment are essential to a positive and productive workplace.

ECO Mobility seeks to ensure that its employment practices comply with applicable labour and employment requirements and uphold the Company's commitment to human and labour rights. The Company promotes transparent and equitable employment practices and seeks to identify and address working-condition-related risks through appropriate employee communication, grievance mechanisms, management processes and periodic review.

The Company expects managers, employees and relevant business partners to contribute to maintaining working conditions that respect the dignity, rights, health and well-being of workers.

2. PURPOSE

The purpose of this policy is to establish ECO Mobility's approach to maintaining fair and responsible working conditions.

The policy provides a framework for:

- maintaining lawful and fair employment conditions;
- managing working hours, overtime, rest and leave;
- providing fair compensation and applicable benefits;
- supporting employee well-being and work-life balance;
- providing channels for employee voice and grievance redressal;
- monitoring relevant working-condition indicators; and
- continually improving employee working conditions.

3. SCOPE

This Policy applies to all entities under ECOS India Mobility & Hospitality Ltd. and its subsidiaries. The provisions of this Policy shall be implemented in accordance with the applicable legal, regulatory, organizational and operational requirements of each entity. Where a specific provision has limited or no applicability to a particular subsidiary due to its workforce size, nature of operations, legal status or other relevant requirements, its applicability shall be determined based on the requirements applicable to that subsidiary. The subsidiary shall continue to comply with all other applicable provisions of this Policy and all relevant statutory and regulatory requirements.

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This policy applies to all on-roll employees and, where relevant, to contractual personnel and other workers engaged in activities under the Company's operational control or influence.

Working-condition expectations applicable to suppliers, contractors, service providers and other business partners will be communicated through the Supplier Code of Conduct, contractual arrangements and other relevant requirements, as appropriate.

The policy applies across offices, operational functions and other workplaces where employees perform duties on behalf of the Company.

4. APPLICABLE LAWS, REGULATIONS & GUIDING FRAMEWORKS

ECO Mobility is committed to complying with applicable labour, employment, wage, working-hour, social security and employee welfare requirements relevant to its operations. This policy may be guided by, as applicable:

4.1 National Laws & Regulations

- Applicable provisions of the Occupational Safety, Health and Working Conditions Code, 2020 and rules thereunder
- Applicable State Shops and Establishments legislation
- Applicable wage, social security and employment laws
- Applicable maternity and employee benefit requirements

4.2 International Standards & Guidance

- Core Conventions of the International Labour Organization (ILO)
- United Nations Guiding Principles on Business and Human Rights
- Relevant principles of the Universal Declaration of Human Rights

The above requirements and frameworks are provided as relevant references and their applicability will be assessed based on ECO Mobility's operations, locations, workforce and applicable legal requirements. In case of any inconsistency between this policy and applicable law, the applicable legal requirements will prevail.

5. ALIGNMENT WITH UN SUSTAINABLE DEVELOPMENT GOALS (SDGs)

This policy supports the following relevant SDGs:

- SDG 3 – Good Health and Well-being
- SDG 5 – Gender Equality
- SDG 8 – Decent Work and Economic Growth

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6. OBJECTIVES & TARGETS

6.1 Qualitative Objectives

ECO Mobility will:

1. Provide fair and transparent employment conditions in accordance with applicable laws and Company requirements.

2. Ensure that employees receive applicable wages, compensation and statutory benefits in accordance with legal requirements.
3. Manage working hours and overtime in accordance with applicable legal and employment requirements while promoting appropriate rest and recovery.
4. Provide eligible employees with applicable leave and statutory benefits, including maternity-related benefits as required by law.
5. Promote a healthy work-life balance and consider employee well-being in relevant people-management practices.
6. Respect employees' rights to raise concerns, provide feedback and seek resolution of workplace issues without fear of retaliation.
7. Maintain a workplace free from discrimination, harassment, forced labour and other practices that may undermine decent working conditions.
8. Monitor relevant working-condition indicators, including employee turnover, retention and grievance trends, to identify areas for improvement.
9. Promote transparent and merit-based employment practices in areas such as compensation, performance evaluation and career progression.
10. Encourage managers to maintain respectful working relationships, manage workloads appropriately and address workplace concerns.
11. Continually improve working conditions based on employee feedback, grievance trends, workforce indicators, legal developments and management review.

6.2 Quantitative Targets

ECO Mobility Group will work towards the following targets:

Target	Target Year	Baseline
Maintain 100% compliance with applicable statutory requirements relating to wages, working hours and employee benefits within ECO Mobility's employment scope.	Ongoing	
Ensure 100% of eligible on-roll employees receive applicable statutory benefits in accordance with prevailing legal and Company requirements.	Ongoing	

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Conduct at least one formal review annually of relevant working-condition indicators, including working hours/overtime where applicable, employee turnover and employee grievances.	Ongoing	
Ensure at least 90% of substantiated working-condition grievances are addressed or closed within defined internal timelines.	By 2028	FY 20-21
Provide 100% of employees with access to information on applicable employment conditions, key employee policies and available grievance/reporting channels.	Ongoing	FY 23-24

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

7. FAIR EMPLOYMENT CONDITIONS

ECO Mobility Groupis committed to providing employment conditions that are fair, transparent and consistent with applicable legal requirements.

The Company will communicate relevant terms and conditions of employment to employees and maintain appropriate employment records. Employment-related decisions will be based on applicable Company requirements and objective criteria and will seek to ensure fair and consistent treatment.

Employees will be informed of relevant workplace policies, responsibilities, benefits and available channels for raising employment-related concerns.

8. WORKING HOURS, OVERTIME & REST

ECO Mobility Groupwill manage working hours in accordance with applicable legal requirements and employment conditions.

The Company will seek to ensure that employees receive appropriate rest periods and applicable weekly or other statutory holidays. Where overtime or work outside normal working arrangements is required, it will be managed and compensated in accordance with applicable law and Company requirements. The Company will seek to identify excessive working-hour or workload-related concerns through appropriate management processes and employee feedback mechanisms. Particular attention will be given to roles where work schedules may vary due to operational requirements. Working arrangements will be managed with due consideration to applicable legal requirements and employee health and well-being. Refer to the Attendance Policy, Compensation Policy for detailed guidelines & process steps.

9. WAGES, COMPENSATION & BENEFITS

ECO Mobility Groupis committed to providing compensation in accordance with applicable statutory requirements and its established compensation practices.

Employees will receive applicable fixed and variable compensation and statutory benefits in accordance with their employment terms, eligibility and applicable Company requirements.

Eligible employees may receive statutory benefits such as Provident Fund, Employee State Insurance, gratuity and maternity benefits, as applicable. Other employee benefits may include health insurance, group personal accident coverage and meal vouchers, subject to applicable eligibility and Company terms.

ECO Mobility Groupwill seek to maintain fair and consistent compensation practices through appropriate consideration of job responsibilities, performance, market conditions, internal equity and applicable legal requirements. Refer to the Compensation Policy for detailed guidelines & process steps.

10. LEAVE & WORK-LIFE BALANCE

ECO Mobility Groupwill provide employees with applicable statutory and Company-approved leave in accordance with prevailing legal requirements and relevant internal processes. The Company recognises the importance of maintaining a reasonable balance between professional responsibilities and personal well-being. Where appropriate, people-management practices will consider employee circumstances, applicable leave requirements and business needs.

Eligible employees will receive statutory leave and benefits, including maternity, paternity or adoption-related leave where applicable under law and Company requirements. Periods of approved statutory leave will be managed fairly and without inappropriate adverse impact on an employee's employment or career progression. Refer to the Attendance Policy, Leave Policy for detailed guidelines & process steps.

11. EMPLOYEE WELL-BEING

ECO Mobility Grouprecognises that good working conditions include both physical and mental well-being. The Company will promote a workplace that supports employee health, respectful interactions and appropriate working practices. Occupational health and safety matters will be managed through the Employee Health & Safety Policy and relevant safety and emergency procedures. Employees are encouraged to raise concerns relating to workload, working conditions, workplace relationships, health or other employment matters through available Company channels. Refer to the Code of Conduct and Standards of Business Ethics Policy, Diversity Equity and Inclusion Policy, Environment Health and Safety Policy and other related policies on the HR portal for detailed guidelines & process steps.

12. EMPLOYEE VOICE, GRIEVANCE & NON-RETALIATION

ECO Mobility Groupencourages open and honest communication and provides employees with channels through which they may raise workplace concerns, including concerns relating to workload, role clarity, team conflicts, unfair treatment or potential violations of Company policies.

Employees may approach their Reporting Manager, Functional Head or Human Resources Department, or use the Company's People Hotline:

ECO People Hotline: 7303586357
Availability: Monday to Sunday, 9:00 AM to 6:00 PM
Email: peoplehotline@ecosmobility.com

The Company will seek to review and address relevant concerns appropriately and maintain confidentiality to the extent reasonably practicable.

Employees will not be subject to retaliation, intimidation or adverse treatment for raising concerns in good faith or participating in an investigation.

Where a concern falls within the scope of the Company's Whistleblower Policy or another dedicated grievance mechanism, the applicable process will be followed.

Grievance & Reporting Channels:

Type of Concern / Issue	Examples	Reporting Channel
POSH – Sexual Harassment	Any Unwelcome behaviour, harassment, inappropriate comments, physical or verbal misconduct. Refer to POSH policy for more details	Internal Committee (POSH IC) / POSH (Refer to Policy on Prevention of Sexual Harassment of Employees at Workplace) Email: poshcomplaints@ecosmobility.com
Bribery & Corruption	Kickbacks, gifts influencing decisions, unethical payments, vendor manipulation, Any Employee/Chauffeur/Business Partner/Dedicated Car Vendor Bribery/Corruption Concerns	Whistle blower Committee Email: whistleblower@ecosmobility.com and / or Email: Erwbc@ecosmobility.com
Whistle blower / Ethical Misconduct	Fraud, financial irregularities, misuse of company assets, policy violations, Any Employee/Chauffeur/Business	

	Partner/Dedicated Car Vendor Whistleblower Concerns	
Integrity Concerns	Conflict of interest, misuse of company information, breach of confidentiality, Any Employee/Chauffeur/Business Partner/Dedicated Car Vendor Integrity Concerns	
Behavioural / Workplace Misconduct	Bullying, disrespectful behaviour, discrimination, abusive conduct, Any Employee/Chauffeur/Business Partner/Dedicated Car Vendor grievances	Reporting Manager / HR HR Email ID : hr@ecosmobility.com ECOS People Hotline Number: 7303586357 ((Monday to Sunday at: 9:00 AM to 6:00 PM) Email: peoplehotline@ecosmobility.com
Workplace Grievances	Role clarity, workload concerns, team conflicts, unfair treatment, Any Employee/Chauffeur/Business Partner/Dedicated Car Vendor grievances	Reporting Manager, Functional Head and HR ECOS People Hotline Number: 7303586357 ((Monday to Sunday at: 9:00 AM to 6:00 PM) Email: peoplehotline@ecosmobility.com
Safety & Workplace Environment	Unsafe work conditions, Chauffeur/Business Partner/Dedicated Car Vendor safety concerns	ECOS People Hotline Number: 7303586357 ((Monday to Sunday at: 9:00 AM to 6:00 PM) Email: peoplehotline@ecosmobility.com

13. EQUAL & RESPECTFUL WORKING CONDITIONS

ECO Mobility Groupis committed to providing equal opportunities and fair treatment throughout the employment lifecycle.

Discrimination, harassment, bullying and other forms of unacceptable workplace conduct are prohibited.

Employment decisions relating to recruitment, onboarding, training, compensation, performance evaluation, career progression and employee relations will be based on objective and legitimate criteria and applicable Company requirements.

ECO Mobility Groupmaintains appropriate mechanisms for addressing sexual harassment and other workplace concerns through applicable grievance and complaints processes.

14. EMPLOYEE DEVELOPMENT & CAREER PROGRESSION

ECO Mobility Grouprecognises that decent working conditions include opportunities for employees to develop their skills and progress in their careers.

The Company will support employee development through appropriate training, performance discussions, career-development opportunities and other learning interventions based on role requirements, employee development needs and organisational priorities.

Performance and career discussions will provide opportunities to review employee objectives, provide feedback and identify relevant development needs.

Career progression and promotion decisions will be based on objective and merit-based considerations, including performance, capability, role requirements and organisational needs. Refer to PPM Policy for more details and guidelines.

15. WORKING CONDITIONS OF SUPPLIERS & SERVICE PARTNERS

ECO Mobility Groupexpects suppliers, contractors, consultants, service providers and business partners to maintain responsible employment and working conditions within their operations. Suppliers and relevant service partners are expected to treat workers with dignity and respect and comply with applicable labour and employment requirements, including requirements relating to wages, working hours and employee welfare.

They are also expected to prohibit child labour, forced labour, bonded labour and human trafficking within their operations and relevant business relationships. Where appropriate and proportionate to the nature and level of risk, ECO Mobility Groupmay communicate these expectations through supplier onboarding, contractual arrangements, assessments, audits or corrective-action processes.

16. MONITORING & PERFORMANCE REVIEW

ECO Mobility Groupwill monitor relevant working-condition indicators to assess the effectiveness of its approach and identify areas for improvement.

Monitoring may include:

- compliance with applicable working-hour, wage and benefit requirements;
- employee turnover and retention trends;
- relevant employee grievances and resolution trends;
- employee participation in relevant people initiatives;
- employee feedback, where available;
- statutory benefit coverage; and

- other relevant workforce indicators.

Working-condition trends will be reviewed periodically by relevant management functions. Where material concerns or adverse trends are identified, appropriate corrective or improvement measures will be considered.

17. ROLES & RESPONSIBILITIES

Role	Responsibilities
Chief Operating Officer / Head HR/ Senior Management	Lead the Company's approach to responsible employment and working conditions and support compliance with applicable requirements.
Human Resources Department	Implement and monitor employment practices, compensation and benefits, employee welfare, grievance mechanisms and relevant working-condition indicators.
Managers & Supervisors	Promote fair and respectful working practices, manage workloads appropriately, support employee concerns and escalate relevant issues.
Employees	Comply with applicable Company policies, communicate concerns through available channels and contribute to a respectful working environment.
Contractors / Service Partners	Comply with applicable labour and employment requirements and ECO Mobility's relevant expectations for responsible working conditions.

18. CONTINUAL IMPROVEMENT

ECO Mobility Groupis committed to continually improving working conditions through employee feedback, grievance analysis, workforce data, management reviews, policy reviews and changes in applicable legal requirements. The Company will consider relevant trends in employee

turnover, working hours, grievances, benefits, employee feedback and other available indicators when identifying opportunities to improve employee experience and working conditions.

Where appropriate, action plans will be established with defined responsibilities and timelines.

19. DOCUMENT CONTROL & APPROVAL

This policy shall be maintained under the Company's document-control procedures.

The policy shall be reviewed **at least annually**, or earlier where required due to changes in applicable laws, business operations, workforce requirements or other relevant developments.

Any amendment to this policy shall be subject to appropriate review and approval by the Board of Directors or such other authority as may be authorised by the Company.

The latest approved version of this policy shall be considered the valid version for implementation and communication.

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