

Grievances

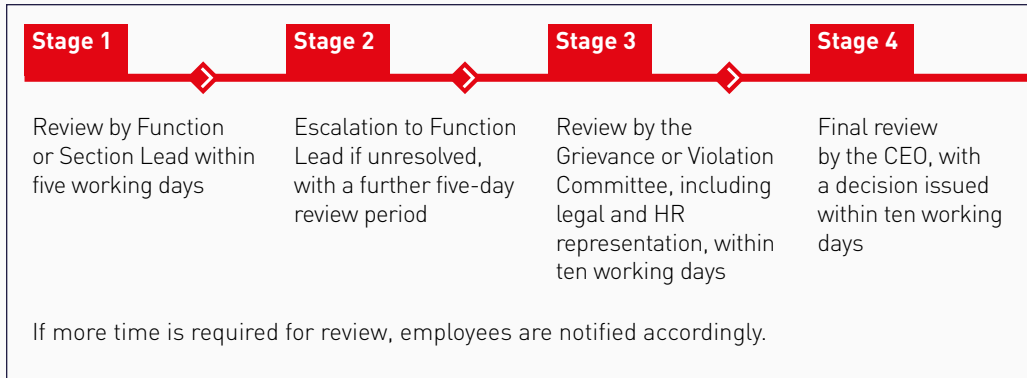
Managing Grievances

DTC maintains clear and accessible grievance channels to support a fair and respectful working environment for employees and drivers. These mechanisms enable concerns to be raised promptly, reviewed objectively, and resolved before issues escalate.

Employees and drivers are encouraged to raise grievances relating to workplace treatment, conduct, or decisions. Cases are initially reviewed at line management level, with escalation to HR or senior management where required. All grievances are handled confidentially and must be submitted in writing within two weeks of the incident.

Grievance System

DTC follows a structured four-stage grievance process with defined resolution timelines:



The AMAN platform serves as a confidential and reliable channel for receiving concerns from both internal stakeholders (drivers and employees) and external sources, ensuring that each submission is directed to the appropriate function for proper handling. All cases received through AMAN are assessed and routed accordingly, with Compliance overseeing every matter until

it reaches a complete and fully documented closure. This approach promotes consistency, strengthens accountability, and provides a seamless experience for all individuals raising concerns.

AMAN grievance system

Community Impact

DTC delivers CSR initiatives that are directly linked to its mobility services, focusing on safety, wellbeing, accessibility, and environmental awareness across the communities it serves.

Corporate Social Responsibility Framework

DTC integrates corporate social responsibility into its core operations, focusing on initiatives that are directly linked to its mobility services and operational footprint. CSR activities are guided by the Company's CSR Policy, which defines priority focus areas and targeted beneficiary groups, ensuring initiatives are relevant, measurable, and aligned with DTC's strategy.

The CSR function operates under the Marketing Department, with initiatives reviewed by the ESG Committee and approved by the CEO. During 2025, DTC further strengthened governance by introducing a dedicated annual CSR budget and a monthly reporting mechanism that tracks CSR and ESG initiatives and reports progress directly to management. Social media remains the primary channel for campaign delivery, engagement, and storytelling, supported by real-life stories of drivers, employees, and community members.

Newly expanded CSR budget

Community engagement is coordinated by the Head of Marketing, with the Customer Happiness function playing a complementary role in reviewing feedback and identifying areas where social initiatives can enhance customer and community outcomes.