

July 15, 2024

National Stock Exchange of India Limited

Exchange Plaza
Bandra Kurla Complex,
Bandra (East),
Mumbai 400 051.

Scrip Code: CHALET

BSE Limited

Corporate Relationship Department
Phiroze Jeejeebhoy Towers,
Dalal Street, Fort,
Mumbai 400 001.

Scrip Code: 542399

Dear Sir / Madam,

Subject: Business Responsibility and Sustainability Report (BRSR) - Annual Report FY 2023-24

Pursuant to Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report for the Financial Year 2023-24, which forms part of the Integrated Annual Report for the Financial Year 2023-24.

We request you to kindly take the same on record.

Thanking You.

Yours faithfully,

For **Chalet Hotels Limited**

Christabelle Baptista

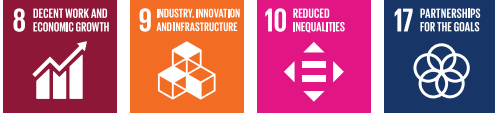
Company Secretary and Compliance Officer

Enclosed: As above



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURE



I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L55101MH1986PLC038538															
2	Name of the Listed Entity	Chalet Hotels Limited															
3	Year of incorporation	1986															
4	Registered Office Address	Raheja Tower, Plot No. C-30, Block 'G', Next to Bank of Baroda, Bandra Kurla Complex, Bandra (East), Mumbai 400051															
5	Corporate Address	Raheja Tower, Plot No. C-30, Block 'G', Next to Bank of Baroda, Bandra Kurla Complex, Bandra (East), Mumbai 400051															
6	E-mail	companysecretary@chalet-hotels.com															
7	Telephone	022 26564000															
8	Website	www.chalet-hotels.com															
9	Financial year for which reporting is being done	April 01, 2023 to March 31, 2024															
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited BSE Limited															
11	Paid-up Capital	₹ 4,214,740,080															
12	Contact Person																
	Name of the Person	Christabelle Baptista															
	Telephone	022 26565496															
	Email address	christabelle.baptista@chalet-hotels.com															
13	Reporting Boundary																
	Type of Reporting	Consolidated															
		<table border="1"> <thead> <tr> <th>Sr.</th> <th>Name of the Subsidiaries / JVs / Associate Companies</th> <th>CIN Number</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>The Dukes Retreat Private Limited</td> <td>U55200MH1968PTC013933</td> </tr> <tr> <td>2.</td> <td>Sonmil Industries Private Limited</td> <td>U68100MH1976PTC018883</td> </tr> <tr> <td>3.</td> <td>Chalet Hotels & Properties (Kerala) Private Limited</td> <td>U55101KL2006PTC020125</td> </tr> <tr> <td>4.</td> <td>Chalet Airport Hotel Private Limited</td> <td>U55101MH2022PTC388704</td> </tr> </tbody> </table>	Sr.	Name of the Subsidiaries / JVs / Associate Companies	CIN Number	1.	The Dukes Retreat Private Limited	U55200MH1968PTC013933	2.	Sonmil Industries Private Limited	U68100MH1976PTC018883	3.	Chalet Hotels & Properties (Kerala) Private Limited	U55101KL2006PTC020125	4.	Chalet Airport Hotel Private Limited	U55101MH2022PTC388704
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3.	Chalet Hotels & Properties (Kerala) Private Limited	U55101KL2006PTC020125															
4.	Chalet Airport Hotel Private Limited	U55101MH2022PTC388704															
14	Name of Assurance provider	TUV India Private Limited															
15	Type of Assurance obtained	Limited Assurance															

Notes:

'Courtyard By Marriott Aravali Resort' was acquired on February 29, 2024, therefore the initiatives relating to that entity have not been considered in this report.

Belaire Hotels Private Limited and Seapearl Hotels Private Limited, Wholly Owned Subsidiaries of the Company have been amalgamated into the Company. The Appointed Date as per the Scheme of Arrangement is April 01, 2020 and Effective Date is June 19, 2023.



The Company has associates for securing the supply of Renewable Energy. The Company does not have the ability to participate and neither is involved in the operations or the relevant activities of these companies and nor has exposure or rights to variable returns. The financials of these associates have not been considered in the consolidation of the financial statements.

II. Product/Services

16	Details of business activities	Sr.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1.	Accommodation and Food Service	Accommodation services provided by Hotel, Inns, Resorts, holiday homes, hostel, etc.	91%
		2.	Real Estate	Real estate activities with own or leased property	9%

17	Products/ Services sold by the entity	Sr.	Product/Service	NIC Code	% of Total Turnover contributed
		1.	Accommodation and Food Service	551	91%
		2.	Real Estate	701	9%

III. Operations

18	Number of locations where plants and/or operations/offices of the entity are situated:	Location	Number of plants	No. of Offices	Total
		National	0	10	10
		International	0	0	0
19	Market served by the entity	Locations	Numbers		
	a. No. of Locations	National (No. of States)	4		
		International (No. of Countries)	0		
	b. What is the contribution of exports as a percentage of the total turnover of the entity?	Not Applicable. The Company does not engage in any exports.			
	c. A brief on types of customers	Customers for the Company comprises of guests staying at the hotels, customers at the restaurants, crews and tenants at the rented commercial spaces.			

IV. Employees

20. Details as at the end of Financial Year:

Sr.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)

a. Employees and workers (including differently abled)

Employees						
1	Permanent Employees (A)*	1,159	905	78%	254	22%
2	Other than Permanent Employees (B)**	43	36	84%	7	16%
3	Total Employees (A+B)	1,202	941	78%	261	22%
Workers						
4	Permanent Workers (C)^	1,128	946	84%	182	16%
5	Other than Permanent Workers (D)^^^	662	429	65%	233	35%
6	Total Workers (C+D)	1,790	1,375	77%	415	23%



Sr.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees and workers						
Employees						
7	Permanent Employees (E)	20	18	90%	2	10%
8	Other than Permanent Employees (F)	5	5	100%	0	0%
9	Total Employees (E+F)	25	23	92%	2	8%
Workers						
10	Permanent Workers (G)	8	8	100%	0	0%
11	Other than Permanent Workers (H)	31	16	52%	15	48%
12	Total Differently abled Workers (G+H)	39	24	62%	15	38%

Note:

*All employees on-roll in Supervisor and above category including Senior Management, Middle Management and Junior Management

**All employees in Fixed Term Contract (FTC) and outsourced contract in Supervisor and above category

^All employees on-roll in Line Staff or Rank and file category

^^All employees in Fixed Term Contract (FTC) and outsourced contract in Line staff or Rank and file category

#'Courtyard By Marriott Aravali Resort' was acquired on February 29, 2024. The report excludes workforce details relating to the said unit except for the above indicator.

21. Participation/Inclusion/Representation of women

Sr.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1.	Board of Directors	7	1	14.3%
2.	Key Management Personnel	4	1	25%

Note:

- The Company considers Mr. Sanjay Sethi - Managing Director (MD) and Chief Executive Officer (CEO) as a member of the Board of Directors
- The Company considers Mr. Shwetank Singh - Chief Growth & Strategy Officer, Mr. Milind Wadekar - Chief Financial Officer (CFO), Mr. Rajneesh Malhotra - Chief Operating Officer (COO) and Ms. Christabelle Baptista - Associate Vice President - Legal, Company Secretary & Compliance Officer as Key Management Personnel.

22. Turnover rate for permanent employees and workers (trends for the past 3 years)

Category	2023-24			2022-23			2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	37.65%	52.73%	40.72%	25.51%	28.65%	26.09%	Not Available		
Permanent Workers	35.74%	64.16%	41.29%	38.50%	56.52%	41.24%			

Note: Turnover rate in current and previous FY includes Total Employees (permanent+ other than permanent) and Total Workers (permanent+ other than permanent)

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding / subsidiary / associate companies / joint ventures

Sr.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Chalet Airport Hotel Private Limited	Subsidiary	100%	Yes
2.	Sonmil Industries Private Limited	Subsidiary	100%	No



Sr.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
3.	Chalet Hotels & Properties (Kerala) Private Limited	Subsidiary	90%	No
4.	The Dukes Retreat Private Limited	Subsidiary	82.3%	Yes
5.	Krishna Valley Power Private Limited	Associate	33.1%	No
6.	Sahyadri Renewable Energy Private Limited	Associate	26.1%	No
7.	TP Agastaya Limited	Associate	26%	No

Notes:

'Courtyard By Marriott Aravali Resort' was acquired on February 29, 2024, therefore the initiatives relating to that unit have not been considered in this report.

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VI. CSR Details

24	i. Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	ii. Turnover (in million ₹)	14,173
	iii. Net worth (in million ₹)	18,513

VII. Transparency and Disclosures Compliances**25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redressal policy	2023-24			2022-23		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No	NA	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes	Investors Contact	0	0	NA	0	0	NA
Shareholders	Yes	Vigil Mechanism / Whistle Blower Policy	0	0	NA	0	0	NA
Employees and workers	Yes		8	1	NA	2	0	NA
Customers	Yes		0	0	NA	1	0	NA
Value Chain Partners	Yes		2	0	NA	0	0	NA

Note: NA - Not Applicable











26. Overview of the entity’s material responsible business conduct issues

The Company revisited materiality based on the impact on strategic business priorities, financial implications, stakeholder value creation and impacts on ESG parameters. Out of identified universe of issues, 15 material issues have been identified as high priority.



Positive **Negative**

Sr.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)	Capitals Impacted
Environmental						
1.	Climate Strategy	Risk	The nature of the business requires the Company to carefully evaluate the environmental impact of its activities. External stakeholders expect and emphasize the Company to adopt environmentally friendly business practices. Business operations are highly dependent on efficient energy, water and resource management.	The Company recognizes climate change as one of the key emerging risks and is undertaking measures to put an effective management system. The Company focuses on enhancing the energy productivity of its operations and efficiently managing operational emissions.		 Natural Capital
2.	Green Buildings	Opportunity	The Company’s aim is to transform its existing structures and design new projects to feature elements of Green Buildings for integration of sustainability in business operations.	The Company strives to imbibe environmental considerations into design aspects and ensure sustainable usage and resource conservation with minimal impacts on the surroundings. The same will be demonstrated through third-party verification systems which provide certifications and accreditations to such sustainable structures.		 Manufactured Capital
3.	Electric Vehicles (Green Mobility)	Opportunity	The Hospitality sector has a history of building environmental awareness amongst guests. Hoteliers are in a unique position to stand out in an untapped market of EVs by allowing guests to experience and potentially convert them. Hoteliers have invested in environmentally friendly business practices that benefit the environment, resonate with customers, and impact the bottom line. Electric car charging stations, like solar technology, help in achieving this goal while responding to evolving consumer demands.	The Company is a signatory to the EV100 initiative to ensure that all Company properties are equipped with EV charging points accessible to both employees and visitors to facilitate the commitment of moving its entire fleet to EVs for guest transportation by FY 2024-25.		 Natural Capital








Sr.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)	Capitals Impacted
Social						
4.	Human Capital Development	Opportunity	The Company's aim is to implement measures to identify and provide managerial, functional or inter-personal skill training, learning and education opportunities for all the employees to develop a competent workforce which is capable of supporting the Company to meet its goals effectively.	The Company's learning and development focus combines training sessions, engagement activities, and career development programs. The Company ensures that its training programs are curated to equip employees with the skills needed to thrive in a technology-enabled world.		 Human Capital
5.	Diversity, Equity and Inclusion (DE&I)	Opportunity	The Company's aim is to implement measures to recognize and value the differences within the backgrounds and skills of employees.	The Company endeavors to promote equal access to employment opportunities without any discrimination based on race, color, age, gender, ethnicity, nationality, religion, disability, sexual orientation, marital/civil partnership status or pregnancy and assess all potential employees based on solely on their individual capability, merit, job-related skills and competencies. The Company strives to develop a workplace with "zero-tolerance" approach against sexual harassment and any form of discrimination.		 Human Capital
6.	Occupational Health & Safety (OHS)	Risk	Identifying relevant areas of work to provide information on hazards, necessary safety equipment, appropriate usage of equipment and procedures is critical for the well-being of all.	The Company follows health and safety protocols as required by regulatory authorities at its offices, construction sites and facilitates the same at its properties managed by operator brands. The Company conducts regular audits / inspections of all the existing projects under operation, new projects under construction along with the supplier/vendor premises to ensure there are no safety violations in order to safeguard health and safety, effectively endorsing a culture of zero workplace incidents.		 Human Capital
7.	Brand & Reputation	Opportunity	Ensuring service quality through partnerships with globally renowned brands is core to the Company's value proposition. The Company partners with the best in order to deliver the best to its end-consumer.	As part of one of the topmost real estate developer concerns in the country, the Company takes pride in its parentage as well as its partnerships with global hospitality brands. The Company's expertise in asset management continues to help forge increasingly beneficial partnerships with brands that enjoy global renown.		 Social and Relationship Capital





Sr.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)	Capitals Impacted
8.	Sustainable Food Safety and Quality	Opportunity	The Company generates revenue through food and beverage sales and by offering high-quality, unique, and memorable dining experiences differentiating from competitors and building a loyal customer base.	The Company has established rigorous quality control measures and conduct regular audits to maintain high standards across all areas of the hotel operations, including cleanliness, food safety, compliance with regulations, and adherence to brand standards.	+	 Social and Relationship Capital
9.	Supply Chain Management	Risk	Any disruption in the supply chain can have a significant impact on operations and customer service. The Company's supply chain partners, including vendors and service providers, play a key role in enhancing guest experience across all properties. The Company aspires to transform its value chain and relationships with value chain partners including customers, suppliers and vendors. The Company relies heavily on its value chain partners to meet daily operations.	The Company is in the process of adopting sustainable sourcing practices such as defining and diversifying the supplier base, promoting local sourcing, adopting the practice of supplier due diligence and assess critical suppliers/vendors before association on a predetermined criteria based on various environmental, social and governance aspects etc. The Company encourages its suppliers and sub-contractors to accept and confirm to the terms and conditions of the Supplier Code of Conduct, adopted in 2023. The Company maintains a list of proposed and active subcontractors who have accepted the Supplier Code of Conduct and updates the list to reflect any changes in subcontracting arrangements. Going forward, the Company proposes to categorize its suppliers into Tier 1, Tier 2 and Tier 3 based on the extent of their compliance with the Supplier Code of Conduct to enhance efficiency of the process.	-	 Social and Relationship Capital
10.	Customer Delight	Opportunity	Extensive experience and expertise in the hospitality industry, portfolio of world class properties, strong partnerships with the leading brands and value chain partners provide the Company with a unique competitive advantage which helps in exceeding customer expectations and providing delightful experiences.	The Company focuses on its ability to deliver customer delight through managing properties and partnering with operator brands who enjoy global reputation while bringing years of expertise in the delivery of hospitality services. The Company supports them by providing properties built to facilitate world-class delivery and excellence in hospitality they are known for.	+	 Social and Relationship Capital

Governance



Sr.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)	Capitals Impacted
11.	Risk Management	Opportunity	The comprehensive risk management framework integrated with both emerging and transient risks helps the Company to be future ready. While reaping benefit of present situation, the Company is all prepared to meet the unforeseen situations and harness the potential opportunities.	The Company has established a comprehensive risk mitigation framework led by members of the Board. The Company's Risk Management Committee has formulated a detailed Risk Management Policy which includes a risk management plan for identification of internal and external risks, measures for risk mitigation that includes mechanisms and procedures to ensure internal control of all identified risks.	+	 Intellectual Capital  Financial Capital
12.	Disaster Resilience and Business Continuity	Risk	The Company strives to implement various measures towards risk mitigation to ensure business continuity and stability in operations.	The Company has a Business Continuity plan to address uncertainty in financial markets, market conditions, threats from project failures (at any phase in design, development and operations), legal liabilities, credit risks, accidents, natural causes and disasters as well deliberate attacks from an adversary or events of uncertain or unpredictable root cause.	-	 Intellectual Capital  Financial Capital
13.	Corporate Governance	Opportunity	The Company's robust governance framework emphasizes anti-corruption and anti-bribery and ensures that it stays accountable and transparent in its business practices and follows an ethical decision-making process. It strengthens the Company's risk management approach and protects and enhances its reputation and credibility with stakeholders.	The Company has a robust Corporate Governance strategy and mechanisms in place to ensure proactive risk management and sound policy-making that helps the Company achieve its shared value creation goals. An empowered Board of Directors comprising industry leaders from diverse academic and domain expertise, each with unique areas of specialization, oversee the implementation of the Company's governance framework. An Independent Chairperson leads the Board, which has a balanced mix of Independent and Non-Independent Directors. The Company's goals and progress on initiatives are overseen by the Board and Board-level Committees covering its end-to-end strategic and operational lifecycle.	-	 Intellectual Capital



Sr.	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)	Capitals Impacted
14.	Sustainable Profitability & Return on Investment	Opportunity	The Company focuses on driving industry leading business efficiency. The proven business model gives a niche platform to leverage the maximum and aspire for sustainable value creation with better return on investment.	During the past two years of the pandemic, the Company has focused on strategizing to maintain a healthy balance sheet and collaborated with its operators to keep its operating costs optimally low. This has helped maintain the strength of its financial capital, enabling the Company to invest in growth when opportunities open up.	⊕	 Financial Capital
15.	Data Privacy, Confidentiality and Cybersecurity	Risk	The Company's systems and proprietary data is stored electronically, including guests' sensitive personal and financial information, which may be vulnerable to computer viruses, cybercrime, computer hacking and similar disruptions from unauthorized tampering. Such technology systems may also be vulnerable to ransomware attacks, which may block or restrict access to these systems and impair their functionality.	The Company is continuously ramping up its digital capabilities which helps in ensuring security of data and systems through cutting-edge technology and strong protocols to detect and respond to breaches, if any.	⊖	 Intellectual Capital

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES



Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	The Policies have been approved either by the Board or the Corporate Social Responsibility & ESG Committee of the Company. Policies mandated under the Companies Act, 2013 ('the Act') and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('Listing Regulations') are approved by the Board/Committee and circulated amongst relevant stakeholders. Other operational policies are approved by the Managing Director/functional heads of the Company as deemed appropriate from time-to-time.									
	c. Web Link of the Policies, if available	Refer to Note 1								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes



Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
4	Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The Company is ISO 27000 certified and has adopted its assets and projects under development in accordance to international and national green building standards such as LEED by US Green building council (USGBC) and Indian Green Building council (IGBC).								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>The Company has the following commitments with respect to the Climate Group Initiatives of RE100, EP100 and EV100:</p> <ul style="list-style-type: none"> RE100 (Renewable Energy): Move to 100% renewable energy by FY 2030-31 EP100 (Energy Productivity): Double energy productivity (revenue per unit of electricity consumed) by FY 2028-29 compared to the baseline of FY 2015-16 EV100 (Electric Vehicles): Move entire guest fleet to EVs by FY 2024-25 and install charging points for staff and guests 								
6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	<p>Performance of the Company against the specific commitments with respect to the Climate Group Initiatives of RE100, EP100 and EV100 are as follows:</p> <ul style="list-style-type: none"> RE100 (Renewable Energy): As of FY 2023-24, The Company sourced 61% of its electricity from renewable sources to facilitate the commitment of moving to 100% renewable energy by FY 2030-31 EP100 (Energy Productivity): The Company is strategically investing in technology and IoT-enabled solutions such as Digital check-ins, Mobile key, Building Management System, IOT system for HVAC to address reduction in energy consumption. As of FY 2023-24, the Company achieved 65% improvement in energy productivity to facilitate the commitment of doubling its energy productivity (revenue per unit of electricity consumed) by FY 2028-29 compared to the baseline of FY 2015-16 EV100 (Electric Vehicles): All Company properties are equipped with EV charging points accessible to both employees and visitors to facilitate the commitment of moving its entire fleet to EVs for guest transportation by FY 2024-25 								

Governance, Leadership and Oversight

7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements Please refer to Page No. 14-17 of the Company's FY 2023-24 Integrated Annual Report.									
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Company's Corporate Social Responsibility & ESG Committee is the highest authority responsible for implementation and oversight of the Business Responsibility Policy comprising of Mr. Hetal Gandhi, Chairperson & Independent Director, Ms. Radhika Piramal, Independent Director, Mr. Neel C. Raheja, Non-Executive Director and Mr. Sanjay Sethi, Managing Director & Chief Executive Officer. The Company Secretary acts as the Secretary to the Committee.								



Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	<p>The Company's Corporate Social Responsibility & ESG Committee is responsible for decision making on sustainability related issues. The Committee is tasked with the following:</p> <ul style="list-style-type: none"> Formulate 'ESG Policy' and 'Environment Policy' for the Company, covering all the areas of ESG initiatives and engagements Ensure that the Company monitors and reviews current and emerging ESG trends as per the applicable regulatory requirements, identify the impact on the strategy, operations and reputation of the Company and incorporate the same into the Company's ESG policies and objectives Set appropriate strategic goals / KPIs / associated targets related to ESG and oversee the development and performance against those goals, KPIs and targets Ensure that the Company provides appropriate information and is transparent in its reporting relating to ESG Any other matter as the Corporate Social Responsibility & ESG Committee may deem appropriate after approval of the Board or as may be directed by the Board from time to time 									
10. Details of Review of NGRBCs by the Company:		P1	P2	P3	P4	P5	P6	P7	P8	P9
Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee										
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The Company's Board-level Corporate Social Responsibility & ESG Committee monitors performance against policies, identifies impacts on the business strategy, operations and reputation of the Company and incorporates the same into the Company's ESG policies and objectives.										
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The Company's Board-level Corporate Social Responsibility & ESG Committee reviews current and emerging ESG trends as per all applicable laws and regulations to ensure compliance with statutory requirements relevant to the NGRBC Principles.										
Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)										
Performance against above policies and follow up action	All the policies are reviewed periodically or as the need may arise									
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Compliances are reviewed on an on-going basis and action, if any, are taken									
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9	
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
TUV India Private Limited provided assurance on non-financial sustainability disclosures based on GRI standards for FY 2023-24										



12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
Any other reason (please specify)									

Note 1:

NGRBC Principle	Applicable Policies	Link for Policies
Principle 1: Businesses should conduct and govern themselves with Integrity, and in a manner that is Ethical, Transparent and Accountable	<ul style="list-style-type: none"> ● Business Responsibility Policy ● Employee’s Code of Conduct ● Supplier Code of Conduct ● Code of Conduct for Board and Senior Management Policy ● ESG Policy 	Policies - (chalethotels.com)
Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe	<ul style="list-style-type: none"> ● Business Responsibility Policy ● ESG Policy ● Supplier Code of Conduct ● Environment Policy 	
Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains	<ul style="list-style-type: none"> ● Business Responsibility Policy ● ESG Policy ● Employee’s Code of Conduct ● Supplier Code of Conduct ● Code of Conduct for Board and Senior Management Policy 	
Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders	<ul style="list-style-type: none"> ● Business Responsibility Policy ● ESG Policy 	
Principle 5: Businesses should respect and promote human rights	<ul style="list-style-type: none"> ● Business Responsibility Policy ● Human Rights Policy ● Employee’s Code of Conduct ● Supplier Code of Conduct ● Code of Conduct for Board and Senior Management Policy ● Vigil Mechanism and Whistle Blower Policy ● POSH Policy ● Board Diversity Policy ● ESG Policy 	
Principle 6: Businesses should respect and make efforts to protect and restore the environment	<ul style="list-style-type: none"> ● Business Responsibility Policy ● Environment Policy ● ESG Policy 	
Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	<ul style="list-style-type: none"> ● Business Responsibility Policy 	
Principle 8: Businesses should promote inclusive growth and equitable development	<ul style="list-style-type: none"> ● Business Responsibility Policy ● CSR Policy ● ESG Policy 	
Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner	<ul style="list-style-type: none"> ● Business Responsibility Policy ● ESG Policy 	



SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.



ESSENTIAL INDICATORS

1. Percentage coverage b/y training and awareness programs on any of the NGRBC Principles during the financial year:

Segment	Total number of training & awareness programs held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programs
Board of Directors*	4	Anti-Corruption, Information Security, Risk Management, ESG and Diversity & Inclusion	29%
Key Management Personnel	9	Anti-Corruption, Information Security, ESG, Ethics, CSR, Compliance, Code of Conduct, Anti-Bribery, Social Media usage, GDPR Learning, Business Courtesies and Gifting Policy, Greetings and Grooming, Fire Safety, Security, Sensitization on Diversity & Inclusion, POSH, HR Guidelines, ERT	100%
Employees other than BODs and KMPs	6,644		100%
Workers	4,113		100%

*Participation of individual members of the Board has been considered.

Note:

All of the Company's individual hotel properties except Four Points by Sheraton Navi Mumbai, Vashi and Novotel Pune Nagar Road follow the respective training calendar of January - December.

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format.

a. Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

b Non-Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Not Applicable.



4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. The Company is in alignment with the Prevention of Corruption Act, 1988, and any applicable legislation in its jurisdiction and ensures that giving bribes to governmental officials and agents, whether directly or indirectly, remains strictly prohibited. As a law-abiding Member of the Company, one will not directly or indirectly pay any bribe to any other Members, Governmental officials, business associates, contractors, vendors, agents, etc. The Company addresses ethics, corruption and bribery through a comprehensive policy framework that includes:

- Business Responsibility Policy
- Supplier Code of Conduct
- Employee's Code of Conduct
- Code of Conduct for Board and Senior Management Policy
- Vigil Mechanism and Whistle Blower Policy

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Category	2023-24	2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest:

Topic	2023-24		2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of KMPs	Nil	NA	Nil	NA

Note:

NA - Not Applicable

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable. There were no cases of corruption and conflicts of interest reported during the reporting period.

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

Category	2023-24	2022-23
Number of days of accounts payables	121.46	106.36



9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	2023-24	2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable	
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales		
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	5.53%	4.29%
	b. Sales (Sales to related parties / Total Sales)	0.13%	0.20%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0%	0%
	d. Investments (Investments in related parties / Total Investments made)	0%	0%

LEADERSHIP INDICATORS

1. Awareness programs conducted for value chain partners on any of the NGRBC Principles during the financial year:

Total number of training and awareness programs held	Topics/principles covered under the training and its impact	Percentage of persons in value chain covered by the awareness programs
1*	Supplier Code of Conduct, Human Rights, preferential ESG criteria of sourcing	10%

*Common training awareness program conducted for key vendors

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/ No) If Yes, provide details of the same.

Yes. The Company's Code of Conduct for the Board and Senior Management states the following: 'Directors on the Board of the Company and the Senior Management shall not engage in any business, relationship or activity, which may be in conflict with the interest of the Company or the group. A conflict of interest exists where the interest or benefits of one person or entity conflict with the interest or potential benefits of the Company. No employee including key managerial personnel or director or promoter of the Company shall enter into any agreement for himself or on behalf of any other person, with any shareholder or any other third party with regard to compensation or profit sharing in connection with dealings in the securities of the Company, in terms of provisions of Listing Regulations.'



PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe**ESSENTIAL INDICATORS**

1. Percentage of R&D and Capital Expenditure (CAPEX) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Type	2023-24	2022-23	Details of improvement in social and environmental aspects
Research & Development (R&D)	₹ 64.8 million	₹ 5.0 million	Reduction in resource (energy, water, waste) consumption
Capital Expenditure (CAPEX)	₹ 1,652 million	Not Available	

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes. The Company has procedures in place for sustainable sourcing as a part of its Green Buildings initiative wherein seven properties of the portfolio are already Certified under (USGB LEED or IGBC) and more than 94% of the materials sourced (by value) are locally sourced (within India).

In addition, the Company encourages suppliers and sub-contractors to accept and agree with the terms and conditions of its Supplier Code of Conduct published in FY 2022-23. The Company expects suppliers and vendors to adopt sound labor practices and treat their workers fairly by following local laws.

- b. If yes, what percentage of inputs were sourced sustainably?

Unit of reporting (i.e by Quantity or by Value - please specify)	Total No. of Inputs sourced (in million ₹)	No. of Inputs that were sourced sustainably (in million ₹)	Percentage of inputs that were sourced sustainably
Value	2,718	2,573	94.7%

Note:

Inputs sourced sustainably are within India.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Product	Process to safely reclaim the product
a. Plastics (including packaging)	The Company recycles plastics and e-waste generated in its operations through third-party authorized recyclers.
b. E-Waste	
c. Hazardous Waste	
d. Other Waste	

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable.

LEADERSHIP INDICATORS

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Not Applicable as no Life Cycle Perspective / Assessments (LCA) were conducted during FY 2023-24.

Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No) If Yes, provide web-link
Not Applicable				



2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not Applicable as no Life Cycle Perspective / Assessments (LCA) were conducted during FY 2023-24.

Sr.	Name of the product	Description of the risk	Action Taken
Not Applicable			

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Not Applicable.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	2023-24			2022-23		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable. The Company is in the hospitality business (services industry).					
E-waste						
Hazardous waste						
Other waste						

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Not Applicable.

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains



ESSENTIAL INDICATORS

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	841	841	100%	841	100%	NA	NA	841	100%	135	16%
Female	241	241	100%	241	100%	241	100%	NA	NA	157	65%
Total	1,082	1,082	100%	1,082	100%	241	22%	841	78%	292	27%
Other than Permanent Employees											
Male	36	36	100%	36	100%	NA	NA	36	100%	20	56%
Female	7	7	100%	7	100%	7	100%	NA	NA	5	71%
Total	43	43	100%	43	100%	7	16%	36	84%	25	59%

Note:

NA - Not Applicable



b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (E)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male	858	652	76%	652	76%	NA	NA	652	76%	198	23%
Female	160	131	82%	131	82%	131	82%	NA	NA	107	67%
Total	1,018	783	77%	783	77%	131	13%	652	64%	305	30%
Other than Permanent Workers											
Male	377	249	66%	249	66%	NA	NA	249	66%	30	8%
Female	221	157	71%	157	71%	157	71%	NA	NA	157	71%
Total	598	406	68%	406	68%	157	26%	249	42%	187	31%

Note: NA - Not Applicable

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Category	2023-24	2022-23
Cost incurred on well-being measures as a % of total revenue of the Company		The Cost incurred towards well-being of employees is part of overall employee engagement initiatives cost, hence not available in % of total revenue of the Company

2. Details of retirement benefits, for Current FY and Previous Financial Year:

Sr.	Benefits	2023-24			2022-23		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100%	100%	Yes	100%	100%	Yes
2	Gratuity	100%	100%	Yes	100%	100%	Yes
3	ESI	100%	100%	Yes	100%	100%	Yes

3. Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, the premises / offices of the Company are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes. As an Equal Opportunity Employer, the Company ensures an Equal Opportunity Workplace by providing and maintaining equal opportunities at the time of recruitment as well as during the course of employment.

The Company is committed to building a work environment of mutual trust, where all members are treated with dignity and respect. Members will be recruited, selected, developed, transferred, and advanced basis its principle of meritocracy - requirements of the role and business.



The Company's commitment further extends to the treatment of all other Members of the Company with dignity, courtesy, respect and with equality irrespective of race, color, religion, gender identity, age, national origin, sexual orientation, marital status, physical disability, etc. The Company does not abuse its position and influence other Member(s) for committing any type of offence.

The Company addresses equal opportunity through a comprehensive policy structure which can be accessed by all stakeholders and includes the following policies:

- Employee's Code of Conduct
- Human Rights Policy
- ESG Policy
- Business Responsibility Policy

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	Yes	<p>The Company's Corporate addresses grievances through their Vigil Mechanism and Whistle Blower Policy wherein all complaints are referred to the Vigil Mechanism / Whistle Blower Committee with representatives from Human Resource, Loss Prevention and Executive Committees to address employee grievances together with the results of investigations, being reported to the Audit Committee on a quarterly basis. Complaints are filed through an associate's designated email ID, disclosing details and evidence of the matter to the extent possible.</p> <p>Any complaints against any of the member of the Committee are addressed to the Compliance Officer at companysecretary@chalet-hotels.com who in turn informs the Audit Committee Chairman. All employees and workers receive refresher classroom training sessions to raise awareness on grievance redressal.</p>
Other than Permanent Workers	Yes	<p>Investigation is carried out in a fair manner and without presumption of guilt. All complaints reported under this Policy is thoroughly investigated and all information disclosed during the course of the investigation remains confidential, except as necessary to conduct the investigation and take any remedial action.</p>
Permanent Employees	Yes	<p>Feedback with regard to outcome of the investigation is given to the complainant within 7 working days of completion of the investigation. The exact nature of any disciplinary action taken against any person remains confidential.</p> <p>The Company addresses grievances related to POSH Act 2013 through an Internal Complaints Committee (ICC) to whom concerns are raised regarding any form of sexual harassment.</p> <p>Additionally, Marriott offers a direct line to the General Manager and a comprehensive complaint resolution system known as the Guarantee for Fair Treatment (GFT) wherein complaints are passed through successive stages in Marriott's hierarchy, starting with the immediate superior, depending on the nature of employee satisfaction with the redress response given at each stage.</p>
Other than Permanent Employees	Yes	<p>Novotel Pune Nagar Road addresses concerns regarding grievances like Fraud, Discrimination the same is notified on the Accor Whistleblowing Hotline namely Accor Integrity Platform: ACCOR Integrity Platform (accor-integrity.com), a third-party based portal which enables a team to whistle blow about any ethical or procedural wrongdoing at the organization, ensuring 100% protection with non-disclosure of the complainant's identity.</p>



7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

Category	2023-24			2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Permanent Employees						
Male	841	Nil		693	Nil	
Female	241			161		
Total	1,082			854		
Permanent Workers						
Male	858	580	68%	768	437	57%
Female	160	60	37%	103	76	74%
Total	1,018	640	63%	871	513	59%

8. Details of training given to employees and workers:

Category	Total (A)	2023-24				Total (A)	2022-23			
		On Health and safety measures		On Skill upgradation			On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees										
Male	877	877	100%	877	100%	839	839	100%	839	100%
Female	248	248	100%	248	100%	192	192	100%	192	100%
Total	1,125	1,125	100%	1,125	100%	1,031	1,031	100%	1,031	100%
Workers										
Male	1,235	1,235	100%	1,235	100%	1,283	1,283	100%	1,283	100%
Female	381	381	100%	381	100%	230	230	100%	230	100%
Total	1,616	1,616	100%	1,616	100%	1,513	1,513	100%	1,513	100%

9. Details of performance and career development reviews of employees and worker:

Category	2023-24			2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	% (D/C)
Employees						
Male	877	732	83%	839	252	30%
Female	248	194	78%	192	79	41%
Others	0	0	0	0	0	0
Total	1,125	926	82%	1,031	331	32%
Workers						
Male	1,235	1,010	82%	1,283	Not Available	
Female	381	279	73%	230		
Others	0	0	0	0		
Total	1,616	1,289	80%	1,513		



10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)	Yes. The Company provides care and assistance under its program to address employee health and safety: EWAP (Employee Well-being Assistance Program).
What is the coverage of such system?	<p>The Employee Well-being Assistance Program (EWAP) includes:</p> <ul style="list-style-type: none"> ● Group Medclaim Insurance ● Personal Accident Insurance ● Term Life Insurance ● Access to EWAP 24*7 Helpline number ● Regular health and dental check-up camps ● Enhanced cleaning and sanitation protocols ● Displaying proper signage and providing safety information and holding host safety training for all employees ● COVID-19 vaccine shots
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	<p>The Company implements measures to identify relevant areas of work to provide information on hazards, necessary safety equipment requirements, appropriate usage of equipment and procedures to ensure well-being of all and complies with all the statutory provisions on health and safety.</p> <p>During the construction period, the Company ensures that there is a designated Safety Officer on site to facilitate safe work practices. Furthermore, when the Company hires vendors for construction, they also have their safety practices and procedures.</p>
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	The Company conducts regular audits/inspections of all the existing projects under operation, new projects under construction along with the supplier/vendor premises to ensure there are no safety violations and endorse the culture of zero workplace incidents.
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes. The Company organizes training sessions on mental health and well-being and health camps such as eye check-ups, dental checks etc. Additionally, the Company also educates and helps associates to avail government schemes and provisions.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	2023-24	2022-2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	3.79	5.51
	Workers	0.22	0.23
Total recordable work-related injuries	Employees	12	16
	Workers	1	1
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

Note:

Total hours worked by all staff has been extrapolated annually for all employees and workers for both current and previous financial years by considering an average of 9 hours for working 6 days a week.

Recordable work-related injuries are workers joining the work beyond 48 hours.



12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

The Company implements measures to identify relevant areas of work to provide information on hazards, necessary safety equipment requirements, appropriate usage of equipment and procedures to ensure well-being of all. To support this endeavor, the Company commits to comply with all the statutory provisions on health and safety and conducts regular audits/inspections of all the existing projects under operation, new projects under construction along with the supplier/vendor premises to ensure there are no safety violations and endorse the culture of zero workplace incidents.

The Company ensures that its suppliers provide their employees with a safe and healthy working environment to prevent accidents and injuries arising out of, linked with, or occurring in the course of work or resulting from supplier operations, with all suppliers doing the following:

- Providing occupational health and safety training to their employees
- Having a system in place for injury and illness reporting
- Worker exposure to physically demanding tasks, including manual material handling and heavy lifting, prolonged standing and highly repetitive or forceful assembly tasks being identified, evaluated and controlled
- Providing medical treatment and/or compensation as per applicable laws to injured/ill workers arising as a result of working for the Supplier
- Worker exposure to chemical, biological, and physical agents being identified, evaluated and controlled. When hazardous processes cannot be adequately controlled by engineering and administrative means, workers are provided with appropriate personal protective equipment and adequate safeguards are maintained
- Machine safeguarding and other protective measures to prevent injuries/illnesses to workers
- Workers are provided clean and safe facilities including clean toilet facilities, access to potable water and sanitary food preparation and storage facilities
- Worker dormitories provided by the suppliers are clean, safe, and provide emergency egress, adequate heat and ventilation and reasonable personal space

13. Number of Complaints on the following made by employees and workers:

Topic	2023-24			2022-2023		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

Note:

NA is Not Applicable

The Company received no complaints from employees and workers during the current and previous financial years on Working Conditions and Health & Safety.

14. Assessments for the year:

Topic	Percentage of plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

The Company complies with all the statutory provisions on health and safety and conducts regular audits/inspections of all the existing projects under operation, new projects under construction along with the supplier/vendor premises to ensure there are no safety violations, endorsing the culture of zero workplace incidents.



LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

a. **Employees (Yes/No):** Yes

b. **Workers (Yes/No):** Yes

The Company offers a Group Term Life (GTL) Insurance in which varies as per the grade of the employee at its hotels. It ranges from 2 lakhs to 10 lakhs. For Corporate, the Company offers the same in which a sum ₹ 10,00,000 or 1 CTC (whichever is higher) is assured, subject to a maximum of ₹ 3 crores in an event of death of an employee. The Company's Group Mediclaim Policy takes care of any medical difficulties that may arise for employees and their families. This policy covers employees and 3 additional members of his / her family i.e. spouse, children, dependent parents, and dependent in-laws. After an employee joins, this policy becomes applicable from the 11th of the subsequent month.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners

The Company has a dedicated Internal Compliance Team for auditing & managing contractor compliance against the statutory dues and labor compliance.

3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	2023-24	2022-23	2023-24	2022-23
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No).

Not Applicable. Currently, the Company does not provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

5. Details on assessment of value chain partners

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	25%*
Working Conditions	25%*

Note:

*The contractors carrying out construction activities for projects are getting assessed on Health and Safety practices as part of ISO 45001.

The Company is developing an assessment criterion for the vendors to understand their Environment Social and Governance performance.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

The Company complies with all the statutory provisions on health and safety and conducts regular audits/inspections of all the existing projects under operation, new projects under construction along with the supplier/vendor premises to ensure there are no safety violations, endorsing the culture of zero workplace incidents.



PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders



ESSENTIAL INDICATORS

1. Describe the processes for identifying key stakeholder groups of the entity:

The Company's process of stakeholder engagement encompasses identification of key stakeholders, engaging with them across their preferred modes and channels and communicating the feedback thus obtained to the relevant people within the organization, including the senior leadership and the Board, to facilitate strategy and decision making accordingly. The stakeholder engagement process is stakeholder-led, with key focus on understanding their expectations from its brands and the Company's performance as an organization.

The Company identifies and prioritizes stakeholders considering factors such as inclusivity, dependence, influence and diverse perspectives, enabling all identified stakeholders to participate in and/or influence sustainability topics, including the Company's strategic response to them. The stakeholders are responsible for their own behaviour and practices, and their expectations significantly impact the Company's approach to sustainability and responses to their needs and concerns.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:

The Company considers all identified stakeholders as persons or groups of persons, such as investors and promoters, customers, employees, communities, suppliers, hotel operators and regulators, who are directly or indirectly affected by the Company's business operations, as well as those who may have interests or abilities to influence the outcomes of a business operation.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors and Promoters	No	Emails, SMS, Newspaper Advertisements, Meetings, Notices, Stock Exchanges and Company's Website, Press Releases, Annual Reports, Investor Presentations, Conferences and Correspondence surveys	Quarterly results, quarterly earnings conference calls and meetings, as and when required	<p>Engagement Significance:</p> <ul style="list-style-type: none"> ● Building investor confidence ● Sustainable profitability <p>Key Topics Discussed:</p> <ul style="list-style-type: none"> ● Greater focus on governance ● Regulatory compliance, greater transparency and disclosures ● Healthy EBITDA margin among hotels ● Shareholder confidence



Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Industry conference surveys and customer satisfaction assessment (through brand partners)	Ongoing	<p>Engagement Significance:</p> <ul style="list-style-type: none"> • Long-term customer relationship • Understanding customer requirements <p>Key Topics Discussed:</p> <ul style="list-style-type: none"> • Customer satisfaction • Brand tenets with respective associated hotels managed by the Company • Customer service, hotel facilities, room quality, food and beverage options, activities and events, sustainability efforts
Hotel Operators	No	Business meetings, surveys and web portals	Ongoing	<p>Engagement Significance:</p> <ul style="list-style-type: none"> • Closely partner to support the goals of the Company and its operating partners <p>Key Topics Discussed:</p> <ul style="list-style-type: none"> • Operational performance • Guest experience • Staff retention and development • Sustainability initiatives • Closely partner to support the goals of the Company and its operating partners
Employees	No	Emails, Townhall, Meetings, Notices, Company's Website, Annual Reports, Personal / Group interactions, Skill Trainings, Surveys	Regular and ongoing	<p>Engagement Significance:</p> <ul style="list-style-type: none"> • Enhanced employee engagement • Enhanced employee satisfaction • Enhanced employee motivation <p>Key Topics Discussed:</p> <ul style="list-style-type: none"> • Working conditions • Training and development • Career opportunities, performance feedback • Sustainability initiatives
Suppliers	No	Business meetings, emails, personal interactions and web-based sourcing platforms	Ongoing	<p>Engagement Significance:</p> <ul style="list-style-type: none"> • Long-term association, strengthened supplier relationship <p>Key Topics Discussed:</p> <ul style="list-style-type: none"> • Quality of products and services • Sustainability efforts • Responsible procurement • Supply chain transparency



Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Regulatory Authorities	No	Emails, Responses to Notices, Stock Exchange filings, Company's Website, Press Releases, Annual Reports, Industry representations, Correspondence meetings	As mandated by the regulatory authority	<p>Engagement Significance:</p> <ul style="list-style-type: none"> Ethical business conduct going beyond regulatory requirements <p>Key Topics Discussed:</p> <ul style="list-style-type: none"> Compliance with laws and regulations, safety and security standards Sustainability initiatives Community engagement
Communities	Yes	CSR activities, Employee volunteering, meetings, newsletters, surveys, public consultations and events	Ongoing	<p>Engagement Significance:</p> <ul style="list-style-type: none"> Community development, awareness and upliftment <p>Key Topics Discussed:</p> <ul style="list-style-type: none"> Local community needs and concerns Environmental and social impact Community development Social responsibility initiatives

LEADERSHIP INDICATORS

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Company engages with its stakeholders through the following methods:

- Informing and educating all stakeholders through annual general meetings, conferences, personal/group interactions, web portals, newsletters, CSR activities, internal messages, social media and other publications.
- Gaining information from all stakeholders through various modes of communications, including feedback surveys and anonymous complaints.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, as a part of the materiality assessment carried out for the identification of key material ESG topics for the business, Stakeholder interactions are carried out to understand their perspective on the Company's economic, social, and environmental performance. The detailed process is available on Page 26-27 of the Company's FY 2023-24 Integrated Annual Report.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.

The Company engages with non-governmental organizations (NGOs) to understand the concerns of vulnerable/marginalized stakeholder groups and take appropriate actions through its CSR initiatives.

For example, the Company continued its association with Trust for Retailers and Retail Associates of India (TRRAIN) to create employability/skill development for persons with disabilities and women from underprivileged background, touching the lives of 100 such persons.

The Company was associated with The Job Plus and Tourism and Hospitality skill council to create employability/skill development for 30 no. of youth from underprivileged background.



PRINCIPLE 5: Businesses should respect and promote human rights



ESSENTIAL INDICATORS

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	2023-24			2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	1,082	1,082	100%	854	854	100%
Other than permanent	43	43	100%	177	177	100%
Total Employees	1,125	1,125	100%	1,031	1,031	100%
Workers						
Permanent	1,018	1,018	100%	871	871	100%
Other than permanent	598	598	100%	642	642	100%
Total Workers	1,616	1,616	100%	1,513	1,513	100%

Note:

Few of the Company's assets cover human rights aspects partially in the training programs

2. Details of minimum wages paid to employees and workers, in the following format:

Category	2023-24					Total (D)	2022-23			
	Total (A)	Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	841	Nil	Nil	841	100%	693	Nil	Nil	693	100%
Female	241	Nil	Nil	241	100%	161	Nil	Nil	161	100%
Other than Permanent										
Male	36	Nil	Nil	36	100%	146	Nil	Nil	146	100%
Female	7	Nil	Nil	7	100%	31	Nil	Nil	31	100%
Workers										
Permanent										
Male	858	Nil	Nil	858	100%	768	Nil	Nil	768	100%
Female	160	Nil	Nil	160	100%	103	Nil	Nil	103	100%
Other than Permanent										
Male	377	Nil	Nil	377	100%	515	Nil	Nil	515	100%
Female	221	Nil	Nil	221	100%	127	Nil	Nil	127	100%

Note:

NA - Not Available



3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration	Number	Median remuneration
Board of Directors (BoD)	6	11,75,000	1	9,25,000
Key Managerial Personnel	3	1,35,82,547	1	44,62,000
Employees other than BoD and KMP	877	4,49,400	248	3,96,000
Workers	1,235	2,41,813	381	1,59,862

Note:

The Company considers Mr. Sanjay Sethi - Managing Director (MD) and Chief Executive Officer (CEO) as a member of the Board of Directors.

The Company considers Mr. Shwetank Singh - Chief Growth & Strategy Officer, Mr. Milind Wadekar - Chief Financial Officer (CFO), Mr. Rajneesh Malhotra - Chief Operating Officer (COO) and Ms. Christabelle Baptista - Associate Vice President - Legal, Company Secretary & Compliance Officer as Key Management Personnel.

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Category	2023-24	2022-23
Gross wages paid to females as % of total wages	19%	14%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. The Company has various committees and designated people to address different concerns based on the nature. The Internal Complaints Committee (ICC) is the dedicated committee responsible for addressing POSH. The Internal Complaints Committee (ICC) comprises of appropriate members as required under the 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 has been formed by the respective Hotels. The Committees at the Hotels submit reports in the format prescribed to the Company's Committee on a quarterly basis.

Additionally, the Company's Human Rights Policy enables any grievances related to violations of human rights to be reported at appropriate levels and encourages reporting of observed violations by maintaining confidentiality to the extent reasonably possible within the objectives of the policy.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The Company has a dedicated Human Rights Policy that incorporates a grievance redressal mechanism with respect to human rights issues with all relevant stakeholders being consulted on an annual basis (or as needed) to seek feedback. To encourage reporting of observed violations of this policy, confidentiality to the extent reasonably possible within the objectives of this policy is maintained. The Company does not discharge, demote, suspend, threaten, harass or in any other manner discriminate against, such an officer or employee in the terms and conditions of his or her employment. Any person who participates in any such retaliation is subjected to disciplinary action, including termination.

Additionally, the Company's Policy on Prevention of Sexual Harassment (POSH Policy) addresses grievances related to POSH Act 2013 through an Internal Complaints Committee (ICC) to whom a concern is raised regarding any form a sexual harassment.

Novotel Pune Nagar Road addresses concerns regarding grievances like Fraud, Discrimination the same is notified on the Accor Whistleblowing Hotline namely Accor Integrity Platform, a third-party based portal which enables a team to whistle blow about any ethical or procedural wrongdoing at the organization, ensuring 100% protection with non-disclosure of the complainant's identity.



6. Number of Complaints on the following made by employees and workers:

	2023-24			2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	5	0	All complaints filed were resolved including the complaint pending from 2022-23. Necessary procedure was followed and appropriate action was taken.	7	1	The complaints were duly addressed and closed with necessary action being taken.
Discrimination at workplace	0	0	NA	0	0	NA
Child Labor	0	0	NA	0	0	NA
Forced Labor/ Involuntary Labor	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

Note:

NA - Not Applicable.

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Category	2023-24	2022-23
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	5	7
Complaints on POSH as a % of female employees / workers	0.8%	1.7%
Complaints on POSH upheld	5	1

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Company has a dedicated Policy on Prevention of Sexual Harassment (POSH Policy) with the following mechanism to prevent adverse consequences to the complainant in cases of discrimination and harassment:

- Employees who feel being sexually harassed directly or indirectly submit a complaint of the alleged incident to any member of the Internal Complaints Committee (ICC) in writing with his/her signature within 10 days of occurrence of incident
- The Committee holds a meeting with the Complainant within a week of the receipt of the complaint
- The person against whom complaint is made may be called for a deposition before the Committee and an opportunity would be given to him / her to give an explanation, whereafter, an "Enquiry" shall be conducted and concluded
- The Committee then immediately proceeds with the Enquiry and communicates the same to the Complainant and person against whom complaint is made
- The Committee completes the Enquiry within a period of 3 months from the date of commencement of Enquiry. Feedback is provided with regard to outcome of the Enquiry within 10 working days of completion of the Enquiry. The exact nature of any disciplinary action taken against any person remains confidential
- The exact nature of disciplinary action to be taken is decided by the Managing Director or in his absence by the Executive Director of the Company
- The Company maintains confidentiality in relation to such complaints and the resultant enquiry



9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes. All relevant business agreements and contracts contain affirmation on compliance with the Company's Human Rights Policy and Supplier Code of Conduct.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labor	100%
Forced/Involuntary Labor	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Others - please specify	NA

Note:

NA - Not Applicable.

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not Applicable.

LEADERSHIP INDICATORS**1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

Not Applicable. No business processes are being modified / introduced by the Company as a result of addressing human rights grievances/complaints.

2. Details of the scope and coverage of any Human Rights Due Diligence conducted.

The Company prioritizes human rights as a material topic and views Human Rights Due Diligence (HRDD) as a risk management strategy that assists in identifying, responding to, mitigating, and preventing adverse human rights impacts in its' operations and supplier chains that covers forced labor, child labor, wages and remuneration, freedom of association, union participation, right to collective bargaining, community well-being, data privacy and cybersecurity, protection against discrimination, sexual harassment, freedom of expression, indigenous peoples impacted, minorities, persons with disability, grievance redressal, worker health and safety, skill development and training, safe and healthy working conditions and work-life balance. During FY 2023-24, the Company conducted HRDD assessment at The Westin Mumbai, Powai Lake and The Westin Hyderabad Mindspace, in line with global frameworks such as OECD guidelines by a third party. No human right violations were identified during the assessment.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes. The Company ensures that all hotel premises have the required facilities to accommodate differently abled visitors as per the requirements of the Rights of Persons with Disabilities Act, 2016

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child Labor	25%*
Forced/involuntary Labor	25%*
Sexual Harassment	NIL
Discrimination at workplace	NIL



	% of value chain partners (by value of business done with such partners) that were assessed
Wages	25%*
Others - please specify	NA

Note:

NA - Not Applicable.

*The contractors carrying out construction activities for projects are getting assessed on Health and Safety practices as part of ISO 45001.

In addition to above, self-declarations have been obtained from critical value chain partners accounting for 25% of the Company's total procurement.

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Not Applicable

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment



ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	2023-24	2022-23
From renewable sources		
Total Electricity Consumption (A) (GJ)	1,09,509.89	1,24,523.62
Total Fuel Consumption (B) (GJ)	-	-
Energy Consumption through other sources (C) (GJ)	-	-
Total Energy Consumption from renewable sources (A+B+C) (GJ)	1,09,509.89	1,24,523.62
From non-renewable sources		
Total Electricity Consumption (D) (GJ)	71,072.52	35,358.64
Total Fuel Consumption (E) (GJ)	85,668.79	65,801.17
Energy Consumption through other sources (F) (GJ)	-	-
Total Energy Consumption from non-renewable sources (D+E+F) (GJ)	1,56,741.31	1,01,159.82
Total Energy Consumption (A+B+C+D+E+F) (GJ)	2,66,251.20	2,25,683.43
Energy Intensity per rupee of turnover (Total energy consumption / Revenue from operations in rupees) (GJ per million ₹)	18.79	21.95
Energy Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)^ (Total energy consumption / Revenue from operations adjusted for PPP) (GJ per million ₹)	379.85	443.86
Energy Intensity in terms of physical output*	87.24	88.36
Energy Intensity** (optional) - the relevant metric may be selected by the entity	0.24	0.24

^Source: World Bank Group PPP Conversion factor

*No. of Keys is considered as physical output

**No. of Room Nights Available is considered as optional metric



Note:

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. External assurance has been carried out by TUV India Private Limited.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable, as none of the Company's assets have been identified as a designated consumer (DC) under PAT cycles 7 & 8 of the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	2023-24	2022-23
Water withdrawal by source (in kiloliters)		
(i) Surface water	Nil	Nil
(ii) Groundwater	1,40,165.00	1,32,551.91
(iii) Third party water	4,85,567.50	4,02,857.09
(iv) Seawater / desalinated water	Nil	Nil
(v) Others (Rainwater storage)	Nil	Nil
Total volume of Water Withdrawal (in kiloliters) (i + ii + iii + iv + v)	6,25,732.50	5,35,409.00
Total volume of Water Consumption (in kiloliters)	6,25,732.50	5,35,409.00
Water Intensity per rupee of turnover (Water consumed / Revenue from operations) (kl per million ₹)	44.15	52.08
Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)^ (Total water consumption / Revenue from operations adjusted for PPP) (GJ per million ₹)	892.71	1,053.01
Water Intensity in terms of physical output*	205.02	209.64
Water Intensity** (optional) - the relevant metric may be selected by the entity	0.56	0.57

^Source: World Bank Group PPP Conversion factor

* No. of Keys is considered as physical output

**No. of Room Nights Available is considered as optional metric

Note:

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. External assurance has been carried out by TUV India Private Limited.

4. Provide the following details related to water discharged:

The Company ensures zero water discharge with 100% of water recycling mechanism for all operational properties through Sewage Treatment Plants (STPs), Effluent Treatment Plants and Ultra Filtration Plants.

Note:

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. External assurance has been carried out by TUV India Private Limited.



5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes. The Company ensures zero water discharge with 100% of water recycling mechanism for all operational properties through Sewage Treatment Plants (STPs), Effluent Treatment Plants and Ultra Filtration Plants. Wastewater generated is effectively treated with appropriate processes and mechanism. The treated water is used for horticulture, flushing, housekeeping, and cooling tower needs.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	2023-24	2022-23
NOx	tonnes	0.0463	Within permissible Limit
SOx	tonnes	0.0151	Within permissible Limit
Particulate matter (PM)	tonnes	0.0427	Within permissible Limit
Persistent organic pollutants (POP)	NA	Not Applicable	Not Applicable
Volatile organic compounds (VOC)	NA	Not Applicable	Not Applicable
Hazardous air pollutants (HAP)	NA	Not Applicable	Not Applicable
Others - CO	Kg	Within permissible Limit	Within permissible Limit

Note:

As a part of regular monitoring process, the Company measures other air emissions periodically by authorized environmental agencies as mandated by State Pollution Control Board. As per the reports received during the reporting year, the emissions are within the permissible limits.

Note:

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency.

Yes. External assurance has been carried out by TUV India Private Limited.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	2023-24	2022-23
Total Scope 1 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	5,374	4,169
Total Scope 2 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	14,136	7,023
Total Scope 1 and Scope 2 Emissions	tCO ₂ e	19,509	11,191
Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations)	tCO ₂ e / million ₹	1.38	1.09
Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)^ (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations adjusted for PPP)	tCO ₂ e / million ₹	27.83	22.01
Total Scope 1 and Scope 2 Emissions Intensity in terms of physical output*		6.39	4.38
Total Scope 1 and Scope 2 Emissions Intensity** (optional) - the relevant metric may be selected by the entity		0.02	0.01

^Source: World Bank Group PPP Conversion factor

* No. of Keys is considered as physical output

**No. of Room Nights Available is considered as optional metric

Note:

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency.

Yes. External assurance has been carried out by TUV India Private Limited.



8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details

To reduce Green House Gas (GHG) emissions, the Company has the following initiatives to address its commitments with respect to the Climate Group Initiatives of RE100, EP100 and EV100:

- **RE100 (Renewable Energy):** As of FY 2023-24, the Company sourced 61% of its electricity from renewable sources to facilitate the commitment of moving to 100% renewable energy by FY 2030-31
- **EP100 (Energy Productivity):** The Company is strategically investing in technology and IoT-enabled solutions such as Digital check-ins, Mobile key, Building Management System, IOT system for HVAC to address reduction in energy consumption. As of FY 2023-24, the Company achieved 65% improvement in energy productivity to facilitate the commitment of doubling its energy productivity (revenue per unit of electricity consumed) by FY 2028-29 compared to the baseline of FY 2015-16.
- **EV100 (Electric Vehicles):** All Company properties are equipped with EV charging points accessible to both employees and visitors to facilitate the commitment of moving its entire fleet to EVs for guest transportation by FY 2024-25.

9. Provide details related to waste management by the entity, in the following format:

Parameter	2023-24	2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	74.66	39.68
E-waste (B)	6.76	4.11
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)#	2,965.86	22.00
Battery waste (E)	0.43	1.53
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	21.87	8.33
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	1,421.17	1,069.64
Total (A+B + C + D + E + F + G+ H)	4,490.75	1,145.29
Waste Intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT per million ₹)	0.32	0.11
Waste Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)^ (Total waste generated / Revenue from operations adjusted for PPP) (MT per million ₹)	6.41	2.25
Waste Intensity in terms of physical output*	1.47	0.45
Waste Intensity** (optional) - the relevant metric may be selected by the entity	0.0040	0.0012

#Includes Construction and demolition waste from projects under development

^Source: World Bank Group PPP Conversion factor

*No. of Keys is considered as physical output

**No. of Room Nights Available is considered as optional metric

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	2023-24	2022-23
(i) Recycled	385.14	222.75
(ii) Re-used	-	-
(iii) Other recovery operations (Composting)	1,139.75	900.55
Total	1,524.89	1,123.29



Parameter	2023-24	2022-23
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	2965.86	22.00
(iii) Other disposal operations	-	-
Total	2965.86	22.00

Note:

The Company is in the process of streamlining the efforts on segregation and treatment of construction & demolition waste. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes. External assurance has been carried out by TUV India Private Limited.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

The Company has installed bottling plants to minimize single-use plastic consumption by replacing plastic water bottles to glass bottles, other initiatives includes minimizing Single-use Plastic consumption through use of wooden stirrers, paper straws, cloth laundry bags, and bathroom amenities with dispensers. The Company is also recycling 100% of its wet waste through Organic Waste Converter (OWC) and converts organic wet waste into manure which is being used for horticultural purposes. The Company also recycles its Biomedical waste, E-Waste & other Hazardous waste through authorized waste recyclers.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Not Applicable, as the Company does not have operations around ecologically sensitive areas.

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not Applicable, as no Environmental Impact Assessment was undertaken during the reporting period.

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes. The Company is compliant with the applicable environmental law / regulations / guidelines in India. During FY 2023-24, the emissions / waste generated by the Company was within the limits prescribed by State Pollution Control Board (SPCB) and a certification to that effect is being obtained on a periodical basis as per guidelines of SPCB.

Sr.	Specify the law / regulation / guidelines which was not complied with	Provide details of non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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Not Applicable

LEADERSHIP INDICATORS

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

Not applicable as the Company does not have operations in water stressed areas.

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area: Not Applicable
- (ii) Nature of operations: Not Applicable
- (iii) Water withdrawal, consumption, and discharge in the following format:



Note:

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Not Applicable.

2. Please provide details of total Scope 3 emissions & its intensity, in the following format

Parameter	Unit	2023-24	2022-23
Total Scope 3 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	The Company is in the process of reporting relevant and significant Scope 3 GHG Emissions.	
Total Scope 3 Emissions Intensity per rupee of turnover (Total Scope 3 GHG Emissions / Revenue from operations)	tCO ₂ e / million ₹		
Total Scope 3 Emissions Intensity (optional) - the relevant metric may be selected by the entity			

Note:

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Not Applicable.

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable, as the Company does not have operations around ecologically sensitive areas.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Chiller Plant Optimization	The Company has replaced old chillers with new energy-efficient High COP chillers.	Improved energy efficiency
2	Chiller Plant Optimization	The Company has replaced old chilled water distribution pumps with new energy-efficient inline pumps with built-in demand control.	Improved energy efficiency
3	Pressure Independent Balancing Control Valves (PIBCV)	The Company has replaced FCU chilled water control valves with pressure-independent balancing control valves (PIBCV).	Improved energy efficiency
4	Boiler flue gas recovery systems	The Company has installed boiler flue gas recovery systems to harness energy from steam boiler exhaust flue gases.	Alternate source of energy
5	Chiller Plant Optimization	The Company has retrofitted water-cooled chiller with Variable Frequency Drive (VFD) for improved energy control during low-load conditions.	Improved energy efficiency
6	Non-chemical water treatment	The Company has introduced non-chemical treatment of cooling tower water at select hotels to eliminate chemical usage and safeguard the environment.	Chemical-free water treatment
7	Dewatering Shredders	The Company has installed dewatering shredders to pretreat wet waste before recycling through Organic Waste Converters at all properties. This has enhanced the quality of manure produced.	Manure that is used for horticultural purposes



5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Various measures towards risk mitigation have been implemented by the Company to ensure business continuity and stability in operations. The Company's Risk Management Committee has formulated a detailed Risk Management Policy which includes a risk management plan for identification of internal and external risks, measures for risk mitigation including systems and processes for internal control of identified risks and a Business Continuity Plan to address uncertainty in financial markets, market conditions, threats from project failures (at any phase in design, development and operations), legal liabilities, credit risks, accidents, natural causes and disasters as well deliberate attacks from an adversary or events of uncertain or unpredictable root cause.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

No, there are no significant adverse impacts to the environment, arising from the Company's value chain. The Company's Supplier Code of Conduct requires all value chain partners to comply with all applicable laws, codes or regulations relating to environmental, occupational health and safety, and labor practices of the countries, states, and localities in which they operate.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impact

Not Applicable

PRINCIPLE 7: Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent



ESSENTIAL INDICATORS

1. a) Number of affiliations with trade and industry chambers/ associations.

The Company has 6 affiliations with trade and industry chambers/ associations.

b) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sr.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers / associations (State/National)
1.	Confederation of Indian Industry (CII)	National
2.	Hotel Association of India (HAI)	National
3.	Hotel and Restaurant Association (Western India) (HRAWI)	State
4.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
5.	The Economic Times India Leadership Council	National
6.	The Federation of Hotels & Restaurant Associations of India (FHRAI)	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities

Name of Authority	Brief of the case	Corrective action taken
Not Applicable		

During FY 2023-24, there were no instances of non-compliance reported and the Company received no notices for anti-competitive, antitrust, conflict of interest, or monopolistic practices from regulatory authorities. Hence, no corrective action was required to be taken.



The Company is committed to free enterprise and fair competition, respecting social responsibilities and ensures that business must be conducted solely based on merit and open competition. The Company hires suppliers, agents or other intermediaries only by fair assessment and is legally bound to make business decisions in the best interest of the Company without engaging in anti-competitive activities such as developing understandings or agreements with a competitor which may have a negative impact on a competitive market.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.



ESSENTIAL INDICATORS

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Resulted communicated in public domain	Relevant Web Link
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Not Applicable for the Financial Year under In Pursuance of sub-rule (3) of rule 8 of the Companies (Cooperate Social Responsibility Policy) rules, 2014.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

Sr.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in ₹)
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Not Applicable

3. Describe the mechanisms to receive and redress grievances of the community

The Company has a dedicated email ID (whistleblower@chalet-hotels.com) for receiving grievances from all the stakeholders including the community. The Company also has a dedicated webpage which contains the contact information.

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	2023-24	2022-23
Directly sourced from MSMEs/ Small producers	61%	Not Available
Directly from within India	94.7%	96%

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	2023-24	2022-23
Rural	Not Applicable	Not Applicable
Semi-urban	22%	11%
Urban	Not Applicable	Not Applicable
Metropolitan	78%	89%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Note:

As per RBI location classification, the Company's operations fall under metropolitan and semi urban, however most of the employees working in the Company's properties are from rural background.



LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Not Applicable for the Financial Year under In Pursuance of sub-rule (3) of rule 8 of The Companies (Corporate Social Responsibility Policy) rules, 2014.

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Sr.	State	Aspirational District	Amount Spent (in ₹)
The Company has not undertaken any CSR projects in designated aspirational districts as identified by government bodies			

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No. However, the Company has Supplier Code of Conduct and sustainable sourcing practices that enables preferential procurement from the suppliers from marginalized / vulnerable groups.

- (b) From which marginalized /vulnerable groups do you procure?

Nil

- (c) What percentage of total procurement (by value) does it constitute?

Unit of reporting (i.e by Quantity or by Value - please specify)	Total No. of Inputs sourced from all suppliers	No. of Inputs sourced from marginalized / vulnerable groups	Percentage of Inputs sourced from marginalized / vulnerable groups
Value	2,718	0	0

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge

Not Applicable

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable, as there were no disputes related to usage of traditional knowledge.

6. Details of beneficiaries of CSR Projects.

Sr.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Pankh - Vocational Skill Development / Digital Educational of Persons with Disabilities (PwDs) across Mumbai, Pune and Hyderabad	75	100%
2	Skill Development and Training of youth including one dedicated batch of women on Food & Beverage (F&B) and Housekeeping across Hyderabad and Ratnagiri, Maharashtra	55	100%
3	Community Development through donation utilized for upgradation of school infrastructure at NV Chinmaya Vidyalaya, Shegaon, Maharashtra	200+	100%
4	Community Development through infrastructural support provided towards improvement of Lonavala Primary Healthcare Centre, Lonavala	100+	100%
5	Donation support towards activities of Neurology Foundation, Mumbai	Not Available	

Note:

The beneficiaries are from underprivileged/ marginalized background



PRINCIPLE 9: Businesses should engage with and provide value to their consumers in responsible manner



ESSENTIAL INDICATORS

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Customer satisfaction is of high importance for the Company. At all of its hotel properties, customers can raise complaint through online & offline platform. The Company ensures that the complaints of its customers are redressed in timely manner. Additionally, the Company also has an online mechanism to receive feedback from its customers.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information.

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints

	2023-24			2022-23		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Others	0	0	There was 1 complaint which was closed during the FY 2023-24.	0	1	NA

No consumer complaints were received during current and previous financial years regarding data privacy, advertising, cyber security, delivery of essential services, restrictive trade practices and unfair trade practices.

4. Details of instances of product recalls on account of safety issues

	Number	Reason for recall
Voluntary recalls	Not Applicable as the Company operates in the service industry.	
Forced recalls		

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes. The Company is ISO 27001:2013 certified and has a robust structure for monitoring and implementation of the Information Security Management Systems (ISMS) framework. The Company has in place a Cyber Security and Data Privacy policy which is available internally that extends to all employees and other stakeholders, including suppliers and vendors. Privacy concerns are seamlessly and comprehensively integrated into the Risk Management Policy, reflecting the Company's commitment to safeguard sensitive and confidential information. The Chief Information Officer (CIO) holds the primary responsibility for implementing systems and procedures related to IT Security and Cybersecurity.



This role also encompasses ensuring the effectiveness and efficiency of IT Security and Cybersecurity processes and infrastructure.

Additionally, the Company's following policies to address cyber security and risks related to data privacy:

- ESG Policy
- Employee's Code of Conduct

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Sr.	Topic	Corrective Actions
1.	Advertising	NA
2.	Delivery of essential services	NA
3.	Cybersecurity & Data Privacy	NA
4.	Product Recalls	NA
5.	Product safety/Services	NA

Note:

NA - Not Applicable

During the reporting period, no issues were raised related to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services hence no corrective action was required to be taken.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

Not Applicable. There were no data breaches for FY 2023-24.

b. Percentage of data breaches involving personally identifiable information of customers

Not Applicable. There were no data breaches for FY 2023-24.

c. Impact, if any, of the data breaches

Not Applicable. There were no data breaches for FY 2023-24.

Note:

LEADERSHIP INDICATORS

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

All information on the services provided by the Company can be accessed on the Company's website.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

The Company communicates its sustainability efforts on energy and water conservation & waste reduction initiatives to its customers (guests) through digital and offline signages, information cards. For example, communication to increase awareness about minimizing single-use plastic usage, guests are provided with an option to opt in/out of daily linen change during their stay, low flow fixtures and dual plumbing fixtures etc.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

The Company has standard operating procedures, emergency helplines etc. in place, in case of disruption or discontinuation of its services to the guests.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Not Applicable. The Company has an online mechanism to collect feedback on the services rendered to its guests at all of the hotel premises.

