

EIH Associated Hotels Limited
A MEMBER OF THE OBEROI GROUP

CIN: L92490TN1983PLC009903

Corporate Office: 7, Sham Nath Marg, Delhi-110 054

Telephone: 91-11-2389 0505

Website: www.eihassociatedhotels.in / E-mail: isdho@oberoigroup.com

12th July 2024

The National Stock Exchange of India Limited Exchange Plaza, 5 th Floor Plot No. C/1, G Block Bandra Kurla Complex Bandra(E) Mumbai – 400 051 Code: EIHAHOTELS	BSE Limited Corporate Relationship Dept. 1 st Floor, New Trading Ring Rotunda Building Phiroze Jeejeebhoy Towers Dalal Street, Fort Mumbai – 400 001 Code: 523127
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Sub: Business Responsibility and Sustainability Report (“BRSR”) of the Company for the Financial Year 2023-24

Dear Sir / Madam,

Pursuant to the Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (Listing Regulations), please find enclosed herewith a copy of the Business Responsibility and Sustainability Report (“BRSR”) of the Company for the Financial Year 2023-24 which forms part of the Integrated Annual Report for the Financial Year 2023-24.

The above may please be taken on record.

Thanking you,

Yours faithfully,

For **EIH Associated Hotels Limited**

Tejasvi Dixit
Company Secretary

Business Responsibility and Sustainability Report (FY 2023-24)



In 1934, a vision to enhance guest experiences in the luxury hospitality domain led to the establishment of The Oberoi Group. Over eight decades, this journey has significantly influenced global hospitality standards.

Our sustained excellence reflects our resilience and the trust of our valued guests. We uphold the philosophy of prioritising our guests, which has made us synonymous with luxury, comfort and unparalleled guest experiences. As a leader in the global hospitality industry, we are committed to integrating sustainability into our business strategy.

At EIH Associated Hotels Limited, a flagship member of The Oberoi Group, sustainability is a strategic priority. We aim to understand our impact on the environment, society and the economy and use this understanding to drive our growth.

To address environmental concerns and reduce our carbon footprint, we have established a green team in each hotel, comprising department heads. This team is responsible for strategising and implementing energy conservation and environmental preservation initiatives.

We are dedicated to holistic individual and communal development, providing access to essential livelihood opportunities, affordable healthcare and quality education through various social initiatives.

Our goal is to meet the highest standards of sustainability. We have adopted a transparent approach to value creation, aligning with best practices in the ESG regulatory landscape. EIH Associated Hotels Limited publishes an Integrated Report (IR) and Business Responsibility and Sustainability Report (BRSR), offering a balanced and transparent assessment of our value creation, considering both qualitative and quantitative aspects that are material to our operations and strategic objectives. This information may influence our stakeholders' decision-making.

This report includes our practices and performance on key principles defined by Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, covering topics across the BRSR Principles.



SECTION A

General disclosures

SECTION B

Management and process disclosures

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

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

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

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

PRINCIPLE 5 Businesses should respect and promote human rights

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

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

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

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

Section A: General Disclosures

I. DETAILS OF THE LISTED ENTITY

1.	Corporate Identity Number (CIN) of the Company	L92490TN1983PLC009903
2.	Name of the Company	EIH Associated Hotels Limited
3.	Year of Incorporation	1983
4.	Registered office address	1/24 G.S.T. Road Meenambakkam, Chennai - 600027
5.	Corporate office address	7 Shamnath Marg, Delhi - 110054
6.	E-mail	isdho@oberoigroup.com
7.	Telephone	011-23890505
8.	Website	www.eihassociatedhotels.in
9.	Financial year for which reporting is being done	FY 23-24 (April 1, 2023, to March 31, 2024)
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited The National Stock Exchange of India Limited
11.	Paid-up Capital	304.68 (₹ in Million)
12.	Name and contact details (telephone, email address) of the person for BRSR Reporting	Name: Mr. Samidh Das Designation: Senior Vice President & Chief Financial Officer Email: isdho@oberoigroup.com Tel: 011 23890505
13.	Reporting boundary	The disclosures under this report are made on a standalone basis unless otherwise specified.
14.	Name of assurance provider	-
15.	Type of assurance obtained	-

Business Responsibility and Sustainability Report (BRSR) (Contd.)

II. PRODUCTS/SERVICES

16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the entity
1.	Accommodation and Food Services	Accommodation and Food & Beverage, provided by Hotels, Inns, Resorts, etc.	92.29%

17. Products/Services sold by the entity (accounting for 90% of the turnover):

S. No.	Product/Services	NIC Code	% Of total turnover contributed
1.	Rooms	55101	63.70%
2.	Food & Beverages	56301, 56101	28.59%
3.	Other Services	74909, 47190, 79900, 96010, 96905, 49223	7.71%

III. OPERATIONS

18. Number of locations where plants and/or operations/offices of the entity are situated:

S. No.	Location	Number of plants	Number of offices	Total
1.	National	8 Nos. directly owned luxury hotels across 6 states in India*	2	10
2.	International	All the Company's hotels are located within the territory of India	N.A.	N.A.

*EIH Associated Hotels Limited does not have any plant facilities. As a luxury hospitality service provider, we have a compelling presence in India through 8 directly owned luxury hotels, strategically located across multiple locations.

Location of Hotels

- | | | |
|---------------------------------|---------------------------|-----------------------|
| i. The Oberoi Cecil, Shimla | iv. Trident, Bhubaneshwar | vii. Trident, Udaipur |
| ii. The Oberoi Rajvilas, Jaipur | v. Trident, Chennai | viii. Trident, Cochin |
| iii. Trident, Agra | vi. Trident, Jaipur | |

Note: We have entered into Technical Service Agreements (TSAs) with EIH Limited, one of our Promoter, for operating all the hotels. We have also entered into a royalty agreement with Oberoi Hotels Private Limited, one of our Promoter, for the usage of "The Oberoi" and "Trident" logo and insignia for all our hotels.

19. Markets served by the entity

a. Number of locations

S. No.	Number of Locations served	Number
1.	National (Number of states)	The strategic location of our hotels has been instrumental in attracting diverse customers. Our network of luxury hotels expands across 6 states in India: i. Himachal Pradesh ii. Rajasthan iii. Uttar Pradesh iv. Odisha v. Tamil Nadu vi. Kerala
2.	International (Number of countries)	All the Company's hotels are located within the territories of India. However, our unwavering pursuit of excellence and uncompromising commitment to quality have made us a trusted partner of choice, attracting discerning customers from every corner of the world.

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Not Applicable

Our total turnover doesn't include any export activities.

c. A brief on types of customers

At EIH Associated Hotels Limited, our existence is sustained by the unwavering support and loyalty of our valued guests. We prioritise our guests above all. As a renowned luxury hospitality Company, we serve a diverse customer base, including individuals and groups traveling for leisure, business, wellness and adventure. Our clientele spans various geographical and cultural backgrounds, seeking upscale accommodation, fine dining, artisanal culinary creations, bespoke luxury and unique personalised travel experiences. We also cater to corporate clients, travel companies and event managers, among others. Through our relentless commitment to exceeding expectations, we have earned the loyalty of our distinguished guests and established ourselves as pioneers in the luxury hospitality industry.

IV. EMPLOYEES

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	423	360	85%	63	15%
2.	Other than permanent (E)	714	555	78%	159	22%
3.	Total employees (D+E)	1,137	915	80%	222	20%
Workers						
4.	Permanent (F)	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.				
5.	Other than permanent (G)	527	505	96%	22	4%
6.	Total workers (F+G)	527	505	96%	22	4%

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled Employees						
1.	Permanent (D)	1	1	100%	Nil	Nil
2.	Other than permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total Differently abled employees (D+E)	1	1	100%	Nil	Nil
Differently abled Workers						
4.	Permanent (F)	Nil	NIL	Nil	Nil	Nil
5.	Other than permanent (G)	2	2	100%	Nil	Nil
6.	Total Differently abled workers (F+G)	2	2	100%	Nil	Nil

21. Participation/Inclusion/Representation of women

Particulars	Total		No. and percentage of Females	
	No. (A)		No. (B)	% (B/A)
Board of Directors	6		1	17%
Key Management Personnel	2		0	0%

Business Responsibility and Sustainability Report (BRSR) (Contd.)

22. Turnover rate for permanent employees and workers

Category	FY 2024			FY 2023			FY 2022		
	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)
Permanent employees	43%	57%	45%	52%	54%	52%	43%	54%	44%
Permanent workers	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary basis) through third-party vendors.								

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

23. Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether 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	The Company has no subsidiaries, associate companies and joint ventures.			

VI. CSR DETAILS

24. I. Whether CSR is applicable as per Section 135 of the Companies Act, 2013:

Yes, CSR is applicable as per Section 135 of the Companies Act, 2013.

II. If yes, Turnover – ₹3,978.9 (in Million)

III. Net worth – ₹4,628.40 (in Million)

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 (NGBRC):

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024			FY 2023		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	At EIH Associated Hotels Limited, we take all our stakeholders' feedback and grievances seriously and address them with agility. Stakeholders impacted by our CSR initiatives can directly report their concerns to the NGO or our employees, who will promptly and effectively work toward addressing the same or escalate them to the appropriate authority within the organisation.	The Company does not have an established mechanism in place to record complaints received from the communities.					



Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024			FY 2023		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Investors Shareholders	To ensure effective communication and prompt resolution of any concerns raised by our investors and shareholders; our Company has developed a dedicated webpage that includes a comprehensive list of FAQs on investor services, request forms, details of correspondence addresses and information on how to raise complaints. In addition, shareholders can also raise a complaint through our dedicated portal for shareholders' grievances, SCORES and ODR Portal . The company vigilantly manages an e-mail address, isdho@oberoigroup.com to provide assistance to shareholders.	1	0	NA	0	0	NA
Employees and workers	We have a robust grievance mechanism for all our employees and workers. Policies such as The Oberoi Code of Conduct, POSH and Whistle Blower define boundaries and provide mechanisms enabling employees and workers to raise their concerns and seek redressal. Internal Committee for POSH -Designated Whistle Blower Officer - Regular feedback sessions with HR/ General Managers. The Company encourages all employees to directly write to the Chairman and/or the MD in case they wish to bring any matter to the notice of the highest management.	3	0	NA	1	0	NA
Customers	We are committed to sustaining our excellence through the loyalty of our customers. It is therefore of utmost importance to us to understand their concerns and offer effective solutions. Our customers can reach out to us through several communication channels like email, telephone numbers, feedback forms, surveys, etc. We also engage on a real-time basis with our customers on social media for effective and quick resolution of their issues. Additionally, the company relies on the "GQA - Guest Questionnaire" feedback process, which enables us to gather customer feedback and understand guest needs and experiences better.	2	0	In the reporting period, we encountered instances where guests requested the removal of their details from our database via emails. All such concerns were successfully resolved	-	-	In the reporting period, we encountered instances where guests requested the removal of their details from our database via emails. All such concerns were successfully resolved.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024			FY 2023		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Value Chain Partners	The Link is provided in the Supplier code of conduct in case the supplier needs to connect with us.	0	0	NA	0	0	NA
Other (please specify)		-	-	-	-	-	-

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

Material issue identified	Is it risk or opportunity (R/O)	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)
1. Employee Engagement & Development	Opportunity	Our employees are central to our business strategy. The exceptional conduct of our employees is what differentiates us as the frontrunners in the hospitality industry. Guests' experiences are predominantly shaped by employee behaviour. Their sophistication and attention to details can remarkably enhance hospitality immersion. We have entrusted our employees with the responsibility of demonstrating a conduct that stands testimony to "The Oberoi" brand values. We realise the essence of building a diverse and contented workforce and therefore aim to foster an inclusive environment where the growth of the employees and the growth of the organisation are cohesive. We impart regular skill development and skill enhancement training to our employees that can help them in their personal and professional development within and beyond the organisation.	-	<p>Positive</p> <p>The refinement and warmth that our employees extend through their conduct is amplified by instilling a sense of belongingness and fulfilment in them, reflecting positively in our financial growth.</p> <p>Negative</p> <p>Discontentment among employees can result in an increased attrition rate within the organisation, significantly impacting our competence and continuity in our operations.</p>
2. Corporate Governance	Opportunity	The legacy of the "The Oberoi Group" that spans across eight decades and still continues to endure and thrive, is a reflection of our robust governance, commitment to upholding the highest standards of ethics, and acceptance and adherence to all the evolving statutory requirements. The company maintains an organisational-wide integration of responsible business conduct through a strong governance architecture built on the bedrock of the principles of "The Oberoi Dharma".	-	<p>Positive & Negative</p> <p>Through strong governance practices, we avoid any negative implications arising from non-compliance with governance regulations that pose the risk of reputational damage and has financial and legal implications attached to it.</p>



Material issue identified	Is it risk or opportunity (R/O)	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)
3. Customer Satisfaction	Opportunity	Our incessant commitment to provide profound customer satisfaction is ingrained in our fundamental code of conduct that lays out the expectation of putting the customer first, the company second and self-last. Through our exquisite stays, bespoke opulence, exceptional services, attention to detail, personalised experiences, culinary delights and prioritisation of customer privacy, we have adopted an all-encompassing approach to customer satisfaction. Our excellence and exceptional competence are exhibited in the loyalty of our invaluable guests from across the world. In our unending pursuit of providing the utmost level of satisfaction, we aspire to venture into new avenues and formats to cater to their evolving demand.	-	<p>Positive</p> <p>Through enhanced customer satisfaction that has resulted in trust strengthening and unmatched credibility amongst our customers, we have emerged as the trusted partner of choice in the luxury hospitality industry. Overall, customer loyalty has directly accelerated the company's financial performance and forged new avenues of growth.</p> <p>Negative</p> <p>Our excellence is sustained by our commitment to guest satisfaction. Any unintended compromise with overall guest satisfaction can adversely impact guest loyalty.</p>
4. Energy & Emissions	Risk	The luxury hospitality industry is an electricity-intensive industry. Taking cognizance of our nature of operations and our uncompromising commitment to guest satisfaction, we require an uninterrupted power supply 24/7 to cater to primary aspects of guest's needs such as space conditioning, lighting, powering kitchen appliances, elevators and other equipment, water heating, refrigeration and laundry facilities. We are also aware of our direct reliance on fossil fuels for heating systems in our hotel and are conscious of the impact of our operations on our carbon footprint. The rise in emissions not only contributes negatively to the environment but also poses the risk of reputational damage and breach of trust amongst stakeholders. Being a responsible organisation, we are actively working toward achieving energy efficiency.	In our endeavor to decarbonize our operations, we are undertaking various energy-saving initiatives such as leveraging the benefits of green architecture, equipping our premises with energy-efficient technologies and transitioning to clean energy sources.	<p>Positive</p> <p>Transition to energy-efficient technologies and renewable energy sources may involve an initial lump-sum capital expenditure. However, such an investment will ultimately lower our reliance on traditional energy sources and result in effective cost optimisation.</p> <p>Negative</p> <p>Our direct and indirect reliance on non-renewable energy sources and the cost associated with it constitutes majority of our operational cost. Additionally, any rise in carbon emissions may have a potential impact on the environment and our brand image.</p>
5. Employee and Customer Health & Safety	Opportunity	<ul style="list-style-type: none"> The safety of our guests is an integral and primary aspects of our value proposition. Our premises are immaculately maintained in accordance with internationally validated safety and hygiene standards, immensely contributing to their overall satisfaction and positive experience. We are making continual efforts to foster a safe and secure environment for our employees that ensures optimal physical and mental well-being. To this end, we conduct awareness programmes on an ongoing basis, maintain adequate health and safety management systems and have undertaken several measures aimed at promoting employee well-being. 	-	<p>Positive</p> <ul style="list-style-type: none"> Our prioritisation of guests' safety has positively contributed to their overall experience, enhancing our reputation and trustworthiness, thus providing a competitive edge. A healthy workforce performs to the best of their abilities, thus amplifying financial and sustainable growth. <p>Negative</p> <p>Ensuring employee and customer health and safety is a strategic imperative for our business. Any unintended compromise with safety can undermine trust amongst our guests and employees on whom the sustenance of our organisation rests.</p>
6. Food quality & Safety	Opportunity	We create exquisite dining experiences where artisanal cuisines and culinary delights are handcrafted by world renowned chefs, using finest ingredients sourced for their quality and freshness. Rest assured, our commitment to food safety is unwavering as we adhere to best-in-class standards in food preparation. We strictly comply with FSSAI licensing and guidelines, ensuring that every aspect of our food handling, sourcing and preparations meets the regulatory requirements. With every meal served in our establishments, we inch closer to the hearts of our customers, strengthening our excellence and relations with our customers.	-	<p>Positive</p> <p>Through our unrelenting commitment to meet the highest standards in food safety and providing upscale dining and culinary experience to our guests, we have cultivated a loyal customer base, contributing significantly to our profit margins.</p> <p>Negative</p> <p>Food and dining experiences constitute our primary service offerings, any inadvertent negligence in maintaining the highest food quality may result in adverse financial and legal implications.</p>

Business Responsibility and Sustainability Report (BRSR) (Contd.)

Material issue identified	Is it risk or opportunity (R/O)	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)
7. Data Privacy & Cybersecurity	Risk	The speeded transition to a digitally equipped ecosystem amidst COVID comes with an increased potential risk of data breaches and also expands the attack surface for potential cyber threats. Inadequate data security measures may result in loss of confidential data, pose threat to customer privacy, create trust gaps and attract legal consequences for the Company.	We have integrated a stringent and transparent approach to how we collect, use and disclose information. We have dedicated Data Protection Officers, to address data privacy concerns. Our dedicated adherence to the applicable data privacy regulations is upheld through the integration of various obligations, industry best practices and tools as outlined in our global Privacy Policy. Access to the information is exclusively granted to authorised employees and trusted business partners/vendors, who operate in alignment with our robust security controls.	Positive & Negative A robust approach to data protection and cybersecurity safeguards us against any financial, regulatory and reputational implications attached to the same.
8. Water Management	Risk	Water is an essential resource, facilitating multiple activities in our day-to-day operations such as personal cleansing, flushing, laundry, kitchen activities, landscaping, swimming pools, cooling and HVAC systems, etc. Considering our reliance on water to sustain our daily operations, a disruption in the water supply can have a profound impact on the smooth functioning of our operations.	Water is one of the most essential resources sustaining human existence and we have implemented several water-saving initiatives and technologies across our hotels such as the installation of sewage treatment plants, low-flow fixtures at showerheads and toilets and aerator based faucets. Through the effective implementation of Zero Discharge Mechanism across multiple hotels, we are reusing all the treated wastewater for horticulture purposes. Discharge of water into the environment if any is contingent upon the requisite treatment process.	Negative The financial risks arising from interrupted services due to disruption in our operations caused by water scarcity. Positive In our endeavour to ensure efficient utilisation of water, our stays are curated to instill judicious water conservation habits amongst our guests through small yet impactful steps such as the responsible use of linens and towels. These initiatives have enabled ample water availability for our internal use and for the communities where we operate.
9. Climate Change	Risk	As witnessed, the rise in global temperatures is devastatingly leading to an increased likelihood of natural disasters. For EIH Associated Hotels Limited, this poses a significant threat of damage to our heritage infrastructures, livelihood and disruption of supply chain in such high-risk areas. Extreme weather conditions have also led to greater reliance on energy sources to maintain the ideal indoor temperature for our guests at all times and an increase in the associated cost. Our proactive approach to risk assessment also anticipates that shifts in weather patterns in some areas can lead to diminished tourist attraction.	At EIH Associated Hotels Limited, we are integrating advanced technologies, building materials and structural solutions into our infrastructure that enable passive cooling. Additionally, we aim to build weather resilience by making a significant investment in disaster management and developing a coping mechanism to deal with such situations.	Positive Building resilience against climate-related risks guarantees our financial and sustainable success in the long-run. Negative <ul style="list-style-type: none"> Increased operating costs due to an increase in energy consumption and additional investments in weather risk preparation. Reduction in revenue per available room due to diminishing tourist attraction of some areas and frequent cancellations consequent to abrupt weather changes.



Material issue identified	Is it risk or opportunity (R/O)	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)
10. Risk & Crisis Management	Opportunity	At EIH Associated Hotels Limited our vision for the future is guided by our proactive assessment of our external and internal risk and opportunities. Our Board maintains an oversight of all the emerging challenges and prospects through its risk management committee and takes strategic actions toward risk mitigation to ensure resilience and business continuity even in the face of disruption. A precautionary approach to risk management has been instrumental in propelling our growth forward throughout all these years.	-	<p>Positive & Negative</p> <p>A precautionary approach to risk mitigation ensures business continuity even in the face of adversity and serves as an invaluable tool in mitigating any contingent liabilities.</p>
11. Waste Management	Risk	At EIH Associated Hotels Limited, we are aware of the environmental repercussions that may occur due to any negligence in waste handling. Inadequate waste disposal can cause habitat degradation, lead to pollution of air, water bodies and soil and pose serious health hazards to our employees and the communities.	Our waste handling and management system is guided by the 3R model- Reduce, Reuse, and Recycle. We take conscious and responsible efforts toward waste management, which includes proper separation of dry and wet waste, refrigeration of wet waste to delay spoilage, recycling of plastic and other waste to the maximum extent possible, disposal of e-waste and other hazardous waste to government authorised vendors and recyclers.	<p>Positive</p> <p>Our efforts to recycling and reusing helps us fulfil our commitment to make judicious use of resources, thus being able to capitalise on cost optimisation.</p> <p>Negative</p> <p>Mishandling of waste may reflect negatively on our sustainability efforts, degrades the aesthetic appeal of our surrounding, directly impacting our relationship with our key stakeholders.</p>
12. Impact on Biodiversity & Nearby Communities	Risk	We acknowledge the possibility of accidental impact that our operations may have on the biodiversity and our nearby communities. Our occasional contribution to carbon emissions and reliance on natural resources such as water have potential environmental impact, affecting the biodiversity and local communities in the areas where we operate. Biodiversity acts as a natural and key force in combatting the adverse effects of climate change-one of the most pressing environmental issues. Additionally, the rich and distinctive landscapes and biological diversity in these regions is what captivates tourism, sustaining the longevity of our operations.	We ensure complete adherence with all the applicable statutory environmental regulations in our operations. All our construction and expansion projects are subject to granting of appropriate environmental consents by the regulated authorities, thus ensuring no adverse impacts.	<p>Positive</p> <p>Our compliance to all the applicable environmental statutory requirements safeguards us against imposition of any legal/ financial penalties associated with non-compliance.</p> <p>Negative</p> <p>Any adverse impact on the biodiversity and communities of the region where we have our operational presence may adversely impact our social license to operate.</p>
13. Supply Chain Management	Risk	Because of the heightened public awareness of any negative environmental and social impact, sustainable supply chain management has become an integral aspect of business strategy. It can significantly affect the growth trajectory, thus also affecting the overall return for the shareholders.	We are working closely with our suppliers to contain our overall environmental and social impact. In our endeavor to create a responsible supply chain, we are prioritising sourcing from local suppliers. As laid out in our suppliers' contract, we encourage our suppliers to integrate sustainability across their business operation.	<p>Positive</p> <p>Transition to a robust supply chain helps us build financial and operational resilience.</p> <p>Negative</p> <p>Any disruption in the supply chain may hamper guests' services, reflecting adversely in our financial statement.</p>
14. Community Relations	Opportunity	Our social initiatives are aimed to support the underserved and unprivileged sections of the society. Our hotels continually work with and for the betterment of the local communities on various environmental and social initiatives. Thus, enabling us to forge strong relationship with the communities.	-	<p>Positive & Negative</p> <p>Forging strong relationship with the communities where we are present, grants us the societal license to operate and protects our brand image.</p>

Business Responsibility and Sustainability Report (BRSR) (Contd.)

Section B: Management and process disclosures

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC principles and core elements. These are briefly as under:

P1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Policy and Management processes

Points	P1	P2	P3	P4	P5	P6	P7	P8	P9
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
1 (b) Has the policy been approved by the Board? (Yes/No)	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
1 (c) Web Link of the Policies, if available	Diversity and Inclusion Policy has been approved and implemented by the Group CHRO Health, Safety, and Environment Policy has been approved and implemented by the Group CHRO P1: Whistle blower Policy ; Code of Conduct for Prevention of Insider Trading; Related Party Transaction Policy; Risk Management Policy P2: Supplier Code of Conduct is available. P3: Code of Conduct (Available on Intranet); Diversity and inclusion Policy; Health, Safety and Environment Policy; Whistleblower Policy P4: Stakeholder Engagement Policy P5: Code of Conduct (Available on Intranet); Diversity and inclusion Policy P6: Health, Safety and Environment Policy; Risk Management Policy P7: Public Policy Advocacy Policy P8: CSR Policy P9: Privacy Policy . Information policy and procedures are internal and available on APEX portal . All the policies (other than those available on our intranet) have been hosted on this webpage: https://www.eihassociatedhotels.in/investors/policies/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes, all the policies have been translated into appropriate procedures within the organisation. A comprehensive disclosure of such procedures is available under respective principles in this report.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	At EIH Associated Hotels Limited, we firmly believe that our success is closely tied to the success of our value chain partners. We, therefore, actively encourage our partners to adopt and implement our policies, which align with the steadfast principles of "Oberoi Dharma", thus demonstrating responsible conduct. Our Supplier's Agreement seeks acceptance of our value chain partners to abide by the company's "Fundamental Code of Conduct", "Whistleblower Policy", and "Data Protection and Privacy Policy".								



Points	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.	FSSAI	-	-	-	-	-	-	ISO 27001
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	As we embark on our sustainability journey and intensify our efforts in monitoring our performance. We aim to expand our strategic vision by incorporating the crucial findings of our assessment to establish both aspirational and realistic goals. By doing so, we ensure that the organisation's efforts are aligned with our sustainability ambition and lead to tangible progress. We are actively working toward setting measurable goals and implementing effective mechanism to assess our performance against these goals and targets. We have set a goal of achieving net zero emissions by 2050. We are also working towards procuring green energy and aligning new projects with green building standards. We will strive towards best in class health and safety practices for our employees and workers.							
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The details will be available in our Integrated Report for Financial Year 2023-24.							

Governance, leadership and oversight

7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer section on Performance Review, page no. 24 - 27 of the Integrated report for FY 2023-24.							
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Vikramjit Singh Oberoi Designation: Managing Director Email: isdho@oberoigroup.com Tel: 011 23890505							
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.	The Board of Directors of EIH Associated Hotels Limited is responsible for determining the strategic direction of the Company and safeguarding the interest of all our stakeholders. ESG is viewed as one of the strategic priorities by the BODs. Our sustainability strategy involves proactively identifying ESG-related risks and opportunities, setting goals/targets and finally implementing policies-driven procedures to turn our commitments into actions. The Risk Management Committee of the Board closely monitors various environmental risks and opportunities. Further, to ensure implementation down the line, each Hotel has a Green Team that comprises the Heads of Departments, who conceive and execute innovative ideas to conserve energy and protect the environment. The social initiatives of the company are governed by the CSR Committee. Additionally, the Board has various committees in place to look after different aspects, policies and procedures covered under the larger umbrella of sustainability.							

Business Responsibility and Sustainability Report (BRSR) (Contd.)

10	Details of Review of NGRBCs by the Company	a. Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
	Subject for Review									
1	Performance against above policies and follow up action	Yes, the policies of our Company are reviewed periodically or on a need basis by the Board/Committees of the Board/Senior Management. During this assessment, the efficacy of the policies is reviewed and necessary changes to policies and procedures are implemented.								
2	Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Being a responsible corporate, we ensure compliance with all the applicable laws and regulations. For the reporting year, we have not reported any non-compliance.								
	Subject for Review	b. Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Performance against above policies and follow up action	Few policies are reviewed annually and some are reviewed periodically or on a need basis.								
2	Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	Being a responsible corporate, we ensure compliance with all the applicable laws and regulations. For the reporting year, we have not reported any non-compliance.								
	Subject for Review									
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.	The entity periodically carries out the assessment of various aspects covered in the policies internally through established mechanisms.								
	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
12.	If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated:									
1	The entity does not consider the principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
2	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
3	The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
4	It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
5	Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

Section C: Principle-wise performance disclosure

Principle 1:

Business should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.

The Company's resolve to uphold the highest standards of ethical business practices is sanctified in our fundamental Code of Conduct "The Oberoi Dharma". The multi-faceted guiding philosophy governs all aspects of our business and encourages all employees to embody the values of integrity, honesty and accountability in their truest form. Every year, the Directors, Key Managerial Personnel and Senior Management Personnel of the Company reaffirm their steadfast commitment to our core tenets by giving a written affirmation of compliance to "The Oberoi Dharma".

The implications of responsible business conduct are further detailed in the "Code of Conduct Policy" which is binding on all company employees. Through our whistleblower policy, we also encourage our employees to remain vigilant and promptly report any breach of conduct they may witness. Any deviation from the COC is treated as misconduct and strictly dealt with.

ESSENTIAL INDICATORS

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year

S. No.	Segment	Total number of training & awareness programmes held	Topics / principles covered under the training	% Of persons in respective category covered by the awareness programmes
1	Board of Directors	1	Hotel Operations	100%
		1	Regulatory Updates	100%
2	Key Managerial Personnel	1	Code of Conduct	100%
3	Employees other than BOD and KMPs	568	Following trainings were conducted. <ul style="list-style-type: none"> Mission, Vision, Dharma Code of Conduct Whistle Blower Policy Fire and evacuation First aid Performance Review process Training Any other skill development training Safe & sustainable tourism POSH Human Right policy Waste management Include Water and Energy aspect. Complaint handling IT security training 	53.28%
4	Workers	All our workers are hired on a contractual basis (temporary) through third-party vendors. 100% of our workers are covered as part of sexual harassment and code of conduct trainings. In addition, 35% of our workers were given health and safety trainings and 25% were given skill upgradation trainings.		

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by its directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions in FY 2024

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Monetary		
			Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Penalty/Fine			Nil		
Settlement					
Compounding fee					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Non - Monetary		
			Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Imprisonment			Nil		
Punishment					

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

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

The Company's Code of Conduct is tailored to ensure compliance with all applicable laws and legal requirements including aspects of anti-bribery, anti-corruption, ethical approach to conflict of interest, etc. All and any acts of gross misconduct are dealt with utmost severity under both company policies and to the fullest extent of any applicable law. This is further encapsulated in the [Whistleblower policy](#) which extends to include all our employees, partners and vendors and empowers them to escalate issues related to corruption and bribery without any fear of retaliation.

5. No of Directors/KMPs/Employees against whom disciplinary action was taken by any law enforcement agency for the charges of bribery / corruption.

Segment	FY 2024	FY 2023
1 Directors	Nil	Nil
2 Key Managerial Personnel	Nil	Nil
3 Employee	Nil	Nil
4 Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest

Segment	FY 2024		FY 2023	
	Number	Remarks	Number	Remarks
1 Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	NA
2 Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	NA

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.

There were no cases of corruption or conflict of interest in the reporting period.

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

	FY 2024	FY 2023
Number of days of accounts payables	79	98

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	FY 24 (Current Financial Year)	FY 23 (Previous Financial Year)
Concentration of Purchases	a) Purchases from trading houses as % of total purchases	Nil	Nil
	b) Number of trading houses where purchases are made from	Nil	Nil
	c) Purchases from top 10 dealers / Distributors as % of total Purchases from trading houses	Nil	Nil
Concentration of Sales	a) Sales to dealers / distributors as % of total sales	Nil	Nil
	b) Number of dealers distributors to whom sales are made	Nil	Nil
	c) Sales to top 10 dealers / Distributors as % of total sales to dealers / distributors	Nil	Nil
Share of RPTs (as respective % age) in	a) Purchases (Purchases with related parties / Total Purchases)	44%	42%
	b) Sales (Sales to related parties / Total Sales)	1%	0.4%
	c) Loans & advances (Loans & advances given to related parties / Total loans & advances)	Nil	Nil
	d) Investments in related parties / Total Investments made)	Nil	Nil

LEADERSHIP INDICATORS

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Total number of awareness programmes held	Topics / principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
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At EIH Associated Hotels Limited, we strive to work in concert with our value chain partners to accomplish our purpose of building a mutually beneficial ecosystem where the interests of all stakeholders are aligned and synergised. The realisation of this common goal is achieved by explicitly laying out the implications of responsible business conduct in the service agreement and encouraging our value chain partners to demonstrate conduct that is in alignment with such requirements. We encourage our partners to ensure that the highest standards of quality and safety are upheld across all aspects of their operations. Additionally, the service agreement seeks the vendor's acceptance to abide by "The Oberoi Dharma", the Company's "Whistleblower Policy", and "Data Protection Policy". Compliance with these company policies is reiterated at the time of onboarding and distribution of annual tenders wherever applicable.

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.

The Company has structured and implemented adequate policies and processes aimed at preventing and mitigating any conflict of interest involving the Board of Directors. The robust mechanism requires the members of the Board to furnish a comprehensive list of entities in which they hold an interest, at the beginning of every Financial Year and as and when there is any change in such interest. To identify and deal with matters concerning conflict of interest, EIH Associated Hotels Limited, has also implemented a Related Party Transaction Policy. The policy articulates a comprehensive process of reviewal and approval of material-related party transactions, while carefully considering any potential or actual risk of conflict of interest that may arise because of entering into these transactions. The Audit Committee and the Board review this policy as and when required but at least every three years and propose amendments required to comply with the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations, 2015 ("Listing Regulations") and the Companies Act, 2013("Act").

Business Responsibility and Sustainability Report (BRSR) (Contd.)

Principle 2:

Businesses should provide goods and services in a manner that is sustainable and safe.

As proponents of green change, we at EIH Associated Hotels Limited aim to emerge as a catalytical force in the hospitality industry when it comes to embracing environmental consciousness as an inherent aspect of our business operations. We have implemented measures to build a clear understanding of our environmental footprint and have evolved our strategic vision to encompass a commitment to environmental stewardship. Our commitment to reducing our environmental impact is reflected in our ongoing efforts to explore and implement innovative energy conservation solutions across all aspects of our operations. We envision an organisation that is determined to the environmental protection, using natural products and recycling items thus ensuring proper use of diminishing natural resources.

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.

S. No.	Segment	FY 2024	FY 2023	Details of improvements in environmental and social impacts
1	R&D	At EIH Associated Hotels Limited, we are proactively looking for Research and Development Opportunities that can result in the enhancement of the sustainability of our operational procedures. For FY23-24, we haven't separately tracked our R&D spend on ESG. However, we are striving to capitalise on research and development and closely monitor such expenditures.	At EIH Associated Hotels Limited, we are proactively looking for Research and Development Opportunities that can result in the enhancement of the sustainability of our operational procedures. For FY22-23, we haven't separately tracked our R&D spend on ESG. However, we are striving to capitalise on research and development and closely monitor such expenditures.	
2	Capex	10.17%	0.08%	<ul style="list-style-type: none"> In FY 24, capital expenditure was incurred on the purchase of LED TVs, water bottling plant and a 600kW solar plant. In FY 23, capital expenditure was incurred on the installation of Sewage Treatment Plants (STPs).

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

At EIH Associated Hotels Limited, we firmly believe in fostering a culture of responsibility across our value chain. To ensure that our suppliers uphold the highest standards of quality, ethical and sustainable practices in their operations, we enlist such expectations in the Supplier's Agreement. Our Supplier contract mandates adherence to various ESG parameters which are in line with the industry standards and the Company's commitment to optimal use of diminishing natural resources. We seek the supplier's acceptance of multiple social, ethical and environmental requirements, including but not limited to:

- All food and beverage sellers must confirm that their supplied products meet the Health Authorities/FSSAI Act's standards.
- Suppliers of perishable food items shall ensure that their vehicles are clean and well-maintained. Additionally, samples of all new food items must undergo laboratory testing and meet other parameters before being approved by Hygiene & Quality Assurance Department. The vendor's premises are also audited by the procurement teams.
- Suppliers of chemicals, soaps and similar items shall ensure that their packaging is proper, safe for storage and handling and manufactured as per the specifications. They must also submit PI & MSDS copies to this effect.



- Suppliers of packaging material must ensure that they are of food-grade quality (certificate to be submitted to this effect) and sustainable for use in high temperatures.
- Suppliers of equipment/machines shall ensure that such assets are accompanied by safety measures guidelines of Do's and Don'ts. Additionally, a technical person shall be arranged to assist with assembling/ installing the equipment and all users & cleaning staff must be imparted proper training before they use the asset.
- All vendors must get their delivery van checked for pollution at regular intervals.

Additionally, to lower our impact on the environment, we also prioritise sourcing inputs from local suppliers. We also ensure compliance with FSSAI guidelines through external agency audits conducted across our domestic hotels.

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

By embedding ESG parameters in our supplier's contract, the company encourages all its value chain partners to integrate sustainability across their business operations. This is further reiterated through our Supplier's Code of Conduct.

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.

	FY24			FY23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	We are a luxury hospitality service provider and do not manufacture or sell any products.			We are a luxury hospitality service provider and do not manufacture or sell any products.		
E-Waste	However, we have waste management programmes in place for our own operations. Our approach to waste management is anchored by the 3R model -Reduce, Reuse and Recycle. Please refer to Principle 6, Essential Indicator, Question 10 for more details.			However, we have waste management programmes in place for our own operations. Our approach to waste management is anchored by the 3R model - Reduce, Reuse and Recycle. Please refer to Principle 6, Essential Indicator, Question 9 for more details		
Hazardous Waste						
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 to EIH Associated Hotels Limited as we are not a manufacturing company.

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?

NIC Code	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 the web-link.
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We remain undeterred in our commitment to preserve and protect the environment. EIH Associated Hotels Limited recognises the importance of quantifying our environmental footprint in order to establish a clear understanding of our ecological impact and thereupon identify practices to reduce the same. While we have not yet conducted a formal lifecycle assessment of our hospitality services, we are proactively taking steps to address our environmental impact.

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.

Name of Product/Service	Description of the risk / concern	Action Taken
	Not Applicable	

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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).

Indicate input material	Recycled or re-used input material to total material	
	FY 2024	FY 2023
Plastic	We ensure zero use of single-use plastic across all our properties. As a part of our ongoing efforts to minimise plastic waste, we have initiated the process of commissioning of bottling plants in our hotels.	We ensure zero use of single-use plastic across all our properties. As a part of our ongoing efforts to minimise plastic waste, we have initiated the process of commissioning of bottling plants in our hotels.
Food Items	Reinforcing our dedication to a greener and more sustainable planet, we have implemented relevant measures to ensure that every morsel of food is utilised efficiently and effectively. To this end, we have installed organic waste converters across our hotels. The wet and dry food waste are appropriately segregated and a significant proportion of such waste is processed in composting machines or traditional compost pits into organic compost, which is further reused for horticulture. The remaining food waste is responsibly sent to municipal corporation through authorised vendors for appropriate recycling or disposal.	Reinforcing our dedication to a greener and more sustainable planet, we have implemented relevant measures to ensure that every morsel of food is utilised efficiently and effectively. To this end, we have installed organic waste converters across our hotels. The wet and dry food waste are appropriately segregated and a significant proportion of such waste is processed in composting machines or traditional compost pits into organic compost, which is further reused for horticulture. The remaining food waste is responsibly sent to municipal corporation through authorised vendors for appropriate recycling or disposal.

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:

Not applicable to EIH Associated Hotels Limited as we are not a manufacturing company.

	FY24			FY23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable					
E-waste						
Hazardous waste						
Other Waste						

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

Not applicable to EIH Associated Hotels Limited as we are not a manufacturing company.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable

Principle 3:

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

As the pioneers of the luxury hospitality industry, EIH Associated Hotels Limited places utmost importance on enhancing guest and employee safety and well-being. Our business and operational procedures are designed with safety as the cornerstone.

Ensuring unparalleled safety and security standards in our premises is a quintessential aspect of our proposition. Therefore, it is imperative for us to make exemplary efforts to ensure zero compromises with safety. In our endeavor to ensure steadfast safety practices, we have strategically transitioned toward enhanced and transparent safety standards. These standards are internationally validated and are publicly available on our websites thus enabling our stakeholders to get a holistic understanding of the stringent health and safety practices that we abide by.

As outlined in the principle of “Oberoi Dharma”, our guests are at the heart of everything we do at EIH Associated Hotels Limited. It is their trust and loyalty in us that has propelled us to our current standing. The faith that our guest has endowed upon us is consequential to the undying commitment of our employees to perform their duties with utmost perfection. It is their demeanor and service that serve as the true reflection of the values and the principles that we as a company abide by. We acknowledge their excellence and leave no stone unturned to foster a harmonious environment where they feel encouraged, included, respected and safe.

ESSENTIAL INDICATORS

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

Category	Total (A)	% Of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	360	360	100%	360	100%	0	0%	360	100%	0	0%
Female	63	63	100%	63	100%	63	100%	0	0%	63	100%
Total	423	423	100%	423	100%	63	15%	360	85%	63	15%
Other than Permanent Employees											
Male	555	555	100%	555	100%	0	0%	555	100%	0	0%
Female	159	159	100%	159	100%	159	100%	0	0%	159	100%
Total	714	714	100%	714	100%	159	22%	555	78%	159	22%

*If and when requested for daycare facilities, we make suitable arrangements that meet the specific needs and schedules of our employees. This is provided either at the workplace or through day care partners.

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

Category	Total (A)	% Of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.										
Female											
Total											
Other than Permanent Workers											
Male	505	505	100%	505	100%	0	0%	505	100%	0	0%
Female	22	22	100%	22	100%	22	100%	0	0%	22	100%
Total	527	527	100%	527	100%	22	4%	505	96%	22	4%

*For other than permanent workers, maternity and paternity benefits is as provided by ESIC.

*EIH Associated Hotels Limited hires all the workers through external agencies. However, If and when requested for daycare facilities, we make suitable arrangements that meet the specific needs and schedules of our workers. This is provided either at the workplace or in collaboration with daycare partners.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

	FY 24	FY 23
Cost incurred on well-being measures as a % of total revenue of the Company	2.48%	2.44%

2. Details of retirement benefits for Current and Previous FY

Benefits	FY 2024			FY 2023		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	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 workers	Deducted and deposited with the authority (Y/N/N.A.)
1 PF	100%	100%	Y	100%	100%	Yes
2 Gratuity	100%	100%	Y	100%	100%	Yes
3 ESI	100%	100%	Y	100%	100%	Yes
4 Others- Please specify	Not Applicable			Nil		

- 3. Accessibility of workplaces - Are the premises / offices of the entity accessible to differently abled employees, 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.**

At EIH Associated Hotels Limited, we are committed to take care of the needs of the diverse talent pool. We endeavor to create an inclusive workplace where everyone can work with comfort and dignity. Our efforts are aligned with the requirements of the Rights of Persons with Disabilities Act, 2016.

- All our facilities are largely accessible to differently abled employees.
- We continuously keep identifying gaps in the infrastructure if any to enhance the accessibility.
- Partnering with agencies/ NGOs for sensitisation trainings.

- 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.**

At EIH Associated Hotels Limited, inclusivity is inherent across our capacity-building strategies. Our resolve is purposed in our Code of Conduct and Diversity and Inclusion Policy through structured guidelines on Equal Employment Opportunity and Non-Discrimination (in accordance with applicable local, state and national laws and regulations including the Rights of Persons with Disabilities Act). Our standard approach to all employment related matters including but not limited to hiring, promotions and transfers is rooted in promoting equal opportunities for all. We believe in knowing and acknowledging people for who they are, beyond the constraints of social constructs such as gender, caste, creed, color, disability etc.

- 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%	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third party vendors.	
Female	100%	100%		
Total	100%	100%		

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

		Yes/No (If yes, then give details of the mechanism in brief)
1	Permanent workers	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.
2	Other than Permanent Workers	We have a robust grievance mechanism for all our employees. Policies such as The Oberoi Code of Conduct, POSH and Whistle Blower define boundaries and provide mechanisms enabling employees and workers to raise their concerns and seek redressal. -Internal Committee for POSH -Designated Whistle Blower Officer -Regular feedback sessions with HR/ General Managers The Company encourages all employees to directly write to the Chairman and/or the MD in case they wish to bring any matter to the notice of the highest management.
3	Permanent Employees	
4	Other than Permanent Employees	

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

Category	FY 2024			FY 2023		
	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)
Total Permanent Employees	423	32	8%	1023	41	4%
Male	360	31	9%	837	38	5%
Female	63	1	2%	186	3	2%
Total Permanent Workers	EIH Associated Hotels Limited has hired all its workers through external agencies and such hires fall under the category of temporary workers.					
Male						
Female						

8. Details of training given to employees and workers

Category	FY 2024					FY 2023				
	Total (A)	On Health and safety nmeasures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Male	915	355	39%	141	15%	837	329	39%	780	93%
Female	222	76	34%	77	35%	186	52	28%	154	83%
Total	1,137	431	38%	218	19%	1,023	381	37%	934	91%
Workers										
Male	505	163	32%	109	22%	505*				
Female	22	22	100%	22	100%					
Total	527	185	35%	131	25%					

*FY 22-23 - For workers we did not capture training held data. However, considering the nature of our services the importance of training is deeply ingrained in our conduct.

EIH Associated Hotels Limited provides mandatory training on grooming, wellness, health and safety, customer service, handling equipment and skill enhancement to all our workers.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

Category	FY 2024			FY 2023		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees						
Male	915	915	100%	837	837	100%
Female	222	222	100%	186	186	100%
Total	1,137	1,137	100%	1,023	1,023	100%
Workers						
Male	Performance appraisal and development reviews of temporary workers are conducted by their respective agencies.					
Female						
Total						

10. Health and Safety Management System

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes / No). If yes, the coverage such system?

Yes. To ensure a safe and healthy workplace, we have integrated the industry's best practices and protocols that also comply with applicable statutory requirements:

- We conduct regular training and awareness sessions on fire safety, evacuation drill, emergency management, first aid and the use of Automated External Defibrillator (AED) machines to equip them to cope with the risk of accidents, injuries and health issues better.
- Every hotel has been provided access to various training materials, audio visual materials and reference materials on health and safety.
- We also have operating standards for departmental managers, these department standards are revisited from time to time.
- To assess efficacy, we also conduct safety audits.

- b. What are the processes used to identify work related hazards and assess risks on a routine and non-routine basis by the entity?

EIH Associated Hotels Limited adopt comprehensive approach to identify occupational safety hazards and safety risks. This approach covers assessment of all existing/ new/ modified activities, processes and services. Systematic safety audits are conducted on regular basis at multiple levels throughout the year:

- Daily inspections by Safety Supervisors.
- Monthly safety audits by Site Chief Security Officer (CSO)
- Quarterly safety audits by General Manager
- Six Monthly Safety audits by Group CSO
- Third-party safety audits on a required basis

Risks/ concerns witnessed during the assessment of the Health & Safety practices and working conditions are listed in the daily safety audit reports and shared with General Managers and Functional Heads.

Follow up is also done on any pending audit review points on a monthly tracking report. In case any incident is reported, detailed investigations are carried out, followed by a detailed Incident Report.

c. Whether you have processes for employees to report the work-related hazards and to remove themselves from such risks. (Y/N)

EIH Associated Hotels Limited has the following processes in place for workers to report any work-related hazard and take precautionary actions to avoid the same.

- Feedback/ Suggestion boxes placed at public places in back of the house areas.
- Feedback sessions conducted by General Manager with employees in the form of GM Round Table/ Team Hearts & Minds.
- Whistle Blower Policy to report any health/ safety/ work hazard related issue.

Other Measures undertaken -

- Mandatory Briefing and pre-work inspection conducted before start of any work.
- Works are allowed only under Supervision.
- All safety protocols are mandatory to be followed.
- Penalty clause for vendors for any non-compliance to safety protocols and work is stopped.

d. Do the employees of the entity have access to non-occupational medical and healthcare services? (Yes / No)

Yes. All our employees and workers have the access to non-occupational medical and healthcare services. We have Healthcare Policies for employees and their families and ESIC policy for workers and their families.

11. Details of Safety related incidents

Safety Incident/Number	Category*	FY 2024	FY 2023
1 Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	14	Nil
	Workers	4	Nil
2 Total recordable work-related injuries	Employees	37	Nil
	Workers	5	Nil
3 No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
4 High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

*Including in contract workforce

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

EIH Associated Hotels Limited has undertaken several measures to ensure a safe and healthy workplace. Please refer to Principle 3, Essential Indicator, Ques 10 for a detailed insight into our safety practices.

13. Number of Complaints on the following made by employees.

	FY 2024			FY 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	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year

	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	38% (3 Hotels out of total 8 hotels were assessed for health and safety practices and working conditions by the Chief Human Resources Officer and Vice President-Human Resources)
Working Conditions	

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.

No risks/concerns witnessed with respect to working conditions.

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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)?

Yes, EIH Associated Hotels Limited provides, Employee State Insurance Scheme which is part of Government social security and over and above we provide hospitalisation insurance and Personnel Accidental coverage to the employees in the event of death. Over and above this we provide maternity benefit.

The well-being and health of our workers are also prioritised by providing them coverage under ESIC.

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

We encourage all our partners to comply with all the relevant legal and compliance requirements that are applicable to them as per jurisdiction. We have established a clear expectation of such conduct in our service agreement and Code of Conduct. To ensure that all statutory dues have been paid, we seek confirmations on a need basis. Additionally, payments are processed if only the authenticity of challans as furnished by the value chain partner is verified.

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:

	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	
	FY 2024	FY 2023	FY 2024	FY 2023
Employees	Nil	Nil	Nil	Nil
Workers				

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

At EIH Associated Hotels Limited we offer ample upskilling and reskilling opportunities to all our employees through online and offline trainings sessions. Trainings are centered around building new competencies, knowledge and skills to help our employees upgrade their skills, grow and stay ahead of the curve. These initiatives help our employees to imbibe future-ready skills, thus equipping them to stay relevant and continue employability post-retirement or termination.

5. Details on assessment of value chain partners:

	% Of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	We encourage all our value chain partners to maintain the highest standards of safety in their business operations through our Suppliers' Code of Conduct and Vendor's Agreement.
Working Conditions	We are currently in process of undertaking ESG assessment of our suppliers which will include parameters related to health and safety and working conditions. As part of the assessment we will identify top suppliers, evaluate their performance, and identify actual and potential risks. We will also prioritise suppliers basis the risk and will create action plans to prevent and mitigate those risks.

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.

We are currently in process of undertaking ESG assessment of our suppliers which will include parameters related to health and safety and working conditions, the same once concluded, will be addressed.



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.

To transform our sustainability aspirations into tangible actions, we have sought the collective strength of our stakeholders. At EIH Associated Hotels Limited, we aim to progress in a manner that creates shared values for all. And, in our incessant pursuit of optimal outcome, the discerning selection of stakeholder with whom we engage assumes paramount importance. This is underpinned by a two-step approach of stakeholder identification and prioritisation of stakeholder that materially impact us or in turn affected by our operations. Please refer to page number 32-35 of the Integrated Report, FY 23-24 for a detailed insight into Stakeholder Engagement and Materiality Assessment.

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

EIH Associated Hotels Limited has identified six key stakeholders:

- Shareholders and Investors
- Customers/Guests
- Employees
- Local Communities and NGOs
- Value Chain Partners
- Government and Regulatory Authorities

Details of engagement with each of them has been covered in detail in Stakeholder Engagement and Materiality Assessment section, page 32-35 of the IR, FY 23-24.

Stakeholder group	Whether identified as Vulnerable & Marginalised 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
Shareholders & Investors	No	Channel of communication are email, SMS, newspaper advertisement in English and vernacular language, website updates, stock exchange intimations etc.	Other-periodically as and when required	<ul style="list-style-type: none"> • Compliance to laws and regulatory requirement • Return on investment/ dividend • Timely interest and debt repayment • Socially/ environmentally responsible investment
Employees	No	Channel of communication is email	Other-periodically as and when required	<ul style="list-style-type: none"> • Health and safety • Grievance redressal • Collect feedback and suggestions • Ethical behaviour/ statutory compliance • Enhancing service delivery • Gather valuable insight into guest's experiences. • Compliances
Value Chain partners	No	Channel of communication is email	Other-periodically as and when required	<ul style="list-style-type: none"> • Create a win-win situation • Clarity in terms and conditions • Operational and resource efficiencies • Ensuring ethical business conduct • Collaborate to create positive environmental and social impact
Customers/Guests	No	Channel of communication is email	Other-periodically as and when required	<ul style="list-style-type: none"> • Ethical business practices • Environmental impact • Attention to detail

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Stakeholder group	Whether identified as Vulnerable & Marginalised 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
Local Community and NGOs	No	Channel of communication is email	Other-periodically as and when required	<ul style="list-style-type: none"> Climate change and other environmental issues. Protect and promote human rights
Government and Regulatory Authorities	No	Channel of communication is email	Other-periodically as and when required	<ul style="list-style-type: none"> Disaster and relief management Policy and advocacy Forge meaningful Relationship

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.

Effective engagement with stakeholders is the cornerstone driving our sustainable progress and development. To ensure ongoing dialogues with stakeholders, we have established reliable and transparent communication channels with clearly outlined purposes and scope of engagements. Our frequent engagement with our relevant internal/external stakeholder groups have helped us gain a microscopic view of issues that are most material to them and have potential business impact. We have deployed a dedicated Stakeholder Relationship Committee, responsible for providing a detailed insight of the findings of such consultations and strategic ways adopted to address key concerns to the Board on an annual basis.

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.

Our pursuit of sustainable excellence is guided by our strategic assessment of key material issues that are critical to the organisation and our stakeholders. To ensure shared value creation we strategically collaborate with our key internal and external stakeholders while conducting materiality assessment. Collaborating with our stakeholders helps us gain a comprehensive understanding of their evolving demands and our organisational impact on them. Through focused deliberations with our board and the management, we rely on their collective input for policies and strategy formulations.

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

The Company through its CSR initiatives is making continual efforts to extend our support to the vulnerable/ marginalised stakeholder groups. In our commitment to uplift the lives of the economically and socially disadvantaged, we have partnered with the SOS Children's Village to work for well-being and development of underprivileged kids by providing access to affordable education.

Principle 5:

Businesses should respect and promote human rights.

Enunciated in the Oberoi Dharma, EIH Associated Hotels Limited has a long-standing commitment to respecting and promoting Human Rights. We ensure equal employment opportunities, fairness and inclusivity in our operations. In our pursuit of this objective, we are cultivating a safe and harassment free environment for all our employees and workers irrespective of their gender, caste, religion, culture, age, creed, colour, or any such trait that defines them as an individual.

Employees are sensitised regarding all aspects of socially inclusive behaviour and any incidence of misconduct or harassment is dealt with seriously within the organisation. In our endeavor to protect human rights issues we have also undertaken various social initiatives aimed at enabling underprivileged children to exercise their basic right to affordable education, healthcare and livelihood opportunities.

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	FY 2024			FY 2023		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	423	421	99.56%	1023	501	49%
Other than permanent	714	711	99.56%	The workforce of EIH Associated Hotels Limited does not constitute any employees under this category.		
Total employees	1,137	1,132	99.56%	1,023	501	49%
Workers						
Permanent	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.			The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.		
Other than permanent	527	527	100%	505	-	-
Total workers	527	527	100%	505	-	-

*Considering the nature of our services the importance of training is deeply ingrained in our conduct. EIH Associated Hotels Limited provides mandatory training on grooming, wellness, health and safety, customer service, handling equipment, and skill enhancement to all our workers.

2. Details of minimum wages paid to employees and workers.

Category	FY 2024					FY 2023				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	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	423	-	-	423	100%	1,023	-	-	1023	100%
Male	360	-	-	360	100%	837	-	-	837	100%
Female	63	-	-	63	100%	186	-	-	186	100%
Other than permanent	714	-	-	714	100%	The workforce of EIH Associated Hotels Limited does not constitute any employees under this category				
Male	555	-	-	555	100%	-	-	-	-	-
Female	159	-	-	159	100%	-	-	-	-	-
Total Employees	1,137	-	-	1,137	100%	1,023	-	-	1,023	100%
Workers										
Permanent										
Male	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers Male are hired on a contractual basis (temporary) through third-party vendors.					The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers Male are hired on a contractual basis (temporary) through third-party vendors.				
Female	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers Female are hired on a contractual basis (temporary) through third-party vendors.					The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers Female are hired on a contractual basis (temporary) through third-party vendors.				
Other than permanent	527	-	-	527	100%	505	505	100%	-	-
Male	505	-	-	505	100%	EIH Associated Hotels Limited hires all the workers through external agencies. Our teams comprise a diverse mix of different genders, cultures, regions, and social backgrounds. Since we have engaged with multiple external agencies to hire such workers, we have not been able to track this data for male and female workers separately. However, aim to meet such requirements in our future disclosures.				
Female	22	-	-	22	100%	EIH Associated Hotels Limited hires all the workers through external agencies. Our teams comprise a diverse mix of different genders, cultures, regions, and social backgrounds. Since we have engaged with multiple external agencies to hire such workers, we have not been able to track this data for male and female workers separately. However, aim to meet such requirements in our future disclosures.				
Total Workers	527	-	-	527	100%	505	505	100%	-	-

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3. Details of remuneration/salary/wages

a) Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	5	0	1	0
Key Managerial Personnel	2	7.45 ₹ Million	0	Not Applicable
Employees other than BoD and KMP	915	0.29 ₹ Million	222	0.25 ₹ Million
Workers	EIH Associated Hotels Limited hires all the workers through external agencies. Our teams comprise a diverse mix of different genders, cultures, regions, and social backgrounds. Since we have engaged with multiple external agencies to hire such workers, we have not been able to track this data for male and female workers separately. However, we aim to meet such requirements in our future disclosures.			

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

	FY 24	FY 23
Gross wages paid to females as % of total wages	15%	12%

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)

Ms. Shailja Singh, Group Chief Human Resource Officer, is responsible for overseeing all issues related to human rights.

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

We have a robust grievance mechanism for all our employees to report issues related to human rights. In addition to the Policies such as POSH and Whistle Blower, The Oberoi Code of Conduct defines details of the process to enable employees raise their concerns and seek redressal.

- Issues related to gender equality.
- Issues related to diversity and equal opportunities.
- The equal opportunity policy statements in The Oberoi Code of Conduct provides equal employment opportunity to all qualified persons without discrimination based on gender, race, marital status, nationality, ethnic origin, sexual orientation, caste or religion in accordance with applicable local, state and national laws and regulations.

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

	FY 2024		FY 2023	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual Harassment	3	0	1	0
Discrimination at workplace	0	0	We are pleased to note that, there were no complaints received as against the listed issues. To administer such complaints, we have a robust mechanism underpinned by the whistleblower policy that empowers our employees to voice their concerns without any fear of retaliation.	
Child Labour	0	0		
Forced Labour/ Involuntary Labour	0	0		
Wages	0	0		
Other human rights related issues	Not Applicable			

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

	FY 24	FY 23
Total complaints reported under Sexual Harassment on Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	1
Complaints on POSH as a % of female employees / workers	1%	0.5%
Complaints on POSH upheld	Nil	Nil

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

The organisation has a commitment to safeguarding employees who raise concerns regarding discrimination or harassment, ensuring the prevention of any form of retaliation or victimisation.

- The Company prioritises the maintenance of confidentiality throughout the investigatory process to protect the interests of all parties involved.
- Instances of such misconduct are met with zero tolerance and the Company remains resolute in taking appropriate disciplinary actions as per its policies.

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

Point 8 of our Supplier code of Conduct addresses the points related to human rights (Protection of human rights Suppliers are advised to support and respect the protection of internationally recognised human rights such as adopting the Universal Declaration of Human Rights (UDHR)).

10. Assessments for the year

Section	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual Harassment	
Discrimination at workplace	38% Hotels & Business Units were assessed for health and safety practices, Discrimination at workplace, Child Labour, Forced Labour, Wage related issues,
Child Labour	Human Rights Issues and working conditions by the Chief Human Resources Officer
Forced Labour/ Involuntary Labour	and Vice President-Human Resources
Wages	

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 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

2. Details of the scope and coverage of any Human rights due diligence conducted.

We understand that protecting human rights requires a holistic approach that requires participation from all levels of the organisation. We are currently in process of undertaking ESG assessment of our suppliers which will include human rights related parameters. As part of the assessment we will identify top suppliers, evaluate their performance and identify actual and potential risks. We will also prioritise suppliers basis the risk and will create action plans to prevent and mitigate those risks.

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?

Our hotels and offices are carefully curated to cater to the unique needs and requirements of our guests and employees. To this end, we have undertaken distinctive measures to accommodate the diverse requirements of our guests and employees with disabilities and offer a stay that is characterised by exceptional comfort, convenience, and accessibility. We also ensure that we comply with all the legal requirements related to inclusion of people with

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disabilities such as the Rights of Persons with Disabilities Act, 2016. All our hotels and resorts are equipped to wholeheartedly extend our welcome to the differently abled through measures such as:

- Ramps with anti-slip floors
- Designated parking
- Booking system that is accessible to all
- Public Restrooms
- Ensuring that all our hotels have rooms best suited to the needs of disabled guests
- Special staff assistance to differently abled guests

Please refer to Principle 3, Ques 3 to gain insight into the accessibility of our workplaces as per the requirement of 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
Sexual Harassment	We believe working collaboratively with our value chain partners will help us fulfil our aspiration of enabling a just and equitable world. In this reporting year FY 2023-24, we have not undertaken assessment of compliance with human rights issues for our value chain partners.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	We are currently in process of undertaking ESG assessment of our suppliers which will include human rights related parameters. As part of the assessment we will identify top suppliers, evaluate their performance and identify actual and potential risks. We will also prioritise suppliers basis the risk and will create action plans to prevent and mitigate those risks.

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.

With sustainable development and climate action gaining momentum, we at EIH Associated Hotels Limited aim to do all that we can to conserve the environment and forge a better and greener future for coming generations. As we embark on our journey toward sustainability, we are cognizant of the importance of taking responsibility for our actions, the actions of our guests, and our employees. Environmental consciousness is strategically woven into every aspect of our customer experience. We provide sustainable options to choose from during the stay, leaving notes on how simple actions such as avoiding changing bed linens can save water. By the end of the stay, we are proud to have instilled a more responsible attitude towards the planet in our guests.

Climate change has resulted greatly in economic disruptions and loss of livelihood and the hospitality industry is not immune to the catastrophes of climate change. In fact, the industry has been particularly hard-hit, with extreme and unpredictable weather conditions leading to rising operational costs, significant reductions in tourism in certain destinations, and emerging risks of damage to our heritage infrastructure due to the increased likelihood of natural disasters in many areas. While we are nimbly taking actions to mitigate the impact of such events on our business, we are also taking preventive measures to lower our environmental footprint through the effective utilisation of resources and energy conservation.

ESSENTIAL INDICATORS

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

Parameter	FY24	FY23
From renewable sources		
Total electricity consumption (A)	22,913 GJ	22,264 GJ
Total fuel consumption (B)	-	-
Energy consumption through other sources (c)	-	-
Total energy consumed from renewable sources (A+B+C)	22,913 GJ	22,264 GJ
From non-renewable sources		
Total electricity consumption (D)	41,079 GJ	39,107 GJ
Total fuel consumption (E)	67,640 GJ	49,168 GJ
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	1,08,719 GJ	88,275 GJ
Total energy consumed (A+B+C+D+E+F)	1,31,632 GJ	1,10,539 GJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) GJ/INR Million	34	33
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) GJ/USD Million	766	727
Energy intensity in terms of physical Output	NA	NA
Energy intensity (<i>optional</i>) – the relevant metric may be selected by the entity	NA	NA

*Revenue from operations: FY22-23= 3,370.676 (in INR Million) and FY23-24= 3,847.887 (₹ Million)

*For FY 23-24, The increase in energy consumption is due to the inclusion of Kitchen fuel.

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.

No, however, the Company plans to seek independent assessment/ evaluation/assurance of all our key nonfinancial indicators for the upcoming Financial Year and onwards.

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.

The Oberoi Rajvilas has been identified as a designated consumer under PAT Cycle VI of the Performance, Achieve, and Trade scheme of the Government of India. Through effective implementation of energy efficiency measures, The Oberoi Rajvilas is actively working toward achieving its energy-saving target.

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

Parameter	FY24	FY23
Water withdrawal by source (in kiloliters)		
(i) Surface water	Nil	Nil
(ii) Groundwater	2,25,255	2,11,282
(iii) Third party water	67,464	64,469
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	1,82,402	2,21,556
Total volume of water withdrawal (In kiloliters) (i + ii + iii + iv + v)	4,75,121	4,97,307
Total volume of water consumption (In kiloliters)	4,25,673	4,34,312
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) – KL/INR Million	111	129
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) – KL/USD Million	2,478	2,856
Water intensity in terms of physical Output	NA	NA
Water intensity (<i>optional</i>) – the relevant metric may be selected by the Entity	NA	NA

*Revenue from operations: FY22-23= 3,370.676 (in millions) and FY23-24= 3,847.887 (INR Million)

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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.

No, however, the Company plans to seek independent assessment/ evaluation/assurance of all our key nonfinancial indicators for the upcoming Financial Year and onwards.

4. Provide the following details related to water discharge:

Parameter	FY24	FY23
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of Treatment	Nil	Nil
(ii) To Groundwater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of Treatment	Nil	Nil
(iii) To Seawater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of Treatment	Nil	Nil
(iv) Sent to third parties	Nil	23,162
- No treatment	Nil	23,162
- With treatment – please specify level of Treatment	Nil	Nil
(v) Others	49,448	39,833
- No treatment	21,889	Nil
- With treatment – please specify level of Treatment	27,559	39,833
Total water discharged (in kiloliters)	49,448	62,995

*Oberoi Cecil discharges all its wastewater as per the local municipality's statutory requirements.

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.

No, however, the Company plans to seek independent assessment/ evaluation/assurance of all our key nonfinancial indicators for the upcoming Financial Year and onwards.

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

As a part of our efforts to make judicious use of water in our operations, we have successfully implemented a Zero Liquid Discharge mechanism across five hotels in our network including The Oberoi Rajvilas, Trident Agra, Trident Jaipur, Trident Udaipur and Trident Bhubaneswar. To this end, we have commissioned advanced sewage treatment plants and technologies facilitating the treatment of wastewater across these establishments. We ensure that all the treated water is reused for the purposes of Irrigation, HVAC and other purposes. Additionally, we are actively working towards replacing conventional treatment plants with treatment plants based on advanced technologies and also towards including a separate piping system for use of recycled water within the building. Trident Chennai and Trident Cochin are also equipped with adequate systems that ensure avoidance of discharge of untreated wastewater effluents thus enabling the reuse of recovered water to the maximum extent possible. The Oberoi Cecil is connected to the municipal sewerage system and the wastewater from the hotel is treated in the common municipal waste water treatment plant.

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

Parameter	Please specify unit	FY 2024	FY 2023
Nox	mg/Nm ³	68	24
Sox	mg/Nm ³	18	18
Particulate matter (PM)	mg/Nm ³	44	35
Persistent organic pollutants (POP)	mg/Nm ³	Nil	Nil
Volatile organic compounds (VOC)	mg/Nm ³	Nil	6.4
Hazardous air pollutants (HAP)	mg/Nm ³	Nil	61
Others- please specify (CO, Hydrocarbons)	mg/Nm ³	50	Nil

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.

No, however, the Company plans to seek independent assessment/ evaluation/assurance of all our key nonfinancial indicators for the upcoming Financial Year and onwards.

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

Parameter	Please specify unit	FY 2024	FY 2023
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)	Metric tonnes of CO ₂ equivalent	5,160	3,496
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)	Metric tonnes of CO ₂ equivalent	8,170	7,713
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations) –	MtCO ₂ e/INR Million	3	3*
Total Scope 1 and Scope 2 emission intensity per rupee turnover adjusted for Purchasing Power Parity (PPP) (Total scope 1 and scope 2 GHG emissions / revenue from operations adjusted for PPP) –	MtCO ₂ e/USD Million	78	74
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

*Revenue from operations: FY22-23= 3,370.676 (in INR Million) and FY23-24= 3,847.887 (INR Million)

*For FY 23-24, The increase in emissions is due to the inclusion of emissions from kitchen fuel, and fugitive emissions from refrigerants.

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.

No, however, the Company plans to seek independent assessment/ evaluation/assurance of all our key nonfinancial indicators for the upcoming Financial Year and onwards.

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

Focused energy conservation efforts were maintained throughout the year. Key initiatives taken include operational measures as well as progressive induction of energy efficient systems throughout the year. These improvements include installation of energy efficient pumps, blowers and motors, installation of energy efficient lighting, high efficiency water closets, fixture water flow optimisers and sensor based automation for faucets, installation of economiser for steam boilers and conversion of boiler fuel system from diesel to gas, installation of waste heat recovery system and installation of energy efficient chillers.

Other measures include upgradation of steam based laundry machines with electrically heated machines, improvement of insulation of hot fluid pipelines, introduction of liquid offtake technology for LPG system and installation of energy-miser actuator valves for chilled water system. Furthermore, kitchen and laundry equipment as well as major plant and machinery like elevators, chillers, boilers, ventilation equipment, etc. were operated with adaptive control in relation to occupancy and ambient weather conditions. The operation & maintenance strategy continued to be implemented to ensure that plant and machinery were operated in most efficient state.

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Key initiatives planned for the coming year include installation of heat pumps to replace fuel based heating systems, installation of waste heat recovery system, installation of demand based ventilation system for air handling equipment, installation of water conservation devices, installation of automatic tube cleaning system for chiller heat exchangers, conversion of steam heated machines to electrically heated machines and replacement of air handling equipment with more energy efficient units. Additionally, operational measures and initiatives by energy conservation teams comprising of cross functional groups, close monitoring & performance evaluation of plant and machinery by conducting regular audits would be continued.

With various energy conservation measures implemented in F.Y. 2023-24, we were able to maintain the energy intensity with similar business volumes and with upgraded facilities in comparison to F.Y. 2022-23.

Transitioning to renewable energy sources:

We are making a shift toward renewable energy sources. With various renewable energy initiatives taken in F.Y. 2023-24, we have been able to source approximately 36% of our electricity requirements from renewable sources such as solar, wind and hydro energy. In our endeavor to clean energy transition, we have installed solar PV system within the property at Trident Udaipur, Trident Agra and The Oberoi Rajvilas. Consequently, Trident Udaipur and Trident Agra meet up to ~64% and ~26% of their electricity requirements from in-house solar plants respectively. The solar plant for The Oberoi Rajvilas was started in November 2023 and it generated about 11% of the annual power requirement for FY 2023-24. Further, in FY 2024-25 we intend to commission another solar plant at The Oberoi Rajvilas w.e.f 1st October 2024. In totality, the two solar plants at The Oberoi Rajvilas would generate about 4000 kWh per day, meeting about 40% of the annual power requirements. In addition to harnessing solar energy, Trident Chennai predominantly relies on wind energy, meeting 78% of its electricity demands and the Oberoi Cecil procures 100% of its electricity from state-owned hydroelectric power plants. Currently, six out of eight of our hotels are relying on a renewable – non-renewable mix to fulfill their energy requirements. We aim to expand the use of clean energy sources to other hotels as well.

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

Parameter	FY 2024	FY 2023
Total Waste generated (in metric tonnes)		
Plastic waste (A)	108.59	26.24
E-waste (B)	0.78	1.49
Bio-medical waste (C)	0.22	1.75
Construction and demolition waste (D)	0.00	117.20
Battery waste (E)	0.00	1.87
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any. (G)	165.25	1.66
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	1075.27	833.14
Total (A+B + C + D + E + F + G + H)	1,350.11	983.34
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) - MT/INR Million	0.35	0.29
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) - MT/USD Million	7.86	6.47
Waste intensity in terms of physical output Waste intensity (optional) - the relevant metric may be. selected by the entity	NA	NA

Parameter	FY 2024	FY 2023
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	208.99	524.49
(ii) Re-used	Nil	41.50
(iii) Other recovery operations	836.85	Nil
Total	1045.84	565.99

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	Nil	Nil
(ii) Landfilling	135.26	2.8
(iii) Other disposal operations	169.01	414.55
Total	304.26	417.35

*For FY 24, other hazardous waste includes used cooking oil and other non-hazardous waste includes food, paper, glass, metal, and other solid waste.

*Revenue from operations: FY22-23= 3,370.676 (in INR Million) and FY23-24= 3,847.887 (INR Million)

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.

No, however, the Company plans to seek independent assessment/ evaluation/assurance of all our key nonfinancial indicators for the upcoming Financial Year and onwards.

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.

We believe it is our responsibility and duty to operate our business in a manner that harnesses value, which is not only resource cautious but also is a derivative of our judicious strategy and decision making. Emerging from the rich roots of Indian culture for caring for natural resources and imbibing the modern facets of technology and culture. We are cognizant of the fact and ensures that our services do not include usage of any form of toxic or hazardous materials. Being in a hospitality service-based business, our operations do not generate any toxic or hazardous waste. We ensure responsible segregation and disposal of waste. Our approach to waste management is anchored by the 3R model - Reduce, Reuse, and Recycle.

Reduce: We have implemented various initiatives to reduce our waste generation. These initiatives are largely applicable to most if not all of our properties. Some of these initiatives include:

- Using cloth bags for collecting and delivering guest laundry, dry cleaning and pressing. To collect waste, we use bio-degradable bags in most hotels. These small yet impactful initiatives have helped us reduce our plastic footprint significantly.
- We have also adopted paperless check-in and check-out systems where all necessary information of guests is recorded electronically on tablets, and customer documents are scanned rather than printed.
- The Oberoi Rajvilas and Trident Jaipur utilises a green business/eco-friendly laundry chemical that is safe and non-toxic.
- Trident Bhubaneswar carries out preventive maintenances of the DG sets and boiler regularly to maintain the air pollution levels. Old CFL & florescent lamps are also converted to LED lamps.

Reuse: To encourage the reuse of materials wherever and whenever possible, we have implemented measures like:

- Compost pits in hotels with large gardens to reuse organic waste
- Reusing all printed stationery, post screening and processing, as note pads, facsimile printouts and posters for internal use

Business Responsibility and Sustainability Report (BRSR) (Contd.)

Recycle: Finally, we have implemented recycling programmes for various types of waste, including:

- All stationery and shopping bags are made of recycled paper
- We segregate our waste into dry and wet. Wet garbage is refrigerated to delay spoilage and sent to piggeries, while dry garbage such as aluminum, paper and plastic are sold for recycling. Dry waste is sent to authorised vendor for recycling.
- Organic waste converters have been installed in the majority of hotels facilitating processing of waste which is further reused as organic compost in horticulture.
- E-waste is collected and sent to authorised e-waste recyclers for safe and responsible disposal.
- Hazardous waste such as batteries, used oil from gensets are sold to or disposed of through authorised recyclers or waste in compliance with the legal regulations and guidelines.
- On-site wastewater treatment plant (ETP) and sewage treatment plants (STP) have also been installed in most of our hotels for managing wastewater.
- In house glass water bottling plant is being installed across many of our hotels to avoid plastic bottle uses.

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, specify details in the following format.

All our operational sites (hotels and related businesses) are located in pristine tourism/ commercial locations and are not located in/around ecologically sensitive areas.

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
			Not Applicable

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

Not Applicable as the company has not undertaken any such projects in the reporting period for which Environmental Impact Assessment was required to be carried out.

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link

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:

Being a responsible corporate, we understand and fulfill our responsibility to adhere to all the environmental compliances and statutory norms that are applicable to us.

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any



LEADERSHIP INDICATORS

1. Water withdrawal, consumption, and discharge in areas of water stress (In Kiloliters): For each facility / plant located in areas of water stress, provide the following information:

i. Name of the area:

The following hotels/units are located in water stress areas (As per Central Ground Water Board)

- Trident Agra • Trident Chennai • The Oberoi Rajvilas • Trident Jaipur • Trident Udaipur

ii. Nature of operations: Hotel

iii. Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2024	FY 2023
Water withdrawal by source (in kiloliters)		
(i) Surface water	Nil	NA
(ii) Groundwater	1,78,126	
(iii) Third party water	53,658	
(iv) Seawater / desalinated water	Nil	
(v) Others	1,43,210	
Total volume of water withdrawal (in kiloliters)	3,74,994	
Total volume of water consumption (in kiloliters)	3,67,748	
Water intensity per rupee of turnover (Water consumed / turnover) – (KL/INR Million)	95.57	
Water intensity (optional) – the relevant metric may be selected by the entity	NA	
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water		NA
- No treatment	Nil	
- With treatment – please specify level of treatment	Nil	
(ii) Into Groundwater		
- No treatment	Nil	
- With treatment – please specify level of treatment	Nil	
(iii) Into Seawater		
- No treatment	Nil	
- With treatment – please specify level of treatment	Nil	
(iv) Sent to third parties		
- No treatment	Nil	
- With treatment – please specify level of treatment	Nil	
(v) Others	7,246	
- No treatment	Nil	
- With treatment – please specify level of treatment	7,246	
Total water discharged (in kiloliters)	7,246	

*Revenue from Operations: FY23-24= 3,847.887 (INR Million)

**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.**

No, however, the Company plans to seek independent assessment/ evaluation/assurance of all our key nonfinancial indicators for the upcoming Financial Year and onwards.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

Parameter	Unit	FY 2024	FY 2023
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)	Metric tonnes of CO ₂ equivalent	31,707	29,910
Total Scope 3 emissions per rupee of turnover*	MTCO ₂ e/INR Million	8.24	8.87
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

*Revenue from operations: FY22-23= 3,370.676 (in INR Million) and FY23-24= 3,847.887 (INR Million)

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No, however, the Company plans to seek independent assessment/ evaluation/assurance of all our key nonfinancial indicators for the upcoming Financial Year and onwards.

3. With respect to the ecologically sensitive areas reported at Question 11 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

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:

Please refer to Principle 6, Question 5, 8, and 10, Essential Indicators and Environment section of the Integrated Report, page no. 42-45 for a detailed insight into such initiatives.

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Transitioning to renewable energy sources:	We have installed solar PV system within the property at Trident Udaipur, Trident Agra and The Oberoi Rajvilas. The solar plant for The Oberoi Rajvilas was started in November 2023. Trident Chennai predominantly relies on wind energy, meeting 78% of its electricity demands and Oberoi Cecil procures 100% of its electricity from state-owned hydroelectric power plants. Currently, six out of eight of our hotels are relying on a renewable – non-renewable mix to fulfill their energy requirements.	36% of our electricity requirements are from renewable sources such as solar, wind and hydro energy.
2	Technologies for waste water treatment	We have commissioned advanced sewage treatment plants and technologies facilitating the treatment of wastewater across. The Oberoi Rajvilas, Trident Agra, Trident Jaipur, Trident Udaipur, and Trident Bhubaneswar establishments.	We have successfully implemented a Zero Liquid Discharge mechanism across five hotels in our network.

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

To foster business continuity, our Company has implemented a robust Enterprise Risk Management (ERM) policy. This policy serves as a guiding framework for the organisation to effectively navigate and address uncertainties inherent in our operations. By recognising and understanding the nature of these uncertainties, we aim to proactively identify potential risks and develop strategic solutions to mitigate their impact. Through the implementation of our ERM policy, we strive to enhance our ability to anticipate and respond to potential risks, ensuring the sustained success and stability of our organisation.

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?

We are cautious of any actual or potential adverse impacts that may arise from our value chain partners and are dedicated to mitigating the same through continuous improvement in processes and policies.

We are currently in process of undertaking ESG assessment of our suppliers which will include environment related parameters. As part of the assessment we will identify top suppliers, evaluate their performance and identify actual and potential risks. We will also prioritise suppliers basis the risk and will create action plans to prevent and mitigate those risks.

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

At EIH Associated Hotels Limited, we encourage our value chain partners to follow and adhere to best environmental practices in their operations and business. We have built-in various aspects of environmental protection in our supplier's contracts. All our contracts entail such guidelines and seek the acceptance of the suppliers to abide by these requirements and demonstrate conduct that is sustainable in nature.

We are currently in process of undertaking ESG assessment of our suppliers which will include environment related parameters. As part of the assessment we will identify top suppliers, evaluate their performance and identify actual and potential risks. We will also prioritise suppliers basis the risk and will create action plans to prevent and mitigate those risks.

PRINCIPLE 7:

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

Building on our rich experience and deep insights gathered over the past eight decades in the hospitality industry, EIH Associated Hotels Limited as a flagship member of The Oberoi Group is committed to raising the bar of India's hospitality ecosystem to unprecedented heights. To realise this goal, we have forged strategic partnerships with affiliated industry and trade associations and actively participated in public policy dimensions to accelerate the growth trajectory of this industry. Our efforts lie in communicating and channelising the voice of the industry to the regulatory bodies through the associations we are members of. Thus, enabling the development of more pragmatic and sustainable policies for the sector. We believe that strategic participation and collaboration with apex standard setters and key regulators are key to more prosperous and inclusive growth for corporate like ours.

ESSENTIAL INDICATORS

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

Refer to the answer provided in part b.

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

The Company holds a strong sense of responsibility toward driving transformative change in the hospitality industry, which is demonstrated through our active engagement in discussions with the apex industry associations. Our endeavors to contribute valuable feedback facilitate the holistic development of all stakeholders impacted by the industry, thereby fostering a collaborative and sustainable growth paradigm. In FY 23-24 we had 8 nos. of affiliated trade and industry chambers/associations:

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Hotel Association of India (HAI)	National
2	Association of Domestic Tour Operators of India (ADTOI)	National
3	Indian Association of Tour Operators (IATO)	National
4	Outbound Tour Operators Association of India (OTOAI)	National
5	Federation of Indian Chambers of Commerce and Industry (FICCI) (CFO Council)	National
6	Federation of Hotels Restaurants Association of India (FHRAI)	National
7	Pacific Asia Travel Association (PATA) India chapter	National
8	Travel Agents Association of India (TAAI)	National

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

At EIH Associated Hotels Limited, we remain resolute to demonstrating the highest standards of ethical business conduct as enshrined in "The Oberoi Dharma". We have consistently complied with all regulatory frameworks and have not been subject to any instances of anti-competitive conduct. As a result, there have been no corrective actions undertaken or required in this regard.

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

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity:

As a member of apex industry associations such as the Hotel Association of India (HAI), the company proactively contributes to the formulation of new industry standards and regulatory developments. Additionally, we also provide critical suggestions on draft notifications and provide recommendations to various regulators in the best interest of the industry.

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify)	Web Link, if available
			Not Applicable		

PRINCIPLE 8:

Businesses should promote inclusive growth and equitable development.

At EIH Associated Hotels Limited, we view business and society as mutually reinforcing, and embrace our responsibility to empower, uplift, and make a difference in the lives of individuals and communities where we operate. As agents of positive change, we seek to usher in transformative change fully capable of significantly enhancing the livelihood opportunities for the underserved and underrepresented and fostering a better, brighter future. To this end, we have successfully undertaken and implemented Corporate Social Responsibility (CSR) projects that are focused on promoting affordable and quality healthcare and education. We believe that these initiatives can help create sustainable communities. To ensure effective implementation of these projects, the Board of Directors maintains an oversight of the company's vision for advancing livelihood through the CSR Committee and by structuring and reviewing the guiding principles of our CSR Policy.

ESSENTIAL INDICATORS

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current FY 24

During the year EIH Associated Hotels Limited made a donation of ₹42,40,600 and a voluntary CSR donation of ₹45,25,400 and continued our support for the social, economic and education needs of the marginalised under-privileged families and children through our collaboration with SOS Children's Village. The Company adopted 6 family homes and spent ₹14.61 Lacs per home per annum. These homes were adopted as follows: 3 family homes in Bhubaneswar, Odisha, SOS Village, 2 family homes in Chennai, Tamil Nadu, SOS Village and 1 family home in Jaipur, Rajasthan.

As per the applicable regulatory provisions, none of our CSR project(s) qualify under the requirements of Social Impact Assessment. However, we are committed to undertake SIA for all the projects that would in future qualify for such assessment as per the guidelines under the law.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
			Not Applicable		

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

EIH Associated Hotels Limited did not undertake any project(s) that has Rehabilitation and Resettlement (R&R) requirements attached to it.

S. No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% Of PAFs covered by R&R	Amounts paid to PAFs in the FY (in ₹)
Not Applicable						

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

To implement our social initiatives, EIH Associated Hotels Limited has collaborated with the SOS's Children's village, a non-governmental organisation. Our collaboration with the NGO is geared towards supporting the education and well-being of underprivileged children. We are proud to see our employees actively involved in these initiatives, forging meaningful relationships with the community we serve.

At EIH Associated Hotels Limited, we take all our stakeholders' feedback and grievances seriously and address them with agility. Stakeholders impacted by these initiatives can directly report their concerns to the NGO or our employees, who will promptly and effectively work toward addressing them or escalate them to the appropriate authority within the organisation.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Category of waste	FY 2024	FY 2023
Directly sourced from MSMEs/ small producers	21.40%	To reduce our environmental impact, the company prioritises sourcing input from local vendors. This approach to sourcing inputs locally enables us to contribute significantly to communal development by stimulating the local economies and creating employment opportunities.
Directly sourced from India	94.79%	

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	FY 2024	FY 2023
Rural	Nil	Nil
Semi-Urban	Nil	Nil
Urban	29.72%	27.94%
Metropolitan	70.28%	72.06%

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):

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

During the year EIH Associated Hotels Limited made a donation of ₹42,40,600 and a voluntary CSR donation of ₹45,25,400 and continued our support for the social, economic and education needs of the marginalised underprivileged families and children through our collaboration with SOS Children's Village. The Company adopted 6 family homes and spent ₹14.61 Lacs per home per annum. These homes were adopted as follows: 3 family homes in Bhubaneswar, Odisha, SOS Village, 2 family homes in Chennai, Tamil Nadu, SOS Village and 1 family home in Jaipur, Rajasthan

S. No.	State	Aspirational District	Amount Spent (in ₹)
	NA	NA	NA

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

Refer to the answer provided in part c below.

b. From which marginalised /vulnerable groups do you procure?

Refer to answer provided in part c below.

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

EIH Associated Hotels Limited is committed to supporting marginalised communities and ensuring their upliftment through various initiatives. The Company does not have dedicated policy dictating preferential procurement from suppliers comprising marginalised/vulnerable groups. However, in our endeavor to fostering sustainable livelihood we will aim to actively seek out and collaborate with suppliers who come from marginalised backgrounds or communities and provide them with opportunities to sell their goods and services to our organisation. To reduce our environmental impact, we prioritise sourcing input from local vendors. This approach to sourcing inputs locally enables us to contribute significantly to communal development by stimulating the local economies and creating employment opportunities.

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:

Being in a luxury hospitality business, we do not have any aspects of our operations /business linked to any form of intellectual properties owned or acquired based on traditional knowledge.

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
				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.

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

6. Details of beneficiaries of CSR Projects:

During the year EIH Associated Hotels Limited made a donation of ₹42,40,600 and a voluntary CSR donation of ₹42,25,400 and continued our support for the social, economic and education needs of the marginalised under-privileged families and children through our collaboration with SOS Children's Village. The Company adopted 6 family homes and spent ₹14.61 Lacs per home per annum. These homes were adopted as follows: 3 family homes in Bhubaneswar, Odisha, SOS Village, 2 family homes in Chennai, Tamil Nadu, SOS Village and 1 family home in Jaipur, Rajasthan

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalised groups
1	Our 100% CSR spent goes towards SOS children's village as our effort to provide vulnerable children with enhanced access to education, nutrition, healthcare and family-based care.	48	100%



PRINCIPLE 9:

Businesses should engage with and provide value to their consumers in a responsible manner.

We perceive each day as an opportunity to explore innovative elements that can be ingrained into curating exquisite, personalised, memorable, and sustainable experiences for our valued guests. At our organisation, guests take precedence above all else and we leave no stone unturned to surpass their expectations at every turn. The loyalty and trust that our guests bestow upon us are a testament to our unmatched excellence and the dedication exhibited by our people. To sustain our excellence, we aim to inculcate a profound understanding of the evolving needs of our guests. Seeking guest feedback and leveraging the insights to transform our growth strategy is a business imperative for EIH Associated Hotels Limited.

Through established mechanisms, we make consistent efforts to gather guest feedback and suggestions on an ongoing basis. We also recognise the crucial role of our guests in fulfilling our sustainability goals and anticipate valuable guest feedback for further advancing our sustainability efforts in our stays.

ESSENTIAL INDICATORS

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

Being in a customer centric business our success and growth lies in the experience that our guests have with us, and hence our efforts lie in creating consistent value for them. With this in mind we are sensitive to what they have to say and engage with them on an ongoing basis to understand their concerns, feedbacks and suggestions.

For us, excellence is not a goal, but a way of life and guest loyalty is the most crucial aspect to sustaining excellence. When it comes to guest satisfaction, we aspire to set the bar high every day. Being a valued enterprise and running a consumer centric business, we understand our responsibility towards our guests. Our focus has always been towards addressing their concerns with importance and urgency. We are committed to ensuring that our guest can reach us easily and conveniently at all times. To ensure exceptional accessibility, we provide multiple channels for our guests to raise grievances and provide feedback including direct feedback practices, loyalty programmes, independently administered satisfaction surveys, etc. To ensure continuous improvement, the Company's hotels rely on "GQA – Guest Questionnaire Analysis" feedback process, which enables us to understand guest needs and experiences, better. The continuous endeavour of the Company is to maximise and increase satisfaction, loyalty and referrals from our guests. All guest complaints/concerns are immediately addressed to ensure that they continue to have a positive association to our hotels, thus earning their loyalty. For the past two decades, the Company has commissioned reputed independent third-party agencies to conduct anonymous mystery audits at each of our hotels to ensure established quality standards pertaining to both service and product are met. To ensure the highest level of standardisation, all operating standards applicable at Oberoi Hotels and Trident Hotels have been approved by the Company's Executive Chairman and the Chief Executive Officer. Our deep commitment to guest delight resonates deeply within our valued guests and has also been reflected through our overall Net Promoter Score of 78.72%.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	As one of the leading luxury hospitality companies we are dedicated to operating in a manner that acknowledges and addresses environmental and social concerns, while promoting efficient resource utilisation and implementing robust waste management practices based on the principles of recycling and reuse.
Safe and responsible usage	
Recycling and/or safe disposal	

Business Responsibility and Sustainability Report (BRSR) (Contd.)

3. Number of consumer complaints in respect of the following:

Category	FY 2024			FY 2022		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	2	Nil	NA	-	0	In the reporting period, we encountered instances where guests requested the removal of their details from our database via emails. All such concerns were successfully resolved.
Advertising	Nil	Nil	NA	Nil	NA	NA
Cyber-security	Nil	Nil	NA	Nil	NA	NA
Delivery of essential services	NA	NA	NA	NA	NA	NA
Restrictive trade practices	Nil	Nil	NA	Nil	NA	NA
Unfair trade practices	Nil	Nil	NA	Nil	NA	NA
Others	NA	NA	NA	-	-	-

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

Location	Number	Reason for recall
Voluntary recalls	Not Applicable. We are luxury hospitality service providers and do not manufacture any product.	
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.

We have information security framework & policy for the organisation. Information policy and procedures are internal and available on [APEX portal](#).

At EIH Associated Hotels Limited we are vary of the fact that the hotel industry deals with sensitive data and information of key individuals, w.r.t their identity and related aspects. Hence data privacy and cyber security is of paramount importance to us. With increased instances of information security breaches and data leakages being reported across the globe, the Company has implemented stringent privacy policy and mechanisms in place for periodic review of its IT security infrastructure. Further actions are taken, and necessary resources are provided to scale up infrastructure wherever required.

The Company also has a Risk Management Committee that deals with the cyber risks and data security. It includes aspects like the context, risk identification and treatment (prevention or mitigation), and risk assessment register for each of the risks identified in the cyber risk. Periodically, IT security audits are conducted by the joint teams of Internal Audit and the IT department. Audits for vulnerability assessment and penetration testing are also done by specialised external agency.

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

There are no corrective actions underway on cybersecurity.

In our resolve to diligently safeguard the invaluable data and information of our users, we have deployed dedicated Data Protection Officers, conferred with the trust of taking expedient measures to address data privacy concerns. Our users can at any time, contact our DPOs directly with all questions and suggestions concerning data protection by e-mailing at DPO@oberoigroup.com.

In the reporting period, we encountered instances where guests requested the removal of their details from our database via emails. To address such concerns, our profile management team thoroughly examines the database. If we indeed find that we have such information stored in our system, we take immediate actions to purge such information and the guest is promptly notified through the designated privacy email address, which is specific to each brand under our purview. Upon examination, if we do not find any traces of the guest's information in our system, we courteously inform them accordingly.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches: Nil
- b. Percentage of data breaches involving personally identifiable information of customers: Nil
- c. Impact, if any, of the data breaches: Not Applicable

LEADERSHIP INDICATORS

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

Information of our services is available publicly on our corporate websites:

<https://www.eihassociatedhotels.in/>

<https://www.tridenthotels.com/>

<https://www.oberoihotels.com/>

Further, customers can also reach out to us at the contact details provided for the inquiry or by physically visiting our hotel locations.

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

Our guests remain at the core of our efforts and their wellbeing is our topmost priority. We have embraced the highest standards of health and safety and have gone over and above the general guidelines laid down by the government. At all times, we remain committed to the safety, well-being, and health of our guests and colleagues, made possible as a result of determination demonstrated by our people and partners.

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

Being a responsible corporate, we believe it is our responsibility to keep our stakeholders informed of various advancements and changes to the status of our services or business. It is the confidence and faith that our guests bestow upon us, which has helped us grow and meet their expectations. We are wary of various instances that could cause inconvenience to our guests in case of disruption /discontinuation of services. We ensure communication of such disruptions to our guests through notifications at our corporate websites, e-mails to our membership-based guests and by being available to any guest over inquiry lines.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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. We are a luxury hospitality service provider and are not involved in manufacturing of any product. We further are complying with all the laws and regulations applicable to us by virtue of the nature of business we are in.

Guest satisfaction is our foremost priority. Given the nature of our business, we actively seek and receive individual feedback from our guests, and leverage the insights gathered for continuous improvement and increased satisfaction, loyalty, and referrals from guests. Our pursuit of enhanced guest satisfaction is facilitated by the implementation of "GQA – Guest Questionnaire Analysis" feedback process, which help us stay up to date with change in customer demands and tailor our services accordingly. In this year's GQA, the company received an average NPS of 78.72%

Further, the Company endeavors to make the most of our marketing channels as an opportunity to gauge the feedback and suggestion from various stakeholders. These channels encompass various avenues such as Direct & Foreign Tour Operator engagement, Meetings, Incentives, Conference & Exhibition (MICE), and ongoing engagement through Trident Privilege and Oberoi One guest recognition programmes. Please refer to Principle 9, Ques 1, Essential Indicators for more details.

For and on behalf of the Board

Arjun Singh Oberoi

Non-Executive Chairman

DIN:00052106

Vikramjit Singh Oberoi

Managing Director

DIN:00052014

Date: 24th May 2024

Place: New Delhi