

**JHL/SJ/2024/55****September 19, 2024**

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|--|--|
| National Stock Exchange of India Limited<br>Exchange Plaza,<br>Bandra Kurla Complex,<br>Bandra (East),<br>Mumbai - 400 051 | BSE Limited,<br>Corporate Relationship Department<br>Phiroze Jeejeebhoy Towers,<br>Dalal Street, Fort,<br>Mumbai - 400 001 |
| <b>Symbol: JUNIPER</b>   | <b>Scrip Code: 544129</b>  |

**Subject: Revised Business Responsibility and Sustainability Report (“BRSR”) for the financial year ended March 31, 2024**

Dear Sir/Madam,

This is in furtherance to our letter no.: JHL/SJ/2024/50 dated August 29, 2024, wherein the Company has submitted Business Responsibility and Sustainability Report (“BRSR”) for the financial year ended March 31, 2024, which forms part of the Annual Report of the Company pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015.

Kindly note that certain inadvertent typo error was noticed in Section A(I) of BRSR i.e. Details of the Listed Entity on page no. 110 of Annual Report submitted earlier. In view of the above, we are enclosing herewith revised BRSR for the financial year ended March 31, 2024.

The revised BRSR is also available on the website of the Company at [www.juniperhotels.com](http://www.juniperhotels.com).

This is for your information, record and appropriate dissemination.

Thanking You,

**For Juniper Hotels Limited**

**Sandeep L. Joshi**  
**Company Secretary and Compliance Officer**

Encl: a\ a

# Business Responsibility & Sustainability Report

Pursuant to Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

## SECTION A: GENERAL DISCLOSURES

### I. Details of the Listed Entity

|    |   |  |
|----|---|--|
| 1  | Corporate Identity Number (CIN) of the Listed Entity  | L55101MH1985PLC152863  |
| 2  | Name of the Listed Entity                             | Juniper Hotels Limited   |
| 3  | Year of incorporation                                 | September 16, 1985   |
| 4  | Registered Office Address                             | Off Western Express Highway, Santacruz East, Mumbai 400 055, Maharashtra, India  |
| 5  | Corporate Address                                     | Off Western Express Highway, Santacruz East, Mumbai 400 055, Maharashtra, India  |
| 6  | E-mail  | <a href="mailto:complianceofficer@juniperhotels.com">complianceofficer@juniperhotels.com</a>   |
| 7  | Telephone   | 022 – 66761000/1012  |
| 8  | Website   | <a href="http://www.juniperhotels.com">www.juniperhotels.com</a>   |
| 9  | Financial year for which reporting is being done      | April 01, 2023 – March 31, 2024  |
| 10 | Name of the Stock Exchange(s) where shares are listed | BSE Limited (BSE);<br>National Stock Exchange of India Limited (NSE)   |
| 11 | Paid-up Capital                                       | ₹ 2,22,50,23,840 (As of March 31, 2024)  |
| 12 | Contact Person  | Name of the Person: Mr. Sandeep L. Joshi<br>Role: The Company Secretary and Compliance Officer<br>Telephone: 022-66761000/1012<br>Email address: <a href="mailto:complianceofficer@juniperhotels.com">complianceofficer@juniperhotels.com</a>  |
| 13 | Reporting Boundary                                    | Consolidated. The Business Responsibility and Sustainability Report (BRSR) is in conformance with The Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations. The report covers seven hotels and serviced apartments under the Company's ownership and management. |
| 14 | Name of Assurance provider                            | –  |
| 15 | Type of Assurance obtained                            | –  |

### Product/Services

#### 16. Details Of Business Activities

| Sr. No. | Description of Main Activity            | Description of Business Activity   | % of Turnover of the entity |
|---------|---|--|-----------------------------|
| 1       | Hotel and Serviced Apartment Operations | Development, management, and operation of luxury, upper upscale, and upscale hotels, and serviced apartments under well-recognized brands. These properties are located in major business and tourist hubs across India, catering to both business and leisure travellers. The operations focus on providing high-quality accommodations, exceptional dining options, and personalized guest services. The properties are designed to offer luxurious amenities, including fine dining restaurants, extensive conference, meeting facilities and spa services which attract high-paying clientele and contribute significantly to the company's revenue streams. | 100%                        |

#### 17 Products/Services sold by the entity

| Sr. | Product/Service            | NIC Code  | % of Total Turnover contributed     |
|-----|----------------------------|-----------|-------------------------------------|
| 1.  | Accommodation Services     | 551       | 59.65%                              |
| 2.  | Food and Beverage Services | 561       | 30.20%                              |
| 3.  | Other Services             | 551 & 561 | 10.15% (Including other operations) |



## Operations

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

Juniper Hotels Limited (JHL) has a structured and diversified operations setup that includes multiple locations for both Hotels (operational sites) and offices:

| Location | Number of Hotels | Number of Offices | Total |
|----------|------------------|-------------------|-------|
| National | 7                | 1                 | 8     |

JHL's operational focus is within India, where it manages seven hospitality properties that encompass hotels and serviced apartments, serving as the main "plants" for its hospitality operations. The corporate office provides the administrative, strategic, and support functions necessary for these operations.

### Markets Served by Juniper Hotels Limited

#### 19. Markets served by the entity:

##### a) Number of locations

⌘ National (No. of States):

Juniper Hotels Limited operates in the following key states across India:

**Maharashtra** (Mumbai)

**Delhi** (National Capital Region)

**Gujarat** (Ahmedabad)

**Chhattisgarh** (Raipur)

**Uttar Pradesh** (Lucknow)

**Karnataka** (Hampi)

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

Juniper Hotels Limited does not engage in export activities as its business model is centered around hospitality services within India. Therefore, there is no contribution from exports to the total turnover. However, Company has foreign exchange earnings of Rs. 160.62 Crores from deemed exports.

##### c) A brief on types of customers:

**Business Travelers:** JHL's properties are strategically placed near major business hubs and transportation links, making them a top choice for business travellers. These locations facilitate easy access to meetings, conventions, and business events. The hotels offer a range of amenities tailored for business needs, including high-speed internet, business centres, and meeting rooms.

**Tourists:** JHL caters to both domestic and international tourists seeking luxury accommodations. The hotels are located in prime tourist destinations across India, offering guests easy access to local attractions, high-quality amenities, and exceptional service that enhance their travel experience.

**Event and Conference Attendees:** JHL's extensive MICE facilities make its properties ideal venues for hosting various corporate and social events, including conferences and workshops. The hotels provide versatile event spaces, state-of-the-art equipment, and dedicated event management teams to ensure events run smoothly.

**Wedding Guests:** Recognized as prestigious wedding venues, JHL hotels offer comprehensive wedding services that include event planning, catering, and coordination. The luxurious settings, coupled with customized service, ensure that each wedding is memorable and unique.

**Food and Beverage Patrons:** The restaurants and bars at JHL hotels are destinations in their own right, attracting not only hotel guests but also local residents. These venues offer a variety of dining options, from casual to fine dining, featuring high-quality cuisine and exceptional service.

**Crew Members:** JHL hotels accommodate airline, cruise, and other transportation crew members, providing comfortable stays with amenities designed for rest and rejuvenation between work schedules.

**Long Staying Guests:** For guests requiring extended stays, JHL offers serviced apartments that combine the comforts of home with the luxury of hotel services. These accommodations are ideal for expatriates, corporate employees on long-term assignments, and families undergoing relocation, providing a seamless blend of convenience and high-standard living.

**Employees**

**20. Details as at the end of Financial Year:**

a) Employees and workers (including differently abled):

| Sr.  | Particulars                           | Total (A) | Male | % (B/A) | Female | % (C/A) |
|--|---------------------------------------|-----------|------|---------|--------|---------|
| <b>Employees (including differently abled)</b> |                                       |           |      |         |        |         |
| 1  | Permanent Employees (A)*              | 797       | 633  | 79.42%  | 164    | 20.58%  |
| 2  | Other than Permanent Employees (B)**  | 52        | 49   | 94.23%  | 3      | 5.77%   |
| 3  | Total Employees (A+B)                 | 849       | 682  | 80.33%  | 167    | 19.67%  |
| <b>Workers (Including differently abled)</b>   |                                       |           |      |         |        |         |
| 4  | Permanent Workers (C)^                | 1104      | 933  | 84.51%  | 171    | 15.49%  |
| 5  | Other than Permanent Workers (D)^^    | 202       | 187  | 92.57%  | 15     | 7.43%   |
| 6  | Total Workers (C+D)                   | 1306      | 1120 | 85.76%  | 186    | 14.24%  |
| <b>Differently Abled Employees</b>             |                                       |           |      |         |        |         |
| 7  | Permanent Employees (E)               | 0         | 0    | 0%      | 0      | 0%      |
| 8  | Other than Permanent Employees (F)    | 0         | 0    | 0%      | 0      | 0%      |
| 9  | Total Employees (E+F)                 | 0         | 0    | 0%      | 0      | 0%      |
| <b>Differently Abled Workers</b>               |                                       |           |      |         |        |         |
| 10   | Permanent Workers (G)                 | 7         | 7    | 100.00% | 0      | 0.00%   |
| 11   | Other than Permanent Workers (H)      | 1         | 1    | 100.00% | 0      | 0.00%   |
| 12   | Total Differently Abled Workers (G+H) | 8         | 8    | 100.00% | 0      | 0.00%   |

**Note:**

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

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

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

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

**21. Participation/Inclusion/Representation of women:**

| Sr. | Category                 | Total (A) | Number of females (B) | % of females (B/A) |
|-----|--------------------------|-----------|-----------------------|--------------------|
| 1.  | Board of Directors       | 8         | 2                     | 25%                |
| 2.  | Key Management Personnel | 3         | 0                     | 0%                 |

The Company considers Mr. Arun Kumar Saraf - Chairman and Managing Director (CMD) as a member of the Board of Directors

The Company considers Mr. Varun Saraf - Chief Executive Officer, Mr. Tarun Jaitly, Chief Financial Officer and Mr. Sandeep Joshi, Company Secretary and Compliance Officer as Key Management Personnel.

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

| Category                        | FY 2023-24 | FY 2022-23 | FY 2021-22 |
|---------------------------------|------------|------------|------------|
|                                 | Total      | Total      | Total      |
| Permanent employees and workers | 38.12%     | 39.73%     | 36.01%     |

**Holding, Subsidiary and Associate Companies (including joint ventures)**

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

| Sr. | Name of the Holding / Subsidiary / Associate Companies / Joint Ventures | Type       | % of Shares Held by Listed Entity | Participates in BR Initiatives? (Yes/No) |
|-----|---|------------|-----------------------------------|--|
| 1.  | Chartered Hotels Private Limited (Including a step down subsidiary)     | Subsidiary | 100%                              | Yes                                      |
| 2.  | Mahima Holding Private Limited  | Subsidiary | 100%                              | No                                       |



## CSR Details

### 24. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

⌘ Turnover (In ₹): 81,766.28 Lakhs

⌘ Net worth (In ₹): 265,528.14 Lakhs

## Transparency and Disclosures Compliances

### 25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

| Stakeholder Group                   | Grievance Redressal Mechanism in Place (Yes/ No) | Web-link for Grievance Redressal Policy   | FY 2023-24                                 |  |         | FY 2022-23                                 |  |         |
|-------------------------------------|--|---|--|--|---------|--|--|---------|
|                                     |  |   | Number of Complaints Filed During the Year | Number of Complaints Pending Resolution at Close of the Year | Remarks | Number of Complaints Filed During the Year | Number of Complaints Pending Resolution at Close of the Year | Remarks |
| Communities                         | No   | <a href="https://juniperhotels.com/investor-relations-company-policies/">https://</a>   | 0  | 0  | NA      | 0  | 0  | NA      |
| Investors (other than shareholders) | Yes  | <a href="https://juniperhotels.com/investor-relations-company-policies/">juniperhotels.com/investor-relations-company-policies/</a> | 0  | 0  | NA      | 0  | 0  | NA      |
| Shareholders                        | Yes  | <a href="https://juniperhotels.com/investor-relations-company-policies/">company-policies/</a>                                      | 144  | 0  | NA      | 0  | 0  | NA      |
| Employees and workers               | Yes  |   | 0  | 0  | NA      | 0  | 0  | NA      |
| Customers                           | Yes  |   | 0  | 0  | NA      | 0  | 0  | NA      |
| Value Chain Partners                | Yes  |   | 0  | 0  | NA      | 0  | 0  | NA      |
| Other: ex-employee and others       | Yes  |   | 0  | 0  | NA      | 0  | 0  | NA      |

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

| Issue                                    | Risk or Opportunity | Rationale   | Detailed Approach  | Financial Implications  |
|--|---------------------|---|--|---|
| <b>Environmental Sustainability</b>      | Opportunity         | Sustainability practices reduce costs and attract eco-conscious travellers. | Implement renewable energy sources like solar panels, water-saving fixtures, and engage in local sustainability initiatives.<br><i>See our Chapter on Natural Capital within the Annual Report FY2024 for more information.</i>                          | Positive: Cost savings and enhanced brand reputation.                       |
| <b>Compliance and Regulatory Changes</b> | Risk                | Non-compliance can result in fines and reputational damage.                 | Continuous monitoring of regulatory updates, training sessions for staff, and auditing internal processes regularly.<br><i>See our Chapters on Human Capital &amp; Corporate Governance Report within the Annual Report FY2024 for more information.</i> | Negative if unaddressed; Positive when maintained.                          |
| <b>Technology and Cybersecurity</b>      | Risk                | Reliance on digital platforms increases vulnerability to cyber threats.     | Enhance IT infrastructure, implement advanced cybersecurity protocols, and conduct frequent cybersecurity training for staff.<br><i>See our Intellectual Capital within the Annual Report FY2024 for more information.</i>                               | Negative due to potential breach costs; Positive with effective management. |

(Continued)

BRSR

| Issue   | Risk or Opportunity | Rationale   | Detailed Approach   | Financial Implications  |
|---|---------------------|---|---|---|
| <b>Market Expansion and Economic Conditions</b> | Opportunity         | Expansion offers growth but comes with economic risks.                        | Detailed market research before entering new markets, phased investments, and partnership with local entities.<br><i>See our Chapter on Industry &amp; Market Context within the Annual Report FY2024 for more information</i>  | Positive: Increased revenue streams if successful.                                    |
| <b>Human Resources</b>                          | Opportunity         | High turnover affects service quality and increases training costs.           | Implement competitive wages, comprehensive benefits packages, ongoing training programs, and employee wellness initiatives.<br><i>See our Chapter on Human Capital within the Annual Report FY2024 for more information.</i>    | Positive: Improved service quality and efficiency.                                    |
| <b>Food Safety and Quality</b>                  | Risk                | Critical for maintaining brand reputation and customer satisfaction.          | Strict enforcement of food safety standards, regular staff training in food handling, and audits by external agencies.<br><i>See our Chapter on Manufactured Capital within the Annual Report FY2024 for more information.</i>  | Negative if breached due to reputational damage; Positive when standards are upheld.  |
| <b>Climate Strategy and Emission Management</b> | Opportunity         | Reducing emissions aligns with global sustainability targets and regulations. | Develop a climate action plan, set reduction targets for carbon emissions, and report progress in sustainability reports.<br><i>See our Chapter on Natural Capital within the Annual Report FY2024 for more information.</i>    | Positive: Compliance with regulations and improved market competitiveness.            |
| <b>Energy Management</b>                        | Opportunity         | Efficient energy use reduces costs and environmental impact.                  | Upgrade to energy-efficient appliances and systems, implement smart building technologies to monitor and control energy use.<br><i>See our Chapter on Natural Capital within the Annual Report FY2024 for more information.</i> | Positive: Cost reductions and compliance with environmental standards.                |
| <b>Waste Management</b>                         | Opportunity         | Proper waste handling and reduction are vital for environmental stewardship.  | Implement comprehensive recycling programs, invest in waste-to-energy technologies, and reduce single-use plastics.<br><i>See our Chapter on Natural Capital within the Annual Report FY2024 for more information.</i>          | Positive: Reduced environmental impact and potential for waste-to-energy initiatives. |

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

1a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. Yes

1b. Has the policy been approved by the Board? (Yes/No)

| Principle          | Summary of Description and Core Elements            | Response to 1a and 1b |
|--------------------|---|-----------------------|
| <b>Principle 1</b> | Ethical, transparent, and accountable conduct.      | Yes                   |
| <b>Principle 2</b> | Sustainable, quality goods and responsible service. | Yes                   |
| <b>Principle 3</b> | Promote employee well-being and rights.             | Yes                   |
| <b>Principle 4</b> | Respect and respond to stakeholder interests.       | Yes                   |
| <b>Principle 5</b> | Uphold and promote human rights.                    | Yes                   |
| <b>Principle 6</b> | Environmental protection and sustainability focus.  | Yes                   |
| <b>Principle 7</b> | Transparent and responsible policy advocacy.        | Yes                   |
| <b>Principle 8</b> | Promote inclusive and equitable growth.             | Yes                   |
| <b>Principle 9</b> | Responsible consumer engagement and fairness.       | Yes                   |



### 1c. Web Link of the Policies, if available

Website Link to all these Policies - <https://juniperhotels.com/investor-relations-company-policies/>

- ⌘ Code of Conduct for Board of Directors and Senior Management
- ⌘ CSR Policy
- ⌘ Materiality Policy
- ⌘ NRC Policy
- ⌘ Policy for Familiarization of ID
- ⌘ Prevention of Insider Trading under SEBI Insider Trading Regulations
- ⌘ Risk Management Policy
- ⌘ Succession Policy
- ⌘ Unpublished Price Sensitive Information Policy
- ⌘ Whistle Blower Policy
- ⌘ Policy on Diversity of Board of Directors
- ⌘ Preservation of Documents and Archival Policy
- ⌘ Policy on Materiality of RPT and Dealing with RPTs
- ⌘ Policy for Determining Material Subsidiary
- ⌘ Policy on Disclosure of Material Events and Information
- ⌘ Policy for Evaluation of Performance of the Board of Directors
- ⌘ Prevention of Sexual Harassment Policy
- ⌘ Dividend Distribution Policy

### 2. Whether the entity has translated the policy into procedures. Yes

### 3. Do the enlisted policies extend to your value chain partners? (Yes/No)

| Principle   | Summary of Description and Core Elements            | Response to 2 and 3 |
|-------------|---|---------------------|
| Principle 1 | Ethical, transparent, and accountable conduct.      | No                  |
| Principle 2 | Sustainable, quality goods and responsible service. | No                  |
| Principle 3 | Promote employee well-being and rights.             | No                  |
| Principle 4 | Respect and respond to stakeholder interests.       | No                  |
| Principle 5 | Uphold and promote human rights.                    | No                  |
| Principle 6 | Environmental protection and sustainability focus.  | No                  |
| Principle 7 | Transparent and responsible policy advocacy.        | No                  |
| Principle 8 | Promote inclusive and equitable growth.             | No                  |
| Principle 9 | Responsible consumer engagement and fairness.       | No                  |

### 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.

Both JHL and Hyatt managed properties adhere to internationally recognized management standards to maintain high levels of operational excellence and guest satisfaction. They employ rigorous IT security measures and are committed to enhancing safety and sustainability through globally accredited practices and policies.

#### Global Management Standards Compliance:

- ⌘ JHL and Hyatt managed properties both value adherence to international management standards.
- ⌘ JHL has integrated ISO, OHSAS, SA 8000, and Fairtrade standards.
- ⌘ Hyatt managed properties follow GBAC STAR™, RSPO, and OEKO-TEX® certifications, among others, to ensure high standards of operation and sustainability.

*IT Security Measures:*

- ⌘ Both JHL and Hyatt managed properties ensure the security of business operations through robust IT policies and procedures.
- ⌘ Both include compliance with ISO 27001 and adhere to GDPR and PCI regulations.

*Priority on Security and Safety:*

- ⌘ Safeguarding operations and guest security is a top priority for both JHL and Hyatt managed properties, with Hyatt managed properties additionally implementing a specific Global Care & Cleanliness Commitment.

**5. Specific commitments, goals and targets set by the entity with defined timelines, if any.**

The specific commitments, goals, and targets set by Juniper Hotels Limited (JHL) with defined timelines are detailed in the Natural Capital chapter of this Annual Report, discussing their 2030 Environmental Goals. These commitments also align with the environmental strategies of Hyatt Corporation (Hyatt) for their managed properties, and include several key targets:

1. **Climate Change and Water Conservation:** By 2030, Hyatt aims to reduce absolute Scope 1 and 2 emissions for all its managed properties, including India, by 27.5% from a 2019 baseline. This goal reflects JHL's commitment to enhancing efficiency measures, prioritizing water conservation, and increasing the use of renewable energy and groundwater.
2. **Waste and Circularity:** In line with Hyatt goals, JHL plans to achieve a 50% global reduction in food waste sent to landfill or incineration per square meter by 2030, compared to 2019. JHL's waste management practices emphasize the 3Rs: Reduce, Reuse, and Recycle, aligning with this initiative.
3. **Responsible Sourcing:** In line with Hyatt's goals, JHL is focused on increasing responsible sourcing of products and services, considering impacts on climate change, deforestation, human rights, waste, public health, resource scarcity, biodiversity, and animal welfare. JHL mirrors these efforts through its sustainable supply chain practices, working with suppliers who adhere to rigorous environmental standards.
4. **Thriving Destinations:** JHL's commitment includes protecting biodiversity, addressing water risks, minimizing pollution, and advancing climate resilience. The Company's initiatives support these goals by enhancing community engagement and biodiversity conservation, ensuring positive contributions to local ecosystems and community well-being.
5. **Corporate Governance:** Juniper Hotels Limited (JHL) is committed to upholding the highest standards of corporate governance. As part of its strategic vision for 2030, the Company aims to enhance its governance framework significantly. JHL has achieved 25% representation of women on its Board, ensuring diverse perspectives and inclusive decision-making. Additionally, JHL plans to have all Board Level Committee Chairs as Independent Directors, reinforcing the independence and integrity of its governance structure. Furthermore, JHL is dedicated to integrating sustainability into its core operations by appointing three Sustainability/ESG experts as Board Members, underscoring its commitment to responsible and sustainable business practices.

These commitments are integrated into JHL's Natural Capital strategy, which aligns with Hyatt Corporation's 2030 Environmental Goals to ensure sustainable practices and environmental stewardship across all operations. You can read more about this in the Natural Capital Chapter of this Annual Report.

**6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.**

The performance of Juniper Hotels Limited (JHL) against their specific commitments, goals, and targets set for 2030 is outlined below.

**ESG Journey:** JHL's commitment to Environmental, Social, and Governance (ESG) practices is in its nascent stages, with numerous initiatives currently being implemented. The systematic monitoring and measurement of ESG impacts commenced in FY 2024-25. The company intends to begin comprehensive performance reporting and gap analysis from FY2025 onwards, with plans to progressively enhance its reporting framework over the subsequent 2-3 years.

**Reasons for Not Meeting Targets:** Several of JHL's ESG targets are in the process of being achieved, with specific milestones strategically mapped out to align with our long-term sustainability objectives. These incremental goals are part of a comprehensive roadmap that ensures we meet our future target dates. This approach underscores our dedication to continuous improvement, stakeholder engagement, and best practices in the hospitality industry, reinforcing our commitment to environmental stewardship, social responsibility, and robust governance.





## Performance Against Commitments:

### 1. Climate Change and Water Conservation:

**Performance:** JHL has made significant progress, implementing energy-efficient technologies and water conservation initiatives across its properties. Notable achievements include the installation of solar panels and groundwater recycling systems, which have already contributed to measurable reductions in energy use and water consumption.

### 2. Waste and Circularity:

**Performance:** JHL has implemented comprehensive food waste management programs, including advanced segregation, composting, and partnerships with local organizations for food redistribution. These initiatives have already led to a substantial reduction in food waste, showcasing the company's commitment to circular economy principles. For more detailed information, refer to the **Natural Capital** chapter within this Annual Report.

### 3. Responsible Sourcing:

**Performance:** Significant strides have been made in responsible sourcing, with JHL developing stringent supplier standards and increasing the procurement of sustainably sourced materials. This alignment with Hyatt's goals has strengthened JHL's supply chain resilience and reduced its environmental footprint. For more detailed information, refer to the **Intellectual & Brand Capital** chapter within this Annual Report.

### 4. Thriving Destinations:

**Performance:** JHL's various community and environmental projects have positively impacted local ecosystems and communities. Initiatives such as habitat restoration, rainwater harvesting, and local environmental education programs have demonstrated JHL's active role in fostering thriving, resilient destinations. For more detailed information, refer to the **Social Capital** chapter within this Annual Report.

### 5. Corporate Governance:

**Performance:** Progress is ongoing, with JHL already implementing measures to enhance board diversity and independence. The company has initiated steps to bring in sustainability and ESG focus at the board level, reflecting its commitment to robust governance and inclusive decision-making.

## 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)

**Mr. Varun Saraf** - Chief Executive Officer (CEO): At Juniper Hotels Limited (JHL), Environmental, Social, and Governance (ESG) practices are not just a commitment but a central aspect of our corporate ethos. We recognize that sustainable growth and operational excellence are intrinsically linked to our responsibility towards the environment and society. Our ESG journey, although in its nascent stages, has seen the initiation of numerous impactful measures, with systematic monitoring and measurement of our ESG impacts commencing in FY2025.

Both JHL and Hyatt managed properties adhere to internationally recognized management standards to maintain high levels of operational excellence and guest satisfaction. These include rigorous IT security measures and a commitment to enhancing safety and sustainability through globally accredited practices and policies. Our global management standards compliance includes integration with ISO, OHSAS, SA 8000, and Fairtrade standards for JHL properties, while Hyatt managed properties follow GBAC STAR™, RSPO, and OEKO-TEX® certifications, among others. Furthermore, we ensure the security of business operations through robust IT policies, including compliance with ISO 27001, GDPR, and PCI regulations.

Our specific commitments include ambitious targets for climate change mitigation, waste reduction, responsible sourcing, thriving destinations, and exemplary corporate governance. These targets are integral to our Natural Capital strategy, aligning closely with Hyatt Corporation's 2030 Environmental Goals.

As we look ahead, JHL is poised to meet many new milestones and goals. From our humble beginnings in the ESG domain, we are committed to continuous improvement and aim to enhance our reporting framework over the next 2-3 years. Our strategic vision encompasses achieving a 25% representation of women on our Board, reducing food waste by 50% by 2030, and significantly cutting our carbon emissions. We are dedicated to integrating sustainability into our core operations, underscoring our pledge to responsible and sustainable business practices.

Together, we mean to forge a future where sustainable hospitality is at the forefront, and JHL stands as a beacon of excellence in the industry. Thank you for your unwavering support as we continue this crucial journey.

Warm regards,  
Mr. Varun Saraf  
Chief Executive Officer

*(Continued)*

**8 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).**

Mr. Varun Saraf - Chief Executive Officer (CEO): Mr. Varun Saraf leads the strategic direction and overall operations of JHL.

**9 Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.**

Yes,. At the Board level, sustainability-related issues are considered under its Corporate Social Responsibility (CSR) Committee. This structure ensures that sustainability strategies are integrated into the company's operations, maintaining high standards of environmental stewardship and social responsibility.

**10 Details of Review of NGRBCs by the Company**

| Principle          | Summary of Description and Core Elements            | Performance against above policies and follow up action | Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances |
|--------------------|---|---|---|
| <b>Principle 1</b> | Ethical, transparent, and accountable conduct.      | Yes   | Yes   |
| <b>Principle 2</b> | Sustainable, quality goods and responsible service. | Yes   | Yes   |
| <b>Principle 3</b> | Promote employee well-being and rights.             | Yes   | Yes   |
| <b>Principle 4</b> | Respect and respond to stakeholder interests.       | Yes   | Yes   |
| <b>Principle 5</b> | Uphold and promote human rights.                    | Yes   | Yes   |
| <b>Principle 6</b> | Environmental protection and sustainability focus.  | Yes   | Yes   |
| <b>Principle 7</b> | Transparent and responsible policy advocacy.        | Yes   | Yes   |
| <b>Principle 8</b> | Promote inclusive and equitable growth.             | Yes   | Yes   |
| <b>Principle 9</b> | Responsible consumer engagement and fairness.       | Yes   | Yes   |

Yes, on a regular basis

Yes, on a regular basis

**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.**

| Principle          | Summary of Description and Core Elements            | Response |
|--------------------|---|----------|
| <b>Principle 1</b> | Ethical, transparent, and accountable conduct.      | No       |
| <b>Principle 2</b> | Sustainable, quality goods and responsible service. | No       |
| <b>Principle 3</b> | Promote employee well-being and rights.             | No       |
| <b>Principle 4</b> | Respect and respond to stakeholder interests.       | No       |
| <b>Principle 5</b> | Uphold and promote human rights.                    | No       |
| <b>Principle 6</b> | Environmental protection and sustainability focus.  | No       |
| <b>Principle 7</b> | Transparent and responsible policy advocacy.        | No       |
| <b>Principle 8</b> | Promote inclusive and equitable growth.             | No       |
| <b>Principle 9</b> | Responsible consumer engagement and fairness.       | No       |

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

- A The entity does not consider the Principles material to its business: NA
- B The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles: NA
- C The entity does not have the financial or/human and technical resources available for the task (Yes/No)
- D It is planned to be done in the next financial year: NA



E Any other reason (please specify)

| Principle          | Summary of Description and Core Elements            | A | B | C | D | E |
|--------------------|---|---|---|---|---|---|
| <b>Principle 1</b> | Ethical, transparent, and accountable conduct.      |   |   |   |   |   |
| <b>Principle 2</b> | Sustainable, quality goods and responsible service. |   |   |   |   |   |
| <b>Principle 3</b> | Promote employee well-being and rights.             |   |   |   |   |   |
| <b>Principle 4</b> | Respect and respond to stakeholder interests.       |   |   |   |   |   |
| <b>Principle 5</b> | Uphold and promote human rights.                    |   |   |   |   |   |
| <b>Principle 6</b> | Environmental protection and sustainability focus.  |   |   |   |   |   |
| <b>Principle 7</b> | Transparent and responsible policy advocacy.        |   |   |   |   |   |
| <b>Principle 8</b> | Promote inclusive and equitable growth.             |   |   |   |   |   |
| <b>Principle 9</b> | Responsible consumer engagement and fairness.       |   |   |   |   |   |

All the principles are covered by various policy at JHL.

### 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.

Juniper Hotels Limited (JHL) is steadfast in upholding the highest ethical standards and integrating sustainability across all aspects of our operations. Guided by our comprehensive Code of Conduct, we ensure that our values of integrity, transparency, and accountability are at the forefront of everything we do.

We are committed to embedding these principles into our corporate culture, ensuring that every decision and action aligns with our ethical standards. Our Board of Directors and executive management play a pivotal role in maintaining this commitment, fostering an environment where ethical conduct and responsible business practices are paramount.

JHL actively complies with national and international regulatory standards and certifications, including ISO, OHSAS, and SA 8000, to maintain operational excellence and stakeholder trust. We are currently establishing a dedicated Committee at the executive management level, comprising sustainability champions from our various properties, to oversee and drive our sustainability initiatives.

By adhering to these principles and continuously striving for excellence, JHL aims to build enduring trust with our stakeholders, contribute positively to the communities we serve, and ensure that our business practices are not only profitable but also socially responsible and environmentally sustainable. We look forward to achieving many new milestones and goals towards a more sustainable future.

#### ESSENTIAL INDICATORS

##### 1. Percentage Coverage by Training and Awareness Programmes

| Segment                           | Total number of training and awareness programmes held | Topics / principles covered under the training and its impact  | %age of persons in respective category covered by the awareness programmes |
|-----------------------------------|--|--|--|
| Board of Directors                | 2  | Corporate Governance, Ethical Conduct, Sustainability Reporting. These programmes have reinforced ethical decision-making and enhanced understanding of sustainability principles at the highest level of governance.  | 100%   |
| Key Managerial Personnel (KMPs)   | 3  | Anti-Corruption, Information Security, ESG, Ethics, CSR, Compliance, Code of Conduct, Anti-Bribery, Social Media usage, GDPR Learning, Business Courtesies and Gifting Policy, Greetings and Grooming, Fire Safety, Security, Sensitization on Diversity & Inclusion, POSH, HR Guidelines, ERT | 100%   |
| Employees other than BoD and KMPs | 511  |  | 100%   |
| Workers                           | 38   |  | 100%   |

*(Continued)*

BRSR

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):

*Monetary*

| NGRBC Principle | Name of the regulatory / enforcement agencies / judicial institutions | Amount (In INR) | Brief of the Case | Has an appeal been preferred? (Yes/No) | Penalty/ Fine Settlement Compounding fee |
|-----------------|---|-----------------|-------------------|--|--|
| Penalty/Fine    | Nil   | Nil             | Nil               | Nil                                    | Nil                                      |
| Settlement      | Nil   | Nil             | Nil               | Nil                                    | Nil                                      |
| Compounding Fee | Nil   | Nil             | Nil               | Nil                                    | Nil                                      |

*Non-Monetary*

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

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

| Case Detail | Name of the regulatory/ enforcement agencies/ judicial institutions |
|-------------|---|
| NA          | NA  |

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

Yes, Juniper Hotels Limited (JHL) has an established anti-corruption and anti-bribery policy. This policy is integral to our commitment to maintaining the highest standards of integrity and transparency in all business practices. It outlines strict guidelines and procedures to prevent corruption and bribery within the organization. The policy is part of our broader Code of Business Conduct and Ethics, ensuring that all employees adhere to ethical practices. For more detailed information, please refer to the policy available on our official website.

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

|                                   | FY2024  | FY2023 |
|-----------------------------------|---|--------|
| Board of Directors                | Juniper Hotels Limited (JHL) has a strong commitment to ethical conduct and transparency. As of the current reporting period, there have been no instances of disciplinary action taken by any law enforcement agency against any Directors, Key Managerial Personnel (KMPs), employees, or workers for charges of bribery or corruption. | None   |
| Key Managerial Personnel (KMPs)   |   |        |
| Employees other than BoD and KMPs |   |        |
| Workers                           |   |        |



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

|                                   |      | FY2024 |  | FY2023 |  |
|-----------------------------------|------|--------|--|--------|--|
| Board of Directors                |      | Number | Remark   | Number | Remark   |
| Key Managerial Personnel (KMPs)   | None | None   | There have been no complaints with regard to conflict of interest for the fiscal years FY2024 and FY2023 across all categories, including the Board of Directors, Key Managerial Personnel (KMPs), employees other than BoD and KMPs, and workers. | None   | There have been no complaints with regard to conflict of interest for the fiscal years FY2024 and FY2023 across all categories, including the Board of Directors, Key Managerial Personnel (KMPs), employees other than BoD and KMPs, and workers. |
| Employees other than BoD and KMPs | None | None   |  | None   |  |
| Workers                           | None | None   |  | None   |  |

## 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 have been no instances of fines, penalties, or actions taken by regulators, law enforcement agencies, or judicial institutions on cases of corruption and conflicts of interest at Juniper Hotels Limited (JHL). Consequently, no corrective actions have been required or are currently underway in relation to these matters.

### LEADERSHIP INDICATORS

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

Juniper Hotels Limited plans to introduce comprehensive awareness training for value chain partners on various Principles starting from FY2025 onwards. This initiative will ensure our value chain partners are well-informed and aligned with JHL's commitment to ethical, transparent, and sustainable business practices.

**Total number of awareness programmes held:** In FY2024, no awareness programmes were conducted for value chain partners.

**Topics / principles covered under the training:** As no programmes were held in FY2024, no topics or principles were covered.

**%age of value chain partners covered (by value of business done with such partners) under the awareness programmes:** Not 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.

Yes, Juniper Hotels Limited (JHL) has established processes in place to avoid and manage conflicts of interest involving members of the Board. These processes are outlined in our Code of Business Conduct and Ethics, which all Board members are required to adhere to. The Code includes specific guidelines on identifying, disclosing, and addressing potential conflicts of interest to ensure that all decisions made by the Board are in the best interest of the company and its stakeholders.

#### Key aspects of our conflict-of-interest management process include:

- ⌘ **Mandatory Disclosure:** Board members are required to disclose any potential conflicts of interest as soon as they arise.
- ⌘ **Review and Evaluation:** Disclosed conflicts are reviewed and evaluated by the Corporate Governance Committee to determine the appropriate course of action.
- ⌘ **Recusal from Decisions:** Board members with a potential conflict of interest must recuse themselves from any discussions or decisions related to the matter in question.
- ⌘ **Regular Training:** Ongoing training and awareness programmes are conducted to ensure that all Board members are fully aware of their responsibilities and the procedures for managing conflicts of interest.

These measures are designed to uphold the highest standards of integrity and transparency in our governance practices.

*(Continued)*

**PRINCIPLE 2: Providing Goods and Services in a Sustainable and Safe Manner**

**ESSENTIAL INDICATORS**

- 1. What is the percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of products and processes to total R&D and capex investments?**

| Parameter    | Current Financial Year   | Previous Financial Year | Details of Improvements in Environmental and Social Impacts |
|--------------|--|-------------------------|---|
| R&D<br>Capex | Company is in process of gathering relevant information on the amount spent towards R&D and investment in specific technologies to improve environmental & social impact |                         |   |

- a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)** Yes
  - b. If yes, what percentage of inputs were sourced sustainably?** NA
- 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.**

JHL has implemented processes to safely reclaim products for reusing, recycling, and disposing at the end of their life. These processes include:

- ⌘ **Plastics (including packaging):** Plastics are segregated, cleaned, and sent to certified recycling facilities.
- ⌘ **E-waste:** E-waste is collected and processed by authorized e-waste recyclers.
- ⌘ **Hazardous waste:** Hazardous waste is handled according to regulatory guidelines and disposed of through licensed hazardous waste management companies.
- ⌘ **Other waste:** Other waste, including organic waste, is composted or sent to recycling centres as appropriate.

- 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.**

NO, EPR is not applicable. For Juniper Hotels Limited (JHL), while Extended Producer Responsibility (EPR) might not directly apply in the same way as it does for manufacturing industries, there are still relevant aspects. Hotels generate a variety of waste types, including:

- 1. Packaging Waste:** JHL uses a significant amount of packaging for amenities, food, and beverages.
- 2. E-waste:** With numerous electronic devices used in operations and guest rooms, proper disposal of outdated or broken electronics is necessary.
- 3. Hazardous Waste:** This includes cleaning chemicals, batteries, and other materials.
- 4. Plastics:** Single-use plastics are prevalent in amenities, packaging, and other hotel operations.

JHL adopts EPR principles voluntarily by implementing waste management programs that focus on recycling and reducing waste, working with suppliers to minimize packaging, and ensuring proper disposal of electronic and hazardous waste. In summary, while EPR is not traditionally targeted at the hotel industry, JHL can still benefit from adopting its principles to improve sustainability and waste management practices. Therefore, the question regarding EPR’s applicability, and the alignment of waste collection plans is relevant to the extent that JHL engages in practices that contribute to extended producer responsibility.



## LEADERSHIP INDICATORS

1. Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for the manufacturing industry) or for its services (for the 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) |
|----------|-------------------------|---------------------------------|--|---|--|
|----------|-------------------------|---------------------------------|--|---|--|

For Juniper Hotels Limited (JHL), a leading hotel chain committed to sustainability, the Life Cycle Perspective/Assessments (LCA) approach is highly relevant despite its primary focus on providing services rather than manufacturing products. The LCA methodology, typically used to assess the environmental impacts of products from cradle to grave, can also be applied to the various aspects of hotel operations, providing significant insights and benefits.

**Sustainability Initiatives:** JHL is deeply committed to enhancing its sustainability practices. By conducting LCA for its services—such as accommodation, food and beverage offerings, and event management—JHL can identify critical areas for environmental improvement. This process helps pinpoint where resource usage can be optimized, waste reduced, and overall environmental footprint minimized. For example, an LCA could reveal the benefits of using locally sourced, organic food items over imported ones, leading to reduced carbon emissions and supporting local communities.

**Operational Efficiency:** Understanding the life cycle impacts of JHL's services can lead to more efficient use of resources and a reduction in waste. For instance, an LCA might highlight the significant energy consumption associated with laundry services, prompting JHL to invest in more energy-efficient laundry equipment or adopt new practices to reduce water and energy usage. This not only benefits the environment but also reduces operational costs, enhancing the overall efficiency of the hotel operations.

**Consumer Transparency:** Today's consumers are increasingly environmentally conscious and value transparency regarding the environmental impacts of the services they use. By providing detailed environmental impact information derived from LCA, JHL can enhance its transparency and appeal to these consumers. This could involve publishing sustainability reports or providing information about the environmental footprint of different services offered, thereby building trust and loyalty among guests.

**Regulatory Compliance:** As environmental regulations become more stringent, having comprehensive LCA data can help JHL ensure compliance with current and future regulations. This proactive approach allows JHL to stay ahead of regulatory requirements, avoiding potential fines and enhancing its reputation as a responsible and forward-thinking company. For example, understanding the full environmental impact of its waste management practices could help JHL comply with local and national waste disposal regulations more effectively.

**Early Steps in ESG Initiatives:** JHL is in the early stages of its Environmental, Social, and Governance (ESG) initiatives. Recognizing the importance of sustainability and responsible business practices, JHL looks forward to implementing LCA techniques in the future. These early steps in ESG initiatives demonstrate JHL's commitment to continuous improvement and its dedication to adopting best practices that will further enhance its sustainability performance.

In conclusion, while Life Cycle Perspective/Assessments (LCA) are more commonly associated with the manufacturing sector, they are equally relevant for the service industry, including hotels like JHL. By adopting LCA, JHL can significantly improve its sustainability footprint, enhance operational efficiency, provide greater transparency to its consumers, and ensure regulatory compliance, thereby reinforcing its commitment to responsible and sustainable business practices. JHL's early steps in ESG initiatives set a solid foundation for future advancements in environmental stewardship.

**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 |
|-------------------------|---------------------------------|--------------|
|-------------------------|---------------------------------|--------------|

While Juniper Hotels Limited (JHL) is in the early stages of its Environmental, Social, and Governance (ESG) initiatives and has not yet fully implemented Life Cycle Perspective/Assessments (LCA), we have identified potential social and environmental concerns through other means. Below are some of the key concerns and the actions we have taken to mitigate them:

**Packaging Waste:**

⌘ **Concern:** The significant amount of packaging waste generated from amenities, food, and beverages can contribute to environmental pollution.

⌘ **Action Taken:** JHL has introduced initiatives to reduce packaging waste by replacing single-use plastics with reusable or biodegradable alternatives. We also encourage suppliers to use sustainable packaging materials.

**E-waste:**

**Concern:** The disposal of outdated or broken electronic devices poses a risk to the environment if not managed properly.

⌘ **Action Taken:** JHL partners with certified e-waste recyclers to ensure the safe and responsible disposal of electronic waste. We also implement e-waste collection programs at our properties.

**Hazardous Waste:**

⌘ **Concern:** The use of cleaning chemicals, batteries, and other hazardous materials can result in environmental contamination.

⌘ **Action Taken:** JHL follows stringent waste management protocols to handle hazardous waste. This includes training staff on proper disposal methods and collaborating with licensed hazardous waste management companies.

**Water Usage:**

⌘ **Concern:** High water usage in hotel operations, particularly in laundry and landscaping, can strain local water resources.

⌘ **Action Taken:** JHL has implemented water conservation measures such as using water-efficient fixtures, recycling groundwater for landscaping, and promoting towel and linen reuse programs among guests.

**Energy Consumption:**

⌘ **Concern:** High energy consumption, especially from heating, ventilation, and air conditioning (HVAC) systems, can lead to increased greenhouse gas emissions.

⌘ **Action Taken:** JHL invests in energy-efficient technologies, including LED lighting, energy-efficient HVAC systems, and renewable energy sources such as solar and wind power. We also conduct regular energy audits to identify further opportunities for energy savings.

By proactively addressing these concerns, JHL demonstrates its commitment to minimizing its environmental impact and promoting sustainable practices throughout its operations. As we advance our ESG initiatives, including the future implementation of LCA techniques, we will continue to identify and mitigate additional risks to ensure our operations contribute positively to society and the environment.





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

| Parameter   | FY 2024 (Current Financial Year)   | FY 2023 (Previous Financial Year) |
|---|--|-----------------------------------|
| Indicate input material Recycled or reused input material to total material | <p>As part of Juniper Hotels Limited (JHL)'s commitment to sustainability and responsible resource management, we are in the process of gathering detailed data on the percentage of recycled or reused input materials to total materials used in providing our services. This effort aligns with our broader Environmental, Social, and Governance (ESG) initiatives aimed at minimizing our environmental footprint and promoting circular economy practices.</p> <p>Currently, JHL is focused on improving its waste management practices, increasing the use of sustainable materials, and enhancing resource efficiency across our operations. Our early steps include:</p> <ol style="list-style-type: none"> <li><b>Sustainable Sourcing:</b> We prioritize sourcing materials that have high recycled content or are recyclable themselves. This applies to various operational inputs, such as paper products, packaging materials, and guest amenities.</li> <li><b>Waste Reduction Programs:</b> Initiatives are underway to reduce waste at the source, segregate waste effectively, and ensure that materials are either recycled or reused wherever possible.</li> <li><b>Supplier Engagement:</b> We work closely with our suppliers to encourage the use of recycled and sustainable materials in the products they provide to JHL.</li> </ol> <p>As we continue to develop and refine our data collection processes, we will provide more comprehensive and accurate figures on the percentage of recycled or reused input materials in our future reports. This data will help us track our progress, set ambitious targets, and ensure continuous improvement in our sustainability practices.</p> |                                   |

**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.**

| Parameter                      | FY 2024 (Current Financial Year)  | FY 2023 (Previous Financial Year) |
|--------------------------------|---|-----------------------------------|
| Reused                         | Juniper Hotels Limited (JHL) is dedicated to enhancing its sustainability practices by effectively managing the end-of-life disposal of its products and packaging. Our current efforts focus on developing comprehensive waste management programs that ensure materials are reused, recycled, or safely disposed of in an environmentally responsible manner.   |                                   |
| Recycled                       |   |                                   |
| Safely Disposed                |   |                                   |
| Plastics (including packaging) | <p><b>Key Initiatives:</b></p> <p><b>Plastics (including packaging):</b></p> <ul style="list-style-type: none"> <li>⌘ <b>Reused:</b> Initiatives are being implemented to extend the lifecycle of plastic materials through reuse wherever possible.</li> <li>⌘ <b>Recycled:</b> Collaborating with certified recyclers to process plastic waste, reducing environmental impact.</li> <li>⌘ <b>Safely Disposed:</b> Ensuring non-recyclable plastics are disposed of in compliance with environmental regulations.</li> </ul> |                                   |
| E-waste                        | <p><b>E-waste:</b></p> <ul style="list-style-type: none"> <li>⌘ <b>Reused:</b> Refurbishing and reusing electronic devices to extend their useful life.</li> <li>⌘ <b>Recycled:</b> Partnering with authorized e-waste recyclers to safely dismantle and recycle electronic components.</li> <li>⌘ <b>Safely Disposed:</b> Following strict protocols for the disposal of hazardous e-waste components.</li> </ul>  |                                   |
| Hazardous waste                |   |                                   |
| Other waste                    |   |                                   |

| Parameter | FY 2024 (Current Financial Year)   | FY 2023 (Previous Financial Year) |
|-----------|--|-----------------------------------|
|           | <b>Hazardous Waste:</b>  |                                   |
|           | <ul style="list-style-type: none"> <li>⌘ <b>Reused:</b> Exploring possibilities for the safe reuse of certain hazardous materials where applicable.</li> <li>⌘ <b>Recycled:</b> Utilizing specialized recycling services for hazardous waste to minimize environmental risks.</li> <li>⌘ <b>Safely Disposed:</b> Ensuring hazardous waste is handled and disposed of by licensed professionals in accordance with regulatory requirements.</li> </ul>  |                                   |
|           | <b>Other Waste:</b>  |                                   |
|           | <ul style="list-style-type: none"> <li>⌘ <b>Reused:</b> Implementing programs to repurpose materials such as linens and furniture.</li> <li>⌘ <b>Recycled:</b> Enhancing waste segregation processes to maximize the recycling of paper, metal, and other recyclable materials.</li> <li>⌘ <b>Safely Disposed:</b> Ensuring that non-recyclable waste is managed and disposed of responsibly.</li> </ul>   |                                   |
|           | <p>As part of our ongoing Environmental, Social, and Governance (ESG) initiatives, JHL is in the process of gathering detailed data on the reclamation of products and packaging. This information will be crucial for setting benchmarks, measuring progress, and continuously improving our waste management practices. We are committed to providing more detailed and accurate figures in future reports, reflecting our dedication to sustainability and environmental stewardship.</p> |                                   |

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

| Indicate Category | Product | Reclaimed Products and their Packaging Materials as % of Total Products Sold in Respective Category |
|-------------------|---------|---|
|-------------------|---------|---|

Juniper Hotels Limited (JHL) is committed to sustainable practices, including the reclamation of products and their packaging materials. As part of our ongoing efforts to enhance our Environmental, Social, and Governance (ESG) initiatives, we are in the process of gathering detailed data on the percentage of reclaimed products and packaging materials across various product categories.

While specific figures are currently being gathered, JHL continues to implement and refine processes to maximize the reclamation and recycling of materials. These efforts include:

1. **Enhancing Waste Segregation:** Improving waste segregation practices to ensure that recyclable materials are properly sorted and processed.
2. **Collaborating with Partners:** Working closely with suppliers and recycling partners to develop and implement effective reclamation programs.
3. **Consumer Engagement:** Encouraging guests and customers to participate in recycling programs through clear communication and convenient disposal options.

As we continue to collect and analyse this data, we are committed to providing transparent and accurate reporting in future disclosures. Our goal is to continuously improve our sustainability performance and contribute positively to environmental stewardship.



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

**ESSENTIAL INDICATORS**

**1. a. Details of Measures for the Well-being of Employees**

| Category                              | Total (A)  | 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)  |
| <b>Permanent Employees</b>            |            |                  |             |                    |             |                    |             |                    |             |                     |          |
| Male                                  | 633        | 633              | 100%        | 633                | 100%        | 0                  | 0.00%       | 633                | 100%        | 0                   | 0        |
| Female                                | 164        | 164              | 100%        | 164                | 100%        | 164                | 100%        | 0                  | 0.00%       | 0                   | 0        |
| <b>Total</b>                          | <b>797</b> | <b>797</b>       | <b>100%</b> | <b>797</b>         | <b>100%</b> | <b>164</b>         | <b>100%</b> | <b>633</b>         | <b>100%</b> | <b>0</b>            | <b>0</b> |
| <b>Other than Permanent Employees</b> |            |                  |             |                    |             |                    |             |                    |             |                     |          |
| Male                                  | 49         | 49               | 100%        | 49                 | 100%        | 0                  | 0.00%       | 49                 | 100%        | 0                   | 0        |
| Female                                | 3          | 3                | 100%        | 3                  | 100%        | 3                  | 100%        | 0                  | 0.00%       | 0                   | 0        |
| <b>Total</b>                          | <b>52</b>  | <b>52</b>        | <b>100%</b> | <b>52</b>          | <b>100%</b> | <b>3</b>           | <b>100%</b> | <b>49</b>          | <b>100%</b> | <b>0</b>            | <b>0</b> |

**1. b. Details of Measures for the Well-being of workers**

| Category                            | Total (A)   | 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)  |
| <b>Permanent Workers</b>            |             |                  |             |                    |             |                    |             |                    |             |                     |          |
| Male                                | 892         | 892              | 100%        | 892                | 100%        | 0                  | 0.00%       | 892                | 100%        | 0                   | 0        |
| Female                              | 162         | 162              | 100%        | 162                | 100%        | 162                | 100%        | 0                  | 0.00%       | 0                   | 0        |
| <b>Total</b>                        | <b>1054</b> | <b>1054</b>      | <b>100%</b> | <b>1054</b>        | <b>100%</b> | <b>162</b>         | <b>100%</b> | <b>892</b>         | <b>100%</b> | <b>0</b>            | <b>0</b> |
| <b>Other than Permanent Workers</b> |             |                  |             |                    |             |                    |             |                    |             |                     |          |
| Male                                | 148         | 148              | 100%        | 148                | 100%        | 0                  | 0.00%       | 148                | 100%        | 0                   | 0        |
| Female                              | 15          | 15               | 100%        | 15                 | 100%        | 15                 | 100%        | 0                  | 0.00%       | 0                   | 0        |
| <b>Total</b>                        | <b>163</b>  | <b>163</b>       | <b>100%</b> | <b>163</b>         | <b>100%</b> | <b>15</b>          | <b>100%</b> | <b>148</b>         | <b>100%</b> | <b>0</b>            | <b>0</b> |

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

|          | FY2024 (Current Year)                              |  |  | FY2023 (Previous Year)                             |  |  |
|----------|--|--|--|--|--|--|
|          | No. of Employees covered as a % of total employees | No. of Workers covered as a % of total employees | 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 employees | Deducted and deposited with the authority (Y/N/N.A.) |
| PF       | 100%   | 100%   | Yes  | 100%   | 100%   | Yes  |
| Gratuity | 100%   | 100%   | Yes  | 100%   | 100%   | Yes  |
| ESI      | 100%   | 100%   | Yes  | 100%   | 100%   | Yes  |

**3. Accessibility of Workplaces**

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

Juniper Hotels Limited (JHL) is deeply committed to fostering an inclusive and accessible workplace for all employees, including those who are differently-abled. In alignment with the requirements of the Rights of Persons with Disabilities Act, 2016, we have undertaken significant measures to ensure our premises and offices are fully accessible.

**Current Accessibility Measures:**

- i. **Physical Accessibility:** All our properties are equipped with ramps, elevators, and accessible restrooms to facilitate ease of movement for differently-abled individuals. We have ensured that these facilities meet the stipulated guidelines and provide a barrier-free environment.
- ii. **Workstation Adjustments:** We offer customized workstations and necessary assistive devices to accommodate the specific needs of our differently-abled employees. This includes adjustable desks, ergonomic chairs, and other supportive equipment to enhance comfort and productivity.
- iii. **Training and Sensitization:** Regular training sessions are conducted to sensitize all employees about the importance of inclusivity and the specific needs of their differently-abled colleagues. This helps in creating a supportive and understanding work environment.

**Ongoing and Future Initiatives:**

- i. **Continuous Improvement:** JHL is committed to continuous improvement in accessibility. We regularly review our facilities and services to identify areas for enhancement, ensuring we stay ahead of compliance requirements and industry best practices.
- ii. **Feedback Mechanism:** We have established a robust feedback mechanism where employees can share their experiences and suggestions regarding workplace accessibility. This feedback is crucial for our ongoing efforts to create an inclusive environment.
- iii. **Partnerships and Collaborations:** JHL actively collaborates with organizations and experts specializing in accessibility to stay updated with the latest advancements and implement innovative solutions.
- iv. **Awareness Programs:** We are planning to launch awareness programs and workshops aimed at educating our workforce about the Rights of Persons with Disabilities Act, 2016, and the importance of accessibility in the workplace.

JHL remains steadfast in our commitment to creating a workplace where all employees, regardless of their abilities, feel valued, respected, and empowered. We believe that by fostering an inclusive culture, we not only comply with legal requirements but also enrich our organizational ethos and drive greater innovation and success.

**4. Equal Opportunity Policy: 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.**

Juniper Hotels Limited (JHL) is fully committed to providing equal opportunities for all employees, including those who are differently-abled, in accordance with the Rights of Persons with Disabilities Act, 2016. JHL remains steadfast in its commitment to fostering an inclusive workplace where all employees feel valued and empowered to contribute to the organization's success. Our dedication to diversity, equity, and inclusion is a fundamental part of our organizational values and operational practices.

**Equal Opportunity Policy Highlights:**

- 1. **Inclusivity in Hiring and Employment:** JHL ensures that all recruitment, hiring, and promotion processes are fair and inclusive. We actively seek to create a diverse workforce where every individual, regardless of their abilities, has equal access to opportunities and career growth.
- 2. **Reasonable Accommodations:** We provide necessary accommodations to support differently-abled employees in performing their job duties effectively. This includes workplace modifications, assistive technologies, and flexible work arrangements tailored to individual needs.
- 3. **Training and Awareness:** Regular training programs are conducted to raise awareness about the Rights of Persons with Disabilities Act, 2016, and to educate employees on creating an inclusive and supportive work environment. These programs are designed to promote understanding and respect for diversity within the workplace. See our chapter on Human Capital within this Annual Report.
- 4. **Feedback and Improvement:** JHL has established channels for employees to provide feedback on workplace accessibility and inclusivity. This feedback is crucial for continuous improvement and ensuring that our policies remain effective and relevant.
- 5. **Policy Accessibility:** Our Equal Opportunity Policy is accessible to all employees and stakeholders, demonstrating our commitment to transparency and accountability in our DE&I efforts.

**Web-Link to the Policy:** For more detailed information about our Equal Opportunity Policy and other related initiatives, please visit our official website at <https://juniperhotels.com/investor-relations-company-policies/>



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

| Gender       | Permanent Employees |                | Permanent Workers   |                |
|--------------|---------------------|----------------|---------------------|----------------|
|              | Return to Work Rate | Retention Rate | Return to Work Rate | Retention Rate |
| Male         | 100%                | 100%           | 100%                | 100%           |
| Female       | 100%                | 100%           | 100%                | 100%           |
| <b>Total</b> | <b>100%</b>         | <b>100%</b>    | <b>100%</b>         | <b>100%</b>    |

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

|                                | Yes/No | (If Yes, give details of mechanisms in brief)   |
|--------------------------------|--------|---|
| Permanent Workers              | Yes    | At Juniper Hotels Limited (JHL), we have established comprehensive mechanisms to receive and address grievances effectively. We collaborate with a third-party ethics partner who handles grievances via phone, email, and physical mail, ensuring that appropriate actions are taken promptly. |
| Other than Permanent Workers   | Yes    |   |
| Permanent Employees            | Yes    |   |
| Other than Permanent Employees | Yes    |   |

##### Grievance Handling Process:

- Third-Party Ethics Partner:** JHL partners with a reputable third-party ethics firm to manage and respond to grievances. Employees can report their concerns through multiple channels, including phone, email, and physical mail, ensuring accessibility and confidentiality.
- Whistle-Blower Mechanism:** In addition to the third-party ethics partner, JHL has implemented a robust whistle-blower mechanism. This system allows employees to report unethical practices or any other concerns anonymously. All complaints received through this mechanism are reviewed by the Audit Committee on a quarterly basis to ensure transparency and accountability.
- Internal Reporting:** JHL has established ethics committees and designated HR heads at each hotel to act as the primary contacts for grievance reporting. Employees can approach these designated personnel directly to report any issues or concerns.
- Drop Boxes:** To facilitate ease of reporting, JHL has installed drop boxes at various locations within our properties. Employees can submit their concerns anonymously, ensuring their voices are heard without fear of retaliation.

These comprehensive grievance redressal mechanisms underscore JHL's commitment to maintaining a transparent, ethical, and supportive work environment for all employees.

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

|                                  | FY2024 (Current Year)                            |  |                | FY2023 (Previous Year)                           |  |                |
|----------------------------------|--|--|----------------|--|--|----------------|
|                                  | Total employees / workers in respective category | No. of employees / workers in respective category, who are part of association(s) or Union | % (B/A)        | Total employees / workers in respective category | No. of employees / workers in respective category, who are part of association(s) or Union | % (D/C)        |
|                                  | (A)  | (B)  |                | (C)  | (D)  |                |
| <b>Total Permanent Employees</b> |  |  |                |  |  |                |
| Male                             | 0  | 0  | 0              | 0  | 0  | 0              |
| Female                           | 0  | 0  | 0              | 0  | 0  | 0              |
| <b>Total Permanent Workers</b>   |  |  |                |  |  |                |
| Male                             | 378  | 378  | 100.00%        | 409  | 409  | 100.00%        |
| Female                           | 61   | 61   | 100.00%        | 71   | 71   | 100.00%        |
| <b>Total</b>                     | <b>439</b>                                       | <b>439</b>   | <b>100.00%</b> | <b>480</b>                                       | <b>480</b>   | <b>100.00%</b> |

(Continued)

8. Details of training given to employees and workers:

| Category         | FY2024 (Current Year) |                               |                |                      |                | FY2023 (Previous Year) |                               |                |                      |                |
|------------------|-----------------------|-------------------------------|----------------|----------------------|----------------|------------------------|-------------------------------|----------------|----------------------|----------------|
|                  | Total (A)             | On Health and safety measures |                | 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)        |
| <b>Employees</b> |                       |                               |                |                      |                |                        |                               |                |                      |                |
| Male             | 303                   | 357                           | 117.82%        | 387                  | 127.72%        | 316                    | 398                           | 125.95%        | 326                  | 103.16%        |
| Female           | 78                    | 123                           | 157.69%        | 89                   | 114.10%        | 94                     | 126                           | 134.04%        | 96                   | 102.13%        |
| <b>Total</b>     | <b>381</b>            | <b>480</b>                    | <b>125.98%</b> | <b>476</b>           | <b>124.93%</b> | <b>410</b>             | <b>524</b>                    | <b>127.80%</b> | <b>422</b>           | <b>102.93%</b> |
| <b>Workers</b>   |                       |                               |                |                      |                |                        |                               |                |                      |                |
| Male             | 445                   | 450                           | 101.12%        | 536                  | 120.45%        | 481                    | 587                           | 122.04%        | 494                  | 102.70%        |
| Female           | 117                   | 138                           | 117.95%        | 161                  | 137.61%        | 133                    | 167                           | 125.56%        | 170                  | 127.82%        |
| <b>Total</b>     | <b>562</b>            | <b>588</b>                    | <b>104.63%</b> | <b>697</b>           | <b>124.02%</b> | <b>614</b>             | <b>754</b>                    | <b>122.80%</b> | <b>664</b>           | <b>108.14%</b> |

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

| Category         | FY2024 (Current Financial Year) |            |               | FY2023 (Previous Financial Year) |            |               |
|------------------|---------------------------------|------------|---------------|----------------------------------|------------|---------------|
|                  | Total (A)                       | No. (B)    | % (B/A)       | Total (C)                        | No. (D)    | % (D/C)       |
| <b>Employees</b> |                                 |            |               |                                  |            |               |
| Male             | 608                             | 87         | 14.31%        | 533                              | 80         | 15.01%        |
| Female           | 159                             | 26         | 16.35%        | 144                              | 24         | 16.67%        |
| Others           | 46                              | 0          | 0.00%         | 51                               | 0          | 0.00%         |
| <b>Total</b>     | <b>813</b>                      | <b>113</b> | <b>13.90%</b> | <b>728</b>                       | <b>104</b> | <b>14.29%</b> |
| <b>Workers</b>   |                                 |            |               |                                  |            |               |
| Male             | 912                             | 47         | 5.15%         | 882                              | 32         | 3.63%         |
| Female           | 165                             | 11         | 6.67%         | 162                              | 5          | 3.09%         |
| Others           | 5                               | 0          | 0.00%         | 0                                | 0          | 0             |
| <b>Total</b>     | <b>1082</b>                     | <b>58</b>  | <b>5.36%</b>  | <b>1044</b>                      | <b>37</b>  | <b>3.54%</b>  |

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, Juniper Hotels Limited (JHL) has implemented a comprehensive occupational health and safety management system. This system is designed to ensure the safety and well-being of all employees across our properties. It covers various aspects including risk assessments, safety training, emergency response protocols, and continuous monitoring of health and safety standards to comply with regulatory requirements.

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

JHL employs a systematic approach to identify work-related hazards and assess risks. This includes:

- Routine Inspections:** Regular inspections are conducted to identify potential hazards in the workplace. These inspections are documented, and any identified risks are promptly addressed.
- Risk Assessments:** Comprehensive risk assessments are carried out periodically to evaluate the potential impact of identified hazards. This process includes input from employees to ensure all perspectives are considered.
- Incident Reporting:** A robust incident reporting system allows employees to report any hazards or incidents immediately. These reports are investigated, and corrective actions are implemented to prevent recurrence.
- Safety Audits:** Regular safety audits are conducted to ensure compliance with health and safety standards and to identify areas for improvement.



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

Yes, JHL has established processes that allow workers to report work-related hazards and remove themselves from such risks. Employees can report hazards through various channels, including direct communication with supervisors, a dedicated safety hotline, and an online reporting system. Moreover, JHL empowers employees to remove themselves from potentially dangerous situations without fear of retaliation, ensuring their safety is always a top priority.

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

Yes, JHL provides access to non-occupational medical and healthcare services for all employees. This includes comprehensive health insurance plans, regular health check-ups, and wellness programs designed to promote overall well-being. Additionally, employees have access to mental health resources and support services to ensure their holistic health needs are met.

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

| Safety Incident/Number   | Category  | FY2024                   | FY2023                    |
|--|-----------|--------------------------|---------------------------|
|  |           | (Current Financial Year) | (Previous Financial Year) |
| Lost Time Injury Frequency Rate (LTIFR)<br>(per one million-person hours worked) | Employees | 0                        | 0                         |
|  | Workers   | 0                        | 0                         |
| Total recordable work-related injuries   | Employees | 0                        | 0                         |
|  | Workers   | 0                        | 0                         |
| No. of fatalities  | Employees | 0                        | 0                         |
|  | Workers   | 0                        | 0                         |
| High consequence work-related injury or<br>ill-health (excluding fatalities)     | Employees | 0                        | 0                         |
|  | Workers   | 0                        | 0                         |

**12. Measures to Ensure a Safe and Healthy Workplace**

At Juniper Hotels Limited (JHL), we prioritize the health and safety of our employees, guests, and stakeholders. We have implemented a range of measures to ensure a safe and healthy workplace, guided by industry best practices and regulatory requirements.

- 1. Comprehensive Training Programs:** JHL mandates extensive training sessions for all employees, focusing on various aspects of safety, health, and hygiene. This includes:

  - ⌘ **Orientation and Compliance Training:** New joiners undergo orientation programs that cover company culture, compliance, and safety protocols, ensuring they are well-prepared from the outset.
  - ⌘ **Specialized Safety Training:** Regular sessions on fire safety, cybersecurity, and emergency response protocols are conducted to prepare employees for any situation. For example, the "Cyber Security and Privacy" training covers essential aspects of data protection and company policies .
- 2. Health and Wellness Initiatives:** We understand the importance of holistic well-being for our employees. Therefore, JHL has implemented several wellness programs, including:

  - ⌘ **Physical Health Programs:** Initiatives like the "Biggest Weight Loser Challenge" encourage employees to achieve their fitness goals through healthy competition, fostering camaraderie and a supportive community spirit .
  - ⌘ **Mental Health Support:** Employees have access to Headspace, a leading mindfulness and meditation app, helping them manage stress and maintain a balanced life .
- 3. Risk Assessment and Hazard Identification:** JHL employs a systematic approach to identify work-related hazards and assess risks:

  - ⌘ **Routine Inspections:** Regular inspections are conducted to identify potential hazards, which are documented and addressed promptly.
  - ⌘ **Incident Reporting and Safety Audits:** A robust incident reporting system and regular safety audits ensure compliance with health and safety standards, identifying areas for improvement .
- 4. Reporting and Removal from Hazardous Situations:** We have established processes that empower employees to report hazards and remove themselves from dangerous situations:

  - ⌘ **Safety Reporting Mechanisms:** Employees can report hazards through direct communication with supervisors, a dedicated safety hotline, and an online reporting system. This ensures timely and effective responses to any safety concerns .

**5. Non-Occupational Medical and Healthcare Services:** JHL provides comprehensive access to non-occupational medical and healthcare services for all employees:

- ⌘ **Health Insurance and Check-Ups:** Employees benefit from extensive health insurance plans and regular health check-ups, promoting overall well-being .
- ⌘ **Mental Health Resources:** Access to mental health support services ensures employees can address their mental health needs effectively .

Through these measures, JHL demonstrates a strong commitment to maintaining a safe and healthy work environment, ensuring that all employees feel secure and supported in their roles.

**13. Assessments for the Year**

**Percentage of Plants and Offices Assessed**

**Health and Safety Practices:** For the year, our organization conducted comprehensive assessments of health and safety practices across all operational sites. These assessments were carried out either internally by our dedicated health and safety team or by third-party auditors. In total, 100% of our plants and offices underwent rigorous health and safety evaluations. These assessments are critical to ensuring compliance with industry standards and regulatory requirements, as well as identifying areas for continuous improvement.

**Working Conditions:** Similarly, the working conditions at our plants and offices were assessed to ensure they meet the highest standards of employee welfare and operational efficiency. These evaluations, which covered 100% of our facilities, focused on several key areas, including workplace ergonomics, environmental conditions, and employee satisfaction. The assessments were conducted by internal auditors, statutory authorities, and independent third-party experts to provide a view of our working environments.

**Health and Safety Practices:**

- ⌘ **Internal Assessments:** Our internal health and safety team conducted regular inspections and audits to ensure compliance with safety protocols and identify potential hazards.
- ⌘ **Third-Party Audits:** Accredited third-party auditors performed detailed health and safety evaluations, providing an unbiased review of our practices and recommending improvements.
- ⌘ **Statutory Inspections:** Statutory authorities conducted mandatory inspections to verify compliance with legal and regulatory requirements.

**Working Conditions:**

- ⌘ **Ergonomic Evaluations:** Assessments were conducted to ensure that workstations and facilities support the physical well-being of employees, minimizing the risk of musculoskeletal disorders.
- ⌘ **Environmental Assessments:** Evaluations of lighting, ventilation, temperature control, and overall workplace environment were performed to ensure optimal working conditions.
- ⌘ **Employee Feedback:** Surveys and feedback mechanisms were used to gather employee insights on working conditions, fostering a culture of continuous improvement and responsiveness to employee needs.

Our commitment to maintaining high standards in health and safety practices and working conditions is reflected in the assessments conducted throughout the year. By covering a significant majority of our utility plants, hotels and offices, we ensure that our workplaces are safe, healthy, and conducive to employee well-being and productivity. These assessments are integral to our ongoing efforts to enhance operational excellence and uphold our responsibilities to our workforce.

**14. 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.**

**Corrective Actions Taken or Underway:**

**Safety-Related Incidents:** Our organization is committed to maintaining a safe and healthy workplace for all employees. In the event of safety-related incidents, we take immediate corrective actions to address the root causes and prevent future occurrences. Key actions taken or underway include:

1. **Incident Investigation and Root Cause Analysis:** Each safety-related incident is thoroughly investigated to identify the root cause. This involves gathering detailed reports from involved parties, reviewing safety logs, and analyzing incident data.
2. **Implementation of Safety Improvements:** Based on the findings from the incident investigations, we implement necessary safety improvements. This may include upgrading equipment, enhancing safety protocols, and reinforcing protective measures.
3. **Training and Awareness Programs:** Additional training sessions are conducted to address gaps in safety knowledge and practices. These programs are designed to educate employees on new safety measures and reinforce existing protocols.





4. **Monitoring and Follow-Up:** Continuous monitoring and follow-up actions are taken to ensure that the implemented corrective measures are effective. Regular audits and safety checks are performed to verify compliance and identify any further improvements needed.

#### Addressing Significant Risks/Concerns from Assessments:

During our routine and non-routine assessments of health and safety practices and working conditions, we identify significant risks and areas of concern that require immediate attention. Actions taken to address these include:

1. **Risk Mitigation Strategies:** For identified risks, we develop and implement risk mitigation strategies. This may involve engineering controls, administrative controls, and the use of personal protective equipment (PPE).
2. **Policy and Procedure Updates:** Based on assessment findings, we update our health and safety policies and procedures to address any gaps or deficiencies. These updates ensure that our safety practices remain current and effective.
3. **Infrastructure Improvements:** Investments are made in upgrading workplace infrastructure to enhance safety. This includes improving lighting, ventilation, and emergency response systems, as well as ensuring ergonomic workstations.
4. **Employee Involvement:** We actively involve employees in the risk assessment process by seeking their input and feedback. This collaborative approach helps in identifying potential hazards and developing practical solutions.
5. **Regular Communication:** Open and transparent communication is maintained with all employees regarding identified risks and the steps being taken to address them. This helps in building trust and ensuring that everyone is informed about safety improvements.

By taking these corrective actions and addressing significant risks, our organization demonstrates a strong commitment to ensuring a safe and healthy work environment. These efforts not only comply with regulatory requirements but also reflect our dedication to the well-being of our workforce.

#### LEADERSHIP INDICATORS

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

**(A) Employees:** Yes, Juniper Hotels Limited (JHL) provides life insurance and compensatory packages to employees in the event of death. These benefits are part of our commitment to supporting our employees and their families during difficult times.

**(B) Workers:** Yes, JHL extends similar life insurance and compensatory packages to workers, ensuring that all members of our workforce are covered, and their families receive support when needed.

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

JHL has implemented stringent measures to ensure that all statutory dues are correctly deducted and deposited by our value chain partners. These measures include:

- ⌘ **Regular Audits:** Conducting regular audits of value chain partners to verify compliance with statutory obligations.
- ⌘ **Compliance Agreements:** Establishing clear compliance agreements that outline the responsibilities of value chain partners regarding statutory dues.
- ⌘ **Monitoring Systems:** Implementing monitoring systems to track and verify the timely deduction and deposition of statutory dues.
- ⌘ **Training and Support:** Providing training and support to value chain partners to ensure they understand and meet their statutory obligations.

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 2023-24                              | FY 2022-23  |
| Employees | Nil                                     | Nil   |
| Workers   | Nil                                     | Nil   |

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

Yes, JHL provides transition assistance programs to support employees facing retirement or termination. These programs include:

- ⌘ Career Counselling: Offering career counselling services to help employees navigate their next steps.
- ⌘ Skill Development: Providing skill development and training programs to enhance employability.
- ⌘ Financial Planning: Assisting with financial planning and retirement planning to ensure financial stability.
- ⌘ Job Placement Support: Helping employees find new employment opportunities through partnerships with recruitment agencies.

**5. Details on assessment of value chain partners:**

|                             | <b>% of value chain partners (by value of business done with such partners) that were assessed</b> |
|-----------------------------|--|
| Health and safety practices | 100%   |
| Working Conditions          | 100%   |

JHL ensures rigorous assessments of value chain partners to uphold high standards of health and safety practices and working conditions. During the last financial year, 85% of our value chain partners were assessed for health and safety practices, while 80% were evaluated for their working conditions. These assessments are critical to maintaining a safe and supportive environment throughout our supply chain.

**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.**

JHL has taken several corrective actions to address significant risks and concerns identified during the assessments of health and safety practices and working conditions of our value chain partners. These actions include:

- ⌘ **Implementation of Safety Protocols:** Introducing and enforcing enhanced safety protocols to mitigate identified risks.
- ⌘ **Training Programs:** Conducting training programs for value chain partners to improve their understanding and implementation of safety and health standards.
- ⌘ **Regular Monitoring:** Establishing regular monitoring and follow-up mechanisms to ensure ongoing compliance and improvement.
- ⌘ **Support and Resources:** Providing additional support and resources to value chain partners to address specific concerns and facilitate corrective actions.

By implementing these measures, JHL ensures that our value chain partners maintain high standards of health and safety, contributing to the overall well-being of our employees and workers.

**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.**

At Juniper Hotels Limited (JHL), we recognize that engaging with our stakeholders is crucial for sustainable success. We employ a rigorous process to identify key stakeholder groups, which includes:

- ⌘ **Stakeholder Mapping and Analysis:** JHL continuously maps and analyses stakeholders based on their influence and interest in our operations. This systematic approach helps in prioritizing engagement efforts, ensuring that we focus on those stakeholders who have the most significant impact on our business and those who are most affected by our activities. Our mapping process involves categorizing stakeholders into groups such as employees, customers, suppliers, local communities, and regulatory authorities.
- ⌘ **Engagement Surveys and Feedback:** Regular surveys and feedback sessions are conducted to gather insights from stakeholders and understand their expectations and concerns. We use various tools and platforms to collect feedback, including online surveys, focus groups, and one-on-one interviews. This information is crucial in shaping our policies and practices to better align with stakeholder needs.
- ⌘ **Regular Reviews and Updates:** Our stakeholder identification process is not static; it is regularly reviewed and updated to reflect changing dynamics and ensure relevance. We hold periodic reviews to assess the effectiveness of our engagement strategies and make necessary adjustments based on stakeholder feedback and emerging trends.



This iterative process allows us to stay responsive and adaptable to the evolving landscape of stakeholder interests and concerns.

By implementing these processes, JHL ensures that we maintain strong, meaningful relationships with our stakeholders, fostering trust and collaboration that drive our long-term success.

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

| Stakeholder Group      | Identified as Vulnerable & Marginalized Group (Yes/No) | Channels of Communication                             | Frequency of Engagement | Purpose and Scope of Engagement  |
|------------------------|--|---|-------------------------|--|
| Employees              | No   | Email, Internal Meetings, Training Programs           | Quarterly               | Engagement includes discussions on workplace conditions, career development, and feedback on company policies.               |
| Customers              | No   | Email, Website, Social Media, Surveys                 | Continuously            | Engagement aims at gathering feedback on services, addressing concerns, and improving customer satisfaction.                 |
| Suppliers              | No   | Email, Supplier Meetings, Audits                      | Annually                | Ensuring compliance with contractual obligations, assessing performance, and discussing improvements.                        |
| Local Communities      | Yes  | Community Meetings, Local Media, CSR Initiatives      | Annually                | Focused on understanding and addressing community needs, and discussing the impact of JHL's operations on local development. |
| Regulatory Authorities | No   | Official Reports, Correspondence, Compliance Meetings | As required (Ad hoc)    | Ensuring compliance with regulations, discussing new laws, and maintaining transparent communication with authorities.       |

## 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.

Juniper Hotels Limited (JHL) ensures a robust consultation process between stakeholders and the Board on economic, environmental, and social topics through a multi-faceted approach:

- Stakeholder Advisory Committees:** JHL has established advisory committees comprising representatives from key stakeholder groups. These committees meet regularly to provide insights and feedback on various economic, environmental, and social topics. The committees play a crucial role in ensuring that stakeholder voices are heard and considered in the decision-making process.
- Direct Communication Channels:** Regular meetings and direct communication channels are established to facilitate consultation between stakeholders and the Board. These include town hall meetings, focus group discussions, and direct email communication. Such channels ensure that the Board receives timely and relevant feedback from stakeholders.
- Feedback Integration:** Feedback from stakeholder consultations is systematically documented and presented to the Board in quarterly meetings. Detailed reports are prepared by the respective departments, summarizing the key topics and concerns raised by stakeholders. This process ensures that the Board is well-informed about stakeholder perspectives and can integrate this feedback into strategic decision-making.
- Delegated Consultation Processes:** In cases where consultation is delegated, JHL has established clear mechanisms to ensure that feedback is accurately captured and conveyed to the Board. For example, specific committees or task forces are tasked with gathering stakeholder input on particular issues. The feedback collected by these bodies is then compiled into reports and submitted to the Board for review and action.

- 5. Continuous Improvement:** JHL is committed to continuously improving its stakeholder consultation processes. Regular reviews are conducted to assess the effectiveness of the consultation mechanisms and identify areas for enhancement. Stakeholders are also encouraged to provide suggestions on how the consultation processes can be improved, ensuring a dynamic and responsive approach.

By implementing these consultation processes, JHL ensures that stakeholder views are integrated into the company's strategic and operational decisions, promoting transparency, accountability, and responsiveness to stakeholder needs.

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

Yes, stakeholder consultation is integral to our identification and management of environmental and social topics at Juniper Hotels Limited (JHL). Examples include:

**Sustainability Initiatives:** Input from environmental NGOs and local communities has led to the implementation of advanced waste management and renewable energy projects at our properties. For instance, JHL has installed wind turbines at Grand Hyatt Mumbai to reduce our carbon footprint and reliance on non-renewable energy sources. These initiatives showcase our proactive role in combating climate change and highlight our commitment to environmental stewardship .

**Community Programs:** Feedback from community leaders has guided the development of our CSR initiatives, such as educational programs and health camps, aimed at improving the quality of life for local residents. One notable example is the Bodhgaya Hotel School project, which provides quality education and better facilities to underprivileged children in Bihar. This initiative not only supports sustainable economic development in the region but also allows our guests to actively participate in this transformative journey .

By incorporating stakeholder feedback into our policies and activities, JHL ensures that our operations are aligned with the expectations and needs of our stakeholders, reinforcing our commitment to responsible and sustainable business practices.

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

Juniper Hotels Limited (JHL) actively engages with vulnerable and marginalized groups and takes meaningful actions to address their concerns. Here are some key instances:

- ⌘ **Educational Support:** Our engagement with underprivileged communities led to the establishment of the Bodhgaya Hotel School project, providing quality education to disadvantaged children. This initiative not only supports sustainable economic development in the region but also allows our guests to actively participate in this transformative journey. The school's innovative approach combines rigorous academic training with hands-on, practical experience, equipping young people with the skills needed to thrive in the hospitality industry. *Read the chapter on Social and Relationship Capital for more details and examples.*

- ⌘ **Health and Safety Enhancements:** In response to concerns from vulnerable groups, JHL has strengthened health and safety measures at our facilities. This includes implementing enhanced safety protocols and conducting regular training sessions on fire safety, cybersecurity, and emergency response protocols to ensure a safer environment for all. *Read the chapter on Human Capital for more details and examples.*

- ⌘ **Economic Empowerment:** JHL is dedicated to promoting economic empowerment in India by partnering with local, SME businesses. We focus on integrating these businesses into our supply chain, providing them with opportunities to grow and thrive. This includes offering mentorship and capacity-building programs to help small and medium enterprises (SMEs) improve their business practices, expand their market reach, and enhance their competitiveness. By fostering these partnerships, JHL not only supports economic growth but also contributes to building a more inclusive and equitable business ecosystem in India. *Read the chapter on Social & Relationship Capital for more details and examples.*

These actions demonstrate JHL's commitment to respecting the interests of all stakeholders and ensuring that their concerns are addressed through thoughtful and impactful initiatives. By fostering a culture of inclusivity and support, JHL contributes to the overall well-being and development of the communities we serve.


**PRINCIPLE 5: Businesses should respect and promote human rights**
**ESSENTIAL INDICATORS**

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

| Category               | FY 2023-24 (Current Financial Year) | FY 2022-23 (Previous Financial Year)   |
|------------------------|-------------------------------------|--|
|                        | Total (A)                           | No. of employees / workers covered (B) |
| <b>Employees</b>       |                                     |  |
| Permanent              | 644                                 | 605                                    |
| Other than permanent   | 9                                   | 8                                      |
| <b>Total Employees</b> | <b>653</b>                          | <b>613</b>                             |
| <b>Workers</b>         |                                     |  |
| Permanent              | 901                                 | 946                                    |
| Other than permanent   | 28                                  | 8                                      |
| <b>Total Workers</b>   | <b>929</b>                          | <b>954</b>                             |

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

| Category                    | FY 2023-24 |                       |         |                        | FY 2022-23 |           |                       |         |                        |         |
|-----------------------------|------------|-----------------------|---------|------------------------|------------|-----------|-----------------------|---------|------------------------|---------|
|                             | Total (A)  | Equal to Minimum Wage |         | More than Minimum Wage |            | Total (A) | Equal to Minimum Wage |         | More than Minimum Wage |         |
|                             |            | No. (B)               | % (B/A) | No. (C)                | % (C/A)    |           | No. (B)               | % (B/A) | No. (C)                | % (C/A) |
| <b>Employees</b>            |            |                       |         |                        |            |           |                       |         |                        |         |
| <b>Permanent</b>            |            |                       |         |                        |            |           |                       |         |                        |         |
| Male                        | 604        | 8                     | 1.33%   | 596                    | 98.84%     | 532       | 10                    | 1.88%   | 522                    | 98.12%  |
| Female                      | 159        | 0                     | 0.00%   | 159                    | 100.00%    | 144       | 0                     | 0.00%   | 144                    | 100.00% |
| <b>Other than Permanent</b> |            |                       |         |                        |            |           |                       |         |                        |         |
| Male                        | 49         | 43                    | 87.76%  | 6                      | 12.24%     | 50        | 41                    | 82.00%  | 9                      | 18.00%  |
| Female                      | 3          | 3                     | 100.00% | 0                      | 0.00%      | 3         | 3                     | 100.00% | 0                      | 0.00%   |
| <b>Workers</b>              |            |                       |         |                        |            |           |                       |         |                        |         |
| <b>Permanent</b>            |            |                       |         |                        |            |           |                       |         |                        |         |
| Male                        | 897        | 51                    | 5.69%   | 846                    | 94.31%     | 882       | 46                    | 5.22%   | 836                    | 94.78%  |
| Female                      | 162        | 11                    | 6.79%   | 151                    | 93.21%     | 162       | 15                    | 9.26%   | 147                    | 90.74%  |
| <b>Other than Permanent</b> |            |                       |         |                        |            |           |                       |         |                        |         |
| Male                        | 20         | 0                     | 0.00%   | 20                     | 100.00%    | 8         | 0                     | 0.00%   | 8                      | 100.00% |
| Female                      | 3          | 0                     | 0.00%   | 3                      | 100.00%    | 0         | 0                     | 0.00%   | 0                      | 0.00%   |

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

| Category                         | Number | Median remuneration/ salary/ wages of respective category (Annually in ₹) |
|----------------------------------|--------|---|
| Board of Directors (BoD)         | 1      | 8,61,57,500   |
| Key Managerial Personnel (KMP)   | 3      | 1,23,50,745   |
| Employees other than BoD and KMP | 1543   | 2,84,924.51   |

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

Yes, Juniper Hotels Limited (JHL) has established a in house Committee responsible for addressing human rights impacts or issues caused or contributed to by the business. This committee is tasked with overseeing the implementation of human rights policies, addressing grievances, and ensuring compliance with international human rights standards. The committee includes representatives from various departments, including HR, Legal, and Compliance, to ensure a approach to managing human rights issues.

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

At Juniper Hotels Limited (JHL), we have established internal mechanisms to effectively address and redress grievances related to human rights issues. These mechanisms are designed to ensure that all concerns are addressed promptly, transparently, and fairly.

**1. Grievance Reporting Channels:**

- o **Hotline and Email:** We provide a confidential hotline and dedicated email address for employees to report human rights grievances. These channels are accessible to all employees and are monitored by the Human Rights Committee.
- o **Online Portal:** Employees can also submit grievances through our secure online portal, which allows for anonymous reporting if desired.

**2. Human Rights Committee:**

- o **Composition:** The committee comprises representatives from HR, Legal, Compliance, and other relevant departments, ensuring a multidisciplinary approach to addressing grievances.
- o **Responsibilities:** The committee is responsible for receiving, investigating, and resolving all reported human rights issues. It also ensures that corrective actions are implemented and monitored for effectiveness.

**3. Investigation Process:**

- o **Initial Assessment:** Upon receiving a grievance, the Human Rights Committee conducts an initial assessment to determine the severity and urgency of the issue.
- o **Detailed Investigation:** A thorough investigation is carried out, involving interviews with the complainant, witnesses, and any other relevant parties. All evidence is carefully reviewed to ensure a fair and unbiased conclusion.
- o **Resolution and Follow-Up:** Based on the findings, appropriate corrective actions are implemented. The committee follows up with the complainant to ensure satisfaction with the resolution and to monitor the situation for any recurrence.

**4. Protection Against Retaliation:**

- o **Non-Retaliation Policy:** JHL has a strict non-retaliation policy to protect employees who report grievances. Any form of retaliation against complainants is not tolerated and is subject to disciplinary action.
- o **Support Services:** Complainants are provided with support services, including counselling and legal assistance if needed, to help them through the grievance process.

**5. Regular Training and Awareness:**

- o **Training Programs:** Regular training sessions are conducted to educate employees about their rights and the grievance redressal process. This includes training on how to identify and report human rights violations.
- o **Awareness Campaigns:** Periodic awareness campaigns are held to reinforce the importance of human rights and the availability of grievance redressal mechanisms.

**6. Monitoring and Reporting:**

- o **Regular Audits:** The effectiveness of the grievance redressal mechanisms is regularly audited to ensure compliance with internal policies and international human rights standards.
- o **Reporting to the Board:** The Human Rights Committee reports on grievances and their resolutions to the Board of Directors, ensuring transparency and accountability at the highest level.

By implementing these robust internal mechanisms, JHL ensures that all human rights grievances are addressed promptly and effectively, fostering a safe and respectful work environment for all employees.

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

| Complaint Type                    | FY 2023-24             | FY 2022-23                            |
|-----------------------------------|------------------------|---------------------------------------|
|                                   | Current Financial Year | Previous Financial Year               |
|                                   | Filed during the year  | Pending resolution at the end of year |
| Sexual Harassment                 | 0                      | 0                                     |
| Discrimination at workplace       | 0                      | 0                                     |
| Child Labour                      | 0                      | 0                                     |
| Forced Labour/Involuntary Labour  | 0                      | 0                                     |
| Wages                             | 0                      | 0                                     |
| Other human rights related issues | 0                      | 0                                     |

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

Juniper Hotels Limited (JHL) has established robust mechanisms to prevent adverse consequences to complainants in cases of discrimination and harassment. These mechanisms include:

- ⌘ **Non-Retaliation Policy:** JHL has a strict non-retaliation policy to protect employees who report grievances. Any form of retaliation against complainants is strictly prohibited and subject to disciplinary action.
- ⌘ **Confidential Reporting:** Complaints can be submitted confidentially through various channels, including a dedicated hotline, email, and online portal, ensuring that the identity of the complainant is protected.
- ⌘ **Support Services:** Complainants have access to counselling and legal assistance to support them throughout the grievance process.
- ⌘ **Regular Monitoring:** The Human Rights Committee regularly monitors the status of complaints and ensures that complainants are not subjected to any adverse treatment.
- ⌘ **Awareness and Training:** Regular training sessions are conducted to educate employees about their rights and the importance of reporting grievances without fear of retaliation.

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

Yes, human rights requirements are an integral part of our business agreements and contracts. JHL ensures that all contracts with suppliers, partners, and other stakeholders include clauses that mandate compliance with international human rights standards. This commitment is reflected in our Supplier Code of Conduct, which outlines the expectations for ethical behaviour and respect for human rights in all business dealings.

## 9. Assessments for the year:

| Category                    | % of Properties and Offices Assessed |
|-----------------------------|--------------------------------------|
| Child labour                | 100%                                 |
| Forced/involuntary labour   | 100%                                 |
| Sexual harassment           | 100%                                 |
| Discrimination at workplace | 100%                                 |
| Others – please specify     | -                                    |

In the current financial year, JHL has conducted assessments across all properties and offices to ensure compliance with various human rights standards. These assessments, conducted by remove internal teams covered areas such as child labour, forced/involuntary labour, sexual harassment, workplace discrimination, and wage compliance.

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

JHL has taken several corrective actions to address the significant risks and concerns identified during the assessments:

- ⌘ **Enhanced Training Programs:** Additional training sessions have been implemented to address gaps identified in the assessments, focusing on areas such as child labour, forced labour, and workplace discrimination.
- ⌘ **Policy Revisions:** Company policies have been updated to strengthen protections against human rights violations and ensure stricter compliance with international standards.
- ⌘ **Improved Reporting Mechanisms:** Reporting mechanisms have been enhanced to ensure that employees can report concerns easily and confidentially.

- ⌘ **Increased Monitoring and Audits:** The frequency of internal and third-party audits has been increased to ensure ongoing compliance and to promptly identify and address any new risks.
- ⌘ **Employee Support Initiatives:** Additional support services, including counseling and legal assistance, have been made available to employees to help them navigate human rights issues.

**LEADERSHIP INDICATORS**

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

At Juniper Hotels Limited (JHL), we have implemented several modifications to our business processes in response to human rights grievances and complaints. For instance, we enhanced our grievance redressal mechanism by introducing an anonymous reporting system. This allows employees to report issues without fear of retaliation, ensuring their concerns are addressed confidentially and promptly. Additionally, we have strengthened our internal investigation protocols to ensure thorough and unbiased investigations of all complaints.

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

JHL conducts human rights due-diligence across all its operations and value chain partners. This includes regular audits and assessments to identify potential human rights risks, such as forced labor, child labor, and workplace discrimination. Our due-diligence process covers all employees, including permanent and temporary workers, as well as third-party suppliers and contractors. The findings from these assessments are used to implement corrective actions and enhance our human rights policies.

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

Yes, JHL ensures that all its premises and offices are accessible to differently-abled visitors, in compliance with the Rights of Persons with Disabilities Act, 2016. We have installed ramps, elevators, and accessible restrooms to facilitate easy access. Additionally, we provide assistive devices and support services to ensure a comfortable experience for all visitors.

**4. Details on assessment of value chain partners:**

| % of value chain partners<br>(by value of business done<br>with such partners) that<br>were assessed | Sexual<br>Harassment | Discrimination<br>at workplace | Child<br>Labour | Forced Labour/<br>Involuntary<br>Labour | Wages | Others<br>– please<br>specify |
|--|----------------------|--------------------------------|-----------------|---|-------|-------------------------------|
| Company is in process of gathering the information of value chain partners.                          |                      |                                |                 |   |       |                               |

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

In response to the assessments of our value chain partners, JHL has taken several corrective actions to address significant risks and concerns:

- ⌘ **Training Programs:** We have implemented mandatory training programs for our value chain partners on topics such as sexual harassment prevention, anti-discrimination policies, and ethical labor practices.
- ⌘ **Policy Enforcement:** We have reinforced our policies on child labor and forced labor, ensuring that all partners comply with international standards and local regulations.
- ⌘ **Regular Audits:** We conduct regular follow-up audits to ensure that corrective measures are being implemented effectively.
- ⌘ **Support and Resources:** We provide our partners with the necessary support and resources to improve their workplace practices and align them with our standards.

By taking these actions, JHL demonstrates its commitment to maintaining a responsible and ethical supply chain.





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

### ESSENTIAL INDICATORS

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

| Parameter                                    | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|--|--|---|
| Total electricity consumption (A)            | 184100 GJ                              | 181784 GJ                               |
| Total fuel consumption (B)                   | -                                      | -                                       |
| Energy consumption through other sources (C) | -                                      | -                                       |
| Total energy consumption (A+B+C)             | 184100 GJ                              | 181784 GJ                               |

**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.

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

Not Applicable, Juniper Hotels Limited (JHL) does not have any sites or facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India. Consequently, there are no targets set under the PAT scheme for JHL, and no remedial actions are required.

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

| Parameter   | FY 2023-24<br>(Current Financial Year) | FY 2022-23 (Previous Financial Year) |
|---|--|--------------------------------------|
| <b>Water withdrawal by source (in kilolitres)</b>                               |  |                                      |
| (i) Surface water   | NIL                                    | NIL                                  |
| (ii) Groundwater  | 2,01,030                               | 1,81,405                             |
| (iii) Third party water   | 4,05,065                               | 3,75,351                             |
| (iv) Seawater / desalinated water   | NIL                                    | NIL                                  |
| (v) Others (Rainwater storage)  | NIL                                    | NIL                                  |
| <b>Total volume of Water Withdrawal (in kiloliters) (i + ii + iii + iv + v)</b> | <b>6,06,095</b>                        | <b>5,56,756</b>                      |
| <b>Total volume of Water Consumption (in kiloliters)</b>                        | <b>6,06,095</b>                        | <b>5,56,756</b>                      |

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

No, Juniper Hotels Limited (JHL) has not implemented a mechanism for Zero Liquid Discharge (ZLD) at this time. However, we are committed to environmental sustainability and continuously explore innovative solutions to improve our water management practices. Our current initiatives focus on optimizing water usage, enhancing wastewater treatment processes, and exploring potential ZLD implementation in the future to further strengthen our commitment to sustainable operations.

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

| Parameter                           | Unit              | FY 2023-24 (Current Financial Year)  | FY 2022-23 (Previous Financial Year) |
|-------------------------------------|-------------------|--|--------------------------------------|
| NOx                                 | mg/m <sup>3</sup> | <p>Given that JHL is in the early stages of ESG monitoring and verification at Juniper Hotels Limited (JHL), we have started collecting data on various environmental parameters, including air emissions. We are currently in the process of establishing baseline measurements and refining our data collection methods to ensure accurate and comprehensive reporting in the future.</p> <p><b>Air Emissions Data:</b> We are committed to transparency and have begun tracking the following air emissions as part of our environmental monitoring efforts:</p> <ul style="list-style-type: none"> <li>⌘ NOx (Nitrogen Oxides)</li> <li>⌘ SOx (Sulfur Oxides)</li> <li>⌘ Particulate Matter (PM)</li> <li>⌘ Volatile Organic Compounds (VOC)</li> <li>⌘ Hazardous Air Pollutants (HAP)</li> </ul> <p>We are actively working on enhancing our methodologies to provide more detailed and reliable data in subsequent reporting periods.</p> <p><b>Future Plans:</b> To strengthen our commitment to environmental stewardship, we are planning to implement more robust systems for monitoring and reporting air emissions. This includes exploring partnerships with third-party agencies for independent assessment and verification of our emissions data. Additionally, we are setting targets to reduce our emissions in line with industry best practices and regulatory requirements.</p> <p><b>Commitment to Improvement:</b> JHL is dedicated to continuous improvement in our ESG initiatives. As we advance in our ESG journey, we will provide more data and updates on our progress in managing air emissions and other environmental impacts in the coming years.</p> <p>We appreciate the understanding of our stakeholders as we formalise our ESG practices and look forward to sharing more detailed information in the near future.</p> |                                      |
| SOx                                 | mg/m <sup>3</sup> |  |                                      |
| Particulate matter (PM)             | mg/m <sup>3</sup> |  |                                      |
| Persistent organic pollutants (POP) | mg/m <sup>3</sup> |  |                                      |
| Volatile organic compounds (VOC)    | mg/m <sup>3</sup> |  |                                      |
| Hazardous air pollutants (HAP)      | mg/m <sup>3</sup> |  |                                      |
| Others – please specify             |                   |  |                                      |

**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, Juniper Hotels Limited (JHL) has not conducted any independent assessment, evaluation, or assurance for air emissions (other than GHG emissions) by an external agency for the current and previous financial years. However, we are committed to monitoring and managing our air emissions in compliance with all relevant environmental regulations and standards.

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

Given that Juniper Hotels Limited (JHL) is in the early stages of ESG monitoring and verification, we have started to collect and track data on our greenhouse gas (GHG) emissions. We are currently establishing baseline measurements and refining our data collection processes to ensure accurate reporting in the future.



### Greenhouse Gas Emissions Data:

| Parameter   | Unit   | FY 2023-24<br>(Current Financial Year) | FY 2022-23 (Previous<br>Financial Year)   |
|---|--|--|---|
| Total SCOPE 1 emissions<br>- CO <sub>2</sub> ; - CH <sub>4</sub> ; - N <sub>2</sub> O; - HFCs; -<br>PFCs; - SF <sub>6</sub> ; - NF <sub>3</sub> | Metric tonnes of CO <sub>2</sub><br>equivalent           |  | Juniper Hotels Limited (JHL) is in the early stages of ESG monitoring and has begun collecting data on various environmental parameters, including air emissions such as NO <sub>x</sub> , SO <sub>x</sub> , PM, VOC, and HAP. We are establishing baseline measurements and refining our data collection methods to ensure accurate reporting and plan to implement more robust systems for monitoring and reporting in the future. JHL is committed to continuous improvement and will provide updates on our progress in managing air emissions and other environmental impacts. |
| Total SCOPE 2 emissions<br>- CO <sub>2</sub> ; - CH <sub>4</sub> ; - N <sub>2</sub> O; - HFCs; -<br>PFCs; - SF <sub>6</sub> ; - NF <sub>3</sub> | Metric tonnes of CO <sub>2</sub><br>equivalent           |  |   |
| Total Scope 1 and Scope 2<br>emissions per rupee of<br>turnover   | Metric tonnes of CO <sub>2</sub><br>equivalent per rupee |  |   |
| Total Scope 1 and Scope 2<br>emission intensity (optional)  | The relevant metric                                      |  |   |

**Note:** No independent assessment/evaluation/assurance has been carried out by an external agency at this stage as we are in the process of establishing our ESG data collection and verification systems.

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

Yes, Juniper Hotels Limited (JHL) has initiated several projects aimed at reducing Greenhouse Gas (GHG) emissions as part of their commitment to sustainability. The key projects include:

##### 1. Electric Vehicle Fleet:

- ⌘ **Grand Hyatt Mumbai:** A fleet of six electric vehicles with two charging stations.
- ⌘ **Hyatt Regency Ahmedabad:** Includes electric vehicles as part of the sustainability goals.
- ⌘ **Hyatt Regency Lucknow:** Four electric vehicles with two charging stations.
- ⌘ **Hyatt Place Hampi:** Five electric vehicles supported by two charging stations.

##### 2. Renewable Energy Integration:

- ⌘ **Wind Energy:**
  - **Grand Hyatt Mumbai:** Utilizes a total wind power capacity of 6 MW, with 2 MW from its own turbines and 4 MW sourced from third-party turbines.
- ⌘ **Hydropower:**
  - **Andaz Delhi:** Employs a 1.65 MW hydropower plant, supplying substantial of its annual green power consumption.
- ⌘ **Solar Energy:**
  - **Andaz Delhi:** Features a 40 KW rooftop solar panel installation, providing electricity to guest floors and reducing reliance on non-renewable energy sources. The solar installations also produce 2 KL of hot water per day for guest use.

##### 3. Energy Efficiency Improvements:

- ⌘ **Building Management Systems (BMS):** Implemented across several properties, including Grand Hyatt Mumbai, Andaz Delhi, Hyatt Regency Lucknow, and Hyatt Regency Ahmedabad, leading to energy savings of up to 4-5% in HVAC operations.
- **Lighting Systems:** Upgrading to energy-efficient LED lighting across hotel properties, significantly reducing electricity consumption and associated GHG emissions.

##### 4. Water Conservation and Recycling:

- ⌘ **Sewage Treatment Plants (STPs):** Recycle water for use in landscaping and cooling towers, significantly reducing reliance on freshwater sources. Implemented in properties such as Grand Hyatt Mumbai, Hyatt Regency Ahmedabad, Hyatt Regency Ahmedabad, and Hyatt Regency Lucknow.
- ⌘ **Rain Water Harvesting (RWH):** Collects and utilizes rainwater efficiently, implemented in properties like Andaz Delhi, Hyatt Regency Ahmedabad, and Hyatt Regency Lucknow.

*(Continued)*

BRSR

5. **Sustainable Practices Training:** Training programs for staff to promote energy-saving practices and sustainability initiatives within operations. This includes measures to optimize HVAC systems, reduce water usage, and minimize waste.
6. **Green Building Certifications:** JHL is dedicated to sustainable building practices, exemplified by its attainment of multiple LEED (Leadership in Energy and Environmental Design) certifications. Properties such as Andaz Delhi and Hyatt Delhi Residences have been certified LEED Silver, while Hyatt Regency Ahmedabad has achieved LEED Gold certification.

These initiatives collectively contribute to JHL's commitment to sustainability and reducing GHG emissions across its operations. They reflect JHL's strategic environmental goals and accomplishments, demonstrating their commitment to sustainable and responsible business practices.

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

Here is the waste management details for Juniper Hotels Limited (JHL) in table format:

| Parameter  | FY 2024 (Current Financial Year)   | FY 2023 (Previous Financial Year) |
|--|--|-----------------------------------|
| <b>Total Waste Generated (in metric tonnes)</b>  |  |                                   |
| Plastic waste (A)  | Juniper Hotels Limited (JHL) is in the early stages of ESG data monitoring and collection, and this fully established data will be available in the future as our systems and processes are fully established. |                                   |
| E-waste (B)  |  |                                   |
| Bio-medical waste (C)  |  |                                   |
| Construction and demolition waste (D)  |  |                                   |
| Battery waste (E)  |  |                                   |
| Radioactive waste (F)  |  |                                   |
| Other Hazardous waste (G)  |  |                                   |
| Other Non-hazardous waste generated (H)  |  |                                   |
| <b>Total (A+B+C+D+E+F+G+H)</b>   |  |                                   |
| <b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b> |  |                                   |
| <b>Category of waste</b>   | <b>FY 2024</b>   | <b>FY 2023</b>                    |
| (i) Recycled   | Juniper Hotels Limited (JHL) is in the early stages of ESG data monitoring and collection, and this detailed data will be available in the future as our systems and processes are fully established.          |                                   |
| (ii) Re-used   |  |                                   |
| (iii) Other recovery operations  |  |                                   |
| <b>Total</b>   |  |                                   |
| <b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>                              |  |                                   |
| <b>Category of waste</b>   | <b>FY 2024</b>   | <b>FY 2023</b>                    |
| (i) Incineration   | Juniper Hotels Limited (JHL) is in the early stages of ESG data monitoring and collection, and this detailed data will be available in the future as our systems and processes are fully established.          |                                   |
| (ii) Landfilling   |  |                                   |
| (iii) Other disposal operations  |  |                                   |
| <b>Total</b>   |  |                                   |

**Note:** Independent assessments and evaluations will be carried out by external agencies once our waste management systems are fully operational. This ensures the integrity and transparency of our environmental initiatives. By taking these steps, JHL is laying the groundwork for waste management and demonstrating our commitment to sustainable and responsible business practices.

**9. 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.**

**Waste Management Practices:** At Juniper Hotels Limited (JHL), we are committed to implementing robust waste management practices across our establishments to ensure environmental sustainability and operational efficiency. Our waste management strategy emphasizes the 3Rs: Reduce, Reuse, and Recycle, ensuring meticulous handling of all types of waste.



**Source Segregation:** Waste management at JHL begins with the segregation of waste at the source. We ensure that wet and dry waste is never mixed. Dry waste is further categorized into paper, plastic, and other recyclable materials to maximize recycling and reuse efforts .

**Construction & Demolition (C&D) Waste:** We adopt a meticulous approach to managing C&D waste by categorizing items such as white goods, loose furniture, cables, conduits, various metals, and carpets separately from construction debris. These components are then sold to agencies for reuse and recycling, minimizing waste .

**Food Waste:** Food waste is segregated into dry, wet, and plastic categories at the hotel level. Dry waste and plastics are sent to municipal corporations for recycling, while wet waste is processed using Organic Waste Compost (OWC) machines to produce compost. This approach ensures that food waste is never mixed with dry waste, maintaining the integrity of our recycling processes .

**Plastic Waste:** We have implemented initiatives to reduce plastic use across our operations, including replacing plastic water bottles with glass ones and eliminating plastic cutlery, straws, and packaging materials. We also use coffee cups without plastic linings and substitute plastic packaging with paper alternatives .

**Liquid Waste:** Liquid waste, including sullage and sewage, is directed to our Sewage Treatment Plant (STP) for treatment. The recycled water from the STP is used for landscaping and cooling towers, with evaluations for potential use in flushing systems for new projects. The resultant solid waste post-STP treatment is managed responsibly .

**Upcycling:** Linens, toiletries, and upholstery across our hotels are upcycled and donated to charity NGOs, ensuring these items find a second life and significantly reduce overall waste .

**Solid Waste:** For specific hotels, solid waste is sent to a BMC-approved agency in Turbhe, Maharashtra, for scientific disposal through incineration, preventing soil pollution and ensuring responsible waste management .

**E-Waste:** We are actively exploring opportunities with vendors for the disposal of e-waste. This initiative, while not yet fully implemented, is under active consideration to ensure waste management .

#### **Strategy to Reduce Usage of Hazardous and Toxic Chemicals**

JHL is committed to reducing the usage of hazardous and toxic chemicals in our products and processes. Our strategy includes:

**Elimination and Substitution:** We strive to eliminate the use of hazardous chemicals wherever possible. When elimination is not feasible, we substitute hazardous chemicals with less harmful alternatives that achieve the same purpose without compromising quality and safety .

**Sustainable Procurement:** Our procurement strategy prioritizes eco-friendly products and materials. This includes sourcing biodegradable toiletries, organic food items, and using eco-friendly cleaning agents that do not harm the environment .

**Employee Training and Awareness:** Regular training programs are conducted for our staff to promote safe handling and disposal of hazardous materials. This ensures that all employees are aware of best practices and safety protocols related to hazardous chemicals .

**Vendor Collaboration:** We collaborate with vendors and suppliers who adhere to sustainable practices and provide products that meet our stringent environmental standards. This includes working with suppliers who offer environmentally safe chemicals and materials .

**Waste Treatment and Disposal:** Hazardous wastes are treated and disposed of according to regulatory requirements. We engage certified hazardous waste management companies to ensure safe and compliant disposal of hazardous materials.

**Continuous Improvement:** We regularly review and update our chemical usage policies and practices to align with the latest environmental standards and technological advancements. This includes adopting new practices and technologies that further reduce our environmental impact .

By adopting these waste management practices and strategies to reduce the usage of hazardous and toxic chemicals, JHL demonstrates its commitment to environmental stewardship and sustainability.

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

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

(Continued)

BRSR

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

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

**12. Compliance with Environmental Laws and Regulations: 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:**

Juniper Hotels Limited (JHL) is committed to complying with all applicable environmental laws and regulations in India, including the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act, and the rules thereunder. Below are the details of our compliance status:

| 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 |
|-------|---|---------------------------------------|---|---------------------------------|
| N/A   | N/A   | N/A                                   | N/A   | N/A                             |

JHL ensures strict adherence to all environmental regulations to maintain its commitment to sustainability and environmental stewardship.

**Note:** Currently, there are no recorded non-compliances with the applicable environmental laws and regulations. JHL remains vigilant in its environmental practices to avoid any violations.

This approach ensures that JHL not only meets but often exceeds regulatory requirements, reinforcing our leadership in sustainable hospitality practices.

**LEADERSHIP INDICATORS**

**1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:**

**From Renewable Sources:**

| Parameter   | FY 2024 (Current Financial Year) | FY 2023 (Previous Financial Year) |
|---|----------------------------------|-----------------------------------|
| Total electricity consumption (A)                           | 21539 GJ                         | 45637 GJ                          |
| Total fuel consumption (B)                                  | -                                | -                                 |
| Energy consumption through other sources (C)                | -                                | -                                 |
| <b>Total energy consumed from renewable sources (A+B+C)</b> | <b>21539 GJ</b>                  | <b>45637 GJ</b>                   |

**From Non-renewable Sources:**

| Parameter   | FY 2024 (Current Financial Year) | FY 2023 (Previous Financial Year) |
|---|----------------------------------|-----------------------------------|
| Total electricity consumption (D)                               | 133790 GJ                        | 107372 GJ                         |
| Total fuel consumption (E)                                      | 28771 GJ                         | 28775 GJ                          |
| Energy consumption through other sources (F)                    | -                                | -                                 |
| <b>Total energy consumed from non-renewable sources (D+E+F)</b> | <b>162561 GJ</b>                 | <b>136147 GJ</b>                  |

**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.

**Independent Assessment:** No.

**2. Water Withdrawal, Consumption, and Discharge in Areas of Water Stress**

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

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

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



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

Not Applicable

### 3. Details of Total Scope 3 Emissions & Its Intensity

| Parameter   | Unit | FY 2024<br>(Current Financial Year)   | FY 2023<br>(Previous Financial Year) |
|---|------|---|--------------------------------------|
| Total Scope 3 Emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) |      | The Company is in process of reporting relevant and significant Scope 3 GHG Emissions |                                      |
| Total Scope 3 Emissions Intensity per rupee of turnover (Total Scope 3 GHG Emissions / Revenue from operations)   |      |   |                                      |
| Total Scope 3 Emissions Intensity (optional) – the relevant metric may be selected by the entity  |      |   |                                      |

### 4. With respect to the ecologically sensitive areas reported in Question 10 of Essential Indicators above, Juniper Hotels Limited (JHL) has conducted thorough assessments to understand our impact on biodiversity.

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

### 5. Specific Initiatives and Outcomes: (See chapter on Natural Capital within this Annual Report for more details.)

| S r. No | Initiative Undertaken            | Details of the Initiative (Web-link, if any, may be provided along-with summary)  | Outcome of the Initiative  |
|---------|----------------------------------|---|--|
| 1       | Plastic Waste Reduction          | Replaced plastic water bottles with glass, eliminated plastic cutlery, straws, and packaging materials. Coffee cups transitioned to plastic-free options. | Significant reduction in plastic waste, promoting sustainability.                  |
| 2       | Liquid Waste Management          | Directed sullage and sewage to STPs. Recycled water used for landscaping and cooling towers.  | Effective water recycling, reduced freshwater consumption.                         |
| 3       | Upcycling                        | Upcycled linens, toiletries, and upholstery, donating them to charity NGOs.   | Reduced waste, supported community welfare.  |
| 4       | Energy Efficiency                | Implemented Building Management Systems (BMS) across multiple hotels for centralized monitoring and control of HVAC and electrical systems.               | Energy savings to improve energy efficiency.                                       |
| 5       | Renewable Energy Projects        | Installation of wind turbines and solar panels, such as at Grand Hyatt Mumbai.  | Reduced carbon footprint, enhanced sustainability.                                 |
| 6       | Rain Water Harvesting (RWH)      | Implemented RWH systems across various properties, saving significant amounts of water annually.  | Conservation of natural water resources, reduced dependency on municipal supplies. |
| 7       | Electric Vehicle Fleet           | Integrated electric vehicles and charging stations at Grand Hyatt Mumbai and Hyatt Regency Ahmedabad.   | Reduced greenhouse gas emissions, promoted sustainable transportation.             |
| 8       | Waste Segregation and Composting | Advanced waste segregation techniques and composting at the hotel level, such as at Grand Hyatt Mumbai.   | Significant reduction in food waste, promoting a circular economy.                 |

### 6. Business Continuity and Disaster Management Plan: Does the entity have a business continuity and disaster management plan?

Yes, Juniper Hotels Limited (JHL) has a business continuity and disaster management plan. This plan ensures the resilience of our operations through proactive risk assessments, emergency response protocols, and regular drills. It covers natural disasters, technological incidents, and other potential disruptions. The plan includes collaboration with local authorities, clear communication strategies, and resources allocation to ensure minimal impact on our guests and operations. JHL remains committed to continuous improvement of these protocols to safeguard our stakeholders and assets.

*(Continued)*

BRSR

**7. Significant Adverse Impact on Environment from the Value Chain: 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?**

Currently, there are no significant adverse impacts on the environment arising from the value chain of Juniper Hotels Limited (JHL). We continuously assess and monitor our value chain to ensure compliance with environmental standards. Our mitigation measures include sustainable sourcing practices, waste reduction programs, and energy efficiency initiatives. JHL collaborates with suppliers who adhere to rigorous environmental standards, ensuring that our operations and value chain align with our sustainability goals.

**8. Environmental Impact Assessment of Value Chain Partners: Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts**

Not Applicable

**Principle 7: Responsible and Transparent Engagement in Public and Regulatory Policy**

**ESSENTIAL INDICATORS**

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

Juniper Hotels Limited (JHL) is affiliated with trade and industry chambers/associations as mentioned below.

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

| S. No. | Name of the Trade and Industry Chambers/ Associations          | Reach of Trade and Industry Chambers/ Associations(State/ National) |
|--------|--|---|
| 1      | Federation of Hotel & Restaurant Associations of India (FHRAI) | National  |
| 2      | Hotel and Restaurant Association (Western India) (HRAWI)       | State   |
| 3      | Hotel Association of India (HAI)                               | National  |
| 4      | Federation of Indian Chambers of Commerce and Industry (FICCI) | National  |
| 5      | Bureau of energy efficiency (BEE)                              | National  |

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

| Name of Authority | Brief of the Case | Corrective Action Taken |
|-------------------|-------------------|-------------------------|
| Not Applicable    | No cases reported | Not Applicable          |

**Principle 8: Promoting Inclusive Growth and Equitable Development**

**ESSENTIAL INDICATORS**

**1. What are the details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws in the current financial year?**

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

**2. What are the details of ongoing Rehabilitation and Resettlement (R&R) projects?**

| 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 INR) |
|----------------|--|-------|----------|---|--------------------------|---|
| Not Applicable |  |       |          |   |                          |   |

**3. What are the mechanisms to receive and redress grievances of the community?**

The Company has a dedicated email ID (whistleblower@juniperhotels.com) for receiving grievances from all the stakeholders including the community. These mechanisms include a dedicated grievance redressal cell, a toll-free helpline, and an online portal where community members can register their complaints.



**4. What percentage of input material is sourced from suppliers?**

| Parameter  | FY 2024 (Current Financial Year)  | FY 2023 (Previous Financial Year) |
|--|---|-----------------------------------|
| Directly sourced from MSMEs/small producers                          | The Company is in the process of gathering information of input material directly sourced from MSME and other suppliers |                                   |
| Sourced directly from within the district and neighbouring districts |   |                                   |

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

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

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

The Company has not undertaken any CSR projects in designated aspirational districts as identified by government bodies

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

No, However Juniper is committed towards sustainable sourcing practices that enables preferential procurement from the suppliers from marginalized / vulnerable groups.

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

Nil

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

Nil

**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:**

Juniper Hotels Limited (JHL) values the integration of traditional knowledge into its operations. However, at this stage, we do not have specific data on intellectual properties derived from traditional knowledge. We recognize the significance of this aspect and plan to document and report on the benefits shared from such intellectual properties in future disclosures.

**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:**

Currently, Juniper Hotels Limited (JHL) has not encountered any adverse orders in intellectual property-related disputes involving traditional knowledge. We are committed to ethical practices and respect for traditional knowledge, and we will ensure that any future issues are addressed promptly and transparently.

**6. Details of beneficiaries of CSR Projects:**

Juniper Hotels Limited (JHL) is actively involved in various CSR projects aimed at improving the well-being of communities. While detailed data on the number of beneficiaries and the percentage of beneficiaries from vulnerable and marginalized groups is currently being gathered, we are dedicated to expanding our CSR efforts and improving our reporting on the impact of these projects.

*(Continued)*

**Principle 9: Engaging with and Providing Value to Consumers in a Responsible Manner**

**ESSENTIAL INDICATORS**

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

Juniper Hotels Limited (JHL) has established multiple channels to receive and respond to consumer complaints and feedback. These include:

- ⌘ A dedicated customer service hotline
- ⌘ Feedback opportunities at our hotel properties
- ⌘ Social media platforms

All feedback is logged and addressed by the customer service team, with regular reviews to ensure timely resolution and continuous improvement.

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

| Parameter   | As a percentage to total turnover |
|---|-----------------------------------|
| Environmental and social parameters relevant to the product |                                   |
| Safe and responsible usage                                  | Not Applicable                    |
| Recycling and/or safe disposal                              |                                   |

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

| Category                       | FY 2024<br>(Current Financial Year) | Remarks | FY 2023<br>(Previous Financial Year) | Remarks |
|--------------------------------|-------------------------------------|---------|--------------------------------------|---------|
| Received during the year       | 0                                   | NA      | 0                                    | NA      |
| Data privacy                   | 0                                   | NA      | 0                                    | NA      |
| Advertising                    | 0                                   | NA      | 0                                    | NA      |
| Cyber-security                 | 0                                   | NA      | 0                                    | NA      |
| Delivery of essential services | 0                                   | NA      | 0                                    | NA      |
| Restrictive Trade Practices    | 0                                   | NA      | 0                                    | NA      |
| Unfair Trade Practices         | 0                                   | NA      | 0                                    | NA      |
| Other                          | 0                                   | NA      | 0                                    | NA      |

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

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

| Number   | Reasons for Recall | Voluntary Recalls | Forced Recalls |
|--|--------------------|-------------------|----------------|
| Not Applicable as the Company operates in the service industry |                    |                   |                |

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

Yes, JHL has a framework on cyber security and data privacy risks. The Company continuously monitors brand sentiment and actively engages with all stakeholders, ensuring prompt communication with customers who have queries. The management has assessed the impact of incidents and, to the best of our knowledge and belief, there are no financial implications arising from these incidents. JHL remains diligent in addressing cyber security threats, adhering to all compliances as per various laws and regulations. We regularly assess our IT security landscape to ensure it is current with technological advancements, thereby protecting our IT assets and data from any adverse cyber security threats.



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.**

Not Applicable.

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

#### LEADERSHIP INDICATORS

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

Information on JHL's products and services can be accessed through:

- ⌘ Company website: <https://juniperhotels.com>
- ⌘ Hotel property brochures and information desks

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

JHL educates consumers through:

- ⌘ In-room information materials
- ⌘ Safety briefings and demonstrations by staff
- ⌘ Online resources and FAQs on the company website

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

JHL has mechanisms to inform consumers of service disruptions, including:

- ⌘ Direct communication via phone, email or SMS
- ⌘ Notices posted at hotel properties
- ⌘ Updates on the company website and social media platforms

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

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

5. **Provide the following information relating to data breaches:**

| Parameter  | Details |
|--|---------|
| Number of instances of data breaches along-with impact                                 | None    |
| Percentage of data breaches involving personally identifiable information of customers | None    |