

22nd July, 2024

Bombay Stock Exchange Limited
1st Floor, New Trading Ring,
Rotunda Building,
P J Towers, Dalal Street, Fort
MUMBAI - 400 001.

The National Stock Exchange of India Ltd
Exchange Plaza,
5th Floor, Plot No.C/1, G Block,
Bandra Kurla Complex, Bandra (E)
MUMBAI - 400 051

Dear Sir,

Sub: Business Responsibility and Sustainability Report for FY 2023-24.
Ref: BSE: 532390; NSE: TAJGVK.

Pursuant to Regulation 34(2)(f) of Securities Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for FY 2023-24, which forms part of the Annual Report for the FY 2023-24.

The Business Responsibility and Sustainability Report is also uploaded on the website of the company at <https://www.tajgvk.in/i/Annual-Report/BRSR2023-24.pdf>.

You are requested to kindly take the same on record.

Yours faithfully

For TAJ GVK Hotels & Resorts Limited


J SRINIVASA MURTHY
CFO & Company Secretary
M.No.FCS-4460



Encl: a/a

Business Responsibility & Sustainability Report

FOR THE FINANCIAL YEAR 2023 -24

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

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L40109TG1995PLC019349
2	Name of the Listed Entity	Taj GVK Hotels & Resorts Limited
3	Year of incorporation	1995
4	Registered Office Address	Taj Krishna, Road No.1, Banjara Hills, Hyderabad – 500 034, Telangana
5	Corporate Address	Taj Krishna, Road No.1, Banjara Hills, Hyderabad – 500 034, Telangana
6	E-mail	tajgvkshares.hyd@tajhotels.com
7	Telephone	040-66293664
8	Website	www.tajgvk.in
9	Financial year for which reporting is being done	1st April 2023 to 31st March 2024
10	Name of the Stock Exchange(s) where shares are listed	Bombay Stock Exchange Limited (BSE) SCRIP: 532390 and National Stock Exchange of India Limited (NSE) SCRIP: TAJGVK
11	Paid-up Capital	Rs.1254.03 Lakhs
12	Contact Person	
	Name of the Person	Mr. J Srinivasa Murthy CFO & Company Secretary
	Telephone	040-66293665
	Email address	srinivas.murthy@tajhotels.com
13	Reporting Boundary	
	Type of Reporting- Select from the Drop-Down List	Standalone
14	Name of Assurance provider	-
15	Type of Assurance obtained	-

II. Product/Services

16	Details of business activities	Sr.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1.	Accommodation and Food Service Inns, Resorts, Holiday homes, etc	Hotels, Resorts, Banquet halls and conference Rooms, Restaurants etc.,	100

17	Products/Services sold by the entity	Sr.	Product/Service	NIC Code	% of Total Turnover contributed
		1.	Rooms	55101	52%
2.	Restaurants & Bars (F&B)	56301	19%		
3.	Banquets & Other Income	56210	25%		
4.	Other Income	56210	4%		

III. Operations

18	Number of locations where plants and/or operations/offices of the entity are situated:	Location	Number of plants	No. of Offices	Total
		National	5	-	5
		International	-	-	-
19	Market served by the entity	Locations	Numbers		
	a. No. of Locations	National (No. of States)	3		
		International (No. of Countries)	-		
	b. What is the contribution of exports as a percentage of the total turnover of the entity?	Not Applicable			

	c. A brief on types of customers	<p>a. Business Travelers – Preferred by professionals, our hotels boast strategic locations, superior amenities, and prompt services, making them the ideal choice for business travel.</p> <p>b. Tourists – We cater to both domestic and international travellers, offering luxurious and comfortable accommodations that enhance their travel experience.</p> <p>c. Event and Conference Attendees – Our hotels feature versatile event spaces and state-of-the-art conference facilities, perfect for hosting corporate events and professional gatherings.</p> <p>d. Wedding Guests – Known for being top-tier wedding destinations, our hotels provide extensive wedding planning and coordination services to ensure memorable celebrations.</p> <p>e. Dining Enthusiasts – Our acclaimed restaurants and bars draw both guests and locals alike, providing exceptional dining experiences that satisfy culinary aficionados.</p> <p>f. Crew Members – We provide a warm welcome to airline and ship crew members, offering them a restful stay in our accommodating and comfortable facilities.</p> <p>g. Extended Stay Guests – Our hotels are well-equipped for longer stays, with extended stay options designed for maximum comfort and convenience.</p>
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IV. Employees

20. Details as at the end of Financial Year:

Sr.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a. Employees and workers (including differently abled)						
Employees						
1	Permanent Employees (A)	907	742	82%	165	18%
2	Other than Permanent Employees (B)	-	-	-	-	-
3	Total Employees (A+B)	907	742	82%	165	18%
Workers						
4	Permanent Workers (C)	-	-	-	-	-
5	Other than Permanent Workers (D)	-	-	-	-	-
6	Total Workers (C+D)	-	-	-	-	-
b. Differently abled employees and workers						
Employees						
7	Permanent Employees (E)	1	1	100%	-	-
8	Other than Permanent Employees (F)	2	2	100%	-	-
9	Total Employees (E+F)	3	3	100%	-	-
Workers						
10	Permanent Workers (G)	-	-	-	-	-
11	Other than Permanent Workers (H)	-	-	-	-	-
12	Total Differently abled Workers (G+H)	-	-	-	-	-

21. Participation/Inclusion/Representation of women

Sr.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1.	Board of Directors	14	3	21%
2.	Key Management Personnel	1	-	-

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

Category	FY 2023-2024			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	12%	4%	16%	4%	1%	5%	4%	-	4%
Permanent Workers	-	-	-	-	-	-	-	-	-

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

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

Sr.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Green Woods Palaces and Resorts Pvt Ltd	Joint Venture	48.99	Yes

VI. CSR Details

24	i.	Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	ii.	Turnover	Rs. 410.89 Crore
	iii.	Net worth	Rs. 542.34 Crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redressal policy	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	Vigil-Mechanism Policy.pdf (tajgvk.in)	Nil	Nil	NA	Nil	Nil	NA
Investors (other than shareholders)	No		Nil	Nil	NA	Nil	Nil	NA
Shareholders	Yes		43	Nil	NA	30	Nil	NA
Employees and workers	Yes TAJGVK has a strong whistle-blower policy which is available to all the stakeholders		Nil	Nil	NA	Nil	Nil	NA
Customers	Yes		Nil	Nil	NA	Nil	Nil	NA
Value Chain Partners	No		Nil	Nil	NA	Nil	Nil	NA
Other: ex-employee and other than above	No		Nil	Nil	NA	Nil	Nil	NA

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

Material Issue Identified	Indicate whether Risk or Opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Business Ethics and Transparency	Opportunity	Maintaining high ethical standards safeguards reputation and boosts customer trust, thereby enhancing brand value. Transparency in operations helps mitigate legal and financial risks, while ethical practices also appeal to socially conscious investors, promoting sustainable growth and a competitive edge.	The company maintains strong policies and procedures, actively pursuing initiatives to implement best practices and enhance transparency and ethical standards in its operations.	Positive
Customer Data Privacy and Security	Risk/ Opportunity	Inadequate handling of sensitive data carries risks such as legal liabilities, harm to reputation, and erosion of customer confidence. Robust data protection measures are crucial to safeguard customer information and ensure uninterrupted business operations, thereby bolstering trust and fostering loyalty in today's digital environment.	The company prioritizes delivering a secure and pleasant experience for hotel customers, ensuring robust protection of customer data to prevent any potential misuse that could compromise satisfaction or damage the company's brand reputation.	Negative/Positive
Food Quality and Standard	Opportunity	Providing outstanding culinary experiences not only boosts customer satisfaction, leading to repeat visits and positive referrals but also underscores the brand's dedication to surpassing food safety standards, thereby ensuring compliance, and fostering enduring success.	The company adheres strictly to national food safety guidelines and regulations while procuring raw materials from reputable suppliers. Food handling procedures are meticulously executed to ensure the delivery of high-quality food and services to customers.	Positive
Waste Management and Circular Economy	Risk	Poor waste management presents dual challenges: it jeopardizes local environments and tarnishes community perceptions. Neglecting circular economy principles risks resource scarcity and operational inefficiencies. Embracing sustainable waste strategies not only mitigates these hazards but also reflects conscientious business practices, yielding mutual benefits for both the company and the ecosystem.	The company has established an efficient waste management protocol, ensuring precise waste segregation and secure disposal. Furthermore, it continuously strives to reduce waste generation and explores innovative methods to further diminish waste.	Negative

Material Issue Identified	Indicate whether Risk or Opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Customer Satisfaction	Opportunity	Customer Relationship Management (CRM) is crucial within the hospitality industry, contributing significantly to enhancing customer satisfaction and retention rates while providing deeper insights into customer behaviour.	IHCL excels in CRM with a robust customer loyalty program boasting over 4 million members. The engagement spans multiple channels such as websites, email, and social media. Additionally, their pioneering Care@Tajness program strategically listens to customer feedback, enabling the development of innovative products and services.	Positive
Resilient Business Strategy	Opportunity	Anticipating and responding to market changes and unexpected disruptions is crucial for maintaining operational continuity and earning customer confidence. Through proactive diversification of offerings and efficient resource management, the company effectively addresses challenges, strengthens its market position, and establishes itself as a reliable option for both customers and stakeholders.	TAJ GVK's implementation of a robust business strategy is crucial. By foreseeing market shifts and unforeseen obstacles, the company guarantees continuous operations and upholds customer confidence. Through diversifying its offerings and optimizing resource allocation, TAJ GVK establishes itself as a reliable and flexible entity, ready to excel amid uncertainties and achieve sustainable growth in the long run.	Positive
Energy and Emissions Management	Opportunity	Implementing efficient energy practices not only cuts operational costs but also supports sustainability objectives. Embracing renewable energy sources and optimizing consumption not only reduces environmental impact but also ensures compliance with evolving regulations, demonstrating a commitment to responsible business practices that resonate with environmentally aware stakeholders.	The company has actively adopted multiple initiatives aimed at reducing energy consumption and enhancing efficiency. It consistently identifies opportunities for improvement, integrating new methods and systems to reduce both energy and fuel usage, thereby lowering emissions. Furthermore, there is a gradual integration of renewable energy sources into its operations, underscoring its dedication to sustainable practices.	Positive
Water and Effluent management	Risk	Effective water management is critical in the hospitality sector, directly influenced by both water availability and quality, which are paramount concerns for our operations.	Water security is essential for our operations due to its critical role in our sector. Our approach to water management includes recycling STP water for cooling towers and optimizing chiller operations. We are actively implementing water conservation measures across our facilities to enhance sustainability efforts.	Negative

Material Issue Identified	Indicate whether Risk or Opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Green Buildings	Opportunity	Incorporating sustainable design and practices reduces environmental impact while meeting the preferences of eco-conscious customers. By developing energy-efficient and environmentally responsible properties, the company can boost its brand reputation, attract eco-minded clients, and make a positive contribution to the planet.	The company is committed to ensuring that its future hotels achieve green building certification or meet stringent sustainability criteria. Moreover, existing properties are continuously upgraded to integrate efficient practices that comply with regulations, reinforcing its steadfast dedication to environmentally responsible operations throughout its portfolio.	Positive
Climate Change	Risk	Climate change presents a significant risk to the hospitality sector. Changes in weather patterns can reduce the appeal of certain tourist destinations due to extreme heat or drought. Additionally, the industry may incur extra expenses to adapt, such as constructing sea walls or enhancing air conditioning systems. Our operations already face substantial overhead costs, including energy expenditures.	We have systems to track and minimise power consumption and partnership with Green Power supply company.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	http://www.tajgvk.in/corporate-policies.html								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
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.	At TAJ GVK, we prioritize excellence and compliance by integrating global standards into our core business strategies. Our adherence to the Food Safety and Standards Authority of India (FSSAI) and the prestigious Gold Certification from Earth Check Standards highlights our dedication to environmental stewardship and operational excellence. To further fortify our commitment to security and data integrity, we implement comprehensive Information Technology (IT) policies. These include stringent adherence to ISO information security standards, rigorous compliance with the General Data Protection Regulation (GDPR), and strict observance of Payment Card Industry (PCI) standards. Ensuring the security and efficiency of our operations remains a cornerstone of our business philosophy.								

5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	TAJ GVK is actively refining its sustainability framework, delineating key objectives and establishing timelines to achieve these goals. Our approach is underpinned by six strategic pillars: Advancing sustainable growth, safeguarding our heritage and brand, upholding robust corporate governance, fulfilling our social responsibility commitments, enhancing environmental stewardship, and fostering transformative partnerships. These pillars are integral to our initiative to reduce energy consumption and, consequently, lower our Scope 2 emissions. Additionally, we are making strides in measuring and mitigating our Scope 3 emissions. Beyond environmental efforts, we are dedicated to continually improving our practices in employee management, community engagement, and customer satisfaction, thereby strengthening our overall impact and corporate legacy.
6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	Our key performance targets are established, assessed, and executed in alignment with our defined objectives. The Corporate Social Responsibility (CSR) and Stakeholder Relationship Committees play a crucial role in this process by conducting periodic reviews of our progress, ensuring that our actions consistently resonate with our strategic goals and stakeholder expectations.
Governance, Leadership and oversight:		
7	Statement by director responsible for the BRSR report, highlighting ESG related challenges, targets and achievement:	
	<p>It is my privilege to communicate with you at this critical juncture as we reflect on TAJ GVK's journey towards a more sustainable future. Throughout this period, we have been steadfast in our commitment to environmental sustainability, social responsibility, and stringent corporate governance.</p> <p>In our pursuit of reducing our environmental footprint, we have made impactful strides in decarbonizing our operations, particularly in our adoption of green power and our progressive decrease in Scope 2 and Scope 3 emissions. This commitment is in line with our strategic initiatives to foster environmental stewardship across all properties.</p> <p>Our growth this past year has been remarkable, driven by enhanced management contracts and deepened collaborations with our partners to embed robust ESG measures across our network of hotels. We are particularly proud of the dedication and unwavering support of our workforce, which remains the cornerstone of our business.</p> <p>The safety, inclusivity, and respect within our operations have never been stronger. We have maintained a record of zero Lost Time Incidents (LTI) and zero fatalities, a testament to our rigorous safety protocols and comprehensive employee training programs. Furthermore, our commitment to an inclusive and respectful workplace is reflected in our record of zero cases under the Prevention of Sexual Harassment (POSH) Act and zero discrimination cases. These achievements highlight the effectiveness of our policies and the empowering culture we nurture at TAJ GVK.</p> <p>In governance, we have strengthened our frameworks to ensure transparency, ethical conduct, and robust risk management. This enhancement in governance supports our aim to maintain the trust and confidence you place in us, which is the foundation of our enduring relationship. Looking forward, we remain dedicated to sustainability, striving to innovate, collaborate, and lead by example.</p> <p>Thank you for your continued support and dedication to TAJ GVK. Together, we are setting new benchmarks in sustainability and corporate responsibility that will lead us to a brighter and more prosperous tomorrow.</p> <p>Warm Regards, Mrs. G Indira Krishna Reddy Managing Director</p>	
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mrs. G Indira Krishna Reddy, Managing Director (DIN:00005230)
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, the Corporate Social Responsibility Committee of the Board of Directors is responsible for decision making on Sustainability related issues. For composition of CSR Committee, please refer Page No. 66 of the Integrated Report FY2023-24.

10. Details of Review of NGRBCs by the company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	All the policies of the Company are approved by the Board and reviewed periodically or on a need basis by CSR Committee as a part of ESG review. During the review, the effectiveness of the policies is evaluated and necessary amendments to policies and procedures are implemented.									Yes, on a regular basis								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	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.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Policies are currently evaluated internally and would be subjected to external audits as and when applicable.								

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

ESSENTIAL INDICATORS			
1. Percentage coverage by training and awareness programmes on any of the NGRBC Principles during the financial year:			
Segment	Total number of training & 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	14	1. Overview of the Hospitality Industry and way forward, 2. Hotels Business model and benchmarking	100
Key Management Personnel	1	Insider Trading	100
Employees other than BODs and KMPs	907	Dignity & Respect, Human rights, Equal opportunity, Bribery & Corruption, Insider trading, Conflict of interest	100
Workers	NA	NA	NA

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

a. Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	NA	Nil	NA	Nil
Settlement	Nil	NA	Nil	NA	Nil
Compounding fee	Nil	NA	Nil	NA	Nil
b. Non-Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)	
Imprisonment	Nil	NA	NA	NA	
Punishment	Nil	NA	NA	NA	

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. - Nil

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

Yes, the Company has an anti-bribery and anti-corruption policy that prohibits any actions that could be classified as corruption, bribery, or the giving or receiving of bribes. The objective of this policy is to guide all directors, executives, employees, and associated persons in ensuring compliance with applicable anti-bribery laws, rules, and regulations. This policy applies to everyone working at all levels and grades, including Board Members and Senior Managerial Personnel, employees, consultants, interns, contractors, agency staff, agents, or any other individuals associated with the company, including those acting on its behalf. Additionally, the Company is committed to establishing and maintaining effective measures to prevent, deter, detect, and address any instances of bribery and corruption in any form.

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

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

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

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

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.

Throughout the FY 2023-24, the Company has not incurred any form of monetary or non-monetary fines, penalties, sanctions, awards, compounding fees, or settlement sums as a result of proceedings involving regulators, law enforcement agencies, or judicial entities. This status holds true for both the Company itself as well as its directors and Key Managerial Personnel (KMPs), the decision being based on materiality thresholds.

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

Category		FY 2023-24	FY 2022-23
Number of days of accounts payables	Accounts payable	56.42	54.51
	Cost of goods/services procured	151.65	145.43
	Number of days of accounts payables	136	137

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	-	-
	b. Sales (Sales to related parties / Total Sales)	62 Lakhs	-
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)	-	-

LEADERSHIP INDICATORS		
1. Awareness programmes conducted for value chain partners on any of the NGRBC Principles during the financial year:		
Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in value chain covered by the awareness programmes.
Annual Vendor Meet for Region/Cluster is conducted	Anti-bribery Sustainability initiative	Not Ascertained at this point going forward we will track percentage value chain partner covered under the awareness programme.
Site visits - All new perishable vendors 100% before onboarding	Hygiene & Cleanliness, Storage & Transportation, locker room & personal Hygiene, Preventive maintenance, Pest Management & Waste Management	
Surveys – Three Surveys Centrally; Hotels conduct their surveys for local vendors	Vendor satisfaction, Internal Customer Satisfaction, Vendor rating	

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

Yes, the company has instituted comprehensive procedures to effectively manage conflicts of interest involving Board members. To address such conflicts, a clear process has been established, enabling Directors to recuse themselves from discussions where conflicts of interest are present. Directors are required to perform their duties with integrity, always prioritizing the Company's best interests. They must exercise their responsibilities free from any external influences that could compromise their impartiality and independent judgment, which are essential for the Company's well-being. Additionally, Directors are strictly prohibited from exploiting their positions for personal gain at the Company's expense.

Any conflicts of interest involving Board Members must be promptly reported to the Chairman of the Audit Committee or the Chairman of the Board. This procedure ensures transparency and facilitates the appropriate oversight and management of potential conflicts.

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

ESSENTIAL INDICATORS

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

Type	FY 2023-24	FY 2022-23	Details of improvement in social and environmental aspects
Research & Development (R&D)	Nil	Nil	NA
Capital Expenditure (CAPEX)	Nil	Nil	NA

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

Yes. The Company does have procedures in place for sustainable sourcing.

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

The Company has implemented procedures to integrate sustainable practices within its supply chain. By employing a unified warehouse and distribution management system across all its hotels, the supply chain has become greener and more efficient, significantly reducing the Company's carbon footprint. Approximately 10% of total sourcing is managed through a vendor aggregation system. Additionally, consolidating FMCG goods from multiple suppliers into a single vendor and using Third-Party logistics for around 600 SKUs have greatly minimized vendor interactions, leading to substantial emissions reductions.

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

Product	Process to safely reclaim the product
a. Plastics (including packaging)	Not Applicable
b. E-Waste	
c. Hazardous Waste	
d. Other Waste	

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

As TAJ GVK operates in the hospitality business within the services sector, Hence EPR is not applicable to the company.

LEADERSHIP INDICATORS						
1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?						
Name of Product/ Service	% of total Turn-over contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No) If Yes, provide web-link		
No Life Cycle Assessment (LCA) has been conducted for any of the services provided by our company.						
2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same : Not Applicable						
3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry) : Not Applicable						
4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:						
	FY 2023-24			FY 2022-23		
	Re-used	Recycle	Safely Disposed	Re-used	Recycle	Safely Disposed
a. Plastics (including packaging)	Not Applicable					
b. E-Waste						
c. Hazardous Waste						
d. Other Waste						
5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category. TAJ GVK is in the hospitality business, being part of services sector, hence not applicable.						

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

ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employees											
Male	742	742	100%	742	100%	-	0%	742	100%	742	100%
Female	165	165	100%	165	100%	165	100%	-	-	165	100%
Total	907	907	100%	907	100%	165	18%	742	82%	907	100%
Other than Permanent Employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Category	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	1.30%	1.08%

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

Sr.	Benefits	FY 2023-24			FY 2022-23		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100	0	Y	100	0	Y
2	Gratuity	100	0	Y	100	0	The company has taken a Group Gratuity policy with ICICI General Insurance company Ltd.
3	ESI	100	0	Y	100	0	Y

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.

We have meticulously designed and organized the layout of all our premises to ensure complete accessibility for individuals with disabilities. Our commitment to inclusivity is evident in the design of workspaces, restrooms, social areas, and overall infrastructure, all thoughtfully developed with accessibility in mind. We continuously strive to maintain a barrier-free environment that meets the needs of every individual, regardless of their abilities.

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

TAJ GVK is dedicated to ensuring equal employment opportunities and fostering an inclusive workplace. Our policy strictly prohibits any form of discrimination, harassment, or unfavourable treatment of employees or job applicants, whether direct or indirect, based on age, colour, disability, origin, religion, race, gender, family or marital status, gender reassignment, sexual orientation, pregnancy, or maternity status. Additionally, our policy forbids any bullying or intimidation for any reason against any employee or applicant. TAJ GVK equal opportunity policy is available at <http://www.tajgvk.in/i/TAJGVK%20Equal%20Opportunity%20Policy.pdf>

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	NA	NA
Female	100	100	NA	NA
Total	100	100	NA	NA

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

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	NA	-
Other than Permanent Workers	NA	-
Permanent Employees	Yes	TAJ GVK has implemented various mechanisms to receive and address grievances. The Company has partnered with a third-party ethics partner to handle grievances via phone, email, and physical mail, ensuring appropriate actions are taken. Additionally, the Company has established a whistle-blower mechanism and Vigil Mechanism, accessible to all stakeholders, to resolve complaints.
Other than Permanent Employees	Yes	These complaints are reviewed by the Audit Committee every quarter. Furthermore, the Company has ethics committees and HR heads at its hotels, where individuals can directly report issues or submit their concerns in designated drop boxes.

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Permanent Employees						
Male	742	177	24%	655	108	16%
Female	165	29	18%	266	4	2%
Total	907	206	23%	921	112	12%
Permanent Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees										
Male	742	742	100%	742	100%	655	655	100%	655	100%
Female	165	165	100%	165	100%	266	266	100%	266	100%
Total	907	907	100%	907	100%	921	921	100%	921	100%
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	% (D/C)
Employees						
Male	742	742	100%	655	655	100%
Female	165	165	100%	266	266	100%
Total	907	907	100%	921	921	100%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)	Yes. We have an occupational health and management system in place that encompasses all our employees and hotels.
What is the coverage of such system?	TAJ GVK follows a comprehensive Health, Safety, and Environment (HSE) management framework, which includes three main categories: Food Safety: The company adheres to HACCP and FSSAI guidelines, with support from the external agency Diversey to ensure rigorous food safety standards.

	Fire & Life Safety: TAJ GVK strictly follows DNV-GL guidelines and IHCL's safety directives to maintain robust fire and life safety protocols.
	Sustainability: The company is committed to sustainability by complying with Earth Check standards, demonstrating its dedication to environmentally conscious practices.
	These integrated approaches collectively create a holistic occupational health and safety system, safeguarding both employees and customers.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	The company's comprehensive approach includes the engagement of the Hotel Safety Committee, which conducts Safety Risk Assessments as a fundamental step. These assessments are regularly reviewed and serve as crucial resources for effective incident management within its hotels. Additionally, the company enhances its Hazard Identification and Risk Assessment (HIRA) procedure by incorporating insights from the analysis of yellow cards, ensuring a thorough risk assessment process. Based on the outcomes of these assessments, suitable controls are implemented, often through administrative measures, to mitigate potential risks. These controls are vital in reducing the likelihood of hazards becoming actual incidents. Importantly, the established controls are closely linked to the capital expenditure (CapEx) and operational expenditure (OpEx) requirements of its hotels, highlighting the company's unwavering commitment to maintaining safety across all aspects of its operations.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	Yes
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes, all of the locations have access to non-work-related medical and healthcare services, either on-site or through partnerships with reputable healthcare providers nearby. Additionally, staff members receive on-site medical emergency response training.

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

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

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

- i. **Risk Assessment Framework:** Our approach revolves around robust hazard identification and risk assessment, meticulously executed in alignment with both the Hazard Identification and Risk Assessment (HIRA) Procedure and the Job Safety Analysis (JSA) Procedure. These procedures lay the foundation for effective risk management.
- ii. **Control Hierarchy Implementation:** We strictly adhere to the hierarchy of controls when implementing risk mitigation strategies. Tailored Control Plans are meticulously devised, considering the level of risk associated with specific tasks.
This rigorous process ensures that no task proceeds until risks are mitigated to an acceptable threshold.
- iii. **Safety Committees:** Our commitment to safety is reflected in the presence of dedicated Hotel Safety Committees at various organizational levels. These committees play a pivotal role in assessing the sufficiency of safety resources and provide vital support for the seamless deployment of our safety management system.
- iv. **Ongoing Audits and Inspections:** The assurance of a safe and healthy work environment is upheld through a regime of systematic safety audits and inspections conducted across our facilities. These periodic assessments not only evaluate the

efficacy of safety protocols but also serve as proactive mechanisms to identify and rectify potential hazards, reinforcing our commitment to maintaining a secure and conducive workplace for all.

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

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

14. Assessments for the year:

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

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

TAJ GVK is unwavering in its commitment to upholding the highest safety standards, conducting frequent internal audits to evaluate the effectiveness of its safety protocols and work environment. Should these audits reveal any deviations from our established safety standards, we quickly implement preventive and corrective measures to address these issues.

In our continued effort to ensure safety, TAJ GVK has crafted a detailed Road and Driving Safety Manual, aligned with industry-standard safety guidelines. This manual is extensively distributed among all our transportation providers, including those handling the transport of employees and guests. To guarantee compliance with the manual, all related personnel undergo thorough training, ensuring they are proficient in the stipulated safety procedures and practices.

Transparency and accountability are cornerstones of our safety strategy. TAJ GVK rigorously monitors and documents all incidents related to road safety, including accidents and injuries. This vigilant tracking enables us to respond swiftly and maintain comprehensive records of actions taken to resolve safety issues, thereby ensuring continuous improvement in our safety practices.

LEADERSHIP INDICATORS				
1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N). Yes, the employees at the executive level are covered by a life and accident insurance, in addition the company extends the benefit of accident insurance for all its employees.				
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners. All statutory dues are being deducted and deposited to respective authorities and the receipts of payment obtained are filed for records. Value chain partners are required to submit PF & ESI remittances on monthly basis.				
3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:				
Category	Total no. of affected employees/ workers	No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment		
		FY 2023-24	FY 2022-2023	FY 2023-24
Employees	0	0	0	0
Workers	NA	NA	NA	NA
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, the Company extends transition assistance programs designed to bolster ongoing employability and to adeptly navigate career transitions stemming from retirement or the conclusion of employment, thus reaffirming our commitment to the well-being of our employees.				
5. Details on assessment of value chain partners:				
Topic	% of value chain partners (by value of business done with such partners) that were assessed			
Health and safety practices	100% (Internally assessed)			
Working Conditions	100% (Internally assessed)			

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.

Periodic site visits are being conducted for the critical value chain partners basis which corrective and preventive measures are recommended. However, no significant risk/ concerns were observed during the site visit.

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:
TAJ GVK views its stakeholders as partners in its mission to deliver long-term value. Achieving the Company's strategic goals relies on effective stakeholder engagement. Through an integrated and transparent process, TAJ GVK strives to balance the needs, interests, and expectations of its stakeholders with those of the business. The Company has identified and mapped its internal and external stakeholders, who have both direct and indirect impacts on its operations.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and investors	No	<ul style="list-style-type: none"> Press Releases, Info desk – an online service, dedicated email ID for Investor Grievances, Quarterly Results Annual Reports, Integrated Reports, AGM (Shareholder's interaction), Quarterly investor presentation, Investors meets, stock exchange filings and corporate website 	Need Basis	To understand their need and expectation which are material to the Company. Key topics are company's financial performance, ESG performance etc.
Government	No	<ul style="list-style-type: none"> Press Releases Quarterly Results Annual Reports, Sustainability / Integrated Reports Stock Exchange filings and compliances Issue specific meetings and representations 	Need Basis	Reporting requirement, statutory compliance, support from authority and resolution of issues.
Employees	No	<ul style="list-style-type: none"> Employee satisfaction surveys, engagement surveys Circular and messages from corporate and line management Corporate social initiatives Welfare initiatives for employee and their families Online news bulletins to convey topical developments A large bouquet of print and on-line in-house magazines (some location specific some business-specific), CSR Programme newsletter 	Need Basis	Employees' growth and benefits, their expectation, volunteering, career growth professional development and continuing education and skill training etc.
Customers	No	<ul style="list-style-type: none"> Business interactions, Client satisfaction surveys 	Need Basis	Customer satisfaction and feedback. Project delivery, timeline, challenges that are faced during execution.
Suppliers/ contractors	No	Regular supplier and dealer meets	Need Basis	Need and expectation, schedule, supply chain issue, need for awareness and other training, their regulatory compliance, EHS performance etc.

Community	Yes	Direct engagement and through the Company's CSR project implementation partners	Need Basis	Their expectation and feedback on impact/success of CSR project. Also review scale up potentials and further engagement scope.
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LEADERSHIP INDICATORS

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

The Company has instituted several key committees tasked with overseeing economic performance and stakeholder relations. These include the CSR Committee, the Stakeholders' Relationship Committee, the Investor Cell, and the Board Risk Management Committee. Chaired by Independent Directors, these committees are essential in fostering open communication and engagement.

Quarterly updates and reviews focused on economic, environmental, and social matters are conducted by these committees. The findings and comprehensive performance reports are then presented during the quarterly meetings of the Board. This systematic approach ensures that the Board is continuously updated with insights and feedback from stakeholders, enhancing their understanding and decision-making capabilities.

This stakeholder engagement process follows a meticulously defined framework that specifies consultation frequencies, assigns responsibilities, and mandates outcome reporting. This ensures that stakeholders' feedback is effectively communicated to the Board, supporting informed and strategic decision-making. In accordance with their mandates, these committees meet regularly to assess the company's performance in various areas, both statutory and internal.

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, the results of the materiality assessment and stakeholder engagement exercises are leveraged to identify key sustainability issues of concern for the Company. These critical topics, deemed significant by the Company, form the basis for further strategy formulation, policy development (if necessary), and the setting of objectives and goals. Additionally, monitoring mechanisms are established to ensure effective implementation and tracking of these initiatives. This structured approach ensures that the Company's sustainability efforts are aligned with stakeholder interests and material concerns, facilitating targeted and impactful action.

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

TAJ GVK is dedicated to enhancing livelihoods in our target communities and regions through various impactful initiatives:

- We support and preserve heritage and tourist sites while nurturing the local environment.
- Our CSR initiatives focus on skill development, carried out in collaboration with corporate and social partners.
- We organize volunteering activities tailored to meet the specific needs of the communities we serve.

Our commitment to standardization and quality in youth training in the hospitality sector is demonstrated through our skilling partnerships. These initiatives combine TAJ GVK's extensive domain expertise with the comprehensive youth development strategies of our partner organizations, ensuring a superior and holistic approach to skill-building.

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			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	907	907	100%	921	921	100%
Other than permanent	-	-	-	-	-	-
Total Employees	907	907	100%	921	921	100%
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

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 (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	742	742	100%	584	79%	655	-	0	655	100%
Female	165	165	100%	139	84%	266	-	0	266	100%
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration	Number	Median remuneration
Board of Directors (BoD)	11	Only sitting fee is paid	3	394.00 lakhs
Key Managerial Personnel	1	137.60 lakhs	-	-
Employees other than BoD and KMP	321	4.81 lakhs	48	5.50 lakhs
Workers	-	-	-	-

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

Category	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	12%	13%

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

Yes. The company's Human Rights Policy facilitates the reporting of any grievances regarding human rights violations at the appropriate levels. It also encourages the reporting of observed violations while maintaining confidentiality to the extent reasonably possible within the policy's objectives.

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

TAJ GVK's internal mechanisms for redressing grievances related to human rights issues are robust and multifaceted, encompassing various channels for reporting, investigation, and resolution. By fostering a culture of transparency and accountability, the company demonstrates its commitment to upholding human rights principles within its operations. The following mechanisms are:

- Grievance Receipt Mechanisms:** TAJ GVK has established multiple channels for receiving grievances, including phone, email, and physical mails. This ensures accessibility and convenience for associates to report their concerns.
- Prompt Actions:** Upon receiving grievances, the company takes prompt and adequate actions to address them. This demonstrates a commitment to resolving issues in a timely manner, fostering trust among associates.
- Whistle-blower Mechanism:** TAJ GVK has instituted a whistle-blower mechanism, enabling associates to report complaints anonymously if needed. This mechanism provides an avenue for individuals to raise concerns related to human rights issues without fear of retaliation.
- Review by Audit Committee:** Grievances received through the whistle-blower mechanism are reviewed by the Audit Committee on a quarterly basis. This oversight ensures that reported complaints are thoroughly evaluated and appropriate actions are taken.
- Ethics Committees:** The company has established Ethics Committees to handle reported issues. These committees are responsible for investigating complaints impartially and ensuring compliance with ethical standards and company policies.

6. **HR Heads in Hotels:** Additionally, TAJ GVK has designated HR heads in hotels to whom individuals can directly report issues. This decentralized approach facilitates a quick response to grievances at the local level, ensuring that concerns are addressed promptly.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	5	0	NA	Nil	Nil	NA
Discrimination at workplace	0	0	NA	Nil	Nil	NA
Child Labour	0	0	NA	Nil	Nil	NA
Forced Labour/Involuntary Labour	0	0	NA	Nil	Nil	NA
Wages	0	0	NA	Nil	Nil	NA
Other human rights related issues	0	0	NA	Nil	Nil	NA

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

Category	FY 2023-24	FY 2022-23
Employees		
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	5	0
Complaints on POSH as a % of female employees / workers	1.57%	0
Complaints on POSH upheld	5	0
Workers		
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

TAJ GVK is dedicated to maintaining a workplace environment that is free from discrimination and harassment. To safeguard the rights and well-being of complainants, the company employs several mechanisms to prevent adverse consequences. These mechanisms are as follows:

- Protection Under POSH Policy:** The Prevention of Sexual Harassment (POSH) policy of the company strictly prohibits any form of retaliation against individuals who report instances of sexual harassment. This policy not only protects the complainant but also extends to witnesses and those involved in the investigation process.
- Immediate Reporting:** Employees who suspect or experience retaliation are encouraged to promptly report the incident to the designated authorities. Such reports are taken seriously and handled with the same diligence as alleged cases of discrimination or harassment.
- Thorough Investigation:** Retaliation cases are investigated with the same seriousness as any other case of discrimination or harassment. The investigation process is unbiased, thorough, and transparent, ensuring that complainants are heard, and the truth is revealed.
- Educational Initiatives:** The company conducts regular training programs and workshops to educate employees about their rights, responsibilities, and the consequences of retaliation. These proactive measures empower individuals to recognize, report, and prevent retaliation effectively.
- Non-Retaliation Commitment:** The company will not accept, support, or tolerate retaliation in any form against any employee who reports suspected misconduct in good faith. Any person who engages in retaliation, directly or indirectly, may be subject to appropriate disciplinary action.
- Confidentiality:** The company ensures strict confidentiality by restricting all information related to the complaint to the smallest possible group. Any disclosure of information to anyone not directly involved with the complaint will be treated with disciplinary action.

By implementing these mechanisms, TAJ GVK aims to create a safe, respectful, and inclusive workplace environment where individuals feel empowered to raise concerns without fearing adverse consequences.

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

Yes. The Company's business agreements and contracts incorporates the human rights requirements.

10. Assessments for the year:

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

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

Not Applicable, as no significant risks/concerns were found.

LEADERSHIP INDICATORS

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.
Not Applicable

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

No third-party due Diligence was conducted during the year under review.

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

Yes. The company ensures that all hotel premises are equipped with the necessary facilities to accommodate differently abled visitors in accordance with the requirements of the Rights of Persons with Disabilities Act, 2016. Each of our establishments is meticulously designed to ensure that individuals with disabilities can seamlessly access shared facilities without facing any obstacles. This commitment to inclusivity is evident in the layout of workspaces, restrooms, social areas, and other amenities, all of which are designed with accessibility as a primary consideration.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child Labour	All Tier I contracts carry compliance certification from the Vendors.
Forced/involuntary Labour	Value is not ascertained based on this parameter. Going forward would like to track on this.
Sexual Harassment	
Discrimination at workplace	
Wages	
Others - please specify	Nil

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

No significant risks / concerns were found.

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	FY 2022-23
From renewable sources		
Total Electricity Consumption (A) (GJ)	10447.56	12624.23
Total Fuel Consumption (B) (GJ)	884.05	696.008
Energy Consumption through other sources (C) (GJ)	-	-
Total Energy Consumption from renewable sources (A+B+C) (GJ)	11331.624	13320.246
From non-renewable sources		
Total Electricity Consumption (D) (GJ)	57710.03	41837.14
Total Fuel Consumption (E) (GJ)	154418.73	156666.92

Parameter	FY 2023-24	FY 2022-23
Energy Consumption through other sources (F) (G)	0	0
Total Energy Consumption from non-renewable sources (D+E+F) (G)	212128.77	198504.06
Total Energy Consumption (A+B+C+D+E+F) (G)	223460.39	211824.30
Energy Intensity per million INR of turnover (Total energy consumption / Revenue from operations in rupees) (G) per million INR)	54.87	58.11
Energy Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumption / Revenue from operations adjusted for PPP) (G) per million INR)	0.0012	0.0013
Energy Intensity in terms of physical output		
Energy Intensity (optional) – the relevant metric may be selected by the entity (G)/Guest night)	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an 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.

The company does not have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	354475	297711
(ii) Groundwater	74377	37059
(iii) Third party water	79161	67001
(iv) Seawater / desalinated water		
(v) Others (Rainwater storage)	5151	5607
Total volume of Water Withdrawal (in kilolitres) (I + ii + iii + iv + v)	513164	407378
Total volume of Water Consumption (in kilolitres)	513164	407378
Water Intensity per rupee of turnover (Water consumed / Revenue from operations) (kl per million INR)	126.01	111.73
Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL per USD)	0.0028	0.0026
Water Intensity in terms of physical output		
Water Intensity (optional) – the relevant metric may be selected by the entity (KL/Guest night)	-	-

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.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
i. To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
ii. To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
iii. To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
iv. Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Others- Please specify: Land		
No treatment	-	-
With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? - No.

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

The Company has initiated implementation of Zero Liquid Discharge (ZLD) in phased manner with target of 100% recycling of water by 2030. We are constantly optimising our water consumption and are taking conscious efforts to treat and recycle water. Each hotel has a waste treatment plant for sewage and laundry wastewater. Separate STP & ETP are provided at majority of properties to ensure ZLD by treatment, recycling, and reusing of treated wastewater within premises. Recycled water is used in horticulture, gardening, flushing, and in cooling towers.

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

Parameter	Please specify unit	FY 2023-24 (Units in tonnes)	FY 2022-23 (Units in mg/Nm ³)
NOx	Mg/Nm ³	191.75	198.73
Sox	Mg/Nm ³	108.75	109.47
Particulate matter (PM)	Mg/Nm ³	230.18	224.20
Persistent organic pollutants (POP)		-	-
Volatile organic compounds (VOC)		-	-
Hazardous air pollutants (HAP)		-	-
Others – CO		-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? - No.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	1932.45	11595.56
Total Scope 2 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	11691.81	11091.41
Total Scope 1 and Scope 2 Emissions	tCO ₂ e	13624.26	22686.96
Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations)	tCO ₂ e / million INR	3.35	6.22
Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations adjusted for PPP)	tCO ₂ e / million INR	0.00008	0.00014
Total Scope 1 and Scope 2 Emissions Intensity in terms of physical output	tCO ₂ e/Guest Nights	-	-
Total Scope 1 and Scope 2 Emissions Intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/GN	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? - No.

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

Yes, TAJ GVK has undertaken several projects focused on reducing Green House Gas (GHG) emissions. Here are the details of these initiatives:

- Replacement of AHU (Air Handling Unit): By replacing older and less energy-efficient AHUs with newer models, TAJ GVK optimized its air circulation and ventilation systems, leading to reduced energy consumption and lower GHG emissions.
- Replacement of Lights with installation of LED: The entity has opted to replace traditional lighting fixtures with energy-efficient LED lights. As LED lights consume less electricity, it results in a decreased electricity consumption.
- HSD replaced with LPG in boiler: TAJ GVK has implemented the substitution of High-Speed Diesel (HSD) with Liquefied Petroleum Gas (LPG) as the fuel source for their boilers. This transition to LPG helps in lowering GHG emissions, as LPG combustion emits fewer greenhouse gases.
- Conversion of LPG to PNG: The Company has undertaken the conversion of LPG (Liquefied Petroleum Gas) to PNG (Piped Natural Gas). This switch to cleaner and more sustainable natural gas.
- Installation of endcube sensors for refrigeration units: TAJ GVK has installed endcube sensors in their refrigeration units. These sensors optimize and regulate cooling processes, resulting in reduced energy consumption and subsequently lower GHG emissions.
- Replacement of energy-efficient VFD Chiller: The entity has opted for an energy-efficient Variable Frequency Drive (VFD) Chiller. VFD chillers provide better control over the cooling process, leading to energy savings and a reduction in GHG emissions.
- Cooling tower fins along with service: TAJ GVK has focused on maintaining and servicing the cooling tower fins. Properly functioning cooling tower fins enhance the cooling efficiency, helping to minimize energy usage and GHG emissions.

Through these projects, TAJ GVK demonstrates its commitment to environmental sustainability and actively contributes to the global effort to combat climate change by reducing Green House Gas emissions in its operations.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	98.34	86.61
E-waste (B)	-	0.206
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	5.526
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	4.23	0.927
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	441.84	641.42
Total (A+B + C + D + E + F + G+ H)	544.4	734.7
Waste Intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT per million INR)	0.13	0.2
Waste Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT per million INR)	0.000003	0.000005
Waste Intensity in terms of physical output		
Waste Intensity (optional) – the relevant metric may be selected by the entity (MT/guest night)	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste	FY 2023-24	FY 2022-23
(i) Recycled	538.91	711.46
(ii) Re-used	-	-
(iii) Other recovery operations (Composting)	4.23	0.93
Total	543.14	712.39
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste	FY 2023-24	FY 2022-23
(i) Incineration	-	-
(ii) Landfilling	1.24	22.34
(iii) Other disposal operations	-	-
Total	1.24	22.34

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? - No.

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

TAJ GVK has a vast ecosystem of hotels across urban locations. The Company is working to ensure safe and responsible waste management practices through various interventions. The Company is striving to improve waste management across its sites by sending waste generated at its hotels to licensed recyclers. The Company has installed organic waste composters across 7 of its hotels, which significantly brought down the volume of waste sent to landfills.

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

The Company has no hotels or operations near or around ecologically sensitive areas.

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: No environmental impact assessments were carried out.

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

Yes. The Company is compliant with all applicable environmental laws and has received consent to operate from the Pollution Control Board.

LEADERSHIP INDICATORS

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

Not Applicable

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

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of initiative
1	Reduction in Energy Consumption	Utilisation of VFD controlled chiller, old chiller de-scaling, digital thermostats at guest rooms, property LED lights replacement collectively contributed to this substantial reduction in energy consumption.	During this fiscal year, 26000 kilowatt-hours of electricity were preserved through several impactful strategies
2	Reduction in water consumption	Sensor taps have been successfully installed in the rest rooms of all guests' public areas, providing a touchless and hygienic solution for hand washing. This upgrade not only enhances convenience for our patrons but also promotes a cleaner environment.	By this initiatives, 120 KL Water saved
3	Reuse of water	The treated water from our sewage treatment plant (STP) found a sustainable second life through recycling.	By this Initiatives 9125 KL water recycled and reused.
4	Sewage Treatment Plant	Sewage water gets recycled, and water is used for gardening & cooling Tower & WC Flush	Water Saving water 25 kl (20%) per day (Saved)
5	Rainwater collecting tanks for reuse	Rainwater collecting tanks for reuse for Gardening & Cooling tower	Water Saving
6	Compost Machine	Waste food convert to urea	Urea used for Garden Purpose
7	J&D Chemicals	Biodegradable	Environmental impact
8	Reduction in Energy Consumption	Installed Timers for Kitchen exhausts and restaurants AHU's	During this fiscal year, 3600 kilowatt-hours of electricity were preserved through several impactful strategies
9	Food waste management	Wet garbage converted into Bio Compost	Bio Compost generated 10.55 tons per annum (26.38 tons of wet garbage)
10	Conversion of Boiler from HSD to LPG	Fossil Free Sustainable Fuel (HSD to LPG - Boiler)	Reduction of carbon emissions
11	Chemicals	Using of Biodegradable chemicals	Environmental impact
12	Rain Harvesting Pits	Rain harvesting pits done for recharge ground water	Water Saving
13	Sewage Treatment Plant	Sewage water gets recycled, and water is used for gardening & cooling Tower	Water Saving water 95 kl per day

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

The company has detailed plans for critical functions and the identification of trained personnel, based on threat analysis, risk assessment, and a strategy for resource allocation to ensure that critical operations remain uninterrupted and the safety of guests and employees is given top priority. The Company has implemented emergency preparedness plans at every project site to manage emergency situations effectively. These plans include response procedures to prevent and mitigate hazards, risks, and environmental impacts, along with provisions for first aid. In the event of an emergency, the incident will be investigated, and preventive measures will be taken to prevent future occurrences. Relevant information and training on emergency preparedness and response will be provided to all interested parties. The duties and responsibilities of all employees are communicated regularly.

4. 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?

Our value chain network has not reported any significant adverse environmental impacts. To further ensure responsible environmental practices, we have established a dedicated Code of Conduct (CoC) for our vendors and service providers. This CoC emphasizes compliance with environmental regulations, transparency in business operations, and active participation in conservation initiatives.

As part of our onboarding process, all new vendors and service providers must sign and commit to the principles outlined in the CoC, reflecting their dedication to these environmental standards. To reinforce this commitment, we conduct regular internal and external audits of our environmental management systems. These audits evaluate not only our internal practices but also the compliance of our partners within the value chain.

This strategy ensures the continuous adherence to responsible environmental practices and standards, strengthening our company's efforts and those of our partners throughout the entire value chain.

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

As of now the Company does not assess its value chain partners but all its value chain partners are required to sign a CoC which covers the need for compliance including environmental regulations. In FY2023-24, the Company intends to assess some supply chain partners for environmental impacts as pilot projects.

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

ESSENTIAL INDICATORS

1. a) Number of affiliations with trade and industry chambers/ associations: 5

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

Sr.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers / associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	Hotel Association of India (HAI)	National
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	Southern Region Hotels and Restaurants Association of India (SHRAAI)	National
5	Federation of Hotels and Restaurants Association of India	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities : Not Applicable

LEADERSHIP INDICATORS

3. Details of Public Policy positions advocated by the entity.

S. No.	Public Policy Advocated	Method resorted for such advocacy	Whether information available in public domain?	Frequency of review by the board	Web link, if available
The company actively engages with a wide range of stakeholders, such as industry groups, associations, and government bodies, offering insights on various sectors including infrastructure, construction, renewable energy, and safety. It has significantly influenced public policy over time and frequently contributes to various committees and task forces. Committed to ethical and responsible advocacy, the company strives to shape public policy effectively.					

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

ESSENTIAL INDICATORS

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

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Resulted communicated in public domain	Relevant Web Link
No SIA project undertaken					

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

Sr.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in INR)
Not Applicable. As No R & R activity is being undertaken at this stage.						

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

TAJ GVK manages a wide array of hotels in different geographic areas, actively building relationships with local communities through numerous outreach and volunteer efforts. By engaging with community members, the Company listens attentively to their suggestions, feedback, and concerns. This proactive stance allows TAJ GVK to integrate community input into its continuous efforts to improve its services and operational practices.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ Small producers	42%	80%
Directly from within India	91%	88%

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

Location	FY 2023-24	FY 2022-23
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100%	100%

LEADERSHIP INDICATORS

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

Sr.	State	Aspirational District	Amount Spent in INR (lacs)
No projects were carried out in any aspirational district.			

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

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

TAJ GVK has implemented an internal procurement policy as a key part of its wider procurement strategy. In line with this policy, the Company provides business opportunities to marginalized, vulnerable, and self-help groups. Although TAJ GVK aims to keep pricing competitive, it recognizes that there might be a slight premium involved in these procurement activities. This tailored approach enables the Company to promote inclusivity and support for these groups within its procurement practices.

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

The Company doesn't record the percentage of total procurement from the marginalised / vulnerable / self-groups.

- Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge : Not Applicable
- Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved : Not Applicable
- Details of beneficiaries of CSR Projects.

Sr.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Rejuvenation of Shivanahalli Lake at Yelahanka, Bengaluru	Since the lake is being restored, the benefits would accrue to the nearby people at large.	Not ascertained for this project.

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

ESSENTIAL INDICATORS

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

TAJ GVK has established a robust framework to effectively manage and respond to consumer feedback and complaints, enhancing customer satisfaction through various dedicated channels:

- Hotel Level Interaction:** Utilizing platforms like Trust You and Frontline, the company gathers guest insights directly at the hotel level, enabling immediate attention to guest concerns and suggestions.
- Social Media Engagement:** TAJ GVK actively engages with customers on social media, quickly responding to inquiries and resolving any issues, thereby improving the overall customer experience.
- Taj Reservations Worldwide (TRW):** TRW acts as a key channel for guests to provide feedback and lodge complaints, offering a global reach and ensuring consistent responsiveness.

- d) **Dedicated Desks:** The hotels feature dedicated desks such as Members Gold & Service Platinum Desk, Epicure Customer Care, Tata Neu Customer Care, and The Chambers Concierge to provide personalized service and address specific issues.
- e) **Taj Live Chatbot:** The introduction of the Taj Live chatbot provides a fast and efficient way for customers to get answers to frequent questions, enhancing their service experience.
- f) **Write to Us Portal:** This portal encourages customers to submit detailed feedback and suggestions, facilitating valuable insights that help improve services.
- g) **Care@Tajness Initiative:** This innovative initiative exemplifies the company's commitment to understanding and adapting to customer preferences and needs, leveraging feedback to create inventive service solutions that meet evolving expectations.
- h) **Point of Sale and Google Integration:** Integration with Google Reserve via our table management system automates the reservation process, reducing manual entries, minimizing errors, and ensuring efficient resource allocation.
- i) **Guest Service Fulfillment Solution:** To ensure service consistency across all properties, TAJ GVK employs a comprehensive cloud-based solution to manage daily operations, enhancing efficiency, optimizing costs, and maintaining high standards of service delivery.

Through this diverse range of feedback mechanisms, TAJ GVK demonstrates its commitment to continuous improvement and delivering exceptional customer experiences.

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

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	Not applicable as the Company does not have specific consumer product or product range.
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber-security	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Others	Nil	Nil	NA	Nil	Nil	NA

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

	Number	Reason for recall
Voluntary recalls	Not Applicable	
Forced recalls		

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

Yes, The Company's Global Privacy Policy outlines its practices regarding the personal information collected when guests visit or use its hotels, restaurants, bars, spas, salons, websites, mobile applications, or other online services, as well as when they fill out forms or join one of its loyalty programs. The Company recognizes the importance of privacy to its guests and ensures that all personal information is protected in accordance with relevant privacy and data protection regulations. www.tajgkv.in

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.

No issues recorded.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches - Nil
- Percentage of data breaches involving personally identifiable information of customers - Nil
- Impact, if any, of the data breaches - NA

LEADERSHIP INDICATORS

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

The Company offers various channels and platforms for accessing information about its services:

1. Company Website: For a comprehensive overview of the Company's offerings, visit the official website at www.tajgvk.in
2. Third-Party Booking Platforms: The Company's services are featured on reputable third-party platforms, enabling customers to conveniently explore and book accommodations and services. Our offerings can be found on platforms like Booking.com, Make My Trip, and Expedia.

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

The Company takes proactive measures to educate and inform consumers about the safe and responsible usage of its services. These measures include:

1. Transparency in Communication: The Company is dedicated to providing clear and transparent information about its services. This includes detailing the features, benefits, and any safety guidelines associated with its offerings.
2. Safety Guidelines: The Company ensures that safety guidelines and instructions are provided whenever applicable. This helps consumers use the services correctly and responsibly, minimizing potential risks. Additionally, safety equipment such as fire extinguishers and hose pipes are strategically placed for easy access.
3. Educational Initiatives: The Company organizes workshops, webinars, and informational sessions to educate consumers about the safe and effective use of its services. Instruction boards detailing actions to take in case of a fire hazard are also prominently displayed. This interactive approach fosters better understanding and promotes responsible usage.
4. Digital Resources: The Company's website and online platforms host informative content, articles, and FAQs to guide consumers on how to best utilize the services while ensuring their safety.

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

The Company has established a robust communication framework to promptly inform consumers about any potential risks of disruption or discontinuation of essential services. This framework includes:

1. Email Notifications: The Company utilizes email to reach consumers swiftly. This ensures that essential information regarding service disruptions or discontinuations is delivered promptly to their inboxes.
2. Website Updates: The Company's official website serves as a central hub for providing up-to-date information. In the event of disruptions, relevant announcements and guidance are prominently displayed on the website to keep consumers informed.
3. WhatsApp and Social Media: Leveraging modern communication tools, the Company uses platforms like WhatsApp and various social media channels to quickly disseminate information. This allows for real-time updates and engagement with consumers.
4. Call Centers: The Company's call centers, such as Taj Call Centers, offer a direct and immediate line of communication. Trained personnel are available to provide accurate and current information about any disruptions or changes in essential services.
5. On-Site Hotel Communication: For consumers staying at the Company's hotels, on-site communication methods are employed to inform them about potential disruptions, ensuring they receive the necessary guidance.

Depending on the nature and urgency of the situation, the Company selects the most appropriate communication channel or combination of channels to promptly inform consumers and provide relevant guidance.

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 vbrief.

Not Applicable

a) 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)

Yes, Trust You surveys are undertaken for consumer satisfaction at the hotel and brand level. It captures the post stay feedback and also aggregates feedback from multiple online consumer channels.