

# ORIENTAL HOTELS LIMITED

Corporate Office : No.47, Paramount Plaza, 3rd Floor, Mahatma Gandhi Road, Chennai - 600 034, Tamil Nadu, India

**OHL:SEC: AGM :2024/25**

**June 26, 2024**

**The Manager – Listing  
National Stock Exchange of India Ltd.**  
Exchange Plaza, 5<sup>th</sup> Floor, Plot No. C/1G Block,  
Bandra Kurla Complex  
Bandra (E), Mumbai: 400051  
**Symbol: ORIENTHOT**

**The Manager – Listing Department  
BSE Ltd.**  
II Floor, New Trading Ring  
Rountana Building P J Towers,  
Dalal Street, Mumbai: 400001  
**Scrip Code: 500314**

Dear Sir,

**Sub: Business Responsibility and Sustainability Report for FY 2023-24**

Pursuant to Regulations 34(2)(f) of the Securities and 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 FY 2023-24.

You are requested to kindly take the same on record.

Thanking you,

Yours faithfully,  
**For ORIENTAL HOTELS LIMITED**

**S Akila  
Company Secretary  
A15861  
Address: Taj Coromandel, No. 37, Mahatma Gandhi Road,  
Nungambakkam, Chennai - 600034.**

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT [BRSR]

(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	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	:	L55101TN1970PLC005897
2	<b>Name of the Listed Entity</b>	:	Oriental Hotels Limited
3	<b>Year of incorporation</b>	:	1970
4	<b>Registered office address</b>	:	Taj Coromandel, No.37, Mahatma Gandhi Road, Nungambakkam, Chennai TN 600034
5	<b>Corporate address</b>	:	Paramount Plaza - III Floor, 47, Mahatma Gandhi Road, Chennai - 600034, India
6	<b>E-mail</b>	:	ohlshares.mad@tajhotels.com
7	<b>Telephone</b>	:	(91) (44) - 66172828
8	<b>Website</b>	:	www.orientalhotels.co.in
9	<b>Financial year for which reporting is being done</b>	:	April 2023-March 2024
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	:	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11	<b>Paid-up Capital</b>	:	₹17,85,99,180
12	<b>Contact Person</b>		
	<b>Name of the Person</b>	:	S. Akila, Company Secretary Mohammed Uvais, Director of HR - Taj Coromandel
	<b>Telephone</b>	:	+91 44-66002827
	<b>Email address</b>	:	s.akila@tajhotels.com mohammed.uvais@tajhotels.com
13	<b>Reporting Boundary</b>	:	Standalone Basis
	<b>Type of Reporting</b> (Standalone/Consolidated Basis)	:	The Business Responsibility and Sustainability Report (BRSR) is in conformance with The Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations. The reporting boundary for BRSR covers 7 hotels under the Company's ownership and management.
14	<b>Name of assurance provider</b>	:	Not Applicable
15	<b>Type of assurance obtained</b>	:	Not Applicable

#### II. Product/Services

##### 16 Details of business activities

S.No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
1.	Accommodation and Food Service	Inns, Resorts, Holiday homes, etc	100

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

S.No.	Product/Service	NIC Code	% Total Turnover contributed
1	Accommodation Services	551	51.03
2	Food and Beverage Services	561	42.57
3	Other Services	551 & 561	6.4

### III. Operations

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

Location	Number of Plants	No. of Offices/Hotels	Total
National	Not Applicable *	7	7
International	Not Applicable *	0	0

\* The Company does not undertake any manufacturing activity.

#### 19. Market served by the entity

##### a. No. of Locations

Locations	Numbers
National (No. of States)	We have operations in 3 states in India - Tamil Nadu, Kerala, Karnataka.
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

- Business travellers - OHL's hotels are often chosen by business travellers due to their convenient locations, high quality amenities, and efficient services.
- Tourists - OHL's hotels cater to both domestic and international tourists who are looking for comfortable and luxurious accommodation during their travels.
- Event and conference attendees - OHL's hotels offer event spaces and conference rooms, making them an ideal choice for corporate events, meetings, and conferences.
- Wedding guests - OHL's hotels are also popular wedding venues, with many of them offering wedding planning and coordination services.
- Food and beverage patrons - OHL's restaurants and bars are popular with both hotel guests and local residents who are looking for high-quality dining experiences.
- Crew members.
- Long-staying guests.

### IV. Employees

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

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>a.</b>	<b>Employees and workers (including differently-abled)</b>					
	<b>Employees</b>					
1	Permanent Employees (A)	280	247	88.21	33	11.79
2	Other than Permanent Employees (B)*	0	0	0	0	0
<b>3</b>	<b>Total Employees (A+B)</b>	<b>280</b>	<b>247</b>	<b>88.21</b>	<b>33</b>	<b>11.79</b>
	<b>Workers</b>					
4	Permanent (C)	324	315	97.22	9	2.78
5	Other than Permanent (D)	320	225	70.31	95	29.69
<b>6</b>	<b>Total Workers (C+D)</b>	<b>644</b>	<b>540</b>	<b>83.85</b>	<b>104</b>	<b>16.15</b>

Note: \*Other than permanent workers include only Fixed Term Contract (FTC) employees.

## Statutory Reports

### BRSR (Continued)

#### b. Differently abled employees and workers

Employees					
1	Permanent Employees (E)	0	0	0	0
2	Other than Permanent Employees (F)*	0	0	0	0
<b>3</b>	<b>Total Employees (E+F)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Workers					
4	Permanent (G)	2	2	100	0
5	Other than Permanent (H)	3	3	100	0
<b>6</b>	<b>Total Differently Abled Employees (G+H)</b>	<b>5</b>	<b>5</b>	<b>100</b>	<b>0</b>

Note: \*Other than permanent workers include only Fixed Term Contract (FTC) employees.

#### 21. Participation/Inclusion/Representation of women

S.No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors*	10	2	20
2	Key Management Personnel*	3	1	33.33

\* Includes Managing Director

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

Category	FY 2023-24 (Turnover rate in current FY) (%)			FY 2022-23 (Turnover rate in previous FY) (%)			FY 2021-22 (Turnover rate in the year prior to previous FY) (%)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	14.17	22.10	15.00	13.90	12.12	13.70	8.33	11.54	8.63
Permanent Workers	3.17	11.11	3.40	5.85	45.45	7.14	5.92	8.33	5.99

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

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

Sl. No.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or 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	OHL International (HK) Ltd	Subsidiary	100.00	No
2	Taj Madurai Ltd	Associate	26.00	Yes
3	TAL Hotels & Resorts Ltd.	Joint Venture	21.74	No

Note: OHL International (HK) Ltd, wholly owned Subsidiary of the Company, holds 23.08% in Lanka Island Resorts Ltd, being its Associate Company

#### VI. CSR Details

##### 24 Whether CSR is applicable as per Section 135 of Companies Act, 2013:

Turnover (₹)

Net worth (₹)

Yes, the CSR budget under Section 135 of the Companies Act, 2013 for FY 2023-24 was NIL.

39,280.71 Lakhs (FY 2022 - 2023)

32,114.35 Lakhs (FY 2022 - 2023)

## 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 redress policy	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
			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	Yes	Oriental Hotels Limited has a strong	-	-	-	-	-	-
Investors (other than shareholders)	Yes	whistle-blower policy	-	-	-	-	-	-
Shareholders	Yes	which is available to all the	2	-	-	-	-	-
Employees and workers	Yes	stakeholders.	2	-	-	3	-	-
Customers*	Yes	<a href="https://orientalhotels.co.in/investors/policies/">https://orientalhotels.co.in/investors/policies/</a>	-	-	-	-	-	-
Value Chain Partners	Yes		1	-	-	-	-	-
Other: Ex-employee and other than above	Yes		-	-	-	-	-	-

\* Complaints only at legal forum

### 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)
Climate Strategy	Risk	OHL acknowledges that climate change presents both risks and opportunities that are essential to address for the sustainability of its operations. The recognition of climate-related risks – including regulatory shifts, resource scarcity, and physical impact to assets– compels OHL to integrate a robust Climate Strategy into its business model. This focus on climate resilience ensures compliance, operational continuity, and asset protection.	OHL's climate strategy is underscored by the integration of Renewable Energy (RE), energy efficiency interventions and other resource conservation actions. The company is shifting towards renewable sources like solar and wind energy to power its operations, reducing reliance on fossil fuels and curbing emissions. Alongside, OHL is upgrading its properties with energy-efficient technologies, encompassing state-of-the-art HVAC systems, lighting, and smart building solutions to minimise energy consumption.	Negative implications

**BRSR (Continued)**

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)
	Opportunity	Simultaneously, the company seizes opportunities for competitive advantage through the adoption of energy-efficient practices that promise cost savings, enhance brand reputation, foster innovation and align with the growing market demand for eco-friendly tourism experiences. Moreover, OHL's Climate Strategy bolsters its commitment to stakeholder engagement by meeting the environmental expectations of guests, attracting talent, and uplifting communities. By proactively pivoting towards a climate-conscious framework, OHL not only mitigates risks associated with a changing climate but also captures the potential for market differentiation, ensuring long-term business prosperity and shareholder value in a world increasingly focused on sustainability.	The OHL Business Continuity and Disaster Response Plan has been developed to safeguard the smooth operation of critical business functions and ensure the well-being of guests and employees during disruptive incidents or disasters. These actions not only mitigate climate related risks by enhancing operational resilience and resource optimisation but also position OHL as a leader in sustainable hospitality, committed to reducing its environmental footprint and catering to the sustainability expectations of guests and investors.	Positive implications
Emission and Energy Management	Opportunity	Emission and energy management represent a material opportunity for OHL in terms of cost reduction, regulatory compliance, and brand enhancement. By implementing energy-efficient technologies and reducing emissions, OHL can lower operational expenses, comply with increasingly stringent environmental regulations, and enhance its reputation as a sustainable hospitality provider.	To mitigate energy and emission management risks, OHL has implemented energy-efficient technologies, such as solar hot water systems, heat pumps, and waste heat recovery units, leading to significant energy savings. The company has also transitioned to LED lighting, introduced energy efficient laundry systems and installed advanced air conditioning units. These initiatives not only reduce OHL's environmental impact but also mitigate the financial and reputational risks associated with energy and emissions.	Positive implications
	Risk	However, if emissions and energy consumption are not managed effectively, the consequences can be significant, including a rise in operational expenses due to inefficiencies and increased energy prices. Additionally, non-compliance regulations can result in fines from regulatory bodies, while the company's public image may suffer, leading to a potential loss of customer trust and market share.		Negative implications

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)
Waste Stewardship	Opportunity	Efficient waste management is essential for OHL due to the large volume of waste generated by the global hotel operations. Inadequate waste handling can harm the environment and communities, while also increasing disposal costs. By implementing effective waste reduction and recycling measures, the company can save costs, maintain clean properties and demonstrate its commitment to sustainability.	At OHL, all biodegradable waste undergoes composting, with 6 hotels equipped with onsite composters. Initiatives are in progress to eradicate single-use plastic disposables, including the complete elimination of plastic straws and the planned substitution of PET bottles with glass bottles for serving drinking water in guest rooms and banquets. Additionally, 4 bottling plants have been established across all properties to facilitate the transition towards plastic-free services on a larger scale.	Positive implications
Food Safety and Quality	Opportunity	Implementing robust food safety measures presents an opportunity for OHL to enhance customer satisfaction, uphold its reputation for excellence and comply with regulatory standards. By ensuring the highest standards of food safety and quality, OHL can attract and retain customers, leading to increased revenue and loyalty.	OHL enforces rigorous food safety protocols, conducts routine inspections and provides ongoing training to staff members to ensure strict adherence to hygiene standards.	Positive implications
Talent Management and Retention	Risk	Failure to attract, retain and develop top talent can hinder organisational performance, innovation and competitiveness. In the hospitality industry, where service excellence is integral, a skilled and motivated workforce is essential for delivering exceptional guest experiences. Additionally, talent shortages, particularly in specialised roles such as chefs, concierge and hospitality management can exacerbate operational challenges.	To address the risks associated with talent management, OHL strategically provides competitive compensation to attract quality talent. The company emphasizes career progression, giving employees a clear vision of their growth potential within the organization. Furthermore, OHL is dedicated to nurturing a positive and engaging work environment, which is instrumental in retaining a skilled and motivated workforce.	Negative Implications
	Opportunity	Effective talent management at OHL unlocks opportunities to strengthen its brand and drive innovation, with a well-managed workforce delivering standout service in the competitive hospitality industry. Engaged employees serve as brand ambassadors, enhancing OHL's reputation and customer loyalty.		Positive implications

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### BRSR (Continued)

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)
		Strategic workforce planning prepares the Company for future challenges, while retention efforts reduce costs and capitalize on the expertise of seasoned staff, boosting overall operational efficiency.		
Guest Experience	Opportunity	Customer experience directly impacts guest satisfaction, loyalty and ultimately, the Company's bottom line. OHL operates in the highly competitive hospitality industry, where exceptional service and personalised experiences are important. By prioritizing customer experience, OHL can differentiate itself from competitors, build strong brand loyalty and attract repeat business.	OHL's commitment to exceptional guest experiences is evident through its integration of innovative technologies and personalised service. Embracing local culture, each hotel crafts custom experiences to enchant guests with Taj's renowned intuitive service. The OHL Response Assistant (IRA), an AI-powered chatbot, optimises operations, while I-DOCS, an omnichannel platform, enriches guest interactions. Furthermore, OHL's I-ZEST platform enhances operational efficiency and safety, allowing guests to seamlessly manage check-ins, access amenities and settle bills via their devices.	Positive implications
Supply Chain Management	Opportunity	Supply chain management presents a significant opportunity for OHL to enhance operational efficiency, reduce costs and improve guest satisfaction. By optimising its supply chain, OHL can streamline procurement processes, ensuring the timely delivery of high-quality goods and services to its properties. Moreover, a well-managed supply chain enables OHL to maintain consistent standards across its properties, ensuring a seamless guest experience.	OHL is dedicated to modernising, streamlining and implementing a process-oriented approach to the supply chain function, which serves as the backbone for its diverse portfolio of hotels. OHL collaborates with numerous supplier partners across the country and have established efficient standard operating procedures to systematically meet quality, cost and delivery objectives. The company's supply chain management prioritises the efficient deployment and optimal utilisation of resources while integrating dispersed supplier base into the organisational culture and ethos.	Positive implications.



**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management Processes</b>									
<b>1 a. Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Yes, the policies have been either approved by the Board or the senior functional head authorized by the Board in this respect.								
<b>c. Web Link of the Policies, if available</b>	<a href="https://orientalhotels.co.in/wp-content/uploads/2022/09/TATA-CODE-OF-CONDUCT.pdf">https://orientalhotels.co.in/wp-content/uploads/2022/09/TATA-CODE-OF-CONDUCT.pdf</a> <a href="https://orientalhotels.co.in/wp-content/uploads/2024/06/Sustainable-Procurement-Policy.pdf">https://orientalhotels.co.in/wp-content/uploads/2024/06/Sustainable-Procurement-Policy.pdf</a>								
<b>2 Whether the entity has translated the policy into procedures. (Yes / No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>3 Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>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.</b>	OHL acknowledges and values the significance of adhering to global management standards and frameworks. The Company has incorporated various standards including ISO, OHSAS, SA 8000 and Fairtrade to enhance the effectiveness of all operations and business practices. To ensure the utmost security of business operations, OHL has implemented robust and comprehensive Information Technology (IT) policies and procedures. These encompass ISO 27001 for information security management, compliance with the General Data Protection Regulation (GDPR) and adherence to Payment Card Industry (PCI) regulations, among other measures. Safeguarding and securing the business operations remains the company’s top priority.								
<b>5 Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	OHL has guided by IHCL’s ESG roadmap that details the key elements of sustainability and sets specific timelines for achieving these objectives. The ESG framework, known as the Paathya framework, centers around six core strategies: advancing sustainable growth, safeguarding heritage and brand, practicing prudent corporate governance, committing to social responsibility, promoting environmental stewardship and fostering transformative partnerships. By 2030, <ul style="list-style-type: none"> <li>• Maintain Majority of all Energy will be consumed from Renewable Sources</li> <li>• Recycle 100% of Waste water</li> <li>• Eliminate single-use plastic beyond the list of 10 mandated items</li> <li>• 100% of the Eligible Hotels will be Earth Check Certified</li> <li>• 100% Business Meetings and Conference to Go Green</li> <li>• For every employee, 12 hours of volunteering contributed annually</li> </ul>								
<b>6 Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</b>	OHL remains dedicated to achieving its targets as per the strategies guided by Paathya.								

## Statutory Reports

### BRSR (Continued)

#### Governance, Leadership and Oversight

**7 Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievement**

Mr. Pramod Ranjan (Managing Director & Chief Executive Officer): In today's rapidly evolving business environment, the imperative to build a sustainable, comprehensive, and secure future has never been more pressing. We are fully dedicated to aligning our Environmental, Social, and Governance (ESG) measures with our strategic business objectives. Our significant accomplishments in environmental sustainability include the certification of seven (7) hotels under Earth Check, with six (6) achieving the prestigious Platinum Certification. Throughout the year, we have diligently pursued the implementation of Paathya, IHCL's leading-edge ESG+ Program, setting formidable milestones for a range of ESG initiatives to be accomplished by 2030.

We continue to focus on decarbonizing our operations by implementing measures like phasing out single-use plastics and adopting other sustainability initiatives. Additionally, we have established green power arrangements for several of our properties and maintain a comprehensive program to collaborate with our supply chain partners.

We remain committed to prioritizing competitive solutions that foster livelihood creation across our entire value chain, all while promoting environmental benefits. Our employees are integral to our business's foundation and success.

We are immensely grateful to our colleagues for their dedication and care towards our community and customers. Empowering and enabling our employees to execute our strategic priorities, with sustainability as the guiding principle in all our endeavors, is paramount to achieving our long-term goals.

**8 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).** Mr. Pramod Ranjan (DIN 00887569)  
Designation: Managing Director & Chief Executive Officer

**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.** No

**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	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Compliance with statutory requirements of relevance to the principles and, rectification of any non-compliances	Yes, On a regular basis									Yes, On a regular basis								

**11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency**

	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No	No	No	No	No	No	No	No	No
	Policies are currently evaluated internally and would be subjected to external audits as and when applicable.								

## 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.**

OHL is committed to uphold its ethics to the highest standard and integrate sustainability across all company operations. All work and values are governed by the TATA Code of Conduct. This further solidifies the company's accountability and responsibility towards its stakeholders. OHL strives to adhere to TATA principles and the company's values are integrated across all business operations. OHL also displays solid commitment to National and Global regulatory standards and governing bodies.

**ESSENTIAL INDICATORS****1. Percentage coverage by training and awareness Programmes on any of the Principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	6	Overview of the Hospitality Industry and way forward, Hotels Business model and benchmarking. Insider Training and RPT Framework	100
Key Management Personnel	4		100
Employees other than BODs and KMPs	20	The Code of Conduct, Dignity & Respect, Human rights, Equal opportunity, Bribery & Corruption, Insider trading, Conflict of interest	100
Workers	95		76

**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. No other penalty/fine, settlement, compounding fee, imprisonment, or other type of punishment was imposed on the Company or its KMPs during the financial year except the following:****a. Monetary**

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies / Judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No/NA)
Fine	Principle 1	Commissioner of Excise, Thiruvananthapuram, Kerala	15,00,000	Reconstitution of the Board of the Company without prior permission of the Commissioner of Excise under the Akbari Act.	No
Penalty	Principle 1	Office of the Assistant Commissioner (ST), Valluvarcottam Assessment Circle, Chennai, Tamil Nadu	18,69,862	Order from the State GST Department for the FY 2017-18 with a tax demand and Penalty under Section 73 of TNGST Act read with Section 20 of IGST Act and under Section 50 of TNGST Act, on the issue of alleged non availability of details for certain items in turnover reconciliation in GSTR 9C and certain expenditure from financial statements attracting RCM.	Yes

## Statutory Reports

### BRSR (Continued)

Type	NGRBC Principle	Name of the regulatory/enforcement agencies / Judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No/NA)	
*Settlement	Principle 1	Joint Commissioner (Territorial), Commercial Taxes Department, Government of Tamil Nadu.	AY 2012-13 2013-14 2014-15	Amount (₹) 72,188 53,025 58,713	The tax demands raised by the Authorities earlier, which were under dispute, is now settled under the Tamil Nadu Taxes (Settlement of Arrears) Act, 2023 (Samadhan Scheme).	NA
*Settlement	Principle 1	Joint Commissioner (Territorial), Commercial Taxes Department, Government of Tamil Nadu.	AY 1993-94 1995-96 1996-97	Amount (₹) 2,83,490 55,128 55,728	The tax demands raised by the Authorities earlier, which were under dispute, is now settled under the Tamil Nadu Taxes (Settlement of Arrears) Act, 2023 (Samadhan Scheme).	NA
Fine	Principle 1	BSE Limited	14,000 (Excluding GST)	Regulation 24A - Non-compliance with submission of Secretarial Compliance Report - Late Submission	Yes	

\* Includes Penalty

#### 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	-	-	-	-
Punishment	-	-	-	-

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Tax demand (including penalty), levied by the State GST Department, under Section 73 of TNGST Act read with Section 20 of IGST Act and under Section 50 of TNGST Act, for the FY 2017-18, on the issue of alleged non availability of details for certain items in turnover reconciliation in GSTR 9C and certain expenditure from financial statements attracting RCM.	The Company has filed an appeal with the Deputy Commissioner (ST), GST Appeals, Chennai on 29 <sup>th</sup> of March 2024.
Non-compliance with submission of Secretarial Compliance Report - Late Submission.	The Company has filed an application with BSE seeking waiver of penalty on 6 <sup>th</sup> of July 2023.

#### 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-corruption and anti-bribery policy that applies to everyone across all levels and positions. The policy emphasises the commitment of the company to establish and enforce effective measures to prevent, deter, identify and address bribery and corruption. Link: <https://orientalhotels.co.in/wp-content/uploads/2022/09/TATA-CODE-OF-CONDUCT.pdf>

**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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

**6. Details of complaints with regards to conflict of interest:**

Topic	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Not Applicable	0	Not Applicable
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	Not Applicable	0	Not Applicable

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

Not Applicable

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Number of days of accounts payables	51	59

**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 Current Financial Year (%)	FY 2022-23 Previous Financial Year (%)
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
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

**BRSR (Continued)**

Parameter	Metrics	FY 2023-24 Current Financial Year (%)	FY 2022-23 Previous Financial Year (%)
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	19.81	19.38
	b. Sales (Sales to related parties / Total Sales)	1.55	1.60
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NA	NA
	d. Investments (Investments in related parties / Total Investments made)	97.33	96.69

Note: \* Concentration of Purchases: The consideration of this parameter is with respect to import through trading house. Since OHL has not imported any good/ materials/ services directly through trading house for FY 2022-23/ FY 2023-24, it is Nil.

Trading House refers to a business that primarily engages in the trading and export of various goods or products. Such businesses often play a crucial role in facilitating international trade by sourcing, purchasing, and selling goods to international markets. (Source: Income Tax Act).

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

OHL's primary focus is on producing quality goods and services that are safely and sustainably sourced/produced. The Company has taken several initiatives to integrate sustainable practices into its supply chain. The Company is currently working to ensure that all operations run efficiently. In addition, appropriate measures have been taken to provide excellent customer service and support through an easy to navigate system.

**ESSENTIAL INDICATORS**

- 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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	Nil	Nil	There has been no direct input towards R & D
Capital Expenditure (CAPEX)	12.54%	5.21%	In Energy saving initiatives like installation of Bottling plants, VFD, Heat pumps and LED bulbs.

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

Yes. We allocate a substantial 16.7% of our annual procurement volume to procure goods and services from Micro, Small, and Medium Enterprises (MSMEs).

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

Unit of reporting (i.e., by Quantity or by Value – please specify)	Total No. of Inputs sourced (in crores INR)	No. of Inputs that were sourced sustainably (in crores INR)	Percentage of inputs that were sourced sustainably
Value	224.72	37.53	16.70%

**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.**

1. Transitioning to bio-compostable products in all hotels, aiming for completion by end of FY 24-25.
2. Replacing plastic amenities and packaging with wooden & paper alternatives, targeting 100% migration by FY 24-25.
3. Phased replacement of plastic key cards with wooden key cards by FY 26-27.
4. Regularized disposal of e-waste & hazardous waste through proper contracts.
5. Utilizing organic waste converters for wet waste management and collaborating with approved agencies for waste disposal.
6. Bottling plants are being introduced to replace single use plastic bottles.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).**

**If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Not applicable

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

At OHL, its workforce is central to the Company and their wellbeing and growth is fundamental. Hence, to ensure a healthy work-environment which fosters the development of the employees, OHL adheres to best practices for safety and good working conditions. OHL's practices extend to all stakeholders including employees, suppliers, and aligned business teams. The Company also invests in the upskilling of the employees and provides an ecosystem for their career progression.

**ESSENTIAL INDICATORS**

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Employees</b>											
Male	247	247	100	247	100	0	0	247	100	247	100
Female	33	33	100	33	100	33	100	0	0	33	100
<b>Total</b>	<b>280</b>	<b>280</b>	<b>100</b>	<b>280</b>	<b>100</b>	<b>33</b>	<b>11.79</b>	<b>247</b>	<b>88.21</b>	<b>280</b>	<b>100</b>
<b>Other than Permanent Employees</b>											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Category	Total (A)	% of employees covered by									
		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)
<b>Permanent Workers</b>											
Male	315	260	82.54	315	100	0	0	315	100	315	100
Female	9	5	55.5	9	100	9	100	0	0	9	100
<b>Total</b>	<b>324</b>	<b>265</b>	<b>81.79</b>	<b>324</b>	<b>100</b>	<b>9</b>	<b>2.78</b>	<b>315</b>	<b>97.22</b>	<b>324</b>	<b>100</b>



## Statutory Reports

### BRSR (Continued)

#### Other than Permanent Workers

Male	225	0	0	225	100	0	0	225	100	225	100
Female	95	0	0	95	100	95	100	0	0	95	100
<b>Total</b>	<b>320</b>	<b>0</b>	<b>0</b>	<b>320</b>	<b>100</b>	<b>95</b>	<b>29.69</b>	<b>225</b>	<b>70.31</b>	<b>320</b>	<b>100</b>

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

	FY2023-24 Current Financial Year	FY2022-23 Previous Financial Year
Cost incurred on well- being measures as a % of total revenue of the company	0.75	0.69

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

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

OHL understands the concerns and respects all employees, staff members and communities. All OHL locations have been designed in a way that every individual with disabilities can utilise shared facilities without encountering any barriers. Work areas, restrooms, social areas, and the surrounding facilities all are being designed keeping their accessibility in mind aligned to the requirements of Rights of Persons with Disabilities Act, 2016.

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

OHL is dedicated to promoting equal opportunities and fostering an inclusive workplace environment. The policy strictly prohibits any form of discrimination, harassment, or unfavourable treatment towards employees or job applicants based on factors including but not limited to age, colour, disability, origin, religion, race, gender, family or marital status, gender re-assignment, disability, sexual orientation, pregnancy, or maternity status. The company upholds a zero-tolerance policy against bullying or intimidation of any kind towards employees or applicants.

<https://orientalhotels.co.in/wp-content/uploads/2022/09/TATA-CODE-OF-CONDUCT.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	100	100
Female	-	-	-	-



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

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	Yes	At OHL, there are various mechanisms to receive and redress grievances. The Company has collaborated with third party ethics partner who receives grievances via phone, e-mail and physical mails on which adequate actions are taken and addressed. In addition to this, the Company has the whistle-blower mechanism in place to resolve complaints and the same are reviewed by the Audit Committee every quarter. OHL has the ethics committees and HR heads in hotels as concerned personnels to whom persons can report issues directly. These concerns can also be dropped in the drop boxes.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

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

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	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)
<b>Permanent Employees</b>						
Male	247	0	0	259	0	0
Female	33	0	0	33	0	0
Others	0	0	0	0	0	0
<b>Total</b>	<b>280</b>	<b>0</b>	<b>0</b>	<b>292</b>	<b>0</b>	<b>0</b>
<b>Permanent Workers</b>						
Male	315	294	93.33	325	295	91
Female	9	8	88.9	11	11	100
Others	0	0	0	0	0	0
<b>Total</b>	<b>324</b>	<b>302</b>	<b>93.21</b>	<b>336</b>	<b>306</b>	<b>91</b>

**8. Details of training given to employees and workers:**

Category	Total (A)	FY 2023-24 (Current FY)				Total (A)	FY 2022-23 (Previous FY)			
		On Health and safety measures		On Skill upgradation			On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Permanent Employees</b>										
Male	247	207	83.81	182	73.68	259	259	100	197	76
Female	33	27	81.82	28	84.85	33	33	100	23	70
Others	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>280</b>	<b>234</b>	<b>83.57</b>	<b>210</b>	<b>75</b>	<b>292</b>	<b>292</b>	<b>100</b>	<b>220</b>	<b>75</b>
<b>Permanent Workers</b>										
Male	315	217	69	174	55	325	325	100	237	73
Female	9	9	100	9	100	11	11	100	5	45
Others	0	0	-	-	-	-	-	-	-	-
<b>Total</b>	<b>324</b>	<b>226</b>	<b>70</b>	<b>183</b>	<b>56</b>	<b>336</b>	<b>336</b>	<b>100</b>	<b>242</b>	<b>72</b>

**BRSR (Continued)**

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

Category	FY 2023 -24 (Current FY)			FY 2022 -23 (Previous FY)		
	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)
<b>Permanent Employees</b>						
Male	247	240	97.17	259	245	95
Female	33	26	78.79	33	24	73
Others	0	0	0	-	-	-
<b>Total</b>	<b>280</b>	<b>266</b>	<b>95</b>	<b>292</b>	<b>269</b>	<b>92</b>
<b>Permanent Workers</b>						
Male	315	315	100	325	0	0
Female	9	9	100	11	0	0
Others	0	0	0	0	0	0
<b>Total</b>	<b>324</b>	<b>324</b>	<b>100</b>	<b>336</b>	<b>0</b>	<b>0</b>

**10. Health and safety management system:**

**a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)** Yes

**What is the coverage of such system?**

The system covers all employees & workers and all hotels.

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

**Routine Risk Assessment Processes**

– **Regular Safety Audits and Inspections:** OHL conducts periodic safety audits and inspections across all properties. These audits are designed to identify existing hazards and potential risks in the daily operations of the hotels. The audits cover various aspects including fire safety, electrical installations, kitchen operations, and guest areas

– **Employee Reporting Mechanisms:** Employees are encouraged to report hazards immediately using an incident reporting system. This proactive engagement helps in early identification of routine risks that may arise during daily operations.

**Non-Routine Risk Assessment Processes**

– **Dynamic Safety Risk Assessments:** In response to specific incidents or external changes, such as construction activities or the introduction of new equipment, OHL conducts dynamic safety risk assessments. These assessments involve revisiting and analysing the potential impacts of the new variables on existing safety protocols (change management).

– **Comprehensive Pre-Construction Risk Analysis:** Before the commencement of any new construction or major renovation projects, a thorough risk analysis is conducted. This analysis focuses on identifying potential hazards associated with new construction activities, including high-risk tasks and environmental impacts. It helps in planning safety measures and emergency responses tailored to the specific risks identified.

– **Incident Analysis and Investigation:** Any accidents or safety incidents are followed by a detailed incident analysis to determine the root causes. These investigations help in understanding non-routine hazards and in developing corrective measures to prevent recurrence.

**Ongoing Improvements and Feedback Integration**

– **Feedback Mechanisms:** Feedback from employees and safety audits are continuously analysed to update risk assessment methodologies. This integration ensures that both routine and non-routine processes are refined over time to enhance safety outcomes.

– **Best Practice Sharing:** Learnings from both routine and non-routine assessments are shared across the organisation through periodic Safety and Security Policy (S&S) updates and inter-hotel safety forums. This practice helps in standardising safety measures and improving risk assessments across all properties.

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 sites have access to medical and healthcare services for non-work-related needs, either on-site or through partnerships with trusted healthcare providers in the vicinity. Furthermore, employees receive training for on-site medical emergency response.

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

Safety Incident/Number	Category*	FY 2023-2024 Current Financial Year	FY 2022-2023 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0.71
	Workers	0	0.19
Total recordable work-related injuries	Employees	10	90
	Workers	7	25
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

\*Includes contract workforce

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

**Safety Policy and Management**

- **Integrated Safety and Security Policy:** OHL has developed and continuously updates a comprehensive Safety and Security Policy that aligns with the Tata Group’s overarching guidelines. This policy mandates biannual safety training for all employees and regular safety audits, led by an Executive Committee that ensures crossfunctional input.
- **Tiered Safety Structure:** A structured Safety Committee, including management representatives and S&S professionals, meets periodically to review policy effectiveness and integrate latest safety trends and technologies.
- **Strategic Safety in Design and Operations:** The Safety and Security Head plays a crucial role in incorporating advanced safety features in the architectural design of new hotels and renovation projects, ensuring compliance with both national safety standards and international best practices.

### BRSR (Continued)

#### Safety Protocols and Risk Management

- **Proactive Hazard Reporting and Review:** Implementation of a digital incident reporting system that allows real-time hazard notifications accessible directly by the hotel's General Manager and Safety Council, ensuring swift action.
- **Dynamic Safety Risk Assessments:** Continuous risk assessment processes are in place, with monthly safety evaluations and additional checks triggered by specific incidents or external changes in the operational environment.
- **Comprehensive Pre-Construction Risk Analysis:** Before any new construction, detailed risk analyses are conducted focusing on structural safety, fire hazards, and environmental impacts, with findings directly influencing project planning and execution.
- **Rigorous On-Site Safety Management:** Dedicated safety managers are stationed for all high-risk activities, particularly during construction and major renovations, employing standardised safety equipment and enforcing strict compliance protocols.
- **Progressive Consequence Framework:** A tiered disciplinary system for safety violations that scales penalties based on the severity and frequency of infractions, coupled with remedial training to prevent recurrence.

#### Physical Security Measures

- **Enhanced Surveillance and Access Control:** Installation of AI-powered surveillance cameras and biometric access systems across all properties to monitor and control site access dynamically.
- **Emergency Response Systems:** Comprehensive network of emergency alarms and communication devices, complete with routine drills coordinated with local emergency services to ensure readiness.

#### Employee Training and Wellness

- **Comprehensive Safety Training Programmes:** Mandatory periodic training sessions on updated fire safety protocols, modern emergency procedures, and workplace safety simulations.
- **Health and Wellness Initiatives:** Establishment of an in-house wellbeing initiative (called Well-Weing) that targets employee health, offering regular health check-ups, psychological counselling, and lifestyle coaching.

#### Compliance and Continuous Improvement

- **Adherence to Regulations:** Strict adherence to updated national and international safety regulations, with compliance ensured through regular reviews by S&S professionals.
- **Enforcement of Internal Safety Policies:** Dynamic updating of internal safety policies to reflect new regulations and findings from recent audits, ensuring all practices are current and effective.
- **Active Feedback Mechanisms:** Deployment of a company-wide digital feedback platform to gather and analyse employee suggestions on safety improvements.
- **Innovation in Safety Practices:** Going forward, integration of IoT sensors to monitor environmental conditions and AI analytics for predictive hazard identification and mitigation strategies are proposed.

#### Special Initiatives and Cultural Drives

- **Specialised Safety Initiatives:** Launch of targeted safety campaigns focusing on areas such as Fire Safety Month, Road Safety Workshops, Contractor Safety Trainings, and Electrical Safety Audits.
- **Successful Safety Focus Initiative:** A concerted safety campaign in the third and fourth quarters directly resulted in a 40% reduction in reported injuries, achieved through intensified monitoring and staff engagement.
- **Culture and Awareness Drives:** Ongoing internal campaigns, such as periodic safety newsletters and interactive safety awareness workshops, to foster a proactive safety culture within OHL.

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

Topic	FY 2023-2024(Current Financial Year)			FY 2022-2023(Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

### 14. Assessments for the year:

Topic	% of your 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.

#### Corrective Actions for Safety-Related Incidents

- **Immediate Response and Containment:** Upon the occurrence of a safety incident, the immediate priority is to contain the situation and prevent further harm. This might involve evacuating the area, administering first aid, or shutting down affected systems.
- **Incident Investigation:** A thorough investigation is conducted to understand the root cause of the incident. This typically involves interviewing witnesses, examining the incident site, and reviewing relevant surveillance footage and equipment logs.
- **Development of Corrective Action Plans:** Based on the investigation findings, corrective action plans are formulated. These plans are designed to address the specific causes of the incident and may include repairs or modifications to equipment, changes in operating procedures, or updates to safety training programmes.
- **Implementation of Corrective Measures:** The corrective measures identified in the action plans are implemented swiftly. This might involve physical changes in the workplace, updates to safety protocols, or retraining of staff.
- **Monitoring and Follow-Up:** After implementation, the effectiveness of the corrective actions is monitored. Follow up audits or inspections are conducted to ensure that the measures have effectively addressed the issues and that no new issues have arisen.

#### Addressing Significant Risks and Concerns from Safety Assessments

- **Risk Prioritisation:** Significant risks identified during safety assessments are prioritised based on their potential impact and likelihood of occurrence. Priority is given to risks that pose the greatest threat to health and safety.
- **Development of Mitigation Strategies:** For each significant risk, specific mitigation strategies are developed. These strategies include engineering controls (such as redesigning equipment or installing safety barriers), administrative controls (such as revising work procedures or limiting exposure times), and personal protective equipment.
- **Training and Communication:** Employees are trained on the new safety measures and the reasons behind the changes. Effective communication ensures that all staff understand their roles in maintaining a safe work environment.
- **Regular Review and Adjustment:** The implemented mitigation strategies are regularly reviewed to assess their effectiveness and to make adjustments as needed. This ongoing review process allows OHL to dynamically manage health and safety risks.
- **Engagement and Feedback:** Employee engagement and feedback are integral to the continuous improvement of health and safety practices. OHL encourages a culture where employees feel valued and safe to report potential hazards without fear of reprisal.

## Statutory Reports

### BRSR (Continued)

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

At OHL, transparency and accountability towards the stakeholders is fundamental. To understand and deliver on the expectations of all stakeholders is something that OHL strives for. Identified stakeholders include customers, employees, regulators, suppliers, shareholders, and communities. Stakeholder engagements are held regularly through multiple channels. This leads to better risk and opportunity management, efficient and informed decision making and increased customer satisfaction. Transparency and interaction with stakeholders also increase operational efficiency, regulatory compliance, and an overall business success.

#### Essential Indicators

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

OHL recognises stakeholders as valued partners in its mission for long-term value creation. Effective stakeholder involvement is crucial for achieving the company's strategic goals. Through an integrated and transparent approach, the company strives to find a harmonious balance between stakeholder requirements, interests, and expectations, as well as those of the business. OHL has identified and categorised its internal and external stakeholders, recognizing their direct and indirect impact on the organisation's 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
Employees	No	<ul style="list-style-type: none"> <li>Real-time engagement through VConnect</li> <li>Daily meetings and briefings</li> <li>Monthly town halls</li> <li>Timely internal communications</li> <li>Published training calendar Employee committees and union meeting</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>At OHL, the employees form the core of the business and service. They are OHL's biggest strength and differentiator</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>Direct feedback from guests during and after each experience</li> <li>Loyalty programme</li> <li>Real-time social media engagement</li> <li>Periodic market research</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>OHL has been a long-standing choice for customers and customer loyalty and long-term relationships add to the distinctiveness of OHL brands. Customer feedback helps the company improve and maintain OHL's leadership in the industry.</li> </ul>
Shareholders	No	<ul style="list-style-type: none"> <li>Quarterly investor calls, annual investor meets, AGMs, public and media announcements</li> <li>Annual Report, Stock Exchange filings, websites and sustainability disclosures A dedicated investor relations department</li> </ul>	Quarterly & annually	<ul style="list-style-type: none"> <li>Shareholders and investors are fundamental to the financial growth and development of the organization.</li> </ul>

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
Suppliers	No	<ul style="list-style-type: none"> <li>• Supplier development initiatives</li> <li>• Supplier feedback surveys throughout the year</li> <li>• Annual suppliers’ meet</li> <li>• On-boarding process and maintenance of open communication channels</li> </ul>	Annually & Continuous	<ul style="list-style-type: none"> <li>• Suppliers are an integral part of the supply chain, and their services and materials directly influence the quality of OHL’s customers’ experiences.</li> <li>• Positive supplier relationships ensure efficiency, quality, reliability, and an ethical value chain.</li> </ul>
Local Communities	No	<ul style="list-style-type: none"> <li>• Minimisation of our environmental footprint</li> <li>• Participation in neighbourhood associations</li> <li>• Annual volunteering calendar</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• The CSR policy sets out the commitment and approach towards corporate social responsibility.</li> <li>• It outlines the purpose, focus areas, annual action plan through guiding principles for selection, implementation, monitoring of CSR activities and stakeholder communications</li> <li>• We empower the communities around us through our CSR activities and ensure that our business does not have any adverse impact on the environment</li> <li>• Furthering the livelihoods, providing education and food in regions we operate in is important for our long-term business viability.</li> <li>• Though there has been no statutory requirement to spend any amount as CSR activity, the company has during the year spent an amount of ₹62.97 lakhs as part of the CSR expense.</li> </ul>
Government & Regulators	No	<ul style="list-style-type: none"> <li>• Participation in government consultation programmes</li> <li>• Representation through trade bodies</li> <li>• Meetings</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• We comply with the regulations governing our properties and engage with regulators frequently to drive important policies in the sector.</li> <li>• We partner the government in various policies and community improvement initiatives.</li> </ul>
Lenders	No	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Ongoing communication and relationship</li> <li>• Sharing regular updates on financial performance</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• A positive relationship with lenders enables us to raise growth capital in a timely and cost-effective manner.</li> </ul>



## Statutory Reports

### BRSR (Continued)

#### PRINCIPLE 5: Businesses should respect and promote human rights

OHL believes that human rights are an important aspect of responsible business practices. OHL has policies and processes in place to ensure that the business does not take advantage of others. The company believes that by respecting and promoting human rights, it can contribute to the sustainable development of customers, communities, and other stakeholders. OHL supports and promotes the right to life and health, the right to education, the prohibition of child labour, the elimination of all forms of discrimination, equality of women in the workplace and the right to education, equality, among other human rights.

#### Essential Indicators

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees /workers covered (B)	% (B / A)	Total (C)	No. of employees /workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	280	280	100	292	292	100
Other than permanent	0	0	0	0	0	0
<b>Total Employees</b>	<b>280</b>	<b>280</b>	<b>100</b>	<b>292</b>	<b>292</b>	<b>100</b>
<b>Workers</b>						
Permanent	324	324	100	336	336	100
Other than permanent	320	320	100	340	340	100
<b>Total Workers</b>	<b>644</b>	<b>644</b>	<b>100</b>	<b>676</b>	<b>676</b>	<b>100</b>

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

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	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)
<b>Permanent Employees</b>										
Male	247	-	-	247	100	259	-	-	259	100
Female	33	-	-	33	100	33	-	-	33	100
<b>Other than Permanent</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Permanent Workers</b>										
Male	315	-	-	315	100	325	-	-	325	100
Female	9	-	-	9	100	11	-	-	11	100
<b>Other than Permanent</b>										
Male	225	-	-	225	100	252	-	-	252	100
Female	95	-	-	95	100	88	-	-	88	100

Note: \*Other than Permanent workers include FTCs



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

**a. Median remuneration / wages:**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	5,95,000	2	-
Key Managerial Personnel*	2	-	1	-
Employees other than BoD and KMP	245	8,30,137	32	6,81,254
Workers	540	4,60,676	104	2,96,133

\* Median cannot be calculated for KMPs as the number is 1 and 2

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	9	8

**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)**

OHL acknowledges the importance of upholding human rights and addressing any discrimination and unethical conduct. The organisation has appointed department leaders, union representatives, HR heads, and members of welfare Committees to address and resolve any reported issues pertaining to human rights violations. Policies in line with the Prevention of Sexual Harassment (POSH) regulations have been implemented to address workplace sexual harassment.

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

OHL has implemented multiple channels to receive and resolve grievances as before mentioned below:

- A portal called 'Integrity Matters', administered by a third party, is accessible through the company's intranet. Through this mechanism, grievances can be registered through a phone call, an email, on the portal and through post.
- Details of this portal viz., URL, email, phone number and postal address are displayed in the hotel notice boards and the intranet myTAJ for larger visibility.
- OHL's intranet provides the coordinates of its EVP – HR in his role of the Chief Ethics Counsellor as also the Chairman of the Audit Committee.
- OHL's hotels have Ethics Committees whose coordinates are put up on the hotel notice boards.
- Open Houses and Skip Level meetings are held at the hotels.
- The General Manager and the HR heads are approached in case of any grievances.
- Hotels have Drop boxes for grievances.
- Grievances are directly addressed to the senior leadership of the organisation.
- The company has a whistle-blower mechanism in place to resolve complaints and the same are reviewed by the Audit Committee every quarter.

## Statutory Reports

### BRSR (Continued)

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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	1	0	-	3	0	-
Discrimination at Workplace	0	0	-	-	-	-
Child Labour	0	0	-	-	-	-
Forced Labour/Involuntary Labour	0	0	-	-	-	-
Wages	0	0	-	-	-	-
Other human rights related issues	0	0	-	-	-	-

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	3
Complaints on POSH as a % of female employees / workers	1	2.27
Complaints on POSH upheld	1	3

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

OHL has a strict zero-tolerance towards any kind of discrimination or harassment against any employees. OHL firmly opposes and condemns any form of retaliation against an Employee who, in good faith, reports suspected misconduct, raises concerns, or asks questions. Any individual found to engage in such retaliation, either directly or indirectly, or who encourages others to do so, may face suitable disciplinary measures. The Company's POSH policy expressly prohibits retaliation against individuals reporting Sexual Harassment. Those who suspect or experience retaliation are encouraged to report to the relevant authorities. OHL treats cases of retaliation with the same gravity as alleged instances of Sexual Harassment.

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

Yes, OHL has specific clauses as part of the Supplier Code of Conduct (SCOC) included in the business agreements and contracts/ purchase orders. Human rights form a part of the SCOC. The Company does not employ children at its workplaces and does not use forced labour in any form. The Supplier Code of Conduct is being refreshed for all vendors with these clauses.

#### 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	-

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

No significant risks or concerns have come to our notice as yet.

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

OHL prioritises environmental sustainability by operating in a way that reduces negative impacts on the environment and promotes sustainable development. The Company implements various environmental management practices, such as reducing waste and emissions, conserving natural resources, and adopting eco-friendly policies and practices. Through these efforts, OHL contributes to a healthier planet and a more sustainable future for all.

**Essential Indicators**

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	53,152.95	52,832.55
Total fuel consumption (B)	10.04	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumption from renewable sources (A+B+C)</b>	<b>53,162.99</b>	<b>52,832.55</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	18,659.26	23,144.08
Total fuel consumption (E)	45,949.30	46,542.61
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>64,608.56</b>	<b>69,686.69</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>1,17,771.55</b>	<b>1,22,519.24</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	287.94	300.32
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*</b> (Total energy consumed / Revenue from operations adjusted for PPP)	<b>6588.16</b>	<b>6871.32</b>
<b>Energy intensity in terms of physical output</b>		
<b>Energy intensity (optional) – the relevant metric may be selected by the entity (GJ/Guest night)</b>	<b>0.36</b>	<b>0.37</b>

\*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by World Bank for India which is 22.88

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

Not applicable

**2. 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.**

S.No.	Location of operations/offices	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.	Does hotel identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India?
1	Taj Coromandel	Yes Target SEC: 48.66 TOE/ 1000 m <sup>2</sup> , Achieved SEC: 47.96 TOE/ 1000 m <sup>2</sup>	Yes

**BRSR (Continued)**

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	1,04,615.00	1,25,531.00
(iii) Third party water	2,68,772.36	3,02,943.35
(iv) Seawater / desalinated water	-	-
(v) Others (Rainwater storage)	1,231.00	954.00
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>3,74,618.36</b>	<b>4,29,428.35</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>3,51,492.06</b>	<b>3,78,077.35</b>
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover) (kl per crore INR of revenue)	<b>859.38</b>	<b>926.75</b>
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)</b>	<b>19662.55</b>	<b>21204.06</b>
<b>Water intensity in terms of physical output</b>		
<b>Water intensity (KL/guest night)*</b>	<b>1.08</b>	<b>1.14</b>

\* Includes guest staying in house

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

Not applicable

**4. Provide the following details related to water discharged:**

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
- With treatment – please specify level of treatment	7209	28488
(v) Others		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
<b>Total water discharged (in kilolitres)</b>	<b>7209</b>	<b>28488</b>

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

The organization has initiated implementation of ZLD in phased manner with target of 100% recycling of water by 2030. Water is one of the most critical resources to sustain life, water has huge significance in our business. We are constantly optimizing our water consumption and are taking conscious efforts to treat and recycle water. Each unit has a waste treatment system for Sewage waste water and Laundry waste water. Separate STP & ETP are provided at majority of properties to ensure ZLD by treatment, recycling and reuse of water within premises. Recycled water is used in gardening, flushing and 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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	Tonnes/ year	9.73	6.67
SOx	Tonnes/ year	1.21	0.83
Particulate matter (PM)	Tonnes/ year	4.78	2.98
Persistent organic pollutants (POP)	NA	-	-
Volatile organic compounds (VOC)	NA	-	-
Hazardous air pollutants (HAP)	NA	-	-
Others – please specify	NA	-	-

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

Not applicable

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO <sub>2</sub> e	3453.10	3478.08
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO <sub>2</sub> e	4094.67	5078.84
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO <sub>2</sub> e/Crore INR	18.45	20.97
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO <sub>2</sub> e/Crore INR	422.22	479.91
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>			
<b>Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity</b>	tCO <sub>2</sub> e/Guest Nights	0.023	0.026

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

Not applicable

## Statutory Reports

### BRSR (Continued)

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

Yes, OHL strives to reduce energy consumption rates through improved efficiency and adopting new technology or practices. Each of our hotels has implemented a range of energy conservation initiatives according to the specific requirements. OHL has also partnered with IFC to put energy efficient installations at place. Switching to LED lighting in several locations, infrastructure upgrades such as installing VFDs on high power motors in condensers, exhaust fans, cooling tower fans and air handling units. Upgrading the infrastructure of cooling towers, installing heat pumps for water heaters, and even simple improvements such as improved insulation of hot water lines have all contributed to energy conservation and efficiency.

We continue to focus on this sector by maximizing power purchase agreements for renewable energy.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	11.33	10.92
E-waste (B)	0.31	3.33
Bio-medical waste (C)	0.00	0.00
Construction and demolition waste (D)	90.94	4.97
Battery waste (E)	0.30	0.32
Radioactive waste (F)	0.00	0.00
Other Hazardous waste. Please specify, if any. (G)	6.36	6.75
Other Non-Hazardous waste generated (H). Please specify, if any. (kitchen waste, Horticulture, Glass, Paper/Cardboard, Linen/Cloth, Metal Scrap, Wooden Scrap, ETP/STP Slug Waste, Rejected/Discarded chemicals, Detergents, Etc.)	1252.60	1114.83
<b>Total (A+B + C + D + E + F + G+ H)</b>	<b>1361.84</b>	<b>1141.12</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	3.33	2.80
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	76.18	64.00
<b>Waste intensity in terms of physical output</b>		
Waste intensity (optional) – the relevant metric may be selected by the entity		
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	646.24	749.73
(ii) Re-used	89.93	12.21
(iii) Other recovery operations	0.00	0.00
<b>Total</b>	<b>736.17</b>	<b>761.94</b>
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
<b>Category of waste</b>		
(i) Incineration	0.00	0.00
(ii) Landfilling	507.32	302.19
(iii) Other disposal operations	70.32	140.35
<b>Total</b>	<b>577.64</b>	<b>442.54</b>

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

Not applicable

**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.**

OHL is committed to a sustainable waste management system throughout the extent of its operations and locations. OHL has implemented the following measures in an effort to reduce usage of hazardous and toxic chemicals in all products and processes and the practices adopted to manage such wastes.

1. Diminishing the amount of waste transported to landfills: By setting up bottling facilities at 19 hotel entities worldwide, all single-use plastic bottles have been replaced with glass ones to cut down on single-use plastics.
2. Working in tandem with authorised recyclers: To not just implement accountable waste management practices but also to enable utilisation or reclamation of the expended products.
3. Shifting towards Bio-compostable commodities: Striving to complete this transition by the conclusion of FY 2024-25.
4. Phasing out plastic amenities and packaging: A goal has been set to entirely eradicate single-use plastics by 2030 via a series of incremental targets.
5. Management of wet waste: All the hotels under OHL's banner have on-site composting tools, and there are plans to establish an organic waste treatment system at every hotel by the year 2030.

**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:**

Sl.No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Taj Fisherman's Cove	Accommodation and Food Service	Yes

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

Not Applicable

**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, OHL complies with all applicable environmental law/regulations / guidelines applicable.

## Statutory Reports

### BRSR (Continued)

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

OHL is transparent regarding its objectives, interests, and operations, dedicated to following ethical and legal standards. Through responsible and clear advocacy, the company supports the development of public policies that benefit society overall and foster trust with policymakers and stakeholders.

#### **ESSENTIAL INDICATORS**

1. a) **Number of affiliations with trade and industry chambers/ associations.**  
Four (4)
- 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.**

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/International)
1	Hotel Association of India	National
2	CII - Confederation of Indian Industry	National
3	Indo-German Chamber of Commerce	International
4	Federation of Indian Export Organisation	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.

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

Inclusion and equity for all are values fundamental to OHL. The Company strives to create economic opportunities and benefits that are accessible to all members of society, regardless of background, identity, or situation. OHL aims to reduce inequality, strengthen social cohesion, and build sustainable and resilient economies.

#### **ESSENTIAL INDICATORS**

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

No Social Impact Assessment has been carried out in the Current financial year.

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

Not Applicable

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

The Company connect with the community through outreach programs, volunteering interventions and thereby, incorporating the suggestions, feedbacks, grievances if any.



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

	FY 2023-2024 Current Financial Year	FY 2022-2023 Previous Financial Year
Directly sourced from MSMEs/ Small producers	16.70 %	21 %
Directly from within India	90 % of inputs are domestically sourced	90 % of inputs are domestically sourced

**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 Current Financial Year (%)	FY 2022-23 Previous Financial Year (%)
Rural	0	0
Semi-urban	2.4	2
Urban	22.9	21.2
Metropolitan	74.7	76.8

(Categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

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

OHL is a responsible entity and accountability, and transparency are fundamental. Customer needs and preferences are primary and OHL strives to meet those needs in an ethical, transparent, and fair manner. The Company guarantees that its services are reliable and safe.

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

At OHL, we have multiple touchpoints to gather and action consumer insights. The same are:

- a) Hotel Level - Trust You & Frontline
- b) Social Media Platforms
- c) Taj Reservation Worldwide
- d) Dedicated desks - Members Gold & Service Platinum Desk, Epicure Customer Care, Tata Neu Customer Care, The Chambers Concierge
- e) Taj Live Command Centre - Online Reputation Management
- f) Write to Us Portal
- g) Care@Tajness - An industry first initiative to listen, learn and leverage insights into building innovative product and service solutions.

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

Information related to	As a percentage to total turnover (%)
Environment and Social parameters relevant to product	100
Safe and responsible usage	100
Recycling and/or safe disposal	100

## Statutory Reports

### BRSR (Continued)

#### 3. Number of consumer complaints

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Received during the year	Pending resolution at the end of year	Remark	Received during the year	Pending resolution at the end of year	Remark
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Others	0	0	NA	0	0	NA

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

Not Applicable

#### 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. OHL has a Cyber Security Policy in place that covers privacy. There is also a privacy framework, which is a comprehensive document to address privacy related risks. This also helps in ensuring that all personal information is protected in accordance with all relevant privacy and data protection regulations <https://www.ihcltata.com/privacy-policy/>.

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

Not Applicable.

#### 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 - Nil