

EIH Associated Hotels Limited

A MEMBER OF THE OBEROI GROUP

CIN: L92490TN1983PLC009903

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

Telephone: 91-11-2389 0505

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

15th July 2023

The National Stock Exchange of India Limited Exchange Plaza, 5 th Floor Plot No..C/1, G Block Bandra Kurla Complex Bandra(E) Mumbai – 400 051 Code: EIHAHOTELS	BSE Limited Corporate Relationship Dept. 1 st Floor, New Trading Ring Rotunda Building Phiroze Jeejeebhoy Towers Dalal Street, Fort Mumbai – 400 001 Code: 523127
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SUB: SUBMISSION OF BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (“BRSR”) OF THE COMPANY FOR THE FINANCIAL YEAR 2022-23

Dear Sir / Madam,

Pursuant to the Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (Listing Regulations), please find enclosed herewith a copy of the Business Responsibility and Sustainability Report (“**BRSR**”) of the Company for the Financial Year 2022-23 which forms part of the Integrated Annual Report FY 2022-23.

Kindly take the above on your records.

Thanking you,

Yours faithfully,

For **EIH ASSOCIATED HOTELS LIMITED**

TEJASVI DIXIT
COMPANY SECRETARY



Business Responsibility and Sustainability Report

From a humble dream in 1934 to a revolutionary force in the hospitality industry, The Oberoi Group has left an indelible mark on the landscape of India's hospitality standards. With a legacy spanning over 80+ years, our success story stands as a testament to our resilience and truly embodies the country's age-old philosophy that believes in placing our guests above all. As a result, we have become synonymous with luxury, comfort, and unparalleled guest experience, setting a benchmark for the industry in India and the world.

Through the years we have cultivated a strong foundation of steadfast principles, firmly rooted in our commitment to conducting our business responsibly. Our sustainable approach to business has acted as a catalytical force, propelling us to elevate new heights while ensuring that our growth is sustainable and beneficial to all in the long run.

As a part of The Oberoi Group, we, at EIH Associated Hotels Limited, aim to be at the forefront of the hospitality industry's sustainability movement. Sustainability is one of our strategic priorities. We are mindful of our impact on the environment, society, and the economy and are making conscious choices to foster a better future for our planet. To address the globally emerging environmental issues and lower our carbon footprint, we have deployed a green team comprising department heads in every hotel, which strategises and implements innovative energy conservation and environmental preservation initiatives in our infrastructure and operations.

As dedicated advocates and enablers of holistic individual and communal development, we facilitate access to essential livelihood opportunities, affordable healthcare, and quality education through various social initiatives.

We aim to meet the highest standards of sustainability and in line with this, we have adopted a transparent approach to value creation, aligned with the best practices in the ESG regulatory landscape. To this end, EIH Associated Hotels Limited has been publishing an Integrated Report (IR) and Business Responsibility Report (BRR), providing a balanced and transparent assessment of how we create value, considering both qualitative and quantitative matters that are material to our operations and strategic objectives, which may influence our stakeholders' decision-making.

To further enhance the scope of our disclosures, this year we are publishing our first Business Responsibility and Sustainability Report (BRSR). Introduced vide Gazette notification no. SEBI/LAD-NRO/GN/2021/22 by the Securities Exchange Board of India, BRSR seeks disclosure against the nine principles of "National Guidelines of Responsible Business Conduct" (NGRBC) on the social, environmental, and economic responsibilities of business. This report includes our responses on our practices and performance on key principles defined by Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, covering topics across the ESG dimensions.

SECTION A – GENERAL DISCLOSURES

SECTION B – MANAGEMENT AND PROCESS DISCLOSURES

SECTION C – PRINCIPLE-WISE PERFORMANCE DISCLOSURE

Principle 1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
Principle 2	Businesses should provide goods and services in a manner that is sustainable and safe
Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
Principle 4	Businesses should respect the interests of and be responsive to all its stakeholders
Principle 5	Businesses should respect and promote human rights
Principle 6	Businesses should respect and make efforts to protect and restore the environment
Principle 7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
Principle 8	Businesses should promote inclusive growth and equitable development
Principle 9	Businesses should engage with and provide value to their consumers in a responsible manner

SECTION A – GENERAL DISCLOSURES

Details

1. Corporate Identity Number (CIN) of the Listed Entity	-L92490TN1983PLC009903
2. Name of the company	EIH Associated Hotels Limited
3. Year of incorporation	1983
4. Registered office address	1/24 G.S.T. Road Meenambakkam, Chennai – 600027
5. Corporate address	7 Shamnath Marg, Delhi - 110054
6. E-mail	isdho@oberoigroup.com
7. Telephone	011 23890505
8. Website	www.eihassociatedhotels.in
9. Financial Year for which reporting is being done	FY 22-23 (April 1, 2022 to March 31, 2023)
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited The National Stock Exchange of India Limited
11. Paid-up Capital	304.68 (₹ in Million)
12. Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Name: Mr. Samidh Das Designation: Senior Vice President & Chief Financial Officer Email: isdho@oberoigroup.com Tel: 011 23890505
13. Reporting boundary	The disclosures under this report are made on a standalone basis unless otherwise specified.

Products/Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Accommodation and Food Services	Accommodation, Food & Beverage and Other Services provided by Hotel, Inns, Resorts, holiday homes, restaurants, caterers, etc.	98.28%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Rooms	55101	64.08%
2.	Food and Beverages	56301, 56101	29.70%
3.	Other Services	74909, 47190, 79900, 96010, 96020, 96905, 49223	4.50%

Operations

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

Location	Number of plants	Number of offices	Total
National	8 Nos. directly owned luxury hotels across 6 states in India*	1	9
International	All the company's hotels are located within the territories of India		

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



Business Responsibility and Sustainability Report (Contd.)

Location of Hotels

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

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

17. Markets served by the entity:

Locations	Number
National (No. of States)	The strategic location of our hotels has been instrumental in attracting diverse customers. Our network of luxury hotels expands across 6 states in India: <ul style="list-style-type: none"> (i) Himachal Pradesh (ii) Rajasthan (iii) Uttar Pradesh (iv) Odisha (v) Tamil Nadu (vi) Kerala
International (No. of Countries)	All the company's hotels are located within the territories of India. However, our unwavering pursuit of excellence and uncompromising commitment to quality have made us a trusted partner of choice, attracting discerning customers from every corner of the world.

- **What is the contribution of exports as a percentage of the total turnover of the entity?**

NA

Our total turnover doesn't include any export activities

- **A brief on types of customers**

At EIH Associated Hotels Limited, our very existence is owed to our valued guests' unending support and loyalty. We place our guests above all. Being a reputed luxury hospitality company, we serve a diverse customer base, encompassing individuals and groups traveling for various purposes, ranging from leisure and business to wellness and adventure-seeking. We attract customers from different geographical and cultural backgrounds, seeking upscale accommodation, fine dining experiences, artisanal culinary creations, bespoke luxury, and unique/personalised travel experiences. We also cater to corporate clients, travel companies, and event managers among many others. In our incessant endeavour to surpass expectations at every turn, we have earned the loyalty of our distinguished guests and established ourselves as pioneers of the luxury hospitality industry.

Employees

18. Details as at the end of Financial Year:

- Employees and workers (including differently abled):**

S. No. Particulars	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES					
1. Permanent (D)	1023	837	81.82%	186	18.18%
2. Other than Permanent (E)	The workforce of EIH Associated Hotels Limited does not constitute any employees under this category.				
3. Total employees (D + E)	1023	837	81.82%	186	18.18%
WORKERS					
4. Permanent (F)	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.				
5. Other than Permanent (G)	505	EIH Associated Hotels Limited hires all the workers through external agencies. Our teams comprise a diverse mix of different genders, cultures, regions, and social backgrounds. Since we have engaged with multiple external agencies to hire such workers, we have not been able to track this data for male and female workers separately. However, we aim to meet such requirements in our future disclosures.			
6. Total workers (F + G)					

- Differently abled Employees and workers:**

S. No. Particulars	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES					
1. Permanent (D)	1	1	100%	Nil	Nil
2. Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3. Total differently abled employees (D + E)	1	1	100%	Nil	Nil
DIFFERENTLY ABLED WORKERS					
4. Permanent (F)	Nil				
5. Other than permanent (G)					
6. Total differently abled workers (F + G)					

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	13%
Key Management Personnel	2	0	0%

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023 (Turnover rate in current FY)			FY 2022 (Turnover rate in previous FY)			FY 2021 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	52%	54%	52%	43%	54%	44%	36%	69%	41%
Permanent Workers	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary basis) through third-party vendors.								



Business Responsibility and Sustainability Report (Contd.)

Holding, subsidiary and associate companies (including joint ventures)

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

S. No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	The company has no subsidiaries, associate companies, and joint ventures.			

CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

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

- Turnover (in ₹) ₹ 3,441.37 (in millions)
- Net worth (in ₹) ₹ 3,965.86 (in millions)

Transparency and Disclosure Compliances

23. 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 2022-2023			FY 2021-2022		
		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	At EIH Associated Hotels Limited, we take all our stakeholders' feedback and grievances seriously and address them with agility. Stakeholders impacted by our CSR initiatives can directly report their concerns to the NGO or our employees, who will promptly and effectively work toward addressing the same or escalate them to the appropriate authority within the organisation.			The company does not have an established mechanism in place to record complaints received from the communities.			

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-2023			FY 2021-2022		
		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
Investors (other than shareholders)	To ensure effective communication and prompt resolution of any concerns raised by our investors and shareholders, our company has developed a dedicated webpage that includes a comprehensive list of FAQs on investor services, request forms, details of correspondence addresses, and information on how to raise complaints. In addition, shareholders can also raise a complaint through our dedicated portal for shareholder grievances, SCORE. The company vigilantly manages an e-mail address, isdho@oberoigroup.com to provide assistance to shareholders.	0	0	NA	0	0	NA
Shareholders		0	0	NA	0	0	NA
Employees and workers	We have a robust grievance mechanism, underpinned by policies such as whistleblower and POSH, enabling all our employees to put forth their concerns and seek redressal. The company is committed to providing a workplace free of discrimination and harassment. We provide multiple channels to our employees to report such misconduct. To ensure that complaints of sexual harassment are addressed in a timely manner, an appropriate complaint mechanism has been put in place.	1	0	NA	2	0	NA



Business Responsibility and Sustainability Report (Contd.)

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-2023			FY 2021-2022		
		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
Customers	We are committed to sustaining our excellence through the loyalty of our customers. It is therefore of utmost importance to us to understand their concerns and offer effective solutions. Our customers can reach out to us through several communication channels like email, telephone numbers, feedback forms, surveys, etc. We also engage on a real-time basis with our customers on social media for effective and quick resolution of their issues. Additionally, the company relies on the "GQA - Guest Questionnaire" feedback process, which enables us to gather customer feedback and understand guest needs and experiences better.	-	-	In the reporting period, we encountered instances where guests requested the removal of their details from our database via emails. All such concerns were successfully resolved.	0	0	NA
Value Chain Partners	Our Whistleblower Policy extends to include our value chain partners and provides a mechanism to report any unethical behaviour, actual or suspected fraud, and violation of the Company's Code of Conduct without any fear of retaliation.	0	0	NA	0	0	NA
Other (please specify)	-						

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Employee Engagement and Development	Opportunity	Our employees are central to our business strategy. The exceptional conduct of our employees is what differentiates us as the frontrunners in the hospitality industry. Guests' experiences are predominantly shaped by employee behaviour. Their sophistication and attention to details can remarkably enhance hospitality immersion. We have entrusted our employees with the responsibility of demonstrating a conduct that stands testimony to "The Oberoi" brand values. We realise the essence of building a diverse and contented workforce and therefore aim to foster an inclusive environment where the growth of the employees and the growth of the organisation are cohesive. We impart regular skill development and skill enhancement training to our employees that can help them in their personal and professional development within and beyond the organisation.	-	<p>Positive</p> <p>The refinement and warmth that our employees extend through their conduct is amplified by instilling a sense of belongingness and fulfilment in them, reflecting positively in our financial growth.</p> <p>Negative</p> <p>Discontentment among employees can result in an increased attrition rate within the organisation, significantly impacting our competence and continuity in our operations.</p>
2.	Corporate Governance	Opportunity	The legacy of the "The Oberoi Group" that spans across eight decades and still continues to endure and thrive, is a reflection of our robust governance, commitment to upholding the highest standards of ethics, and acceptance and adherence to all the evolving statutory requirements. The company maintains an organisational-wide integration of responsible business conduct through a strong governance architecture built on the bedrock of the principles of "The Oberoi Dharma"	-	<p>Positive and Negative</p> <p>Through strong governance practices, we avoid any negative implications arising from non-compliance with governance regulations that pose the risk of reputational damage and has financial and legal implications attached to it.</p>
3.	Customer Satisfaction	Opportunity	Our incessant commitment to provide profound customer satisfaction is ingrained in our fundamental code of conduct that lays out the expectation of putting the customer first, the company second, and self last. Through our exquisite stays, bespoke opulence, exceptional services, attention to detail, personalised experiences, culinary delights, and prioritisation of customer privacy, we have adopted an all-encompassing approach to customer satisfaction. Our excellence and exceptional competence are exhibited in the loyalty of our invaluable guests from across the world. In our unending pursuit of providing the utmost level of satisfaction, we aspire to venture into new avenues and formats to cater to their evolving demand.	-	<p>Positive</p> <p>Through enhanced customer satisfaction that has resulted in trust strengthening and unmatched credibility amongst our customers, we have emerged as the trusted partner of choice in the luxury hospitality industry. Overall, customer loyalty has directly accelerated the company's financial performance and forged new avenues of growth.</p> <p>Negative</p> <p>Our excellence is sustained by our commitment to guest satisfaction. Any unintended compromise with overall guest satisfaction can adversely impact guest loyalty.</p>



Business Responsibility and Sustainability Report (Contd.)

S. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4.	Energy and Emissions	Risk	The luxury hospitality industry is an electricity-intensive industry. Taking cognizance of our nature of operations and our uncompromising commitment to guest satisfaction, we require an uninterrupted power supply 24/7 to cater to primary aspects of guest's needs such as space conditioning, lighting, powering kitchen appliances, elevators, and other equipment, water heating, refrigeration, and laundry facilities. We are also aware of our direct reliance on fossil fuels for heating systems in our hotel and are conscious of the impact of our operations on our carbon footprint. The rise in emissions not only contributes negatively to the environment but also poses the risk of reputational damage and breach of trust amongst stakeholders. Being a responsible organisation, we are actively working toward achieving energy efficiency.	In our endeavour to decarbonise our operations, we are undertaking various energy-saving initiatives such as leveraging the benefits of green architecture, equipping our premises with energy-efficient technologies, and transitioning to clean energy sources.	<p>Negative:</p> <p>Our direct and indirect reliance on non-renewable energy sources and the cost associated with it constitutes majority of our operational cost. Additionally, any rise in carbon emissions may have a potential impact on the environment and our brand image.</p> <p>Positive:</p> <p>Transition to energy-efficient technologies and renewable energy sources may involve an initial lump-sum capital expenditure. However, such an investment will ultimately lower our reliance on traditional energy sources and result in effective cost optimisation.</p>
5.	Employee and customer health and safety	Opportunity	<ul style="list-style-type: none"> The safety of our guests is an integral and primary aspects of our value proposition. Our premises are immaculately maintained in accordance with internationally validated safety and hygiene standards, immensely contributing to their overall satisfaction and positive experience. We are making continual efforts to foster a safe and secure environment for our employees that ensures optimal physical and mental well-being. To this end, we conduct awareness programs on an ongoing basis, maintain adequate health and safety management systems, and have undertaken several measures aimed at promoting employee well-being. 	-	<p>Positive:</p> <ul style="list-style-type: none"> Our prioritisation of guests' safety has positively contributed to their overall experience, enhancing our reputation and trustworthiness, thus providing a competitive edge. A healthy workforce performs to the best of their abilities, thus amplifying financial and sustainable growth. <p>Negative:</p> <p>Ensuring employee and customer health and safety is a strategic imperative for our business. Any unintended compromise with safety can undermine trust amongst our guests and employees on whom the sustenance of our organisation rests.</p>

S. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6.	Food quality and safety	Opportunity	We create exquisite dining experiences where artisanal cuisines and culinary delights are handcrafted by world renowned chefs, using finest ingredients sourced for their quality and freshness. Rest assured, our commitment to food safety is unwavering as we adhere to best-in-class standards in food preparation. We strictly comply with FSSAI licensing and guidelines, ensuring that every aspect of our food handling, sourcing, and preparations meets the regulatory requirements. With every meal served in our establishments, we inch closer to the hearts of our customers, strengthening our excellence and relations with our customers.	-	<p>Positive:</p> <p>Through our unrelenting commitment to meet the highest standards in food safety and providing upscale dining and culinary experience to our guests, we have cultivated a loyal customer base, contributing significantly to our profit margins.</p> <p>Negative:</p> <p>Food and dining experiences constitute our primary service offerings, any inadvertent negligence in maintaining the highest food quality may result in adverse financial and legal implications.</p>
7.	Data Privacy and Cybersecurity	Risk	The speeded transition to a digitally equipped ecosystem amidst COVID comes with an increased potential risk of data breaches and also expands the attack surface for potential cyber threats. Inadequate data security measures may result in loss of confidential data, pose threat to customer privacy, create trust gaps, and attract legal consequences for the company.	We have integrated a stringent and transparent approach to how we collect, use, and disclose information. We have dedicated Data Protection Officers, to address data privacy concerns. Our dedicated adherence to the applicable data privacy regulations is upheld through the integration of various obligations, industry-best practices, and tools as outlined in our global Privacy Policy. Access to the information is exclusively granted to authorised employees and trusted business partners/vendors, who operate in alignment with our robust security controls.	<p>Positive and Negative:</p> <p>A robust approach to data protection and cybersecurity safeguards us against any financial, regulatory, and reputational implications attached to the same.</p>



Business Responsibility and Sustainability Report (Contd.)

S. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8.	Water Management	Risk	Water is an essential resource, facilitating multiple activities in our day-to-day operations such as personal cleansing, flushing, laundry, kitchen activities, landscaping, swimming pools, cooling and HVAC systems, etc. Considering our reliance on water to sustain our daily operations, a disruption in the water supply can have a profound impact on the smooth functioning of our operations.	Water is one of the most essential resources sustaining human existence and we have implemented several water-saving initiatives and technologies across our hotels such as the installation of sewage treatment plants, low-flow fixtures at showerheads and toilets, and aerator-based faucets. Through the effective implementation of Zero Discharge Mechanism across multiple hotels, we are reusing all the treated wastewater for horticulture purposes. Discharge of water into the environment if any is contingent upon the requisite treatment process.	<p>Negative:</p> <p>The financial risks arising from interrupted services due to disruption in our operations caused by water scarcity.</p> <p>Positive:</p> <p>In our endeavour to ensure efficient utilisation of water, our stays are curated to instil judicious water conservation habits amongst our guests through small yet impactful steps such as the responsible use of linens and towels. These initiatives have enabled ample water availability for our internal use and for the communities where we operate.</p>
9.	Climate Change	Risk	As witnessed, the rise in global temperatures is devastatingly leading to an increased likelihood of natural disasters. For EIH Associated Hotels Limited, this poses a significant threat of damage to our heritage infrastructures, livelihood, and disruption of supply chain in such high-risk areas. Extreme weather conditions have also led to greater reliance on energy sources to maintain the ideal indoor temperature for our guests at all times and an increase in the associated cost. Our proactive approach to risk assessment also anticipates that shifts in weather patterns in some areas can lead to diminished tourist attraction.	At EIH Associated Hotels Limited, we are integrating advanced technologies, building materials, and structural solutions into our infrastructure that enable passive cooling. Additionally, we aim to build weather resilience by making a significant investment in disaster management and developing a coping mechanism to deal with such situations	<p>Negative:</p> <ul style="list-style-type: none"> Increased operating costs due to an increase in energy consumption and additional investments in weather risk preparation Reduction in revenue per available room due to diminishing tourist attraction of some areas and frequent cancellations consequent to abrupt weather changes. <p>Positive:</p> <p>Building resilience against climate-related risks guarantees our financial and sustainable success in the long-run.</p>
10.	Risk and Crisis Management	Opportunity	At EIH Associated Hotels Limited our vision for the future is guided by our proactive assessment of our external and internal risk and opportunities. Our Board maintains an oversight of all the emerging challenges and prospects through its risk management committee and takes strategic actions toward risk mitigation to ensure resilience and business continuity even in the face of disruption. A precautionary approach to risk management has been instrumental in propelling our growth forward throughout all these years.	-	<p>Positive and Negative:</p> <p>A precautionary approach to risk mitigation ensures business continuity even in the face of adversity and serves as an invaluable tool in mitigating any contingent liabilities.</p>

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

Business Responsibility and Sustainability Report (Contd.)

SECTION B – MANAGEMENT AND PROCESS DISCLOSURES

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

S. No.	Principle Description	P1	P2	P3	P4	P5	P6	P7	P8	P9
P1	Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable									
P2	Businesses should provide goods and services in a manner that is sustainable and safe									
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains									
P4	Businesses should respect the interests of and be responsive to all their stakeholders									
P5	Businesses should respect and promote human rights									
P6	Businesses should respect and make efforts to protect and restore the environment									
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent									
P8	Businesses should promote inclusive growth and equitable development									
P9	Businesses should engage with and provide value to their consumers in a responsible manner									
Disclosure Questions										
Policy and management processes										
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)										
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)										
	Yes	No	Yes*	Yes	Yes	Yes*	Yes*	Yes	Yes	No
			Diversity and Inclusion Policy and Health, Safety, and Environment Policy have been approved and implemented by the Group CHRO			Diversity and Inclusion Policy has been approved and implemented by the Group CHRO	Yes* Health, Safety, and Environment Policy has been approved and implemented by the Group CHRO			
c. Web Link of the Policies, if available										
	Whistleblower Policy Code of Conduct for Prevention of Insider Trading Related Party Transaction Policy Risk Management Policy	Supplier Code of Conduct	Code of Conduct (Available on Intranet), Diversity and Inclusion Policy Health, Safety and Environment Policy Whistleblower Policy	Stakeholder Engagement Policy	Code of Conduct (Available on Intranet), Diversity and Inclusion Policy	Code of Conduct (Available on our Intranet) Diversity and Inclusion Policy	Health, Safety, and Environment Policy Risk Management Policy	Public Policy Advocacy Policy	CSR Policy	Privacy Policy



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
All the policies (other than those available on our intranet) have been hosted on this webpage https://www.eihassociatedhotels.in/investors/corporate-governance/									
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes, all the policies have been translated into appropriate procedures within the organisation. A comprehensive disclosure of such procedures is available under respective principles in this report.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	At EIH Associated Hotels Limited, we firmly believe that our success is closely tied to the success of our value chain partners. We, therefore, actively encourage our partners to adopt and implement our policies, which align with the steadfast principles of "Oberoi Dharma", thus demonstrating responsible conduct. Our Supplier's Agreement seeks acceptance of our value chain partners to abide by the company's "Fundamental Code of Conduct", "Whistleblower Policy", and "Data Protection and Privacy Policy".								
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	FSSAI								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	As we embark on our sustainability journey and intensify our efforts in monitoring our performance. We aim to expand our strategic vision by incorporating the crucial findings of our assessment to establish both aspirational and realistic goals. By doing so, we ensure that the organisation's efforts are aligned with our sustainability ambition and lead to tangible progress. We are actively working toward setting measurable goals and implementing effective mechanism to assess our performance against these goals and targets.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The details will be available in our Integrated Report for Financial Year 2022-23.								
Governance, Leadership, and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer section on Performance Review, page no.18-23 of the Integrated report for FY 2022-23.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Vikramjit Singh Oberoi Designation: Managing Director Email: isdho@oberoigroup.com Tel: 011 23890505								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Board of Directors of EIH Associated Hotels Limited is responsible for determining the strategic direction of the company and safeguarding the interest of all our stakeholders. ESG is viewed as one of the strategic priorities by the BODs. Our sustainability strategy involves proactively identifying ESG-related risks and opportunities, setting goals/targets, and finally implementing policies-driven procedures to turn our commitments into actions. The Risk Management Committee of the Board closely monitors various environmental risks and opportunities. Further, to ensure implementation down the line, each Hotel has a Green Team that comprises the Heads of Departments, who conceive and execute innovative ideas to conserve energy and protect the environment. The social initiatives of the company are governed by the CSR Committee. Additionally, the Board has various committees in place to look after different aspects, policies, and procedures covered under the larger umbrella of sustainability.								

Business Responsibility and Sustainability Report (Contd.)

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	Yes, the policies of our Company are reviewed periodically or on a need basis by the Board/Committees of the Board/Senior Management. During this assessment, the efficacy of the policies is reviewed and necessary changes to policies and procedures are implemented.									Few policies are reviewed annually and some are reviewed periodically or on a need basis.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Being a responsible corporate, we ensure compliance with all the applicable laws and regulations. For the reporting year, we have not reported any non-compliance.																	
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								
	The entity periodically carries out the assessment of various aspects covered in the policies internally through established mechanisms.																	
12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:	P1									P2								
Questions	P1									P2								
The entity does not consider the Principles material to its business (Yes/No)	NA									NA								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA									NA								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA									NA								
It is planned to be done in the next Financial Year (Yes/No)	NA									NA								
Any other reason (please specify)	NA									NA								



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

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

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

ESSENTIAL INDICATORS

1 Percentage coverage by training and awareness programmes on any of the principles during the Financial Year:

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 Key Managerial Personnel		To exhibit their deep-rooted commitment to conducting business in a responsible manner, the company's Directors, Key Managerial Personnel, and Senior Management Personnel participate in an annual ritual that encompasses reasserting their loyalty to "The Oberoi Dharma" by providing a written confirmation.	
Employees other than BoD and KMPs	119	To ensure responsible business conduct, EIH Associated Hotels Limited invests significant time and resources into conducting training, awareness programs, and workshops for all its employees on an ongoing basis. These programs are carefully designed to boost familiarity with various aspects of BRSR thus enabling our employees and workers to give due consideration to such principles while deploying their services. The coverage of such programs includes an array of topics such as Code of Conduct, Health & Safety, Prevention of Sexual Harassment, Human Rights, Prohibition of Insider Trading, etc.	48.97%
Workers		Considering the nature of our services the importance of training is deeply ingrained in our conduct. EIH Associated Hotels Limited provides mandatory training on grooming, wellness, health and safety, customer service, handling equipment, and skill enhancement to all our workers.	

2. Details of 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.

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



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

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

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

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

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

	FY 2022-23	FY 2021-22
Directors		
KMPs		Nil
Employees		
Workers		

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

	FY 2022-23		FY 2021-22	
	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 the 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.

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

LEADERSHIP INDICATORS

1. Awareness programmes conducted for value chain partners on any of the Principles during the Financial Year:

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

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

The company has in place a robust mechanism underpinned by policies and processes to prevent and mitigate any conflict of interest involving BODs. At the beginning of every Financial Year and as and when there is any change in such interest, the Company seeks the members of the Board to provide a comprehensive list of entities in which they hold an interest.

In addition to this, the Company has a Related Party Transaction Policy. The policy outlines the reviewal and approval process of material-related party transactions, considering the potential or actual risk of conflict of interest that may arise because of entering into these transactions. The Audit Committee and the Board review this policy as and when required but at least every three years and propose amendments required to comply with the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations, 2015 ("Listing Regulations") and Companies Act, 2013("Act").

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

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

ESSENTIAL INDICATORS

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

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	At EIH Associated Hotels Limited, we are proactively looking for Research and Development Opportunities that can result in the enhancement of the sustainability of our operational procedures. For FY22-23, we haven't separately tracked our R&D spend on ESG. However, we are striving to capitalise on research and development and closely monitor such expenditures.		
Capex	0.08%	67.97%	<ul style="list-style-type: none"> In FY 23, capital expenditure was incurred on the installation of Sewage Treatment Plants (STPs). In FY 22, capital expenditure was incurred on the installation of STPs/ETPs, Solar power modules, and incorporation of energy efficient technologies.

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

The company lays a significant emphasis on sustainable procurement. In the pursuit of this objective, our supplier contract mandates adherence to various ESG parameters which are in line with the industry standards and the company's commitment to optimal use of diminishing natural resources. We seek the supplier's acceptance of multiple social, ethical, and environmental requirements, including but not limited to:

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



Business Responsibility and Sustainability Report (Contd.)

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

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

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

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

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

Waste type	Waste management procedure in place
Plastic (including packaging)	We are a luxury hospitality service provider and do not manufacture or sell any products. However, we have waste management programs in place for our own operations. Our approach to waste management is anchored by the 3R model - Reduce, Reuse, and Recycle. Please refer to Principle 6, Essential Indicator, Question9 for more details.
E-waste	
Hazardous waste	
Other waste (wastepaper and paper products)	

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 EPR plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

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

LEADERSHIP INDICATORS

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

NIC Code	Name of product / service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by an independent external agency (Yes/No)	Whether conducted by an independent external agency (Yes/No)
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We remain undeterred in our commitment to preserve and protect the environment. EIH Associated Hotels Limited recognises the importance of quantifying our environmental footprint in order to establish a clear understanding of our ecological impact and thereupon identify practices to reduce the same. While we have not yet conducted a formal lifecycle assessment of our hospitality services, we are proactively taking steps to address our environmental impact.

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

Name of product / service	Description of the risk/ concern	Action taken
		Not Applicable

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

Indicate input material	Recycled or reused input material to total material	
	FY 2022-23	FY 2021-22
Plastic	We ensure zero use of single-use plastic across all our properties. As a part of our ongoing efforts to minimise plastic waste, we have initiated the process of commissioning of bottling plants in our hotels.	
Food items	Reinforcing our dedication to a greener and more sustainable planet, we have implemented relevant measures to ensure that every morsel of food is utilised efficiently and effectively. To this end, we have installed organic waste converters across our hotels. The wet and dry food waste are appropriately segregated, and a significant proportion of such waste is processed in composting machines or traditional compost pits into organic compost, which is further reused for horticulture. The remaining food waste is responsibly sent to municipal corporation through authorised vendors for appropriate recycling or disposal.	

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

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

	FY 2022-23			FY 2021-22		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastics (including packaging)						
E-waste						NA
Hazardous waste						
Other waste						

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

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	NA

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

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

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

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



Business Responsibility and Sustainability Report (Contd.)

ESSENTIAL INDICATORS

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

Category	Total(A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	837	837	100%	837	100%	-	-	837	100%		
Female	186	186	100%	186	100%	186	100%	-	-		
Total	1023	1023	100%	1023	100%	186	18.18%	837	81.81%		
Other than Permanent employees											
Male	The workforce of EIH Associated Hotels Limited does not constitute any employees under this category.										
Female											
Total											If and when requested for day care facilities, we make suitable arrangements that meet the specific needs and schedules of our employees. This is provided either at the workplace or through day care partners.

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.										
Female											
Total											
Other than Permanent workers											
Male											* EIH Associated Hotels Limited hires all the workers through external agencies. All the workers employed are covered under ESIC (Employees' State Insurance Corporation) and we meticulously audit vendor's records to verify this coverage. We ensure safe and healthy working conditions for all our workers and to this end, we have undertaken various measures as per our policies. In the event of accidents on duty or any such unprecedented issues concerning their safety, the company provides necessary medical treatment and care.
Female											
Total	505	505	100% (through ESIC)	505	100% (through ESIC)						

2. Details of retirement benefits.

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	100%	100%	Y	100%	100%	Y
Others – please specify	Nil					

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.

At EIH Associated Hotels Limited we acknowledge the varied needs of our diverse pool of employees and endeavor to create an inclusive workplace where everyone can work with comfort and dignity. We have implemented several measures to ensure equal accessibility of our premises/offices for all our employees including those with disabilities. While most of our offices are largely accessible to differently-abled employees, we are continuously working towards enhancing the accessibility by identifying gaps in the infrastructure if any. Our efforts are aligned with the requirements of the Rights of Persons with Disabilities Act, 2016, and involve initiatives focused on improving both physical (infrastructure) and digital communication accessibility such as installation of wheelchair ramps, partnering with agencies/NGO's for sensitisation trainings, etc.

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

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

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	No male employees took paternity leave in the reporting period.		The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.	
Female	99.46%	100%		
Total	99.46%	100%		

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

	(If Yes, then give details of the mechanism in brief)
Permanent workers	<p>We consider people as our key asset and firmly adhere to the principles of the "Oberoi Dharma", which encompasses showing respect to every employee and leading from the front when it comes to individual development. We aim to cultivate a culture where all our employees feel empowered, heard, respected, included, and valued. We lay significant emphasis on employee feedbacks and consistently strive to address their concerns with agility. To this end, we have a robust grievance mechanism, underpinned by policies such as whistleblower and POSH, enabling all our employees and workers to put forth their concerns and seek redressal.</p> <p>The company is committed to providing a workplace free of discrimination and harassment and exhibits zero tolerance for discrimination and harassment of any kind. We provide multiple channels to our employees to report such misconduct. To ensure that complaints of sexual harassment are addressed in a timely manner, an appropriate complaint mechanism has been put in place.</p> <p>Discriminatory conduct and harassment whether sexual or otherwise are treated as gross misconduct and disciplinary action is taken against any employee who is found to have committed an act of discrimination or harassment.</p> <p>The whistleblower policy provides a mechanism for employees to report any concerns that could have a grave impact on the operations and performance of the business of the Company including any violation of legal or regulatory requirements, as well as any misrepresentation of any Financial Statements or reports.</p>
Other than permanent workers	
Permanent employees	
Other than permanent employees	



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

Category	FY 2022-23			FY 2021-22		
	Total employees/workers in the respective category (A)	No. of employees/workers in the respective category, who are part of the association(s) or Union (B)	% (B/A)	Total employees/workers in the respective category (C)	No. of employees/workers in the respective category, who are part of the association(s) or Union (D)	% (D/C)
Total permanent employees	1023	41	4%	846	53	6%
Male	837	38	5%	698	50	7%
Female	186	3	2%	148	3	2%
Total permanent workers	EIH Associated Hotels Limited has hired all its workers through external agencies and such hires fall under the category of temporary workers.					
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No.(F)	% (F / D)
Employees										
Male	837	329	39%	780	93%	698	483	69%	663	95%
Female	186	52	28%	154	83%	148	87	59%	130	88%
Total	1023	381	37%	934	91%	846	570	67%	793	94%
Workers										
Male	505	*				417	*			
Female										
Total										

*For workers we do not capture training held data. However, considering the nature of our services the importance of training is deeply ingrained in our conduct. EIH Associated Hotels Limited provides mandatory training on grooming, wellness, health and safety, customer service, handling equipment, and skill enhancement to all our workers.

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

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	837	837	100%	698	698	100%
Female	186	186	100%	148	148	100%
Total	1023	1023	100%	846	846	100%
Workers						
Male	Performance appraisal and development reviews of temporary workers are conducted by their respective agencies.					
Female						
Total						

10. Health and safety management system:

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

We care for our employees and accord great importance to their safety and well-being. To ensure a safe and healthy workplace, we have integrated the industry's best practices and protocols that also comply with applicable statutory requirements. To protect our employees against any actual or potential occupational health hazard, we conduct regular training and awareness sessions on fire safety, evacuation drill, emergency

management, first aid, and the use of AED machines to equip them to cope with the risk of accidents, injuries, and health issues better.

We have also deployed a dedicated Hygiene and Safety Manager at each hotel who coordinates with the Head of the Department to train employees on upholding the highest standards of hygiene and safety. Every hotel has been provided access to various training materials, audio-visual materials, and reference materials on health and safety.

In our commitment to maintaining a safe and healthy workplace, we have implemented operating standards for departmental managers, these department standards are revisited from time to time. To ensure that all the safety protocols are being properly adhered to, we also conduct safety audits.

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

Employee health and safety is one of the strategic priorities for EIH Associated Hotels Limited. We have adopted a comprehensive approach to occupational safety that involves the identification of occupational health and safety risks for all existing / new / modified activities, processes, services, including routine and non-routine activities, and prioritisation basis their severity. To review safety and security situations, we conduct diligent and systematic safety audits. Our stringent safety-audit mechanism facilitates conducting safety audits at multiple levels throughout the year:

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

An exhaustive checklist for risk assessment forms a part of the internal security audit. Any risks/ concerns witnessed during the assessment of the health and safety practices and working conditions are comprehensively listed in our detailed safety audit reports and shared with all concerned General Managers and functional heads. We also follow up on any pending audit review points on a monthly tracking report. In case any incident is reported, detailed investigations are carried out, followed by a detailed Incident Report.

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

EIH Associated Hotels Limited has several procedures in place for workers to report any work-related hazard and take precautionary actions to avoid the same. The company has clear escalation procedures in place to ensure that any safety concerns are addressed promptly. Additionally, there is a reward and recognition process for reporting unsafe practices and violations which encourages employees/workers to remain vigilant and proactively report such violations. Before, starting any work there is a mandatory briefing and pre-work inspection conducted to ensure that employees/workers are aware of the potential hazards and are equipped with necessary safety gear. Furthermore, work is only allowed under supervision which ensures that employees/workers are following all safety protocols. We also have a penalty clause on vendors for non-compliance with safety protocols which further emphasises our commitment to ensuring safety.

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

We aim to empower and equip our employees to prioritise their health and well-being thus enabling them to lead a healthy lifestyle. We provide all our employees/workers with the access to non-occupational medical and healthcare services.



Business Responsibility and Sustainability Report (Contd.)

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

Safety incident/number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

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

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

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	To fulfill our commitment of providing a hospitable and safe working environment to all our employees and workers all our hotels and offices were assessed for health and safety practices and working conditions by the Chief Security Officer.
Working conditions	

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

Any risks/concerns witnessed during the assessment of the health and safety practices and working conditions are comprehensively listed in our detailed safety audit reports and shared with concerned General Managers and functional heads.

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).

At EIH Associated Hotels Limited, we have adopted an all-encompassing approach to employee benefits. Our employee initiatives cater to all aspects of our employees' financial and social security needs. Some of these initiatives also extend to the family members of the employees. For instance, our Group Medical Insurance Policy provides financial support in the form of assured amount to the employee's family in the unforeseen event of death. 100% of our employees are covered within the purview of this policy. The well-being and health of our workers are prioritised by providing them coverage under ESIC.

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

We encourage all our partners to comply with all the relevant legal and compliance requirements that are applicable to them as per jurisdiction. We have established a clear expectation of such conduct in our service

agreement and Code of Conduct. To ensure that all statutory dues have been paid, we seek confirmations on a need basis. Additionally, payments are processed if only the authenticity of challans as furnished by the value chain partner is verified.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	Nil			
Workers				

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)

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

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	We encourage all our value chain partners to maintain the highest standards of safety in their business operations through our Suppliers' Code of Conduct and Vendor's Agreement. However, we haven't conducted any assessment of such nature in the reporting period.
Working conditions	

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.

EIH Associated Hotels Limited places great emphasis on adherence to appropriate hygiene and safety standards by vendors associated with our company, as specified in their service agreement or as per applicable statutory norms. Non-compliance with these compliances can result in penalties. To ensure the safety and well-being of stakeholders, we adopt a pre-emptive approach toward vendor onboarding, conduct thorough background checks, and collaborate exclusively with industry leaders who have proven track records of excellence in their respective domains. Our commitment to safety necessitates that we exercise due diligence in our operations.

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

ESSENTIAL INDICATORS

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

To transform our sustainability aspirations into tangible actions, we have sought the collective strength of our stakeholders. At EIH Associated Hotels Limited, we aim to progress in a manner that creates shared values for all. And, in our incessant pursuit of optimal outcome, the discerning selection of stakeholders with whom we engage assumes paramount importance. This is underpinned by a two-step approach of stakeholder identification and prioritisation of stakeholder that materially impact us or in turn are affected by our operations. Please refer to page number 28-33 of the Integrated Report, FY 22-23 for a detailed insight into Stakeholder Engagement and Materiality Assessment:



Business Responsibility and Sustainability Report (Contd.)

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

EIH Associated Hotels Limited has identified six key stakeholders:

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

Details of engagement with each of them has been covered in detail in Stakeholder Engagement and Materiality Assessment section, page 28-29 of the IR, FY 22-23.

LEADERSHIP INDICATORS

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

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

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

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

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

The company through its CSR initiatives is making continual efforts to extend our support to the vulnerable/ marginalised stakeholder groups. In our commitment to uplift the lives of the economically and socially disadvantaged, we have partnered with the SOS Children's Village to work for well-being and development of underprivileged kids by providing access to affordable education. Please refer to page no. 46 of our Integrated Report, FY 22-23 to gain a detailed insight into our CSR initiatives.

Principle 5: Businesses should respect and promote human rights

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

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

ESSENTIAL INDICATORS

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	1023	501	49%	846	136	16%
Other than permanent	The workforce of EIH Associated Hotels Limited does not constitute any employees under this category.					
Total employees	1023	510	49%	846	136	16%
Workers						
Permanent	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.					
Other than permanent	505	-	-	417	-	-
Total workers	505	-	-	417	-	-

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

2. Details of minimum wages paid to employees and workers

Category	FY 2022-23					FY 2021-22				
	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	1023	-	-	1023	100%	846	-	-	846	100%
Male	837	-	-	837	100%	698	-	-	698	100%
Female	186	-	-	186	100%	148	-	-	148	100%
Other than permanent	The workforce of EIH Associated Hotels Limited does not constitute any employees under this category.									
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total employees	1023	-	-	1023	100%	846	-	-	846	100%
Workers										
Permanent	The workforce of EIH Associated Hotels Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.									
Male										
Female										
Other than permanent	505	505	100%	-	-	417	417	100%	-	-
Male	EIH Associated Hotels Limited hires all the workers through external agencies. Our teams comprise a diverse mix of different genders, cultures, regions, and social backgrounds. Since we have engaged with multiple external agencies to hire such workers, we have not been able to track this data for male and female workers separately. However, aim to meet such requirements in our future disclosures.									
Female										
Total workers	505	505	100%	-	-	417	417	100%	-	-



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3. Details of remuneration/salary/wages

(in lacs)

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7	Nil	1	Nil
Key managerial personnel	2	61.29	0	-
Employees other than BoD and KMP	446	2.84	76	2.25
Workers	EIH Associated Hotels Limited hires all the workers through external agencies. Our teams comprise a diverse mix of different genders, cultures, regions, and social backgrounds. Since we have engaged with multiple external agencies to hire such workers, we have not been able to track this data for male and female workers separately. However, we aim to meet such requirements in our future disclosures.			

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

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

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

We have a robust grievance mechanism underpinned by policies such as Whistleblower and POSH to protect the fundamental rights of our employees or workers and empower them to voice their concerns and seek redressal.

The company's Code of Conduct policy strongly upholds issues related to gender equality, diversity and equal opportunities to all. The equal opportunity policy clearly states that the Company provides equal employment opportunity to all qualified persons without discrimination based on, gender, race, marital status, nationality, ethnic origin, sexual orientation, caste or religion in accordance with applicable local, state and national laws and regulations

Please refer to Principle 3, Essential Indicator, Ques-6 for more details.

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

	FY 2022-23			FY 2021-22		
	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	-	2	0	-
Discrimination at workplace	We are pleased to note that, there were no complaints received as against the listed issues. To administer such complaints, we have a robust mechanism underpinned by the whistleblower policy that empowers our employees to voice their concerns without any fear of retaliation.					
Child labour						
Forced labour/Involuntary labour						
Wages						
Other human rights-related issues						

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

The company is firmly committed to preventing any form of retaliation or victimisation against employees who voice discrimination or harassment issues. The company exhibits zero tolerance for such incidents and does not deter from taking disciplinary actions in accordance with its policies. Any investigation into allegations of potential misconduct is conducted independently and does not influence, or is influenced by, any disciplinary or redundancy procedures already underway for an employee who has reported such matters. The company

ensures that confidentiality is maintained throughout the investigatory process to safeguard the interest of all parties involved.

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

We believe working collaboratively with our value chain partners helps us fulfil our aspiration of enabling a just and equitable world. As a responsible organisation, we are committed to promoting human rights and embracing the principles of equality, dignity, and respect across our value chain. We encourage all our value chain partners to lay equal emphasis on protecting the rights of all individuals. Our suppliers are required to comply with “The Oberoi Dharma”, our fundamental code of conduct that outlines our expectation of responsible business conduct that reflects the highest level of courtesy and consideration to others.

9. Assessments of the year

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	We sensitise all our employees regarding all aspects of socially inclusive behaviour and the need to have a humanitarian approach to all actions. In our attempt to manage potential and actual adverse human rights impacts with agility, we aim to conduct human rights due diligence as our strategic priority in the future.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not applicable

LEADERSHIP INDICATORS

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

EIH Associated Hotels Limited is committed to providing a harmonious work environment to all our employees and workers. We have a grievance redressal mechanism in place to promptly address any human rights grievances/complaints. **Please refer to Principle 3, Essential Indicators, Ques 6 for more details**

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

We understand that protecting human rights requires a holistic approach that involves all levels of the organisation. To future our commitment to enabling an equitable world we are willing to conduct an assessment of such nature in the future.

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

Our hotels and offices are carefully curated to cater to the unique needs and requirements of our guests and employees. To this end, we have undertaken distinctive measures to accommodate the diverse requirements of our guests and employees with disabilities and offer a stay that is characterised by exceptional comfort, convenience, and accessibility. We also ensure that we comply with all the legal requirements related to inclusion of people with disabilities such as the Rights of Persons with Disabilities Act, 2016. All our hotels and resorts are equipped to wholeheartedly extend our welcome to the differently abled through measures such as:

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

Please refer to Principle 3, Ques 3 to gain insight into the accessibility of our workplaces as per the requirement of Rights of Persons with Disabilities Act, 2016



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4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	We believe working collaboratively with our value chain partners helps us fulfil our aspiration of enabling a just and equitable world. In this reporting year FY 2022-23, we have not undertaken assessment of compliance with human rights issues for our value chain partners. However, to future our commitment to enabling an equitable world we are willing to conduct an assessment of such nature in the future.
Discrimination at workplace	
Child labour	
Forced/involuntary labour	
Wages	
Others – please specify	

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

Not Applicable

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

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

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

ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	61,371 GJ*	50,953 GJ
Total fuel consumption (B)	49,168 GJ	39,776 GJ
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	1,10,539 GJ	90,729GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	32**	46
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

*Quantified in Giga Joules

**Turnover: FY 21-22 – ₹ 1977.73 (in millions), ₹ FY 22-23 – 3441.37 (in millions)

***Increase in total energy consumption in FY 22-23 is due to the resurgence of the tourism industry in the aftermath of the pandemic

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

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

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

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

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Groundwater	2,11,282 KL	1,70,822KL
(iii) Third-party water (municipal water supplies)	64,469 KL	52,267 KL
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	2,21,556 KL	1,26,249 KL
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	4,97,307KL	3,49,338KL
Total volume of water consumption (in kilolitres)	4,34,312 KL	2,96,366 KL
Water intensity per rupee of turnover (water consumed / turnover)	126*	150*
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

* Turnover: FY 21-22 – ₹ 1977.73 (in millions), ₹ FY 22-23 – 3441.37 (in millions)

**Increase in water consumption in FY 22-23 is due to the resurgence of the tourism industry in the aftermath of the pandemic

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

4. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation.

As a part of our efforts to make judicious use of water in our operations, we have successfully implemented a **Zero Discharge mechanism across five hotels in our network** including The Oberoi Rajvilas, Trident Agra, Trident Jaipur, Trident Udaipur, and Trident Bhubaneswar. To this end, we have commissioned advanced sewage treatment plants and technologies facilitating the treatment of wastewater across these establishments. We ensure that all the treated water is reused for the purposes of flushing, irrigation, HVAC, and other internal purposes. Additionally, we are actively working towards replacing conventional treatment plants with advanced and more efficient STP technologies. Our other hotels (Trident Chennai and Trident Cochin) are also largely equipped with adequate systems that ensure avoidance of discharge of untreated wastewater effluents thus enabling the reuse of recovered water to the maximum extent possible. The Oberoi Cecil discharges all its wastewater as per the local municipality's statutory requirements.

5. Please provide details of air emissions (other than GHG emissions) by the entity:

Parameter	Unit	FY 2022-23	FY 2021-22
NOx	mg/Nm3	24	36
SOx	mg/Nm3	18	25
Particulate matter (PM)	mg/Nm3	35	35
Persistent organic pollutants (POP)	-	Nil	Nil
Volatile organic compounds (VOC)	mg/Nm3	6.4	4
Hazardous air pollutants (HAP)	mg/Nm3	61	55
Others – ozone-depleting substances (HCFC - 22 or R-22)	mg/Nm3	Nil	Nil

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



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6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3496 tCO ₂ e	2897 tCO ₂ e
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	7713 tCO ₂ e	7242 tCO ₂ e
Total Scope 1 and Scope 2 emissions per rupee of turnover		3*	5*
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

*Turnover: FY 21-22 – ₹ 1977.73 (in millions), ₹ FY 22-23 – 3441.37 (in millions)

**Increase in carbon emissions FY 22-23 is due to the resurgence of the tourism industry in the aftermath of the pandemic

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

7. Does the entity have any project related to reducing greenhouse gas emission? If Yes, then provide details.

The global temperatures and concentration of greenhouse gases are shooting up every day, posing a significant threat to humanity, particularly the vulnerable sections of society. As stewards of the environment, we at EIH Associated Hotels Limited aim to do all that we can in the fight against climate change. We are aware of our dependency on the uninterrupted power supply to cater to guest services such as round-the-clock space conditioning, lighting, powering appliances, refrigeration systems, elevators, and other kitchen and laundry equipment which primarily contribute to our carbon emissions. We are committed to reducing our carbon footprint and have embraced various decarbonisation initiatives in our infrastructure and operational practices.

Leveraging the benefits of green architecture:

At EIH Associated Hotels Limited all our new construction requirements are centered around integrating energy-efficient technologies, materials, and structural solutions, such as:

- Use of high thermal resistance insulation in roofs and external walls to minimise energy loss.
- Building fenestration through high-performance insulated glass to reduce energy loss.
- Equipping rooftops with reflective tiles or an albedo coating to minimise the impact of heat.
- Fly-ash, a waste product from power plants is used in building structures.
- Low embedded energy materials (material with recycled content, rapidly renewable wood/composite wood products) are extensively used in developing interiors.
- FSC-certified wood and composite products made from recycled wood scrap are used.
- Priority is given to the use of locally available materials like tiles, granite, marble etc. This reduces transportation and minimises carbon emissions.

Equipping our premises with energy-efficient technologies:

To reduce our energy consumption, we are making significant investments to incorporate energy-efficient technologies in our hotels.

- Highly efficient chillers are used for air conditioning.
- Water and heat Pumps, fans, compressors, blowers, lamps and other equipment are selected carefully considering their energy efficiency.
- Energy recovery systems and variable speed drives are used extensively to save energy.
- High efficiency boilers and heaters are used with energy recovery systems to recover waste heat.
- Energy-efficient lighting with optimal use of natural light is practiced.
- Building Management systems are used for monitoring and control.
- The refrigerants used have low global warming and low ozone depletion properties.
- Using heat pumps for hot water generation and waste heat recovery systems for capturing waste heat generated by steam

Transitioning to renewable energy sources:

We are making a shift toward renewable energy sources. With various renewable energy conservation measures taken in F.Y. 2022-23, we have been able to source approximately 36% of our electricity requirements from renewable sources such as solar, hydro and wind energy. In our endeavor to clean energy transition, we have installed solar panels in Trident Udaipur and Trident Agra. Consequently, Trident Udaipur and Trident Agra meet up to 60% and 25% of their electricity requirements from in-house solar plants respectively. In addition to harnessing solar energy, Trident, Chennai predominantly relies on wind energy, meeting 95% of its electricity demands and Oberoi Cecil procures 100% of its electricity from state-owned hydroelectric power plants. Currently, six out of eight of our hotels are relying on a renewable – non-renewable mix to fulfill their energy requirements. We aim to expand the use of clean energy sources to other hotels as well. To this end, we are in the process of installing a solar plant in Oberoi Rajvilas, which is expected to generate 30% of the total electricity requirement for the establishment.

With various energy conservation measures taken in F.Y. 2022-23, we were able to reduce our total absolute energy consumption by approximately 1.1 million kWh in comparison to pre COVID period in F.Y. 2019-20 when our hotels were operating at full occupancy. These energy savings have also resulted in the reduction of our carbon emissions by about 2,500 tonnes in comparison to F.Y. 2019-20.

In addition to this, our efforts to decarbonisation include optimising the use of our major machines and equipment such as elevators, chillers, boilers, ventilation equipment, etc. by running them on adaptive control i.e. based on occupancy and ambient weather conditions. We have also implemented an operation & maintenance strategy to ensure that all machines and equipment are kept in the most efficient state underpinned by periodic maintenance activities. Guest floors are taken out of service during the period of low occupancy to conserve energy. Furthermore, conservation measures in the form of tight operational control of kitchen and laundry equipment were exercised.



Business Responsibility and Sustainability Report (Contd.)

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

Parameter	FY 2022-23	FY 2021-22
Total waste generated (in metric tonnes)		
Plastic waste (A)	26.24 MT	25.12 MT
E-waste (B)	1.49 MT	0.97 MT
Bio-medical waste (C)	1.75 MT	3.67 MT
Construction and demolition waste (D)	117.20 MT	52.75 MT
Battery waste (E)	1.87 MT	0.57 MT
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any. (G)	1.66 MT	1.44 MT
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	833.14 MT	629.38 MT
Total (A+B + C + D + E + F + G + H)	983.34 MT	713.90 MT
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	524.49 MT	390.46 MT
(ii) Re-used	41.50 MT	39.20 MT
(iii) Other recovery operations	Nil	Nil
Total	565.99 MT	429.66 MT
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	Nil	Nil
(ii) Landfilling	2.8 MT	3 MT
(iii) Other disposal operations	414.55 MT	281.24 MT
Total	417.35 MT	284.24 MT

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

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

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

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

- Using cloth bags for collecting and delivering guest laundry, dry cleaning, and pressing. To collect waste we use bio-degradable bags in most hotels. These small yet impactful initiatives have helped us reduce our plastic footprint significantly.
- Garbage incinerators are also used when needed and have reduced our garbage output by 98%.

- We have also adopted paperless check-in and check-out systems where all necessary information of guests is recorded electronically on tablets, and customer documents are scanned rather than printed. This combined with other initiatives to go paperless have saved us approximately 40 lakhs in FY 22-23.

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

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

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

- All stationery and shopping bags are made of recycled paper
- We segregate our waste into dry and wet. Wet garbage is refrigerated to delay spoilage and sent to piggeries, while dry garbage such as aluminum, paper, and plastic are sold for recycling.
- Organic waste converters have been installed in the majority of hotels facilitating processing of waste which is further reused as organic compost in horticulture.
- E-waste is collected and sent to authorised e-waste recyclers for safe and responsible disposal.
- Hazardous waste such as batteries, used oil from gensets are sold to or disposed of through authorised recyclers or waste in compliance with the legal regulations and guidelines.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones, etc.) where environmental approvals/clearances are required, please specify details in the following format:
All our operational sites (hotels and related businesses) are located in pristine tourism/ commercial locations and are not located in/around ecologically sensitive areas.

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

11. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current Financial Year:
Not Applicable as the company has not undertaken any such projects in the reporting period for which Environmental Impact Assessment was required to be carried out.

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

12. 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 there under (Y/N). If not, provide details of all such non-compliances:
Being a responsible corporate, we understand and fulfill our responsibility to adhere to all the environmental compliances and statutory norms that are applicable to us.

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



Business Responsibility and Sustainability Report (Contd.)

LEADERSHIP INDICATORS

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

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	22,264 GJ	17,950 GJ
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	22,264 GJ	17,950 GJ
From non-renewable sources		
Total electricity consumption (D)	39,107 GJ	33,003 GJ
Total fuel consumption (E)	49,168 GJ	39,776 GJ
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	88,275 GJ	72,779 GJ

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

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To surface-water	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify the level of treatment	Nil	Nil
(ii) To groundwater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify the level of treatment	Nil	Nil
(iii) To seawater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify the level of treatment	Nil	Nil
(iv) Sent to third-parties *	23,162 KL	20,243 KL
- No treatment	23,162 KL	20,243 KL
- With treatment – please specify the level of treatment	Nil	Nil
(v) Others	39,833 KL	32,729 KL
- No treatment	Nil	Nil
- With treatment – please specify the level of treatment	39,833 KL	32,729 KL
Total water discharged (in kilolitres)	62,995 KL	52,972 KL

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

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

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

Not Applicable as none of our hotels are located in water stressed areas

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

- (i) Name of the area: NA
- (ii) Nature of operations: NA
- (iii) Water withdrawal, consumption and discharge: NA

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into surface water	NA	NA
- No treatment		
- With treatment – please specify the level of treatment		
(ii) Into groundwater		
- No treatment		
- With treatment – please specify the level of treatment		
(iii) Into seawater		
- No treatment		
- With treatment – please specify the level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify the level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify the level of treatment		
Total water discharged (in kilolitres)		

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. NA

4. Please provide details of total Scope 3 emissions & their intensity:

For FY 22-23, we have focused on reporting only Scope 1 and Scope 2 emissions. However, the company aims to monitor and report our Scope 3 emissions for the upcoming Financial Year and beyond.

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	-	-
Total Scope 3 emissions per rupee of turnover		-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

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



Business Responsibility and Sustainability Report (Contd.)

5. 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

6. 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 the outcome of such initiatives:

Please refer to **Principle 6, Question 9, Essential Indicators** and Environment section of the Integrated Report, page no. 40-41 for a detailed insight into such initiatives.

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative

7. Does the entity have a business continuity and disaster management plan?

Our company has implemented a strong Enterprise Risk Management Policy to ensure business continuity. By proactively identifying and addressing uncertainties, we strive for sustained success and stability through risk mitigation solutions.

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

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

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

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

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

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

ESSENTIAL INDICATORS

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

Refer to the answer provided in part b.

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

The company holds a strong sense of responsibility toward driving transformative change in the hospitality industry, which is demonstrated through our active engagement in discussions with the apex industry associations. Our endeavors to contribute valuable feedback facilitate the holistic development of all stakeholders impacted by the industry, thereby fostering a collaborative and sustainable growth paradigm. In FY 22-23 we had 8 nos. of affiliated trade and industry chambers/associations:

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

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.

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

Name of authority	Brief of the case	Corrective actions taken
Not Applicable		

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of review by board (Annually/ half yearly/ quarterly / others - please specify)	Web-link, if available
-	-	-	-	-	-

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

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



Business Responsibility and Sustainability Report (Contd.)

ESSENTIAL INDICATORS

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

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

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

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

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

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

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

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

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

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	To reduce our environmental impact, the company prioritises sourcing input from local vendors. This approach to sourcing inputs locally enables us to contribute significantly to communal development by stimulating the local economies and creating employment opportunities.	
Sourced directly from within the district and neighboring districts		

LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the social impact assessments (Reference: Question 1 of essential indicators above):

Not applicable. We have not conducted SIA for our CSR interventions as for the reporting period none of our projects qualify for the same as per the applicable law

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

At EIH Associated Hotels Limited, our social initiatives are focussed at providing critical social, economic, and developmental support like education, necessary vocational training, and welfare support to the underserved and vulnerable sections of the society, enabling them to lead better lives.

The Company through its collaboration with the SOS Children's village supports underprivileged family homes by providing them with required financial support thus equipping them to provide for the needs of their children. In our undeterred resolve to uplift the livelihood of these underprivileged kids, we have gone above and beyond the statutory requirements of CSR contribution to extend optimal support to these communities.

Apart from this, our hotels continually work with and for the betterment of the local communities on various environmental and social initiatives including cleaning lakes and nearby water bodies, working for the betterment of children by collaborating with local NGO's.

S. No.	State	Aspirational district	Amount spent (In ₹)
1	Tamil Nadu (Chennai)	-	₹ 17,81,000*

*In addition to this we have made a voluntary contribution of ₹ 69,85,000. This additional contribution was done to ensure that the homes we support had adequate financial assistance to continue the program for the full year.

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

Refer to the answer provided in part c below.

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

Refer to answer provided in part c below.

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

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

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

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

S.No.	Intellectual property based on traditional knowledge	Owned/acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
	Not Applicable			

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

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



Business Responsibility and Sustainability Report (Contd.)

6. Details of beneficiaries of CSR projects:

S.No	CSR project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalised groups
1.	Our 100% CSR spend and voluntary contribution goes towards SOS children's village as our effort to provide vulnerable children with enhanced access to education, nutrition, healthcare and family-based care.	6 Family homes and 56 Children benefited from the programme	100%

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

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

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

ESSENTIAL INDICATORS

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

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

For us, excellence is not a goal, but a way of life and guest loyalty is the most crucial aspect to sustaining excellence. When it comes to guest satisfaction, we aspire to set the bar high every day. Being a valued enterprise and running a consumer centric business, we understand our responsibility towards our guests. Our focus has always been towards addressing their concerns with importance and urgency. We are committed to ensuring that our guest can reach us easily and conveniently at all times. To ensure exceptional accessibility, we provide multiple channels for our guests to raise grievances and provide feedback including direct feedback practices, loyalty programs, independently administered satisfaction surveys, etc. To ensure continuous improvement, the Company's hotels rely on **"GQA - Guest Questionnaire Analysis" feedback process**, which enables us to understand guest needs and experiences, better. The continuous endeavour of the Company is to maximise and increase satisfaction, loyalty and referrals from our guests. All guest complaints/concerns are immediately addressed to ensure that they continue to have a positive association to our hotels, thus earning their loyalty. For the past two decades, the Company has commissioned reputed independent third-party agencies to conduct anonymous mystery audits at each of our hotels to ensure established quality standards pertaining to both service and product are met. To ensure the highest level of standardisation, all operating standards applicable at Oberoi Hotels and Trident Hotels have been approved by the Company's Executive Chairman and the Chief Executive Officer. Our deep commitment to guest delight resonates deeply within our valued guests and has also been reflected through our overall **Net Promoter Score of 80.06%**.

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

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

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Receive during the year	Pending resolution at end of year		Received during the year	Received during the year	
Data privacy	-	0	In the reporting period, we encountered instances where guests requested the removal of their details from our database via emails. All such concerns were successfully resolved.	-	-	-
Advertising	Nil	NA	NA	Nil	NA	NA
Cyber-security	Nil	NA	NA	Nil	NA	NA
Delivery of essential services	NA	NA	NA	NA	NA	NA
Restrictive trade practices	Nil	NA	NA	Nil	NA	NA
Unfair trade practices	Nil	NA	NA	Nil	NA	NA
Other	-	-	-	-	-	-

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

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

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

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

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



Business Responsibility and Sustainability Report (Contd.)

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 the safety of products/services.

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

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

LEADERSHIP INDICATORS

1. Channels/platforms where information on products and services of the entity can be accessed.

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

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

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

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

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

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

Our guests remain at the core of our efforts and their wellbeing is our topmost priority. We have embraced the highest standards of health and safety and have gone over and above the general guidelines laid down by the government.

At all times, we remain committed to the safety, well-being, and health of our guests and colleagues, made possible as a result of determination demonstrated by our people and partners.

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

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

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.

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

5. 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)

Guest satisfaction is our foremost priority. Given the nature of our business, we actively seek and receive individual feedback from our guests, and leverage the insights gathered for continuous improvement and increased satisfaction, loyalty and referrals from guests. Our pursuit of enhanced guest satisfaction is facilitated by the implementation of "GQA - Guest Questionnaire Analysis" feedback process, which help us stay up to date with change in customer demands and tailor our services accordingly. In this year's GQA, the company received an average NPS of 80.06%

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

6. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact.

Refer to the answer provided in part b below

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

In the reporting period, we encountered instances where guests requested the removal of their details from our database via emails. To address such concerns, our profile management team thoroughly examines the database. If we indeed find that we have such information stored in our system, we take immediate actions to purge such information, and the guest is promptly notified through the designated privacy email address, which is specific to each brand under our purview.

For and on behalf of the Board

New Delhi
16th May 2023

Arjun Singh Oberoi
Director
DIN:00052106

Vikramjit Singh Oberoi
Managing Director
DIN:00052014