



23rd August, 2023

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

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

Dear Sir,

Sub: Business Responsibility and Sustainability Report for FY 2022-23.
Ref: BSE: 532390; NSE: TAJGVK.

Pursuant to Regulation 34(2)(f) of Securities Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for FY 2022-23, which forms part of the Annual Report for the FY 2022-23.

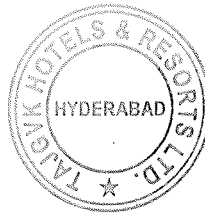
The Business Responsibility and Sustainability Report is also uploaded on the website of the company at <https://www.tajgvk.in/i/Annual-Report/BRSR2022-23.pdf>.

You are requested to kindly take the same on record.

Yours faithfully

For TAJGVK Hotels & Resorts Limited


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



Encl: a/a

TAJGVK HOTELS & RESORTS LIMITED

CIN : L40109TG1995PLC019349

Registered Office : Taj Krishna, Road No. 1, Banjara Hills, Hyderabad - 500 034, Telangana, India

Telephone : (91-40) 2339 2323, 6666 2323; Fax : (91-40) 6662 5364; Website : www.tajgvk.in; GSTIN : 36AABCT2223L1ZF

Business Responsibility & Sustainability Report

FOR THE FINANCIAL YEAR 2022 -23

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

Section A: General Disclosures

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the company	L40109TG1995PLC019349
2	Name of the Company	TAJ GVK Hotels & Resorts Limited
3	Year of Incorporation	1995
4	Registered Office Address	Taj Krishna, Road No.1, Banjara Hills, Hyderabad - 500 034, Telangana
5	Corporate Office Address	Taj Krishna, Road No.1, Banjara Hills, Hyderabad - 500 034, Telangana
6	Email ID	tajgvkshares.hyd@tajhotels.com
7	Telephone	040-66293664
8	Website	www.tajgvk.in
9	Financial year for which reporting is being done	1st April, 2022 to 31st March, 2023
10	Name of the Stock Exchange(s) where shares are listed	Bombay Stock Exchange Limited (BSE) SCRIP: 532390 and National Stock Exchange of India Limited (NSE) SCRIP: TAJGVK
11	Paid-up capital	Rs.1254.03 Lakhs
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. J Srinivasa Murthy CFO & Company Secretary
	Telephone	040-66293665
	Email address	srinivas.murthy@tajhotels.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone

II. 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 Service Inns, Resorts, Holiday homes, etc	Hotels, Resorts, Banquet halls and conference Rooms, Restaurants etc.,	100

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	46.77
2	Restaurants & Bars (F&B)	56301	18.17
3	Banquets & Other Income	56210	25.45
4	Other Income	56210	9.61

III. 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	6	-	6
International	-	-	-

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	3
International (No. of Countries)	-

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

Not Applicable

c. A brief on types of customers :

- Business Travelers - Our hotels are frequently preferred by business travellers due to their strategically convenient locations, top-notch amenities, and efficient services.
- Tourists - Our hotels cater to both domestic and international tourists seeking comfortable and lavish accommodations for their journeys.
- Event and Conference Attendees - Our hotels provide versatile event spaces and conference rooms, making them an optimal choice for corporate events, meetings, and conferences.
- Wedding Guests - Our hotels are renowned as premier wedding venues, offering comprehensive wedding planning and coordination services.
- Dining Enthusiasts - Our hotel restaurants and bars are highly acclaimed, attracting both hotel guests and local residents seeking exquisite dining experiences.
- Crew Members - Welcoming crew members to our hotels is another facet of our hospitality, providing them with a comfortable and accommodating stay.
- Extended Stay Guests - Our hotels are equipped to serve long-term guests, offering extended stay options that ensure comfort and convenience.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1	Permanent (D)	921	655	71	266	29
2	Other than Permanent (E)	-	-	-	-	-
	Total Employees (D + E)	921	655	71	266	29
WORKERS						
1	Permanent (F)	-	-	-	-	-
2	Other than Permanent (G)	-	-	-	-	-
	Total Workers (F+G)	-	-	-	-	-

b. Differently abled Employees and Workers :

S. No.	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	2	2	100	-	-
2	Other than Permanent (E)	-	-	-	-	-
	Total Differently abled Employees (D+E)	2	2	100	-	-
DIFFERENTLY ABLED WORKERS						
1	Permanent (F)	-	-	-	-	-
2	Other than Permanent (G)	-	-	-	-	-
	Total Differently abled Workers (F+G)	-	-	-	-	-

19. Participation/Inclusion/Representation of women

S. No.	Particulars	Total (A)	No. and percentage of Females	
			No.(B)	% (B/A)
1	Board of Directors	14	3	21
2	Key Management Personnel	1	-	-

20. Turnover rate for permanent employees and workers

Particulars	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	32	12	44	29	2	31	30	11	41
Permanent Workers	-	-	-	-	-	-	-	-	-

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

21. 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?
1	Green Woods Palaces and Resorts Pvt Ltd	Joint Venture	48.99	Yes

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in Rs. crore)

FY 2020-21	FY 2021-22	FY 2022-23
96.82	228.25	412.36

(iii) Net worth: FY 2022-23 Rs. 461.67 crore

VII. Transparency and Disclosures 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 2022-23			FY 2021-22		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	No	Nil	Nil	NA	Nil	Nil	NA
Investors (Other than shareholders)	No	Nil	Nil	NA	Nil	Nil	NA
Shareholders	Yes	30	0	NA	82	0	NA
Employees and Workers	Yes Vigil-Mechanism-Policy.pdf (tajgvk.in) TAJGVK has a strong whistle-blower policy which is available to all the stakeholders.	Nil	Nil	NA	Nil	Nil	NA
Customers	Yes	Nil	Nil	NA	Nil	Nil	NA
Value Chain Partners	No	Nil	Nil	NA	Nil	Nil	NA
Other: Ex-employee and other than above	-	-	-	-	-	-	-

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

S. No	Material Issue identified	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	Business Ethics and Transparency	Opportunity	Upholding high ethical standards safeguards reputation and enhances customer trust, positively impacting brand value. Transparent operations mitigate legal and financial risks, while ethical practices attract socially conscious investors, fostering sustainable growth and competitive advantage.	The Company has robust policies and procedures and proactively works on identifying measures to bring in best practices and work to build on better, transparent and ethical business.	Positive
2	Customer Data Privacy and Security	Risk/ Opportunity	Mishandling sensitive data could lead to legal penalties, reputational damage, and customer mistrust. Implementing robust data protection measures safeguards both customer information and business continuity, reinforcing trust and loyalty in an increasingly digital landscape.	The Company places significant emphasis on providing a secure and enjoyable experience for its hotel customers. It ensures the utmost security of customer data, preventing any misuse that could impact their satisfaction and tarnish the company's brand reputation.	Negative/ Positive
3	Food Quality and Standard	Opportunity	Delivering exceptional culinary experiences enhances customer satisfaction, encouraging repeat visits and positive word-of-mouth. Meeting and surpassing food safety standards not only ensures compliance but also reinforces the brand's commitment to excellence, fostering long-term success.	The Company follows national guidelines on food safety and regulations and source raw materials from trusted vendors. The handling of food is carried out in the best possible manner that helps the Company to serve the best quality food and services.	Positive
4	Waste Management and Circular Economy	Risk	Poor waste management poses environmental and reputational threats, impacting the surrounding communities. Inadequate adoption of circular economy practices could lead to resource depletion and inefficiencies. Prioritizing sustainable waste strategies not only mitigates these risks but also aligns with responsible business conduct, benefiting both the Company and the ecosystem.	The company maintains an effective waste management procedure, guaranteeing proper waste segregation and safe disposal. Moreover, the company consistently endeavours to minimize waste generation while actively seeking new avenues for waste reduction.	Negative
5	Customer Satisfaction	Opportunity	Customer Relationship Management (CRM) plays a significant part in hospitality business. It aids in improving customer satisfaction and retention rates and helps us better understand our customers	The operator, IHCL has comprehensive CRM practices and a strong customer loyalty program (with over 4 million members). There is a strong engagement with our customers through diverse channels viz websites, email & social media. Further, the Care@Tajness program, an industry first initiative to listen, learn and leverage insights helps us in building innovative product and service solutions	Negative

S. No	Material Issue identified	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	Resilient Business Strategy	Opportunity	Adapting to market dynamics and unforeseen disruptions ensures sustained operations and customer trust. By proactively diversifying offerings and optimizing resource allocation, the company can navigate challenges effectively, solidify its market presence, and position itself as a dependable choice for customers and stakeholders alike.	TAJ GVK's adoption of a Resilient Business Strategy is pivotal. By anticipating market fluctuations and unexpected challenges, the company ensures uninterrupted operations and maintains customer trust. Through diversification and efficient resource allocation, TAJ GVK positions itself as a dependable and adaptable player, poised to thrive amidst uncertainties and secure long-term success.	Positive
7	Energy and Emissions Management	Opportunity	Implementing efficient energy practices not only reduces operational costs but also aligns with sustainability goals. By adopting renewable energy sources and optimizing consumption, the company can mitigate environmental impact, comply with evolving regulations, and showcase its commitment to responsible business, appealing to environmentally conscious stakeholders.	The Company has embraced numerous energy reduction and efficiency initiatives. Proactively seeking areas for improvement, it continually integrates new processes and systems to curtail energy and fuel consumption, effectively reducing emissions. Moreover, the company has been progressively integrating renewable energy sources to meet its energy demands, demonstrating a commitment to sustainable practices.	Positive
8	Water and Effluent management	Risk	In the hospitality sector water management plays a very crucial role, we are directly affected by the availability and the quality of the water considering our business sector.	As water is material to our sector, it becomes crucial for us that we work towards water security. Our water management approach includes measures like recycling of STP water in cooling tower and operating our chillers under optimal condition. We are proactively taking efforts for water conservation in our operational facilities	Negative
9	Green Buildings	Opportunity	Incorporating sustainable design and practices not only reduces environmental impact but also aligns with growing eco-conscious customer preferences. By creating energy-efficient and environmentally responsible properties, the company can enhance its brand reputation, attract environmentally conscious clientele, and contribute positively to the planet.	The company ensures that its upcoming hotels are certified as green buildings or align with its sustainability standards. Additionally, existing hotels undergo modifications to incorporate optimal measures and processes, aligning seamlessly with regulations. This commitment underscores the company's dedication to environmentally responsible practices across its properties.	Positive
10	Climate Change	Risk	Climate change poses a significant risk on hospitality sector. Changes in weather patterns can negatively impact tourism in certain regions, as extreme heat or drought may make them less attractive to visitors. Furthermore, the industry may also face additional costs to adapt to these changes, such as building sea walls or upgrading air conditioning systems. Our commercial activities incur significant overhead expenditures, with energy being one of them.	We have systems to track and minimise power consumption in our hotels and also have tied up with the Green Power supply company at one of our Hotel.	Negative

Section B: Management And Process Disclosures

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

S. No.	Particulars	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	http://www.tajgvk.in/corporate-policies.html								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	TAJ GVK deeply values the significance of adhering to global management standards and frameworks. The Company's business operations are aligned to Food Safety and Standards Authority of India (FSSAI), Gold Certification requirements of the Earth Check Standards, along with guided by sturdy and all-encompassing Information Technology (IT) policies and procedures. These policies span across various areas, including information security management in line with ISO standards, compliance with the General Data Protection Regulation (GDPR), and adherence to the Payment Card Industry (PCI) standards. Upholding secure and safeguarded business operations stands as our highest priority.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is in process of outlining the important aspects of sustainability as well as working on timeframes for setting and attaining the goals and targets. We are focusing on six strategies: Progress sustainable growth, preserve heritage and brand, Prudent corporate governance, promise social responsibility, promote environmental stewardship, and Partner transformation. Along with that the Company aligns itself with These strategies have enabled to set the Company's targets on reducing, energy consumption resulting in reduction of Scope 2 emissions, in addition it is also working on recording and reducing its scope 3 emissions. The Company is committed on improving and enhancing its employee management, community support, and customer satisfaction.								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met	The key performance targets are set, reviewed, and implemented as per the objectives taken. The Corporate Social Responsibility and Stakeholder Relationship Committees reviews the progress periodically.								

Governance, leadership and oversight	
7	<p>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements.</p> <p>We are actively committed to decarbonizing our operations, employing a range of strategies. In the realm of Scope 2 emissions, we have solidified significant agreements for green power across multiple properties. In terms of Scope 3 emissions, we have implemented an all-encompassing program that collaborates closely with our supply chain partners. We are also in the process of assessing various measures pertaining to Scope 3 emissions with regard to our customers.</p> <p>Our company is experiencing substantial growth, primarily driven by management contracts. Consequently, we are collaborating closely with our partners to instate robust ESG (Environmental, Social, and Governance) measures within their respective hotels. It's important to note that our workforce constitutes the cornerstone of our business. We extend our heartfelt appreciation to our colleagues for their unwavering commitment and dedication to our community, customers, and each other.</p> <p>Empowering and equipping our employees to effectively execute our strategic priorities while upholding sustainability as a fundamental principle within our operations is the linchpin to our future achievements.</p>
8	<p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p> <p>Mrs. G Indira Krishna Reddy, Managing Director (DIN:00005230)</p>
9	<p>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.</p> <p>Yes, the Corporate Social Responsibility Committee of the Board of Directors is responsible for decision making on Sustainability related issues. For composition of CSR Committee, please refer Page Nos. 75 of the Integrated Report FY2022-23.</p>

10	Details of Review of NGRBCs by the Company																		
	Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Performance against above policies and follow up action	All the policies of the Company are approved by the Board and reviewed periodically or on a need basis by CSR Committee as a part of ESG review. During the review, the effectiveness of the policies is evaluated and necessary amendments to policies and procedures are implemented.									Yes, on a regular basis								
	C o m p l i a n c e with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes, on a regular basis.																	

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
Policies are currently evaluated internally and would be subjected to external audits as and when applicable.								

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

Questions	Y	Y	Y	Y	Y	Y	Y	Y	Y
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Section C: Principle Wise Performance Disclosure

Principle 1

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

Essential Indicators

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

Segment	Total No. of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	14	1. Overview of the Hospitality Industry and way forward, 2. Hotels Business model and benchmarking	100
Key Managerial Personnel	1	Insider Trading	100
Employees other than BoD and KMPs	921	Dignity & Respect, Human rights, Equal opportunity, Bribery & Corruption, Insider trading, Conflict of interest	100
Workers	NA	NA	NA

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

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

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

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

Case Details	Name of the Regulatory / enforcement agencies / Judicial Institutions
Nil	-

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

Yes, The Company has 'zero tolerance' of any practice that may be classified as corruption, bribery or giving or receipt of bribes. The objective of this policy is to serve as a guide for all directors, executives, employees, and associated persons for ensuring compliance with applicable anti-bribery laws, rules and regulations. This policy is applicable to all individuals working at all levels and grades, including Board Members and Senior Managerial Personnel, other employees, consultants, interns, contractors, agency staff, agents or any other person associated with the Company and such person acting on behalf of the Company. Furthermore, the Company is dedicated to instituting and upholding effective measures designed to forestall, discourage, uncover, and counteract instances of bribery and corruption in any manifestation.

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	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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:

Throughout the FY 2022-23, the Company has not incurred any form of monetary or non-monetary fines, penalties, sanctions, awards, compounding fees, or settlement sums as a result of proceedings involving regulators, law enforcement agencies, or judicial entities. This status holds true for both the Company itself as well as its directors and Key Managerial Personnel (KMPs), the decision being based on materiality thresholds.

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	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
Annual Vendor Meet - Region/ Cluster - 12 Vendor Meets	Anti-bribery Sustainability initiative	Not Ascertained at this point going forward we will track percentage value chain partner covered under the awareness programme.
Site visits - All new perishable vendors 100% before onboarding.	Hygiene & Cleanliness, Storage & Transportation, locker room & personal Hygiene, Preventive maintenance, Pest Management & Waste Management	
Surveys - Three Surveys Centrally; Hotels conduct their surveys for local vendors	Vendor satisfaction, Internal Customer Satisfaction, Vendor rating	

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

Yes. The Company has established comprehensive procedures designed to effectively manage instances of conflict of interest that may involve members of the Board.

To address these conflicts, a well-defined process has been instituted, empowering Directors to recuse themselves from participating in discussions that involve conflicts of interest. Directors are obligated to fulfil their duties in a sincere

manner that aligns with the Company's best interests. They are mandated to exercise their responsibilities devoid of any external influences that could compromise their ability to make impartial and autonomous judgments, crucial for the Company's welfare. Additionally, Directors are prohibited from misusing their positions to either directly or indirectly gain personal advantages to the detriment of the Company.

Any conflict of interest that emerges involving Board Members must be promptly disclosed to the Chairman of the Audit Committee or the Chairman of the Board. This measure ensures transparency and allows for appropriate oversight and management of potential conflicts.

Principle 2

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

ESSENTIAL INDICATORS

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

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R & D	Nil	Nil	NA
Capex	Nil	Nil	NA

2. a. Does the entity have procedures in place for sustainable sourcing?

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

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

Yes. The Company has procedures in place to ensure sustainable practices are integrated in their supply chain. It has a unified warehouse and distribution management system for all its hotels. This system has made its supply chain greener, improved efficiency and has reduced the Company's carbon footprint regarding its supply chain. Around 10% of the total sourcing is through the Vendor aggregation system. Consolidation of FMCG goods from multiple vendors through a single vendor and Third-Party logistics of around 600 Stock Keeping Units (SKUs) through a single vendor have immensely helped our hotels to reduce vendor interactions a month resulting in cutting considerable amount of emissions.

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.

Not Applicable

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

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

Leadership Indicators

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

NIC Code	Name of Product/ Service	% Of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency	Has an appeal been preferred? (Yes/No)
No Life Cycle Assessment (LCA) has been conducted for any of the services provided by our company.					

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

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 re-used input material to total material	
	FY 2022-23	FY 2021-22
	Not Applicable	

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

	FY 2022-23			FY 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (Including packaging)	Not Applicable					
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	TAJ GVK is in the hospitality business, being part of services sector, hence not applicable

Principle 3

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

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		No.(B)	% B/A	No.(C)	%(C/A)	No.(D)	%(D/A)	No.(E)	%(E/A)	No.(F)	%(F/A)
Permanent employees											
Male	655	655	100	655	100	0	0	655	100	655	100
Female	266	266	100	266	100	266	100	0	0	266	100
Total	921	921	100	921	100	266	42	655	71	921	100
Other than Permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

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

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

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	0	Y	100	0	Y
Gratuity	100	0	The company has taken a Group Gratuity policy with ICICI General Insurance company Ltd.	100	0	The company has taken a Group Gratuity policy with ICICI General Insurance company Ltd.
ESI	100	0	Y	100	0	Y

3. Accessibility of workplaces

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

We have meticulously planned and executed the layout of all our premises to ensure unrestricted accessibility for individuals with disabilities. Our commitment to inclusivity is reflected in the design of workspaces, rest rooms, social areas, and the overall infrastructure, all of which have been developed with the utmost consideration for accessibility. Our ongoing efforts are focused on upholding a barrier-free environment that caters to the requirements of every individual, irrespective of their abilities.

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

TAJ GVK is committed to providing equal opportunities in employment and creating an inclusive working environment. It is our policy that there should be no discrimination, harassment or less favourable treatment of any employee or job applicant, either directly or indirectly, on the grounds of age, colour, disability, origin, religion, race, gender, family or marital status, gender re-assignment, disability, sexual orientation, pregnancy, or maternity status. It is our policy that there shall be no bullying or intimidation for any reason towards any employee or applicant.

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

Yes, TAJGVK is committed to providing equal opportunities in employment and creating an inclusive working environment.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

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

	Yes / No (If yes, then give details of the mechanism in brief)
Permanent Workers	Yes. TAJ GVK has various mechanisms to receive and redress grievances. The Company has collaborated with third-party ethics partner who receives grievance via phone, e-mail, and physical mails on which adequate actions are being taken and addressed. In addition to this, the Company has whistle-blower mechanism and Vigil Mechanism which is available to all stakeholders, and they are in place to resolve complaints. The complaints are reviewed by the Audit Committee every quarter. Also, the Company has ethics committees and HR heads in hotels to whom persons can report issues directly and can also drop the concerns in the drop boxes.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2022-23			FY 2021-22		
	Total employees/ worker in respective category (A)	No. of employees/ Workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total Employee/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association (s) or Union (D)	% (D / C)
Total Permanent Employees	921	112	12	725	120	17
Male	655	108	16	546	115	21
Female	266	4	2	179	5	3
Total Permanent 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	655	655	100	655	100	546	546	100	546	100
Female	266	266	100	266	100	179	179	100	179	100
Total	921	921	100	921	100	725	725	100	725	100
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

9. Details of training given to employees and workers:

Category	FY 2022-23			FY 2021-22		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	655	655	100	546	546	100
Female	266	266	100	179	179	100
Total	921	921	100	725	725	100
Worker						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. Health and safety management system:

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

Yes. The Company has rigorously implemented an occupational health and safety management system across all its hotel establishments to ensure the well being of its entire workforce.

TAJ GVK adheres to an integrated Health Safety & Environment (HSE) management framework, encompassing three key categories:

- **Food Safety:** The Company's approach is grounded in compliance with HACCP and FASSIA guidelines, bolstered by the support of the external agency Diversey.
- **Fire & Life Safety:** The Company maintain stringent alignment with DNV-GL guidelines alongside IHCL's own safety directives, solidifying a comprehensive fire and life safety protocol.
- **Sustainability:** The Company's commitment to sustainability finds expression through adherence to Earth Check standards and its commitment in reflecting its dedication to environmentally conscious practices.

These integrated approaches collectively ensure a holistic occupational health and safety system that safeguards its employees and customers alike.

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

The Company's comprehensive approach involves the engagement of the Hotel Safety Committee, which conducts Safety Risk Assessments as a fundamental step. These assessments undergo regular reviews and serve as essential resources for effective incident management within its hotels. Furthermore, the Company enhances its Hazard Identification and Risk Assessment (HIRA) procedure by incorporating insights gleaned from the analysis of yellow cards, thus ensuring a well-rounded risk assessment process.

Based on the outcomes of these assessments, it implemented suitable controls, often employing administrative measures, to curtail potential risks. These controls play a pivotal role in minimizing the likelihood of hazards translating into actual incidents. Importantly, the established controls are intricately linked to the capital expenditure (Capex) and operational expenditure (Opex) requisites of its hotels, underscoring its steadfast commitment to upholding safety across all dimensions of its operations

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Yes/ No)

Yes

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

Yes, all of the locations have access to non-work-related medical and healthcare services, either on-site or through partnerships with reputable healthcare providers nearby. Additionally, staff members receive on-site medical emergency response training.

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

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

12. Describe the measures taken by the entity to ensure a safe and healthy work place:

- Risk Assessment Framework:** Our approach revolves around robust hazard identification and risk assessment, meticulously executed in alignment with both the Hazard Identification and Risk Assessment (HIRA) Procedure and the Job Safety Analysis (JSA) Procedure. These procedures lay the foundation for effective risk management.
- Control Hierarchy Implementation:** We strictly adhere to the hierarchy of controls when implementing risk mitigation strategies. Tailored Control Plans are meticulously devised, considering the level of risk associated with specific tasks. This rigorous process ensures that no task proceeds until risks are mitigated to an acceptable threshold.

- iii. **Safety Committees:** Our commitment to safety is reflected in the presence of dedicated Hotel Safety Committees at various organizational levels. These committees play a pivotal role in assessing the sufficiency of safety resources and provide vital support for the seamless deployment of our safety management system.
- iv. **Ongoing Audits and Inspections:** The assurance of a safe and healthy work environment is upheld through a regime of systematic safety audits and inspections conducted across our facilities. These periodic assessments not only evaluate the efficacy of safety protocols but also serve as proactive mechanisms to identify and rectify potential hazards, reinforcing our commitment to maintaining a secure and conducive workplace for all.

13. Number of Complaints on the Working Conditions and Health and Safety made by employees and workers:

The Company has not received any complaint on "Health & Safety" and "Working Conditions" in FY2022-23 and FY2021-22. However, the Company encourages its employees and contractor workers to proactively submit safety observations and report unsafe acts and conditions at workplace as a preventive action.

	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	Not Ascertained at this point
Working Conditions	Not Ascertained at this point

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.

In TAJ GVK's ongoing commitment to ensuring the utmost safety, the Company conducts regular internal audits to assess the effectiveness of its safety practices and working conditions. If any deviations from the established standards are identified, prompt preventive and corrective actions are initiated to rectify the situation.

Furthermore, as part of the Company's dedication to safety, it has developed a comprehensive Road and Driving Safety Manual, meticulously designed in accordance with the guidelines outlined in the Driving Safety Manual. This manual has been diligently shared with all transportation providers, including those responsible for employee and guest transport services. To ensure its effectiveness, personnel associated with these transportation services undergo rigorous training to ensure they are well-versed in the guidelines and practices outlined in the manual.

Maintaining transparency and accountability is paramount for TAJ GVK. Thus, the Company meticulously monitors and records all road-related incidents, accidents, and injuries. This diligent tracking allows the Company to take immediate action, if necessary, and to keep a record of the measures taken to address any safety concerns that arise.

Leadership Indicators

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

Yes, employees at the executive level are covered by a life and accident insurance, in addition the Company extends the benefit of accident insurance for all its employees.

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

All statutory dues are being deducted and deposited to respective authorities and the receipts of payment obtained are filed for records

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:

Benefits	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	-	-	-	-
Workers	NA	NA	NA	NA

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

Yes, the Company extends transition assistance programs designed to bolster ongoing employability and to adeptly navigate career transitions stemming from retirement or the conclusion of employment, thus reaffirming our commitment to the well-being of our employees.

5. Details on assessment of value chain partners (Supply chain partners):

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Not ascertained at this point
Working Conditions	Not ascertained at this point

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

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

Principle 4

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

Essential Indicators

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

TAJ GVK perceives its stakeholders as partners in its mission to provide long-term value. So, achieving the Company's strategic goals depends on effective stakeholder involvement. By an integrated and open process, it attempts to strike a balance between the requirements, interests, and expectations of stakeholders and those of the business. The Company has mapped its internal and external stakeholders listed below who have the direct and indirect impact on the Company's operations.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and investors	No	<ul style="list-style-type: none"> Press Releases, Info desk - an online service, dedicated email ID for Investor Grievances, Quarterly Results, Annual Reports, Integrated Reports, AGM (Shareholder's interaction), Quarterly investor presentation, Investors meets, stock exchange filings and corporate website 	Need Basis	To understand their need and expectation which are material to the Company. Key topics are company's financial performance, ESG performance etc.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government	No	<ul style="list-style-type: none"> • Press Releases • Quarterly Results • Annual Reports, Sustainability / Integrated Reports • Stock Exchange filings and compliances • Issue specific meetings and representations 	Need Basis	Reporting requirement, statutory compliance, support from authority and resolution of issues.
Employees	No	<ul style="list-style-type: none"> • Employee satisfaction surveys, engagement surveys • Circular and messages from corporate and line management • Corporate social initiatives • Welfare initiatives for employee and their families • Online news bulletins to convey topical developments • A large bouquet of print and on-line in-house magazines (some location specific some business-specific), CSR Programme newsletter 	Need Basis	Employees' growth and benefits, their expectation, volunteering, career growth, professional development and continuing education and skill training etc.
Customers	No	<ul style="list-style-type: none"> • Business interactions, • Client satisfaction surveys 	Need Basis	Customer satisfaction and feedback. Project delivery, timeline, challenges that are faced during execution.
Suppliers/ contractors	No	Regular supplier and dealer meets	Need Basis	Need and expectation, schedule, supply chain issue, need for awareness and other training, their regulatory compliance, EHS performance etc.
Community	Yes	Direct engagement and through the Company's CSR project implementation partners	Need Basis	Their expectation and feedback on impact/success of CSR project. Also review scale up potentials and further engagement scope.

Leadership Indicators

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

The Company has established various committees to oversee economic and performance-related matters, ensuring robust engagement with stakeholders. These include the CSR Committee, Stakeholders' Relationship Committee, Investor Cell, and the Board Risk Management Committee, each playing a vital role in facilitating meaningful dialogue.

Chaired by Independent Directors, these committees conduct quarterly updates and reviews on economic, environmental, and social topics. The outcomes and consolidated performance reports are presented to the Board during their quarterly meetings. This structured approach guarantees that the Board remains well-informed about stakeholder engagement insights and feedback.

This stakeholder engagement process adheres to a framework that outlines the frequency of consultations, the delegation of responsibilities, and the reporting of outcomes. Such an approach ensures effective communication of stakeholders' feedback to the Board, fostering an informed decision-making process.

In line with their terms of reference, these committees, both statutory and internal, convene regularly to evaluate the Company's performance across various domains.

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

Yes, outcome of the materiality assessment and stakeholder engagement exercise are taken forward to identify material topic of concern on sustainability for the Company. Based on these material topics of significance to the Company, further strategy development, policy setting, if required, objectives and goal setting with monitoring mechanism are developed and implemented.

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

TAJ GVK is committed to focus on building livelihoods for the target communities and geographies by many different ways:

- Supporting heritage and tourist destinations and nurturing the environment
- CSR efforts towards skill building in collaboration with Corporate & Social partners
- Volunteering activities to address the local needs of the community

Aimed at standardisation and quality in skilling youth in hospitality, the skilling partnership brings the best of domain expertise from TAJ GVK coupled with superior approach to holistic youth development from our partner organisations.

Principle 5

Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employee/workers covered (B)	% (B/A)	Total (C)	No. employee/workers covered (D)	% (D / C)
Employees						
Permanent	921	921	100	725	725	100
Other Than Permanent	-	-	-	-	-	-
Total Employees	921	921	100	725	725	100
Workers						
Permanent	-	-	-	-	-	-
Other Than Permanent	-	-	-	-	-	-
Total Employees	-	-	-	-	-	-

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

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)
Employeees										
Permanent	921	-	-	921	100	725	-	-	725	100
Male	655	-	-	655	100	546	-	-	546	100
Female	266	-	-	266	100	179	-	-	179	100
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

Benefits	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (In Rupees)	Number	Median remuneration/ salary/ wages of respective category (In Rupees)
Board of Directors (BoD)	11	Only sitting fee is paid	3	550.55 lakhs
Key Managerial Personnel	1	119.84 lakhs	-	-
Employees other than BoD and KMP	321	4.61 lakhs	41	5.07 lakhs
Workers	-	-	-	-

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

Yes. The Company recognises the significance of human rights and the challenges to establish a workplace free from all forms of discrimination and unethical behaviour. Department leaders, union representatives, HR heads, and members of various welfare committees are available to resolve any reported problems of any type of human rights. The business has adopted policies on Prevention Of Sexual Harassment.

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

TAJ GVK has various mechanisms to receive and redress grievances. When it receives grievance via phone, e-mail, and physical mails on which adequate actions are being taken and addressed. In addition to this, the Company whistleblower mechanism in place to resolve complaints and the same are reviewed by the Audit Committee every quarter. Also, the Company has Ethics committees and HR heads in hotels to whom persons can report issues directly.

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

Benefits	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	Nil	Nil	NA	Nil	Nil	NA
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/ Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human Rights related issues	Nil	Nil	NA	Nil	Nil	NA

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

TAJ GVK is committed to upholding a workplace environment free from discrimination and harassment. The Company places great emphasis on safeguarding the rights and well-being of complainants. The Company's approach includes the following mechanisms to prevent adverse consequences:

Protection Under POSH Policy: Our comprehensive Prevention of Sexual Harassment (POSH) policy explicitly prohibits any form of retaliation against individuals who report instances of sexual harassment. This policy extends protection not only to the complainant but also to witnesses and those involved in the investigation process.

Immediate Reporting: Any employee who suspects or experiences retaliation is encouraged to promptly report the incident to the designated authorities. We take such reports seriously and handle them with the same diligence as alleged cases of discrimination or harassment.

Thorough Investigation: Retaliation cases are treated as seriously as any other case of discrimination or harassment. Our investigation process is unbiased, thorough, and transparent, ensuring that complainants are heard, and the truth is unveiled.

Educational Initiatives: We believe in proactive prevention. Regular training programs and workshops are conducted to educate employees about their rights, responsibilities, and the consequences of retaliation. This empowers individuals to recognize, report, and prevent retaliation effectively.

Confidentiality: We understand the sensitivities involved in such cases. Confidentiality is maintained to the extent possible, preserving the privacy of complainants and witnesses while ensuring a fair investigation.

We stand firmly behind our commitment to fostering a respectful and inclusive workplace. Through these mechanisms, we aim to create an environment where individuals feel safe, confident, and empowered to raise concerns without fearing adverse consequences.

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

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

9. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others - please specify	Nil

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. As no significant risks/concerns were found.

Leadership Indicators

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

Not Applicable

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

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

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

Each of our establishments has been meticulously designed to ensure that individuals with disabilities can seamlessly access shared facilities without facing any hindrances. This commitment to inclusivity is reflected in the layout of workspaces, rest rooms, social areas, and other amenities, all of which are conceived with accessibility at the forefront of our considerations.

4. Details on assessment of value chain partners:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	All Tier I contracts carry compliance certification from the Vendors Value is not ascertained based on this parameter. Going forward would like to track on this.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others - please specify	Nil

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

No significant risks / concerns were found.

Principle 6

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

Essential Indicators

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

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	72921923.4	57596691.3
Total fuel consumption (B)	168959071.9	34187863.6
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	241880995.3	91784554.9
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.0319	0.0433
Energy intensity (optional) - the relevant metric may be selected by the entity	0	0

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

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

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

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	37059	49044
(iii) Third party water	327836	215489
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	364895	264533
Total volume of water consumption (in kilolitres)	364895	264533
Water intensity per rupee of turnover (Water consumed / turnover)	0.000168	0.000121
Water intensity (optional) - the relevant metric may be selected by the entity	0	0

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

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

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

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	mg/nm3	350.4	314.5
SOx	mg/nm3	242.25	225.63
Particulate matter (PM)	mg/nm3	337.5	325.41
Persistent organic pollutants (POP)	-	0	0
Volatile organic compounds (VOC)	-	0	0
Hazardous air pollutants (HAP)	-	0	0
Others - (ODS)	-	0	0

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

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

Parameter	Please specify 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	9826114.579	3576439.174
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	5686595.551	4702301.278
Total Scope 1 and Scope 2 emissions per rupee of turnover	-	0.006796	0.003627
Total Scope 1 and Scope 2 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: No

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

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

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

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

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)	75.364	16.806
E-waste (B)	0.328	0
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	6.526	0
Battery waste (E)	0.552	0.22
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	16.32	8.25
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	364.906	280.437
Total (A+B + C + D + E + F + G + H)	463.996	305.713
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	384.5	204.06
(ii) Re-used	74.02	93.76
(iii) Other recovery operations	0	0
Total	458.51	297.82

Parameter	FY 2022-23	FY 2021-22
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	1.144	0
(ii) Land filling	5.526	1.73
(iii) Other disposal operations	22.98	23.644
Total	29.65	25.37

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

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

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

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

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

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

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
No environmental impact assessments were carried out.					

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 thereunder (Y/N).

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

Leadership Indicators

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

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	12621186	10513828.8
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	12621186	10513828.8
From Non-renewable sources		
Total electricity consumption (D)	47868803.4	37141894.6
Total fuel consumption (E)	158748125.8	24315851.6
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	206616929.2	61457746.2

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

2. Provide the following details related to water discharged:

No wastewater is discharged from any office or plant locations.

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
(ii) To Groundwater		
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
(iii) To Seawater		
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
(iv) Sent to third parties		
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
(v) Others		
-No treatment	0	0
-With treatment - please specify level of treatment	1,00,054	70,259
Total water discharged (in kilolitres)	1,00,054	70,259

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

3. 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.

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

S.No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Reduction in Energy Consumption	The installation of a new chiller, meticulous servicing of cooling tower components, and the adoption of LED lighting collectively contributed to this substantial reduction in energy consumption.	During this fiscal year, 170,500 kilowatt-hours of electricity were preserved through several impactful strategies
2	Reduction in water consumption	Sensor taps have been successfully installed in the rest rooms of all guest areas, providing a touchless and hygienic solution for hand washing. This upgrade not only enhances convenience for our patrons but also promotes a cleaner environment.	By this initiatives ,450 KL Water saved.
3	Reuse of water	The treated water from our sewage treatment plant (STP) found a sustainable second life through recycling.	By this Initiatives 10435 KL water recycled and reused.

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

The Company has established emergency preparedness plans at each project site to deal with the emergency situations. The Company provides response procedures for preventing and mitigating the hazard & risk and environmental impacts arising from emergency situations including the provision for first aid. In the event of any occurrence of an emergency, the same shall be investigated and appropriate preventive measures would be initiated to avoid recurrence in future. Relevant information and training related to emergency preparedness and response shall be provided to the interested parties. The duties and responsibilities of all the employees are being communicated periodically.

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

No significant adverse environmental impacts have been reported within our value chain network. To further ensure responsible environmental practices, we have established a dedicated Code of Conduct (CoC) for our vendors and service providers. This CoC underscores the importance of adhering to environmental regulations, maintaining transparency in business operations, and actively participating in conservation initiatives.

As a part of our comprehensive on boarding process, all new vendors and service providers are required to sign and commit to the principles outlined in the CoC. This step reflects their dedication to upholding these environmental standards. In addition to this proactive measure, we conduct regular internal and external audits of our environmental management systems. These audits assess not only our internal practices but also extend to evaluating the compliance of our partners within the value chain.

This approach ensures the continuous observance of responsible environmental practices and standards, bolstering not only our company's efforts but also those of our valued partners across the entire value chain.

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

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

Principle 7

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

Essential Indicators

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

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

S. No.	Name of the trade and industry chambers /associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	Hotel Association of India (HAI)	National
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	Southern Region Hotels and Restaurants Association of India (SHRAAI)	National
5	Federation of Hotels and Restaurants Association of India	National

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

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

Leadership Indicators

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

S. No.	Public Policy Covered	Method restored for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web link if available
The Company proactively engages with various stakeholders including industry chambers, associations, governments, and regulators and provides its inputs on various areas such as infrastructure development and construction, renewable energy, space, health, and safety, amongst others. Over the years, the Company have played a key role in helping shape public policy and been invited to several committees and task forces. The Company is committed to engage in the public policy advocacy process in a responsible and ethical manner					

Principle 8

Businesses should promote inclusive growth and equitable development:

Essential Indicators

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

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

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable. As No R & R activity is being undertaken at this stage.						

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

TAJ GVK operates a diverse range of hotels across various geographical locations, fostering connections with the communities through an array of outreach programs and volunteer initiatives. Through these interactions, the Company actively engages with community members, lending a receptive ear to their suggestions, feedback, and grievances. This proactive approach enables the Company to incorporate community perspectives into its ongoing efforts to continuously enhance its services and operations.

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

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	80	75
Sourced directly from within the district and neighbouring districts	50	50

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

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

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

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

An internal procurement policy has been established as an integral component of TAJ GVK's broader procurement strategy. In alignment with this policy, the Company extends business opportunities to marginalized, vulnerable, and self-help groups. While the Company strives to maintain competitive pricing, it acknowledges that in certain instances, there may be a marginal premium associated with these procurement engagements. This case-by-case approach allows the Company to foster inclusivity and support for these groups within its procurement framework.

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

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

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:

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
No actions taken		

6. Details of beneficiaries of CSR Projects:

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

Principle 9

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

Essential Indicators

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

The Company has established a comprehensive framework for effectively receiving and addressing consumer complaints and feedback. These mechanisms include:

- Hotel Level Interaction:** The Company utilizes platforms like Trust You and Front line at the hotel level to gather insights from guests. This enables prompt attention to their concerns and suggestions.
- Social Media Engagement:** The Company actively engages with customers across various social media platforms, promptly addressing their queries and resolving issues to enhance their experience.
- Taj Reservations Worldwide (TRW):** TRW serves as a channel for customers to voice their feedback and complaints, ensuring a global reach and consistent responsiveness.
- Dedicated Desks:** The Operator of the Hotels provide for a dedicated desks such as Members Gold & Service Platinum Desk, Epicure Customer Care, TataNeu Customer Care, and The Chambers Concierge are available to provide personalized assistance and resolve issues.
- Taj Live Chatbot:** The introduction of the Taj Live chatbot offers customers a quick and convenient way to address frequently asked questions, enhancing their satisfaction.
- Write to Us Portal:** Customers are encouraged to share their feedback through the Write to Us Portal, enabling them to provide detailed insights and suggestions.
- Care@Tajness Initiative:** The Operator of the hotels innovative Care@Tajness initiative showcases the Company Operator's commitment to understanding customer preferences and needs. It actively listens to feedback, learns from it, and uses the insights gained to develop inventive service solutions that align with evolving customer expectations.

Through this diverse array of feedback mechanisms, the Company demonstrates its dedication to continuously improving its offerings and ensuring exceptional customer experiences

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

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

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

Benefits	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber-security	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Other	Nil	Nil	NA	Nil	Nil	NA

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

	Number	Reasons for recall
Voluntary recalls	Not applicable	
Forced recalls		

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? If available, provide a web-link of the policy

Yes, the Company's Global Privacy Policy explains its practices regarding the personal information it collects when the guests visit or use its hotels, restaurants, bars, spas, salons, etc. website, mobile applications, or other online services, or when the forms are filled and join one of its loyalty programmes. The Company understands that privacy is important to its guests. The Company makes sure that all personal information is protected in accordance with all relevant privacy and data protection regulations.

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

No issues

Leadership Indicators

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

The Company provides various channels and platforms through which information about its services can be accessed. These include:

- Company Website: For a comprehensive overview of the Company's business offerings, please visit the official website: <https://www.tajgvk.in>.
- Third-Party Booking Platforms: The Company's services are also featured on reputable third-party platforms, allowing customers to conveniently explore and book accommodations and services. You can find our offerings on platforms like Booking.com, Make MyTrip, and Expedia.

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

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

Transparency in Communication: The Company is committed to providing clear and transparent information to consumers regarding its services. This includes detailing the features, benefits, and any safety guidelines associated with the offerings.

Safety Guidelines: The Company takes care to include safety guidelines and instructions whenever applicable. This ensures that consumers are aware of the correct and responsible usage of services to prevent any potential risks. In addition the Company keeps safety equipments such as fire extinguishers and hose pipes at recommended place and easy to reach and accessible places.

Educational Initiatives: The Company may organize workshops, webinars, or informational sessions to educate consumers about the safe and effective use of its services. The Company also place in instruction boards instructing actions to be taken in case of fire hazard. This interactive approach fosters better understanding and promotes responsible usage.

Digital Resources: The Company's website and online platforms can host informative content, articles, and FAQs that guide consumers on how to best utilize the services while ensuring their safety.

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

The Company has established a robust communication framework to promptly inform consumers about any potential risk of disruption or discontinuation of essential services. These mechanisms include:

E-mailers: The Company utilizes email communication to reach out to its consumers in a timely manner. This ensures that essential information regarding service disruptions or discontinuations is promptly delivered to their inboxes.

Website Updates: The Company maintains its official website as a central hub for providing up-to-date information to consumers. In the event of any disruptions, relevant announcements and guidance will be prominently displayed on the website to keep consumers informed.

WhatsApp and social media: Leveraging modern communication tools, the Company employs platforms like WhatsApp and various social media channels to quickly disseminate information to its consumers. This allows for real-time updates and engagement.

Call Centers: The Company Operators i.e., Taj call centers serve as a direct and immediate line of communication with consumers. Trained personnel are available to provide accurate and up-to-date information about any disruptions or changes in essential services.

Hotels: For consumers already at the Company's hotels, on-site communication can be utilized to inform them about any potential disruptions, providing them with the necessary guidance.

Depending on the nature and urgency of the situation, the Company selects the most appropriate communication channel or combination of channels to ensure that consumers are promptly informed and provided with relevant guidance.

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

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Not applicable

5. Provide the following information relating to data breaches:

(a) **Number of instances of data breaches along-with impact :** There were no data breaches during the year.

(b) **Percentage of data breaches involving personally identifiable information of customers :** Not applicable