

SAMHI Hotels Ltd.

CIN:
L55101DL2010PLC211816
Regd. Office: Caspia Hotels
Delhi, District Centre Crossing,
Opp. Galaxy Toyota Outer Ring
Road, Outer Ring Rd., Haider
Pur, Shalimar Bagh, Delhi-
110088.

03rd September 2024

BSE Limited
Corporate Relationship Department
Phiroze Jeejeebhoy Towers,
Dalal Street, Mumbai - 400 001,
Maharashtra, India

Scrip Code: 543984

National Stock Exchange of India
Limited
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex,
Bandra (East),
Mumbai - 400 051, India
Scrip Code: SAMHI

Sub: Business Responsibility & Sustainability Report ('BRSR') for the Financial Year 2023-24

Dear Sir / Madam,

This has reference to the filings with respect to Annual Report for the financial year 2023-24 made on 28th August 2024 and pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('**SEBI LODR Regulations**') read with SEBI Circular SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated May 10, 2021, please find enclosed the BRSR of the Company for the financial year ended 31st March 2024.

This is for your kind information on record.

Thanking You.

Yours faithfully,

For **SAMHI Hotels Limited**

Sanjay Jain
Senior Director- Corporate Affairs,
Company Secretary and Compliance Officer

Encl.: As above

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Sr. No.		
1	Corporate Identity Number (CIN) of the Listed Entity	CIN L55101DL2010PLC211816
2	Name of the Listed Entity	SAMHI Hotels Limited
3	Year of incorporation	2010
4	Registered office address	Caspia Hotels Delhi, District Centre Crossing, Opp. Galaxy Toyota Outer Ring Road, Haiderpur, Shalimar Bagh, Delhi-110088
5	Corporate address	14 th Floor, Building 10 C, Cyber City, Phase II, Gurugram 122 002, Haryana
6	E-mail	compliance@samhi.co.in
7	Telephone	+91 124 4910100
8	Website	www.samhi.co.in
9	Financial year for which reporting is being done	April 2023-March 2024
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE); National Stock Exchange of India (NSE)
11	Paid-up Capital	₹ 220,006,495
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Sanjay Jain +91 124 4910100 sanjay.jain@samhi.co.in
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).	Consolidated
14	Name of assurance provider	Not Applicable
15	Type of assurance obtained	Not Applicable

II. Products / Services

16 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	Hotel Services include accommodation/ rooms, food, and beverages, banquets, spa, fitness center, swimming pool, gym, etc.	100.0%

17 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	Accommodation and Food Service	55101	100.0%

III. Operations

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

Location	Number of hotels	Number of offices	Total
National	31	2	33
International	0	0	0

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

19 Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	11
International (No. of Countries)	0

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

Customers of the Company comprise of guests staying at the hotels, customers at the restaurants, banquets, long-stay guests, wedding guests, conference attendees, etc.,

IV. Employees'

20 Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No	Particulars	Total	Male	%	Female	%
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1	Permanent (D)	2,607	2,164	82.0%	443	17.0%
2	Other than Permanent (E)	631	597	94.6%	34	5.4%
3	Total employees (D+E)	3,238	2,761	85.3%	477	14.7%
WORKERS						
4	Permanent (F)	Not Applicable				
5	Other than Permanent (G)					
6	Total workers (F + G)					

b. Differently-abled Employees and Workers:

Sr. No	Particulars	Total	Male	%	Female	%
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY-ABLED EMPLOYEES						
1	Permanent (D)	20	17	85.0%	3	15.0%
2	Other than Permanent (E)	0		0.0%		0.0%
3	Total employees (D+E)	20	17	85.0%	3	15.0%
DIFFERENTLY-ABLED WORKERS						
4	Permanent (F)	Not Applicable				
5	Other than Permanent (G)					
6	Total workers (F + G)					

21 Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8 ²	1	12.5%
Key Management Personnel	4	1	25.0%

¹ All employees on rolls have been reported under the head "Employees"

² One of the directors has resigned w.e.f. 27.06.24, the impact of which will be reflected in the next report.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)**Note**

For this report, Mr. Ashish Jakhanwala – Chairman, Managing Director (MD), and Chief Executive Officer (CEO) is recorded under the head of the board of Directors, and Mr. Rajat Mehra Chief Financial Officer (CFO), Mr. Gyana Das Executive Vice President and Head of Investment, Ms. Tanya Chakravarty General Counsel and Mr. Sanjay Jain Senior Director Corporate Affairs, Company Secretary and Compliance Officer as Key Management Personnel and Senior Management.

22 Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023 - 24 (Turnover rate in current FY)			FY 2022 - 23 (Turnover rate in previous FY)			FY 2021 - 2022			
	Male	Female	Total	Male	Female	Total	Male	Female	Total	
Permanent Employees	44.0%	55.0%	46.0%	Not Applicable			90.7%	Not Applicable		86.6%
Permanent Workers	Not Applicable									

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23 a. Names of holding / subsidiary / associate companies / joint ventures**

Sr. No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether Holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
1	SAMHI JV Business Hotels Private Limited	Subsidiary	100.0%	Yes
2	SAMHI Hotels (Ahmedabad) Private Limited	Subsidiary	100.0%	Yes
3	Barque Hotels Private Limited	Subsidiary	100.0%	Yes
4	Ascent Hotels Private Limited	Subsidiary	100.0%	Yes
5	Caspia Hotels Private Limited	Subsidiary	100.0%	Yes
6	Argon Hotels Private Limited	Subsidiary	100.0%	Yes
7	SAMHI Hotels (Gurgaon) Private Limited	Subsidiary	100.0%	Yes
8	Paulmech Hospitality Private Limited	Step Down Subsidiary	100.0%	Yes
9	DUET India Hotels (Ahmedabad) Private Limited	Subsidiary	100.0%	Yes
10	DUET India Hotels (Chennai) Private Limited	Subsidiary	100.0%	Yes
11	DUET India Hotels (Chennai OMR) Private Limited	Subsidiary	100.0%	Yes
12	DUET India Hotels (Hyderabad) Private Limited	Subsidiary	100.0%	Yes
13	DUET India Hotels (Jaipur) Private Limited	Step Down Subsidiary	100.0%	Yes
14	DUET India Hotels (Pune) Private Limited	Subsidiary	100.0%	Yes
15	DUET India Hotels (Bangalore) Private Limited	Subsidiary	100.0%	Yes
16	DUET India Hotels (Navi Mumbai) Private Limited	Step Down Subsidiary	100.0%	Yes
17	ACIC Advisory Private Limited	Subsidiary	100.0%	Yes



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

VI. CSR Details

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

Yes. It applies to SAMHI Hotels Limited and its two entities (SAMHI JV Business Hotels Private Limited & SAMHI Hotels Limited) however no contribution was required to be made in the absence of profits in the preceding 3 financial years

- ii. Turnover (in ₹) 9,787.26 million
 iii. Net worth (in ₹) 10,385.40 million

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024 (Current Financial Year)			FY 2023 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes; < https://samhi.co.in/?page_id=13635 >	0	0		0	0	
Investors (other than shareholders)		0	0		0	0	
Shareholders	< https://samhi.co.in/wp-content/uploads/2024/08/Whistle-Blower-Policy.pdf >	116	0		0	0	
Employees and workers	Yes, every operator has their respective SOP in place i.e. whistleblower, POSH and open-door policies < https://samhi.co.in/wp-content/uploads/2024/08/Whistle-Blower-Policy.pdf >	7	0		0	0	
Customers	Yes, Consumers can contact through Medallia, Tripadvisor, etc	0	0		0	0	
Value Chain Partners	Yes, Value Chain Partners can directly connect with us and the respective operators	0	0		0	0	
Other	Not Applicable						

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

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

Sr. 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	Energy and Emissions	Risk/ Opportunity	The hospitality business by its nature has an ecological footprint which the Company is conscious of and is making consistent efforts to optimize it for ensuring long term sustainability.	<ul style="list-style-type: none"> Efficiency by design - Development of hotels, which in relative terms (to industry standard) has smaller footprint 	Negative (short term) Positive (long term)

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

Sr. 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)
				<ul style="list-style-type: none"> • Efficiency by Process/Product Interventions such as: <ul style="list-style-type: none"> - Transitioning to renewable energy, where legally permissible and feasible. - Installation of (Photo Voltaic) solar panels systems at the rooftop of hotels where feasible. - Installation of energy effective lighting systems – LED lighting with sensor based operations - Use of tech based energy monitoring systems (SAMConnect) to ensure that consumption and its optimization can be efficiently managed - Transition from LPG to PNG based cooking connections - Transitioning to use of non-emission based cars 	
2	Water and Waste Management	Risk/ Opportunity	Implementing effective waste reduction and recycling practices to minimize environmental impairment, lower disposal costs and in the long term reduce costs.	<ul style="list-style-type: none"> • Treatment, re-cycling and conservation of water in accordance with applicable laws • Re-use of recycled water for HVAC, flushing, landscaping-gardening purposes • Installation of bio-degradable waste composition units • Phasing out single-use plastics • Tie-ups with authorized vendors for proper disposal/ recycling of dry waste in addition to authorized E-waste disposal. • Awareness of and accessibility of equipment for segregation of waste • Setting up bottling plants and use of glass bottles 	<p>Negative (short term)</p> <p>Positive (long term)</p>



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

Sr. 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)
				<ul style="list-style-type: none"> • Installation of sensor based and low water flow aerators in all the guest/public restrooms • Amenities with excessive water usage such as pools and bathtubs limited to 41.9% and 12.9% respectively of total inventory • Spreading awareness on reuse of linen and recycling old linen/towels as cleaning materials 	
3	Talent Management and Equal Opportunity	Risk/ Opportunity	The business offers vast opportunities for employment and social impact, but it's also vulnerable to the industry's wide issue high staff attrition, driven by the high demand in the hotel sector.	<ul style="list-style-type: none"> • National footprint to maximize social impact • Building a culture of fairness and compassion • Creating a progressive work environment through investments in infrastructure, safety, effective policies • Provision of fair compensation based on experience, qualifications, industry standards and in compliance to applicable regulations • Promoting principles of equal opportunity in law and in spirit. 	Negative / Positive
4	Data Privacy and Cyber Security	Risk	The hospitality sector's vulnerability to data security risks is well acknowledged, and as a result, robust and consistent measures have been implemented to mitigate these threats and protect sensitive information.	<ul style="list-style-type: none"> • SAMHI has been ISO 27001:2022 and ISO 27701 certified • SAMHI as well all its internationally recognized operators have robust data security policies which are regularly audited by external teams. • Requirements as mandated under applicable law are followed for storage and processing of data 	Negative

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Sr. 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)
5	Social Impact and Sustainable Procurement	Opportunity	Our hotels have over the years generated huge employment opportunities, stimulated local economic growth, and contributed to the overall development of the community in the micro markets within which they operate.	<ul style="list-style-type: none"> Promoting local sourcing and partnerships encouraging local entrepreneurship and development of community Advocating for supplier diversity and removing barriers faced by SME's Prioritizing local service providers and products minimizing the imports on goods and services Engagement with local organizations, communities 	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Sr. No	Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)									Yes
	b. Has the policy been approved by the Board? (Yes/No)									Yes
	c. Web Link of the Policies, if available									Policies – (https://samhi.co.in/)
2	Whether the entity has translated the policy into procedures. (Yes / No)									Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)									Yes
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.									The Company's IT System is ISO 27000 certified. Brand operators ³ have integrated their assets as per required certification/regulation e.g. ISO 22000, Payment Card Industry (PCI), General Data Protection Regulation (GDPR), HACCP CODEX, and FSSAI among others.
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.									ESG Framework has been defined here along with the timeline - Targets by FY2030 <ol style="list-style-type: none"> Single use plastic free operation 100% transition to non-emission based cars at all units 100% coverage for EV Charging stations at all feasible units Building processes for assessing all relevant matrices for sustainable development
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									The Company is striving to achieve its targets and periodically reviews the milestones towards its achievement

³Operators have been referred to the Marriott, IHG, and Hyatt Portfolio



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

Sr. No	Disclosure Questions	P	P	P	P	P	P	P	P	P
		1	2	3	4	5	6	7	8	9
Governance, leadership and oversight										
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer to the targets under #5 above								
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Ashish Jakhanwala, MD & CEO								
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes - Corporate Social Responsibility & ESG Committee. The Committee comprises Ms. Krishan Dhawan, Independent Director who is the Chairperson of the Committee, Mrs. Archana Capoor, Independent Director, and Mr. Michael Peter Schulhof ⁴ , Non-Executive and Non-Independent Director.								

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)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	Yes, on periodic basis or as need arises																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, on periodic basis or as need arises																	

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.	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
		1	2	3	4	5	6	7	8	9	Policies are currently evaluated internally and will 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	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	
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)										

⁴*Mr. Schulhof has resigned w.e.f.27.06.24

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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 trainings and awareness programmes held	Topics / principals covered under the training and impact	% age of persons in respective category covered by the awareness programme
Board of Directors	2	Overview of the Hospitality Industry, Hotels Business Model & Insider Trading	62.5%
Key Managerial Personnel	4	Prevention of Sexual Harassment (POSH) Insider Trading Fire & Safety Cyber Security	100.0%
Employees other than BOD & KMPs	824	Prevention of Sexual Harassment (POSH) Insider Trading Information Security Compliance Technical Portal (Legatrix) Responsible Business Conduct Conflict of Interest Ethical Decision Making Integrity Anti-Corruption & Anti Bribery Fire Safety Training Environment Safety Governance and Health & fire safety	100.0%
Workers		Not Applicable	

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 Principal	Name of the regulatory/ enforcement / judicial institutions	Amount (In `)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty / Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding Fee	Nil	Nil	Nil	Nil	Nil
Non-Monetary					
	NGRBC Principal	Name of the regulatory / enforcement agencies / judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	Nil	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil	Nil

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- 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
	Not Applicable

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

Yes, all our operators and corporate office have both policies which apply to individuals working at all levels and grades.

<https://samhi.co.in/wp-content/uploads/2024/02/Whistle-Blower-Policy.pdf>

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

	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Directors	Nil	Nil
KMPS	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2024 (Current Financial Year)	Remarks	FY 2023 (Previous Financial Year)	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil		Nil	
Number of complaints received in relation to issues of Conflict of Interest of the KMPS	Nil		Nil	

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

Not Applicable

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

	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Number of days of accounts payables	97.1	136.5

- 9 Open-ness of business

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

Parameter	Metrics	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable	
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		

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Parameter	Metrics	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not Applicable	
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)		
	b. Sales (Sales to related parties / Total Sales)		
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)		
	d. Investments (Investments in related parties / Total Investments made)		

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

Total no of awareness campaign held	Topics / Principals covered under the training	% age of value chain programme partners covered (by value of business done with such partners) under the awareness programmes
Not Applicable		

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

Yes, the entity has processes in place to avoid or manage conflicts of interest among the members of the Board. A policy of related party transactions has been adopted by the Company in compliance with the Companies Act, 2013 and the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("LODR Regulations"). Copy of the said policy is available at the link below.

<https://samhi.co.in/wp-content/uploads/2024/02/Policy-on-Materiality-of-Related-Party-Transactions.pdf>

The Company also has a Code of Conduct for the Board of Directors and Senior Management personnel which covers conflict of interest. www.samhi.co.in/pdf/Code-of-Conduct-for-Board-Of-Directors-and-Senior-Management.pdf

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.

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	Not Applicable		
Capex	15.1%	Not Available	Energy - Water Savings Intervention, Solar Plant, LED Lights, Bottling Plant, etc



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

Yes

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

All our operators require their contracted vendors to sign and adhere to the Code of Conduct during their onboarding process. There are procedures in place to ensure sustainable practices are integrated in the supply chain. All vendors are mandated to comply with applicable laws relating to social welfare. Additionally, through centralized purchase teams, our operators have been able to reduce multiple vendor interactions resulting efficient management of resources and decrease in 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.

Plastic, E-waste and other waste arising out of our hotel operations are collected and disposed of by third-party recyclers which are authorized by the pollution control board. The food waste and dry waste are either composted on-site or handed over to recyclers who are authorized by the respective municipal corporations

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.

SAMHI is in the hospitality business, being part of the service industry, hence not applicable

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 (Yes/No)	Results communicated in public domain (Yes/ No) If yes provide the web-link
Not Applicable					

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 the 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 2024 Current Financial Year	FY 2023 Previous Financial Year
Not Available		

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

- 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 2024 Current Financial Year			FY 2023 Previous Financial Year		
	Re-used	Recycle	Safely Disposed	Re-used	Recycle	Safely Disposed
Plastics (including packaging)	Not Available					
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
	Not Applicable

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

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	2,164	2,164	100.0%	2,164	100.0%		0.0%	2,164	100.0%		0.0%
Female	443	443	100.0%	443	100.0%	443	100.0%		0.0%		0.0%
Total	2,607	2,607	100.0%	2,607	100.0%	443	100.0%	2,164	100.0%		0.0%
Other than Permanent employees											
Male	597	597	100.0%	597	100.0%		0.0%	597	100.0%		0.0%
Female	34	34	100.0%	34	100.0%	34	100.0%		0.0%		0.0%
Total	631	631	100.0%	631	100.0%	34	100.0%	597	100.0%		0.0%

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	Not Applicable										
Female											
Total											
Other than Permanent workers											
Male	Not Applicable										
Female											
Total											



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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

	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the Company	1.7%	1.9%

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

Benefits	FY 2024 Current Financial Year			FY 2023 Previous Financial Year		
	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%	Not Applicable	Yes	100.0%	Not Applicable	Yes
Gratuity	100.0%		Yes	100.0%		Yes
ESI	100.0%		Yes	100.0%		Yes
Others – please specify						

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.

Yes, all our hotels have been designed in a way that every individual with disabilities can utilize shared facilities without any barriers to access.

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.

All our hotels are committed to providing equal opportunities in employment and creating an inclusive working environment. Our operators address this through a comprehensive policy structure that can be accessed by everyone.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100.0%	100.0%	Not Applicable	
Female	100.0%	100.0%		
Total	100.0%	100.0%		

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	Not Applicable
Other than Permanent Workers	
Permanent Employees	Yes, the corporate office as well as all our operators have a dedicated POSH committee in place at every location. Additionally, we have well-defined policies in place for Whistleblower, a code of conduct and an open-door policy.
Other than Permanent Employees	

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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

Category	FY 2024 (Current Financial Year)			FY 2023 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category ©	No. of employees/ workers in respective category, who are part of association(s) or Union(D)	% (D / C)
Total Permanent Employees	3,238	157	4.8%	3,160	168	5.3%
Male	2,761	128	4.6%	2,643	147	5.6%
Female	477	29	6.1%	517	21	4.1%
Total Permanent Workers	Not Applicable					
Male						
Female						

8 Details of training given to employees and workers:

Category	FY 2024 (Current Financial Year)					FY 2023 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	2,761	2,761	100.0%	2,761	100.0%	2,643	2,643	100.0%	2,643	100.0%
Female	477	477	100.0%	477	100.0%	517	517	100.0%	517	100.0%
Total	3,238	3,238	100.0%	3,238	100.0%	3,160	3,160	100.0%	3,160	100.0%
Workers										
Male	Not Applicable									
Female										
Total										

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

Category	FY 2024 (Current Financial Year)			FY 2023 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	2,761	2,761	100.0%	2,643	2,643	100.0%
Female	477	477	100.0%	517	517	100.0%
Total	3,238	3,238	100.0%	3,160	3,160	100.0%
Workers						
Male	Not Applicable					
Female						
Total						



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

10 Health and safety management system:

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

Yes, the system covers all employees and at the operator level, it covers guests and other users as well (in addition to employees).

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

We use various processes to identify work-related hazards and assess risks:

Routine Checks:

- Compliance with all the statutory provisions on health and safety
- Incident Tracking System on a routine and non-routine basis
- Training and awareness
- The Safety and Security Assessment (SSA) - an online assessment tool
- Monthly Safety Committee Meetings at Hotels
- Daily Walk-around of hotel property
- Health checks of equipment to identify potential risks..
- Scheduled service and maintenance of equipment.

Non-routine Assessments:

Immediate investigation of incidents to identify root causes and re-assessment of process as may be necessary

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

Not Applicable

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

Not Applicable

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

**Including in the contract workforce*

Safety Incident/Number	Category	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees		Not Available
	Workers		Not Applicable
Total recordable work-related injuries	Employees		Not Available
	Workers		Not Applicable
No. of fatalities	Employees		Nil
	Workers		Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees		Nil
	Workers		Not Applicable

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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

- Corporate Safety guidelines and policies
- Asset's Safety Risk Assessment
- Employee Insurance & Medical Treatment
- Fire Alarm System, adequate Fire extinguishing equipment
- CCTV surveillance
- Proper hygiene and sanitisation facilities
- Occupational health and safety training for all employees
- System in place for injury and illness reporting
- Provision of medical treatment and/or compensation as per applicable laws

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

	FY 2024 (Current Financial Year)			FY 2023 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil		Nil	Nil	
Health & Safety	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	100.0%
Working Conditions	100.0%

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.

The Company and the Operators comply with the statutory provisions on health and safety and conduct e regular internal audits/inspections of all operational assets

Leadership Indicators

1 Does the entity extend any life insurance or any compensatory package in the event of death of

- (A) Employees (Y/N) - Yes
- (B) Workers (Y/N) – Not Applicable

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



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

- 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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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

No

- 5 Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil
Working Conditions	Nil

- 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.

Not Applicable

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.

Any entity or personnel, both internal or external, which contribute to the value creation of the Company is identified as key stakeholder. Stakeholders of the Company are broadly categorized as follows;

Internal: Shareholders, Employees

External: Customers, Operators, vendors, lenders, advisors, local communities

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (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	No	<ul style="list-style-type: none"> Quarterly investor calls Public and media announcements Investor presentations Conferences Press releases Stock exchange intimations Company website Ongoing meetings/ communication through social/electronic media Annual reports 	Quarterly results, quarterly earnings conference calls, and periodic meetings as and when required	<p>Purpose</p> <ul style="list-style-type: none"> Information transparency Building investor/ shareholder confidence Information transparency <p>Key topics</p> <ul style="list-style-type: none"> Summary Financials Macro Dynamics Growth drivers Upcoming developments
Customers	No	<ul style="list-style-type: none"> Direct feedback Survey and customer satisfaction assessment (through brand partners) Loyalty program Real-time social media engagement Periodic market research 	Ongoing	<p>Purpose</p> <ul style="list-style-type: none"> Understanding customer expectations and experiences to improve service delivery <p>Key Topics</p> <ul style="list-style-type: none"> Feedback on services availed Analysis of customer trends
Operators	No	<ul style="list-style-type: none"> Business meetings Regular communication 	Ongoing	<p>Purpose</p> <ul style="list-style-type: none"> Achievement of operating goals Avenues for creating efficiencies Growth opportunities <p>Key topics</p> <ul style="list-style-type: none"> Annual budgets Operational performance Feedback on guest experience Staff retention and development Asset quality and maintenance



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	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
Employees	No	<ul style="list-style-type: none"> • Emails • Townhalls • Regular meetings • Timely internal and external reviews • Training • Company website, Portal, Notice Board, – Daily meetings and briefings 	Regular and ongoing	<p>Purpose</p> <ul style="list-style-type: none"> • Employee growth and performance • Improving collaborative conduct • Sustainability initiatives • Increased awareness of governance requirements <p>Key topics</p> <ul style="list-style-type: none"> • Performance feedback • Training and development • Suggestions for improvement • Rewards & Recognitions • Festival celebration. • Health, Safety and Well-Being
Vendors	No	<ul style="list-style-type: none"> • Business meetings • Supplier feedback surveys – Robust on-boarding process and maintenance of open communication channels through all means 	Ongoing	<p>Purpose</p> <ul style="list-style-type: none"> • Continued and sustainable relationships to ensure efficiency, quality and reliability <p>Key topics</p> <ul style="list-style-type: none"> • Quality of products and services • Transparency in procurement • Discovery of competitive pricing • Adherence to applicable laws
Local Communities	No	<ul style="list-style-type: none"> • Direct Communication, • CSR activities • Local newspapers • Website and social media outreach 	Ongoing	<p>Purpose</p> <ul style="list-style-type: none"> • Community development • Local procurement <p>Key topics</p> <ul style="list-style-type: none"> • Environment and Social Impact • Sustainable Sourcing • Skill development

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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.**

Stakeholder consultation includes feedback collection, meetings, social media interactions and vendor communication. Feedback is compiled and reported periodically through structured channels for informed decision-making.

- 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, feedback and inputs from all stakeholders' are taken into consideration for identification, assessment, and management of risks. This helps to ensure that the risk management process is inclusive and that all perspectives are considered. Initiatives such as "Learning Fridays", placement of collateral on environment related issues in guest rooms etc. are results of feedback from stakeholders.

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

Hotels based on their location regularly engage with local communities to explore synergies for sustainable development.

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 2024 (Current Financial Year)			FY 2023 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	2,607	2,607	100.0%	2,493	2,493	100.0%
Other than permanent	631	631	100.0%	667	667	100.0%
Total Employees	3,238	3,238	100.0%	3,160	3,160	100.0%
Workers						
Permanent	Not Applicable					
Other than permanent						
Total Workers						

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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

Category	FY 2024 (Current Financial Year)					FY 2023 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	2,622	1,505	57.4%	1,117	42.6%	2,503	1,560	62.3%	943	37.7%
Male	2,177	1,215	55.8%	962	44.2%	2,126	1,301	61.2%	825	38.8%
Female	445	290	65.1%	155	34.9%	377	259	68.7%	118	31.3%
Other than Permanent	616	566	91.9%	50	8.1%	657	617	93.9%	40	6.1%
Male	583	532	91.4%	50	8.6%	607	567	93.4%	40	6.6%
Female	34	34	100.0%	0	0.0%	50	50	100.0%	0	0.0%
Workers										
Permanent	Not Applicable									
Male										
Female										
Other than Permanent										
Male										
Female										

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	1	89,288,298	0	Not Applicable
Key Managerial Personnel	3	39,518,784	1	15,586,917
Employees other than BoD and KMP	3,548	184,469	746	149,130
Workers	Not Applicable			

Note

For Board of Directors (BoD) - sitting fees of BoD is considered

Key Managerial Personnel and Senior Management - Mr. Ashish Jakhanwala – Chairman, Managing Director (MD), and Chief Executive Officer (CEO), Mr. Rajat Mehra Chief Financial Officer (CFO), Mr. Gyana Das Executive Vice President and Head of Investment, Ms. Tanya Chakravarty General Counsel and Mr. Sanjay Jain Senior Director Corporate Affairs, Company Secretary and Compliance Officer

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)
b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	14.4%	16.6%

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, there are ICCs (Internal Complaint Committee) at various levels which caters to the complaints related to POSH. Additionally, relevant HR managers and senior members of the management remain focal points for all issues relating to human rights.

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

- Establishment of ICC and Grievance Redressal Committees as applicable
- Hotels have drop boxes for any complaints
- Whistle-blower policy
- Robust training and awareness programmes
- Promoting free and fair communication at all levels
- Maintaining confidentiality of complaints

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

	FY 2024 (Current Financial Year)			FY 2023 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	7	0	Not Applicable	0	0	Not Applicable
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

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

	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	7	Nil
Complaints on POSH as a % of female employees / workers	1.6%	Nil
Complaints on POSH upheld	7	Nil



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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

- Corporate office and Brand Operators have dedicated policy on the Prevention of Sexual Harassment (POSH policy) mechanism with relevant committee and reporting structure in place
- All complaints are mandated to be confidential
- Regular meeting / training Informing are conducted to sensitise the staff on handling such complaints in a fair and sensitive manner
- Ensuring relevant function head and HR managers as applicable are approachable in case of any grievances
- Whistle-blower and other related policies as cited above allow for open communication and protection of complainants

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

Yes, human rights are the foundation based on which many key policies and contractual provisions have been created by the Company as well all of its operating partners.

10 Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100.0%
Forced/involuntary labour	100.0%
Sexual harassment	100.0%
Discrimination at workplace	100.0%
Wages	100.0%
Others – please specify	

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

Not Applicable

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 specific Human Rights related Due Diligence was conducted however diligences are routinely conducted in respect of compliance of all applicable laws including labour welfare laws.

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

Yes, all our locations have been designed in a way that every individual with disabilities can utilize shared facilities without encountering any barriers as per the requirements of the Rights of Persons with Disabilities Act, 2016

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)**4 Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Nil
Discrimination at workplace	Nil
Child Labour	Nil
Forced/Involuntary Labour	Nil
Wages	Nil
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.

Not Applicable

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 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
From renewable sources (In GJ)		
Total electricity consumption (A)	38,160	27,239
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	2,457	295
Total energy consumed from renewable sources (A+B+C)	40,618	27,534
From non-renewable sources (In GJ)		
Total electricity consumption (D)	218,317	141,905
Total fuel consumption (E)	83,165	71,452
Energy consumption through other sources (F)	1,871	1,506
Total energy consumed from non-renewable sources (D+E+F)	303,353	214,863
Total energy consumed (A+B+C+D+E+F)	343,971	242,397
Energy intensity per rupee of turnover (Total energy consumption in GJ/Revenue from operations in `)	0.27	0.24

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

No

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

Not Applicable



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	69,506	84,129
(ii) Groundwater	205,122	224,366
(iii) Third party water	401,487	354,595
(iv) Seawater / desalinated water	-	-
(v) Others	14,305	11,362
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	690,420	674,452
Total volume of water consumption (in kilolitres)	690,420	674,452
Water intensity per rupee of turnover (Water consumed in kilolitres / Revenue from operations in `)	0.13	0.10

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 Provide the following details related to water discharged:

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		Nil
No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater		Nil
No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater		Nil
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		Nil
No treatment		
With treatment – please specify level of treatment		
(v) Others	621,378	607,007
No treatment		Nil
With treatment – please specify level of treatment	621,378 (With Tertiary & MBBR in STP)	607,007 (With Tertiary & MBBR in STP)
Total water discharged (in kilolitres)	621,378	607,007

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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

All our assets have tertiary-level sewage and wastewater treatment plants installed which convert 100.0% of wastewater produced onsite into reusable water. The final stage of such water treatment process ends with ozonization and UV treatment post sand bed filtration, softening, and chlorination.

The treated water is virtually free from microorganisms and non-biodegradable pollutants and is used for irrigation, periphery cleaning, basement floor washing, WC flush & horticulture. Regular tests from NABL-accredited labs are conducted to ensure that the treated water parameters consistently meet the requirements as prescribed by central and state pollution control board.

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

Parameter	Please specify unit	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
NOx	µg/m ³	386.5	376.4
SOx	µg/m ³	276.1	265.4
Particulate matter (PM)	µg/m ³	787.8	819.2
Persistent organic pollutants (POP)	µg/m ³	0.6	0.6
Volatile organic compounds (VOC)	µg/m ³	13.6	14.3
Hazardous air pollutants (HAP)	µg/m ³	-	-
Others – please specify	µg/m ³	28.5	29.4

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.

Yes, NABL-accredited labs

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

Parameter	Unit	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	Not Applicable	
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent		
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)			
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)			
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			



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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

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

Yes. SAMHI strives to reduce energy consumption through improved technology, practices, and efficiency. SAMHI has partnered with Zenatrix to monitor and put energy efficient installations like switching to LED lights, infrastructure upgrades such as installing VFDs on high power motors, exhaust fans, cooling tower fans, and insulation of hot water lines, etc.

- Increasing our share of renewable energy through Solar PV and FPC plants
- Installing EV chargers in hotels
- Exploring the possibility of going for carbon offsets to further mitigate the adverse effects of emissions from our operations
- Retrofitting DG sets with emission control devices to reduce NOx and PM emissions
- Heat reflective painting on the terrace.
- Installation of motion sensors in all public areas.
- Reducing water consumption through modern low-flow faucets and shower heads
- Installation of heat recovery wheels on building exhaust

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

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)		Not Available
E-waste (B)		Not Available
Bio-medical waste (C)		Not Applicable
Construction and demolition waste (D)		Not Available
Battery waste (E)		Not Available
Radioactive waste (F)		Not Applicable
Other Hazardous waste. Please specify, if any. (G)		Not Available
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		Not Available
Total (A+B + C + D + E + F + G + H)		
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)		
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)		Not Available
Waste intensity in terms of physical output		
Waste intensity (optional) – the relevant metric may be selected by the entity		
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		
(ii) Re-used		
(iii) Other recovery operations		Not Available
Total		

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Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	Not Available	
(ii) Landfilling		
(iii) Other disposal operations		
Total		

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

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

- Recycling E-waste and other hazardous waste through authorized waste recyclers
- Recycling 100.0% of its wet waste through Organic Waste Converters (OWC)
- Setting up a water bottling plant to for replacing plastic water bottles with glass bottles
- Eliminate single-use items, or move to reusable or recyclable alternatives across the guest stay
- Minimize food going to waste through a "prevent, donate, divert" plan
- Procurement sustainable solutions by designing furniture fabric covers made from recycled plastic etc. from Carbon-neutral certified suppliers
- Hazardous waste like used Batteries, lube oil from DG sets/blowers, etc are always handed over to recyclers who are authorized by the central or state pollution control Board.

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

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

12 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
Not Applicable					



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

Yes

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

Leadership Indicators

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

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

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

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
(i) Surface water	Not Available	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment		
With treatment – please specify level of treatment		

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Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
(ii) Into Groundwater	Not Available	
No treatment		
With treatment – please specify level of treatment		
(iii) Into Seawater		
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify level of treatment		
(v) Others		
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

No

2 Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)		Not Applicable	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

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

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



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

- 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:**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Renewable Energy Use	SAMHI's commitment towards transition to renewable energy where feasible in accordance with applicable law	Reduced carbon footprint, environmental sustainability, and reduction in emissions. Also, cost savings
2	EV Charging Stations	The Company has installed 25 EV charging stations across 25 assets	Promoting sustainability and reducing emissions
3	Organic Waste Converter (OWC)	The Company has installed 15 OWC across 25 assets	Efficient waste management
4	Bottling Plant	Company has installed 03 bottling plants in their largest hotels	Reduction in use of plastic bottles
5	Smart Energy Initiatives	The Company has partnered with Zenatrix to monitor the energy sensors to evaluate the energy and water savings	Improved energy efficiency, and cost savings.
6	LED lighting	Energy efficient, long-lasting, eco friendly lighting solution	Reduction of Electricity Consumption and cost-saving
7	VFD (Variable Frequency Drive)	Energy efficiency, cost control, reduced environmental impact	Safety to the equipment and Electricity Consumption
8	STPs	Recycling and reuse of water.	Saving water usage by using the treated water for secondary systems
9	Heat Pump	Energy-efficient heating and cooling, reduced utility costs, environmental sustainability	lower energy consumption, reduced carbon emissions,
10	Reducing Single-use items (SUI)	The Company has committed to eliminating single-use items or moving to reusable or recyclable alternatives across the guest stay	Cost Reduction, Environmental sustainability

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

Yes. Company and each operator's, business continuity and disaster management plan contain policies and procedures designed to protect the guests, employees, and control damage to property and equipment.

Business Continuity Programs are composed of four key components, mainly: Emergency Response, Crisis Management, Disaster Recovery and Business Resumption. Regular training and awareness programmes are also conducted for the same.

These ensure documented procedures for emergency response, contingency operations, and post-disruption recovery that will facilitate the continuity of specific business processes, within expected recovery times, steps to mitigate damage and loss and mitigate the risk of the unavailability of critical resources. To ensure ongoing relevance and effectiveness, the plan undergoes regular review and updates every two years. The plan is reviewed and updated regularly to ensure it maintains its relevance and effectiveness.

- 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 impact has been reported by any value chain partner

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

Nil

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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	Associated chambers of commerce and Industry of India	National
2	CII	National
3	FHRAI	National
4	Poona Hoteliers Association	National
5	IATO	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 advocated	Method resorted 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
Not Applicable					

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
Not Applicable					



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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

Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In `)
Not Applicable					

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

The Operators have established mechanisms to receive and redress the grievances of the community. All grievances, suggestions, and feedback are received through emails / letters, direct communication etc. These communication channels are clearly listed out in relevant web pages as well. Through transparent communication and proactive engagement, we strive to ensure that the concerns of the community are heard and addressed effectively, fostering trust and collaboration for the betterment of our shared environment.

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

	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	Not Available	
Sourced directly from within the district and neighbouring districts		

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

Location	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Rural	0.0%	0.0%
Semi-Urban	0.0%	0.0%
Urban	3.0%	3.0%
Metropolitan	97.0%	97.0%

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 `)
Not Applicable			

- 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? – MSMEs and smaller local communities
- (c) What percentage of total procurement (by value) does it constitute? - Not Available

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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	Name of authority	Corrective action taken
Not Applicable		

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
Not Applicable			

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.

Various mediums have been made available to the customers to provide their feedback which include online platforms of the Operators, OTAs, third party review agencies like Tripadvisor, social media platforms etc.

Feedback is also sought in physical form for various services.

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
Safe and responsible usage	
Recycling and/or safe disposal	

3 Number of consumer complaints in respect of the following:

	FY 23 -24 (Current Financial Year)		Remarks	FY 22 – 23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	Not Applicable	0	0	Not Applicable
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other	0	0		0	0	



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING (CONTD.)

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? (Yes/No) If available, provide a web-link of the policy.

Yes, the Company is ISO 27001 certified, and all our Operators have comprehensive policies for data privacy in compliance with global parameters.

https://samhi.co.in/?page_id=11897

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

Not Applicable

7 Provide the following information relating to data breaches:

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

None

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

None

Leadership Indicators

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

All information on the services provided by the asset can be accessed on their respective websites and certain information is also available on social media platforms.

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

- Collaterals are placed in rooms to nudge customers to use products and services in a sustainable manner.
- Social media and other channels are used to spread awareness on these issues.

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

Please refer to response under Principal 6 on Disaster Recovery Mechanism

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:

Number of instances of data breaches None

Percentage of data breaches involving personally identifiable information of customers None

Impact, if any, of the data breaches None