

18th July 2023

The National Stock Exchange of India Limited Exchange Plaza, 5 th Floor Plot No. C/1, G Block Bandra Kurla Complex Bandra(E) Mumbai – 400 051. Code: EIHOTEL	BSE Limited Corporate Relationship Dept. 1 st Floor, New Trading Ring Rotunda Building Phiroze Jeejeebhoy Towers Dalal Street, Fort, Mumbai-400001 Code:500840
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SUB: SUBMISSION OF BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (“BRSR”) OF THE COMPANY FOR THE FINANCIAL YEAR 2022-23

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

Kindly take the above on your records.

Thanking you,

Yours faithfully,

For **EIH LIMITED**

LALIT KUMAR SHARMA
COMPANY SECRETARY



Business Responsibility and Sustainability Report

As humans, we all seek those fleeting moments of happiness that when reflected upon, can be woven into cherished memories and fill our hearts with hope for the future. A notion as simple as this and the zeal to bring such exquisite experiences to life led to the establishment of a revolutionary force in 1934 that has transformed the way guest experiences are delivered in the luxury hospitality domain. From a humble dream to a global sensation, the transcending journey of The Oberoi Group has left an indelible mark on the world's hospitality standards landscape.

With excellence that has been sustained over eight decades, our legacy is an incredible reflection of our resilience and the trust bestowed upon us by our valued guests. We have truly embodied the country's age-old philosophy that believes in placing our guests above all. Our undeterred faith in this ideology has led us to become synonymous with luxury, grandeur, comfort and unparalleled guest experience. As the finest brand in the global hospitality industry, we aim to be at the forefront and lead by example in the industry's transition to sustainability-led business strategy.

As a flagship member of The Oberoi Group, we at EIH Limited consider sustainability as one of our strategic priorities. We aim to foster a comprehensive understanding of our impact on the environment, society and the economy and leverage the finding to transform our growth imperatives.

As we embark on this journey, we are making conscious choices to foster a better future for our planet. To address the globally emerging environmental issues and lower our carbon footprint, we have deployed a green team

comprising department heads in every hotel. The team is entrusted with strategising and implementing innovative energy conservation and environmental preservation initiatives in our infrastructure and operations.

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

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

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

SECTION A – GENERAL DISCLOSURES

SECTION B – MANAGEMENT AND PROCESS DISCLOSURES

SECTION C – PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

SECTION A – GENERAL DISCLOSURES

Details

1. Corporate Identity Number (CIN) of the Listed Entity	L55101WB1949PLC017981
2. Name of the Company	EIH Limited
3. Year of incorporation	1949
4. Registered office address	4, Mangoe Lane, Kolkata, West Bengal - 700 001, India
5. Corporate address	7 Shamnath Marg, Delhi – 110 054, India
6. E-mail	isdho@oberoigroup.com
7. Telephone	+91-33-40002200, +91-11-23890505
8. Website	https://www.eihltd.com
9. Financial Year for which reporting is being done	FY 22-23 (April 1, 2022, to March 31, 2023)
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange India Limited (NSE)
11. Paid-up Capital	1,250.73 (₹ in million)
12. Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Name: Kallol Kundu Designation: Chief Financial Officer E-mail: isdho@oberoigroup.com Telephone No.: 011 23890505
13. Reporting boundary	The disclosures under this report are made on a consolidated basis unless otherwise stated. Note: The consolidated disclosures as presented in this report for the mentioned Financial Year i.e. FY 2022-23, encompasses the consolidation of both data and qualitative information for EIH Limited in totality. Therefore, it is essential to note that the disclosures made in this report also include the comprehensive qualitative and quantitative details of “The Oberoi Sahl Hasheesh” which maintains its records in accordance with the calendar year (January 1, 2022 - December 31, 2022).

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.	Hotel Services	Accommodation, Food & Beverage and Other Services provided by Hotel, Inns, Resorts, holiday homes, restaurants, caterers, etc.	97.73%
2.	Real estate activities	Renting of Investment Property	1.20%

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	47.04%
2.	Food and Beverages (Dining Services)	56101, 56301	36.11%
3.	Other Services (Revenue from shop license fee, management and marketing fee, laundry income, spa income, guest transfers income, membership fee, loyalty programme and other allied services)	74909, 47190, 79900, 96010, 96020, 96905, 49223	14.59%
4.	Renting of Investment Property	68100	1.20%

Operations

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

Location	Number of plants/units	Number of offices	Total
National	23 Nos. (9 directly owned and 14 managed luxury hotels) across 12 states in India 4 Flight Services and 1 Airport service unit 1 Café Restaurant	4 Nos.	32
International	6 Nos. (Luxury hotels) across 5 countries through wholly-owned subsidiaries and 1 Luxury Cruise.	3	10

* As a luxury hospitality company, EIH Limited does not maintain any plant facilities. Nonetheless, our reach extends far and wide, with an extensive network of luxury hotels and resorts spanning across multiple strategic locations in India and abroad. More details can be found on 13-17 page no. of our Integrated Report for FY 22-23.



Business Responsibility and Sustainability Report (Contd.)

LOCATIONS OF THE VARIOUS HOTELS AND OTHER BUSINESS UNITS

A. Hotels owned and operated by EIH Limited

- (i) The Oberoi, Mumbai
- (ii) The Oberoi Udaivilās, Udaipur
- (iii) The Oberoi, New Delhi
- (iv) The Oberoi Vanyavilās, Ranthambhore
- (v) The Oberoi, Bengaluru
- (vi) Trident, Nariman Point, Mumbai
- (vii) The Oberoi Grand, Kolkata
- (viii) Trident, Bandra Kurla, Mumbai
- (ix) Maidens Hotel, Delhi

B. Hotels in which EIH Limited has ownership interest directly or through a subsidiary/ associate and managed directly or through a subsidiary

- (i) The Oberoi Amarvilās, Agra
- (ii) Trident, Chennai
- (iii) The Oberoi Rajvilās, Jaipur
- (iv) Trident, Agra
- (v) Wildflower Hall, Shimla
- (vi) Trident, Jaipur
- (vii) Trident, Udaipur
- (viii) The Oberoi Cecil, Shimla

- (ix) Trident, Cochin
- (x) The Oberoi, Bali
- (xi) Trident, Bhubaneswar
- (xii) The Oberoi, Lombok
- (xiii) Trident, Hyderabad
- (xiv) The Oberoi, Mauritius
- (xv) The Oberoi Sahl Hasheesh, Egypt
- (xvi) The Oberoi Marrakech, Morocco

C. Hotels managed by EIH Limited or a Subsidiary

- (i) The Oberoi, Gurgaon
- (ii) Trident, Gurgaon
- (iii) The Oberoi Sukhvilās, Near Chandigarh
- (iv) The Oberoi, Al Zorah, Ajman (UAE)
- (v) The Oberoi, Zahra, Nile Cruise

D. Other Business Units owned and operated by EIH Limited

- (i) Oberoi Flight and Airport Services, Mumbai, Delhi, Chennai, Kolkata
- (ii) Business Aircraft Charters
- (iii) Cou-Cou (Café Restaurant)

Note: EIH Limited has strategic/substantial investments in hotels owned by subsidiary/associate companies. Overseas hotels are managed through a foreign subsidiary

17. Markets served by the entity: The Company caters to both national and international markets.

• Number of locations

EIH Limited is a leading luxury hospitality company catering to both national and international markets. Our unwavering pursuit of excellence and uncompromising commitment to quality have made us a trusted partner of choice, attracting discerning guests from every corner of the world. Our extensive network of strategically placed hotels and resorts has been instrumental in attracting diverse guests. As the market continues to evolve, we are committed to meeting the unique needs of our guests by foraying into new avenues

Locations	Number
National (No. of States)	23 Nos. (9 directly owned and 14 managed) luxury hotels, 4 Flight Services and 1 Airport service unit and 1 No. Premium Café Restaurant spread across 12 states in India
	<ul style="list-style-type: none"> <li style="width: 50%;">• Himachal Pradesh <li style="width: 50%;">• Maharashtra <li style="width: 50%;">• Punjab <li style="width: 50%;">• Karnataka <li style="width: 50%;">• Haryana <li style="width: 50%;">• Kerala <li style="width: 50%;">• Uttar Pradesh <li style="width: 50%;">• Odisha <li style="width: 50%;">• Rajasthan <li style="width: 50%;">• Telangana <li style="width: 50%;">• West Bengal <li style="width: 50%;">• Tamil Nadu

Locations	Number
International (No. of Countries)	7 Nos. (Luxury hotels) across 5 countries through wholly-owned subsidiaries <ul style="list-style-type: none"> • India • Morocco • Egypt • UAE • Mauritius • Indonesia

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

NA

Our total turnover doesn't include any export activities

• **A brief on types of customers:**

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

18. Details as at the end of Financial Year:

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	8,297	6,402	77.16%	1,895	22.84%
2.	Other than Permanent (E)	The workforce of EIH Limited does not constitute any employees under this category.				
3.	Total Employees (D+E)	8,297	6,402	77.16%	1,895	22.84%
Workers						
4.	Permanent (F)	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.				
5.	Other than Permanent (G)	3,534	** EIH Limited hires all other than permanent workers through external agencies. Our teams comprise a diverse mix of different genders, cultures, regions and social backgrounds. Since we have engaged with multiple external agencies to hire such workers, we have not been able to track this data for male and female workers separately. However, we aim to meet such requirements in our future disclosures.			
6.	Total Workers (F+G)	3,534				

• **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)	22	20	90.91%	2	9.09%
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total differently abled employees (D+E)	22	20	90.91%	2	9.09%
Differently abled Workers						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than permanent (G)	1	1	100%	0	0
6.	Total differently abled workers (F+G)	1	1	100%	0	0

* Employee and worker details of The Oberoi Sahl Hasheesh have been reported in accordance with the calendar year.



Business Responsibility and Sustainability Report (Contd.)

19. Participation/ Inclusion/ Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22%
Key Management Personnel	2	0	0%

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 23 (Turnover rate in current FY)			FY 22 (Turnover rate in previous FY)			FY 21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	39.62%	49.88%	40.96%	38%	54%	41%	25%	35%
Permanent Workers	The workforce of EIH Limited in India does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.								

*Turnover trends have been assessed for permanent employees whose base location is in India. Due to the disruption of numerous global economies amidst COVID, our hotels were not operational at various international locations, resulting in the unavailability of employee trends.

HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

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

S. No.	Name of the Holding/ Subsidiary/ Associate Companies/ Joint Ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at Column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)	
1.	Mumtaz Hotels Limited	Indian Subsidiaries which are also joint ventures	60%	Yes	
2.	Mashobra Resort Limited	Indian Subsidiaries which are also joint ventures	78.79%	Yes	
3.	Oberoi Kerala Hotels and Resorts Limited	Indian Subsidiaries which are also joint ventures	80%	Yes	
4.	EIH International Limited, BVI	Overseas Subsidiaries	100%	Overseas subsidiary companies are also encouraged to follow the Business Responsibility initiatives of the Company. However, these overseas subsidiaries adhere to their local regulatory and compliance requirements.	
5.	EIH Holdings Ltd., BVI		100%		
6.	PT Widja Putra Karya, Indonesia		70%		
7.	PT Waka Oberoi Indonesia, Indonesia		96.33%		
8.	PT Astina Graha Ubud, Indonesia		60%		
9.	EIH Associated Hotels Limited	Domestic Associate Companies	36.81%		Yes
10.	USmart Education Ltd.		25.10%		Yes
11.	La Roseaie De L'Atlas	Overseas Associate Company and also a Joint Venture	47.93%		Overseas associates adhere to their local regulatory and compliance requirements.
12.	Mercury Car Rentals Private Limited	Domestic Joint Venture	40%	Yes	
13.	Oberoi Mauritius Limited	Overseas Joint Venture	50%	Overseas JVs adhere to their local regulatory and compliance requirements.	
14.	Island Resort Limited (subsidiary of Oberoi Mauritius Limited)		46%		

CSR DETAILS

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

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

- Turnover (in ₹) : ₹ 2,096.41 (In crores)
- Net worth (in ₹) : ₹ 3,374.57 (In crores)

TRANSPARENCY AND DISCLOSURE COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	At EIH Limited, we take all our stakeholders' feedback and grievances seriously and address them with agility. Our stakeholders can directly report their concerns to our CSR partners or our employees, who promptly and effectively work toward addressing them or escalate them to the relevant appropriate authority within the organisation.			The Company does not have an established mechanism in place to record complaints received from the communities.			
Investors (other than shareholders)	To ensure effective communication and prompt resolution of any concerns raised by our investors and shareholders, our Company has developed a dedicated webpage that includes a comprehensive list of FAQs on investor services, request forms, details of correspondence addresses and information on how to raise complaints. In addition, shareholders can also raise a complaint through our dedicated portal for shareholder grievances, SCORE. The Company vigilantly manages an e-mail address, isdho@oberoigroup.com to provide assistance to shareholders.	11	0	NA	41	0	NA
Shareholders							
Employees and workers	We have a robust grievance mechanism, underpinned by policies such as whistleblower and POSH, enabling all our employees to put forth their concerns and seek redressal. The Company is committed to providing a workplace free of discrimination and harassment. We provide multiple channels to our employees to report such misconduct. To ensure that complaints of sexual harassment are addressed in a timely manner, an appropriate complaint mechanism has been put in place.	19	2	NA	6	0	NA



Business Responsibility and Sustainability Report (Contd.)

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	We are committed to sustaining our excellence through the loyalty of our customers. It is therefore of utmost importance to us to understand their concerns and offer effective solutions. Our customers can reach out to us through several communication channels like e-mail, telephone numbers, feedback forms, surveys, etc. We also engage on a real-time basis with our customers on social media for effective and quick resolution of their issues. Additionally, the Company relies on the "GQA – Guest Questionnaire" feedback process, which enables us to gather customer feedback and understand guest needs and experiences better.	-	0	In the reporting period, we encountered instances where guests requested the removal of their details from our database via e-mails. All such concerns were successfully resolved.	-	0	-
Value Chain Partners	Our Whistle-blower Policy extends to include our value chain partners and provides a mechanism to report any unethical behaviour, actual or suspected fraud and violation of the Company's Code of Conduct without any fear of retaliation, through distinct channels of communications.	Nil	Nil	-	Nil	Nil	-
Other (please specify)			NA				

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

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

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



Business Responsibility and Sustainability Report (Contd.)

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

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



Business Responsibility and Sustainability Report (Contd.)

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

S. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10	Risk and Crisis Management	Opportunity	At EIH Limited our vision for the future is guided by our proactive assessment of our external and internal risk and opportunities. Our Board maintains an oversight of all the emerging challenges and prospects through its risk management committee and takes strategic actions toward risk mitigation to ensure resilience and business continuity even in the face of disruption. A precautionary approach to risk management has been instrumental in propelling our growth forward throughout all these years.	-	Positive and Negative: A precautionary approach to risk mitigation ensures business continuity even in the face of adversity and serves as an invaluable tool in mitigating any contingent liabilities.
11.	Waste Management	Risk	At EIH Limited, we are aware of the environmental repercussions that may occur due to any negligence in waste handling. Inadequate waste disposal can cause habitat degradation, lead to pollution of air, water bodies and soil and pose serious health hazards to our employees and the communities.	Our waste handling and management system is guided by the 3R model-Reduce, Reuse and Recycle. We take conscious and responsible efforts toward waste management, which includes proper separation of dry and wet waste, refrigeration of wet waste to delay spoilage, recycling of plastic and other waste to the maximum extent possible, disposal of e-waste and other hazardous waste to government authorised vendors and recyclers.	Negative: Mishandling of waste may reflect negatively on our sustainability efforts, degrades the aesthetic appeal of our surrounding, directly impacting our relationship with our key stakeholders. Positive: Our efforts to recycling and reusing helps us fulfil our commitment to make judicious use of resources, thus being able to capitalise on cost optimisation.
12.	Impact on biodiversity and nearby communities	Risk	We acknowledge the possibility of accidental impact that our operations may have on the biodiversity and our nearby communities. Our occasional contribution to carbon emissions and reliance on natural resources such as water have potential environmental impact, affecting the biodiversity and local communities in the areas where we operate. Biodiversity acts as a natural and key force in combatting the adverse effects of climate change-one of the most pressing environmental issues. Additionally, the rich and distinctive landscapes and biological diversity in these regions is what captivates tourism, sustaining the longevity of our operations.	We ensure complete adherence with all the applicable statutory environmental regulations in our operations. All our construction and expansion projects are subject to granting of appropriate environmental consents by the regulated authorities, thus ensuring no adverse impacts.	Negative: Any adverse impact on the biodiversity and communities of the region where we have our operational presence may adversely impact our social license to operate. Positive: Our compliance to all the applicable environmental statutory requirements safeguards us against imposition of any legal/financial penalties associated with non-compliance.



Business Responsibility and Sustainability Report (Contd.)

S. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
13	Supply Chain Management	Risk	Because of the heightened public awareness of any negative environmental and social impact, sustainable supply chain management has become an integral aspect of business strategy. It can significantly affect the growth trajectory, thus also affecting the overall return for the shareholders.	We are working closely with our suppliers to contain our overall environmental and social impact. In our endeavour to create a responsible supply chain, we are prioritising sourcing from local suppliers. As laid out in our suppliers' contract, we encourage our suppliers to integrate sustainability across their business operation.	<p>Negative: Any disruption in the supply chain may hamper guests' services, reflecting adversely in our Financial Statements.</p> <p>Positive: Transition to a robust supply chain helps us build financial and operational resilience.</p>
14	Community Relations	Opportunity	Our social initiatives are aimed to support the underserved and unprivileged sections of the society. Our hotels continually work with and for the betterment of the local communities on various environmental and social initiatives. Thus, enabling us to forge strong relationships with the communities	-	<p>Positive and Negative: Forging strong relationship with the communities where we are present, grants us the societal license to operate and protects our brand image.</p>

SECTION B – MANAGEMENT AND PROCESS DISCLOSURES

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

S. No.	Principle Description	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
P1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable									
P2	Businesses should provide goods and services in a manner that is sustainable and safe									
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains									
P4	Businesses should respect the interests of and be responsive to all their stakeholders									
P5	Businesses should respect and promote human rights									
P6	Businesses should respect and make efforts to protect and restore the environment									
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent									
P8	Businesses should promote inclusive growth and equitable development									
P9	Businesses should engage with and provide value to their consumers in a responsible manner									
Disclosure Questions		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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b)	Has the policy been approved by the Board? (Yes/No)	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
				* Diversity and Inclusion Policy and Health, Safety and Environment Policy have been approved and implemented by the Group CHRO		* Diversity and Inclusion Policy have been approved and implemented by the Group CHRO	* Health, Safety and Environment Policy has been approved and implemented by the group CHRO			



Business Responsibility and Sustainability Report (Contd.)

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
c) Web-Link of the Policies, if available	Code of Conduct (Available on our intranet) <u>Whistle-blower Policy</u> <u>Related Party Transaction Policy</u> Code of Conduct for Prevention of Insider Trading <u>Risk Management Policy</u>	Supplier Code of Conduct	Code of Conduct (Available on our intranet) Diversity and Inclusion Policy Health, Safety and Environment Policy <u>Whistle-blower Policy</u> POSH	Stakeholder Engagement Policy	Code of Conduct (Available on our intranet) Diversity and Inclusion Policy	Health, Safety and Environment Policy <u>Risk Management Policy</u>	Public Policy Advocacy Policy	CSR Policy	Privacy Policy
2. Whether the entity has translated the policy into procedures. (Yes/No)	All the policies (other than those available on our intranet) have been hosted on this webpage https://www.eihltd.com/investors/corporate-governance/ Yes, all the policies have been translated into appropriate procedures within the organisation. A comprehensive disclosure of such procedures is available under respective principles in this report.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	At EIH Limited, we firmly believe that our success is closely tied to the success of our value chain partners. We, therefore, actively encourage our partners to adopt and implement our policies, which align with the steadfast principles of "Oberoi Dharma", thus demonstrating responsible conduct. Our Supplier's Agreement seeks acceptance of our value chain partners to abide by the Company's "Fundamental Code of Conduct", "Whistle-blower Policy" and "Data Protection and Privacy Policy".								
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	- FSSAI - - - - -								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	As we embark on our sustainability journey and intensify our efforts in monitoring our performance. We aim to expand our strategic vision by incorporating the crucial findings of our assessment to establish both aspirational and realistic goals. By doing so, we ensure that the organisation's efforts are aligned with our sustainability ambition and lead to tangible progress. We are actively working toward setting measurable goals and implementing effective mechanism to assess our performance against these goals and targets.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The details will be available in our Integrated Report for FY 2022-23.								

Governance, Leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

Please refer section on Performance Review at page no. 24-25 of the Integrated Report, FY 2022-23..

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (yes).

Name : Vikramjit Singh Oberoi
Designation: Managing Director
E-mail: isdho@oberoigroup.com
Tel: 011 23890505

9. Does the entity have a specified Committee of the Board/ Director responsible for decision-making on sustainability related issues? (Yes / No). If yes, provide details.

The Board of Directors of EIH Limited is responsible for determining the strategic direction of the Company and safeguarding the interest of all our stakeholders. ESG is viewed as one of the strategic priorities by the BODs. Our sustainability strategy involves proactively identifying ESG-related risks and opportunities, setting goals/targets and finally implementing policies-driven procedures to turn our commitments into actions. The Risk Management Committee of the Board closely monitors various environmental risks and opportunities. Further, to ensure implementation down the line, each Oberoi Hotel has a Green Team that comprises the Heads of Departments, who conceive and execute innovative ideas to conserve energy and protect the environment. The social initiatives of the Company are governed by the CSR Committee. Additionally, the Board has various committees in place to look after different aspects, policies and procedures covered under the larger umbrella of sustainability.

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	P	P	
Performance against above policies and follow up action	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	Yes, the policies of our Company are reviewed periodically or on a need basis by the Board and Committees of the Board. During this assessment, the efficacy of the policies is reviewed and necessary changes to policies and procedures are implemented.		
Compliance with statutory requirements of relevance to the principles and, rectification of any non-compliances	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	Being a responsible corporate, we ensure compliance with all the applicable laws and regulations. For the reporting year, we have not reported any non-compliance.		
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	The entity periodically carries out the assessment of various aspects covered in the policies internally through established mechanisms.		
12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P			
Questions	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9			
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA			
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA			
It is planned to be done in the next Financial Year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA			
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA			



Business Responsibility and Sustainability Report (Contd.)

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

Our enduring excellence is predicated on the bedrock of the trust and loyalty of our stakeholders. At EIH Limited, we remain undeterred in our commitment to strengthening the foundation of this relationship and protecting the interest of all stakeholders by demonstrating conduct that is responsible and ethical. The Company's resolve to uphold the highest standards of ethical business practices is sanctified in our fundamental Code of Conduct, "The Oberoi Dharma" and reinforced through our vision statement. Every year the Company's Directors, Key Managerial Personnel and Senior Management Personnel reaffirm their commitment to "The Oberoi Dharma" by providing a written confirmation.

The all-encompassing philosophy acts as a guiding force for our employees and collaborators to embody the values of integrity, honesty and accountability in their truest form while carrying out their roles and responsibilities. Adherence to these principles is achieved through the Code of Conduct which provides a comprehensive understanding of the implications of responsible conduct. Any deviation from the COC is treated as misconduct and strictly dealt with. Additionally, through our whistleblower policy, we encourage our employees to report any or all breaches of conduct without any fear of retaliation.

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held*	Topics/principles covered under the training and its impact**	% of persons in respective category covered by the awareness programmes
Board of directors			
Key managerial personnel			
Employees other than BoD and KMPs	1,742	We expect our employees to shoulder the responsibilities of realising the Company's sustainability vision. To augment the familiarity of our employees with the implications of responsible business conduct as per BRSR, EIH Limited invests significant time and resources into structuring and conducting training, awareness programmes and workshops for all its employees on an ongoing basis. The intent of such programmes is to accentuate on the need to exercise the values as enshrined in these principles while performing their respective duties. The coverage of such programmes includes aspects of the Code of Conduct, Health & Safety, Prevention of Sexual Harassment, Human Rights, Prohibition of Insider Trading, Anti-corruption, Anti-bribery, etc	68%
Workers			

*Covers employees whose base location is in India

**Overseas subsidiary companies are also encouraged to follow the Business Responsibility initiatives of the Company and conduct training and awareness programmes on National Guidelines of Responsible Business Conduct. However, these overseas subsidiaries adhere to their local regulatory and compliance requirements.

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:

NIL

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

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

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

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

Harnessing the guiding principles of fairness and accountability, the Company's Code of Conduct ensures compliance with all applicable laws and legal requirements including aspects of anti-bribery, anti-corruption, ethical approach to conflict of interest, etc. The scope of compliance is not restricted to the Indian regulatory landscape but extends to include any other country where the Company has a presence or business relationship with vendors or guests. Strict adherence to such legal requirements is enforced through our [Whistleblower Policy](#) which is binding on all employees, vendors and value chain partners, thus empowering these stakeholders to vigilantly escalate issues related to corruption and bribery without any fear of retaliation. All acts of gross misconduct are dealt with utmost severity under both Company policies and to the fullest extent of any applicable law.

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.

Not Applicable as there were no such cases.

Business Responsibility and Sustainability Report (Contd.)

LEADERSHIP INDICATORS

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

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

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

The Company has structured and implemented adequate policies and processes aimed at preventing and mitigating any conflict of interest involving the Board of Directors. The robust mechanism requires the members of the Board to furnish a comprehensive list of entities in which they hold an interest, at the beginning of every Financial Year and as and when there is any change in such interest.

To identify and deal with matters concerning conflict of interest, EIH Limited has also implemented a Related Party Transaction Policy. The policy articulates a comprehensive process of reviewal and approval of material-related party transactions, while carefully considering any potential or actual risk of conflict of interest that may arise because of entering into these transactions. The Audit Committee and the Board review this policy as and when required but at least every three years and propose amendments required to comply with the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations, 2015 ("Listing Regulations") and Companies Act, 2013("Act").

Principle 2:

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

As one of the forerunners in the realm of luxury hospitality in India, at EIH Limited our foremost objective is perfecting the experiences of our esteemed guests by curating bespoke stays that serve as a reflection of the grandeur lifestyle that our guests deserve and desire to espouse. However, as responsible enablers and architects of enhanced lifestyles, we aim to push the boundaries forward and advance the quality of life beyond our hotels by preserving the environment and uplifting the communities we operate in. We have evolved our strategic vision to encompass a commitment to environmental stewardship.

Environmental consciousness has become an inherent aspect of our business operations. We envision an organisation that is committed to the environment, using natural products and recycling items thus ensuring proper use of diminishing natural resources. To this end, we have incurred significant investment to integrate technologies and set up processes that can reduce our environmental footprint. We have also implemented measures to build a clear understanding of our environmental impact and track our progress on an ongoing basis.

ESSENTIAL INDICATORS

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

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	<p>At EIH Limited, we are proactively looking for Research and Development Opportunities that can result in the enhancement of the sustainability of our operational procedures. For FY22-23, we haven't separately tracked our R&D spend on ESG. However, we are striving to capitalise on research and development and closely monitor such expenditures.</p>		

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
Capex	2.65%	6.84%	In FY 23, we incurred capital expenditure on the installation of Sewage Treatment Plants (STP) and transition to renewable and efficient energy sources and technologies. In FY 22, we invested significant capital in the installation of STPs and the transition to renewable and efficient energy sources and technologies.

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

At EIH Limited, we firmly believe in fostering a culture of responsibility across our value chain. To ensure that our suppliers uphold the highest standards of quality, ethical and sustainable practices in their operations, we enlist such expectations in the Supplier’s Agreement. Our Supplier contract mandates adherence to various ESG parameters which are in line with the industry standards and the Company’s commitment to optimal use of diminishing natural resources. We seek the supplier’s acceptance of multiple social, ethical and environmental requirements, including but not limited to:

- All food and beverage sellers must confirm that their supplied products meet the Health Authorities/FSSAI Act’s standards.
- Suppliers of perishable food items shall ensure that their vehicles are clean and well-maintained. Additionally, samples of all new food items must undergo laboratory testing and meet other parameters before being approved by Hygiene & Quality Assurance Department. The vendor’s premises are also audited by the procurement teams.
- Suppliers of chemicals, soaps and similar items shall ensure that their packaging is proper, safe for storage and handling and manufactured as per the specifications. They must also submit PI & MSDS copies to this effect
- Suppliers of packaging material must ensure that they are of food-grade quality (certificate to be submitted to this effect) and sustainable for use in high temperatures.
- Suppliers of equipment/machines shall ensure that such assets are accompanied by safety measures guidelines of Do’s and Don’ts. Additionally, a technical person shall be arranged to assist with assembling/ installing the equipment and all users & cleaning staff must be imparted proper training before they use the asset.
- All vendors must get their delivery van checked for pollution at regular intervals.

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

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

We envision an organisation that is inherently sustainable in its operational efficiencies. In pursuit of this objective, we have adopted a judicious approach to resource procurement by embedding ESG parameters in our supplier’s agreement. We encourage all our suppliers to provide their acceptance of the ESG commitments as enlisted in their contract and additionally comply with the Company’s fundamental code of conduct, whistleblower policy and data privacy policy. This is further reinforced at the time of onboarding and while distribution of annual tenders wherever applicable.

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

Waste type	Waste management procedure in place
Plastic (including packaging)	We are a luxury hospitality company and do not manufacture or sell any products. However, we have waste management programmes in place for our own operations. Our approach to waste management is anchored by the 3R model - Reduce, Reuse and Recycle. Please refer to Principle 6, Essential Indicator, Question 9 for more details.
E-waste	
Hazardous waste	
Other waste (wastepaper and paper products)	

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

Not Applicable to us as we are not a manufacturing company

Business Responsibility and Sustainability Report (Contd.)

LEADERSHIP INDICATORS

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

NIC Code	Name of product/service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/Assessment was conducted	Whether conducted by an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No) If yes, provide the web-link.
As we embark on our sustainability journey we are looking forward to demystifying and adopting new and innovative ways to quantify our environmental footprint, establish a clear understanding of our ecological impact and thereupon identify practices to reduce the same. While EIH has not yet conducted a formal lifecycle assessment of its hospitality services, we are committed to transparent and holistic disclosures of our ecological impact.					

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

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

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

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

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

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

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

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

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

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

Principle 3:

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

At EIH Limited we are cognisant of our responsibility to foster a safe and secure environment for our employees and our guests, ensuring peace of mind and physical well-being. Safety is one of the quintessential aspects of our proposition and all our operational and business procedures are articulated with safety as the cornerstone.

To reinforce our uncompromising and unmatched commitment to safety, we impart regular training to our staff to alleviate the new scales in safety and security. Thriving on the collective efforts of our employees, our properties are meticulously upheld to the highest standards of safety and hygiene at all times. With our recent transition to internationally validated enhanced safety standards, we have set the bar even higher, setting a new precedent for excellence.

Our achievements also stand testimony to the undying commitment of our employees who perform their duties with utmost perfection. Their demeanor and professionalism serve as the true reflection of the values and the principles that we as a company abide by. We acknowledge their excellence and leave no stone unturned to foster a harmonious environment where they feel encouraged, included, respected and safe.

ESSENTIAL INDICATORS

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

Category	Total (A)	% of employees covered by									
		Health insurance*		Accident insurance*		Maternity benefits*		Paternity benefits*		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	6,402	6,316	98.66%	6,373	99.55%	-	-	5,645	88.18%	If and when requested for daycare facilities, we make suitable arrangements that meet the specific needs and schedules of our employees. This is provided either at the workplace or in collaboration with daycare partners	
Female	1,895	1,873	98.84%	1,894	99.95%	1,824	96.25%	-	-		
Total	8,297	8,189	98.70%	8,267	99.64%	1,824	21.98%	5,645	68.04%		
Other than Permanent employees											
Male	The workforce of EIH Limited does not constitute any employees under this category.										
Female											
Total											

*100% of employees based in India receive comprehensive employee benefits, including health insurance, accident insurance, maternity and paternity benefits, in accordance with the relevant statutory laws. All our employees outside India are eligible for such benefits as per their applicable law of the land.

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

Category	Total (A)	% of workers covered by									
		Health Insurance*		Accident Insurance*		Maternity Benefits*		Paternity Benefits*		Day care Facilities*	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.										
Female											
Total											
Other than Permanent workers											
Male	-										EIH Limited hires all the workers through external agencies. Our teams comprise a diverse mix of different genders, cultures, regions and social backgrounds. Since we have engaged with multiple external agencies to hire such workers, we have not been able to track this data for male and female workers separately. Nonetheless, we aim to meet such requirements in our future disclosures.
Female											
Total	3,534*	3453	97.71%	3453	97.71%						

* 100% of our workers whose base location is in India are provided health and accident insurance benefits through ESIC.



Business Responsibility and Sustainability Report (Contd.)

2. Details of retirement benefits.

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

* The above table encapsulates details of retirement benefits only for employees whose base location is in India. All other employees working outside India are eligible for retirement benefits as per their applicable laws of the land.

3. Accessibility of workplaces

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

At EIH Limited, our capacity-building strategy involves fostering a diverse workplace and providing equal and ample opportunities for growth to all our personnel by leveling the playing field. We recognise and celebrate the individuality of all our employees and leave no stone unturned to cater to the specific requirements of our diverse talent pool and instil a sense of belongingness. Inclusivity is an inherent and indispensable aspect of our operational efficiency. We continuously strive to ensure that all our facilities, technologies, information and privileges are accessible to all our employees, especially to people with disabilities. Our offices are substantially accessible to differently-abled employees and we are continuously working towards enhancing the accessibility by identifying gaps in the infrastructure if any. Our efforts are aligned with the requirements of the Rights of Persons with Disabilities Act, 2016 and involve initiatives focused on improving both physical (infrastructure) and digital communication accessibility such as the installation of wheelchair ramps, partnering with agencies/NGOs for sensitisation training and creation of Employee Resource Group (ERG).

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

At EIH Limited, we recognise our people as our key asset, a belief that transcends generations. We rely greatly on the competence and skills of our people to create unforgettable experiences for our guests and therefore our hiring processes are based purely on the merits of the candidates. We provide equal opportunity to all qualified candidates as we strongly believe in knowing and acknowledging people for who they are, beyond the constraints of social constructs such as gender, race, marital status, nationality, ethnic origin, sexual orientation, caste or religion and disability.

Our resolve to foster an organisational culture that nurtures excellence is purposed in our Diversity and Inclusion Policy and the Code of Conduct through structured guidelines on Equal Employment Opportunity and Non-Discrimination (in accordance with applicable local, state and national laws and regulations including the Right of Person with Disabilities Act, 2016). We have adopted a standard approach to all employment-related matters including but not limited to hiring, promotions and transfers which is rooted in promoting equal opportunities for all.

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

Gender	Permanent employees*		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	No male employees took paternity leave in the reporting period.		The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.	
Female	85%	85%		
Total	85%	85%		

*includes only employees whose base location is in India. Employees based out of international locations are provided paternity and maternity benefits as per their applicable laws of the land.

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

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

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

Category	FY 2022-23			FY 2021-22		
	Total employees/workers in the respective category (A)	No. of employees/workers in the respective category, who are part of the association(s) or Union (B)	% (B/A)	Total employees/workers in the respective category (C)	No. of employees/workers in the respective category, who are part of the association(s) or Union (D)	% (D/C)
Total permanent employees	8,297	1,362	16.42%	7,534	1,263	116.76%
Male	6,402	1,172	18.31%	6,005	1,158	19.28%
Female	1,895	190	10.03%	1,529	105	6.87%
Total permanent workers	EIH Limited has hired all its workers through external agencies and such hires fall under the category of temporary workers.					
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No.(F)	% (F / D)
Employees										
Male	6,402	2,227	34.79%	4,393	68.62%	6,005	3,272	54.49%	3,968	66.08%
Female	1,895	623	32.88%	1,528	80.63%	1,529	924	60.43%	1,198	78.35%
Total	8,297	2,850	34.35%	5,921	71.36%	7,534	4,196	55.69%	5,166	68.57%
Workers										
Male	3,534	*				2,572	*			
Female										
Total										

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



Business Responsibility and Sustainability Report (Contd.)

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	6,402	6,026	94.13%	6,005	5,661	94.27%
Female	1,895	1,747	92.19%	1,529	1,398	91.43%
Total	8,297	7,773	93.68%	7,534	7,059	93.70%
Workers						
Male	Performance appraisal and development reviews of temporary workers are conducted by their respective agencies.					
Female						
Total						

10. Health and safety management system:

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

We care for our employees and accord great importance to their safety and well-being. To ensure a safe and healthy workplace, we have integrated the industry's best practices and protocols that also comply with applicable statutory requirements. To protect our employees against any actual or potential occupational health hazard, we conduct regular training and awareness sessions on fire safety, evacuation drill, emergency management, first aid and the use of AED machines to equip them to cope with the risk of accidents, injuries and health issues better.

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

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

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

Employee health and safety is one of the strategic priorities for EIH Limited. We have adopted a comprehensive approach to occupational safety that involves identification of occupational health and safety risks for all existing/new/ modified activities, processes, services, including routine and non-routine activities and prioritisation basis their severity. We focus on risk mitigation through the implementation of various safety-related policies and procedures. To ensure adherence with these policies, we conduct diligent and systematic safety audits. Once the audit is completed, a detailed safety audit report is created and shared with all concerned functional heads. We have a stringent safety-audit mechanism that facilitates conducting safety audits at multiple levels throughout the year:

- Daily inspections are conducted by safety supervisors
- Monthly safety audits are conducted by Site Chief Security Officer (CSO)
- Quarterly Safety audit by General Manager
- Six Monthly Safety audit by Group CSO
- Third party safety audits on as required basis

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

Yes. EIH Limited has a robust process in place for employees/workers to report any work-related hazard and take precautionary actions to avoid the same. The Company has clear escalation procedures in place to ensure

that any safety concerns are addressed promptly. Additionally, there is a reward and recognition process for reporting unsafe practices and violations which encourages employees/workers to report such incidents without any fear of repercussions.

Before, starting any work there is a mandatory briefing and pre-work inspection conducted to ensure that employees/workers are aware of the potential hazards and are equipped with necessary safety gear. Furthermore, work is only allowed under supervision which ensures that workers are following all safety protocols. We also have penalty clause on vendors for non-compliance of safety protocols which further emphasises our commitment to ensuring safety.

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

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

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

Safety incident/number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	35	26
	Workers		
No. of fatalities	Employees	Nil	Nil
	Workers	1	Nil
High consequence work-related injury or ill-health (excluding fatali-ties)	Employees	Nil	Nil
	Workers	Nil	Nil

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

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

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

As a result of the successful implementation of our efficient health and safety procedures, we have reported zero complaints related to working conditions and health and safety. Our governance around aspects related to safety and health are focused on gauging suggestions and inputs from our employees and workers time to time and implementing them to ensure a safe working environment.

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

14. Assessments for the year:

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

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

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



Business Responsibility and Sustainability Report (Contd.)

LEADERSHIP INDICATORS

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

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

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

We encourage all our partners to comply with all the relevant legal and compliance requirements that are applicable to them as per jurisdiction. We have established a clear expectation of such conduct in our service agreement and Code of Conduct. To ensure that all statutory dues have been paid, we seek confirmations on a need basis. Additionally, payments are processed if only the authenticity of challans as furnished by the value chain partner is verified.

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

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

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

We are committed to supporting our employees in the journey beyond the organisation. To fulfill this commitment, we provide extensive upskilling and reskilling opportunities to all our employees through online and offline trainings and sessions. These trainings are centered around building new competencies, knowledge and skills to help our employees upgrade and stay ahead of the curve. These initiatives help our employees to imbibe future-ready skills, thus equipping them to stay relevant and continue employability post-retirement or termination.

5. Details on assessment of value chain partners:

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

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

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

Principle 4:

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

ESSENTIAL INDICATORS

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

To transform our sustainability aspirations into tangible actions, we have sought the collective strength of our stakeholders. At EIH Limited, we aim to progress in a manner that creates shared values for all. And, in our incessant pursuit of optimal outcome, the discerning selection of stakeholder with whom we engage assumes paramount importance. This is underpinned by a two-step approach of stakeholder identification and prioritisation of stakeholder that materially impact us or in turn affected by our operations. Please refer to page number 42-47 of the Integrated Report, FY 22-23 for a detailed insight into Stakeholder Engagement and Materiality Assessment.

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

EIH Limited has identified six key stakeholders:

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

Details of engagement with each of them has been covered in detail in Stakeholder Engagement and Materiality Assessment in page 42-43 of the Integrated Report, FY 22-23.

LEADERSHIP INDICATORS

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

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

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

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

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

The Company through its CSR initiatives is making continual efforts to extend our support to the vulnerable/ marginalised stakeholder groups. In our commitment to uplift the lives of the economically and socially disadvantaged, we have partnered with the SOS Children's Village to work for well-being and development of underprivileged kids by providing access to affordable education. Please refer to page no. 65 of our Integrated Report, FY 22-23 to gain a detailed insight into our CSR initiatives.



Business Responsibility and Sustainability Report (Contd.)

Principle 5:

Businesses should respect and promote human rights

ESSENTIAL INDICATORS

When it comes to social inclusivity, we at EIH Limited aim to embody an amplified presence in every aspect. Enshrined in the principles of "The Oberoi Dharma" we are inspired to treat people, within and beyond our organisation, with absolute respect and dignity. The underlying purpose of our people strategies is to promote and protect the fundamental rights of our employees and workers. We aim to engineer a workplace where our employees are encouraged to offer mutual respect and support for each other, adopt a lens of equality while engaging with peers and inculcate a humanitarian approach to all actions. These values are channelised through various processes and policies, including guidelines on equal employment opportunity, anti-discriminatory conduct, diversity and inclusion and vigil mechanism to report and seek redressal against any acts of discrimination and harassment. Our commitment to treating all our employees at par is reflected in every aspect of our employment practices. We have a zero-tolerance stance for discriminatory behaviour and acts of mental/physical abuse toward another employee. As highlighted in the COC, these acts are treated as gross misconduct and are subject to penal consequences.

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	8,297	1,143	13.78%	7,534	1,407	18.68%
Other than permanent	The workforce of EIH Limited does not constitute any employees under this category.					
Total employees	8,297	1,143	13.78%	7,534	1,407	18.68%
Workers						
Permanent	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.					
Other than permanent	3,534	-	-	2,572	-	-
Total workers	3,534	-	-	2,572	-	-

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

2. Details of minimum wages paid to employees and workers

All employees and workers were paid more than or equal to the minimum wage in FY 2023 and FY 2022, in accordance with the applicable regulatory requirements.

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	7,128	-	-	7,128	100%	6,560	-	-	6,560	100%
Male	5,511	-	-	5,511	100%	5,245	-	-	5,245	100%
Female	1,617	-	-	1,617	100%	1,315	-	-	1,315	100%
Other than permanent	The workforce of EIH Limited does not constitute any employees under this category.									
Male										
Female										
Total employees	7,128	-	-	7,128	100%	6,560	-	-	6,560	100%
Workers										
Permanent	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.									
Male										
Female										
Other than permanent	3,268	3,268	100%	-	-	2,432	2,432	100%	-	-

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Male	EIH Limited hires all the workers through external agencies. Our teams comprise a diverse mix of different genders, cultures, regions and social backgrounds. Since we have engaged with multiple external agencies to hire such workers, we have not been able to track this data for male and female workers separately. However, aim to meet such requirements in our future disclosures.									
Female										
Total workers	3,268	3,268	100%	-	-	2,432	2,432	100%	-	-

*This table includes details of employees and workers whose base location is in India. All other employees working outside India are paid wages as per their applicable laws of the land.

3. Details of remuneration/ salary/ wages

	*₹ in Lacs			
	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7	460.32	2	0
Key managerial personnel	2	156.70	0	0
Employees other than BoD and KMP	5,500	3.35	1,616	2.62
Workers	NA	NA	NA	NA

*This table includes details of employees whose base location is in India. All other employees working outside India are paid wages as per their applicable laws of the land.

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

Ms. Shailja Singh, Group Chief Human Resource Officer (CHRO) of the Company is responsible for overseeing all issues related to human rights.

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

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

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

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

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed During the year	Pending resolution at the end of year	Remarks
Sexual harassment	19	3	NA	6	0	NA
Discrimination at workplace	We reported zero complaints on issues concerning human rights, discrimination in workplace, child labour, forced labour, wages and any other issues related to human rights. To administer such complaints, we have a robust mechanism underpinned by the whistleblower policy that empowers our employees to voice their concerns without any fear of retaliation.					
Child labour						
Forced labour/Involuntary labour						
Wages						
Other human rights-related issues						



Business Responsibility and Sustainability Report (Contd.)

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

The organisation maintains a steadfast commitment to safeguarding employees who raise concerns regarding discrimination or harassment, ensuring the prevention of any form of retaliation or victimisation. Instances of such misconduct are met with zero tolerance and the Company remains resolute in taking appropriate disciplinary actions as per its policies.

It is crucial to note that any investigations into allegations of potential misconduct are conducted impartially and independently. They are not influenced by ongoing disciplinary or redundancy procedures involving the employee who reported the matter, nor do they exert influence on such procedures. The Company prioritises the maintenance of confidentiality throughout the investigatory process to protect the interests of all parties involved.

8. Do human rights requirements form part of your business agreements and contracts?

We believe working collaboratively with our value chain partners helps us fulfil our aspiration of enabling a just and equitable world. As a responsible organisation, we are committed to promoting human rights and embracing the principles of equality, dignity and respect across our value chain. We encourage all our value chain partners to lay equal emphasis on protecting the rights of all individuals. Our suppliers are required to comply with the Company's fundamental code of conduct, "The Oberoi Dharma" and the vendor's agreement that outline our expectation of ethical business conduct.

9. Assessments of the year

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

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

Not applicable

LEADERSHIP INDICATORS

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

EIH is committed to providing a harmonious work environment to all our employees and workers. We have a grievance redressal mechanism in place to promptly address any human rights grievances/complaints. **Please refer to Principle3, Essential Indicators, Ques 6 for more details.**

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

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

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

Our hotels and offices are carefully structured to cater to the unique needs and requirements of our guests and employees. To this end, we have undertaken distinctive measures to accommodate the diverse requirements of our guests and employees with disabilities and offer a stay that is characterised by exceptional comfort, convenience and accessibility. We also ensure that we comply with all the legal requirements related to inclusion of people

with disabilities such as the Rights of Persons with Disabilities Act, 2016. All our hotels and resorts are equipped to wholeheartedly extend our welcome to the differently abled through measures such as:

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

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

4. Details on assessment of value chain partners:

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

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

Not Applicable

Principle 6:

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

Note: For the current reporting period, qualitative and quantitative disclosures as made under this principle, i.e. Principle 6, Section C of the BRSR includes the consolidation of data and information for only those entities that are operating within the domestic territory and excludes all international entities. However, in our ongoing effort to transition to a comprehensive world of sustainable reporting, we aim to expand the scope of these disclosures by rigorously tracking these indicators for all international entities from the upcoming Financial Year and beyond.

The global temperature and energy concentration of greenhouse gases is shooting up every day, posing a significant threat to humanity, particularly the vulnerable sections of society. Climate change has resulted greatly in economies disrupting and loss of livelihood and the hospitality industry is not immune to the catastrophe of climate change. In fact, the hospitality industry has been particularly hard-hit by climate change, with extreme and unpredictable weather conditions leading to rising operational costs, significant reductions in tourism in certain destinations and emerging risks of damage to our heritage infrastructure due to the increased likelihood of natural disasters in many areas. While we are nimbly taking actions to mitigate the impact of such events on our business, we are also taking preventive measures to lower our environmental footprint through the effective utilisation of resources and energy conservation.

As proponents of green change, we at EIH Limited aim to do all that we can to conserve the environment and forge a better and greener future for our coming generations. As we embark on our journey toward sustainability, we are cognisant of the importance of taking responsibility for our own actions, the actions of our guests and that of our employees. Environmental consciousness is strategically woven into every aspect of our guest experience. We provide sustainable options to choose from during the stay, leaving notes on how simple actions such as avoiding changing bed linens can save water. By the end of the stay, we are proud to have instilled a more responsible attitude towards the planet in our guests. EIH Limited as a corporate citizen is committed to demonstrating a high standard of environmental protection, this is further enunciated in our Health Safety and Environment Policy.



Business Responsibility and Sustainability Report (Contd.)

ESSENTIAL INDICATORS

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

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	3,89,130 GJ*	3,18,069 GJ
Total fuel consumption (B)	2,74,677 GJ	2,26,043 GJ
Energy consumption through other sources	Nil	Nil
Total energy consumption (A+B+C)	6,63,807 GJ	5,44,112 GJ
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	233**	367
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

*Quantified in Giga Joules

**Turnover: FY 21-22 – INR 1483.65 (in crores), INR FY 22-23 – 2,850.28 (in crores)

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

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

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

The Oberoi Rajvilas, Trident Hyderabad and The Oberoi Amarvilas have been identified as designated consumers under PAT Cycle VI of the Performance, Achieve and Trade scheme of the Government of India. Additionally, Trident Nariman Point, Trident Bandra Kurla, The Oberoi Grand and The Oberoi Gurgaon were identified as designated consumers under PAT Cycle IV. Through effective implementation of energy efficiency measures the hotels are actively working toward achieving their energy-saving target.

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Groundwater	3,86,555 KL	3,50,695 KL
(iii) Third-party water (municipal water supplies)	9,00,435 KL	7,38,194 KL
(iv) Seawater/desalinated water	Nil	Nil
(v) Others	9,11,459 KL	7,04,288 KL
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	21,98,449 KL	17,93,177 KL
Total volume of water consumption (in kilolitres)	18,68,310 KL	15,27,891KL
Water intensity per rupee of turnover (water consumed/turnover)	771*	1209
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

**Turnover: FY 21-22 – INR 1,483.65 (in crores), INR FY 22-23 – 2,850.28 (in crores).

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

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

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

Water is one of the most vital resources sustaining life. The alarming rate at which water levels are depleting poses a significant threat to the future. As a part of our efforts to make judicious use of water in our operations, we have adopted a **Zero Discharge mechanism across 16 hotels and 2 airport and flight services units in our network**. To this end, we have installed advanced Sewage treatment plants and technologies facilitating the treatment of wastewater. All the recycled water is reused for the purposes of flushing, irrigation, HVAC, etc. Additionally, we are also actively working towards replacing our conventional treatment plants with advanced STP technologies. The details of hotels and airport and flight services units adopting the Zero Liquid Discharge mechanism have been enclosed in the table below:

Hotels

- The Oberoi Rajvilas
- Trident, Agra
- Trident, Jaipur
- Trident, Udaipur
- Trident, Bhubaneshwar
- The Oberoi Sukhvilas
- The Oberoi Gurgaon
- The Oberoi Udaivilas
- The Oberoi Vanyavilas
- Wildflower Hall
- The Oberoi Bangalore
- Trident Gurgaon
- Trident, Hyderabad
- Maidens Hotel
- The Oberoi Amarvilas
- The Oberoi New Delhi

Oberoi Airport and Flight Services Units in Kolkata and Delhi

Our other operational units are also largely equipped with adequate systems that ensure avoidance of discharge of untreated wastewater effluents thus enabling the reuse of recovered water to the maximum extent possible. The Oberoi Cecil discharges all its wastewater as per the local municipality's statutory requirements.

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

Parameter	Unit	FY 2022-23	FY 2021-22
Nox	mg/Nm ³	199	170
Sox	mg/Nm ³	42	42
Particulate matter (PM)	mg/Nm ³	76	73
Persistent organic pollutants (POP)	-	Nil	Nil
Volatile organic compounds (VOC)	mg/Nm ³	28	17
Hazardous air pollutants (HAP)	mg/Nm ³	90	77
Others – ozone-depleting substances (HCFC – 22 or R-22)		Nil	Nil

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

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	18,939 tCO ₂ e	15,152 tCO ₂ e
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	64,623 tCO ₂ e	59,242 tCO ₂ e
Total Scope 1 and Scope 2 emissions per rupee of turnover		29*	50
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, however, the Company plans to seek independent assessment/ evaluation/assurance of all our key non-financial indicators for the upcoming Financial Year and onwards.

*Turnover: FY 21-22 – INR 1483.65 (in crores), INR FY 22-23 – 2,850.28 (in crores).



Business Responsibility and Sustainability Report (Contd.)

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

As a leading organisation in the luxury hospitality industry, we aspire to lead by example when it comes to embracing eco-consciousness in business practices. Acknowledging our substantial reliance on energy sources to uphold the highest standards of service for our valued guests, we understand the significance of minimising our environmental impact.

Across our extensive network of 23 hotels and resorts, our operations encompass round-the-clock space conditioning, lighting, appliance usage, elevator functionality, powering kitchen and laundry equipment and more, all of which require a significant amount of energy. Guided by our commitment to eco-consciousness, we are dedicated to reducing our carbon footprint. To translate our energy conservation aspirations into tangible actions, we have integrated numerous environment-friendly measures and technologies into our infrastructure and operational practices.

Leveraging the benefits of green architecture:

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

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

Equipping our premises with energy-efficient technologies:

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

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

Transitioning to renewable energy sources:

We are making a shift toward renewable energy sources. In our endeavour to clean energy transition, we have been able to source approximately 12% of our electricity requirements from renewable sources such as solar, hydro and wind energy in FY 22-23.

Making a paradigm shift to renewable energy sources, we have installed solar panels in Trident Udaipur, Trident Agra, Trident Gurgaon and Oberoi Gurgaon. Consequently, Trident Udaipur and Trident Agra meet up to 60% and 25% of their electricity requirements from in-house solar plants respectively. Whereas Trident Gurgaon and Oberoi Gurgaon

meet approximately 90% of their electricity demand from solar energy. In addition to harnessing solar energy, Trident, Chennai predominantly relies on wind energy, meeting 95% of its electricity demands and Oberoi Cecil and Oberoi Wildflower, Shimla procure all of their electricity from state-owned hydroelectric power plants. The majority of our hotels are relying on renewable – non-renewable mix to fulfill their energy requirements. We aim to expand the use of clean energy sources to other hotels as well. To this end, we are in the process of installing a solar plant in Oberoi Rajvilas, which is expected to generate 30% of the total electricity requirement for the establishment.

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

With various energy conservation measures taken in FY 2022-23, we were able to reduce our total absolute energy consumption by about 3.4 million kWh in comparison to the pre-COVID period in FY 2019-20 when our hotels were operating at full occupancy. These energy savings resulted in the reduction of our carbon emissions by about 500 tonnes in comparison to the Financial Year 2019-20.

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)	298.15 MT	189.31 MT
E-waste (B)	9.94 MT	7.05 MT
Bio-medical waste (c)	10.98 MT	26.53 MT
Construction and demolition waste (D)	246.36 MT	451.81 MT
Battery waste (E)	6.00 MT	3.55 MT
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please speci-fy, if any. (G)	40.75 MT	33.99 MT
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by mate-rials relevant to the sector)	5,096.27 MT	3,481.05 MT
Total (A+B + C + D + E + F + G + H)	5,708.45 MT	4,193.28 MT
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	2,013.64 MT	1,578.38 MT
(ii) Re-used	80.75 MT	66.15 MT
(iii) Other recovery operations	Nil	Nil
Total	2,094.39 MT	1,644.53 MT
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0.94 MT	1 MT
(ii) Landfilling	354.03 MT	523.19 MT
(iii) Other disposal operations	3,259.10 MT	2,024.56 MT
Total	3,614.06 MT	2,548.75 MT

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

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

EIH Limited has implemented a comprehensive waste management programme that ensures optimal utilisation of material, resources, energy and finances. Our approach to waste management is anchored by the 3R model - Reduce, Reuse and Recycle.

Reduce: We have taken proactive measures to minimise waste generation across our properties. Significant initiatives include substituting plastic bags with eco-friendly alternatives, such as cloth bags for guest laundry services and biodegradable bags for garbage collection. Through the adoption of garbage incinerators, we have achieved a remarkable reduction in waste output. Leveraging technology, we have embraced paperless systems for check-in and check-out processes, resulting in substantial cost savings.



Business Responsibility and Sustainability Report (Contd.)

Reuse: We maximise the reuse of printed stationery, repurposing them as notepads, facsimile printouts and internal posters after appropriate screening and processing.

Recycle: Our recycling programmes encompass various initiatives. To harness organic waste, we have established compost pits within our hotels' expansive gardens, facilitating the reuse of organic matter. Our waste segregation practices ensure the proper separation of dry and wet waste. Wet waste, refrigerated to delay spoilage, is redirected to piggeries, while dry waste such as aluminum, paper and plastic is sold for recycling. E-waste is collected and dispatched to authorised recyclers for safe and responsible disposal. Furthermore, hazardous waste such as batteries and used oil from generators undergoes appropriate handling and disposal in adherence to legal regulations and guidelines.

We maintain a diligent focus on responsible waste segregation and disposal, ensuring that our waste management practices align with environmental standards and best practices. Furthering our initiatives in waste management, we have made significant investments into the installation of bottling plants in multiple hotels in this reporting period to eradicate the use of single use of plastic across our hotels.

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.
1	The Oberoi Vanyavilas, Ranthambore, Rajasthan	Hotel	Yes. Although the construction of Oberoi Vanyavilas, Ranthambore did not require Environmental Clearance as the build-up area is less than 20,000 sq mt nonetheless we applied for and were granted a NOC from the Ministry of Environment, Forest and Climate Change Regional Office (Central Region). Additionally, the construction was done as per the consent of the State Pollution Control Board.

11. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current Financial Year:

At EIH Limited, any new projects or expansion or modernisation of any existing projects are carried out if only environmental clearance has been accorded by the Central Government or the State Government which are subject to submission and approval of Environmental Impact Assessment Reports. However, in the reporting period, we have not undertaken any such projects.

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

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). If not, provide details of all such non-compliances:

Being a responsible corporate, we understand and fulfill our responsibility to adhere to all the environmental compliances and statutory norms that are applicable to us. In our commitment to adopting best practices that foster care and sensitivity towards natural resources and the environment, we view these practices beyond compliance. All our SOPs are in line with the laws of the land with reference to environmental protection and conservation. As and when required by the law we seek renewal of the consent to operate for our hotels under applicable regulations.

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

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	61,466 GJ	48,106 GJ
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources I	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	61,466 GJ	48,106 GJ
From non-renewable sources		
Total electricity consumption (D)	3,27,664 GJ	2,69,963 GJ
Total fuel consumption I	2,74,677 GJ	2,26,043 GJ
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	6,02,341 GJ	4,96,006 GJ

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

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To surface-water	Nil	Nil
- No treatment	NA	NA
- With treatment – please specify the level of treatment	NA	NA
(ii) To groundwater	Nil	Nil
- No treatment	NA	NA
- With treatment – please specify the level of treatment	NA	NA
(iii) To seawater	Nil	Nil
- No treatment	NA	NA
- With treatment – please specify the level of treatment	NA	NA
(iv) Sent to third-parties	23162 KL	20243 KL
- No treatment	23162 KL	20243 KL
- With treatment – please specify the level of treatment	Nil	Nil
(v) Others	306977 KL	245043 KL
- No treatment	Nil	Nil
- With treatment – please specify the level of treatment	306977 KL	245043 KL
Total water discharged (in kilolitres)	330139 KL	265286 KL

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

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

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

(a) Name of the area:

(i) Nature of operations:

(iii) Water withdrawal, consumption and discharge:

Not applicable as none of our facilities are located in water-stressed areas.



Business Responsibility and Sustainability Report (Contd.)

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

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

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

For the current reporting period and as per the current systems in place, we have focused on calculating Scope 1 and Scope 2 emissions. We aim to expand our disclosures to include Scope 3 emissions from the next FY and beyond

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 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	-	-
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.

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

We abide by all the environmental laws and statutory provisions applicable to us. We have adopted a preventive approach towards protection of biodiversity in the areas we operate. Although the construction of Oberoi Vanyavilas, Ranthambore did not require Environmental Clearance as the build-up area is less than 20,000 sq mt nonetheless we applied for and were granted a NOC from the Ministry of Environment, Forest and Climate Change Regional Office (Central Region). Additionally, the construction was done as per the consent of the State Pollution Control Board.

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

Please refer to **Principle 6, Question 9, Essential Indicators** and **ESG Approach: Environment** section of the Integrated Report for a detailed insight into such initiatives.

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

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

To foster business continuity, our Company has implemented a robust Enterprise Risk Management (ERM) policy. This policy serves as a guiding framework for the organisation to effectively navigate and address uncertainties inherent in our operations. By recognising and understanding the nature of these uncertainties, we aim to proactively identify potential risks and develop strategic solutions to mitigate their impact. Through the implementation of our ERM policy, we strive to enhance our ability to anticipate and respond to potential risks, ensuring the sustained success and stability of our organisation.

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

Delivering on our commitment to conduct business in the most sustainable manner, we continuously aim to build a more holistic understanding of the actual/potential impact that our business and supply chain has on the environment. We are cautious of any such adverse impacts and are dedicated to mitigating the same. For instance, we prioritise sourcing our inputs locally to reduce our adverse impact on the environment.

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

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

Principle 7:

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

The foundation of our organisation rests on the nation’s age-old philosophy that places our guests above all and treats them akin to our family members. Our faith in this ideology has propelled us to achieve all that we had aspired for. We, therefore, aim to leverage our expertise in a manner that benefits not only the organisation but the entire country. Capitalising on our extensive experience and profound insights accumulated over the course of eight decades in the hospitality industry, EIH Limited as a flagship member of the “Oberoi Group” is committed to raising the bar of India’s hospitality ecosystem to unprecedented heights. To realise this goal, we have forged strategic partnerships with affiliated industry and trade associations and actively participated in public policy dimensions to catalyse the growth trajectory of this industry. Our efforts lie in communicating and channelising the voice of industry to the regulatory bodies, through the associations we are members of in devising more pragmatic and inclusive policies and standards for the sector. We believe that participation and collaborations are key to more prosperous and sustainable growth for corporate like ours. Our vision for the industry is to progress in a manner that is inclusive, sustainable and benefits all stakeholders involved.

ESSENTIAL INDICATORS

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

Refer to the answer provided in part b .



Business Responsibility and Sustainability Report (Contd.)

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

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

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

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

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

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

LEADERSHIP INDICATORS

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

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes / No)	Frequency of review by board (Annually/ half yearly/ quarterly/ others - please specify)	Web-link, if available
1					
2					

Principle 8:

Businesses should promote inclusive growth and equitable development

At EIH Limited, we strongly believe in the inherent interconnectedness of businesses and society. Taking cognisance of the fact that they are inextricably linked, we understand that the well-being and progress of one significantly impacts the other. As such, we have resided in a holistic approach in our operations that empowers us to demystify the broader implications of our business decision and actions on society and the communities where we operate. We deeply embrace our responsibility to empower, uplift and make a difference in the lives of such individuals and communities. As catalysts of positive change, we seek to usher in transformative change fully capable of significantly enhancing the livelihood opportunities for the underserved and underrepresented, thereby fostering a future that is brighter and

more equitable. To this end, we have successfully undertaken and implemented Corporate Social Responsibility (CSR) projects, focused on promoting affordable and quality healthcare and education. We believe that these initiatives can help create sustainable communities. To ensure the effective implementation of these projects, the board of directors maintains an oversight of the Company's vision for advancing livelihood through the CSR Committee and by structuring and reviewing the guiding principles of our CSR Policy.

ESSENTIAL INDICATORS

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

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

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

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

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

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

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

Drawing on our long-standing commitment to set and achieve new precedents for responsibility. EIH Limited has collaborated with the SOS's Children's village, a non-governmental organisation to extend our contribution beyond the perimeters of the organisation. Our collaboration with our CSR partner is geared towards supporting the education and well-being of underprivileged children and we are proud to see our employees actively involved in these initiatives, forging meaningful relationships with the community we serve. At EIH Limited, we take all our stakeholders' feedback and grievances seriously and address them with agility. Our stakeholders can directly report their concerns to our CSR partners or our employees, who will promptly and effectively work toward addressing them or escalate them to the relevant appropriate authority within the organisation.

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

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

LEADERSHIP INDICATORS

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

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

Details of negative social impact identified	Corrective action taken
Not Applicable	



Business Responsibility and Sustainability Report (Contd.)

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

During the year the Company was not mandatorily required to spend towards CSR initiatives due to nil average net profits in the preceding three years.

S. No.	State	Aspirational district	Amount spent (In ₹)
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However, we have made a donation of INR 1.46 Crores and continued our support for underprivileged families and children through our collaboration with SOS Children's Village.

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

Refer to the answer provided in part c below.

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

Refer to the answer provided in part c below.

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

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

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

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

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

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

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

6. Details of beneficiaries of CSR projects:

S. No	CSR project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalised groups
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Principle 9:

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

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

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

ESSENTIAL INDICATORS

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

With a rich legacy spanning eight decades, our excellence is characterised by our commitment to go above and beyond to ensure guest satisfaction and forge trusted relationships with them. As one of the world’s finest luxury brands, we place substantial reliance on the invaluable feedback provided by our guests which acts as a guiding force to accelerate our growth trajectory. Every feedback is important to us and therefore, we have established seamless processes and procedures in place to systematically gather guest feedback and take prompt actions upon evaluation. We are committed to ensuring that our guest can reach us easily and conveniently at all times. To ensure seamless accessibility, we provide multiple channels for our guests to raise grievances and provide feedback including direct feedback practices, loyalty programmes, independently administered satisfaction surveys, e-mail, phone calls and social media platforms.

We are committed to promptly and effectively addressing any inquiries or issues that our guests may have, ensuring their utmost satisfaction. To ensure a comfortable stay, we entrust our capable employees with the responsibility of actively seeking feedback from our guests during and at the end of each stay. We demonstrate our genuine concern and care by proactively resolving any concerns raised. For matters requiring exceptional care, they are escalated to the General Manager of the respective hotels.

In order to leverage the priceless feedback that we receive, we have also implemented a designated guest feedback programme called the **“GQA- Guest Questionnaire Analysis”** feedback process. The programme is an exceptional initiative that enables us to get an in-depth understanding of our guest’s expectations, equipping us to enhance their experiences. For the past two decades, the Company has commissioned reputed independent third-party agencies to conduct anonymous mystery audits at each of our hotels to ensure established quality standards pertaining to both service and product are met. Our deep commitment to guest delight resonates deeply within our valued guests and has also been reflected through our **Net Promoter Score of 78% across our domestic hotels.**

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

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



Business Responsibility and Sustainability Report (Contd.)

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

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

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		

Not Applicable. We are a luxury hospitality company and are not involved in the manufacturing of any product

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

We want our services to be safe and secure for our users and to achieve this, we have embraced a stringent and transparent approach to how we collect, use and disclose information in our capacity as both data controllers and data processors. Our dedicated adherence to the applicable data privacy regulations is upheld through the integration of various obligations, industry-best practices and tools as delineated in our global [Privacy Policy](#), publicly available on our website.

We place significant emphasis on safeguarding the personal information entrusted to us by our users. To this end, we diligently implement appropriate security and employ technical controls to strengthen the robustness of our system. Access to the information is exclusively granted to a carefully selected cohort of authorised employees, trusted business partners, vendors and reputable third-party providers who operate in alignment with our robust security controls.

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

In our resolve to diligently safeguard the invaluable data and information of our users, we have deployed dedicated Data Protection Officers, conferred with the trust of taking expedient measures to address data privacy concerns.

Our users can at any time, contact our DPOs directly with all questions and suggestions concerning data protection by e-mailing at DPO@oberoigroup.com.

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

LEADERSHIP INDICATORS

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

All information on our services is publicly hosted on the corporate websites:

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

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

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

For any further inquiries, customers can also reach out to us at the contact details provided on our website or physically visit our hotels.

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

We stand at the forefront of the hospitality industry's transition to a more sustainable world and trust our guests to stand by our side while we embark on this transition. At EIH Limited we have intertwined various sustainable initiatives in our services, aimed at encouraging and educating our guests to embrace a more responsible lifestyle. We are dedicated to making our operations paperless by leveraging technology and offering our guests a 'hands-free' 'paper-free' experience through contactless registration, check-in, check-out and other transactions at our hotels. Some of the other key measures implemented by the Company in ensuring sustainable practices in our hotel operations include, encouraging guests to adopt environmentally conscious practices like optimised changing of bed linen and towels during their stay, using cloth bags instead of plastic bags for collecting and delivering guest laundry, dry cleaning and pressing, using Bio-degradable garbage bags, replacing plastic bottles with glass bottles, etc.

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

Being a responsible corporate, we believe it is our responsibility to keep our stakeholders informed of various advancements and changes in the status of our services or business. Any such instances that could cause inconvenience to our guests in case of disruption /discontinuation of services are communicated to our guests through notifications on our corporate websites or e-mails. Furthermore, we aim to address all queries consequent to the communication of such change.

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

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



Business Responsibility and Sustainability Report (Contd.)

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

Guest satisfaction is our foremost priority. Given the nature of our business, we actively seek and receive individual feedback from our guests and leverage the insights gathered for continuous improvement and increased satisfaction, loyalty and referrals from guests. Our pursuit of enhanced guest satisfaction is facilitated by the implementation of **"GQA – Guest Questionnaire Analysis"** feedback process, which help us stay up to date with change in customer demands and tailor our services accordingly. Further, the Company endeavours to make the most of our marketing channels as an opportunity to gauge the feedback and suggestion from various stakeholders. These channels encompass various avenues such as Direct & Foreign Tour Operator engagement, Meetings, Incentives, Conference & Exhibition (MICE) and ongoing engagement through Trident Privilege and Oberoi One guest recognition programmes. Please refer to question 1 for more details.

6. Provide the following information relating to data breaches:

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

Refer to answer provided in part b below

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

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

For and on behalf of the Board

Place: New Delhi

Date: May 22, 2023

Arjun Singh Oberoi

Executive Chairman

DIN:00052106

Vikramjit Singh Oberoi

Managing Director & CEO

DIN:00052104