

# Business Responsibility and Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### Details of the Listed Entity

1. Corporate Identity Number (CIN) of your Company	L45200MH1998PLC114818
2. Name of your Company	Oberoi Realty Limited ('We/the Company/ORL')
3. Year of incorporation	1998
4. Registered office address	Commerz, 3 <sup>rd</sup> Floor, International Business Park, Oberoi Garden City, Off Western Express Highway, Goregaon (East), Mumbai 400 063, India
5. Corporate address	Commerz, 3 <sup>rd</sup> Floor, International Business Park, Oberoi Garden City, Off Western Express Highway, Goregaon (East), Mumbai 400 063, India
6. E-mail	corporate@oberoirealty.com
7. Telephone	+91 22 66773333
8. Website	<a href="https://www.oberoirealty.com">https://www.oberoirealty.com</a>
9. Financial year for which reporting is being done	April 2022 - March 2023
10. Name of the stock exchange(s) where shares are listed	BSE Limited & National Stock Exchange of India Limited
11. Paid-up capital	₹ 36,360.22 Lakh
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the Business Responsibility and Sustainability Report	Name: Mr. Saumil Daru Designation: Director - Finance Telephone no.: +912266773333 Email ID: saumil.daru@oberoirealty.com
13. Reporting boundary	Consolidated

### Products/Services

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

Sr. No.	Description of main activity	Description of business activity	% of total Turnover Contributed
1.	Real Estate Development	Real Estate development	96.26%
2.	Hospitality	Hospitality	3.74%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover Contributed
1.	Construction of Buildings	4100	86.61%
2.	Renting of property	6810	8.56%

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

Sr. No.	Location	Number of plants	Number of offices	Total
1.	National	0	6	6

### Markets Served by the Entity

- Locations** – Mumbai, Maharashtra, India.
- Exports** – The Company does not export its products. However, service exports from hotel operations – Deemed Exports – contribute to approximately 3.5% of the total turnover.
- Customers** - The Company caters to a diverse range of customers including those who purchase residential apartments, as well as lessees and licensees of commercial and retail spaces. Additionally, we serve individuals who utilize hotel, food & beverage, and banqueting services.

## Employees

Details as on end of Financial Year of Total Workforce:

Company/unit Particulars		Total	Male		Female	
			Number	Percentage	Number	Percentage
ORL	Permanent Employees	934	733	78.48%	201	21.52%
	Other than Permanent Employees	10	5	50.00%	5	50.00%
	<b>Total Employees</b>	<b>944</b>	<b>738</b>	<b>78.18%</b>	<b>206</b>	<b>21.82%</b>
Westin MGC	Permanent Employees	366	313	85.50%	53	14.50%
	Other than Permanent Employees	0	0	0.00%	0	0.00%
	<b>Total Employees</b>	<b>366</b>	<b>313</b>	<b>85.50%</b>	<b>53</b>	<b>14.50%</b>

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

\*Employee data considered in this report is on consolidated basis

## Differently Abled Employees:

Company/unit Particulars		Total	Male		Female	
			Number	Percentage	Number	Percentage
ORL	Permanent Employees	1	1	100.00%	0	0.00%
	Other than Permanent Employees	0	0	0.00%	0	0.00%
	<b>Total Employees</b>	<b>1</b>	<b>1</b>	<b>100.00%</b>	<b>0</b>	<b>0.00%</b>
Westin MGC	Permanent Employees	3	3	100.00%	0	0.00%
	Other than Permanent Employees	0	0	0.00%	0	0.00%
	<b>Total Employees</b>	<b>3</b>	<b>3</b>	<b>100.00%</b>	<b>0</b>	<b>0.00%</b>

Note: Laborers employed through contractors and their subcontractors have been classified as workers. These workers are not on the direct payroll of the Company.

## Participation/Inclusion/Representation of Women:

Particulars	Total	Number	Percentage
Board of Directors	7	2	28.00%
Key Management Personnel (KMP)	1	0	0.00%

## Turnover Rate

### Employees

Company/Unit	2022-23			2021-22			2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>ORL</b>	24.00%	26.00%	24.00%	20.00%	26.00%	21.00%	35.00%	38.00%	35.00%
<b>Westin MGC</b>	56.00%	80.00%	60.00%	44.00%	46.00%	45.00%	53.00%	37.00%	56.00%

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

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

Names of holding/subsidiary/associate companies/joint ventures are as follows:

Sr. No.	Name of the Holding/Subsidiary/Associate/Companies/Joint Ventures (A)	Indicate whether the 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.	Oberoi Constructions Limited	Subsidiary	100.00%	Yes
2.	Oberoi Mall Limited	Subsidiary	100.00%	Yes
3.	Expressions Realty Private Limited	Subsidiary	100.00%	Yes
4.	Evenstar Hotels Private Limited	Subsidiary	100.00%	Yes
5.	Incline Realty Private Limited	Subsidiary	100.00%	Yes
6.	Integrus Realty Private Limited	Subsidiary	100.00%	No
7.	Sight Realty Private Limited	Subsidiary	100.00%	No
8.	Kingston Hospitality and Developers Private Limited	Subsidiary	100.00%	No
9.	Kingston Property Services Limited	Subsidiary	100.00%	Yes
10.	Perspective Realty Private Limited	Subsidiary	100.00%	No
11.	Encase Realty Private Limited	Subsidiary	100.00%	No
12.	Homexchange Private Limited	Joint Venture	47.50%	No
13.	I-Ven Realty Limited	Joint Venture	50.00%	No
14.	Sangamcity Township Private Limited	Joint Venture	31.70%	No

### CSR Details

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

(ii) **Turnover:** ₹ 4,19,258.18 Lakh

(iii) **Net Worth:** ₹ 12,20,989.96 Lakh

### Transparency and Disclosure Compliances

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

Sr. No	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
1.	Communities	No	0	0	-	0	0	-
2.	Investors & Shareholders	Yes – through the Company website	0	0	-	0	0	-
3.	Employees	Yes – internal mechanism	0	0	-	0	0	-

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Sr. No	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
4.	Customers – Residential Projects	Yes – Customer Relationship Managers are assigned on sale of property	446 <sup>1</sup>	0	-	361	1	-
	Customers – Commercial Assets	Yes – feedback/complaint forms are available at the helpdesk for customers and an online app – PAZO – for tenants of commercial assets	1609	1	-	1210	1	-
5.	Value Chain Partners	Yes – through emails	0	0	-	1 <sup>2</sup>	0	-

### Overview of the Entity's Material Responsible Business Conduct Issues

Material Issues	Risk/ Opportunity	Rationale for Identifying as Risk/ Opportunity	Management Approach, in case of Risk	Implications of the Risk or Opportunity (Negative/Positive)
Customer Satisfaction	Opportunity	At ORL, customer satisfaction is a top priority. We believe that providing a positive customer experience is essential for building long-term relationships and establishing a positive reputation. Satisfied customers are more likely to return for repeat business, refer others, and contribute to our growth. We actively seek feedback to identify areas for improvement to differentiate ourselves, build our brand, and drive business growth.		Positive
Product Quality and Safety	Opportunity	We invest heavily in quality control measures to exceed customer expectations and maintain their trust. We take a proactive approach to identifying and addressing any potential safety issues at our construction sites. We are committed to maintaining the highest standards of quality and safety to provide the best possible experience for our customers.		Positive

<sup>1</sup> In FY 2022-23, 9 customer complaints were converted into litigation and 6 customer litigations were closed within the stipulated timeline.

<sup>2</sup> This complaint was resolved by the Company in the stipulated timeline. However, in FY 2022-23, it was converted into a litigation and the same is pending resolution from concerned authorities.

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Material Issues	Risk/ Opportunity	Rationale for Identifying as Risk/ Opportunity	Management Approach, in case of Risk	Implications of the Risk or Opportunity (Negative/Positive)
Health and Safety Practices	Risk	Health and safety practices present significant risks to our business, which is why we place a high priority on compliance and continuous improvement. Non-compliance can result in injuries, damage to our reputation and legal and financial consequences. Therefore, we invest significant time and resources into implementing and maintaining robust health and safety practices, including regular training and risk assessments.	<ul style="list-style-type: none"> <li>Regularly assess our practices to identify and address any areas of non-compliance.</li> <li>Provide ongoing training to employees to ensure that they are aware of and comply with relevant regulations and standards.</li> <li>Implement regular inspections and audits to identify and address any potential hazards.</li> <li>Encourage open communication between employees and management to identify and address any concerns.</li> <li>Continuously monitor and improve our health and safety practices to ensure compliance and mitigate potential risks.</li> </ul>	Negative
Child Labour	Risk	Child labour is a significant risk area for our business. We maintain strict policies and procedures to prevent the use of child labour in our operations, including regular monitoring and audits of our suppliers. We view compliance as critical to protecting the well-being of children and mitigating potential legal and reputational consequences.	<ul style="list-style-type: none"> <li>We conduct regular monitoring and audits of our suppliers to ensure compliance and maintain ongoing communication and education with our employees and suppliers on this issue. Any non-compliance is addressed immediately with corrective action taken. We are committed to continuously improving our mitigation plan to ensure the well-being of children.</li> </ul>	Negative
Opportunities in Green Building	Opportunity	By incorporating sustainable design features and energy-efficient systems, we can reduce operating costs, improve occupant health and comfort, and enhance our brand reputation. Green buildings are in high demand from tenants and investors, making them a smart long-term investment. We believe that embracing green building practices will help us stand out in a competitive market and drive long-term success.		Positive
Water Management	Opportunity	Water management presents a significant opportunity for ORL. By reducing water consumption through efficient fixtures and systems, we can lower operating costs and demonstrate our commitment to sustainability. Effective water management can also help us avoid regulatory fines and enhance our reputation as a sustainable Company.		Positive

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<b>Material Issues</b>	<b>Risk/ Opportunity</b>	<b>Rationale for Identifying as Risk/ Opportunity</b>	<b>Management Approach, in case of Risk</b>	<b>Implications of the Risk or Opportunity (Negative/Positive)</b>
Bribery and Corruption	Risk	As a real estate Company, bribery and corruption can pose a significant risk to our reputation and financial stability. If we engage in unethical practices such as offering bribes to government officials or accepting kickbacks from contractors, we could face legal action, fines, and damage to our reputation. This could lead to a loss of trust from our clients and investors, and ultimately impact our business operations.	<ul style="list-style-type: none"> <li>To mitigate this risk, we implement strict anti-bribery and corruption policies and procedures, including training for our employees on ethical business practices. Regular audits and reviews of our financial transactions also help identify any potential red flags and ensure compliance with laws and regulations. By taking these steps, we protect the Company from the negative consequences of bribery and corruption.</li> </ul>	Negative
Data protection and privacy	Risk	As a real estate Company, data protection and privacy are critical concerns because of the sensitive nature of the information we handle. If our clients' personal and financial information were to be compromised, it could lead to reputational damage, loss of trust, and potential legal consequences.	<ul style="list-style-type: none"> <li>Establishing strict data protection policies and procedures to ensure the secure handling, storage, and transfer of data.</li> <li>Providing training and awareness programs for our employees to help them understand the importance of data protection and privacy.</li> <li>Conducting regular security audits and risk assessments to identify potential vulnerabilities and address them promptly.</li> <li>Partnering with reputable data security and privacy vendors to ensure that our systems and networks are protected from cyber threats.</li> <li>Implementing encryption and access control measures to prevent unauthorized access to sensitive data.</li> </ul>	Negative
Human Rights	Risk	Non-compliance with human rights principles exposes us to legal, reputational, and financial liabilities.	<ul style="list-style-type: none"> <li>We have incorporated human rights principles into our code of conduct. Our code of conduct outlines our commitment to respect human rights, our obligations, and the measures we undertake to mitigate human rights risks.</li> <li>To ensure compliance with our code of conduct, we have established a comprehensive due diligence process that assesses and monitors potential human rights risks. Additionally, we provide training to all our employees to raise awareness of human rights issues and our commitment to upholding them.</li> </ul>	Negative

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Material Issues	Risk/ Opportunity	Rationale for Identifying as Risk/ Opportunity	Management Approach, in case of Risk	Implications of the Risk or Opportunity (Negative/Positive)
Energy Management	Opportunity	At ORL, we believe that energy management presents a great opportunity for us to improve our bottom line while also positively impacting the environment. By implementing energy-efficient measures in our buildings, such as upgrading to LED lighting and installing energy-efficient HVAC systems, we can reduce our energy costs and improve our net operating income. Additionally, implementing renewable energy sources such as solar or wind power can provide long-term cost savings while reducing our carbon footprint. In today's market, tenants are increasingly looking for environmentally conscious buildings and energy-efficient features, and by offering these amenities, we can attract and retain tenants, enhance our reputation, and differentiate ourselves from our competition. Overall, energy management presents a win-win situation for us as a real estate Company, benefiting both our bottom line and the environment.		Positive

### SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Sr. No.	Principle Description	Reference of ORL Policies
<b>P1</b>	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.	<ul style="list-style-type: none"> <li>Code of Conduct (CoC)</li> <li>Anti-Bribery and Anti-Corruption Policy as a part of CoC</li> <li>Whistle-blower Policy</li> <li>Policy Framework on Business Responsibility</li> </ul>
<b>P2</b>	Businesses should provide goods and services in a manner that is sustainable and safe.	<ul style="list-style-type: none"> <li>Policy Framework on Business Responsibility</li> <li>Quality Policy</li> </ul>
<b>P3</b>	Businesses should respect and promote the well-being of all employees, including those in their value chains.	<ul style="list-style-type: none"> <li>Code of Conduct</li> <li>Whistle-blower Policy</li> <li>Nomination and Remuneration Policy</li> <li>Policy Framework on Business Responsibility</li> </ul>
<b>P4</b>	Businesses should respect the interests of and be responsive to all its stakeholders.	<ul style="list-style-type: none"> <li>Code of Conduct</li> <li>Corporate Social Responsibility Policy</li> <li>Policy Framework on Business Responsibility</li> <li>EHS Policy</li> <li>Human Rights Policy</li> </ul>
<b>P5</b>	Businesses should respect and promote human rights.	<ul style="list-style-type: none"> <li>Code of Conduct</li> <li>Policy Framework on Business Responsibility</li> <li>Whistle-blower Policy</li> </ul>

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Sr. No.	Principle Description	Reference of ORL Policies
P6	Businesses should respect and make efforts to protect and restore the environment.	<ul style="list-style-type: none"> <li>Policy Framework on Business Responsibility</li> <li>EHS Policy</li> </ul>
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	<ul style="list-style-type: none"> <li>Anti-Bribery and Anti-Corruption Policy as a part of CoC</li> <li>Policy Framework on Business Responsibility</li> <li>Policy on material events</li> <li>Policy on Related Party Transaction</li> </ul>
P8	Businesses should promote inclusive growth and equitable development.	<ul style="list-style-type: none"> <li>Corporate Social Responsibility Policy</li> <li>Policy Framework on Business Responsibility</li> </ul>
P9	Businesses should engage with and provide value to their consumers in a responsible manner.	<ul style="list-style-type: none"> <li>Code of Conduct</li> <li>Quality Policy</li> <li>Policy Framework on Business Responsibility</li> <li>Data leakage prevention policy</li> </ul>

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No).	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No).	Yes, the policies are approved by the Board and signed by the heads of the respective department responsible for the implementation of the policies.								
c. Web link of the policies, if available.	<a href="https://www.oberoirealty.com">https://www.oberoirealty.com</a> .								
2. Whether the entity has translated the policy into procedures. (Yes/No).	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners?	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle.	Leadership in Energy and Environmental Design (LEED) Certified .								

**5. Specific commitments, goals and targets set by the entity with defined timelines, if any, and performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.**

The Company has not made any specific commitments or established goals for FY 2022-23. The Company understands the importance of creating measurable objectives to guide its operations towards achieving its long-term aspirations. Consequently, it will continue to evaluate its performance and consider the feasibility of setting concrete commitments or goals in the future.

**6. Statement by Director responsible for the business responsibility and sustainability report, highlighting ESG related challenges, targets and achievements.**

As a leading entity in the Indian real estate sector, and recognizing our responsibility as a corporate citizen, we acknowledge that our growth and development must create value for all our stakeholders. Through our engagement with them, we have identified the need to extend our contribution beyond our fiduciary responsibilities and prioritize sustainable development.

To this end, we have established an Environment, Social & Governance (ESG) Steering Committee, which is headed by our Chairman & Managing Director, and comprises representatives from all major business functions. This committee has enabled us to integrate sustainability and critical ESG aspects into our operational approach.

At Oberoi Realty, we have implemented a transparent, accountable, and robust governance framework that enables us to deliver positive outcomes. We uphold our commitments through strong policies and processes, including our environment, health and safety (EHS) policy, procurement policy, employee engagement activities, and approach to project delivery. These policies



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have facilitated our success and established us as a “partner of choice” for our customers, employees, communities, and other stakeholders.

Our duty to protect the natural environment surrounding our projects drives our commitment to green design and construction. We prioritize energy efficiency and innovation in our projects to optimize resource utilization and minimize waste. Our efforts have included the implementation of sensor-based taps, water-efficient fittings, energy-efficient HVAC systems, on-site organic waste converters, and rainwater harvesting systems. Our commitment to sustainability has been recognized through the USGBC LEED Platinum Certification awarded to the Oberoi Mall, the first retail destination in India to receive this distinction. Most of our recent projects are LEED pre-certified, and we are actively pursuing certification for all our standing, owned and commercial assets.

### 7. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies.

Name: Mr. Saumil Daru

Designation: Director - Finance

Director Identification Number (DIN): 03533268

### 8. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability issues? If yes, provide details.

Yes, the Company has a specified ESG Steering Committee, that is responsible for decision making on sustainability related issues. The ESG Steering Committee comprises the Board Members and Senior Executives, who are responsible for overseeing the Company's Environmental, Social, and Governance (ESG) performance.

### 9. Details of Review of NGRBCs by your Company:

<b>Performance against policies and follow up action.</b>	Yes, The Board of Directors conducts annual review of the Company's performance in relation to policies, as well as the necessary follow-up actions.
<b>Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances.</b>	The Company maintains strict compliance with all statutory requirements. In the event of any material non-compliances, the Audit Committee and the Risk Management Committee are notified.

### 10. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? If yes, provide name of the agency.

No, the Company has not undertaken an independent assessment/evaluation of its policies by an external agency. Periodic internal audits are undertaken to ensure the effective working of all policies and strict alignment with internal protocols and guidelines.

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### SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

This section is aimed at helping companies demonstrate their performance in integrating the Principles and Core Elements of the National Guidelines on Responsible Business Conduct (NGRBC).

**Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

#### Essential Indicators

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

Category	Total Number of Training and Awareness Programmes held	Topics/Principles covered under the Training and its Impact	% Of Persons in a respective category covered by the Awareness Programmes
Board of Directors	8	<ul style="list-style-type: none"> <li>Code of Conduct</li> </ul>	100.00%
Key Managerial Personnel	8	<ul style="list-style-type: none"> <li>Anti-bribery and anti-corruption</li> <li>Insider Trading</li> <li>Prevention of Sexual Harassment</li> <li>Health and Safety</li> </ul>	100.00%
Employees other than BoD and KMP	7438	<ul style="list-style-type: none"> <li>Code of Conduct<sup>3</sup></li> <li>Insider Trading<sup>4</sup></li> <li>Prevention of Sexual Harassment<sup>5</sup></li> <li>Health and Safety</li> <li>Skill Upgradation</li> <li>Fire Drills</li> <li>Social Media</li> </ul>	100.00%
		ORL Philosophy - Vision, Mission, Values <sup>6</sup>	71.00%
Workers	Note: Laborers employed through contractors and their subcontractors have been classified as workers.		

#### 2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by Directors/KMPs) with regulators/law enforcement agencies/judicial institutions in the financial year.

There have been no instances of fines/penalties/compounding fee/settlement/imprisonment/punishment for FY 2022-23.

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

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.

The Company has a strict no tolerance approach to bribery and corruption. Enshrined in our Code of Conduct, applicable to all employees, Directors, and third-party agents associated with the Company, is our commitment and guidelines for ethical business conduct. All members of the Board and senior management personnel are mandated to provide an annual affirmation of the Code

<sup>3</sup> Conducted at the time of onboarding for all employees.

<sup>4</sup> E-learning available on Company intranet.

<sup>5</sup> E-learning available on Company intranet.

<sup>6</sup> This training was introduced last year, and the Company is training all employees in batches.

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of Conduct. Further, strict adherence is ensured with all local laws and regulations with respect to bribery and corruption.

Further details can be found here: [https://www.oberoirealty.com/pdf/Code\\_of\\_Conduct\\_Reg17.pdf](https://www.oberoirealty.com/pdf/Code_of_Conduct_Reg17.pdf).

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

There have been no charges of bribery or corruption against Directors/KMPs/employees/workers for FY 2022-23 and FY 2021-22.

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

There have been no complaints with regard to conflict of interest against Board of Directors or KMPs for FY 2022-23 and FY 2021-22.

### 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.

## Leadership Indicators

### 1. Processes in place to avoid/manage conflict of interests involving members of the Board.

The Company obtains annual declarations from the Board of Directors and Key Managerial Personnel (KMP) regarding their interests in any entities. This is to ensure that all requisite approvals mandated by the relevant statutes and the Company's policies are obtained prior to engaging in transactions with such entities or individuals.

Additionally, the Nomination & Remuneration Committee conducts a comprehensive assessment of potential conflict of interest scenarios when inducting new Directors to the Board. It is also noteworthy that Directors abstain from voting or participating in decision-making processes concerning matters where a conflict of interest exists or may arise.

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

### Essential Indicators

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

As a real estate sector Company, investment in research and development activities is not applicable, with respect to capital expenditure in specific technologies to improve the social and environmental impacts of our products.

Going forward, the Company aims to explore and prioritize investment opportunities that align with its commitment to sustainability and responsible business practices. This will involve a comprehensive assessment of its current operations, environmental footprint, and social impact, as well as identifying potential areas for improvement.

The Company recognizes the importance of investing in sustainable technologies and practices to drive long-term value and contribute positively to society and the environment. Thus, it remains committed to exploring innovative and effective solutions to enhance its environmental and social impact, while also delivering value to its stakeholders.

### 2. Does the entity have procedures in place for sustainable sourcing? (Yes/No). If yes, what percentage of inputs were sourced sustainably?

Enshrined in the Company's Procurement Policy is our commitment reduce the environmental impact of our goods and services through adopting procurement practices that are sustainable in nature. We also place a strong focus on promoting local procurement practices and encouraging engagement with suppliers in close proximity, thereby greatly contributing to overall community development as well. Such a focus also enables us to manage and reduce our carbon footprint from transportation.

### 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.

The Company is committed to minimizing waste and maximizing the reuse and recycling of materials. A robust waste management mechanism has been established for proper collection and disposal of all waste. We also undertake regular waste audits to identify and increase number of opportunities for waste reduction, reuse and recycling.

- Plastic waste is managed through a robust waste segregation program at all sites, office premises, residential buildings, and hotel business, which includes a dedicated bin for plastic waste. The collected waste is then sent to authorized recyclers for processing. Further, in order to reduce the use of plastic bottles, Westin MGC has installed an in-house glass water bottling plant to replace plastic bottles with glass bottles. Prior to installation of the plant, the average monthly consumption of plastic bottles amounted to 34,000. Since establishment of the plant, the average monthly consumption has reduced by 55% to 15,000 plastic bottles.
- Recognizing the importance of proper disposal of electronic waste and we have established tie-ups with authorized e-waste recyclers for safe and secure disposal of electronic waste. The Company also ensures that all electronic equipment used in its operations are properly maintained and serviced to prolong their lifespan.
- Hazardous waste generated at the Company's sites is stored in secure containers and is disposed of through authorized

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

waste disposal channels. At Westin MGC, safe disposal of kitchen oil and DG (diesel generator) oil is undertaken through certified vendors who specialize in the treatment of these oils.

- Other waste: We have implemented a robust waste segregation system within our premises. Our dedicated staff ensures that waste is appropriately separated into different categories based on its composition, such as recyclable materials, non-recyclable materials, organic waste, and hazardous waste. Once waste segregation is completed, we engage authorized agencies specialized in waste management for its safe disposal. These agencies adhere to strict regulations and protocols to ensure the proper treatment and disposal of waste in compliance with environmental guidelines.

At Westin MGC, waste bins with partitions for segregating recyclable and non-recyclable materials, including wet waste, food waste, cardboard, paper, and glass bottles are provided. All waste from guest rooms and public areas is collected in a designated garbage room. Within the garbage room, our diligent staff sorts the waste based on its material composition, distinguishing categories such as paper, plastic, glass, metal, compostable, and non-compostable items. All waste is then disposed of through authorised vendors.

We have also established On-Site Waste Converter (OWC) machines across our premises. This machine efficiently treats wet waste collected, transforming it into valuable and nutrient-rich manure, which can be used for various eco-friendly purposes. By adopting these waste management practices, we strive to minimize our environmental impact and contribute to a greener future.

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

Not Applicable.

### Leadership Indicators

- Has the entity conducted Life Cycle Perspective/ Assessments (LCA) for any of its products?**

The Company has not undertaken any Lifecycle Perspective/ Assessments for FY 2022-23.

- 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.**

Not Applicable.

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

The Company utilises recycled materials, such as recycled reinforcement steel, AAC blocks, fly ash, and GGBS, and excavated soil for land filling within the site premises. In addition to these, we also use recycled metals in equipment and supports, materials containing gypsum content, broken tiles and blocks, among others. Further, an in-house Re-bottling plant at Westin MGC, facilitates the complete reutilization of all glass bottles within the hotel, achieving a 100% re-use rate.

Company/ Unit	Indicate input material	Percentage of Recycled or re-used input material to total material	
		FY 2022-23	FY 2021-22
Westin MGC	Glass water bottles	100.00%	-
	Plastic Bottles	100.00%	100.00%
	Kitchen Oil/ DG Oil	100.00%	-

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

Not Applicable.

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

### Essential Indicators

- Details of measures for the well-being of employees and workers.**

The Company provides employees with a range of benefits to enhance their wellbeing and personal growth. All employees are supported with flexi leave benefits such as privileged leaves, flexi hours, sabbatical leave and blocked leave. Other benefits include food subsidies, birthday and marriage vouchers, reimbursement on mobile charges and discounts on purchase of ORL properties. Further, the Company also undertakes celebrations such as Women's Day, Diwali and Dusshera to provide employees with an opportunity to collaborate and deliver value.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

Category	Percentage of Employees Covered by								
	Total	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits	
<b>ORL</b>									
<b>Permanent Employees</b>									
		No	%	No	%	No	%	No	%
Male	733	733	100.00%	733	100.00%	NA	NA	733	100.00%
Female	201	201	100.00%	201	100.00%	201	100.00%	NA	NA
<b>Total</b>	<b>934</b>	<b>934</b>	<b>100.00%</b>	<b>934</b>	<b>100.00%</b>	<b>201</b>	<b>21.52%</b>	<b>733</b>	<b>78.48%</b>
<b>Other than Permanent Employees</b>									
Male	5	5	100.00%	5	100.00%	NA	NA	5	100.00%
Female	5	5	100.00%	5	100.00%	5	100.00%	NA	NA
<b>Total</b>	<b>10</b>	<b>10</b>	<b>100.00%</b>	<b>10</b>	<b>100.00%</b>	<b>5</b>	<b>50.00%</b>	<b>5</b>	<b>50.00%</b>
<b>Westin MGC</b>									
<b>Permanent Employees</b>									
Male	313	313	100.00%	313	100.00%	NA	NA	313	100.00%
Female	53	53	100.00%	53	100.00%	53	100.00%	NA	NA
<b>Total</b>	<b>366</b>	<b>366</b>	<b>100.00%</b>	<b>366</b>	<b>100.00%</b>	<b>53</b>	<b>14.05%</b>	<b>313</b>	<b>85.50%</b>

The Company's workers are those who have been employed through contractors and subcontractors at our construction sites. While these workers are not on our direct pay roll, we have implemented a comprehensive worker welfare program that includes regular health check-ups for workers every six months. Additionally, the Company provides various labour welfare facilities such as accommodation, food, recreation facilities, rest rooms, drinking water, toilets, and urinals, as well as health care facilities such as first aid services with qualified doctors and nurses, and emergency care services with ambulance facilities.

To ensure a healthy and safe work environment, the Company conducts regular pest control, fogging, and sanitization activities at its sites. The Company places a significant emphasis on recognizing and motivating its workers by providing safety awards and housekeeping competitions.

### 2. Details of retirement benefits.

Company/Unit	Benefits	FY 2022-23			FY 2021-22		
		No. of Employees Covered as a % of Total Employees	No. of Workers Covered as a % of Total Workers	Deducted and Deposited with the Authority (Y/N/N.A.)	No. of Employees Covered as a % of Total Employees	No. of Workers Covered as a % of Total Workers	Deducted and Deposited with the Authority (Y/N/N.A.)
ORL	PF	100.00%	NA	Y	100.00%	NA	Y
	Gratuity	100.00%	NA	Y	100.00%	NA	Y
	ESI	100.00%	NA	Y	100.00%	NA	Y
Westin MGC	PF	100.00%	NA	Y	100.00%	NA	Y
	Gratuity	100.00%	NA	Y	100.00%	NA	Y
	ESI	32.50%	NA	Y	38.00%	NA	Y

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

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

Yes, the Company's premises/offices are accessible to differently abled employees. These include accessible restrooms and ramps for differently abled employees.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

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

The Company's Code of Conduct affirms its dedication to providing equal opportunities and preventing discrimination in all stages of employment, such as recruitment, hiring, termination, and promotion. All employment decisions are based solely on an individual's qualifications and abilities, without regard to race, colour, religion, creed, caste, economic or social status, gender, nationality, citizenship, age, sexual orientation, physical disability, pregnancy, childbirth, marital status, medical condition, ancestry, language, or any other characteristic protected by applicable law. Additionally, the Company opposes any type of discrimination, whether direct or indirect, and includes all protected classes recognized by law. For further information, please refer to the ORL Code of Conduct at: [https://www.oberoirealty.com/pdf/Code\\_of\\_Conduct\\_Reg17.pdf](https://www.oberoirealty.com/pdf/Code_of_Conduct_Reg17.pdf)

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

Company/Unit	Permanent Employees		
	Gender	Return to Work Rate	Retention Rate
ORL	Male	100.00%	100.00%
	Female	100.00%	67.00%
	<b>Total</b>	<b>100.00%</b>	<b>75.00%</b>
Westin MGC	Male	0.00%	0.00%
	Female	100.00%	28.00%
	<b>Total</b>	<b>100.00%</b>	<b>28.00%</b>

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

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

The Company provides for various channels for our workforce to raise their grievances in a safe and confidential manner. All grievances are escalated to appropriate authorities for timely and effective resolution. Grievance redressal mechanisms include:

Whistle-blower - [whistleblower@oberoirealty.com](mailto:whistleblower@oberoirealty.com)

Prevention of Sexual Harassment (POSH) - [orl.posh@oberoirealty.com](mailto:orl.posh@oberoirealty.com)

HR Head - [head.hr@oberoirealty.com](mailto:head.hr@oberoirealty.com)

At Westin MGC, all employees are provided with access to a toll-free number for reporting grievances for timely redressal. Additionally, an Internal Complaints Committee has been formalised, dedicated to addressing any grievances that may arise. For vendors, Westin MGC offers a Business Ethics line where complaints can be recorded, regardless of the severity.

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

Company/ Unit	Category	FY 2022-23			FY 2021-22		
		Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	Percentage (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	Percentage (D/C)
Westin MGC	Male	150	150	100.00%	154	154	100.00%
	Female	28	28	100.00%	23	23	100.00%
	<b>Total</b>	<b>178</b>	<b>178</b>	<b>100.00%</b>	<b>177</b>	<b>177</b>	<b>100.00%</b>

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

### 8. Details of training given to employees and workers.

The Company prioritises ample and high-quality learning and development initiatives for enhanced professional growth for all employees. Our robust Learning Management System provides for focused training programmes for personal development and on-the-job skill building, enabling greater performance, thereby contributing to business growth. For FY 2022-23, we have achieved the following milestones, exemplifying our commitment to fostering growth and empowering our employees:

- 6,908 Total Learning Hours
- 974 Total Learners
- 5,073 Courses Completed
- 96 Classroom Training Sessions
- 6.9 Average Learning Hours Per Employee
- 7,438 Total Trainings
- 187 LMS Training Average Course Completed Per Employee
- 2,365 Classroom Learners

These achievements highlight the dedication of our workforce and the effectiveness of our learning programs in enhancing skills and knowledge. We are immensely proud of our collective success and remain committed to providing continued learning opportunities that drive personal and professional growth.

Company/ Unit	Category	FY 2022-23			FY 2021-22		
		Total (A)	Number (B)	Percentage (B/A)	Total (C)	Number (D)	Percentage (D/C)
ORL	<b>Health and Safety</b>						
	Male	947	581	61.35%	673	244	36.00%
	Female	257	175	68.00%	218	85	39.00%
	<b>Total</b>	<b>1,204<sup>7</sup></b>	<b>756</b>	<b>62.79%</b>	<b>891</b>	<b>329</b>	<b>37.00%</b>
	<b>Skill Upgradation</b>						
	Male	947	677	71.49%	673	530	79.00%
Female	257	191	74.32%	218	180	83.00%	
	<b>Total</b>	<b>1,204<sup>8</sup></b>	<b>868</b>	<b>72.09%</b>	<b>891</b>	<b>710</b>	<b>80.00%</b>
Westin MGC	<b>Health and Safety</b>						
	Male	313	313	100.00%	297	297	100.00%
	Female	53	53	100.00%	55	55	100.00%
	<b>Total</b>	<b>366</b>	<b>366</b>	<b>100.00%</b>	<b>352</b>	<b>352</b>	<b>100.00%</b>
	<b>Skill Upgradation</b>						
	Male	313	175	56.00%	297	220	74.00%
Female	53	30	57.00%	55	35	64.00%	
	<b>Total</b>	<b>366</b>	<b>205</b>	<b>56.00%</b>	<b>352</b>	<b>255</b>	<b>72.00%</b>

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

<sup>7</sup> The data reported for ORL refers to all employees who received training in the reporting year. This includes those employees who left the Company during the reporting year.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

### 9. Details of performance and career development reviews of employees and worker.

Company/ Unit	Category	FY 2022-23			FY 2021-22		
		Total (A)	Number (B)	Percentage (B/A)	Total (C)	Number (D)	Percentage (D/C)
ORL	Male				568	449	79.00%
	Female	The Company is yet to undertake performance appraisal for FY 2022-23.			178	123	69.10%
	<b>Total</b>				<b>746</b>	<b>572</b>	<b>76.60%</b>
Westin MGC	Male	313	195	62.00%	297	297	100.00%
	Female	53	26	49.00%	55	55	100.00%
	<b>Total</b>	<b>366</b>	<b>118</b>	<b>32.00%</b>	<b>352</b>	<b>352</b>	<b>100.00%</b>

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

### 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?

The Company places a high priority on maintaining a safe and healthy workplace environment for all of its employees. To uphold this commitment, we have established a Health and Safety management system. It sets out clear expectations and responsibilities for both employers and employees in ensuring occupational health and safety and provides a detailed roadmap for taking preventative measures.

Our comprehensive health and safety system covers a range of essential topics including work-related hazards, infection control practices, medical examinations, staff education on health and safety and healthcare privileges. We believe that by prioritizing the health and safety of our employees, we create a positive and productive work environment that benefits everyone involved.

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

The hazard identification and risk assessment process consist of three stages, involving both ORL and contractors. The following procedures are followed:

- Each contractor prepares a method statement and risk assessment, which is reviewed and approved by ORL for implementation.
- After conducting due diligence on site EHS requirements, the contractor submits their EHS Plan, which is then approved by ORL for implementation.
- Contractors are responsible for preparing a Monthly Inspection Schedule and conducting inspections of plant, machines, and workplace to identify hazards and take corrective actions.
- ORL staff also plan cross inspections through a Monthly Activity Plan, and any identified hazards are reported to the respective contractors through the BIM 360 App.
- The Central Safety Team conducts a Monthly EHS Audit of the site, generating a detailed report with an EHS Rating, which is submitted to Projects for corrective action.
- In addition, the Civil Contractor performs third-party safety audits and takes corrective actions.
- Mandatory Third-Party Inspections (TPI) are conducted every six months on all material lifting cranes, tools, tackles, pressure vessels, and passenger hoists, and corrective actions are completed as necessary.
- At Oberoi Mall, we prioritize safety through a systematic approach. We identify and assess hazards for both routine and non-routine activities. Effective control measures are implemented to mitigate risks. Job safety instructions and Standard Operating Procedures (SOPs) are meticulously prepared and prominently displayed at designated areas, ensuring a secure environment for all.
- At Westin MGC, we conduct Daily Rounds, providing regular updates and feedback. Our JSA Trainings enhance safety awareness, minimizing risks. Additionally, we offer New Joiner Orientations, ensuring seamless integration into our dynamic team.



## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

### c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.

As part of our commitment to maintaining a safe and secure work environment, we ensure that all workers are provided with comprehensive safety induction training, which includes daily toolbox talks and job safety training.

This training empowers our workers with the knowledge and skills necessary to identify potential hazards within their respective tasks and take swift corrective actions to mitigate risks. We firmly believe that by equipping our workers with the necessary tools and training, we can create a safer work environment that protects the well-being of our employees while ensuring maximum efficiency and productivity.

We have also implemented rigorous safety protocols and procedures that are strictly enforced to minimize risks and prevent accidents from occurring. Our safety culture is ingrained in every aspect of our operations, and we continuously strive to improve our safety practices to ensure the utmost protection for our workers.

At Oberoi Mall, we foster a culture of proactive safety measures. Our workers actively engage in safety inspections, reporting near misses, and providing valuable suggestions through our safety suggestion box. Regular safety committee meetings are held to discuss and address concerns, ensuring continuous improvement in our safety practices. Your well-being is our top priority.

### d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?

The Company strongly recognizes that the holistic well-being of all employees is crucial to achieving business success and growth aspirations. As such, we have adopted a people-focused approach that emphasizes employee well-being through regular consulting and training on physical health, mental health, and overall wellness.

In order to provide the right culture and prioritize employee well-being, the Company implements a robust Employee Assistance Program (EAP) in partnership with MediBuddy. Through this channel, our employees can avail 24\*7 tele-counselling confidential support throughout the year. This support is also extended to the family members of employees. The Company also undertakes face-to-face counselling wherever required. In addition, we also undertake dedicated online sessions on mental wellness to generate awareness and sensitize our employees.

We also have a fully equipped first aid centre manned by trained first aiders, ready to assist our employees in any situation. Additionally, we have a medical doctor available for consultation to provide our employees

with the necessary medical attention and support when needed.

At Oberoi Mall, to provide comprehensive medical support, we have a dedicated ambulance stationed on the premises with trained paramedic staff. They are available for consultations and assistance related to non-occupational medical needs.

At Westin MGC, we prioritize the well-being of our guests and employees. Our hotel provides convenient access to doctor services three times a week. Furthermore, we have established a valuable partnership with Sanjeevani Hospital, ensuring prompt and reliable medical assistance whenever needed.

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

Safety/Incident Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)		0.8	0
Total recordable work-related injuries	Employees	3	0
No. of fatalities		2	0
High consequence work-related injury or ill-health (excluding fatalities)		0	0

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

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

Our organization prioritizes the safety and wellbeing of our staff and workers. To achieve this, we have implemented a range of comprehensive measures that ensure a safe working environment, including:

- Regular EHS Audits are conducted to identify potential hazards and maintain a safe working environment.
- Periodic safety training for staff and workers, including EHS Induction, Daily TBT, staff training, and emergency mock drills to keep them informed and prepared.
- Utilization of mechanized equipment, such as Tower cranes, batching plant, passenger hoist, concrete pump & boom placers, mivan shuttering, RSP for height access, and mobile platforms for height work, to prevent the need for manual labour and minimize safety risks. Additionally, we utilize insulated power tools and earth fault and overload protection devices in our electric supply system to prevent electrocution and short-circuit hazards and ensure risk-free working conditions.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

- Periodic removal of construction waste, to maintain a clean and safe working environment.
- Regular cleaning of washrooms and drinking water tanks, to provide a hygienic working environment.
- Regular medical check-ups for our staff and workers at the entry level and organize periodic health camps to create awareness and ensure the wellbeing of our employees.
- Provision of appropriate personal protective equipment (PPE), including safety harnesses for height work, to ensure that our employees are always protected.
- Utilization of scaffolding and mobile platforms for height work to ensure that our staff and workers can work safely at elevated heights.
- Electric supply panels are equipped with Miniature Circuit Breaker (MCB) and Residual Current Circuit Breaker (RCCB) protection, ensuring that our electrical systems are safe and secure.

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

Complaint Parameters	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	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

### 14. Details on Assessments for the year.

Assessment Parameters	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100.00%
Working Conditions	100.00%

### 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.

Not Applicable.

### Leadership Indicators

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

Yes, the Company offers Group Life Insurance coverage and Accidental Life Insurance coverage is extended to all employees.

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

Payment of statutory dues by all value chain partners is included as a contractual obligation.

#### 3. Provide the number of employees/workers having suffered high consequence work-related injury/fatalities who have been rehabilitated and placed in suitable employment, or whose family members have been placed in suitable employment.

Category	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	0	0	0	0

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

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

The Company does not provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination.

### 5. Details on assessment of value chain partners.

Assessment Parameters	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	The Company's Code of Conduct emphasizes the paramount importance of maintaining the highest standards of health and safety as well as working conditions. As part of this commitment, the Company actively encourages its value chain partners to prioritize and uphold similar standards in their respective operations. Details on assessments of value chain partners will be made available from subsequent financial years.
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.

Not Applicable.

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

### Essential Indicators

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

Any individual or group of individuals or institution/s that enhances the value of the Company's business chain is identified as a critical stakeholder. This inter alia includes Employees, Suppliers, Investors, Consumers, regulators and community members and organizations. Your Company strives to maintain a strong relationship with all stakeholders and uphold our commitment to fulfil their expectations and requirements.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement	Purpose and Scope of Engagement including Key Topics and Concerns raised during Such Engagement
Government and regulatory authorities	No	<ul style="list-style-type: none"> <li>One-on-one meetings</li> <li>Emails</li> <li>Letters</li> </ul>	<ul style="list-style-type: none"> <li>Event based</li> </ul>	<ul style="list-style-type: none"> <li>Approvals for project launches, construction purpose and occupation</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>Townhall</li> <li>Focused Group Discussions</li> <li>Survey</li> <li>Emailers</li> <li>Informal Pulse checks</li> </ul>	<ul style="list-style-type: none"> <li>Townhall (Yearly) and ongoing basis</li> </ul>	<ul style="list-style-type: none"> <li>Employee feedback/suggestions</li> <li>Update of various key process/policy</li> <li>Announcements</li> <li>Employee engagement important updates</li> </ul>

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement	Purpose and Scope of Engagement including Key Topics and Concerns raised during Such Engagement
Customers	No	<ul style="list-style-type: none"> <li>Marketing - Email</li> <li>Sales - Email</li> </ul>	<ul style="list-style-type: none"> <li>Marketing - Quarterly</li> <li>Sales - Half-yearly/as and when</li> </ul>	<ul style="list-style-type: none"> <li>Construction Updates, New Product Launches and Festive and Greetings</li> <li>Update on construction progress (demand invoices are sent)</li> <li>Any new project launches</li> <li>Festive Greetings</li> <li>Update on awards &amp; accolades</li> </ul>
Suppliers	No	<ul style="list-style-type: none"> <li>Email &amp; Telephonic</li> </ul>	<ul style="list-style-type: none"> <li>As per requirement</li> </ul>	<ul style="list-style-type: none"> <li>Supply of required materials</li> </ul>
Media (Print and Electronic)	No	<ul style="list-style-type: none"> <li>OOH</li> <li>Digital</li> </ul>	<ul style="list-style-type: none"> <li>1 per project</li> <li>Social (15 post per month) and Paid Media.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness and lead generation</li> <li>Awareness and lead generation</li> </ul>
		<ul style="list-style-type: none"> <li>Physical documents: Brochure and Floor Plans</li> <li>PR articles</li> </ul>	<ul style="list-style-type: none"> <li>1000 per project, every Quarter</li> <li>4-5 every Quarter</li> </ul>	<ul style="list-style-type: none"> <li>Showcasing project to customer</li> <li>Sharing Knowledge</li> <li>Branding &amp; Profile Building</li> </ul>
Investors – Bond holders	No	<ul style="list-style-type: none"> <li>Emails</li> <li>One on one meetings</li> </ul>	<ul style="list-style-type: none"> <li>As per requirement</li> </ul>	<ul style="list-style-type: none"> <li>Review of financial performance, quarterly results</li> </ul>
Shareholders	No	<ul style="list-style-type: none"> <li>Emails</li> <li>AGM/EGM</li> <li>Conference calls</li> <li>Results presentations</li> <li>Investor meetings</li> <li>Conferences</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly, annual and email frequency on need basis</li> </ul>	<ul style="list-style-type: none"> <li>Financial performance, Internal Auditors report</li> <li>For the purpose of communicating the relevant information, resolving their queries/grievances, seeking of approvals</li> </ul>

### Leadership Indicators

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

The above table provides details on the manner, mode and objective of the Company's stakeholder engagement processes. The Company has always maintained that a constant and proactive engagement with our key stakeholders enables ORL to better communicate its strategies and performance. A continuous engagement helps align expectations, thereby enabling ORL to better serve its stakeholders. Insights generated through such stakeholder engagement are regularly communicated to the ESG Steering Committee.

#### 2. Has stakeholder consultation been used to support the identification and management of environment and social topics? If so, provide details of instances as to how the inputs received from stakeholders?

In FY 2022-23, we undertook a materiality assessment to identify and determine material issues most relevant to the Company. The first step of this process was to analyse the relevant ESG topics for the Real Estate Industry. After analysing the macro business landscape and understanding the sector specific trends pertinent to our business and operating locations, thirty-one topics were finalised for consideration. These were shared with our internal and external stakeholders through a survey for their feedback on the relative priority of these ESG aspects with respect to our business operations globally. The stakeholders included representative samples of our employees, suppliers, contractors, customers, media and other partners. The feedback from these stakeholders was critically reviewed by Senior Management and the ESG aspects were assessed based on their potential impact upon our business and strategy over the short to medium-term. We identified ten topics to be of importance to both stakeholders and the business and these have now been included in our overall strategic decision-making process.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

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

Fostering and maintaining positive relationships with communities greatly strengthens our social license to operation and brand value. Engagement with marginalised/vulnerable communities is guided by the Company's Corporate Social Responsibility (CSR) policy. Our CSR philosophy is rooted in our commitment to empower communities in and around our operations and contributing to the creation of a better future for all. The Company has partnered with the Youth Career Initiative and Yuva Parivartan to provide training and skilling opportunities in food and beverage services, culinary arts and housekeeping for high-risk youth from these communities, enabling them to seek and gain meaningful employment. Of 13 participants who have undergone this training, the Company has recruited 2 in food and beverage service and 1 in culinary arts as full-time associates.

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

#### Essential Indicators

#### 1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity.

Company/ Unit	Category	FY 2022-23			FY 2021-22		
		Total	No. of employees/workers covered <sup>8</sup>	Percentage	Total	No. of employees/workers covered	Percentage
ORL	Permanent Employees	934	325	34.80%	746	641	86.00%
	Other than Permanent Employees	0	0	NA	0	0	NA
	<b>Total employees</b>	<b>934</b>	<b>325</b>	<b>34.80%</b>	<b>746</b>	<b>641</b>	<b>86.00%</b>
Westin MGC	Permanent Employees	366	315	86.00%	352	325	92.00%
	<b>Total employees</b>	<b>366</b>	<b>315</b>	<b>86.00%</b>	<b>352</b>	<b>325</b>	<b>92.00%</b>

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

#### 2. Details of minimum wages paid to employees and workers.

Company/ Unit	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)		
ORL	<b>Permanent Employees</b>										
	Male	733	0	0.00%	733	100.00%	567	0	0.00%	567	100.00%
	Female	201	0	0.00%	201	100.00%	178	0	0.00%	178	100.00%
	<b>Total</b>	<b>934</b>	<b>0</b>	<b>0.00%</b>	<b>934</b>	<b>100.00%</b>	<b>745</b>	<b>0</b>	<b>0.00%</b>	<b>745</b>	<b>100.00%</b>
	<b>Other than Permanent Employees</b>										
	Male	5					5				
	Female	5					5				
	<b>Total</b>	<b>10</b>				<b>10</b>					
Westin MGC	<b>Permanent Employees</b>										
	Male	313	201	64.00%	112	36.00%	-	-	-	-	-
	Female	53	34	64.00%	19	36.00%	-	-	-	-	-
	<b>Total</b>	<b>366</b>	<b>235</b>	<b>64.00%</b>	<b>131</b>	<b>36.00%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

<sup>8</sup> Human Rights training is included in the Company's Code of Conduct and every employee undertakes mandatory training on the same at the time of onboarding. The reported numbers pertain to only those employees who joined the organization in FY 2022-23 who were given training.

**BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT**

**3. Details of remuneration/salary/wages.**

Company/ Unit	Category	Male		Female	
		Number	Median Remuneration/ Salary/Wages	Number	Median Remuneration/ Salary/Wages
ORL	Board of Directors (BoD)	5	20,00,000	2	10,00,000
	Key Managerial Personnel (KMP)	1	56,96,702	0	-
	Employees other than BoD and KMP	782	11,99,000	202	9,48,000
Westin MGC	Employees other than BoD and KMP	313	4,83,000	53	5,56,367

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

**4. Do you have a focal point (individual/committee) responsible for addressing Human Rights impacts or issues caused or contributed to by the business?**

The Company's Human Resources Head of Department (head.hr@oberoirealty.com) is the nodal authority for managing all human rights related impacts or issues of the Company.

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

The Company is committed to protecting and promoting human rights and strongly recognises the need for a robust mechanism for grievance redressal. Our employees can report grievances to our dedicated email address, head.hr@oberoirealty.com, and our HR team takes prompt action to investigate and resolve the issue.

Under the ambit of the POSH policy, the Internal Complaints Committee addresses all complaints and grievances with respect to sexual harassment. We also have a whistle-blower mechanism that enables employees to report malpractices anonymously without fear of retaliation. We are committed to creating a safe and inclusive work environment that upholds human rights principles and promotes trust and respect among all members of the organization.

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

Category	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	0	0	NA	1	0	Westin MGC
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

Note: Laborers employed through contractors and their subcontractors have been classified as workers. Approximately, 18,100 laborers were employed at our construction sites for FY 2022-23. These workers are not on the direct payroll of the Company.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

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

The Company has a strict zero tolerance approach towards any form of discrimination, retaliation, or harassment against employees who report under the vigil mechanism or participate in an investigation. As enshrined in our Whistle-blower policy and Code of Conduct, the identity of the complainant is kept confidential and strong efforts are made to prevent any form of retaliation.

In order to create a culture of transparency and accountability, we empower our leaders to take swift and appropriate action against any violators of our policies, ensuring that every employee is treated with dignity and respect. We strive to create a culture of transparency, fairness, and respect, in line with our values.

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

Yes, human rights requirements are included as contractual requirements within all business agreements, contracts and purchase orders, in alignment with our Code of Conduct. We are committed to creating a culture of accountability and transparency, grounded in ethical principles.

### 9. Details on Assessments of the year.

No specific assessments were carried out by the Company or any statutory body or third parties. However, the Company's unwavering commitment to Human Rights lies at the core of its business operations. Our strict internal vigilance mechanisms ensure that every aspect of our business is conducted with unwavering fairness, transparency, and respect, in strict adherence to all national and international Human Rights standards.

### 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.

The Company is committed to upholding the principles of Human Rights and conducts daily operations in line with this commitment.

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

Yes, the Company's corporate office in Goregaon, Mumbai is accessible to differently abled visitors.

### 3. Details on assessment of value chain partners.

All value chain partners are assessed on critical aspects of Human Rights during the onboarding process. Throughout their engagement with the Company, we encourage all our partners to promote and protect Human Rights within their operations.

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

Since the Company is compliant, there was no corrective action suggested by an auditing or inspecting authority for FY 2022-23.

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

#### Essential Indicators

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

The Company strives to incorporate innovative, clean, and efficient technologies across all our projects. Our focus is on optimizing energy and resource efficiency, and we have implemented various interventions to achieve this goal, including installation of light fixtures with time-based sensors, use of sustainable HVAC systems, installation of motion and day light sensors, key cards and fan and light control units. Further, to enhance usage of renewable energy, the Company has also installed solar rooftop PV panels that can support approximately 18-20% of the common area load and can help decrease the dependency on grid electricity.

Parameter	Unit	FY 2022-23 <sup>9</sup>
Total electricity consumption (A)	GJ	2,18,406
Total fuel consumption (B)	GJ	40,281.8
Energy Consumption through other sources (C)	GJ	0
<b>Total energy consumption (A+B+C)</b>	GJ	<b>2,58,687.8</b>
Energy Intensity per rupee of turnover	GJ/Lakh	<b>0.68</b>

#### 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?

Yes, for Westin MGC, the initial target set by Perform Achieve Trade (PAT) for energy consumption was 36.62 TOE (Tonne of Oil Equivalent), but we have successfully achieved a lower consumption of 33.15 TOE.

#### 3. Provide details of the following disclosures related to water.

The Company is committed to minimizing its reliance on freshwater and maximize the potential recycling and reuse of its process water in accordance with circularity principles

<sup>9</sup> Data on energy consumption has been tracked and made publicly available from FY 2022-23.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

in order to ensure a water-secure future. Over and above compliance, our projects have undertaken rainwater harvesting that drains excess rainwater into groundwater recharge pits to promote groundwater recharge. Additionally, to enhance optimal usage of domestic water wherever possible such as maintaining minimum cistern water levels, efficient water fittings and sensor-based taps. The Company has also integrated sewage treatment plants, embedded with the latest technology, across all premises to address water scarcity challenges.

Parameter	FY 2022-23
Water withdrawal by source (in kilolitres) <sup>10</sup>	
Surface Water	1,29,281
Groundwater	3,260
Third party water	6,23,848
Seawater/Desalinated water	0
Others	0
<b>Total volume of water withdrawal</b>	<b>7,56,389</b>
<b>Total volume of water consumption</b>	<b>8,45,188<sup>11</sup></b>
<b>Water intensity per rupee of turnover in lakh</b>	<b>2.02</b>

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

The Company's residential and commercial assets (completed as well as upcoming) are equipped with state-of-the-art Sewage Treatment Plants (STP) and Rainwater Harvesting (RWH) systems that work in tandem to provide a mechanism for Zero Liquid Discharge. The treated/collected water from the STP/RWH is re-circulated and re-used for toilet flushing, gardening, landscape irrigation etc.

#### 5. Provide details of air emissions (other than GHG emissions) by the entity.

The Company strives to minimize other significant air emissions to ensure healthy air quality in areas of operation by putting measures in place to limit emissions at the source. The onus lies with the contractor to conduct an ambient air and noise monitoring survey through the authorized agency at the initial stage of the project and later every six months as per SPCB/CPCB standards. In addition to this, we have undertaken various initiatives to reduce dust and noise pollution such as tire and road cleaning, installation of sprinklers, use of sound barriers in the construction sites etc. Further, the Company prioritises the usage of low Volatile Organic Compound (VOC) paints, sealants and adhesives to ensure healthy indoor air quality.

#### DG Set 750 KVA

Parameter	Unit	FY 2022-23 <sup>12</sup>
NOx	g/kw-hr	2.01
SOx	g/kw-hr	0.43
Particulate matter	g/kw-hr	0.24
Hazardous air pollutants (HAP) (Carbon Monoxide CO)	g/kw-hr	0.96

#### DG Set 2000 KVA

Parameter	Unit	FY 2022-23 <sup>12</sup>
NOx	mg/Nm3	25.7
SOx	mg/Nm3	69.1
Particulate matter	mg/Nm3	58.7
Hazardous air pollutants (HAP) (Carbon Monoxide CO)	mg/Nm3	29.7

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

Parameter	Unit	FY 2022-23 <sup>13</sup>
Scope 1	Metric tonnes of CO2 equivalent	2,056
Scope 2	Metric tonnes of CO2 equivalent	40,127
<b>Total Scope 1 and Scope 2 emission</b>	<b>Metric tonnes of CO2 equivalent</b>	<b>42,183</b>
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	<b>Metric tonnes of CO2 equivalent/lakh INR</b>	<b>0.10</b>

#### 7. Does the entity have any project related to reducing Greenhouse Gas emissions? If yes, then provide details.

The Company is committed to amplifying efforts to contribute to the global agenda of combating climate change. There is strong emphasis on using renewable energy sources while also expanding green spaces by implementing several tree plantation and transplantation initiatives. Strong focus has also been placed on installation of energy efficient fixtures across premises.

In furtherance of the Company's commitment to a reduced carbon footprint, the Oberoi Mall also offers an Electric Vehicle charging facility and free parking for bicycles. Additionally, in FY 2023, Westin MGC has undertaken an Energy Audit to assess current energy consumption and potential opportunities for increased energy efficiency, as well as increased renewable energy usage.

<sup>10</sup> Data on water withdrawal has been tracked and made publicly available from FY 2022-23.

<sup>11</sup> 88,799 KL of water is recycled and reused through STPs.

<sup>12</sup> Data on other than GHG emissions has been tracked and made publicly available from FY 2022-23.

<sup>13</sup> Data on Scope 1 and Scope 2 emissions has been tracked and made publicly available from FY 2022-23.



## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

The Company is currently evaluating additional opportunities for reduction of GHG emissions and reporting on the same progress achieved will be undertaken in subsequent financial years.

### 8. Provide details related to waste management by the entity.

Parameter	FY 2022-23
Total Waste generated (in metric tonnes) <sup>14</sup>	
Plastic waste (A)	166.4
E-waste (B)	0.9
Bio-medical waste (C)	0
Construction and demolition waste (D)	844.01
Battery waste (E)	3.76
Radioactive waste (F)	0
Other Hazardous waste (G) – kitchen cooking oil and DJ sets oil	3.79
Other Non-hazardous waste generated (H). – wet garbage	141.44
<b>Total (A+B+C+D+E+F+G+H)</b>	<b>1,160.3</b>
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)	
(i) Recycled	149.6
(ii) Re-used	48.23
(iii) Other recovery operations	28.14
<b>Total</b>	<b>225.97</b>
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)	
(i) Incineration	0
(ii) Landfilling	844.01
(iii) Other disposal operations	90.32
<b>Total</b>	<b>934.33</b>

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

The Company has adopted a precautionary approach towards waste management and evaluates various options of resources, technologies and processes in order to minimize waste generation. We aim to benchmark our waste management practices in the industry, facilitate a circular economy and optimize resource utilization by adopting the 3 R (reduce, reuse and recycle) approach.

The Company has implemented a construction waste management procedure for all project sites and have designated a focal point to be in charge of waste management. To prevent uncontrolled trash tips, each project has designated waste collection points on site with proper categorization (debris, wood, plastic, metal, glass, etc.) Proper waste disposal including recycling and waste segregation requirements are ensured as per compliance regulation of local authority at all sites.

Along with efficiently managing construction waste, we have procedures in place for effective biodegradable waste management. To sustainably handle our organic waste, we have installed Organic Waste Converters (OWC) in most of our project. These composts are produced under regulated circumstances from various biodegradable waste and are utilized to make natural fertilizers. This aids in enhancing soil health by decreasing the usage of chemical fertilizers along with cost savings.

Similarly at Westin MGC, the installation of organic waste composter machines has enabled the treatment of 80-120 kg of wet waste/day, amounting to approximately 36,500 kg of wet waste annually. Other such as E-waste, cooking oil and engine oil is managed through authorized MPCB recycling vendors. Along with these initiatives, waste segregation is meticulously carried out here through colour-coded bins. These initiatives further strengthen the Company's commitment to reducing its environmental footprint.

### 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.

The Company's operations are not located in and around ecologically sensitive areas.

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

The Company has not undertaken any environmental impact assessment of projects in FY 2022-23.

### 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.

Yes, the Company is compliant with all applicable environmental laws/regulations/guidelines in India, monitored through a centralised system.

<sup>14</sup> Data on waste generated and disposed has been tracked and made publicly available from FY 2022-23.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

### Leadership Indicators

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

Parameter	Unit	FY 2022-23
From renewable sources <sup>15</sup>		
Total electricity consumption (A)	GJ	14,943.73
Total fuel consumption (B)	GJ	0
Energy consumption through other sources (C)	GJ	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>GJ</b>	<b>14,943.73</b>
From non-renewable sources <sup>16</sup>		
Total electricity consumption (D)	GJ	2,03,462.27
Total fuel consumption (E)	GJ	40,281.8
Energy consumption through other sources (F)	GJ	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>GJ</b>	<b>2,43,744.07</b>

**2. 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.**

The Company does not have operations in ecologically sensitive areas.

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

Aligned to the Company's commitment to sustainability and positive environmental impact, business operations of the Company have made focused efforts to incorporate innovative, clean, and efficient technologies across projects. Multiple interventions have been adopted in our operations strategy and plan in order to optimize energy and resource efficiency.

Initiative Undertaken	Outcome of Initiative
Usage of Harmonic Systems (wave frequency distortion)	Reduces power consumption
High performance double glass glazing and windows system	Minimizes heat absorption and reduces the load on air conditioning and energy requirement for cooling

Initiative Undertaken	Outcome of Initiative
Deployment of water-cooled chillers and VRF systems as part of the HVAC systems	To have maximum energy efficiency, VRF systems are installed. VRF systems consist of one outdoor unit for multiple indoor units which require lesser electrical connections thus reducing consumption of material and chances of short circuits. Individual controls and inverter technology increase the efficiency of VRF units by allowing them to work only when required leading to substantial energy savings at load condition
Installation of Solar rooftop PV panels	To support approximately 18-20 % of common area load to reduce the dependency on grid electricity
Use of High tension (HT) transformers	To reduce energy losses in commercial buildings
Ground Granulated Blast Furnace Slag (GGBS), a by-product of the iron-steel industry, is used at several project as a replacement of cement to the extent of 40-70% as per the Concrete Mix Design requirement.	Improves durability and environmental credentials of concrete mixes and has enabled a reduction of approximately 50% of carbon emissions.
Replacement of conventional lamps with energy efficient lighting fixtures such as T5, LEDs, CFLs across projects	Resulting in electricity savings
Use of latest technologies at Westin MGC such as key cards, fan control units and lighting control units in all rooms. Along with this, motion and daylight sensors have also been installed and conventional bulbs have been replaced with energy efficient LEDs	Resulting in an average saving of 432 Kwh a day, and 157,736 Kwh annually

**15** Data on renewable energy consumption has been tracked and made publicly available from FY 2022-23.

**16** Data on non-renewable energy consumption has been tracked and made publicly available from FY 2022-23.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

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

### Essential Indicators

1. a. **Number of affiliations with trade and industry chambers/associations.**
- 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 is affiliated with eight trade/industry chambers/associations.

Sr. No.	Name of the Trade and Industry Chambers/Associations	Reach of Trade and Industry Chambers/Associations (State/National)
1.	Confederation of Indian Industry (CII)	National
2.	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
3.	Federation of Indian Chamber of Commerce and Industry (FICCI)	National
4.	Maharashtra Chamber of Housing Industry -Confederation of Real Estate Developers' Associations of India (MCHI-CREDAI)	State
5.	Member of National Safety Council (NSC)	National
6.	The Federation of Hotel & Restaurant Associations of India (FHRAI)	National
7.	Hotel Association of India (HAI)	National
8.	Hotel & Restaurant Association Western India (HRAWI)	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.**

The Company has not received any order from regulatory authorities on issues related to anti-competitive conduct for FY 2022-23.

**Principle 8: Businesses should promote inclusive growth and equitable development**

### Essential Indicators

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

The Company's projects do not fall under the purview or warrant the need for a Social Impact Assessment (SIA).

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

None of the Company's operations and units have caused displacement to local communities due to which Rehabilitation and Resettlement (R&R) would need to be undertaken.

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

We recognize the importance of protecting the lives and livelihoods of those residing in and around the area in which we operate. As part of our strong commitment to responsible business practices, we are constantly seeking ways to minimize any potential adverse impacts that may arise from our operations.

In this regard, we have established an open-door policy that fosters a culture of transparency and accountability, enabling local community members to voice any concerns or grievances they may have. Through this approach, we aim to build strong and lasting relationships with the communities in which we operate, grounded in mutual respect and trust. We firmly believe that by working in partnership with local communities, we can ensure that our operations are conducted in a socially responsible and sustainable manner that benefits all stakeholders.

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

Company/ Unit	Category	FY 2022-23	FY 2021-22
ORL	Directly sourced from MSMEs/small producers	14.00%	17.00%
	Sourced directly from within the district and neighbouring districts	90.00%	87.00%
Westin MGC	Directly sourced from MSMEs/small producers	50.00%	50.00%
	Sourced directly from within the district and neighbouring districts	50.00%	50.00%

**BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT**

**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.

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

The Company has not undertaken any CSR projects in designated aspirational districts.

**3. Do you have a preferential procurement policy for vulnerable/marginalized suppliers?**

No, the Company does not have a preferential procurement policy for vulnerable/marginalised suppliers. Focused efforts are made to procure from vulnerable/marginalised suppliers where applicable.

**4. Details of beneficiaries of CSR Projects.**

Fostering and maintaining positive relationships with communities greatly strengthens our social license to operation and brand value. A Corporate Social Responsibility (CSR) policy, developed in compliance with Section 135 of the framework to our approach to community relations and development.

The Company’s CSR philosophy is rooted in our commitment to empower communities in and around our operations and contributing to the creation of a better future for all. Our CSR activities are implemented by an in-house governance mechanism and teams. This ensures greater control over project implementation, leading to greater outreach and impact. We also undertake regular internal tracking and evaluation efforts to ensure that our CSR activities are achieving the desired impact and outcome.

Further, in the reporting year the Company has partnered with the ‘Save Soil Movement’ to address the global soil prices and raise awareness. The Company undertook a campaign to educate patrons about the agricultural soil degradation issue and the need for measures to increase green cover across the globe through afforestation. As part of the campaign, Oberoi Mall has set up a one-of-a-kind globe installation for stakeholders to support for a greener planet. Various other activities have also been undertaken to sensitize stakeholders.

Sr. CSR Project No	Beneficiary Details	% of Vulnerable and Marginalised Beneficiaries
<ol style="list-style-type: none"> <li>1. Landscaping, beautification and maintenance works allotted by Mumbai Metropolitan Region Development Authority (MMRDA)</li> <li>2. Adoption and maintenance of green belts</li> <li>3. Construction of foot over bridge connecting to Metro Station</li> <li>4. Contribution to National Cancer Institute</li> </ol>	Community benefit	

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

**Essential Indicators**

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

Ensuring the satisfaction of our valued customers is a top priority for our business, and a crucial aspect of achieving this is the implementation of a robust and efficient grievance mechanism. This mechanism serves as a powerful tool to redress any grievances our customers may have, ensuring that they receive timely and satisfactory resolutions to any issues they may encounter.

Our grievance mechanism is designed to provide a seamless and hassle-free experience for our customers, while also ensuring complete transparency and accountability in the redressal process. We understand that customer satisfaction is key to building long-term relationships with our customers, and we take pride in our ability to promptly and effectively address any complaints or concerns they may have.

By providing our customers with a reliable and responsive redressal system, we aim to instil trust and confidence in our brand, while also fostering a culture of continuous improvement and innovation. Our commitment to customer satisfaction is unwavering, and we are constantly striving to enhance our grievance mechanism to ensure that we meet and exceed the expectations of our valued customers.

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

Not Applicable.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

### 3. Number of consumer complaints.

Category	FY 2022-23		FY 2021-22	
	Received During the Year	Pending Resolution at the End of the Year	Received During the Year	Pending Resolution at the End of the Year
Data Privacy	0	0	0	0
Cyber Security	0	0	0	0
Advertising	0	0	0	0
Delivery of Essential Services	0	0	0	0
Restrictive Trade Practices	0	0	0	0
Unfair Trade Practices	0	0	0	0

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

Not Applicable.

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

Yes, the Company has a detailed framework for Cyber security and Data loss prevention policies related to data privacy. We place a strong emphasis on maintaining the privacy and security of our users' information. To support this commitment, we have implemented various IT policies that regulate software usage, password management, and information security protocols. These policies are designed to ensure that all employees and stakeholders are aware of their responsibilities when it comes to handling sensitive information and are equipped with the necessary tools to protect against cyber threats.

These policies are readily accessible to all employees via the Company's intranet. By making these policies easily available, we ensure that all stakeholders are aware of their responsibilities when handling sensitive information and are equipped with the necessary tools to protect against cyber threats.

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

Not Applicable.

### Leadership Indicators

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

Details on the Company's projects are available at [www.oberoirealty.com](http://www.oberoirealty.com). All relevant information for

customers including new projects and offerings has been made available on the website.

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

To ensure that our customers are well-informed, we have implemented the following steps:

- Our customer service representatives are trained to educate customers on the safe and responsible usage of our products and services during interactions.
- Our website and other marketing materials clearly state the recommended usage and safety guidelines of our products and services.
- We have developed a comprehensive manual, which outlines safe and responsible usage practices for our products and services.
- We regularly conduct customer feedback surveys to evaluate our performance in educating and informing our customers about the safe and responsible usage of our products and services.

#### 3. Describe the mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Not Applicable.

#### 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.

As a real estate developer, our focus is on creating sustainable and environmentally friendly buildings. While we don't manufacture traditional products, we take great pride in ensuring that all our buildings have received Green Building certification. This certification highlights our commitment to constructing eco-conscious structures that minimize their impact on the environment.

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

In line with the Real Estate (Regulation and Development) Act 2016 (RERA) implemented by the Government, we comply with the regulations by providing comprehensive information about our projects. This includes details about the projects, such as their features, amenities, layout plans, and any other relevant information.

Furthermore, we understand the importance of transparency, and as per the regulations, we regularly provide updates on the progress of our projects. These updates are shared quarterly on the MahaRera website, ensuring that potential buyers and stakeholders have access to accurate and up-to-date information about our projects. By adhering to RERA guidelines and displaying project information on the MahaRera website, we aim to foster trust, transparency, and accountability in the real estate sector.

### **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)**

Resolving customer grievances and gathering feedback from customers and guests who visit our sales offices and projects is a top priority for our Company. We have established an internal mechanism to address these issues effectively.

To collect feedback, we utilize survey forms that encompass a wide range of factors, including ambiance and look, staff presentation, amenities, knowledge and understanding, overall experience, and more. These forms allow customers to provide ratings and express their opinions on various aspects related to their interactions with us.

The Company conducts a quarterly comprehensive survey to evaluate consumer satisfaction specifically related to our commercial asset projects, namely Commerz I and II. The survey aimed to assess various aspects, such as the quality of our properties, customer service experience, responsiveness to inquiries, and overall satisfaction with the offerings provided.

Through this survey, we sought to gather valuable feedback from our customers in order to identify areas where we can further enhance our services. The results of the survey were highly encouraging, as Commerz I received an overall satisfaction score of 97%, while Commerz II received a score of 94%.

Additionally, we conduct lifecycle surveys periodically, specifically after the transfer of possession of our residential projects. These surveys help us gauge customer satisfaction at different stages of the project, enabling us to make necessary improvements and adjustments based on their feedback.

We deeply value the opinions and feedback of our customers, and these impressive scores serve as a testament to their positive experiences with our Company. We are committed to continually improving and providing exceptional services that meet and exceed our customers' expectations.

### **6. Details on data breaches.**

The Company has not had any data breaches with respect to consumers and their personally identifiable information in FY 2022-23.