

EIH Limited

A MEMBER OF THE OBEROI GROUP

CIN: L55101WB1949PLC017981

CORPORATE OFFICE: 7 SHAM NATH MARG, DELHI -110054, INDIA / TELEPHONE: +91-11-23890505

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15th July 2024

The National Stock Exchange of India Limited Exchange Plaza, 5 th Floor Plot No. C/1, G Block Bandra Kurla Complex Bandra(E) Mumbai – 400 051 Code: EIHOTEL	BSE Limited Corporate Relationship Dept. 1 st Floor, New Trading Ring Rotunda Building Phiroze Jeejeebhoy Towers Dalal Street, Fort Mumbai – 400 001 Code: 500840
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Sub: Business Responsibility and Sustainability Report (“BRSR”) of the Company for the Financial Year 2023-24

Dear Sir / Madam,

Pursuant to the Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (Listing Regulations), please find enclosed herewith a copy of the Business Responsibility and Sustainability Report (“BRSR”) of the Company for the Financial Year 2023-24 which forms part of the Integrated Annual Report for the Financial Year 2023-24.

The above may please be taken on record.

Thanking you,

Yours faithfully,

For **EIH Limited**

Lalit Kumar Sharma
Company Secretary

Business Responsibility and Sustainability Report

In 1934, a vision to enhance guest experiences in the luxury hospitality domain led to the establishment of The Oberoi Group. Over eight decades, this journey has significantly influenced global hospitality standards.

Our sustained excellence reflects our resilience and the trust of our valued guests. We uphold the philosophy of prioritising our guests, which has made us synonymous with luxury, comfort and unparalleled guest experiences. As a leader in the global hospitality industry, we are committed to integrating sustainability into our business strategy.

At EIH Limited, a flagship member of The Oberoi Group, sustainability is a strategic priority. We aim to understand our impact on the environment, society and the economy and use this understanding to drive our growth.

To address environmental concerns and reduce our carbon footprint, we have established a green team in each hotel, comprising department heads. This team is responsible for strategising and implementing energy conservation and environmental preservation initiatives.

We are dedicated to holistic individual and communal development, providing access to essential livelihood opportunities, affordable healthcare and quality education through various social initiatives.

Our goal is to meet the highest standards of sustainability. We have adopted a transparent approach to value creation, aligning with best practices in the ESG regulatory landscape. EIH Limited publishes an Integrated Report (IR) and Business Responsibility and Sustainability Report (BRSR), offering a balanced and transparent assessment of our value creation, considering both qualitative and quantitative aspects that are material to our operations and strategic objectives. This information may influence our stakeholders' decision-making.

This report includes our practices and performance on key principles defined by Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, covering topics across the BRSR Principles.

SECTION A GENERAL DISCLOSURES

SECTION B MANAGEMENT AND PROCESS DISCLOSURES

SECTION C PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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



SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Company	L55101WB1949PLC017981
2. Name of the Company	EIH LIMITED
3. Year of Incorporation	1949
4. Registered office address	N-806-A, 8 th Floor, Diamond Heritage Building, 16, Strand Road, Fairley Place, Kolkata – 700 001 West Bengal
5. Corporate office address	7 Shamnath Marg, Delhi – 110 054, India
6. E-mail	isdho@oberoigroup.com
7. Telephone	+91-11-23890505
8. Website	https://www.eihltd.com
9. Financial year for which reporting is being done	FY23-24 (April 1, 2023, to March 31, 2024)
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11. Paid-up Capital	1,250.73 (₹ in million)
12. Name and contact details (telephone, e-mail address) of the person for BRSR Reporting	Name: Kallol Kundu Designation: Chief Financial Officer E-mail: isdho@oberoigroup.com Telephone no.: 011 23890505
13. Reporting boundary	The disclosures under this report are made on a consolidated basis unless otherwise stated. Note: The consolidated disclosures as presented in this report for the mentioned Financial Year i.e. FY23-24, encompasses the consolidation of both data and qualitative information for EIH Limited in totality. Therefore, it is essential to note that the disclosures made in this report also include the comprehensive qualitative and quantitative details of “The Oberoi Sahl Hasheesh” which maintains its records in accordance with the calendar year (January 1, 2023 - December 31, 2023).
14. Name of assurance provider	-
15. Type of assurance obtained	-

II. Products/Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Hotel Services	Accommodation, Food & Beverage and Other Services provided by Hotel, Inns, Resorts, holiday homes, restaurants, caterers, etc.	98.99%
2.	Real Estate activities	Renting of Investment properties	1.01%

17. Products/Services sold by the entity (accounting for 90% of the turnover):

S. No.	Product/Services	NIC Code	% of total turnover contributed
1.	Rooms	55101	46.57%
2.	Food and Beverages (Dining Services)	56101, 56301	36.31%
3.	Other Services (Revenue from shop license fee, management and marketing fee, laundry income, spa income, guest transfers income, membership fee, loyalty programme and other allied services)	74909, 47190, 79900, 96010, 96020, 96905, 49223	16.10%
4.	Renting of Investment properties	68100	1.01%

Business Responsibility and Sustainability Report (Contd.)

III. Operations

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

S. No.	Location	Number of plants	Number of offices	Total
1.	National	24 Nos. (9 directly owned and 15 managed luxury hotels) across 12 states and 1 Union Territory in India. 4 Flight Services and 1 Airport service unit, 2 restaurant units	4	35
2.	International	6 Nos. (Luxury hotels) across 5 countries through wholly-owned subsidiaries and 1 Luxury Cruise.	3	10

*As a luxury hospitality company, EIH Limited does not maintain any plant facilities. Nonetheless, our reach extends far and wide, with an extensive network of luxury hotels and resorts spanning across multiple strategic locations in India and abroad. More details can be found on page no. 14-23 of our Integrated Report for FY23-24.

Locations of the various hotels and other business units

A. Hotels owned and operated by EIH Limited

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

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

- i. The Oberoi Amarvilas, Agra
- ii. Trident, Chennai
- iii. The Oberoi Rajvilas, Jaipur
- iv. Trident, Agra
- v. Wildflower Hall, Shimla
- vi. Trident, Jaipur
- vii. Trident, Udaipur
- viii. The Oberoi Cecil, Shimla
- ix. Trident, Cochin

- x. The Oberoi, Bali
- xi. Trident, Bhubaneswar
- xii. The Oberoi, Lombok
- xiii. The Oberoi, Mauritius
- xiv. The Oberoi Sahl Hasheesh, Egypt
- xv. The Oberoi Marrakech, Morocco

C. Hotels managed by EIH Limited or a Subsidiary

- i. The Oberoi, Gurgaon
- ii. Trident, Gurgaon
- iii. The Oberoi Sukhvilas, Near Chandigarh
- iv. The Oberoi, Al Zorah, Ajman (UAE)
- v. The Oberoi, Zahra, Nile Cruise
- vi. Bay club
- vii. Trident, Hyderabad

D. Other Business Units owned and operated by EIH Limited

- i. Oberoi Flight and Airport Services, Mumbai, Delhi, Chennai, Kolkata
- ii. Business Aircraft Charters
- iii. Cou-Cou (Café Restaurant)
- iv. Amadeo
- v. The corporate Project office - Investment property

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

19. Markets served by the entity

a) Number of locations

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

S. No.	Number of Locations served	Number
1.	National (Number of states)	24 Nos. (9 directly owned and 15 managed) luxury hotels, 4 Flight Services and 1 Airport service unit and 2 Premium Café Restaurant spread across 12 states and 1 Union Territory in India: <ul style="list-style-type: none"> • Himachal Pradesh • Punjab • Haryana • Uttar Pradesh • Rajasthan • West Bengal • Maharashtra • Karnataka • Kerala • Odisha • Telangana • Tamil Nadu • New Delhi
2.	International (Number of countries)	6 Nos. (Luxury hotels) across 5 countries through wholly-owned subsidiaries and 1 Luxury Cruise. <ul style="list-style-type: none"> • Morocco • Egypt • UAE • Mauritius • Indonesia

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

Not Applicable. Our total turnover doesn't include any export activities.

c) A brief on types of customers

At EIH Limited, our existence is sustained by the unwavering support and loyalty of our valued guests. We prioritise our guests above all. As a renowned luxury hospitality Company, we serve a diverse customer base, including individuals and groups traveling for leisure, business, wellness and adventure. Our clientele spans various geographical and cultural backgrounds, seeking upscale accommodation, fine dining, artisanal culinary creations, bespoke luxury and unique personalised travel experiences. We also cater to corporate clients, travel companies and event managers, among others. Through our relentless commitment to exceeding expectations, we have earned the loyalty of our distinguished guests and established ourselves as pioneers in the luxury hospitality industry.

Business Responsibility and Sustainability Report (Contd.)

IV. Employees

20. Details as at the end of Financial Year:

a) Employees and workers (including differently abled):

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	5,035	3,971	79%	1,064	21%
2.	Other than permanent (E)	3,935	2,895	74%	1,040	26%
3.	Total employees (D+E)	8,970	6,866	77%	2,104	23%
Workers						
4.	Permanent (F)	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired through third-party vendors.				
5.	Other than permanent (G)	3,759	3,571	95%	188	5%
6.	Total workers (F+G)	3,759	3,571	95%	188	5%

b) Differently abled Employees and workers:

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled Employees						
1.	Permanent (D)	14	13	93%	1	7%
2.	Other than permanent (E)	3	2	67%	1	33%
3.	Total Differently abled employees (D+E)	17	15	88%	2	12%
Differently abled Workers						
4.	Permanent (F)	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired through third-party vendors.				
5.	Other than permanent (G)	5	5	100%	0	0%
6.	Total Differently abled workers (F+G)	5	5	100%	0	0%

21. Participation/ Inclusion/ Representation of women

	Total	No. and percentage of Females	
	No. (A)	No. (B)	% (B/A)
Board of Directors	9	3	33%
Key Management Personnel	2	0	0%

22. Turnover rate for permanent employees and workers

Category	FY24			FY23			FY22		
	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)
Permanent employees	35.31%	52.73%	38.99%	39.62%	49.88%	40.96%	38%	54%	41%
Permanent workers	The workforce of EIH Limited in India does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.								

*FY24 Figure includes data for International hotels.



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

23. Names of holding/ subsidiary/ associate companies/ joint ventures

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures	Is it a holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Mumtaz Hotels Limited	Indian Subsidiary which is also a joint ventures	60%	Yes
2	Mashobra Resort Limited	Indian Subsidiary which is also a joint ventures	78.79%	Yes
3	Oberoi Kerala Hotels and Resorts Limited	Indian Subsidiary which is also a joint ventures	80%	Yes
4	EIH International Limited, BVI	Overseas Subsidiaries	100%	Overseas subsidiary companies are encouraged to follow the Business Responsibility initiatives of the Company. However, these Overseas subsidiaries adhere to their local regulatory and compliance requirements.
5	EIH Holdings Ltd., BVI		100%	
6	PT Widja Putra Karya, Indonesia		70%	
7	PT Waka Oberoi Indonesia		96.33%	
8	PT Astina Graha Ubud, Indonesia		60%	
9	EIH Associated Hotels Limited	Domestic Associate Companies	36.81%	Yes
10	USmart Education Limited		25.10%	Yes
11	La Roseraie De L'Atlas	Overseas Associate Company and also a Joint Venture	47.93%	Overseas associates adhere to their local regulatory and compliance requirements.
12	Avis India Mobility Solutions Private Limited (formerly Mercury Car Rentals Private Limited)	Domestic Joint Venture	40%	Yes
13	Oberoi Mauritius Limited	Overseas Joint Venture	50%	Overseas JVs adhere to their local regulatory and compliance requirements.
14	Island Resort Limited (subsidiary of Oberoi Mauritius Limited)		46.10%	
15	Tourism Investment Company at Sahl Hasheesh		10.79%	

VI. CSR details

24. I. Whether CSR is applicable as per Section 135 of the Companies Act, 2013:

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

II. If yes, Turnover – ₹ 2,625.97 crores

III. Net worth – ₹ 3,939.55 crores

Business Responsibility and Sustainability Report (Contd.)

VII. Transparency and Disclosures Compliances

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

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)	FY24			FY23		
			No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
1	Communities	At EIH Limited, we take all our stakeholders' feedback and grievances seriously and address them with agility. Our stakeholders can directly report their concerns to our CSR partners or our employees, who promptly and effectively work toward addressing them or escalate them to the relevant appropriate authority within the organisation. At our international hotels, for instance, At Oberoi Marrakech, staff representant are in charge of addressing the same. At Oberoi Mauritius, concerns can be raised to human resource team who will effectively work toward addressing them or escalate them to the appropriate authority within the organisation. The Oberoi Sahl Hasheesh follows all community guidelines mandated by the local authorities. At Oberoi-Al Zorah, the complaints are taken in writing.						
			The Company does not have an established mechanism in place to record complaints received from the communities.			The Company does not have an established mechanism in place to record complaints received from the communities		
2	Investors (Other than Shareholders) Shareholders	To ensure effective communication and prompt resolution of any concerns raised by our investors and shareholders, our Company has developed a dedicated webpage that includes a comprehensive list of FAQs on investor services, request forms, details of correspondence addresses and information on how to raise complaints. In addition, shareholders can also raise a complaint through our dedicated portal for shareholder grievances, SCORES, ODR Portal . The Company vigilantly manages an e-mail address, isdho@oberoigroup.com and invcom@oberoigroup.com to provide assistance to shareholders.	20	1	NA	11	0	NA



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)	FY24			FY23		
			No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
3	Employees and Workers	<p>We have a robust grievance mechanism for all our employees and workers. Policies such as The Oberoi Code of Conduct, POSH and Whistle-Blower define boundaries and provide mechanisms enabling employees and workers to raise their concerns and seek redressal.</p> <ul style="list-style-type: none"> - Internal Committee for POSH - Designated Whistle-Blower Officer - Regular feedback sessions with HR/General Managers <p>In addition at some of our international hotel any work-related complaints are addressed through GM meetings and discussions involving employees and management to find effective solutions.</p> <p>For instance, The Oberoi Al-Zorah's Internal mechanisms for addressing human rights grievances includes the Director Human Resources at the designated human rights officers, to receive any formal complaint, implement procedures with confidentiality protections, complete thorough investigations and implement corrective actions such as training, policy revisions, or disciplinary measures to ensure accountability and prevent future violations.</p> <p>The Company encourages all employees to directly write to the Executive Chairman and/or the MD&CEO in case they wish to bring any matter to the notice of the highest management.</p>	33	0	NA	19	3	NA
4	Customers	<p>We are committed to sustaining our excellence through the loyalty of our customers. It is therefore of utmost importance to us to understand their concerns and offer effective solutions. Our customers can reach out to us through several communication channels like e-mail, telephone numbers, feedback forms, surveys, etc. We also engage on a real-time basis with our customers on social media for effective and quick resolution of their issues. Additionally, the Company relies on the "GQA – Guest Questionnaire" feedback process, which enables us to gather customer feedback and understand guest needs and experiences better.</p>	5	0	In the reporting period, we encountered instances where guests requested the removal of their details from our database via e-mails. All such concerns were successfully resolved.	-	0	In the reporting period, we encountered instances where guests requested the removal of their details from our database via e-mails. All such concerns were successfully resolved.

Business Responsibility and Sustainability Report (Contd.)

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)	FY24			FY23		
			No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
5	Value Chain Partners	The Link is provided in the Supplier code of conduct in case the supplier needs to connect with us.	Nil	Nil	NA	Nil	Nil	-
6	Other (please specify)	-	-	NA	-	-	-	-

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

Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1. Employee Engagement & Development	Opportunity	Our employees are central to our business strategy. The exceptional conduct of our employees is what differentiates us as the frontrunners in the hospitality industry. Guests' experiences are predominantly shaped by employee behaviour. Their sophistication and attention to details can remarkably enhance hospitality immersion. We have entrusted our employees with the responsibility of demonstrating a conduct that stands testimony to "The Oberoi" brand values. We realise the essence of building a diverse and contented workforce and therefore aim to foster an inclusive environment where the growth of the employees and the growth of the organisation are cohesive. We impart regular skill development and skill enhancement training to our employees that can help them in their personal and professional development within and beyond the organisation.	-	<p>Positive</p> <p>The refinement and warmth that our employees extend through their conduct is amplified by instilling a sense of belongingness and fulfilment in them, reflecting positively in our financial growth.</p> <p>Negative</p> <p>Discontentment among employees can result in an increased attrition rate within the organisation, significantly impacting our competence and continuity in our operations.</p>



Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2. Corporate Governance	Opportunity	The legacy of the “The Oberoi Group” that spans across eight decades and still continues to endure and thrive, is a reflection of our robust governance, commitment to upholding the highest standards of ethics and acceptance and adherence to all the evolving statutory requirements. The Company maintains an organisational-wide integration of responsible business conduct through a strong governance architecture built on the bedrock of the principles of “The Oberoi Dharma”	-	<p>Positive & Negative</p> <p>Through strong governance practices, we avoid any negative implications arising from non-compliance with governance regulations that pose the risk of reputational damage and has financial and legal implications attached to it.</p>
3. Customer Satisfaction	Opportunity	Our incessant commitment to provide profound customer satisfaction is ingrained in our fundamental code of conduct that lays out the expectation of putting the customer first, the Company second and self-last. Through our exquisite stays, bespoke opulence, exceptional services, attention to detail, personalised experiences, culinary delights and prioritisation of customer privacy, we have adopted an all-encompassing approach to customer satisfaction. Our excellence and exceptional competence are exhibited in the loyalty of our invaluable guests from across the world. In our unending pursuit of providing the utmost level of satisfaction, we aspire to venture into new avenues and formats to cater to their evolving demand.	-	<p>Positive</p> <p>Through enhanced customer satisfaction that has resulted in trust strengthening and unmatched credibility amongst our customers, we have emerged as the trusted partner of choice in the luxury hospitality industry. Overall, customer loyalty has directly accelerated the Company's financial performance and forged new avenues of growth.</p> <p>Negative</p> <p>Our excellence is sustained by our commitment to guest satisfaction. Any unintended compromise with overall guest satisfaction can adversely impact guest loyalty.</p>

Business Responsibility and Sustainability Report (Contd.)

Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4. Energy & Emissions	Risk	The luxury hospitality industry is an electricity-intensive industry. Taking cognisance of our nature of operations and our uncompromising commitment to guest satisfaction, we require an uninterrupted power supply 24/7 to cater to primary aspects of guest's needs such as space conditioning, lighting, powering kitchen appliances, elevators and other equipment, water heating, refrigeration and laundry facilities. We are also aware of our direct reliance on fossil fuels for heating systems in our hotels and are conscious of the impact of our operations on our carbon footprint. The rise in emissions not only contributes negatively to the environment but also poses the risk of reputational damage and breach of trust amongst stakeholders. Being a responsible organisation, we are actively working toward achieving energy efficiency.	In our endeavour to decarbonise our operations, we are undertaking various energy-saving initiatives such as leveraging the benefits of green architecture, equipping our premises with energy-efficient technologies and transitioning to clean energy sources.	<p>Positive</p> <p>Transition to energy-efficient technologies and renewable energy sources may involve an initial lump-sum capital expenditure. However, such an investment will ultimately lower our reliance on traditional energy sources and result in effective cost optimisation.</p> <p>Negative</p> <p>Our direct and indirect reliance on non-renewable energy sources and the cost associated with it constitutes majority of our operational cost. Additionally, any rise in carbon emissions may have a potential impact on the environment and our brand image.</p>
5. Employee and Customer Health & Safety	Opportunity	<ul style="list-style-type: none"> The safety of our guests is an integral and primary aspects of our value proposition. Our premises are immaculately maintained in accordance with internationally validated safety and hygiene standards, immensely contributing to their overall satisfaction and positive experience. We are making continual efforts to foster a safe and secure environment for our employees that ensures optimal physical and mental well-being. To this end, we conduct awareness programmes on an ongoing basis, maintain adequate health and safety management systems and have undertaken several measures aimed at promoting employee well-being. 	-	<p>Positive</p> <ul style="list-style-type: none"> Our prioritisation of guests' safety has positively contributed to their overall experience, enhancing our reputation and trustworthiness, thus providing a competitive edge. A healthy workforce performs to the best of their abilities, thus amplifying financial and sustainable growth. <p>Negative</p> <p>Ensuring employee and customer health and safety is a strategic imperative for our business. Any unintended compromise with safety can undermine trust amongst our guests and employees on whom the sustenance of our organisation rests.</p>



Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6. Food quality & Safety	Opportunity	We create exquisite dining experiences where artisanal cuisines and culinary delights are handcrafted by world renowned chefs, using finest ingredients sourced for their quality and freshness. Rest assured, our commitment to food safety is unwavering as we adhere to best-in-class standards in food preparation. We strictly comply with FSSAI licensing and guidelines, ensuring that every aspect of our food handling, sourcing and preparations meets the regulatory requirements. With every meal served in our establishments, we inch closer to the hearts of our customers, strengthening our excellence and relations with our customers.	-	<p>Positive</p> <p>Through our unrelenting commitment to meet the highest standards in food safety and providing upscale dining and culinary experience to our guests, we have cultivated a loyal customer base, contributing significantly to our profit margins.</p> <p>Negative</p> <p>Food and dining experiences constitute our primary service offerings, any inadvertent negligence in maintaining the highest food quality may result in adverse financial and legal implications.</p>
7. Data Privacy & Cybersecurity	Risk	The speeded transition to a digitally equipped ecosystem amidst COVID comes with an increased potential risk of data breaches and also expands the attack surface for potential cyber threats. Inadequate data security measures may result in loss of confidential data, pose threat to customer privacy, create trust gaps and attract legal consequences for the Company.	We have integrated a stringent and transparent approach to how we collect, use and disclose information. We have dedicated Data Protection Officers, to address data privacy concerns. Our dedicated adherence to the applicable data privacy regulations is upheld through the integration of various obligations, industry best practices and tools as outlined in our global Privacy Policy. Access to the information is exclusively granted to authorised employees and trusted business partners/vendors, who operate in alignment with our robust security controls.	<p>Positive & Negative</p> <p>A robust approach to data protection and cybersecurity safeguards us against any financial, regulatory and reputational implications attached to the same.</p>

Business Responsibility and Sustainability Report (Contd.)

Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8. Water Management	Risk	Water is an essential resource, facilitating multiple activities in our day-to-day operations such as personal cleansing, flushing, laundry, kitchen activities, landscaping, swimming pools, cooling and HVAC systems, etc. Considering our reliance on water to sustain our daily operations, a disruption in the water supply can have a profound impact on the smooth functioning of our operations.	Water is one of the most essential resources sustaining human existence and we have implemented several water-saving initiatives and technologies across our hotels such as the installation of sewage treatment plants, low-flow fixtures at showerheads and toilets and aerator based faucets. Through the effective implementation of Zero Discharge Mechanism across multiple hotels, we are reusing all the treated wastewater for horticulture purposes. Discharge of water into the environment if any is contingent upon the requisite treatment process.	<p>Negative</p> <p>The financial risks arising from interrupted services due to disruption in our operations caused by water scarcity.</p> <p>Positive</p> <p>In our endeavour to ensure efficient utilisation of water, our stays are curated to instill judicious water conservation habits amongst our guests through small yet impactful steps such as the responsible use of linens and towels. These initiatives have enabled ample water availability for our internal use and for the communities where we operate.</p>
9. Climate Change	Risk	As witnessed, the rise in global temperatures is devastatingly leading to an increased likelihood of natural disasters. For hotels of EIH Limited, this poses a significant threat of damage to our heritage infrastructures, livelihood and disruption of supply chain in such high-risk areas. Extreme weather conditions have also led to greater reliance on energy sources to maintain the ideal indoor temperature for our guests at all times and an increase in the associated cost. Our proactive approach to risk assessment also anticipates that shifts in weather patterns in some areas can lead to diminished tourist attraction.	At hotels of EIH Limited, we are integrating advanced technologies, building materials and structural solutions into our infrastructure that enable passive cooling. Additionally, we aim to build weather resilience by making a significant investment in disaster management and developing a coping mechanism to deal with such situations.	<p>Positive</p> <p>Building resilience against climate-related risks guarantees our financial and sustainable success in the long-run.</p> <p>Negative</p> <ul style="list-style-type: none"> Increased operating costs due to an increase in energy consumption and additional investments in weather risk preparation. Reduction in revenue per available room due to diminishing tourist attraction of some areas and frequent cancellations consequent to abrupt weather changes.



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

Business Responsibility and Sustainability Report (Contd.)

Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
14. Supply Chain Management	Risk	Because of the heightened public awareness of any negative environmental and social impact, sustainable supply chain management has become an integral aspect of business strategy. It can significantly affect the growth trajectory, thus also affecting the overall return for the shareholders.	We are working closely with our suppliers to contain our overall environmental and social impact. In our endeavour to create a responsible supply chain, we are prioritising sourcing from local suppliers. As laid out in our suppliers' contract, we encourage our suppliers to integrate sustainability across their business operation.	<p>Positive Transition to a robust supply chain helps us build financial and operational resilience.</p> <p>Negative Any disruption in the supply chain may hamper guests' services, reflecting adversely in our financial statement.</p>
15. Community Relations	Opportunity	Our social initiatives are aimed to support the underserved and unprivileged sections of the society. Our hotels continually work with and for the betterment of the local communities on various environmental and social initiatives. Thus, enabling us to forge strong relationship with the communities	-	<p>Positive & Negative Forging strong relationship with the communities where we are present, grants us the societal license to operate and protects our brand image.</p>

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

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



Policy and Management processes

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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1 (b) Has the policy been approved by the Board? (Yes/No)	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	No
1 (c) Web-link of the Policies, if available	<p>Diversity and Inclusion Policy has been approved and implemented by the Group CHRO</p> <p>Health, Safety, and Environment Policy has been approved and implemented by the Group CHRO</p> <p>P1: Code of Conduct, Whistle blower Policy; Code of Conduct for Prevention of Insider Trading; Related Party Transaction Policy; Risk Management Policy</p> <p>P2: Supplier Code of Conduct</p> <p>P3: Code of Conduct; Diversity and inclusion Policy; Health, Safety and Environment Policy; Whistle blower Policy, POSH</p> <p>P4: Stakeholder Engagement Policy</p> <p>P5: Code of Conduct; Diversity and inclusion Policy</p> <p>P6: Health, Safety and Environment Policy; Risk Management Policy</p> <p>P7: Public Policy Advocacy Policy</p> <p>P8: CSR Policy</p> <p>P9: Privacy Policy, Information policy and procedures are internal and available on APEX portal.</p> <p>All the policies (other than those available on our intranet) have been hosted on this webpage: https://www.eihltd.com/investors/policies/</p>								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes, all the policies have been translated into appropriate procedures within the organisation. A comprehensive disclosure of such procedures is available under respective principles in this report.								
3 Do the enlisted policies extend to your value chain partners? (Yes/No)	At EIH Limited, we firmly believe that our success is closely tied to the success of our value chain partners. We, therefore, actively encourage our partners to adopt and implement our policies, which align with the steadfast principles of "Oberoi Dharma", thus demonstrating responsible conduct. Our Supplier's Agreement seeks acceptance of our value chain partners to abide by the Company's "Fundamental Code of Conduct", "Whistle-blower Policy" and "Data Protection and Privacy Policy".								
4 Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	-	FSSAI	-	-	-	-	-	-	ISO 27001
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	As we embark on our sustainability journey and intensify our efforts in monitoring our performance. We aim to expand our strategic vision by incorporating the crucial findings of our assessment to establish both aspirational and realistic goals. By doing so, we ensure that the organisation's efforts are aligned with our sustainability ambition and lead to tangible progress. We are actively working toward setting measurable goals and implementing effective mechanism to assess our performance against these goals and targets. We have set a goal of achieving net zero emissions by 2050. We are also working towards procuring green energy and aligning new projects with green building standards. We will strive towards best in class health and safety practices for our employees and workers.								
6 Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The details will be available in our Integrated Report for Financial Year 2023-24.								

Business Responsibility and Sustainability Report (Contd.)

Governance, leadership, and oversight

Points	P1	P2	P3	P4	P5	P6	P7	P8	P9																																																												
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)																																																																				
8	Please refer section on Performance Review, page no. 28-31 of the Integrated report for FY23-24.																																																																				
9	<p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p> <p>Name: Vikramjit Singh Oberoi Designation: Managing Director & CEO E-mail: isdho@oberoigroup.com Tel: 011 23890505</p>																																																																				
9	<p>Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p> <p>The Board of Directors of EIH Limited is responsible for determining the strategic direction of the Company and safeguarding the interest of all our stakeholders. ESG is viewed as one of the strategic priorities by the BODs. Our sustainability strategy involves proactively identifying ESG-related risks and opportunities, setting goals/targets and finally implementing policies driven procedures to turn our commitments into actions. The Risk Management Committee of the Board closely monitors various environmental risks and opportunities. Further, to ensure implementation down the line, each Oberoi Hotel has a Green Team that comprises the Heads of Departments, who conceive and execute innovative ideas to conserve energy and protect the environment. The social initiatives of the Company are governed by the CSR Committee. Additionally, the Board has various committees in place to look after different aspects, policies and procedures covered under the larger umbrella of sustainability.</p>																																																																				
10	<p>Details of Review of NGRBCs by the Company</p> <p>a) Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee</p> <table border="1"> <thead> <tr> <th>Subject for Review</th> <th>P1</th> <th>P2</th> <th>P3</th> <th>P4</th> <th>P5</th> <th>P6</th> <th>P7</th> <th>P8</th> <th>P9</th> </tr> </thead> <tbody> <tr> <td>1. Performance against above policies and follow up action</td> <td colspan="9">Yes, the policies of our Company are reviewed periodically or on a need basis by the Board/Committees of the Board/Senior Management. During this assessment, the efficacy of the policies is reviewed and necessary changes to policies and procedures are implemented.</td> </tr> <tr> <td>2. Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances</td> <td colspan="9">Being a responsible corporate, we ensure compliance with all the applicable laws and regulations. For the reporting year, we have not reported any non-compliance.</td> </tr> </tbody> </table> <p>b) Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee</p> <table border="1"> <thead> <tr> <th>Subject for Review</th> <th>P1</th> <th>P2</th> <th>P3</th> <th>P4</th> <th>P5</th> <th>P6</th> <th>P7</th> <th>P8</th> <th>P9</th> </tr> </thead> <tbody> <tr> <td>1. Performance against above policies and follow up action</td> <td colspan="9">Few policies are reviewed annually and some are reviewed periodically or on a need basis.</td> </tr> <tr> <td>2. Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances</td> <td colspan="9">Being a responsible corporate, we ensure compliance with all the applicable laws and regulations. For the reporting year, we have not reported any non-compliance.</td> </tr> </tbody> </table>									Subject for Review	P1	P2	P3	P4	P5	P6	P7	P8	P9	1. Performance against above policies and follow up action	Yes, the policies of our Company are reviewed periodically or on a need basis by the Board/Committees of the Board/Senior Management. During this assessment, the efficacy of the policies is reviewed and necessary changes to policies and procedures are implemented.									2. Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Being a responsible corporate, we ensure compliance with all the applicable laws and regulations. For the reporting year, we have not reported any non-compliance.									Subject for Review	P1	P2	P3	P4	P5	P6	P7	P8	P9	1. Performance against above policies and follow up action	Few policies are reviewed annually and some are reviewed periodically or on a need basis.									2. Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	Being a responsible corporate, we ensure compliance with all the applicable laws and regulations. For the reporting year, we have not reported any non-compliance.								
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11	<p>Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.</p> <p>The entity periodically carries out the assessment of various aspects covered in the policies internally through established mechanisms.</p>																																																																				



12 If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:									
Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. The entity does not consider the principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
2. The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
3. The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
4. It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
5. Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

Our enduring excellence is predicated on the bedrock of the trust and loyalty of our stakeholders. At EIH Limited, we remain undeterred in our commitment to strengthening the foundation of this relationship and protecting the interest of all stakeholders by demonstrating conduct that is responsible and ethical. The Company's resolve to uphold the highest standards of ethical business practices is sanctified in our fundamental Code of Conduct, "The Oberoi Dharma" and reinforced through our vision statement. Every year the Company's Directors, Key Managerial Personnel and Senior Management Personnel reaffirm their commitment to "The Oberoi Dharma" by providing a written confirmation. The all-encompassing philosophy acts as a guiding force for our employees and collaborators to embody the values of integrity, honesty and accountability in their truest form while carrying out their roles and responsibilities. Adherence to these principles is achieved through the Code of Conduct which provides a comprehensive understanding of the implications of responsible conduct. Any deviation from the COC is treated as misconduct and strictly dealt with. Additionally, through our whistleblower policy, we encourage our employees to report any or all breaches of conduct without any fear of retaliation.

ESSENTIAL INDICATORS

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

S. No.	Segment	Total number of training & awareness programmes held	Topics/ principles covered under the training	% of persons in respective category covered by the awareness programmes
1	Board of Directors	1	Hotel Operations	100%
		1	Regulatory Updates	100%
2	Key Managerial Personnel	1	Code of Conduct	100%
3	Employees other than BOD and KMPs	6,157	#Mission, Vision, Dharma #Code of Conduct # Whistle-Blower Policy #Fire and evacuation #Health, safety and hygiene #First aid # Performance Review process Training # Any other skill development training #Safe & sustainable tourism #POSH # Human Right policy #Waste management # Include Water and Energy aspect #Complaint handling #IT security training #Ethical work practices and #Workplace culture, #Sustainability and impact of tourism on environment #Other Technical Trainings	43%

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S. No.	Segment	Total number of training & awareness programmes held	Topics/ principles covered under the training	% of persons in respective category covered by the awareness programmes
4	Workers	<p>All our workers are hired on a contractual basis (temporary) through third-party vendors. For hotels operating within India, 100% of our workers are covered as part of sexual harassment and code of conduct trainings. Our International hotels have also conducted trainings on topics such as SOP refreshment, LQA refreshment, menu and product knowledge, Ethical work practices and workplace culture, sustainability, Code of Conduct, Mission, Vision and Dharma, Sexual harassment among others. A total of 12 trainings were conducted which covered 28% of our international workers.</p> <p>In addition, overall 21.63% of our workers were given health and safety trainings and 23.81% were given skill upgradation trainings.</p>		

2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by its directors/KMPs) with regulators/ law enforcement agencies/ judicial institutions in FY24

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Penalty/Fine	Not Applicable	Not Applicable	0	NA	No
Settlement	Not Applicable	Not Applicable	0	NA	NA
Compounding fee	Not Applicable	Not Applicable	0	NA	NA
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ Judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Imprisonment	Not Applicable	Not Applicable	0	NA	NA
Punishment*	Not Applicable	Not Applicable	0	NA	NA

* This is applicable for hotels operating within India.

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	NA

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

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

5. No of Directors/ KMPs/ Employees against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.

Segment	FY24	FY23
1 Directors	0	Nil
2 Key Managerial Personnel	0	Nil
3 Employee	0	Nil
4 Workers	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.	Nil



6. Details of complaints with regard to conflict of interest

Segment	FY24		FY23	
	Number	Remarks	Number	Remarks
1 Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	Nil	NA
2 Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	Nil	NA

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

Not Applicable as there were no such cases.

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

	FY 24	FY23
Number of days of accounts payables	93	127

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

Parameter	Metrics	FY 24 (Current Financial Year)	FY 23 (Previous Financial Year)
Concentration of Purchases	Purchases from trading houses as % of total purchases	4%	-
	Number of trading houses where purchases are made from	193	-
	Purchases from top 10 dealers/ Distributors as % of total Purchases from trading houses	65%	-
Concentration of sales	Sales to dealers / distributors as % of total sales	7%	-
	Number of dealers distributors to whom sales are made	235	-
	Sales to top 10 dealers/ Distributors as % of total sales to dealers/ distributors	76%	-
Share of RPTs (as a respective %age) in	Purchases (Purchases with related parties / Total Purchases)	5%	8%
	Sales (Sales to related parties / Total Sales)	2%	2%
	Loans & advances (Loans & advances given to related parties / Total loans & advances)	16%	30%
	Investments in related parties / Total Investments made)	75%	80%

*FY23-24 number include data for International hotels for concentration of purchases and concentration of sales data

LEADERSHIP INDICATORS

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

Total number of awareness programmes held	Topics / principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
---	--	---

At EIH Limited, we aim to thrive on the combined resilience of our value chain partners to accomplish our purpose of building a mutually beneficial ecosystem where the interests of all stakeholders are aligned and synergised. The realisation of this common goal is achieved by explicitly laying out the implications of responsible business conduct in the service agreement and encouraging our value chain partners to demonstrate conduct that is in alignment with such requirements.

Some of our international hotels have conducted trainings for suppliers. For instance, The Oberoi Mauritius has conducted trainings for 50% of its suppliers on topics such as Gate procedures, Health and safety measures on Oberoi Site, Guest Focus, Ethics, and compliances. The Oberoi Zahra, Nile Cruiser has conducted trainings on Food Safety, Food handling and quality maintenance for 30% of its suppliers.

We encourage our partners to ensure that the highest standards of quality and safety are upheld across all aspects of their operations. Additionally, the service agreement seeks the vendor's acceptance to abide by "The Oberoi Dharma", the Company's "Whistleblower Policy" and "Data Protection Policy". Compliance with these company policies is reiterated at the time of onboarding and distribution of annual tenders wherever applicable.

Business Responsibility and Sustainability Report (Contd.)

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

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

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

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

As one of the forerunners in the realm of luxury hospitality in India, at EIH Limited our foremost objective is perfecting the experiences of our esteemed guests by curating bespoke stays that serve as a reflection of the grandeur lifestyle that our guests deserve and desire to espouse. However, as responsible enablers and architects of enhanced lifestyles, we aim to push the boundaries forward and advance the quality of life beyond our hotels by preserving the environment and uplifting the communities we operate in. We have evolved our strategic vision to encompass a commitment to environmental stewardship. Environmental consciousness has become an inherent aspect of our business operations. We envision an organisation that is committed to the environment, using natural products and recycling items thus ensuring proper use of diminishing natural resources. To this end, we have incurred significant investment to integrate technologies and set up processes that can reduce our environmental footprint. We have also implemented measures to build a clear understanding of our environmental impact and track our progress on an ongoing basis.

ESSENTIAL INDICATORS

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

S. No.	Segment	FY24	FY23	Details of improvements in environmental and social impacts
1	R&D	At EIH Limited, we are proactively looking for Research and Development Opportunities that can result in the enhancement of the sustainability of our operational procedures. For FY 23-24, we haven't separately tracked our R&D spend on ESG. However, we are striving to capitalise on research and development and closely monitor such expenditures.	At EIH Limited, we are proactively looking for Research and Development Opportunities that can result in the enhancement of the sustainability of our operational procedures. For FY 22-23, we haven't separately tracked our R&D spend on ESG. However, we are striving to capitalise on research and development and closely monitor such expenditures.	
2	Capex	3.74%	2.65%	In FY 24, we incurred capital expenditure on the purchase of LED TVs, water bottling plant, solar water heater and a 600kW solar plant. In FY 23, we incurred capital expenditure on the installation of Sewage Treatment Plants (STP) and transition to renewable and efficient energy sources and technologies.

*FY24 includes data for international hotels (Lombok, Mauritius, Sahl Hasheesh, Al-Zohra)



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

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

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

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

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

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

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

	FY24			FY23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	We are a luxury hospitality company and do not manufacture or sell any products. However, we have waste management programmes in place for our own operations. Our approach to waste management is anchored by the 3R model - Reduce, Reuse and Recycle. Please refer to Principle 6, Essential Indicator, Question 10 for more details.			We are a luxury hospitality company and do not manufacture or sell any products. However, we have waste management programmes in place for our own operations. Our approach to waste management is anchored by the 3R model - Reduce, Reuse and Recycle. Please refer to Principle 6, Essential Indicator, Question 9 for more details.		
E-Waste						
Hazardous Waste						
Other Waste						

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

Not Applicable to us as we are not a manufacturing company.

Business Responsibility and Sustainability Report (Contd.)

LEADERSHIP INDICATORS

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

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

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

Name of Product/Service	Description of the risk / concern	Action Taken
	Not Applicable	

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

Indicate input material	Recycled or re-used input material to total material	
	FY24	FY23
Plastic	We ensure zero use of single-use plastic across all our properties. As a part of our ongoing efforts to minimise plastic waste, we have initiated the process of commissioning of bottling plants in our hotels. Some of our hotels are transitioning from plastic bottle to glass bottle.	We ensure zero use of single-use plastic across all our properties. As a part of our ongoing efforts to minimise plastic waste, we have initiated the process of commissioning of bottling plants in our hotels.
Food Items	Reinforcing our dedication to a greener and more sustainable planet, we have implemented relevant measures to ensure that every morsel of food is utilised efficiently and effectively. To this end, we have installed organic waste converters across our hotels. The wet and dry food waste are appropriately segregated and a significant proportion of such waste is processed in composting machines or traditional compost pits into organic compost, which is further reused for horticulture. The remaining food waste is responsibly sent to municipal corporation through authorised vendors for appropriate recycling or disposal. At some hotels, the wet waste is also refrigerated to avoid spoilage.	Reinforcing our dedication to a greener and more sustainable planet, we have implemented relevant measures to ensure that every morsel of food is utilised efficiently and effectively. To this end, we have installed organic waste converters across our hotels. The wet and dry food waste are appropriately segregated and a significant proportion of such waste is processed in composting machines or traditional compost pits into organic compost, which is further reused for horticulture. The remaining food waste is responsibly sent to municipal corporation through authorised vendors for appropriate recycling or disposal.



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

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

	FY24			FY23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA			NA		
E-waste						
Hazardous waste						
Other Waste						

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

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

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

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

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

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

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

ESSENTIAL INDICATORS

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	3,971	3,901	98%	3,971	100%	NA	NA	3,608	91%	0	0%
Female	1,064	1,030	97%	1,064	100%	1,063	100%	NA	NA	903	85%
Total	5,035	4,931	98%	5,035	100%	1,063	21%	3,608	72%	903	18%
Other than Permanent Employees											
Male	2,895	2,878	99%	2,895	100%	NA	NA	2,471	85%	0	0%
Female	1,040	1,033	99%	1,040	100%	965	93%	NA	NA	909	87%
Total	3,935	3,911	99%	3,935	100%	965	25%	2,471	63%	909	23%

*FY24 includes data for international hotels.

*For our hotels operating within India, if and when requested for daycare facilities, we make suitable arrangements that meet the specific needs and schedules of our employees. This is provided either at the workplace or in collaboration with daycare partners.

Business Responsibility and Sustainability Report (Contd.)

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

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.										
Female											
Total											
Other than permanent workers											
Male	3,571	3,331	93%	3,373	94%	NA	NA	3,292	92%	0	0%
Female	188	173	92%	178	95%	161	86%	NA	NA	161	86%
Total	3,759	3,504	93%	3,551	94%	161	4%	3,292	88%	161	4%

*FY24 includes data for international hotels.

*EIH Limited hires all the workers through external agencies. However, for our hotels operating within India, If and when requested for daycare facilities, we make suitable arrangements that meet the specific needs and schedules of our workers. This is provided either at the workplace or in collaboration with daycare partners.

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

	FY 24	FY23
Cost incurred on well-being measures as a % of total revenue of the Company	4%	3%

*FY24 includes data for international hotels.

2. Details of retirement benefits for Current and Previous FY

Benefits	FY24			FY23		
	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.)
1 PF	94%	93%	Y	100%	100%	Y
2 Gratuity	97%	93%	Y	100%	100%	Y
3 ESI	93%	93%	Y	100%	100%	Y
4 Other- Please specify	Not Applicable			Not Applicable		

*FY24 includes data for international hotels.

*BPJS JHT and BPJS health is the pension fund and ESI respectively for The Oberoi Bali and Lombok. PRGF MAURITIUS is the pension fund for The Oberoi Mauritius. For some international hotels, deductions and depositions with the authority is not applicable.



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

At EIH Limited, we are committed to take care of the needs of the diverse talent pool. We endeavour to create an inclusive workplace where everyone can work with comfort and dignity. Our efforts are aligned with the requirements of the Rights of Persons with Disabilities Act, 2016.

- All our facilities are largely accessible to differently abled employees
- We continuously keep identifying gaps in the infrastructure, if any to enhance the accessibility
- Partnering with agencies/ NGOs for sensitisation trainings

Our international hotels also have facilities accessible to differently abled employees. For The Oberoi Zahra, being a Nile cruiser, the space of operation is limited. However, we employee specially abled people in our land based offices where the facilities are equipped for them to operate comfortably.

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

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

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

Gender	Permanent Employees		Permanent Workers	
	Return to work Rate (%)	Retention Rate (%)	Return to work Rate (%)	Retention Rate (%)
Male	100%	100%	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.	
Female	100%	100%		
Total	100%	100%		

*FY24 includes data for international hotels

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

	Yes/No (If yes, then give details of the mechanism in brief)
1 Permanent workers	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.
2 Other than Permanent Workers	We have a robust grievance mechanism for all our employees. Policies such as The Oberoi Code of Conduct, POSH and Whistle-Blower define boundaries and provide mechanisms enabling employees and workers to raise their concerns and seek redressal.
3 Permanent Employees	
4 Other than Permanent Employees	<ul style="list-style-type: none"> • Internal Committee for POSH • Designated Whistle-Blower Officer • Regular feedback sessions with HR/ General Managers <p>Our international hotels also have robust mechanism in place to address grievances. For instance, at The Oberoi Bali and Lombok any work-related complaints are addressed through GM meetings and discussions involving employees and management. The Oberoi Al-Zorah's internal mechanisms for addressing human rights grievances includes the Director-Human Resources as the designated human rights officers, who receives formal complaint, implement procedures with confidentiality protections, complete thorough investigations and implement corrective actions such as training, policy revisions or disciplinary measures to ensure accountability and prevent future violations.</p>

Business Responsibility and Sustainability Report (Contd.)

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

Category	FY24			FY23		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	5,035	752	14.94%	8,297	1,362	16.42%
Male	3,971	610	15.36%	6,402	1,172	18.31%
Female	1,064	142	13.35%	1,895	190	10.03%
Total Permanent Workers	EIH Limited has hired all its workers through external agencies and such hires fall under the category of temporary workers.			EIH Limited has hired all its workers through external agencies and such hires fall under the category of temporary workers.		
Male						
Female						

*Applicable for hotels operating within India.

8. Details of training given to employees and workers

Category	FY24 [#]					FY23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Male	6,866	6,363	92.67%	1,736	25.28%	6,402	2,227	34.79%	4,393	68.62%
Female	2,104	1,668	79.28%	889	42.25%	1,895	623	32.88%	1,528	80.63%
Total	8,970	8,031	89.53%	2,625	29.26%	8,297	2,850	34.35%	5,921	71.36%
Workers										
Male	3,571	630	17.64%	712	19.94%	3,534*	-	-	-	-
Female	188	183	97.34%	183	97.34%					
Total	3,759	813	21.63%	895	23.81%					

* For FY 22-23, workers we do not capture training held data. However, considering the nature of our services the importance of training is deeply ingrained in our conduct. EIH Limited provides mandatory training on grooming, wellness, health and safety, customer service, handling equipment and skill enhancement to all our workers.

[#] FY24 includes data for international hotels.

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

Category	FY24			FY23		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees						
Male	6,866	6,709	97.71%	6,402	6,026	94.13%
Female	2,104	2,026	96.29%	1,895	1,747	92.19%
Total	8,970	8,735	97.38%	8,297	7,773	93.68%
Workers						
Male	Performance appraisal and development reviews of temporary workers are conducted by their respective agencies.			Performance appraisal and development reviews of temporary workers are conducted by their respective agencies.		
Female						
Total						

*FY24 includes data for international hotels.

10. Health and Safety Management System

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

Yes. To ensure a safe and healthy workplace, we have integrated the industry's best practices and protocols that also comply with applicable statutory requirements:

- We conduct regular training and awareness sessions on fire safety, evacuation drill, emergency management, first aid and the use of AED machines to equip them to cope with the risk of accidents, injuries and health issues better.
- Every hotel has been provided access to various training materials, audio visual materials and reference materials on health and safety.
- We also have operating standards for departmental managers, these department standards are revisited from time to time.
- To assess efficacy, we also conduct safety audits.

At our international hotels, for instance, at The Oberoi Bali, there is a person in-charge as HSE officer. They conduct medical checkup for staffs. SOPs are also in place for health and safety in every department. They also have Emergency Response Team who is responsible for handling Emergency situation.

The Oberoi Mauritius conducts Health and Safety Committee meetings on regular basis and the minutes are sent to the Labour inspectorate as stipulated in the OSHA (Occupational Safety and Health Act of 2022). Furthermore, a detailed risk assessment has been done and submitted to the Ministry of Labour to anticipate any accidents.

The Oberoi Marrakech have a permanent nurse, permanent hygienist and an external doctor specialised in health and safety at work, as per the local labour law.

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

EIH Limited adopts comprehensive approach to identify occupational safety hazards and safety risks. This approach covers assessment of all existing/ new/ modified activities, processes and services. Systematic safety audits are conducted on regular basis at multiple levels throughout the year:

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

Risks/ concerns witnessed during the assessment of the Health & Safety practices and working conditions are listed in the daily safety audit reports and shared with General Managers and Functional Heads. Follow up is also done on any pending audit review points on a monthly tracking report. In case any incident is reported, detailed investigations are carried out, followed by a detailed Incident Report.

For our international hotels, for instance, The Oberoi Bali conducts regular audit from Badung Regency Fire Department. Monthly hand swab test is also conducted by the Panureksa Laboratory and every semester swab test, water test and food material test is conducted by the Government. The Oberoi Lombok conducts safety audits mostly by third-party on a required basis.

The Health and Safety Committee at the Oberoi Mauritius, consisting of the Chief Engineer, The Health and Safety Officer, The Quality Assurance Manager amongst others are the ones identifying potential hazards in the hotel on a regular basis. The Risk assessment which is a legal requirement also contain details about the process of work related hazards and means to prevent them. The Oberoi Sahl Hasheesh also conducts daily inspections by Security Supervisors, third-party safety audits on a quarterly basis (hygiene and safety). First aid and emergency response and fire-fighting trainings are also conducted every year in coordination with the Ministry of Labour. In addition to this, periodic audits are conducted by the Ministry of Health and Labour

Business Responsibility and Sustainability Report (Contd.)

Authorities. In case any incident is reported, detailed investigations are carried out, followed by a detailed Incident Report. The Oberoi Marrakech conducts round checks by permanent nurse, permanent hygienist and an external doctor to identify and implement corrective actions when needed.

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

EIH Limited, operating within India, has the following processes in place for workers to report any work-related hazard and take precautionary actions to avoid the same.

- Feedback/Suggestion boxes placed at public places in back of the house areas.
- Feedback sessions conducted by General Manager with employees in the form of GM Round Table/Team Hearts & Minds
- Whistle-Blower Policy to report any health/ safety/ work hazard related issue.
- Other Measures undertaken -
 - Mandatory Briefing and pre-work inspection conducted before start of any work
 - Works are allowed only under Supervision.
 - All safety protocols are mandatory to be followed.
 - Penalty clause for vendors for any non-compliance to safety protocols and work is stopped.

Our International hotels also have systems for employees to report on the work related hazards. For instance, employees at The Oberoi Bali can directly report on any unsafe condition to head department. They have monthly hand swab programme. Besides that they have safety procedures which is mandatory followed by all employees.

The Oberoi Mauritius has adopted an open communication policy where each employee is encouraged to report any hazards encountered. Bi monthly Health & Safety meeting is held in regard to all H&S matters. Each department of the hotel has a representative in the Health and Safety Committee who is encouraged to report and Health and Safety concern to the committee. The Health and safety Officer takes regular rounds of the property to re enforce SOPs and good practices pertaining to Health and Safety. They conduct regular training and awareness sessions on fire safety, evacuation drill, emergency management, first aid and the use of AED machines to equip employees to cope with the risk of accidents, injuries and health issues better. First Aid boxes are provided in all departments and compulsory First Aid training is also provided to the team.

All employees of The Oberoi Sahl Hasheesh are trained to report on any work related hazard to the safety coordinator. They discuss the case in detail during daily briefings and immediate corrective action is taken. They also organise training for employees in coordination with the Ministry of Labour to ensure that employees are prepared and informed to handle any work related hazards and to remove themselves when needed.

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

Yes. For hotels operating in India, all our employees and workers have the access to non-occupational medical and healthcare services. We have Healthcare Policies for employees and their families and ESIC policy for workers and their families. Our international hotels also provides access to these services to our employees and workers. For instance, at The Oberoi Bali, all our employees and worker have health insurance plus medical programme from Government (BPJS Kesehatan). We also register them on work accident insurance programme from BPJS Tenaga Kerja and in house clinic for emergency. All employees and workers of The Oberoi Lombok, have health insurance and are covered as part of Protection programme for the risk of work accidents from the Government, Retirement Savings Scheme, Death Insurance and Pension Plan (BPJS).

11. Details of Safety related incidents

Safety Incident/Number	Category*	FY24	FY23
1 Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	9	Nil
	Workers	1	Nil
2 Total recordable work-related injuries	Employees	182	35
	Workers	6	
3 No. of fatalities	Employees	0	Nil
	Workers	0	1
4 High consequence work-related injury or ill-health (excluding fatalities)	Employees	1	Nil
	Workers	0	Nil

* Including in the contract workforce.

**FY24 includes data for international hotels.

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

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

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

	FY24			FY23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

*FY24 includes data for international hotels.

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	53% (14 National and 5 International Hotels/units out of total 36 hotels/units were assessed for health and safety practices and working conditions). For National hotels and units the assessment was done by the Chief Human Resources Officer and Vice President-Human Resources. For Oberoi Mauritius, the assessment was conducted by the H&S officer and Machine Inspector.
Working Conditions	

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

For hotels/units, operating within India, there were no risks/concerns witnessed with respect to working conditions. For The Oberoi Bali and Lombok, immediate measures such as correcting actions for the breakers and wiring in the electrical panel that has bad result of thermography test, replacement of failed smoke detectors and fire extinguishers were undertaken. At The Oberoi Mauritius, any risks/concerns witnessed during the assessment of the health and safety practices and working conditions are comprehensively listed in their detailed safety audit reports and shared with General Manager and Heads of departments.

LEADERSHIP INDICATORS

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

Yes, For hotels within India, EIH Limited provides, Employee State Insurance Scheme which is part of Government social security and over and above we provide hospitalisation insurance and Personnel Accidental coverage to the employees in the event of death. Over and above this we provide maternity benefit. The well-being and health of our workers are also prioritised by providing them coverage under ESIC.

For our international hotels, for instance, The Oberoi Bali covers all its employees and workers under BPJS Tenaga Kerja as it is mandatory from the Government of Indonesia. All employees and workers at The Oberoi Lombok are covered under health insurance, Protection programme for the risk of work accidents from the Government, Retirement Savings Scheme, Death Insurance and Pension Plan (BPJS). Based on Collective Labour Agreement there

Business Responsibility and Sustainability Report (Contd.)

is also a compensatory amount for employee death. All employees of The Oberoi Sahl Hasheesh and The Oberoi Zahra, Nile Cruiser are secured by the social insurance, this is a mandatory procedure as per the local regulations.

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

We encourage all our partners to comply with all the relevant legal and compliance requirements that are applicable to them as per jurisdiction. We have established a clear expectation of such conduct in our service agreement and Code of Conduct. For hotels within India, to ensure that all statutory dues have been paid, we seek confirmations on a need basis. Additionally, payments are processed if only the authenticity of challans/invoices as furnished by the value chain partner is verified. For our international hotels, for instance, at The Oberoi Bali and Lombok, any related withholding tax is to be paid based on applicable laws. At The Oberoi Sahl Hasheesh, payments are processed only against electronic VAT bills. At the Oberoi Marrakech, all partners must deliver every 6 months a certificate of tax compliance.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY24	FY23	FY24	FY23
Employees	1	Nil	1	Nil
Workers	0		0	

* FY24 includes data for international hotels.

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

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

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	We encourage all our value chain partners to maintain the highest standards of safety in their business operations through our Suppliers' Code of Conduct and Vendor's Agreement.
Working Conditions	We are currently in process of undertaking ESG assessment of our suppliers which will include parameters related to health and safety and working conditions. As part of the assessment we will identify top suppliers, evaluate their performance, and identify actual and potential risks. We will also prioritise suppliers basis the risk and will create action plans to prevent and mitigate those risks.

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.

As we are currently in process of undertaking ESG assessment of our suppliers which will include parameters related to health and safety and working conditions, the same once concluded (July 2024 for top 20 Suppliers per category) the same will be addressed.



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

ESSENTIAL INDICATORS

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

To transform our sustainability aspirations into tangible actions, we have sought the collective strength of our stakeholders. At EIH Limited, we aim to progress in a manner that creates shared values for all. And, in our incessant pursuit of optimal outcome, the discerning selection of stakeholder with whom we engage assumes paramount importance. This is underpinned by a two-step approach of stakeholder identification and prioritisation of stakeholder that materially impact us or in turn affected by our operations. Please refer to page number 42-45 of the Integrated Report, FY23-24 for a detailed insight into Stakeholder Engagement and Materiality Assessment.

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

Stakeholder group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	Channel of communication are e-mail, SMS, newspaper advertisement in English and vernacular language, website update, stock exchange intimations etc.	Other-periodically as and when required	<ul style="list-style-type: none"> Compliance to laws and regulatory requirement Return on investment/ dividend Timely interest and debt repayment Socially/ environmentally responsible investment
Employees	No	Channel of communication is e-mail	Other-periodically as and when required	<ul style="list-style-type: none"> Health and safety Grievance redressal Collect feedback and suggestions Ethical behaviour/ statutory compliance Enhancing service delivery Gather valuable insight into guest's experiences. Compliances
Value Chain partners	No	Channel of communication is e-mail	Other-periodically as and when required	<ul style="list-style-type: none"> Create a win-win situation Clarity in terms and conditions Operational and resource efficiencies Ensuring ethical business conduct Collaborate to create positive environmental and social impact
Customers/Guests	No	Channel of communication is e-mail	Other-periodically as and when required	<ul style="list-style-type: none"> Ethical business practices Environmental impact Attention to detail
Local community and NGOs	No	Channel of communication is e-mail	Other-periodically as and when required	<ul style="list-style-type: none"> Climate change and other environmental issues. Protect and promote human rights
Government and Regulatory Authorities	No	Channel of communication is e-mail	Other-periodically as and when required	<ul style="list-style-type: none"> Disaster and relief management Policy and advocacy Forge meaningful Relationship

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LEADERSHIP INDICATORS

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

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

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

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

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

The Company through its CSR initiatives is making continual efforts to extend our support to the vulnerable/ marginalised stakeholder groups. In our commitment to uplift the lives of the economically and socially disadvantaged, we have partnered with the SOS Children's Village to work for well-being and development of underprivileged kids by providing access to affordable education.

Principle 5: Businesses should respect and promote human rights.

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



ESSENTIAL INDICATORS

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

Category	FY24			FY23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	5,035	4,526	89.89%	8,297	1,143	13.78%
Other than permanent	3,935	3,559	90.44%	The workforce of EIH Limited does not constitute any employees under this category.		
Total employees	8,970	8,085	90.13%	8,297	1,143	13.78%
Workers						
Permanent	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors			The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.		
Other than permanent	3,759	3,453	91.86%	3,534	-	-
Total workers	3,759	3,453	91.86%	3,534	-	-

*For FY23, Considering the nature of our services the importance of training is deeply ingrained in our conduct. EIH Limited provides mandatory training on grooming, wellness, health and safety, customer service, handling equipment and skill enhancement to all our workers.

*FY24 numbers also includes International hotels.

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

Category	FY24					FY23				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Permanent	5,035	10	0.20%	5,025	99.80%	7,128	-	-	7,128	100%
Male	3,971	7	0.18%	3,964	99.82%	5,511	-	-	5,511	100%
Female	1,064	3	0.28%	1,061	99.72%	1,617	-	-	1,617	100%
Other than permanent	3,935	5	0.13%	3,922	99.67%	The workforce of EIH Limited does not constitute any employees under this category				
Male	2,895	4	0.14%	2,884	99.62%					
Female	1,040	1	0.10%	1,038	99.81%					
Workers										
Permanent	The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.					The workforce of EIH Limited does not constitute any permanent workers. All our workers are hired on a contractual basis (temporary) through third-party vendors.				
Male										
Female										
Other than permanent	3,759	98	2.61%	3,579	95.21%	3,268	3,268	100%	-	-
Male	3,571	81	2.27%	3,416	95.66%	EIH Limited hires all the workers through external agencies. Our teams comprise a diverse mix of different genders, cultures, regions and social backgrounds. Since we have engaged with multiple external agencies to hire such workers, we have not been able to track this data for male and female workers separately. However, aim to meet such requirements in our future disclosures.				
Female	188	17	9.04%	163	86.70%					

*For FY23, the table includes details of employees and workers whose base location is in India. All other employees working outside India are paid wages as per their applicable laws of the land.

*FY24 numbers also includes data for International hotels.

Business Responsibility and Sustainability Report (Contd.)

3. Details of remuneration/ salary/ wages

a) Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	11.5 ₹ crores	3	0
Key Managerial Personnel	2	2.03 ₹ crores	0	0
Employees other than BoD and KMP	6,866	0.031 ₹ crores	2,104	0.029 ₹ crores
Workers	EIH Limited hires all the workers through external agencies. Our teams comprise a diverse mix of different genders, cultures, regions and social backgrounds. Since we have engaged with multiple external agencies to hire such workers, we have not been able to track this data for male and female workers separately. However, we aim to meet such requirements in our future disclosures.			

*EIH Limited has 9 Board members with 6 males and 3 females. Out of the 9 Board members only 2 male members receive remuneration, rest all receive sitting fees. Hence for calculation of median remuneration, we have taken average of the remuneration given to 2 male board members only.

b) Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY24	FY23
Gross wages paid to females as % of total wages	20%	19%

*FY 24 numbers also includes data for International hotels

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

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

Our international hotels also have systems in place to address human rights, for instance, At Oberoi Bali, POSH Committee is responsible for overseeing all issues related to human rights. At Oberoi, Sahl Hasheesh, Human Resources Manager is responsible for overseeing all issues related to human rights. At Oberoi Zahra, Nile Cruiser, Director of Finance and Administration is responsible for overseeing all issues related to human rights. The Oberoi Al-Zorah has Director-Human Resources as the designated human rights officers responsible for addressing human rights issues. The Oberoi Mauritius also has a focal point responsible for addressing human rights related issues.

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

We have a robust grievance mechanism for all our employees to report issues related to human rights. In addition to the Policies such as POSH and Whistle-Blower, The Oberoi Code of Conduct defines details of the process to enable employees raise their concerns and seek redressal.

- Issues related to gender equality.
- Issues related to diversity and equal opportunities.
- The equal opportunity policy statements in The Oberoi Code of Conduct provides equal employment opportunity to all qualified persons without discrimination based on, gender, race, marital status, nationality, ethnic origin, sexual orientation, caste or religion in accordance with applicable local, state and national laws and regulations.

Our international hotels also have robust mechanisms in place, for instance, The Oberoi- Al Zorah, has internal mechanisms for addressing human rights grievances which includes the Director-Human Resources as the designated human rights officers, who receives any formal complaint, implement procedures with confidentiality protections, complete thorough investigations and implement corrective actions such as training, policy revisions or disciplinary measures to ensure accountability and prevent future violations.



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

	FY24		FY23	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual Harassment	26	0	19	3
Discrimination at workplace	0	0		
Child Labour	0	0		
Forced Labour/ Involuntary Labour	0	0		
Wages	6	0		
Other human rights related issues	NA	NA		

We reported zero complaints on issues concerning human rights, discrimination in workplace, child labour, forced labour, wages and any other issues related to human rights. To administer such complaints, we have a robust mechanism underpinned by the whistleblower policy that empowers our employees to voice their concerns without any fear of retaliation.

*FY 24 numbers also includes data for International hotels.

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

	FY24	FY23
Total complaints reported under Sexual Harassment on Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	26	19
Complaints on POSH as a % of female employees / workers	1%	1%
Complaints on POSH upheld	Nil	3

*Applicable only for hotels operating within India.

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

The organisation has a commitment to safeguarding employees who raise concerns regarding discrimination or harassment, ensuring the prevention of any form of retaliation or victimisation.

- The Company prioritises the maintenance of confidentiality throughout the investigatory process to protect the interests of all parties involved.
- Instances of such misconduct are met with zero tolerance and the Company remains resolute in taking appropriate disciplinary actions as per its policies.

Our international hotels also have robust mechanism in place for instance, The Oberoi, Bali has regulated punishment related to harassment in Collective Labour Agreement and also has SOP related to the same. The Oberoi, Al Zorah, has internal mechanisms for addressing human rights grievances which includes the Director-Human Resources as the designated human rights officers, who receives any formal complaint, implement procedures with confidentiality protections, complete thorough investigations and implement corrective actions such as training, policy revisions, or disciplinary measures to ensure accountability and prevent future violations.

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

Yes, point 8 of our Supplier code of Conduct addresses the points related to human rights (Protection of human rights). Suppliers are advised to support and respect the protection of internationally recognised human rights such as adopting the Universal Declaration of Human Rights (UDHR). Our international hotels also addresses human rights in their agreements. For instance, The Oberoi Bali and Lombok have an article mentioned about punishment for harassment in the Collective labour agreement.

10. Assessments for the year

Section	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual Harassment	39% Hotels & Business Units (14 out of total 36 national and international hotels/units), were assessed for discrimination at workplace, Child Labour, Forced Labour, Wage related issues, Human Rights Issues and working conditions by the Chief Human Resources Officer and Vice-President – Human Resources
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	

Business Responsibility and Sustainability Report (Contd.)

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

Not applicable

LEADERSHIP INDICATORS

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

The Oberoi Bali and Lombok, have created SOP and have an article mentioned about punishment for harassment in the collective labor agreement.

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

We understand that protecting human rights requires a holistic approach that requires participation from all levels of the organisation. We are currently in process of undertaking ESG assessment of our suppliers which will include human rights related parameters. As part of the assessment we will identify top suppliers, evaluate their performance and identify actual and potential risks. We will also prioritise suppliers basis the risk and will create action plans to prevent and mitigate those risks.

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

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

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

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

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	We believe working collaboratively with our value chain partners will help us fulfil our aspiration of enabling a just and equitable world. In this reporting year FY23-24, we have not undertaken assessment of compliance with human rights issues for our value chain partners.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	We are currently in process of undertaking ESG assessment of our suppliers which will include human rights related parameters. As part of the assessment we will identify top suppliers, evaluate their performance and identify actual and potential risks. We will also prioritise suppliers basis the risk and will create action plans to prevent and mitigate those risks.
Wages	

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

Nil

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

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

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

ESSENTIAL INDICATORS

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

Parameter	FY24	FY23
From renewable sources		
Total electricity consumption (A)	89,801	61,466
Total fuel consumption (B)	55	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	89,855	61,466
From non-renewable sources		
Total electricity consumption (D)	4,23,438	3,27,664
Total fuel consumption (E)	4,05,015	2,74,677
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	8,28,453	6,02,341
Total energy consumed (A+B+C+D+E+F)	9,18,309	6,63,807
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations - ₹ crores)	419	374
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP - USD million)	938	830
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) - the relevant metric may be selected by the entity	NA	NA

*Increase in total energy consumption in FY23-24 is due to the inclusion of airport turbine fuel and kitchen fuel. In addition, data of our international hotels are also included.

*Revenue from Operations: FY23-24= 2,193.47 (₹ crores) and FY22-23=1,773.67 (₹ crores).

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

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

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

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

Business Responsibility and Sustainability Report (Contd.)

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

Parameter	FY24	FY23
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Groundwater	7,16,700	3,86,555
(iii) Third party water	11,68,367	9,00,435
(iv) Seawater / desalinated water	54,346	Nil
(v) Others	10,24,877	9,11,459
Total volume of water withdrawal (In kilolitres) (i + ii + iii + iv + v)	29,64,290	21,98,449
Total volume of water consumption (In kilolitres)	25,41,351	18,68,310
Water intensity per rupee of turnover (Total water consumption / Revenue from operations in ₹ crores)	1,159	1,053
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP-USD million)	2,595	2,335
Water intensity in terms of physical Output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the Entity	NA	NA

*Increase in total water consumption in FY23-24 is due to the inclusion of data of international hotels.

*Revenue from Operations: FY23-24= 2,193.47 (₹ crores) and FY22-23=1,773.67 (₹ crores).

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

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

4. Provide the following details related to water discharge:

Parameter	FY24	FY23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		-
- No treatment		-
- With treatment – please specify level of Treatment		-
(ii) To Groundwater		-
- No treatment		-
- With treatment – please specify level of Treatment		-
(iii) To Seawater		-
- No treatment		-
- With treatment – please specify level of Treatment		-
(iv) Sent to third parties		23,162
- No treatment		23,162
- With treatment – please specify level of Treatment		-
(v) Others	4,22,939	3,06,977
- No treatment	1,18,912	-
- With treatment – please specify level of Treatment	3,04,027	3,06,977
Total water discharged (in kilolitres)	4,22,939	3,30,139

*Increase in total water discharge in FY23-24 is due to the inclusion of data of international hotels.

*Revenue from Operations: FY23-24= 2,193.47 (₹ crores) and FY22-23=1,773.67 (₹ crores)

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

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

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

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

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

Oberoi Airport and Flight Services Units in Kolkata and Delhi

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

The Oberoi Corporate Tower has also adopted zero liquid discharge.

Among our international hotels, The Oberoi Marrakech, The Oberoi Sahl Hasheesh, The Oberoi Mauritius, and The Oberoi Al-Zorah have adopted Zero Liquid Discharge mechanism.

6. Provide details of air emissions (other than GHG emissions) by the entity, in the following format.

Parameter	Please specify unit	FY24	FY23
Nox	mg/Nm ³	87	199
Sox	mg/Nm ³	30	42
Particulate matter (PM)	mg/Nm ³	30	76
Persistent organic pollutants (POP)	mg/Nm ³	Nil	Nil
Volatile organic compounds (VOC)	mg/Nm ³	Nil	28
Hazardous air pollutants (HAP)	mg/Nm ³	Nil	90
Others- please specify -CO, Non-methane hydrocarbon, Ammonia, Ozone)	mg/Nm ³	20	Nil

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

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

Business Responsibility and Sustainability Report (Contd.)

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

Parameter	Please specify units	FY24	FY23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	33,509	18,939
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	83,023	64,623
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO ₂ equivalent/ ₹ crores	53	47
Total Scope 1 and Scope 2 emission intensity per rupee turnover adjusted for Purchasing Power Parity (PPP) (Total scope 1 and scope 2 GHG emissions / revenue from operations adjusted for PPP)	Metric tonnes of CO ₂ equivalent/ USD million	119	104
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

*Increase in total emissions in FY23-24 is due to the inclusion of emissions from airport turbine fuel and kitchen fuel. Fugitive emissions from refrigerants have also been added. In addition, the data for international hotels have also been included.

*Revenue from Operations: FY23-24= 2,193.47 (₹ crores) and FY22-23=1,773.67 (₹ crores).

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

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

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

As a leading organisation in the luxury hospitality industry, we aspire to lead by example when it comes to embracing eco-consciousness in business practices. Acknowledging our substantial reliance on energy sources to uphold the highest standards of service for our valued guests, we understand the significance of minimising our environmental impact. Across our extensive network of 23 hotels and resorts, our operations encompass round-the-clock space conditioning, lighting, appliance usage, elevator functionality, powering kitchen and laundry equipment and more, all of which require a significant amount of energy. Guided by our commitment to eco-consciousness, we are dedicated to reducing our carbon footprint. To translate our energy conservation aspirations into tangible actions, we have integrated numerous environment-friendly measures and technologies into our infrastructure and operational practices.

Equipping our premises with energy-efficient technologies:

Focused energy conservation efforts were maintained throughout the year. Key initiatives taken include operational measures as well as progressive induction of energy efficient systems throughout the year. These improvements include installation of energy efficient pumps, fans and motors, installation of energy efficient lighting, high efficiency water closets and sensor based automation for faucets, conversion of boiler fuel system from diesel to gas, installation of waste heat recovery system, installation of energy efficient heat pumps and chillers, upgradation of power quality improvement system and upgradation of solar water heating system.

Other measures include installation of automatic tube cleaning system for chillers, upgradation of steam based laundry machines with electrically heated machines, replacement of kitchen equipment with energy efficient equipment, installation of demand based ventilation for kitchen, improvement of insulation of guest rooms, introduction of IoT based building management system and installation of energy-miser actuator valves for chilled water system.

Furthermore, kitchen and laundry equipment as well as major plant and machinery like elevators, chillers, boilers, ventilation equipment etc. were operated with adaptive control in relation to occupancy and ambient weather conditions. The operation & maintenance strategy continued to be implemented to ensure that plant and machinery were operated in most efficient state.

Key initiatives planned for the coming year include installation of heat pumps to replace fuel based heating systems, replacement of chillers with energy efficient chillers, installation of waste heat recovery system, installation of demand based ventilation system for air handling equipment, installation of water conservation devices, installation of automatic tube cleaning system for chiller heat exchangers, conversion of steam heated machines to electrically heated machines and replacement of air handling equipment with more energy efficient units. Additionally, operational measures and initiatives by energy conservation teams comprising of cross functional groups, close monitoring & performance evaluation of plant and machinery by conducting regular audits would be continued.

With various energy conservation measures implemented in FY23-24, we were able to maintain the energy intensity with similar business volumes and with up graded facilities in comparison to FY22-23.

Transitioning to renewable energy sources:

We are making a shift toward renewable energy sources. In our endeavour to clean energy transition, we have installed solar PV systems within the property at The Oberoi Udaivilas, The Oberoi Vanyavilas, Trident Udaipur, Trident Agra and The Oberoi Rajvilas. Consequently, The Oberoi Udaivilas meets nearly 49% of its power requirement from solar plant, The Oberoi Vanyavilas meets up to 36% of its power requirement from solar plants. Trident Udaipur and Trident Agra meet up to 64% and 26% of their electricity requirements from in-house solar plants respectively. The solar plant for The Oberoi Rajvilas was started in November 2023 and it generated about 11% of the annual power requirement for FY23-24. Further, in FY24-25 we intend to commission another solar plant at The Oberoi Rajvilas w.e.f. October 1, 2024. In totality, the two solar plants at The Oberoi Rajvilas would generate about 4000 kWh per day, meeting about 40% of the annual power requirements. Similarly, we intend to commission a solar plant at The Oberoi Amarvilas w.e.f. October 1, 2024 which would generate about 1000 kWh per day. We also intend to fulfil about 65% of our electricity requirement at The Oberoi Mumbai, Trident Nariman Point, Trident Bandra-Kurla and Oberoi Flight Services Mumbai through renewable sources by the end of FY24-25. Trident Gurgaon and The Oberoi Gurgaon meet more than 40% of their electricity demand from solar power plants based on present regulations however these hotels offset almost all of the emissions due to electricity by generating excess power from their solar plants which gets injected into the grid. In addition to harnessing solar energy, several units draw power from wind based resources. While The Oberoi Bengaluru meets more than 90% of its power requirements from wind energy plants, Trident Bandra-Kurla, Trident Chennai and Oberoi Flights Services Chennai draw 36%, 78% and 58% respectively of their electricity demand from wind energy plants. Apart from this, The Wildflower Hall and The Oberoi Cecil procure 100% of their electricity requirement from state-owned hydroelectric power plants. The majority of our hotels are relying on renewable – non-renewable energy mix to fulfill their energy requirements. We aim to expand the use of clean energy sources to other hotels as well.

Our International hotels have also undertaken various initiatives when it comes to renewable energy and energy efficiency. For instance, at The Oberoi Bali, we use LED lamps at the hotel. We have also installed an occupant sensor in public guest bathrooms. We use a solar water heater and have installed water-saving aerators for washbasin taps in each room.

At the Oberoi Sahl Hasheesh, we use energy efficient light bulbs. We do periodic check of our engines and generators to ensure the optimum level functioning of our machines, which in turn controls the fuel consumption. We use timers and Photo cells to switch ON and OFF the landscape lights to save energy. We have also changed the fuel of the boilers from diesel to natural gas. Most of kitchen equipment has been changed to natural gas type instead of electric.

At The Oberoi Zahra-Nile Cruiser, we use energy efficient light bulbs. Also our operating timings of heavy equipment is set at certain intervals, which enables us to switch off our generators and in turn save fuel consumption. We do periodic overhaul of our engines and generators to ensure the optimum level functioning of our machines, which in turn controls the fuel consumption.

Business Responsibility and Sustainability Report (Contd.)

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

Parameter	FY24	FY23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	478.43	298.15
E-waste (B)	5.98	9.94
Bio-medical waste (C)	0.87	10.98
Construction and demolition waste (D)	20.10	246.36
Battery waste (E)	0.44	6.00
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any. (G)	4,822.50	40.75
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	4,392.35	5,096.27
Total (A+B + C + D + E + F + G + H)	9,720.66	5,708.45
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations) -MT/₹ crores	4.43	3.22
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP- USD million) -MT/USD million	9.93	7.13
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be. selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	2,097.94	2,013.64
(ii) Re-used	1,202.19	80.75
(iii) Other recovery operations	1,965.41	Nil
Total	5,265.55	2,094.39
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	854.23	0.94
(ii) Landfilling	182.78	354.03
(iii) Other disposal operations	3,418.11	3,259.10
Total	4,455.12	3,614.06

*For FY23-24, the data for international properties is also included except for The Oberoi, Al Zorah as we are in process of settings up systems at The Oberoi, Al Zorah to record waste data.

*Revenue from Operations: FY23-24= 2,193.47 (₹ crores) and FY22-23=1,773.67 (₹ crores).

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

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

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

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

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

For instance, The Oberoi Rajvilas and Trident Jaipur utilises a green business/eco-friendly laundry chemical that is safe and non-toxic. Trident Bhubaneswar carries out preventive maintenances of the DG sets and boiler regularly to maintain the air pollution levels. Old CFL & florescent lamps are also converted to LED lamps at Trident Bhubaneswar. At our Bay club unit, paper package material is used for food which is biodegradable. The Oberoi Grand, Kolkata uses, only organic and bio- degradable chemicals for pest control and cleaning.

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

Recycle: Our recycling programmes encompass various initiatives. To harness organic waste, we have established compost pits within our hotels' expansive gardens, facilitating the reuse of organic matter. Our waste segregation practices ensure the proper separation of dry and wet waste. Wet waste, refrigerated to delay spoilage, is redirected to piggeries, while dry waste such as aluminum, paper and plastic is sold for recycling. E-waste is collected and dispatched to authorised recyclers for safe and responsible disposal. Furthermore, hazardous waste such as batteries and used oil from generators undergoes appropriate handling and disposal in adherence to legal regulations and guidelines. In house glass water bottling plant is being installed across many of our hotels to avoid plastic bottle uses. At our Bay club unit, Used oil from kitchen is responsibly disposed off for making bio-diesel fuel. Trident Bandra-Kurla complex has a biogas plant installed.

At our international hotel, other waste such used oil from generators undergoes appropriate handling and disposal by specialise vendor in adherence to applicable legal regulations and guidelines. For instance, At Oberoi Sahl Hasheesh, dry waste such as aluminum, paper and plastic is handed over to HEPCA for recycling. We have also managed to avoid the use of single-use plastic bottles. At The Oberoi Zahra, Nile Cruiser, we have also discontinued the use of single use plastic bottles on board.

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

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	The Oberoi Vanyavilas, Ranthambore, Rajasthan	Hotel	Yes. Although the construction of Oberoi Vanyavilas, Ranthambore did not require Environmental Clearance as the build-up area is less than 20,000 sq mt nonetheless we applied for and were granted a NOC from the Ministry of Environment, Forest and Climate Change Regional Office (Central Region). Additionally, the construction was done as per the consent of the State Pollution Control Board.
2	The Oberoi Beach Resort Mauritius- Situated in the Balaclava Marine protected Area (Fisheries and Marine Resources Act of 1998)	Hotel and Provider of water sports activities in the Marine Protected Area	Yes
3	The Oberoi Beach Resort Sahl Hasheesh, Red Sea, Egypt.	Hotel	Yes. We have obtained necessary permissions from the Ministry of Tourism and Ministry of health and Civil Defence authorities.
4	The Oberoi Zahra, Luxury Nile Cruiser operating between Luxor and Aswan	Nile Cruiser	Yes. We have obtained necessary permissions from the Ministry of Tourism and Nile Protection authorities. These licences are issued by the Government post thorough inspection of the vessel and the operating mechanisms.

Business Responsibility and Sustainability Report (Contd.)

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

At EIH Limited, any new projects or expansion or modernisation of any existing projects are carried out if only environmental clearance has been accorded by the Central Government or the State Government which are subject to submission and approval of Environmental Impact Assessment Reports. For our international hotels, for instance, at the Oberoi Zahra- Nile cruiser, regular inspections are conducted by Nile Protection and Navigation Authorities, Ministry of Environment, Egypt. At The Oberoi, Al-Zorah, any new projects or expansion or modernisation of any existing projects are carried out if only environmental clearance has been accorded by the Local governing authorities which are subject to submission and approval of Environmental Impact Assessment Reports.

However, in the reporting period, we have not undertaken any such projects.

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

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

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

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

LEADERSHIP INDICATORS

1. Water withdrawal, consumption and discharge in areas of water stress (In Kilolitres):
For each facility / plant located in areas of water stress, provide the following information:

i. Name of the area:

The following hotels/units are located in water stress areas:

The Oberoi, Gurgaon

The Oberoi, New Delhi

Trident, Gurgaon

Maidens Hotel

The Oberoi Amarvilas

Trident Agra

The Oberoi Bangalore

Trident Hyderabad

Trident Chennai

The Oberoi Vanyavilas

The Oberoi Udaivilas

The Oberoi Rajvilas

Trident Jaipur



Trident Udaipur
 The Oberoi Marrakech
 The Oberoi Lombok
 On-Flight services, Delhi
 On-Flight services, Chennai

ii. Nature of operations: Hotel and on-flight service unit

iii. Water withdrawal, consumption and discharge in the following format:

Parameter	FY24	FY23
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	
(ii) Groundwater	5,75,689	
(iii) Third party water	4,40,080	
(iv) Seawater / desalinated water		
(v) Others	5,08,220	
Total volume of water withdrawal (in kilolitres)	15,23,989	
Total volume of water consumption (in kilolitres)	14,98,750	
Water intensity per rupee of turnover (Water consumed / turnover -₹ crores)	683	
Water intensity (optional) – the relevant metric may be selected by the entity	NA	
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	25,239	
- No treatment	-	
- With treatment – please specify level of treatment	25,239	
Total water discharged (in kilolitres)	25,239	

*Revenue from Operations: FY23-24= 2,193.47 (₹ crores).

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

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

Business Responsibility and Sustainability Report (Contd.)

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

Parameter	Unit	FY24	FY23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3,33,199	2,56,642
Total Scope 3 emissions per rupee of turnover	MTCO ₂ e/₹ Crore	152	145
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

Revenue from Operations: FY23-24= 2,193.47 (₹ Crore) and FY22-23=1,773.67 (₹ Crore)

The increase in emission in FY23-24, is due to the inclusion of data of international hotels.

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

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

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

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

The Oberoi Zahra, Luxury Nile Cruiser has obtained a clearance certificate from the Ministry of Tourism and Nile authorities as part of yearly procedure. In addition to this, we have also obtained a certification from G/L (ship inspection) to ascertain if our machinery and operating standards are in line with the international standards and local regulations. We abide by all the environmental laws and statutory provisions applicable to us.

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

Please refer to Principle 6, Question 5, Question 8, Question 10, Essential Indicators.

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Transitioning to renewable energy sources:	In our endeavour to clean energy transition, we have installed solar PV systems within the property at The Oberoi Udaivilas, The Oberoi Vanyavilas, Trident Udaipur, Trident Agra and The Oberoi Rajvilas. Consequently, The Oberoi Udaivilas meets nearly 49% of its power requirement from solar plant, The Oberoi Vanyavilas meets up to 36% of its power requirement from solar plants. Trident Udaipur and Trident Agra meet up to 64% and 26% of their electricity requirements from in-house solar plants respectively. The solar plant for The Oberoi Rajvilas was started in November 2023 and it generated about 11% of the annual power requirement for FY23-24. Trident Gurgaon and The Oberoi Gurgaon meet more than 40% of their electricity demand from solar power plants based on present regulations however these hotels offset almost all of the emissions due to electricity by generating excess power from their solar plants which gets injected into the grid. The Oberoi Bengaluru meets more than 90% of its power requirements from wind energy plants, Trident Bandra-Kurla, Trident Chennai and Oberoi Flights Services Chennai draw 36%, 78% and 58% respectively of their electricity demand from wind energy plants. Apart from this, The Wildflower Hall and The Oberoi Cecil procure 100% of their electricity requirement from state-owned hydroelectric power plants. The Oberoi Bali also utilises solar electricity.	9.78% Renewable energy mix in total energy basket



S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
2	Technologies for waste water treatment	Installed advanced Sewage treatment plants and technologies facilitating the treatment of wastewater. All the recycled water is reused for the purposes of flushing, irrigation, HVAC, etc. Additionally, we are also actively working towards replacing our conventional treatment plants with advanced STP technologies.	16 hotels (operating within India), 2 airport and flight services units and The Oberoi Corporate Tower in our network are Zero liquid discharge. Four of our international hotels are zero liquid discharge

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ Web-link.
- To foster business continuity, our Company has implemented a robust Enterprise Risk Management (ERM) policy. This policy serves as a guiding framework for the organisation to effectively navigate and address uncertainties inherent in our operations. By recognising and understanding the nature of these uncertainties, we aim to proactively identify potential risks and develop strategic solutions to mitigate their impact. Through the implementation of our ERM policy, we strive to enhance our ability to anticipate and respond to potential risks, ensuring the sustained success and stability of our organisation.
6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?
- Delivering on our commitment to conduct business in the most sustainable manner, we continuously aim to build a more holistic understanding of the actual/potential impact that our business and supply chain has on the environment. We are cautious of any such adverse impacts and are dedicated to mitigating the same. For instance, we prioritise sourcing our inputs locally to reduce our adverse impact on the environment.
- We are currently in process of undertaking ESG assessment of our suppliers which will include environment related parameters. As part of the assessment we will identify top suppliers, evaluate their performance and identify actual and potential risks. We will also prioritise suppliers basis the risk and will create action plans to prevent and mitigate those risks.
7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.
- At EIH Limited, we encourage our value chain partners to follow and adhere to best environmental practices in their operations and business. We have built-in various aspects of environmental protection in our supplier's contracts. All our contracts entail such guidelines and seek the acceptance of the suppliers to abide by these requirements and demonstrate conduct that is sustainable in nature.
- We are currently in process of undertaking ESG assessment of our suppliers which will include environment related parameters. As part of the assessment we will identify top suppliers, evaluate their performance and identify actual and potential risks. We will also prioritise suppliers basis the risk and will create action plans to prevent and mitigate those risks.

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

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

Business Responsibility and Sustainability Report (Contd.)

ESSENTIAL INDICATORS

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

Refer to the answer provided in part b.

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

The Company holds a strong sense of responsibility toward driving transformative change in the hospitality industry, which is demonstrated through our active engagement in discussions with the apex industry associations. Our endeavours to contribute valuable feedback facilitate the holistic development of all stakeholders impacted by the industry, thereby fostering a collaborative and sustainable growth paradigm. In FY23-24 we had affiliations with the following trade and industry chambers/associations.

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	Hotel Association of India (HAI)	National
2	Association of Domestic Tour Operators of India (ADTOI)	National
3	Indian Association of Tour Operators (IATO)	National
4	Outbound Tour Operators Association of India (OTOAI)	National
5	Federation of Indian Chambers of Commerce and Industry (FICCI) (CFO Council)	National
6	Federation of Hotels Restaurants Association of India (FHRAI)	National
7	Pacific Asia Travel Association (PATA) India chapter	National
8	Travel Agents Association of India (TAAI)	National
9	PHRI (Perhimpunan Hotel dan Restaurant Indonesia) or Hotel and Restaurant Indonesia,	International
10	Bali Hotel Association	International
11	APINDO - Asosiasi Pengusaha Indonesia	International
12	AHRIM (Association des Hôtelières et Restaurateurs de l'île Maurice) and Business Mauritius.	International

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

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

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

LEADERSHIP INDICATORS

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

As a member of apex industry associations, the Company proactively contributes in the formulation of new industry standards and regulatory developments. Additionally, we also provide critical suggestions on draft notifications and provide recommendations to various regulators in the best interest of the industry.

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others - please specify)	Web-link, if available
					Not Applicable



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

At EIH Limited, we strongly believe in the inherent interconnectedness of businesses and society. Taking cognisance of the fact that they are inextricably linked, we understand that the well-being and progress of one significantly impacts the other. As such, we have resided in a holistic approach in our operations that empowers us to demystify the broader implications of our business decision and actions on society and the communities where we operate. We deeply embrace our responsibility to empower, uplift and make a difference in the lives of such individuals and communities.

As catalysts of positive change, we seek to usher in transformative change fully capable of significantly enhancing the livelihood opportunities for the underserved and underrepresented, thereby fostering a future that is brighter and more equitable. To this end, we have successfully undertaken and implemented Corporate Social Responsibility (CSR) projects, focused on promoting affordable and quality healthcare and education. We believe that these initiatives can help create sustainable communities. To ensure the effective implementation of these projects, the board of directors maintains an oversight of the Company's vision for advancing livelihood through the CSR Committee and by structuring and reviewing the guiding principles of our CSR Policy.

ESSENTIAL INDICATORS

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current FY 24

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

During the year EIH Limited was not mandatorily required to spend towards CSR initiatives due to nil average net profits in the preceding three years. However, we have made a donation of ₹ 1,46,10,000 and continued our support for the social, economic and education needs of the marginalised under-privileged families and children through our collaboration with SOS Children's Village. ₹ 24,89,937 was spent as a CSR contribution by The Oberoi Amarvilas Agra. ₹ 30,00,000 was spent as a CSR contribution by Wildflower Hall, Shimla. The Company adopted 10 family homes and spent ₹ 14.61 lakhs per home per annum. These homes were adopted as follows: 5 family homes in Kolkata, West Bengal SOS Village, 3 family homes in Bawana, Delhi SOS Village and 2 family homes in Greenfields, Faridabad, Haryana.

The Oberoi Amarvilas, Agra supported medical assistance for the villages around Agra through a Mobile Health Unit managed through HelpAge India. 20,069 treatments were done mainly for women, children and elderly. Wildflower Hall, Shimla supported students of School of Hearing and Visually Impaired - Dhalli, Shimla by paying salaries for 7 Teachers & 4 support staff for maintenance of the school, Skill Development / Vocational training.

During the year EIH Associated Hotels Limited made a CSR contribution of ₹ 42,40,600 and made a voluntary CSR contribution of ₹ 45,25,400 and continued our support for the social, economic and education needs of the marginalised under-privileged families and children through our collaboration with SOS Children's Village. The Company adopted 6 family homes and spent ₹ 14.61 lakhs per home per annum. These homes were adopted as follows: 3 family homes in Bhubaneswar, Odisha, SOS Village, 2 family homes in Chennai, Tamil Nadu, SOS Village and 1 family home in Jaipur, Rajasthan.

In addition, our International hotels have also been undertaking various CSR projects. For instance, The Oberoi Lombok has also undertaken coral plantation program in collaboration with local community. The Oberoi Mauritius provided support for educational material and food for the under privileged children at SOS, Children's Village, Mauritius. The Oberoi Al-Zohra also conducts a cloth and food donation drive during EID festivities.

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

Business Responsibility and Sustainability Report (Contd.)

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

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

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

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

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

At our international hotels, for instance, At Oberoi Marrakech, staff representant are in charge of addressing the grievances. At Oberoi Mauritius, concerns can be raised to human resource team who will effectively work toward addressing them or escalate them to the appropriate authority within the organisation. The Oberoi Sahl Hasheesh follows all community guidelines mandated by the local authorities.

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

category of waste	FY24	FY23
Directly sourced from MSMEs/small producers	23%	To reduce our environmental impact, EIH Limited prioritises sourcing input from local vendors. This approach to sourcing inputs locally enables us to contribute significantly to communal development by stimulating the local economies and creating employment opportunities.
Directly sourced from India	96%	

*Applicable for hotels operating within India

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

Location	FY24	FY23
Rural	Nil	Nil
Semi-Urban	Nil	Nil
Urban	37%	37%
Metropolitan	63%	63%

*Applicable for hotels operating within India.

LEADERSHIP INDICATORS

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

Details of negative social impact identified	Corrective action taken
Not Applicable	



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

During the year EIH Limited was not mandatorily required to spend towards CSR initiatives due to nil average net profits in the preceding three years. However, we have made a donation of ₹ 1,46,10,000 and continued our support for the social, economic and education needs of the marginalised under-privileged families and children through our collaboration with SOS Children’s Village. ₹ 24,89,937 was spent as a CSR contribution by The Oberoi Amarvilas Agra. ₹ 30,00,000 was spent as a CSR contribution by Wildflower Hall, Shimla. The Company adopted 10 family homes and spent ₹ 14.61 lakhs per home per annum. These homes were adopted as follows: 5 family homes in Kolkata, West Bengal SOS Village, 3 family homes in Bawana, Delhi SOS Village and 2 family homes in Greenfields, Faridabad, Haryana.

The Oberoi Amarvilas, Agra supported medical assistance for the villages around Agra through a Mobile Health Unit managed through HelpAge India. 20,069 treatments were done mainly for women, children and elderly. Wildflower Hall, Shimla supported students of School of Hearing and Visually Impaired - Dhalli, Shimla by paying salaries for 7 Teachers & 4 support staff for maintenance of the school, Skill Development / Vocational training.

During the year EIH Associated Hotels Limited made a CSR Contribution of ₹ 42,40,600 and made a voluntary CSR contribution of ₹ 45,25,400 and continued our support for the social, economic and education needs of the marginalised under-privileged families and children through our collaboration with SOS Children’s Village. The Company adopted 6 family homes and spent ₹ 14.61 lakhs per home per annum. These homes were adopted as follows: 3 family homes in Bhubaneswar, Odisha, SOS Village, 2 family homes in Chennai, Tamil Nadu, SOS Village and 1 family home in Jaipur, Rajasthan.

In addition, our International hotels have also been undertaking various CSR projects. For instance, The Oberoi Lombok has also undertaken coral plantation program in collaboration with local community. The Oberoi Mauritius provided support for educational material and food for the under privileged children at SOS, Children’s Village, Mauritius. The Oberoi Al-Zohra also conducts a cloth and food donation drive during EID festivities.

S. no.	State	Aspirational District	Amount Spent (in ₹)
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3. a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)

Refer to the answer provided in part c below.

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

Refer to the answer provided in part c below.

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

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

At some of our International hotels, local production of fruits and vegetables is supported. For instance, at Oberoi, Zahra-Luxury Nile Cruiser, use of locally produced cotton bags and souvenirs in the gift shop is encouraged.

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

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

Business Responsibility and Sustainability Report (Contd.)

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

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

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

6. Details of beneficiaries of CSR Projects:

During the year EIH Limited was not mandatorily required to spend towards CSR initiatives due to nil average net profits in the preceding three years. However, we have made a donation of ₹ 1,46,10,000 and continued our support for the social, economic and education needs of the marginalised under-privileged families and children through our collaboration with SOS Children's Village. ₹ 24,89,937 was spent as a CSR contribution by The Oberoi Amarvilas Agra. ₹ 30,00,000 was spent as a CSR contribution by Wildflower Hall, Shimla. The Company adopted 10 family homes and spent ₹ 14.61 lakhs per home per annum. These homes were adopted as follows: 5 family homes in Kolkata, West Bengal SOS Village, 3 family homes in Bawana, Delhi SOS Village and 2 family homes in Greenfields, Faridabad, Haryana.

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S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups

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

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

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



ESSENTIAL INDICATORS

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

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

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

In order to leverage the priceless feedback that we receive, we have also implemented a designated guest feedback programme called the “GQA- Guest Questionnaire Analysis” feedback process. The programme is an exceptional initiative that enables us to get an in-depth understanding of our guest’s expectations, equipping us to enhance their experiences. For the past two decades, the Company has commissioned reputed independent third-party agencies to conduct anonymous mystery audits at each of our hotels to ensure established quality standards pertaining to both service and product are met. Our deep commitment to guest delight resonates deeply within our valued guests and has also been reflected through our Net Promoter Score of 79.96% across our domestic hotels.

Our international hotels also have mechanisms in place for consumer complaints. For instance, at The Oberoi Mauritius, any feedback redressal is done via the Human Resources and Health and Safety Committee. The Oberoi Marrakech uses a glitch report to collect guest comments.

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

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

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

	FY24			FY23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	5	0	-	-	0	In the reporting period, we encountered instances where guests requested the removal of their details from our database via e-mails. All such concerns were successfully resolved
Advertising	Nil	Nil	NA	Nil	NA	NA
Cyber-security	Nil	Nil	NA	Nil	NA	NA

Business Responsibility and Sustainability Report (Contd.)

	FY24			FY23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Delivery of essential services	NA	NA	NA	NA	NA	NA
Restrictive trade practices	Nil	Nil	NA	Nil	NA	NA
Unfair trade practices	Nil	Nil	NA	Nil	NA	NA
Others	-	-	-	-	-	-

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

	Number	Reason for recall
Voluntary recalls	Not Applicable. We are a luxury hospitality company and are not involved in the manufacturing of any product	
Forced recalls		

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

We have information security framework & policy for the organisation. Information policy and procedures are internal and available on [APEX portal](#).

We want our services to be safe and secure for our users and to achieve this, we have embraced a stringent and transparent approach to how we collect, use and disclose information in our capacity as both data controllers and data processors. Our dedicated adherence to the applicable data privacy regulations is upheld through the integration of various obligations, industry-best practices and tools as delineated in our global Privacy Policy, publicly available on our website. We place significant emphasis on safeguarding the personal information entrusted to us by our users. To this end, we diligently implement appropriate security and employ technical controls to strengthen the robustness of our system. Access to the information is exclusively granted to a carefully selected cohort of authorised employees, trusted business partners, vendors and reputable third-party providers who operate in alignment with our robust security controls.

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

There are no corrective actions underway on cyber security in the reporting year.

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

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

7. Provide the following information relating to data breaches:

- Number of instances of data breaches:** Nil
- Percentage of data breaches involving personally identifiable information of customers:** Nil
- Impact, if any, of the data breaches:** Not Applicable



LEADERSHIP INDICATORS

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

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

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

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

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

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

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.
- We stand at the forefront of the hospitality industry's transition to a more sustainable world and trust our guests to stand by our side while we embark on this transition. At EIH Limited we have intertwined various sustainable initiatives in our services, aimed at encouraging and educating our guests to embrace a more responsible lifestyle. We are dedicated to making our operations paperless by leveraging technology and offering our guests a 'handsfree' 'paper-free' experience through contactless registration, check-in, check-out and other transactions at our hotels. Some of the other key measures implemented by the Company in ensuring sustainable practices in our hotel operations include, encouraging guests to adopt environmentally conscious practices like optimised changing of bed linen and towels during their stay, using cloth bags instead of plastic bags for collecting and delivering guest laundry, dry cleaning and pressing, using Bio-degradable garbage bags, replacing plastic bottles with glass bottles, etc.
3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.
- Being a responsible corporate, we believe it is our responsibility to keep our stakeholders informed of various advancements and changes in the status of our services or business. Any such instances that could cause inconvenience to our guests in case of disruption /discontinuation of services are communicated to our guests through notifications on our corporate websites or e-mails. Furthermore, we aim to address all queries consequent to the communication of such change.
4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

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

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

For and on behalf of the Board

Place: New Delhi
Date: May 28, 2024

Vikramjit Singh Oberoi
Managing Director & CEO
DIN:00052014

Arjun Singh Oberoi
Executive Chairman
DIN:00052106