

July 18, 2023

National Stock Exchange of India Limited

Exchange Plaza
Bandra Kurla Complex,
Bandra (East),
Mumbai 400 051.

Scrip Code: CHALET

BSE Limited

Corporate Relationship Department
Phiroze Jeejeebhoy Towers,
Dalal Street, Fort,
Mumbai 400 001.

Scrip Code: 542399

Dear Sir / Madam,

Subject: Business Responsibility and Sustainability Report (BRSR) - Annual Report FY 2022-23

Pursuant to Regulation 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report for the Financial Year 2022-23, which forms part of the Integrated Annual Report for the Financial Year 2022-23.

We request you to kindly take the same on record.

Thanking You.

Yours faithfully,
For **Chalet Hotels Limited**

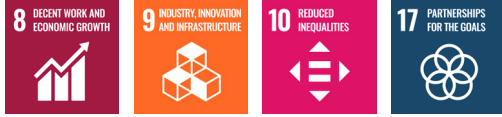
Christabelle Baptista
Company Secretary and Compliance Officer

Encl: As above



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURE



I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L55101MH1986PLC038538															
2	Name of the Listed Entity	Chalet Hotels Limited															
3	Year of incorporation	1986															
4	Registered Office Address	Raheja Tower, Plot No. C-30, Block 'G', Next to Bank of Baroda, Bandra Kurla Complex, Bandra (East), Mumbai 400051															
5	Corporate Address	Raheja Tower, Plot No. C-30, Block 'G', Next to Bank of Baroda, Bandra Kurla Complex, Bandra (East), Mumbai 400051															
6	E-mail	companysecretary@chalethotels.com															
7	Telephone	022 26564000															
8	Website	www.chalethotels.com															
9	Financial year for which reporting is being done	April 01, 2022 to March 31, 2023															
10	Name of the Stock Exchange(s) where shares are listed	The National Stock Exchange of India Limited BSE Limited															
11	Paid-up Capital	₹ 4,210,248,640															
12	Contact Person																
	Name of the Person	Christabelle Baptista															
	Telephone	022 26565496															
	Email address	christabelle.baptista@chalethotels.com															
13	Reporting Boundary																
	Type of Reporting- Select from the Drop-Down List	Consolidated															
	If selected consolidated:	<table border="1"> <thead> <tr> <th>Sr.</th> <th>Name of the Subsidiaries / JVs / Associate Companies</th> <th>CIN Number</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>The Dukes Retreat Private Limited*</td> <td>U55200MH1968PTC013933</td> </tr> <tr> <td>2.</td> <td>Sonmil Industries Private Limited</td> <td>U29253MH1976PTC018883</td> </tr> <tr> <td>3.</td> <td>Chalet Hotels & Properties (Kerala) Private Limited</td> <td>U55101KL2006PTC020125</td> </tr> <tr> <td>4.</td> <td>Chalet Airport Hotel Private Limited</td> <td>U55101MH2022PTC388704</td> </tr> </tbody> </table>	Sr.	Name of the Subsidiaries / JVs / Associate Companies	CIN Number	1.	The Dukes Retreat Private Limited*	U55200MH1968PTC013933	2.	Sonmil Industries Private Limited	U29253MH1976PTC018883	3.	Chalet Hotels & Properties (Kerala) Private Limited	U55101KL2006PTC020125	4.	Chalet Airport Hotel Private Limited	U55101MH2022PTC388704
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4.	Chalet Airport Hotel Private Limited	U55101MH2022PTC388704															

Notes:

'The Dukes Retreat Private Limited' was acquired on March 23, 2023, therefore the initiatives relating to that entity have not been considered in this report

Belaire Hotels Private Limited and Seapearl Hotels Private Limited, Wholly Owned Subsidiaries of the Company have been amalgamated into the Company. The Appointed Date as per the Scheme of Arrangement is April 01, 2020 and Effective Date is June 19, 2023.



II. Product/Services

14	Details of business activities	Sr.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1.	Accommodation and Food Service	Accommodation services provided by Hotel, Inns, Resorts, Holiday Homes, hostel, etc.	87%
		2.	Real Estate	Real estate activities with own or leased property	8%

15	Products/ Services sold by the entity	Sr.	Product/Service	NIC Code	% of Total Turnover contributed
		1.	Accommodation and Food Service	551	87%
		2.	Real Estate	701	8%

III. Operations

16	Number of locations where plants and/or operations/offices of the entity are situated:	Location	Number of plants	No. of Offices	Total
		National	0	9	9
		International	0	0	0

17	Market served by the entity	Locations	Numbers
	a. No. of Locations	National (No. of States)	3
		International (No. of Countries)	0
	b. What is the contribution of exports as a percentage of the total turnover of the entity?	Not Applicable. The Company does not engage in any exports.	
c. A brief on types of customers	Customers for the Company comprises of guests staying at the hotels, airline crew, customers at the restaurants, and tenants at the rented commercial spaces.		

IV. Employees

18. Details as at the end of Financial Year:

Sr.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a. Employees and workers (including differently abled)						
Employees						
1	Permanent Employees (A)*	854	693	81.1%	161	18.9%
2	Other than Permanent Employees (B)**	177	146	82.5%	31	17.5%
3	Total Employees (A+B)	1,031	839	81.4%	192	18.6%
Workers						
4	Permanent (C)^	871	768	88.2%	103	11.8%
5	Other than Permanent (D)^^	642	515	80.2%	127	19.8%
6	Total Workers (C+D)	1,513	1283	84.8%	230	15.2%
b. Differently abled employees and workers						
Employees						
7	Permanent Employees (E)	3	3	100%	Nil	Nil
8	Other than Permanent Employees (F)	2	2	100%	Nil	Nil
9	Total Employees (E+F)	5	5	100%	Nil	Nil



Sr.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Workers						
10	Permanent (G)	14	14	100%	Nil	Nil
11	Other than Permanent (H)	6	5	83%	1	17%
12	Total Differently Aabled Employees (G+H)	20	19	95%	1	5%

Notes:

*All employees on Roll in Supervisor and above category

**All employees in Fixed Term Contract and outsourced contract in Supervisor and above category

^All employees on Roll in Line Staff or Rank and file category

^^All employees in Fixed Term Contract and outsourced contract in Line staff or Rank and file category

19. Participation/Inclusion/Representation of women

Sr.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1.	Board of Directors	7	1	14.3%
2.	Key Management Personnel	3	1	33.3%

Notes:

- The Company considers Mr. Sanjay Sethi - Managing Director (MD) and Chief Executive Officer (CEO) as a member of the Board of Directors.
- The Company considers Mr. Rajneesh Malhotra - Chief Operating Officer (COO), Mr. Milind Wadekar - Chief Financial Officer (CFO) and Ms. Christabelle Baptista - General Manager - Legal, Company Secretary & Compliance Officer as Key Management Personnel.

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Category	2022-23			2021-22			2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	25.51%	28.65%	26.09%	Not Available					
Permanent Workers	38.50%	56.52%	41.24%	Not Available					

Note: Turnover rate in current FY includes Total Employees (permanent+ other than permanent) and Total Workers (permanent+ other than permanent)

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

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

Sr.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Chalet Airport Hotel Private Limited	Subsidiary	100%	No
2.	Sonmil Industries Private Limited	Subsidiary	100%	No
3.	Chalet Hotels & Properties (Kerala) Private Limited	Subsidiary	90%	No
4.	The Dukes Retreat Private Limited	Subsidiary	82.3%	No



Sr.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
5.	Krishna Valley Power Private Limited	Associate	33.1%	No
6.	Sahyadri Renewable Energy Private Limited	Associate	26.1%	No

Notes:

- 'The Dukes Retreat Private Limited' was acquired on March 23, 2023, therefore the initiatives relating to that entity have not been considered in this report
- Belaire Hotels Private Limited and Seapearl Hotels Private Limited, Wholly Owned Subsidiaries of the Company have been amalgamated into the Company. The Appointed Date as per the Scheme of Arrangement is April 01, 2020 and Effective Date is June 19, 2023.

VI. CSR Details

22	a. Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	Turnover (in million ₹)	11,780
	Net worth (in million ₹)	11,090

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redressal policy	2022-23			2021-22		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No	NA	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes	https://www.chalehotels.com/investors-contact/	0	0	NA	0	0	NA
Shareholders	Yes	https://www.chalehotels.com/wordpress/wp-content/uploads/2023/05/Vigil-Mechanism-and-Whistle-Blower-Policy-Rev-May-09-2023.pdf	0	0	NA	0	0	NA
Employees and workers	Yes		8	1	The complaint pending was resolved post end of the financial year. Necessary procedure was followed and appropriate action was taken.	3	0	Necessary procedure was followed and appropriate action was taken.
Customers	Yes		1	0	The grievance raised by the customer was appropriately redressed.	1	0	
Value Chain Partners	Yes		0	0	NA	0	0	NA

NA is Not Applicable



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

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications
Sustainable Profitability & Return on Investment	Opportunity	The company focuses on driving industry leading business efficiency. The efficiency process starts from the design and development stage and is carried forward to our asset and hotel management stages. Combination of right capital allocation, design efficiency along with regular oversight on operations have positioned the portfolio as the sustainable and strong returns model.	-	Positive
Talent Management	Risk	Talent management is one of the greatest risks for the hospitality industry in the post COVID era. The industry saw migration of talent to other industries accompanied by shortage of fresh incoming talent creating a huge void in the talent pool/pipeline. Post recovery of the sector, the attrition which was at an all time high due to sudden increase in demand for talent further added to the void. Being a people business, attracting and retaining talent is critical and the baseline for the success of the company.	The Company has strong HR policies with a high level of employee engagement. There are several employee centric policies like paternity leave, pride policy, Aanchal Policy, women leadership programs etc. There are performance-linked incentive plans as well. This is coupled with a comprehensive succession plan and robust learning and development programs at all levels resulting in a conducive work environment that promotes individual well-being and enhances the performance of its workforce.	Negative
Health & Safety	Risk	Identifying relevant areas of work to provide information on hazards, necessary safety equipment, appropriate usage of equipment and procedures is critical for the well-being of all.	The Company follows health and safety protocols as required by regulatory authorities at its offices, construction sites and facilitates the same at its properties managed by operator brands The Company conducts regular audits / inspections of all the existing projects under operation, new projects under construction along with the supplier /vendor premises to ensure there are no safety violations and endorse the culture of zero workplace incidents	Negative
Human Rights	Risk	The Company views Human Rights Due Diligence (HRDD) as a risk management strategy that assists in identifying, responding to, mitigating, and preventing adverse human rights impacts in its own operations and supply chains	The Company adheres to global best practices in safeguarding human rights of the people we engage through the course of our operations. The Company follows necessary processes to ensure compliance against human rights issues	Negative
Data Privacy and Cyber Security	Risk	The Company’s systems and proprietary data is stored electronically, including guests’ sensitive personal and financial information, which may be vulnerable to computer viruses, cybercrime, computer hacking and similar disruptions from unauthorized tampering. Such technology systems may also be vulnerable to ransomware attacks, which may block or restrict access to these systems and impair their functionality	The Company is continuously ramping up its digital capabilities which helps in ensuring security of data and systems through cutting-edge technology and strong protocols to detect and respond to breaches, if any	Negative



Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications
Risk Management	Opportunity	The Company has established a comprehensive risk mitigation framework led by members of the Board. The Company is committed to continuously monitoring changes within the operating environment and proactively responding to these.	-	Positive
Climate Change	Risk	The nature of the business requires the Company to carefully evaluate the environmental impact of our activities. External stakeholders expect and emphasize the Company to adopt environmentally friendly business practices. Business operations are highly dependent on the availability of energy.	The Company recognizes climate change as one of the key emerging risks and is undertaking measures to put an effective management system. The Company is focused on improving the energy productivity of its operations and effectively manage operational emissions	Negative
Operational Efficiency - Energy, Water, Waste	Opportunity	The Company is conscious of the environmental impact of its business operations and is consistently optimizing its operations to minimize electricity usage, reduce water consumption and usage of other natural and man-made materials. The Company also directs significant efforts through technology and infrastructure to minimize the discharge of waste, treat it beforehand and recycle it to the extent possible.	-	Positive
Customer Delight	Opportunity	The Company focuses on its ability to deliver customer delight through operator brands who enjoy global repute and bring years of expertise in the delivery of hospitality services. The Company supports them by providing properties built to facilitate world-class delivery they are known for.	-	Positive
Responsible Procurement	Risk	Any disruption in the supply chain can have a significant impact on operations and customer service.	The Company aspires to transform its value chain and relationships with value chain partners including customers, suppliers and vendors. As part of this effort, the Company relies heavily on its value chain partners to meet daily operations. The Company is in the process of adopting sustainable sourcing practices such as defining and diversifying the supplier base, promoting local sourcing, conducting supplier assessments etc.	Negative
Community Initiatives	Opportunity	As a socially responsible corporate citizen, the Company runs a variety of programs to enrich and empower disadvantaged communities around the areas of operations. The Company's social initiatives fall under the purview of its Board-level Corporate Social Responsibility & ESG Committee. The Company is in the process to strategize its CSR approach to reach out to more people and communities in need and create positive shared value for a better sustainable world.	-	Positive



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES



Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	The Policies have been approved either by the Board or the Corporate Social Responsibility & ESG Committee of the Company. Policies mandated under the Companies Act, 2013 ('the Act') and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('Listing Regulations') are approved by the Board / Committee and circulated amongst relevant stakeholders. Other operational policies are approved by the Managing Director / functional heads of the Company as deemed appropriate from time-to-time.									
	c. Web Link of the Policies, if available	Policies - (chalethotels.com)								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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.	The Company's IT System is ISO 27000 certified and has aligned its assets as per USGBC LEED / IGBC certification.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>The Company has the following commitments with respect to the Climate Group Initiatives of RE100, EP100 and EV100:</p> <ul style="list-style-type: none"> RE100 (Renewable Energy): Move to 100% renewable energy by FY 2030-31. EP100 (Energy Productivity): Double energy productivity (revenue per unit of electricity consumed) by FY 2028-29 from a base year FY 2015-16. EV100 (Electric Vehicles): Move entire fleet to EVs for guest transportation by FY 2024-25. 								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>Performance of the Company against the specific commitments with respect to the Climate Group Initiatives of RE100, EP100 and EV100 are as follows:</p> <ul style="list-style-type: none"> RE100 (Renewable Energy): The Company sourced 78% of its electricity from renewable sources to facilitate the commitment of moving to 100% renewable energy by FY 2030-31. EP100 (Energy Productivity): The Company is strategically investing in technology and IoT-enabled solutions such as Digital check-ins, Mobile key, Building Management System, IOT system for HVAC to address reduction in energy consumption. EV100 (Electric Vehicles): All Company properties are equipped with EV charging points accessible to both employees and visitors. 								



Governance, Leadership and Oversight

7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements Please refer to Page No. 18 of the Company's FY 2022-23 Integrated Annual Report.
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). The Company's Corporate Social Responsibility & ESG Committee is the highest authority responsible for implementation and oversight of the Business Responsibility Policy comprising of Mr. Hetal Gandhi, Chairperson & Independent Director, Ms. Radhika Piramal, Independent Director, Mr. Neel C. Raheja, Non-Executive Director and Mr. Sanjay Sethi, Managing Director & Chief Executive Officer. The Company Secretary acts as the Secretary of the Committee.
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details. Yes Yes Yes Yes Yes Yes Yes Yes Yes The Company's Corporate Social Responsibility & ESG Committee is responsible for decision making on sustainability related issues. The Committee is tasked with the following: <ul style="list-style-type: none"> Formulate 'ESG Policy' and 'Environment Policy' for the Company, covering all the areas of ESG initiatives and engagements Ensure that the Company monitors and reviews current and emerging ESG trends as per the applicable regulatory requirements, identify the impact on the strategy, operations and reputation of the Company and incorporate the same into the Company's ESG policies and objectives Set appropriate strategic goals / KPIs / associated targets related to ESG and oversee the development and performance against those goals, KPIs and targets Ensure that the Company provides appropriate information and is transparent in its reporting relating to ESG Any other matter as the Corporate Social Responsibility & ESG Committee may deem appropriate after approval of the Board or as may be directed by the Board from time to time.

10. Details of Review of NGRBCs by the Company:

P1 P2 P3 P4 P5 P6 P7 P8 P9

Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee

Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)

Performance against above policies and follow up action	All the policies are reviewed periodically or as the need may arise
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Compliances are reviewed on an on-going basis and action, if any, are taken

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

P1 P2 P3 P4 P5 P6 P7 P8 P9

Yes Yes Yes Yes Yes Yes Yes Yes Yes

TUV India Private Limited provided assurance on non-financial sustainability disclosures based on GRI standards for FY 2022-23





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
The entity does not consider the Principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
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
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
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
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

NA is Not Applicable

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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



ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	5#	Anti-Corruption, Information Security, Risk Management, ESG and Diversity & Inclusion.	29%
Key Management Personnel	22	Anti-Corruption, Information Security, ESG, Ethics, CSR, Compliance, Code of Conduct, Anti-Bribery, Social Media usage, GDPR	100%
Employees other than BODs and KMPs	1,484	Learning, Business Courtesies and Gifting Policy, Greetings and Grooming, Fire Safety, Security, Sensitization on Diversity & Inclusion, POSH, HR Guidelines, ERT	100%
Workers	4,791		100%

participation of individual members of the Board considered

Note: All of the Company's individual hotel properties except Four Points By Sheraton Navi Mumbai, Vashi and Novotel Pune Nagar Road follow their respective training calendars in a January - December.

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

a. Monetary

Type	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	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil



b. Non-Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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

Not Applicable.

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

Yes. The Company is in alignment with the Prevention of Corruption Act, 1988, and any applicable legislation in its jurisdiction and ensures that giving bribes to governmental officials and agents, whether directly or indirectly, remains strictly prohibited. As a law-abiding associate/employee of the Company, one will not directly or indirectly pay any bribe to any other associate/employee, Governmental officials, business associates, contractors, vendors, agents, etc. The Company addresses ethics, corruption and bribery through a comprehensive policy framework that includes:

- Business Responsibility Policy
- Supplier Code of Conduct
- Employee's Code of Conduct
- Code of Conduct for Board and Senior Management Policy
- Vigil Mechanism and Whistle Blower Policy

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

Category	2022-23	2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

Topic	2022-23		2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of KMPs	Nil	NA	Nil	NA

NA is Not Applicable

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. There were no cases of corruption and conflicts of interest reported during the reporting period.

LEADERSHIP INDICATORS

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

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in value chain covered by the awareness programmes
0	0	0

Note:

The Company has planned awareness programmes for value chain partners for the next financial year.



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

Yes. The Company's Code of Conduct for the Board and Senior Management states the following: 'Directors on the Board of the Company and the Senior Management shall not engage in any business, relationship or activity, which may be in conflict with the interest of the Company or the group. A conflict of interest exists where the interest or benefits of one person or entity conflict with the interest or potential benefits of the Company. No employee including key managerial personnel or director or promoter of the Company shall enter into any agreement for himself or on behalf of any other person, with any shareholder or any other third party with regard to compensation or profit sharing in connection with dealings in the securities of the Company, in terms of provisions of Listing Regulations.'

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



ESSENTIAL INDICATORS

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

Type	2022-23	2021-22	Details of improvement in social and environmental aspects
Research & Development (R&D)	0.5%	Not Available	Reduction in energy consumption
Capital Expenditure (CAPEX)	0	0	--

Note:

Total R&D expenditure percentage during FY 2022-23 out of Total Heat Light Power Cost that includes electricity, fuel, water and utility charges.

The Company will develop a mechanism in FY 2023-24 to measure and disclose the capex investments spent in improving the environmental and social impacts of its services.

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

Yes, the process is in place as a part of our Green Buildings initiative, three of our properties of the portfolio are already USGB Gold LEED-certified where more than 50% of the materials sourced (by value) are locally sourced (within India).

In addition, we encourage our suppliers and sub-contractors to accept and agree with the terms and conditions of our Supplier Code of Conduct published in FY 2022-23. We expect our suppliers and vendors to adopt sound labour practices and treat their workers fairly following local laws.

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

in million ₹

Unit of reporting (i.e by Quantity or by Value - please specify)	Total No. of Inputs sourced	No. of Inputs that were sourced sustainably	Percentage of inputs that were sourced sustainably
Value	3,555	3,437	96.69%

Note:

Inputs sourced sustainably is within India.

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.

Product	Process to safely reclaim the product
a. Plastics (including packaging)	The Company recycles plastics and e-waste generated in its operations through third-party authorized recyclers.
b. E-Waste	
c. Hazardous Waste	
d. 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.

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?

Not Applicable as no Life Cycle Perspective / Assessments (LCA) was conducted during the year.

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 web-link
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Not Applicable

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

Not Applicable as no Life Cycle Perspective / Assessments (LCA) was conducted during the year.

Sr.	Name of the product	Description of the risk	Action Taken
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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).

Not Applicable.

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

	2022-23			2021-22		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable. The Company is in the hospitality business (services industry).					
E-waste						
Hazardous waste						
Other waste						

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

Not Applicable.





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



ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employees											
Male	693	693	100%	693	100%	NA	NA	485	70%	110	16%
Female	161	161	100%	161	100%	161	100%	NA	NA	104	65%
Total	854	854	100%	854	100%	161	19%	485	57%	214	25%
Other than Permanent Employees											
Male	146	146	100%	128	88%	NA	NA	120	82%	80	55%
Female	31	31	100%	30	96%	30	96%	NA	NA	24	76%
Total	177	177	100%	158	89%	30	17%	120	68%	104	59%

NA is Not Applicable

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% B/A)	No. (E)	% (C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Workers											
Male	768	584	76%	584	76%	NA	NA	584	76%	177	23%
Female	103	84	82%	84	82%	84	82%	NA	NA	69	67%
Total	871	668	77%	668	77%	84	10%	584	67%	246	28%
Other than Permanent Workers											
Male	515	340	66%	340	66%	NA	NA	340	66%	41	8%
Female	127	90	71%	90	71%	90	71%	NA	NA	90	71%
Total	642	430	67%	430	67%	90	14%	340	53%	131	20%

NA is Not Applicable

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

Sr.	Benefits	2022-23			2021-22		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	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 worker	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100%	100%	Yes	100%	100%	Yes
2	Gratuity	100%	100%	Yes	100%	100%	Yes
3	ESI	100%	100%	Yes	100%	100%	Yes



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

Yes, the premises / offices of the Company are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016

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.

Yes. As an Equal Opportunity Employer, the Company ensures an Equal Opportunity Workplace by providing and maintaining equal opportunities at the time of recruitment as well as during the course of employment.

The Company is committed to building a work environment of mutual trust, where all members are treated with dignity and respect. Members will be recruited, selected, developed, transferred, and advanced basis our principle of meritocracy - requirements of the role and business.

The Company's commitment further extends to the treatment of all other Members of the Company with dignity, courtesy, respect and with equality irrespective of race, colour, religion, gender identity, age, national origin, sexual orientation, marital status, physical disability, etc. You will not abuse your position and influence other Member(s) for committing any type of offence.

The Company addresses equal opportunity through a comprehensive policy structure which can be accessed by all stakeholders and includes the following policies:

- Employee's Code of Conduct
- Human Rights Policy
- ESG Policy
- Business Responsibility Policy

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	Yes	<p>The Company's Corporate addresses grievances through their Vigil Mechanism and Whistle Blower Policy. All complaints are referred to the Vigil Mechanism / Whistle Blower Committee which includes representatives from Human Resource, Loss Prevention and Executive Committees to address employee grievances. Together, they address employee grievances and report the results of investigations, being reported to the Audit Committee on a quarterly basis. Complaints are filed through an associate's designated email ID, disclosing details and evidence of the matter to the extent possible.</p> <p>Any complaints against any of the member of the Committee are addressed to the Compliance Officer at companysecretary@chaletohotels.com who in turn informs the Audit Committee Chairman. All employees and workers receive refresher classroom training sessions to raise awareness on grievance redressal.</p>



Category	Yes/No	Details of the mechanism in brief
Other than Permanent Workers	Yes	Investigation is carried out in a fair manner and without presumption of guilt. All complaints reported under this Policy are thoroughly investigated and all information disclosed during the course of the investigation remains confidential, except as necessary to conduct the investigation and take any remedial action. Feedback regarding the outcome of the investigation is given to the complainant within 7 working days of its completion. The exact nature of any disciplinary action taken against any person remains confidential. The Company addresses grievances related to POSH Act 2013 through an Internal Complaints Committee (ICC) to whom concerns regarding any form of sexual harassment are raised.
Permanent Employees	Yes	Additionally, Marriott offers a direct line to the General Manager and a comprehensive complaint resolution system known as the Guarantee for Fair Treatment (GFT) wherein complaints are passed through successive stages in Marriott's hierarchy, starting with the immediate superior, depending on the nature of employee satisfaction with the redress response given at each stage. Novotel Pune Nagar Road addresses concerns regarding grievances like Fraud, Discrimination the same is notified on the Accor Whistleblowing Hotline namely Accor Integrity Platform: ACCOR Integrity Platform (accor-integrity.com), a third-party based portal which enables a team to whistle blow about any ethical or procedural wrongdoing at the organization, ensuring 100% protection with non-disclosure of the complainant's identity.
Other than Permanent Employees	Yes	

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

Category	2022-23			2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (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)
Permanent Employees						
Male	693	Nil	Nil	527	Nil	Nil
Female	161	Nil	Nil	118	Nil	Nil
Total	854	Nil	Nil	645	Nil	Nil
Permanent Workers						
Male	768	437	57%	Not Available		
Female	103	76	74%	Not Available		
Total	871	513	59%	690	Not Available	

Note: The Company did not record gender-wise bifurcation for FY 2021-22.

8. Details of training given to employees and workers:

Category	2022-23					2021-22				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees										
Male	839	839	100%	839	100%	NA	NA	NA	NA	NA
Female	192	192	100%	192	100%	NA	NA	NA	NA	NA
Total	1,031	1,031	100%	1,031	100%	645	645	100%	645	100%
Workers										
Male	1,283	1,283	100%	1,283	100%	Not Available				
Female	230	230	100%	230	100%	Not Available				
Total	1,513	1,513	100%	1,513	100%	690	690	100%	690	100%

Notes: The Company did not record gender-wise bifurcation for FY 2021-22.

Employees and workers reported in FY 2021-22 covers only permanent employees and permanent workers.



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

Category	2022-23			2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	% (D/C)
Employees						
Male	839	252	30%	Not Available		
Female	192	79	41%	Not Available		
Total	1,031	331	32%	645	284	44%
Workers						
Male	1,283	NA	0	Not Available	0	0
Female	230	NA	0	Not Available	0	0
Total	1,513	0	0	690	0	0

NA is Not Applicable

Note: The Company did not record gender-wise bifurcation for FY 2021-22.

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)	Yes. The Company provides care and assistance under its program to address employee health and safety: EWAP (Employee Well-being Assistance Program).
What is the coverage of such system?	The Employee Well-being Assistance Program (EWAP) includes: <ul style="list-style-type: none"> • Group Medclaim Insurance • Personal Accident Insurance • Term Life Insurance • Access to EWAP 24*7 Helpline number • Regular health and dental check-up camps • Enhanced cleaning and sanitation protocols • Displaying proper signage and providing safety information and holding host safety training for all employees • COVID-19 vaccine shots
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	The Company implements measures to identify relevant areas of work to provide information on hazards, necessary safety equipment requirements, appropriate usage of equipment and procedures to ensure well-being of all employees. The Company also complies with all the statutory provisions on health and safety. During the construction period, the Company ensures that there is a designated Safety Officer on site to facilitate safe work practices. Furthermore, when the Company hires vendors for construction, they also ensure that the vendors have their safety practices and procedures in place.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	The Company conducts regular audits/inspections of all the existing projects under operation, as well as new projects under construction along with the supplier/vendor premises. This is to ensure there are no safety violations and to endorse a culture of zero workplace incidents.
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes. The Company organizes training sessions on mental health and well-being as well as health camps such as eye check-ups, dental checks etc. Additionally, the Company also educates and helps associates to avail government schemes and provisions.



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

Safety Incident/Number	Category	2022-23	2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	5.51	7.15
	Workers	0.23	0.72
Total recordable work-related injuries	Employees	16	13
	Workers	1	3
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

Note:

Total hours worked by all staff has been extrapolated annually for all employees and workers for both current and previous financial years by considering an average of 9 hours for working 6 days a week.

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

The Company implements measures to identify relevant areas of work to provide information on hazards, necessary safety equipment requirements, appropriate usage of equipment and procedures to ensure well-being of all employees. To support this endeavor, the Company commits to comply with all the statutory provisions on health and safety and conducts regular audits/inspections of all the existing projects under operation, as well as new projects under construction along with the supplier/vendor premises to ensure there are no safety violations and endorse the culture of zero workplace incidents.

The Company ensures that its suppliers provide their employees with a safe and healthy working environment to prevent accidents and injuries arising out of, linked with, or occurring in the course of work or resulting from supplier operations, with all suppliers doing the following:

- Provide occupational health and safety training to their employees
- Have a system in place for injury and illness reporting
- Identify, evaluate, and control worker exposure to physically demanding tasks, including manual material handling and heavy lifting, prolonged standing and highly repetitive or forceful assembly tasks being identified, evaluated and controlled
- Provide medical treatment and/or compensation as per applicable laws to injured/ill workers arising as a result of working for the Supplier
- Identify, evaluate, and control worker exposure to chemical, biological, and physical agents being identified, evaluated and controlled. When hazardous processes cannot be adequately controlled by engineering and administrative means, workers are provided with appropriate personal protective equipment and adequate safeguards are maintained.
- Ensure Machine safeguarding and other protective measures to prevent injuries/illnesses to workers
- Ensure that workers are provided clean and safe facilities including clean toilet facilities, access to potable water and sanitary food preparation and storage facilities.
- Ensure that workers’ dormitories provided by the suppliers are clean, safe, and provide emergency egress, adequate heat and ventilation and reasonable personal space.

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

Topic	2022-23			2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

NA is Not Applicable.



14. Assessments for the year:

Topic	Percentage of plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

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

The Company complies with all the statutory provisions on health and safety and conducts regular audits/inspections of all the existing projects under operation, new projects under construction along with the supplier/vendor premises to ensure there are no safety violations, endorsing the culture of zero workplace incidents.

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).

- a. Employees (Yes/No): Yes
- b. Workers (Yes/No): Yes

The Company offers a Group Term Life (GTL) Insurance in which a sum ₹ 1,000,000 or 4 times of CTC (whichever is higher) is assured, subject to a maximum of ₹ 3 crore in an event of death of an employee. For Corporate, the Company offers the same in which a sum ₹ 1,000,000 or 1 CTC (whichever is higher) is assured, subject to a maximum of ₹ 3 crore in an event of death of an employee. The Company's Group Mediclaim Policy takes care of any medical difficulties that may arise for employees and their families. This policy covers employees and 3 additional members of his / her family i.e. spouse, children, dependent parents, and dependent in-laws. After an employee joins, this policy becomes applicable from the 11th of the subsequent month.

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

We have engaged third party agency 'Core integra' for auditing & managing contractor compliance against the statutory dues.

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:

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

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

Not Applicable. Currently, the Company does not provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

5. Details on assessment of value chain partners:

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil during 2022-23. However the Company is developing an assessment criteria for the vendors to understand their Environment Social and Governance performance.
Working Conditions	



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

The Company complies with all the statutory provisions on health and safety and conducts regular audits/inspections of all the existing projects under operation, new projects under construction along with the supplier/vendor premises to ensure there are no safety violations, endorsing the culture of zero workplace incidents.

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:

The Company's process of stakeholder engagement encompasses the identification of key stakeholders, engaging with them across their preferred modes and channels and communicating the feedback obtained to relevant people within the organization, including the senior leadership and the Board. This facilitates strategy development and decision-making processes. The stakeholder engagement process is stakeholder-led, with key focus on understanding their expectations from our brands and the overall performance of the Company as an organization.

The Company identifies and prioritizes stakeholders considering factors such as inclusivity, dependence, influence and diverse perspectives, enabling all identified stakeholders to participate in and/or influence sustainability topics, including our strategic response to them. It is important to note that stakeholders are responsible for their own behavior and practices, and their expectations significantly impact our approach to sustainability and our responses to their needs and concerns.

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

The Company considers all identified stakeholders as persons or groups of persons, such as investors and promoters, customers, employees, communities, suppliers, hotel operators and regulators, who are directly or indirectly affected by the Company's business operations, as well as those who may have interests or abilities to influence the outcomes of a business operation.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly /others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors and Promoters	No	Email, SMS, Newspaper Advertisements, Meetings, Notices, Stock Exchange and Company Website, Press Releases, Annual Report, Investor Presentations, Conferences and Correspondence surveys	Quarterly results, quarterly earnings conference calls and meeting, as and when required	Engagement Significance: <ul style="list-style-type: none"> Building investor confidence Sustainable profitability Key Topics Discussed: <ul style="list-style-type: none"> Greater focus on governance Regulatory compliance Greater transparency and disclosures Healthy EBITDA margin among hotels Shareholder confidence



Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly /others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Industry conferences Survey and customer satisfaction assessment (through brand partners)	Ongoing	Engagement Significance: <ul style="list-style-type: none"> • Long-term customer relationship • Understanding customer requirements Key Topics Discussed: <ul style="list-style-type: none"> • Customer satisfaction • Brand tenets with respective associated hotels managed by the Company • Customer service, hotel facilities, room quality, food and beverage options, activities and events, sustainability efforts
Hotel Operators	No	Business meetings, surveys and web portals	Ongoing	Engagement Significance: <ul style="list-style-type: none"> • Closely partner to support the goals of the Company and its operating partners Key Topics Discussed: <ul style="list-style-type: none"> • Operational performance, • Guest experience • Staff retention and development • Sustainability initiatives • Closely partner to support the goals of the Company and its operating partners.
Employees	No	Email, Townhall, Meetings, Notices, Company Website, Annual Report, Personal / Group interactions, Skill Trainings, Surveys	Regular and ongoing	Engagement Significance: <ul style="list-style-type: none"> • Enhanced employee engagement • Enhanced employee satisfaction • Enhanced employee motivation Key Topics Discussed: <ul style="list-style-type: none"> • Working conditions • Training and development • Career opportunities, performance feedback • Sustainability initiatives
Suppliers	No	Business meetings and personal interactions	Ongoing	Engagement Significance: <ul style="list-style-type: none"> • Long-term association, strengthened supplier relationship Key Topics Discussed: <ul style="list-style-type: none"> • Quality of products and services • Sustainability efforts • Responsible procurement • Supply chain transparency





Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly /others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Regulatory Authorities	No	Email, Responses to Notices, Stock Exchange filings, Company Website, Press Releases, Annual Report, Industry representations, Correspondence meetings	As mandated by the regulatory authority	<p>Engagement Significance:</p> <ul style="list-style-type: none"> Ethical business conduct going beyond regulatory requirements <p>Key Topics Discussed:</p> <ul style="list-style-type: none"> Compliance with laws and regulations, safety and security standards, Sustainability initiatives, Community engagement
Communities	Yes	CSR activities, Employee volunteering, meetings, newsletters, surveys, public consultations and events	Ongoing	<p>Engagement Significance:</p> <ul style="list-style-type: none"> Community development, awareness and upliftment <p>Key Topics Discussed:</p> <ul style="list-style-type: none"> Local community needs and concerns environmental and social impact, community development, Social responsibility initiatives

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

The Company engages with its stakeholders through the following methods:

- Informing and educating all stakeholders through annual general meetings, conferences, personal/group interactions, web portals, newsletters, CSR activities, internal messages, social media and other publications.
- Gaining information from all stakeholders through various modes of communications, including feedback surveys and anonymous complaints.

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

Yes, as a part of the materiality assessment carried out for the identification of key material ESG topics for the business, Stakeholder interactions are carried out to understand their perspective on our economic, social, and environmental performance. The detailed process is available on page 44 of the Company's 2022-23 Integrated Annual Report.

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

The Company engages with non-governmental organizations (NGOs) to understand the concerns of vulnerable/ marginalized stakeholder groups and take appropriate actions through its CSR initiatives.

For example, the Company continued its association with Trust for Retailers and Retail Associates of India (TRRAIN) to create employability/skill development in persons with disabilities, touching the lives of 40 such persons.



PRINCIPLE 5: Businesses should respect and promote human rights

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

Category	2022-23			2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	854	854	100%	645	645	100%
Other than permanent	177	177	100%	Nil	Nil	Nil
Total Employees	1,031	1,031	100%	645	645	100%
Workers						
Permanent	871	871	100%	690	690	100%
Other than permanent	642	642	100%	789	789	100%
Total Workers	1,513	1,513	100%	1,479	1,479	100%

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

Category	2022-23					2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	693	Nil	Nil	693	100%	527	Nil	Nil	527	100%
Female	161	Nil	Nil	161	100%	118	Nil	Nil	118	100%
Other than Permanent										
Male	146	Nil	Nil	146	100%	Not Available	Nil	Nil	Not Available	Nil
Female	31	Nil	Nil	31	100%	Not Available	Nil	Nil	Not Available	Nil
Workers										
Permanent										
Male	768	Nil	Nil	768	100%	Not Available	Nil	Nil	Not Available	
Female	103	Nil	Nil	103	100%	Not Available	Nil	Nil	Not Available	
Other than Permanent										
Male	515	Nil	Nil	515	100%	Not Available	Nil	Nil	Not Available	
Female	127	Nil	Nil	127	100%	Not Available	Nil	Nil	Not Available	

Note: Gender-wise split is not available.

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	875,000	1	475,000
Key Managerial Personnel	2	125,49,651	1	36,62,330
Employees other than BoD and KMP	836	539,496	191	519,600
Workers	1,283	274,968	230	223,051



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. As per the Company's Policy on Prevention of Sexual Harassment (POSH Policy), the Internal Complaints Committee (ICC) is the dedicated committee responsible for addressing human rights impacts or issues caused or contributed to by the business. The Internal Complaints Committee (ICC) comprises of appropriate members as required under the 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 has been formed by the respective Hotels. The Committees at the Hotels submit reports in the format prescribed to the Company's Committee on a quarterly basis.

Additionally, the Company's Human Rights Policy enables any grievances related to violations of human rights to be reported at appropriate levels and encourages reporting of observed violations by maintaining confidentiality to the extent reasonably possible within the objectives of the policy.

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

The Company has a dedicated Human Rights Policy that incorporates a grievance redressal mechanism with respect to human rights issues with all relevant stakeholders being consulted on an annual basis (or as needed) to seek feedback. To encourage reporting of observed violations of this policy, confidentiality to the extent reasonably possible within the objectives of this policy is maintained. The Company does not discharge, demote, suspend, threaten, harass or in any other manner discriminate against, such an officer or employee in the terms and conditions of his or her employment. Any person who participates in any such retaliation is subjected to disciplinary action, including termination.

Additionally, the Company's Policy on Prevention of Sexual Harassment (POSH Policy) addresses grievances related to POSH Act 2013 through an Internal Complaints Committee (ICC) to whom a concern is raised regarding any form a sexual harassment.

Novotel Pune Nagar Road addresses concerns regarding grievances like Fraud, Discrimination and the same is notified on the Accor Whistleblowing Hotline namely Accor Integrity Platform, a third-party based portal which enables a team to whistle blow about any ethical or procedural wrongdoing at the organization, ensuring 100% protection with non-disclosure of the complainant's identity.

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

	2022-23			2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	7	1	The complaints were duly addressed and closed with necessary action being taken.	3	Nil	The complaints were duly addressed and closed with necessary action being taken.
Discrimination at Workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour / Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

NA is Not Applicable.

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

The Company has a dedicated Policy on Prevention of Sexual Harassment (POSH Policy) with the following mechanism to prevent adverse consequences to the complainant in cases of discrimination and harassment:

- Employees who experience harassment directly or indirectly submit a complaint of the alleged incident to any member of the Internal Complaints Committee (ICC) in writing with his/her signature within 10 days of occurrence of incident.



- The Committee holds a meeting with the Complainant within a week of the receipt of the complaint.
- The person against whom complaint is made may be called for a deposition before the Committee and an opportunity would be given to him / her to give an explanation, where after, an "Enquiry" shall be conducted and concluded.
- The Committee then immediately proceeds with the Enquiry and communicates the same to the Complainant and person against whom complaint is made.
- The Committee completes the Enquiry within a period of 3 months from the date of commencement of Enquiry. Feedback is provided with regard to outcome of the Enquiry within 10 working days of completion of the Enquiry. The exact nature of any disciplinary action taken against any person remains confidential.
- The exact nature of disciplinary action to be taken is decided by the Managing Director or in his absence by the Executive Director of the Company.
- The Company maintains confidentiality in relation to such complaints and the resultant enquiry.

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

Yes

9. Assessments for the year:

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

NA is Not Applicable.

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

Not Applicable.

LEADERSHIP INDICATORS

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

Not Applicable. No business processes are being modified / introduced by the Company as a result of addressing human rights grievances/complaints.

2. Details of the scope and coverage of any Human Rights Due Diligence conducted.

The Company prioritizes human rights as a material topic and views Human Rights Due Diligence (HRDD) as a risk management strategy that assists in identifying, responding to, mitigating, and preventing adverse human rights impacts in its own operations and supply chains. The Company has conducted Human Rights Due Diligence (HRDD) for The Westin Mumbai Powai Lake as per global frameworks (such as OECD guidelines) to make the assessment more robust and comprehensive.

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

Yes. The Company ensures that all hotel premises have the required facilities to accommodate differently abled visitors as per the requirements of the 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 #





Child labour	0%
Forced/involuntary labour	0%
Sexual harassment	0%
Discrimination at workplace	0%
Wages	0%
Others - please specify	NA

Note: NA is Not Applicable.

Self-declarations have been obtained from critical value chain partners accounting for 25% of the Company's total procurement, post end of the Financial Year

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

Not Applicable

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



ESSENTIAL INDICATORS

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

Parameter	2022-23	2021-22
Total Electricity Consumption (A) (GJ)	1,59,882.13	1,29,617.63
Total Fuel Consumption (B) (GJ)	65,801.17	51,355.83
Energy Consumption through other sources (GJ)	-	-
Total Energy Consumption (A+B+C) (GJ)	2,25,683.31	1,80,973.46
Energy Intensity per million ₹ of turnover (Total energy consumption/turnover in rupees) (GJ per million ₹)	21.95	44.14
Energy Intensity (optional) - the relevant metric may be selected by the entity	-	-

Notes:

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

Yes, External assurance has been carried out by TUV India Private Limited

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.

Yes, Bengaluru Marriott Hotel Whitefield has been identified as a designated consumer (DC) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India. Targets have been set under the PAT scheme and currently, the Company is in the measurement and verification stage. The results for the same would be disclosed in the next reporting cycle.

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

Parameter	2022-23	2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil



Parameter	2022-23	2021-22
(ii) Groundwater	132,551.91	127,136.60
(iii) Third party water	4,02,857.09	258,782.40
(iv) Seawater / desalinated water	Nil	Nil
(v) Others (Rainwater storage)	Nil	Nil
Total volume of Water Withdrawal (in kilolitres) (I + ii + iii + iv + v)	5,35,409.00	385,919
Total volume of Water Consumption (in kilolitres)	5,35,409.00	385,919
Water Intensity per rupee of turnover (Water consumed / turnover) (kl per million ₹)	52.08	92.71
Water Intensity (optional) - the relevant metric may be selected by the entity	-	-

Note:

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

Yes, External assurance has been carried out by TUV India Private Limited

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

Yes. The Company has a zero-wastewater discharge mechanism for all its properties through Sewage treatment plants, Effluent Treatment Plants & Ultra Filtration plants. The recycled water gets utilized for flushing, horticulture, colling towers needs.

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

Parameter	Please specify unit	2022-23	2021-22
NOx	mg/m3	Within permissible Limit	Within permissible Limit
SOx	mg/m3	Within permissible Limit	Within permissible Limit
Particulate matter (PM)	mg/m3	Within permissible Limit	Within permissible Limit
Persistent organic pollutants (POP)	mg/m3	Nil	Nil
Volatile organic compounds (VOC)	mg/m3	Nil	Nil
Hazardous air pollutants (HAP)	mg/m3	Nil	Nil
Others - CO	Kg	Within permissible Limit	Within permissible Limit

Note:

(i) As a part of regular monitoring process, the Company measures other air emissions periodically by authorized environmental agencies as mandated by State Pollution Control Board. As per the reports received during the reporting year, the emissions are within the permissible limits.

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

Yes, External assurance has been carried out by TUV India Private Limited

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

Parameter	Unit	2022-23	2021-22
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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)	tCO ₂ e	4,168.61	3,275.13
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)	tCO ₂ e	7,022.62	10,113.51
Total Scope 1 and Scope 2 Emissions	tCO ₂ e	11,191.23	13,388.64
Total Scope 1 and Scope 2 Emissions per rupee of turnover	tCO ₂ e	1.09	3.27

Note:

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

Yes, External assurance has been carried out by TUV India Private Limited

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

To reduce Green House Gas (GHG) emissions, the Company has the following initiatives to address its commitments with respect to the Climate Group Initiatives of RE100, EP100 and EV100:

- **RE100 (Renewable Energy):** The Company sourced 78% of its electricity from renewable sources to facilitate the commitment of moving to 100% renewable energy by FY 2030-31.
- **EP100 (Energy Productivity):** The Company is strategically investing in technology and IoT-enabled solutions such as Digital check-ins, Mobile key, Building Management System, IOT system for HVAC to address reduction in energy consumption to facilitate the commitment of doubling its energy productivity (revenue per unit of electricity consumed) by FY 2028-29.
- **EV100 (Electric Vehicles):** All Company properties are equipped with EV charging points accessible to both employees and visitors to facilitate the commitment of moving its entire fleet to EVs for guest transportation by FY 2024-25.

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

Parameter	2022-23	2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	39.68	13.56
E-waste (B)	4.11	4.34
Bio-medical waste (C)	Not Available	Not Available
Construction and demolition waste (D)	22.00	Not Available
Battery waste (E)	1.53	0.126
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	8.33	2.62
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	1,069.64	683.87
Total (A+B + C + D + E + F + G+ H)	1,145.30	704.52



Parameter	2022-23	2021-22
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	222.75	210.30
(ii) Re-used	-	-
(iii) Other recovery operations (Composting)	900.55	494.21
Total	1,123.30	704.52
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	22.00	NA
(iii) Other disposal operations	-	-
Total	22.00	-

Note:

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

Yes, External assurance has been carried out by TUV India Private Limited

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

The Company has set up water bottling plants to minimize single-use plastic consumption by replacing plastic water bottles with glass bottles. The Company actively refrains from using single-use plastics, such as plastic straws, stirrers, bags, and cutlery. Furthermore, it has embraced a more sustainable approach by introducing bulk dispensers in the guest rooms. The Company is also recycling 100% of its wet waste through Organic Waste Converter (OWC) and converts organic wet waste into manure which is being used for horticultural purposes. The Company also recycles its Biomedical waste, E-Waste & other Hazardous waste through authorized waste recyclers.

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

Not applicable, as the Company does not have operations around ecologically sensitive areas.

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

Not Applicable, as no Environmental Impact Assessment was undertaken during the reporting period.

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

Yes, The Company is compliant with the applicable environmental law / regulations / guidelines in India.

Sr.	Specify the law / regulation / guidelines which was not complied with	Provide details of non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Nil				



LEADERSHIP INDICATORS

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

Parameter	2022-23	2021-22
From renewable sources		
Total electricity consumption (A)	1,24,523.52	78,696.48
Total fuel consumption (B)	-	-
Energy consumption through other sources	-	-
Total energy consumed from renewable sources (A+B+C)	1,24,523.52	78,696.48
From non-renewable sources		
Total electricity consumption (D)	35,358.62	50,921.15
Total fuel consumption	65,801.17	51,355.83
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	101,159.79	102,276.98

Note:

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

Yes, External assurance has been carried out by TUV India Private Limited

2. Provide the following details related to water discharged:

The Company has achieved zero-discharge of wastewater for both FY 2022-23 and FY 2021-22 by recycling 100% of water and harvesting rainwater. All of the Company's properties are equipped with a rainwater harvesting system, wherein rainwater collected in the harvesting tank is pumped to the water treatment plant to be filtered through a series of sand filters, carbon filters and UV filters, Rainwater harvesting systems at JW Marriott Mumbai Sahar and Novotel Pune Nagar Road have storage tanks of up to 100 KL while Four Points By Sheraton Navi Mumbai, Vashi utilizes a 20 KL storage tank which is then used for flushing needs.

Note:

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

Yes, External assurance has been carried out by TUV India Private Limited

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

Not applicable as the Company does not have operations in water stressed areas.

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

- (i) Name of the area: Not Applicable
- (ii) Nature of operations: Not Applicable
- (iii) Water withdrawal, consumption, and discharge in the following format:

Note:

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

Yes, External assurance has been carried out by TUV India Private Limited



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

Not available for FY 2022-23. Currently, the Company is assessing its Scope 3 Emissions footprint and shall prepare an action plan to manage the same.

Note:

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

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

Not applicable, as the Company does not have operations around ecologically sensitive areas.

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

Sr.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Organic Waste Converter (Onsite)	The Company has installed Organic Waste Converter at all properties which helps to recycle its wet waste.	Manure that is used for horticultural purposes
2	Bottling Plant	Five of the Company's largest hotels have replaced plastic-packaged water bottles in guest rooms with water-packaged on-site glass bottles.	Reduction in single-use plastic bottles
3	Chiller Plant Optimization	This technology helps in optimizing air conditioning operations to reduce energy consumption and ensure ongoing operational efficiency.	Improved energy efficiency
4	Low Approach Cooling tower	This type of cooling tower provides high rate of heat transfer and increased efficiency of the HVAC system.	Improved energy efficiency
5	Heat Recovery Wheel (HRW)	Provides high rate of heat transfer and increased efficiency of cooling tower.	Improved energy efficiency
6	Pressure Independent Control Valves (PICV)	Controls chilled water for Air Handling Units; Implemented for Fan Coil units for accurate temperature control, thereby improving guest comfort.	Improved energy efficiency
7	Building Management System (BMS)	BMS enables real-time & remote monitoring and management of utilities like lighting and HVAC equipment.	Improved resource utilization

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

Various measures towards risk mitigation have been implemented by the Company to ensure business continuity and stability in operations. The Company's Risk Management Committee has formulated a detailed Risk Management Policy which includes a risk management plan for identification of internal and external risks, measures for risk mitigation including systems and processes for internal control of identified risks and a Business Continuity Plan to address uncertainty in financial markets, market conditions, threats from project failures (at any phase in design, development and operations), legal liabilities, credit risks, accidents, natural causes and disasters as well deliberate attacks from an adversary or events of uncertain or unpredictable root cause.





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

No, there are no significant adverse impacts to the environment, arising from the Company's value chain.

The Company's Supplier Code of Conduct requires all value chain partners to comply with all applicable laws, codes or regulations relating to environmental, occupational health and safety, and labour practices of the countries, states, and localities in which they operate. Currently, the Company is also assessing its Scope 3 Emissions footprint and shall prepare an action plan to manage the same.

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

Not Applicable

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



ESSENTIAL INDICATORS

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

The Company has 6 affiliations with trade and industry chambers/ associations

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

Sr.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers / associations (State/National)
1.	Confederation of Indian Industry (CII)	National
2.	Hotel Association of India (HAI)	National
3.	Hotel and Restaurant Association (Western India) (HRAWI)	State
4.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
5.	The Economic Times India Leadership Council	National
6.	The Federation of Hotels & Restaurant Associations of India (FHRAI)	National

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

Not Applicable as there were no instances of non-compliance reported during FY 2022-23.

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



PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.**ESSENTIAL INDICATORS**

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

No Social Impact Assessments (SIAs) were carried out by the Company during the reporting period.

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

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

No Rehabilitation and Resettlement (R&R) projects were undertaken by the Company during the reporting period.

Sr.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in ₹)
Not Applicable						

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

The Company has a dedicated email ID (whistleblower@chalet-hotels.com) for receiving grievances from all the stakeholders including the community. The Company also has a dedicated webpage which contains the contact information.

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	2022-23	2021-22
Directly sourced from MSMEs/Small producers	Not Available	Not Available
Sourced directly from within the district and neighboring districts	96%	Not Available

LEADERSHIP INDICATORS

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

Not Applicable

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

Not applicable as the Company has not undertaken CSR projects in designated aspirational districts identified by government bodies

Sr.	State	Aspirational District	Amount Spent in ₹
Not Available			



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

No. However, the Company has Supplier Code of Conduct and sustainable sourcing practices that enables preferential procurement from the suppliers from marginalized / vulnerable groups.

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

Not Available

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

The Company is developing a mechanism to report the data on inputs sourced from Marginalized/ vulnerable groups.

Unit of reporting (i.e by Quantity or by Value - please specify)	Total No. of Inputs sourced from all suppliers	No. of Inputs sourced from marginalized / vulnerable groups	Percentage of Inputs sourced from marginalized / vulnerable groups
Not Available			

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

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.

Not Applicable, as there were no disputes related to usage of traditional knowledge.

6. Details of beneficiaries of CSR Projects.

Sr.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Pankh - Skill Development / Digital Educational of Persons with Disabilities	40	100%

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in responsible manner



ESSENTIAL INDICATORS

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

Customer satisfaction is of high importance for the Company. At all of its hotel properties, customers can raise complaint through online & offline platform. The Company ensures that the complaints of its customers are redressed in timely manner. Additionally, the Company also has an online mechanism to receive feedback from its customers.

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

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	



3. Number of consumer complaints

	2022-23			2021-22		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Others	0	0	NA	0	0	NA

NA is Not Applicable.

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

	Number	Reason for recall
Voluntary recalls	Not Applicable as the Company operates in the service industry.	
Forced recalls		

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

Yes. The Company is ISO 27001:2013 certified and has a robust structure for monitoring and implementation of the Information Security Management Systems (ISMS) framework. The Company has in place a Cyber Security and Data Privacy policy which is available internally.

Additionally, the Company's following policies to address cyber security and risks related to data privacy:

- ESG Policy
- Employee's Code of Conduct

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.

Sr.	Topic	Corrective Actions
1.	Advertising	NA
2.	Delivery of essential services	NA
3.	Cybersecurity & Data Privacy	NA
4.	Product Recalls	NA
5.	Product safety/Services	NA

NA is 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 the services provided by the Company can be accessed on the Company's website.

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

The Company communicates its sustainability efforts on energy and water conservation & waste reduction initiatives to its customers (guests) through digital and offline signages, information cards. For example, communication to increase awareness about minimizing single-use plastic usage, low flow fixtures and dual plumbing fixtures etc.

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

The Company has standard operating procedures, emergency helplines etc. in place, in case of disruption or discontinuation of its services to the guests.

- 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. The Company has an online mechanism to collect feedback on the services rendered to its guests at all of the hotel premises.

- 5. Provide the following information relating to data breaches:**

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

Not Applicable. There were no data breaches for FY 2022-23.

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

Not Applicable. There were no data breaches for FY 2022-23.

