

May 24, 2023

BSE Limited
Corporate Relationship Department
1st Floor, New Trading Ring,
Rotunda Building, P. J. Towers,
Dalal Street, Fort,
Mumbai – 400 001.
Scrip Code: 500850

National Stock Exchange of India Limited
Exchange Plaza
Bandra Kurla Complex
Bandra (E)
Mumbai 400 051
Scrip Code: INDHOTEL

Sub: Business Responsibility and Sustainability Report for FY 2022-23

Dear Sir,

Pursuant to Regulations 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for FY 2022-23, which forms part of the Integrated Annual Report FY 2022-23, submitted to the Exchanges vide letter dated May 24, 2023.

You are requested to kindly take the same on record

Yours Sincerely,

BEEJAL DESAI
Executive Vice President
Corporate Affairs & Company Secretary (Group)

THE INDIAN HOTELS COMPANY LIMITED

CORP Office: 9th Floor, Express Towers, Barrister Rajni Patel Marg, Nariman Point, Mumbai 400 021, Maharashtra, India
REGD Office: Mandlik House, Mandlik Road, Mumbai 400 001, Maharashtra, India
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Business Responsibility & Sustainability Report (BRSR)

(Pursuant to Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015)

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L74999MH1902PLC000183
2	Name of the Listed Entity	The Indian Hotels Company Limited (IHCL)
3	Year of incorporation	1902
4	Registered office address	Mandlik House, Mandlik Road, Mumbai – 400 001
5	Corporate address	9th Floor, Express Towers, Barrister Rajni Patel Marg, Nariman Point, Mumbai – 400 021
6	E-mail	investorrelations@ihcltata.com
7	Telephone	+91-22-61371637
8	Website	https://www.ihcltata.com/
9	Financial year for which reporting is being done	April 2022-March 2023
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11	Paid-up Capital	₹ 142,04,00,342
12	Contact Person	
	Name of the Person	Beejal Desai – Executive Vice President – Corporate Affairs & Company Secretary (Group) Gaurav Pokhariyal - Executive Vice President – Human Resources
	Telephone	022-61371931
	E-mail address	beejal.desai@ihcltata.com gaurav.pokhariyal@ihcltata.com
13	Type of Reporting (Standalone/ Consolidated Basis)	Standalone Basis

II. Product/ Services

14 Details of business activities

Sr. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
1.	Accommodation and Food Service.	Inns, Resorts, Holiday homes, Hostels, etc	100

15 Products/ Services sold by the entity

Sr. No.	Product/ Service	NIC Code	% of Total Turnover contributed
1.	Accommodation services	55101	43.03
2.	Food & Beverage services	55101	37.29

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III. Operations

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

Location	Number of plants	No. of Offices / Hotels	Total
National	Not Applicable*	83	83
International	Not Applicable*	12	12

17 Market served by the entity

a) No. of Locations

Locations	Numbers
National (No. of States)	<p>As per Standalone BRSR reporting there are 27 hotels operating pan India in following locations: Andaman, Aurangabad, Bengaluru, Calicut, Chennai, Goa, Guwahati, Gwalior, Hyderabad, Jaipur, Jodhpur, Kolkata, Mumbai, New Delhi, Ooty, Udaipur</p> <p>Other operation locations are spread pan India across 22 States plus 4 Union Territories as under: Agartala, Agra, Ahmedabad, Ajmer, Amritsar, Aurangabad, Bandhavgad, Bekal, Bengaluru, Bharuch, Bhopal, Bhubaneswar, Calicut, Chandigarh, Chennai, Chikmagalur, Cochin, Coimbatore, Coonoor, Coorg, Corbett, Darjeeling, Dharamshala, Dudhwa, Dwarka, Ernakulam, Faridabad, Gangtok, Goa, Gondia, Gurugram, Guwahati, Haridwar, Hyderabad, Indore, Jaipur, Jamshedpur, Jodhpur, Junagadh, Kalinganagar, Kanha, Katra, Kolkata, Kovalam, Kumarakom, Lucknow, Madurai, Manali, Mangalore, Mumbai, Mysore, Nashik, New Delhi, Noida, Ooty, Panna, Pantnagar, Patna, Pench, Pondicherry, Pune, Ranthambore, Rishikesh, Sanand, Shillong, Shimla, Srinagar, Surajkund, Surat, Thane, Thiruvananthapuram, Tirupati, Tirupur, Udaipur, Vadodara, Vapi, Varanasi, Varkala, Vijaywada, Vizag, Wayanad</p>
International (No. of Countries)	<p>We have operations in 9 Countries as listed below: Bhutan, Maldives, Nepal, South Africa, Sri Lanka, United Arab Emirates, United Kingdom, United States of America, Zambia</p>

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

NA

c) A brief on types of customers

- a) Business travellers - IHCL's hotels are often chosen by business travellers due to their convenient locations, high-quality amenities, and efficient services.
- b) Tourists - IHCL's hotels cater to both domestic and international tourists who are looking for comfortable and luxurious accommodations during their travels.
- c) Event and conference attendees - IHCL's hotels offer event spaces and conference rooms, making them an ideal choice for corporate events, meetings, and conferences.
- d) Wedding guests - IHCL's hotels are also popular wedding venues, with many of them offering wedding planning and coordination services.
- e) Food and beverage patrons - IHCL's restaurants and bars are popular with both hotel guests and local residents who are looking for high-quality dining experiences.
- f) Crew members
- g) Long staying guests

* The Company does not undertake any manufacturing activity.

IV. Employees

18. Details as at the end of Financial Year:

Sr. No.	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)	2,641	1,981	75.01	660	24.99
2	Other than Permanent Employees (B)	0	0	0	0	0
3	Total Employees (A+B)	2,641	1,981	75.01	660	24.99
	Workers					
4	Permanent (C)	2,655	2,431	91.56	224	8.44
5	Other than Permanent (D)	2,512	1,849	73.61	663	26.39
6	Total Workers (C+D)	5,167	4,280	82.83	887	17.17
b)	Differently abled employees and workers					
	Employees					
1	Permanent Employees (E)	-	-	-	-	-
2	Other than Permanent Employees (F)	-	-	-	-	-
3	Total Employees (E+F)	-	-	-	-	-
	Workers					
4	Permanent (G)	6	4	66.67	2	33.33
5	Other than Permanent (H)	35	29	82.86	6	17.14
6	Total Differently Abled Employees (G+H)	41	33	80.49	8	19.51

19. Participation/ Inclusion/ Representation of women

Sr. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	7	1	14.29
2	Key Management Personnel	3	0	0

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

Category	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	383	107	490	187	68	255	128	49	177
Permanent Workers	234	32	266	189	37	226	135	23	158

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

21 Names of holding/ subsidiary/ associate companies/ joint ventures

Sr. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures	Indicate whether it is a holding/ Subsidiary/ Associate/ or 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.	Oriental Hotels Limited	Associate	35.67	Yes
2.	Taj Madurai Limited	Associate	26.00	Yes
3.	Taida Trading & Industries Limited	Associate	34.78	No
4.	Lanka Island Resort Limited	Associate	24.66	Yes
5.	TAL Lanka Hotels PLC	Associate	24.62	Yes
6.	Taj Karnataka Hotels & Resorts Limited	Joint Venture	44.27	Yes
7.	Taj Kerala Hotels & Resorts Limited	Joint Venture	28.78	Yes
8.	Taj GVK Hotels & Resorts Limited	Joint Venture	25.52	Yes
9.	Taj Safaris Limited	Joint Venture	41.81	Yes
10.	Kaveri Retreats and Resorts Limited	Joint Venture	50.00	Yes
11.	TAL Hotels & Resorts Limited	Joint Venture	27.49	Yes
12.	KTC Hotels Limited	Subsidiary	100.00	Yes
13.	United Hotels Limited	Subsidiary	55.00	Yes
14.	Roots Corporation Limited	Subsidiary	100.00	Yes
15.	Taj Enterprises Limited	Subsidiary	93.40	Yes
16.	Taj Trade and Transport Company Limited	Subsidiary	73.03	Yes
17.	Benares Hotels Limited	Subsidiary	51.58	Yes
18.	Inditravel Limited	Subsidiary	78.88	No
19.	Piem Hotels Limited	Subsidiary	51.57	Yes
20.	Northern India Hotels Limited	Subsidiary	48.56	Yes
21.	Skydeck Properties and Developers Pvt. Limited	Subsidiary	100.00	No
22.	Sheena Investments Pvt. Limited	Subsidiary	100.00	No
23.	ELEL Hotels & Investments Limited	Subsidiary	100.00	No
24.	Luthria & Lalchandani Hotel & Properties Pvt. Limited	Subsidiary	100.00	No
25.	Ideal Ice Limited	Subsidiary	100.00	Yes
26.	IHOCO BV	Subsidiary	100.00	No
27.	United Overseas Holding Inc.	Subsidiary	100.00	Yes
28.	St. James Court Hotel Limited	Subsidiary	76.86	Yes
29.	Taj International Hotels Limited	Subsidiary	100.00	Yes
30.	Taj International Hotels (H.K.) Limited	Subsidiary	100.00	No
31.	PIEM International (H.K.) Limited	Subsidiary	51.57	No
32.	IHMS Hotels (SA) (Proprietary) Limited	Subsidiary	100.00	No
33.	Good Hope Palace Hotels Proprietary Limited	Subsidiary	100.00	Yes
34.	Zarrenstar Hospitality Private Limited	Subsidiary	100.00	No
35.	Genness Hospitality Private Limited	Subsidiary	100.00	No
36.	Qurio Hospitality Private Limited	Subsidiary	100.00	No
37.	Kadisland Hospitality Private Limited	Subsidiary	100.00	No
38.	Suisland Hospitality Private Limited	Subsidiary	74.00	No
39.	BAHC Pte Ltd	Subsidiary	51.57	No
40.	Taj SATS Air Catering Limited	Subsidiary	51.00	Yes

VI. CSR Details

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

Yes, the CSR budget under Section 135 of the Companies Act, 2013 for FY 2022-23 was NIL.

Turnover (in ₹) 3,704.24 crores (FY 22-23)

Net worth (in ₹) 8,838.98 crores (FY 22-23)

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 redress policy	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	IHCL has a platform for grievance reporting: https://investor.ihcltata.com/files/IHCL_Stakeholder_Engagement_Policy.pdf	NIL	NIL	NA	NIL	NIL	NA
Investors (other than shareholders)			NIL	NIL	NA	NIL	NIL	NA
Shareholders			47	0	NA	17	0	NA
Employees and workers			42	1	in process	18	0	NA
Customers*			1	1	in process	NIL	NIL	NA
Value Chain Partners			NIL	NIL	NA	1	NIL	NA
Other: Ex-employee and other than above			9	1	in process	5	0	NA

*Complaints only at legal forum

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 of the risk or opportunity (Indicate positive or negative implications)
Customer Delight	Opportunity	Customer Relationship Management (CRM) plays a significant part in hospitality business. It aids in improving customer satisfaction and retention rates and helps us better understand our customers.	We have comprehensive CRM practices and a strong customer loyalty program (with over 4 million members). There is a strong engagement with our customers through diverse channels viz websites, email & social media. Further, the Care@Tajness program, an industry first initiative to listen, learn and leverage insights helps us in building innovative product and service solutions	Positive

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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 of the risk or opportunity (Indicate positive or negative implications)
Brand Reputation and Communication	Opportunity	Brand reputation is crucial in the hospitality sector as it directly impacts the level of trust and loyalty customers have towards the brand. Effective communication is key in building and maintaining a strong brand reputation in the hospitality sector. This includes clear and consistent messaging across all channels, such as website, social media, and customer interactions.	The Taj Brand has been rated as the World’s Strongest Hotel Brand for two consecutive years and India’s Strongest Brand across sectors. We have comprehensive connect and communication with our customers right from booking through to stay with us. At every point, right from reservations, we adopt a customer first approach. We actively listen and respond to customer feedback in a timely and professional manner.	Positive
Water Management	Risk	In the hospitality sector water management plays a very crucial role, we are directly affected by the availability and the quality of the water considering our business sector.	As water is material to our sector, it becomes crucial for us that we work towards water security. Our water management approach includes measures like recycling of STP water in cooling tower and operating our chillers under optimal condition. We are proactively taking efforts for water conservation in our operational facilities.	Negative
Climate change, Energy and Emissions	Risk/ Opportunity	Climate change poses a significant risk on hospitality sector. Changes in weather patterns can negatively impact tourism in certain regions, as extreme heat or drought may make them less attractive to visitors. Furthermore, the industry may also face additional costs to adapt to these changes, such as building sea walls or upgrading air conditioning systems. Our commercial activities incur significant overhead expenditures, with energy being one of them. A proper energy management system with Renewable energy integration is pivotal for IHCL to reduce operational energy cost and carbon footprint.	Being cognisant of the potential risk due to climate change IHCL is planning to integrate Task Force on Climate-related Financial Disclosure (TFCD) in risk management framework and conduct physical and transition risk assessment in consequent years. We have put in place comprehensive power purchase agreements with Tata Power on Green power. Further, we have systems to track and minimise consumption in our hotels.	Negative/ Positive
Diversity and Equal opportunity	Opportunity	Diversity and equal opportunity are crucial in the hospitality sector as it not only promotes inclusivity but also helps to attract customers from diverse backgrounds. This can help to create an inclusive and welcoming atmosphere for guests, which can lead to increased customer loyalty and positive word-of-mouth recommendations.	We have employed people from diverse backgrounds and have procedures in place that ensure equal opportunity in workplace. It also includes providing equal pay and benefits, promoting equal opportunity in promotions and advancement and providing accommodations for employees with disabilities.	Positive

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 of the risk or opportunity (Indicate positive or negative implications)
Sustainable supply chain	Opportunity	Businesses are under increased pressure from investors, clients, and authorities to lower environmental, social, and governance (ESG) risk exposures in their supply chains.	<p>At IHCL, we see it as an opportunity to integrate ESG aspect in our supply chain which can effectively reduce the overall risk. From supplier/vendor diversification to sustainable sourcing, IHCL has taken huge strides in the supply chain management.</p> <p>We ensure sustainable sourcing for all our operations, which promotes the development of local communities, generates job opportunities, streamlines transportation and has a major impact in reducing carbon dioxide emissions. Close to 90% of our sourcing is done from domestic vendors and producers.</p>	Positive
Talent management and retention	Risk	Overall, effective talent management is crucial in mitigating the risks associated with managing human capital. Failing to attract and retain employees by providing them rewarding careers may lead to loss of skillful employees in an organisation.	<p>We carry out Potential assessment to assess potential and determine roles and leadership responsibilities. Through various talent processes, we aim to identify and build a strong leadership pipeline at every hotel, developing talent through robust development journeys.</p> <p>Following are the two key talent processes:</p> <ul style="list-style-type: none"> - Leadership Assessment and Development Center (LADC) for identification and development of future general managers. - Talent Identification and Development Initiative (TIDI) for identification and development of high potential Heads of Department (HoD). <p>DiLOG is a bi-annual career conversation process which enables structured focused conversations that incorporate constructive feedback and set a development plan for the year ahead.</p> <p>VConnect is our continuous employee engagement platform which gathers continuous feedback from employees across levels. It provides a mechanism for leaders to hear the voice of our employees, thereby promoting trust and transparency.</p>	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

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		P1	P2	P3	P4	P5	P6	P7	P8	P9
Disclosure Questions		Ethics & Transparency	Product Responsibility	Human Resources	Responsiveness to stakeholders	Human Rights	Responsible Lending	Public Policy Advocacy	Inclusive Growth	Customer Engagement
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, the policies have been approved by the Board (including committees)								
	c) Web Link of the Policies, if available	https://investor.ihcltata.com/CorporateGovernance								
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.	At IHCL, we recognise the importance of global management standards and frameworks. We have integrated ISO, OHSAS, SA 8000, Fairtrade etc. to further strengthen our operations and business practices. Our business is governed with robust and comprehensive Information Technology (IT) policies and procedures, which cover information security management as per ISO 27001, General Data Protection Regulation (GDPR), and Payment Card Industry (PCI) compliance, among others. Ensuring safe and protected business operations is our utmost priority.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company has developed an ESG roadmap that outlines the important aspects of sustainability as well as timeframes for attaining the goals. The ESG framework also known as the Paathya framework mainly focuses on six strategies: Progress sustainable growth, preserve heritage and brand, Prudent corporate governance, promise social responsibility, Promote environmental stewardship and Partner transformation. IHCL has taken targets that by 2030 <ul style="list-style-type: none"> - 100% hotels will be single use plastic free (beyond the Govt mandated list) - 100% hotels will be Earth Check certified - 100% of wastewater recycled - 100% hotels will have an organic waste management system - 50% of Energy to come from Renewable sources - 100,000 youth to be trained for livelihood - 100% adoption of UNESCO's Intangible Cultural Heritage projects in the geographies we operate in 								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The key performance targets are set, reviewed, and implemented as per the objectives taken. The Corporate Social Responsibility and Sustainability (ESG) Committee reviews the progress periodically								

Governance, Leadership and Oversight

7 Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievement

Puneet Chhatwal (Managing Director & Chief Executive Officer): As one of the oldest operating company in the Tata Group, we have always operated in the spirit of our founder Mr. Jamsetji Tata who believed that the community is not just another stakeholder in business, but is in fact the very purpose of its existence. Over the years, we have adopted a responsible approach to ESG in all we do. We have announced an Industry leading ESG+ program called Paathya wherein clear milestones have been set for various ESG related initiatives by 2030. We have also signed up to SBTi and are working towards our commitment to Net Zero Emissions. We have subscribed to the Earthcheck program – 77 of our hotels go through this certification currently, with 57 achieving Platinum status, a global benchmark.

We continue to work on decarbonisation in our operations through efforts such as elimination of single use plastic and other measures. On Scope 2, we have entered into significant green power arrangements for a number of properties. On Scope 3, we have a comprehensive program of working with our supply chain partners. We are evaluating various measures relating to Scope 3 for our customers. As a company, we are growing significantly through management contracts – consequently, we are working with our partners to implement ESG measures in their respective hotels.

Our people are the backbone of our business. We are immensely grateful to our colleagues for their dedication and care towards our community, customers, and each other. Empowering and enabling our employees to execute our strategic priorities while keeping sustainability at the core of our operations is the key to our future success.

- 8 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).** Mr. Puneet Chhatwal (DIN: 07624616)
Designation: Managing Director & Chief Executive Officer
- 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, the Corporate Social Responsibility and Sustainability (ESG) Committee of the Board of Directors is responsible for decision making on Sustainability related issues. The Committee comprises of Mr. Puneet Chhatwal, Ms. Hema Ravichandar and Mr. Naseer Munjee.
Note: Mr. Venkataramanan Anantharaman, has been appointed as the Chairperson of the Committee w.e.f. April 27, 2023.

10 Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes, On regular basis																	
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									
	No	No	No	No	No	No	No	No	No									
	Policies are currently evaluated internally and would be subjected to external audits as and when applicable.																	
Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes, on a regular basis																	
	Yes, on a regular basis																	

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12. 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
	No	No	No	No	No	No	No	No	No

Policies are currently evaluated internally and would be subjected to external audits as and when 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.



IHCL strongly believes in conducting business in an ethical and responsible manner. The Company is governed by the TATA Code of Conduct that ensures the group’s values are imbibed within its operations. The TATA Code of Conduct allows the organisation to operate in a manner that ensures accountability. We are committed to operating our businesses conforming to the highest moral and ethical standards. The Company’s mission and vision are integrated into all aspects of its operations. The Company has unwavering commitment to operate its businesses with integrity and in accordance with high regulatory standards.

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	2	Overview of the Hospitality Industry and way forward, Hotels Business model and benchmarking.	100
Key Management Personnel	4	Insider Trading	100
Employees other than BODs and KMPs	95	TCOC - Dignity & Respect, Human rights, Equal opportunity, Bribery & Corruption, Insider trading, Conflict of interest	77
Workers	95	TCOC - Dignity & Respect, Human rights, Equal opportunity, Bribery & Corruption, Insider trading, Conflict of interest	70

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 INR)	Brief of the case	Has an appeal been preferred? (Yes/ No)
Penalty/ Fine	NIL	NA	NA	NA	NA
Settlement	NIL	NA	NA	NA	NA
Compounding fee	NIL	NA	NA	NA	NA

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	NA	NA	NA
Punishment	NIL	NA	NA	NA

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

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

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 entity has Anti-corruption and Anti-bribery policy which is applicable to all individuals working at all levels and grades which states that Our Company is committed to implementing and enforcing adequate procedures to prevent, deter, detect, and counter bribery and corruption in any form or manner. https://investor.ihcltata.com/files/IHCL_Anti-Bribery_and_Anti-Corruption_Policy.pdf

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

Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

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

Topic	FY 2023-22 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	-	0	-

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

Business Responsibility & Sustainability Report (BRSR)

LEADERSHIP INDICATORS

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

Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% of persons in value chain covered by the awareness programmes
1. Annual Vendor Meet – Region/Cluster - 12 Vendor Meets	1. Paathya/CSR & Sustainability Initiatives, Tata Code of Conduct, Safety and Security and Hygiene & Cleanliness	Not Ascertained at this point
2. Site visits - All new perishable vendors 100% before onboarding.	2. Hygiene & Cleanliness, Storage & Transportation, locker room & personal Hygiene, Preventive maintenance , Pest Management & Waste Management	
3. Surveys – Three Surveys Centrally; Hotels conduct their surveys for local vendors	3. Vendor satisfaction, Internal Customer Satisfaction, Vendor rating	
4. Yearly communication on IHCL sustainability initiatives	4. Initiatives completed & work in progress in the year gone by and the future outlook	

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 has processes in place to avoid or manage conflict of interests among board members. A policy on Related Party Transactions has been adopted by the Company in compliance to the Companies Act, 2013. The policy covers methods to avoid instances pertaining to conflict of interest and ensures high standards of corporate governance when dealing with Related Parties. It sets forth the procedures under which the Related Party Transactions must be reviewed, approved, and reported. <https://www.ihcltata.com/RPT.pdf>. Also, IHCL adheres to the TATA Code of Conduct which also covers an aspect of Conflict of Interest under Section D. <https://investor.ihcltata.com/files/TCOC-Booklet.pdf>

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



IHCL places utmost priority in producing high quality goods and services that have been sourced/ produced in a safe and sustainable manner. The Company has undertaken several initiatives to integrate sustainable practices in its supply chain. It is currently working towards ensuring all of its operations are conducted in an efficient manner. It has also taken appropriate measures to provide excellent customer service and support through systems which are easy to navigate.

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	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	NIL	NIL	While there has been no direct input towards R&D. IHCL has collaborated with IFC Tech Emerge towards piloting sustainable cooling technology. 9 projects have been rolled out across 6 hotels.
Capital Expenditure (CAPEX)	11.64%	7.64%	In Energy saving Initiatives like installation of Bottling plants, Modular Chillers, LED bulbs and steam less laundry equipment.

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

Yes.

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

Yes, the entity requires all of its contracted vendors to sign and adhere to the TATA Code of Conduct (TCOC) during their onboarding process. The entity also has procedures in place to ensure sustainable practices are integrated in their supply chain. The Company has a unified warehouse and distribution management system for all its hotels. This system has made our supply chain greener, improved efficiency and has reduced the Company's carbon footprint with regard to its supply chain. Around 10% of the total sourcing is through the Vendor aggregation system. Consolidation of FMCG goods from multiple vendors through a single vendor and Third Party logistics of around 600 Stock Keeping Units (SKUs) through a single vendor have immensely helped our hotels to reduce around 5,000 vendor interactions a month resulting in cutting considerable amount of emissions.

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

Not Applicable

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.

IHCL is in the hospitality business, being part of services sector, hence not applicable.

LEADERSHIP INDICATORS

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

No, LCA has not been conducted for any of the services.

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

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:

IHCL is in the hospitality business, being part of services sector, hence not applicable.

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

IHCL is in the hospitality business, being part of services sector, hence not applicable.

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

A strong organisation is often an indication of a healthy workforce. At IHCL, we prioritise the all-round safety and development of employees by providing a nurturing ecosystem where employees have the opportunity to further explore their potential and a chance to progress their career. IHCL believes an employee's dedication and assistance can contribute extensively to the organisation's goals. The best practices for human safety and safe working conditions were assisted and promoted by employees, business teams, vendors, and other stakeholders.

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	1,981	1,981	100	1,981	100	-	-	1,981	100	1,981	100
Female	660	660	100	660	100	660	100	-	-	660	100
Total	2,641	2,641	100	2,641	100	660	24.99	1,981	75.01	2,641	100
Other than Permanent Employees											
Male	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Total	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

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. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male	2,431	2,431	100	2,431	100	-	-	2,431	100	-	-
Female	224	224	100	224	100	224	100	-	-	224	100
Total	2,655	2,655	100	2,655	100	224	8.44	2,431	91.56	224	8.44
Other than Permanent Workers											
Male	1,849	1,849	100	1,849	100	-	-	1,849	100	-	-
Female	663	663	100	663	100	663	100	-	-	663	100
Total	2,512	2,512	100	2,512	100	663	26.39	1,849	73.61	663	26.39

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

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

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

All our locations have been designed in a way that every individual with disabilities can utilise shared facilities without encountering any barriers. Work areas, restrooms, social areas and the surrounding facilities all are being constructed keeping their accessibility in mind.

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.

IHCL is committed to providing equal opportunities in employment and creating an inclusive working environment.

It is our policy that there should be no discrimination, harassment or less favourable treatment of any employee or job applicant, either directly or indirectly, on the grounds of age, color, disability, origin, religion, race, gender, family or marital status, gender re-assignment, disability, sexual orientation, pregnancy or maternity status. It is our policy that there shall be no bullying or intimidation for any reason towards any employee or applicant.

https://investor.ihcltata.com/files/IHCL_Equal_Opportunity_Policy.pdf

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

Gender	Total number of people returned after parental leave in FY	Total Number of people who took parental leave in FY	Return to work rate	Total Number of people retained for 12 months after returning from parental leave	Total number of people returned from parental leave in prior FY	Retention Rate
Permanent Employees						
Male	211	211	100	209	255	99.05
Female	19	19	100	19	34	100
Others	-	-	-	-	-	-
Total	230	230	100	228	289	99.13
Permanent Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Others	-	-	-	-	-	-
Total	-	-	-	-	-	-

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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	At IHCL, we have various mechanisms to receive and redress grievances. We have collaborated with third party ethics partner who receives grievances via phone, e-mail and physical mails on which adequate actions are taken and addressed. In addition to this, we have the whistle-blower mechanism in place to resolve complaints and the same are reviewed by the Audit Committee every quarter. Also, we have ethics committees and HR heads in hotels to whom persons can report issues directly and can also drop the concerns in the drop boxes.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

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

Category	FY 2022-23 (Current FY)			FY 2021-22(Previous FY)		
	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	-	-	-	-	-	-
Female	-	-	-	-	-	-
Others	-	-	-	-	-	-
Total	-	-	-	-	-	-
Permanent Workers						
Male	2,431	2,115	87.00	2,410	2,047	84.94
Female	224	183	81.70	207	167	80.68
Others	-	-	-	-	-	-
Total	2,655	2,298	86.55	2,617	2,214	84.60

8. Details of training given to employees and workers:

a) Details of Skill training given to employees and workers.

Category	FY 2022 -23 (Current FY)			FY 2020-21 (Previous FY)		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who received Skill Training (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who received Skill Training (D)	%(D/C)
Permanent Employees						
Male	1,981	1,952	98.54	1,820	1,278	70.22
Female	660	395	59.85	543	212	39.04
Others	-	-	-	-	-	-
Total	2,641	2,347	88.87	2,363	1,490	63.06
Permanent Workers						
Male	2,431	1,823	74.99	2,410	844	35.02
Female	224	175	78.13	207	77	37.20
Others	-	-	-	-	-	-
Total	2,655	1,998	75.25	2,617	921	35.19

b) Details of training on Health and Safety given to employees and workers.

Category	FY 2022 -23 (Current FY)			FY 2020-21 (Previous FY)		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who received training on Health and Safety (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who received training on Health and Safety (D)	%(D/C)
Permanent Employees						
Male	1,981	1,981	100	1,820	1,820	100
Female	224	660	100	543	543	100
Others	-	-	-	-	-	-
Total	2,641	2,641	100	2,363	2,363	100
Permanent Workers						
Male	2,431	2,431	100	2,410	2,410	100
Female	224	224	100	207	207	100
Others	-	-	-	-	-	-
Total	2,655	2,655	100	2,617	2,617	100

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

Category	FY 2022 -23 (Current FY)			FY 2020-21 (Previous FY)		
	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)
Permanent Employees						
Male	1,981	1,785	90.11	1,820	1,684	92.53
Female	660	527	79.85	543	450	82.87
Others	0	0	0	0	0	0
Total	2,641	2,312	87.54	2,363	2,134	90.31
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

10. Health and safety management system:

- a) **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No)** Yes
- What is the coverage of such system?** The system covers all employees and all hotels.
- b) **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?** Safety Risk Assessments are carried out by the Hotel Safety Committee. These assessments are reviewed periodically and are utilised for incident management in hotels. An analysis of yellow cards is also used as an input to refine the Hazard Identification and Risk Assessment (HIRA) process. Based on these controls, appropriate processes such as administrative controls are put into place to mitigate any potential risks. These controls are also reflected in the Capex/Opex requirements of the hotel.

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- c) **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/ No)** Yes
- d) **Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)** Yes, all of the locations have access to non-work-related medical and healthcare services, either on-site or through partnerships with reputable healthcare providers nearby. Additionally, staff members receive on-site medical emergency response training.

11. Details of safety related incidents:

Safety Incident/ Number	Category	FY 2022-23	FY 2021-22
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	3.31	4.12
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	148	122
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

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

- IHCL's Safety Policy was rephrased in 2018 as an integrated Safety and Security Policy that is in line with the Tata Group Safety Policy. Both the employees and an Executive Committee are responsible for safety management.
- Corporate Safety guidelines and policies that have been framed on inputs from Tata Group Safety Office are displayed at prominent strategic locations in Hindi, English and in local languages where applicable.
- IHCL uses a tiered approach to implement safety in its work culture. The Executive Committee sets the direction and is the apex Safety council for the Company. Updates to the Company's safety policies are presented at each Executive Committee meeting where further input, guidance and direction is sought.
- Safety non-compliance/ hazards are reported to the concerned personnel for further action. These actions are reviewed by the General Manager and members of the Hotel Safety Council.
- The hotels carry out Safety Risk Assessments. The hotel safety committee along with employees collectively participate in these assessments, which are periodically reviewed in case of any incident.
- Yellow cards are utilised as an input to refine the HIRA. Safety assessment results and other inputs are incorporated into the Capex/Opex requirements of the hotel.
- There is a Safety and Security Head, a member of Hotel Operations and Future Openings Committee, who provides both Safety and Security inputs for new buildings.
- Prior to a new construction project, a detailed safety & risk analysis is conducted. This includes identification of high/low risk activities along with contractors eligible to work on high-risk activities. There is an on-site project manager who monitors all activities including high risk activities that have to be carried out in the presence of a project manager.
- Following risk identification, measures to control and mitigate these risks are implemented. Moreover, a Progressive Consequence Framework for safety violations has also been implemented.

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

Topic	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	30	2	Since resolved	19	0	NA
Health & Safety	NIL	NA	NA	0	0	NA

14. Assessments for the year:

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

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.

Internal audits are being conducted on periodic basis, if any deviations are found, preventive and corrective measures are taken based on the same. In addition to this the entity has developed a Road and Driving Safety Manual based on the guidelines of the Tata Group Road & Driving Safety Manual. The manual has been shared with all transportation providers including employee and guest transport providers, and their personnel are being trained on the same. The Company actively tracks and reports all road related incidents/ accidents/ injuries.

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Yes/ No) (B) Workers (Yes/ No).

a) Employees (Yes/ No):

Yes, employees at the executive level are covered by a life and accident insurance.

b) Workers (Yes/ No):

Yes, the Company extends the benefit of accident insurance for all of its workers.

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

All statutory dues are being deducted and deposited to respective authorities and the receipts of payment obtained are filed for records.

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	
	Current FY 23	Previous FY 22	Current FY 23	Previous FY 22
Employees	NIL	NIL	NIL	NIL
Workers	NIL	NIL	NIL	NIL

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

We provide retirement planning guidance to employees who will soon be retiring. We also provide an employee who is transferred internally 4-6 weeks of notice in order to give them enough time to adjust to the change.

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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	Not Ascertained at this point
Working Conditions	Not Ascertained at this point

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.

Periodic Site visits are being conducted for the critical value chain partners basis which corrective and preventive measures are recommended. However no significant risk/ concerns were observed during the site visit.

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



We believe stakeholder engagement is important as it helps to build and maintain trust, ensure accountability, and foster collaboration. Our stakeholders include customers, employees, regulators, suppliers, shareholders, and the community. Effective communication and engagement with these groups helps us to understand their needs and expectations, identify potential risks and opportunities, and make informed decisions that benefit all parties. This can lead to improved customer satisfaction, regulatory compliance, operational efficiency, and overall business success.

Essential Indicators

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

At IHCL, we see our stakeholders as partners in our mission to provide long-term value. So, achieving our strategic goals depends on effective stakeholder involvement. By an integrated and open process, we attempt to strike a balance between the requirements, interests, and expectations of stakeholders and those of the business. We have mapped our internal and external stakeholders listed below who have the direct and indirect impact on the operation of our organisation.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/ No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> - Real-time engagement through VConnect - Daily meetings and briefings - Monthly town halls - Timely internal communications - Published training calendar - Employee committees and union meetings - Recognition Forums 	<ul style="list-style-type: none"> - Ongoing 	<ul style="list-style-type: none"> - Vconnect-Employee engagement platform aimed to get feedback from employees across all levels. - VConnect surveys are conducted through e-mail, SMS or Whatsapp Messenger and is available in 8 regional Indian languages such that all employees can seamlessly provide their feedback anonymously - It enables transparency and trust and provides a mechanism for leaders to hear the voice of our employees.

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/ No)	Channels of communication	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	<ul style="list-style-type: none"> – Direct feedback from guests during and after each experience – Loyalty programme – Real-time social media engagement – Periodic market research 	<ul style="list-style-type: none"> – Ongoing 	<ul style="list-style-type: none"> – The business actively engages with customers to learn about their expectations and experiences with our services – Their feedback helps us improve and maintain our leadership in the industry
Shareholders	No	<ul style="list-style-type: none"> – Quarterly investor calls, annual investor meets, Annual General Meetings, public and media announcements press releases, Stock Exchange intimations, Company website, ongoing meetings/ communication through electronic/ social media – Annual Report and sustainability disclosures – A dedicated investor relations department 	<ul style="list-style-type: none"> – Quarterly & – Annually 	<ul style="list-style-type: none"> – The Company is committed to maintaining financial transparency with its shareholders and investors. We consistently provide quarterly financial/business results on our website, a repository of data and FAQs to shareholders through a dedicated web portal on the website of the Company and implementation of IEPF Portal to enable settlement of claims by shareholders of unclaimed dividend/ shares.
Owners & Partners	No	<ul style="list-style-type: none"> – Annual partner meets – Ongoing communication from the business development department – Annual Business Conference 	<ul style="list-style-type: none"> – Ongoing 	<ul style="list-style-type: none"> – Hotel owners are our partners in business operations and in sustainability seeking their feedback on our decisions that may impact them is important. – Alignment of priorities with owners is critical for efficient operations and business performance
Suppliers	No	<ul style="list-style-type: none"> – Supplier development initiatives – Supplier feedback surveys throughout the year – Annual suppliers' meet – On-boarding process and maintenance of open communication channels 	<ul style="list-style-type: none"> – Ongoing – Annual 	<ul style="list-style-type: none"> – Our suppliers provide materials and services that influence the quality of our customers' experiences. – Supplier engagement ensures efficiency, quality, reliability and an ethical value chain
Local Communities	No	<ul style="list-style-type: none"> – CSR partnerships – Minimisation of our environmental footprint – Community welfare programmes – Participation in neighborhood associations – Annual volunteering calendar 	<ul style="list-style-type: none"> – Ongoing 	<ul style="list-style-type: none"> – The CSR policy sets out the commitment and approach towards corporate social responsibility. – It outlines the purpose, focus areas, annual action plan through guiding principles for selection, implementation, monitoring of CSR activities and stakeholder communications – We empower the communities around us through our CSR activities and ensure that our business does not have any adverse impact on the environment
Government & Regulators	No	<ul style="list-style-type: none"> – Participation in government consultation programmes – Representation through trade bodies – Meetings 	<ul style="list-style-type: none"> – Ongoing 	<ul style="list-style-type: none"> – We comply with the regulations governing our properties and engage with regulators frequently to drive important policies in the sector – We partner the government in various policies and community improvement initiatives

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Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/ No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Lenders	No	<ul style="list-style-type: none"> - Meetings - Ongoing communication and relationship - Sharing regular updates on financial performance 	<ul style="list-style-type: none"> - Ongoing 	<ul style="list-style-type: none"> - A positive relationship with lenders enables us to raise growth capital in a timely and cost-effective manner - We have a high credit rating of AA+ (Stable) by ICRA and AA (positive) by CARE

Leadership Indicators

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

Consultation is primarily between the Executive Committee and the stakeholders. Engaging with stakeholders is essential because it helps us comprehend their viewpoints, issues, and demands. Engaging with stakeholders and incorporating their feedback in the important decisions of our organisation is crucial for building trust and credibility with stakeholders and ensuring that our decisions reflect the diverse views and concerns of all stakeholders involved. Interactions with stakeholders occur at every AGM/meetings.

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

IHCL has conducted a materiality assessment by gathering insights of different stakeholders. It evaluated how environmental, social, governance, and economic challenges affected the organisation’s long-term viability and sustainability. The challenges that were most crucial to the long-term viability of the Company’s operations were helped to identify and rank in importance by this review. Inputs received have been incorporated in the newly formulated policies.

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

IHCL is committed to further the legacy of ‘Giving Back to the Society’ and focus on building livelihoods for the target communities and geographies by many different ways:

- Supporting heritage and tourist destinations and nurturing the environment
- CSR efforts towards skill building in collaboration with Corporate & Social partners
- Volunteering activities to address the local needs of the community

Aimed at standardisation and quality in skilling youth in hospitality, the skilling partnership brings the best of domain expertise from IHCL coupled with superior approach to holistic youth development from our partner organisations. IHCL has collaborated with many like-minded partners in skilling youth across the country and train them for gainful employment. Few e.g. – Tata STRIVE, Ambuja Cement Foundation.

PRINCIPLE 5: Businesses should respect and promote human rights



IHCL considers human rights as a critical aspect of responsible business practices. We have policies and processes to ensure our operations don't exploit others. We believe in respecting and promoting human rights to contribute to the sustainable development of customers, communities, and other stakeholders. Among other human rights, IHCL supports and promotes the right to life and health, the right to education, the prohibition of child labour, the elimination of all forms of discrimination, the equal rights of women in the workplace, and the right to equality and non-discrimination.

Essential Indicators

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	2,641	2,066	78.23	2,363	1,494	63.22
Other than permanent	0	0	0	0	0	0
Total Employees	2,641	2,066	78.23	2,363	1,494	63.22
Workers						
Permanent	2,655	1,346	50.70	2,617	979	37.41
Other than permanent	2,512	1,291	51.39	1,653	540	32.67
Total Workers	5,167	2,637	51.04	4,270	1,519	35.57

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

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent Employees										
Male	1,981	0	0	1,981	100	1,820	0	0	1,820	100
Female	660	0	0	660	100	543	0	0	543	100
Other than Permanent										
Male	NA					NA				
Female	NA					NA				
Workers										
Permanent										
Male	2,431	57	2.34	2,374	97.66	2,410	76	3.15	2,334	96.85
Female	224	6	2.68	218	97.32	207	10	4.83	197	95.17
Other than Permanent										
Male	1,849	282	15.25	1,567	84.75	1,303	494	37.91	809	62.09
Female	663	101	15.23	562	84.77	350	111	31.71	239	68.29

Business Responsibility & Sustainability Report (BRSR)

3. Details of remuneration/ salary/ wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)*	6 [#]	56,25,000	1	57,50,000
Key Managerial Personnel	3	4,35,89,000	0	0
Employees other than BoD and KMP	1,977	7,41,233	660	8,14,330
Workers	2,431	5,25,729	224	4,17,355

* Excludes Directors who are already covered under KMP

Mr. Venu Srinivasan retired as Non-Executive Non-Independent Director w.e.f. December 10, 2022 upon attaining the age of retirement as per the Governance Guidelines adopted by the Company.

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

We recognise the significance of human rights and the challenges to establish a workplace free from all forms of discrimination and unethical behaviour. Department leaders, union representatives, HR heads, and members of various welfare committees are available to resolve any reported problems of any type of human rights. The business adopted POSH policies that are in line with workplace sexual harassment laws.

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

At IHCL, we have various mechanisms to receive and redress grievances. We have collaborated with third party ethics partner who receives grievance via phone, e-mail and physical mails on which adequate actions are being taken and addressed. In addition to this, we have whistle-blower mechanism in place to resolve complaints and the same are reviewed by the Audit Committee every quarter. Also, we have ethics committees and HR heads in hotels to whom persons can report issues directly and can also drop the concerns in the drop boxes.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	16	1	in process	13	1	Since resolved
Discrimination at workplace	NIL	NIL	NA	NIL	NA	NA
Child Labour	NIL	NIL	NA	NIL	NA	NA
Forced Labour/ Involuntary Labour	NIL	NIL	NA	NIL	NA	NA
Wages	NIL	NIL	NA	NIL	NA	NA
Other human rights related issues	NIL	NIL	NA	NIL	NA	NA

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

IHCL does not accept, support or tolerate retaliation in any form against any Employee who, acting in good faith, reports suspected misconduct, asks questions or raises concerns. Any person who engages in such retaliation directly or indirectly, or encourages others to do so, may be subject to appropriate disciplinary action. Retaliation against those reporting Sexual Harassment is prohibited by the Company's POSH policy. Anyone suspecting or experiencing retaliation should report to the appropriate authorities. Retaliation cases are treated as seriously as an alleged case of Sexual Harassment.

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

Yes, IHCL has specific clauses as part of the TCoC included in the business agreements and contracts/ purchase orders. Human rights form a part of the TCoC. The Company does not employ children at its workplaces and does not use forced labour in any form.

9. Assessments for the year:

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

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

NA

Leadership Indicators

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

NA

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

No Due Diligence was conducted.

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?

All our locations have been designed in a way that every individual with disabilities can utilise shared facilities without encountering any barriers. Work areas, restrooms, social areas and the surrounding facilities all are being constructed keeping their accessibility in mind.

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	All Tier I contracts carry compliance certification from the Vendors
Forced/ involuntary labour	All Tier I contracts carry compliance certification from the Vendors
Sexual harassment	All Tier I contracts carry compliance certification from the Vendors
Discrimination at workplace	All Tier I contracts carry compliance certification from the Vendors
Wages	All Tier I contracts carry compliance certification from the Vendors
Others – please specify	

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

NA

Business Responsibility & Sustainability Report (BRSR)

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

IHCL operates in a way that minimises negative impacts on the environment and promotes sustainable development. We implement various environmental management practices such as reducing waste and emissions, conserving natural resources, and implementing environmentally friendly policies and practices. By prioritising environmental sustainability, we contribute to a healthier planet and a more sustainable future for all.

Essential Indicator**1. Details of total energy consumption (in Joules or multiples) and energy intensity:**

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (GJ)	4,49,328.28	3,79,181.49
Total fuel consumption (B) (MT)	2,60,867.54	2,15,103.61
Energy consumption through other sources (C) (GJ)	0	0
Total energy consumption (A+B+C) (GJ)	7,10,195.82	5,94,285.10
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees crores)	191.73	296.65
Energy intensity (GJ/ Guest Night)*	0.23	0.28

*Includes utilisation and footfall in public areas also

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

No

2. Does the entity have any sites/ facilities identified as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Yes/ No) 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, Details are listed below:

Sr. No.	Location of operations/offices	Does hotel identified as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India?	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.
1.	Taj Lands End, Mumbai	Yes	FY 22-23 is assessment year and Monitoring & Verification (M&V) audit will be conducted in May 2023.
2.	Taj Mahal, New Delhi	Yes	Yes. Target Achieved
3.	Taj West End, Bengaluru	Yes	Yes. Target Achieved
4.	Taj Mahal Palace & Tower, Mumbai	Yes	Yes. Target Achieved
5.	Taj Exotica Resort & Spa, Goa	Yes	Yes. Target Achieved
6.	Taj Holiday Village Resort & Spa, Goa	Yes	Yes. Target Achieved
7.	Vivanta Dwarka, New Delhi	Yes	FY 22-23 is assessment year and M&V audit will be conducted in July 2023.
8.	Taj Yeshwantpur, Bengaluru	Yes	Yes. Target Achieved
9.	Taj Palace Hotel, New Delhi	Yes	Yes. Target Achieved
10.	Taj Bengal, Kolkata	Yes	Yes. Target Achieved
11.	Taj Fort Aguada Resort & Spa, Goa	Yes	FY 22-23 is assessment year and M&V audit will be conducted in June 2023.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	8,11,332	6,62,974
(iii) Third party water	12,95,864	11,39,510
(iv) Seawater/ desalinated water	0	0
(v) Others (Rainwater storage)	12,663	2,957
Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)	21,19,859	18,05,441
Total volume of water consumption (in kilolitres)	25,28,043	26,24,391
Water intensity per rupee of turnover (Water consumed/ turnover) (kl per crore INR of revenue)	682.47	1310.01
Water intensity (water consumed / guest nights)	0.82	1.23

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

No

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

The organisation has initiated implementation of Zero Liquid Discharge (ZLD) in phased manner with target of 100% recycling of water by 2030. We are constantly optimising our water consumption and are taking conscious efforts to treat and recycle water. Each unit has a waste treatment system for Sewage wastewater and laundry wastewater. Separate STP & ETP are provided at majority of properties to ensure ZLD by treatment, recycling and reuse of water within premises. Recycled water is used in gardening, flushing and cooling towers.

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	mg/ NM ³	34,278.9	15,624.83
SOx	mg/ NM ³	11,026.39	4,854.03
Particulate matter (PM)	mg/ NM ³	28,446.12	11,101.63
Persistent organic pollutants (POP)	NA	0	0
Volatile organic compounds (VOC)	NA	0	0
Hazardous air pollutants (HAP)	NA	0	0
Others – please specify	NA	0	0

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

No

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
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	17,794.96	14,578.79
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	66,504.59	71,160.57
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ e/rupees crores	22.76	42.80
Total Scope 1 and Scope 2 emission intensity	tCO ₂ e/Guest Night	0.03	0.04

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

No

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

Yes, IHCL strives to reduce energy consumption rates through improved efficiency and adopting new technology or practices. Each of our hotels has implemented a range of energy conservation initiatives according to the specific requirements. IHCL has also partnered with International Finance Corporation (IFC) to put Energy efficient installations at place. Switching to LED lighting in several locations, infrastructure upgrades such as installing VFDs on high power motors in condensers, exhaust fans, cooling tower fans and air handling units. Upgrading the infrastructure of cooling towers, installing heat pumps for water heaters, and even simple improvements such as improved insulation of hot water lines have all contributed to energy conservation and efficiency. We have partnered with TATA Power to increase Renewable Energy through power purchase agreements and onsite solar plants. Currently 32% of total electricity usage is sourced through renewable resources.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	173.26	73.28
E-waste (B)	11.85	24.10
Bio-medical waste (C)	0.76	1.78
Construction and demolition waste (D)	1,525.72	261.79
Battery waste (E)	15.65	8.26
Radioactive waste (F)	0.00	0
Other Hazardous waste. Please specify, if any. (G)	62.62	52
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	4,347.83	4,592.99
Total (A+B+C+D+E+F+G+H)	6,137.69	5,014.20
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	4,275.46	2,530.01
(ii) Re-used	28.23	55.60
(iii) Other recovery operations	695.68	883.66
Total	4,999.37	3,469.27
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	590.32	224.22
(iii) Other disposal operations	187.68	203.90
Total	778.00	428.12

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

No

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.

IHCL has a vast ecosystem of hotels across urban and ecologically fragile locations. We are working to ensure safe and responsible waste management practices through various interventions. We are striving to improve waste management across our sites by sending waste generated at our hotels to licensed recyclers. We installed organic waste composters across 23 of our hotels, which significantly brought down the volume of waste sent to landfills. We established bottling plants at 13 hotels across the globe to eliminate use of single-use plastic by replacing all plastic water bottles with reusable glass bottles. We are targeting to upscale it to 35 hotels by 2025 and 50 Hotels across the portfolio by 2030.

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:

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1.	Taj Mahal Palace & Tower, Mumbai	Accommodation and Food Service	Yes
2.	Taj Lake Palace, Udaipur	Accommodation and Food Service	Yes
3.	Taj Exotica Resort & Spa, Goa	Accommodation and Food Service	Yes
4.	Taj Holiday Village Resort & Spa, Goa	Accommodation and Food Service	Yes
5.	Taj Exotica Resort and Spa, Andaman	Accommodation and Food Service	Yes
6.	Taj Fort Aguada Resort & Spa, Goa	Accommodation and Food Service	Yes

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

Not applicable

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, IHCL complies with all applicable environmental law/ regulations/ guidelines applicable.

Business Responsibility & Sustainability Report (BRSR)

Leadership Indicator

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

We have acquired the No Objection Certificate (NOC) from the relevant authority after submitting the Environmental Impact Assessment (EIA) report that includes a section on Biodiversity. This chapter provides a detailed explanation of the entity’s impact and the measures taken to mitigate it. We have taken various sustainable measures like Renewable integration, waste reduction and resource optimisation to create a positive impact on biodiversity.

2. 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:

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Collaborating with IFC’s TechEmerge to pilot sustainable cooling innovations	IHCL has joined hands with the IFC to set up sustainable cooling options at our hotels instead of hosting conventional technologies to drive energy efficiency. The TechEmerge Sustainable Cooling Innovation Program matches companies worldwide with cost-effective, efficient, climate-smart cooling solutions with leading corporates in emerging markets to conduct pilot projects and build commercial partnerships.	Improved energy efficiency, cost saving and energy saving. New technology and automation help in optimised use of cooling system.
2	Renewable Energy Use	IHCL’s commitment towards energy conservation and long-term goal of deriving no less than 50 per cent of energy across all hotels from renewable sources by 2030.	Increased use of green energy has reduced carbon footprint and dependency on non-renewable resources.
3	EV Charging Station	The move is aligned with IHCL’s commitment to cater to the evolving needs of its environmentally conscious customers by reducing their carbon footprint in travel and assisting in the further adaptation of sustainable means of living. These chargers can be accessed by the guests staying at various IHCL properties, allowing them to experience the reliable and worry-free facility, while discovering breathtaking destinations across the country. With this initiative, driving vacations in electric vehicles will now be even more accessible for guests.	Promoting sustainable transport using Electrical vehicles.
4	Smart Energy Initiatives	We have partnered with state-of-the-art companies for providing smart energy solutions like demand flow controls, efficient chillers, low approach cooling towers and reducing dependence of fossil fuel on laundry.	Improved energy efficiency, cost saving and energy saving. New technology and automation help in optimised use of energy.

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

The IHCL Business Continuity and Disaster Response Plan is designed to ensure the continuity of critical business operations and the safety of guests and employees in the event of a disruptive incident or disaster. The IHCL Business Continuity and Disaster Response Plan is drawn from the ‘Tata Disaster Response Guidelines’ available at <https://www.tatasustainability.com/pdfs/Highlights/TataDisasterResponseGuidelines.pdf>

The plan includes an analysis of potential threats and their impact on the business, a risk assessment to prioritise and allocate resources, and the development of strategies to mitigate, transfer or accept risks. Detailed plans have been developed for each critical business function, with key personnel identified and trained in their roles and responsibilities. The plan also includes emergency procedures for immediate response and actions to be taken by employees, as well as procedures for evacuation, sheltering in place, and communication with guests and authorities. Procedures for damage assessment, restoration, and recovery of the property are also included.

The plan is regularly reviewed and updated every two years to ensure it remains relevant and effective in protecting the business and providing a safe and comfortable experience for our guests. Regular drills and tabletop exercises are conducted with state and sovereign agencies at the asset level.

Also, we have business continuity management policy in place which ensures the information security continuity that includes Business impact analysis, risk assessment and identification of business-critical activities. Organisation has implemented the adequate management structure for mitigation of any disruptive event.

4. 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?

Adverse Impact	Mitigation or adaptation measures
1. Packaged water	1. Glass water Bottling plant
2. Refrigeration equipment	2. No CFC refrigerant used
3. Food Waste	3. Returnable glass bottles
4. Effluent water	4. Wooden amenities
5. Air Pollution by Diesel generators	5. Replacing plastic wrappers with Paper for amenities
6. Plastic waste	6. Usage of solar panels and 3 rd party sourcing of solar power
7. E-Waste	7. STP Plant
8. Cleaning and Laundry Chemicals	8. Organic waste converters
9. Used Cooking oil	9. E-Waste disposal

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



IHCL aims to be open and honest about its goals, interests, and activities, and acts in accordance with ethical and legal. By engaging in responsible and transparent advocacy, we help to promote public policy solutions that are in the best interests of society as a whole and can build trust and credibility with policymakers and other stakeholders.

ESSENTIAL INDICATORS

1. a) Number of affiliations with trade and industry chambers/ associations: 19
- 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. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/International)
1	Confederation of Indian Industry (CII)	National
2	Hotel Association of India (HAI)	National
3	World Travel and Tourism Council (Global)	International
4	IATO (Indian Association of Tour Operators)	National
5	TAAI (Travel Agents Associations of India)	National
6	TAFI (Travel Agents Federation of India)	National
7	PATA (Pacific Asia Travel Association)	International
8	Bombay Chamber of Commerce and Industry	National
9	World Travel And Tourism Council (India)	National
10	IMHI (Institut de Management Hôtelier International)	International

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

Business Responsibility & Sustainability Report (BRSR)

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity

Sr. No.	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/ No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other-please specify)	Web Link, if available
1.	Yes	<p>Our Managing Director and Chief Executive Officer is the President of HAI and the Chairman of National Committee for Tourism and Hospitality, CII. Under his leadership, CII and HAI have taken several measures to tackle the COVID-19 crisis:</p> <ul style="list-style-type: none"> - Provide suggestions to the Government on the health and safety norms to be part of the new normal at all hotels in India. - Suggestions and support to the Government for safe gradual opening up of the industry. - Recommendations on policy changes to help the lives and livelihoods of all impacted associates working in the travel and tourism industry. - Representations to Central and State Governments as well as the Reserve Bank of India to help hotels survive the COVID-19 related financial challenges. - Representations to the Governments for accordance of industry and infrastructure status to the hospitality sector - IHCL is a supporter of the 'Hotel Sustainability basics' initiative and has partnered with 10 other hotel companies to put in place a framework that is recommended to be adopted by hotels across geographies. - Developed by the industry for the industry, it highlights 12 actions which are fundamental to hotel sustainability and will help raise the base level of sustainability across the entire hospitality industry by providing every hotel a starting point on their sustainability journey. 	Yes (Stakeholder engagement Policy)	Ongoing	https://investor.ihcltata.com/files/IHCL_Stakeholder_Engagement_Policy.pdf

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



IHCL promotes inclusive growth and equitable development we strive to create economic opportunities and benefits that are accessible to all members of society, regardless of their background, identity, or circumstances. By promoting inclusive growth and equitable development, we aim to help reduce inequality, increase social cohesion, and build sustainable and resilient economies.

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 Assessment has been carried out in the Current financial year.

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

Not Applicable

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

IHCL hotels based in the varied geographies connect with the community through outreach programmes, volunteering interventions and thereby, incorporating the suggestions, feedbacks, grievances if any.

All the grievances, suggestions, feedbacks are received through IHCL's digital platform, postal letters

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

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directly sourced from MSMEs/ Small producers	23%	18%
Sourced directly from within the district and neighboring districts	90% of inputs are domestically sourced.	90% of inputs are domestically sourced.

LEADERSHIP INDICATORS

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

Details of negative social impact identified	Corrective action taken
NA	NA

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

Sr. No.	State	Aspirational District	Amount spent (INR)
1	Manipur	Chandel	<p>No direct money spent.</p> <p>IHCL plays the role of the Knowledge/ Industry Partner in these partnerships. IHCL brings to the table Course Content/ Curriculums/ Supports for Faculty Hiring through rigorous Domaine Interview skilling process, in case of a Chef Faculty, a Trade Test is conducted & evaluated by Executive/ Senior Chef's before on boarding a faculty.</p> <p>IHCL engages through the Value Chain of Skilling Initiative – from Mobilisation support to Guest Lectures, to conducting Practical Assessments to On-the-Job Training & Placement Opportunities. IHCL also supports in terms of its PEOPLE contributing their time & energy towards this initiative by Volunteering.</p> <p>In addition, IHCL also supports in the Project design reviews from its Corporate Technical Services team. Further it also supports in providing Furniture's/ Equipment's that are required for Practical Labs Trainings.</p> <p>So, while the Monetary contribution is not directly involved, but constitutes a huge contribution through the above initiatives & support towards skilling initiatives</p>

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

Yes, a sustainable procurement policy is in place as part of overall procurement policy. Business opportunity is given on a case-to-case basis for marginalised/vulnerable/self-help groups even at a marginally higher price.

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

1. Sourcing done from SC/ ST category
2. Sourcing from various trusts supporting economically deprived category
3. Women entrepreneurs

Endeavour is to support these constituents with buying of upto 3%-5% and progressively increase to 8% to 10%.

Business Responsibility & Sustainability Report (BRSR)

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

2.4%

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

6. **Details of beneficiaries of CSR Projects.**

Sr. no.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised group
1	Skill Building Initiative	4,700	More than 70%

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



IHCL engages with and provides value to its consumers in a responsible manner. It prioritises consumer needs and preferences and strives to meet these needs in a way that is ethical, transparent, and fair. We ensure our products and services are safe and reliable.

ESSENTIAL INDICATORS

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

At IHCL, we have multiple touchpoints to gather and action consumer insights. The same are:

- a) Hotel Level - TrustYou & Frontline
- b) Social Media
- c) Taj Reservation Worldwide
- d) Dedicated desks – Members Gold & Service Platinum Desk, Epicure Customer Care, TataNeu Customer Care, The Chambers Concierge
- e) Taj Live
- f) Write to Us Portal
- g) Care@Tajness - An industry first initiative to listen, learn and leverage insights into building innovative product and service solutions.

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

Information related to	As a % to total turnover
Environment and Social parameters relevant to product	100
Safe and responsible usage	100
Recycling and/or safe disposal	100

3. Number of consumer complaints

	FY 2022-23 Current Financial Year		Remark	FY 2021-22 Previous Financial Year		Remark
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Data privacy	NIL	NIL	NA	NIL	NIL	NA
Advertising	NIL	NIL	The Advertising Standards Council of India (ASCI) highlighted a Facebook Post collaboration with a celebrity influencer wherein the ama Stays and Trails advertisement was identified as a potential violation for collaboration disclosure. The same was immediately rectified and the necessary changes were made.	NIL	NIL	NA
Cyber-security	NIL	NIL	NA	NIL	NIL	NA
Delivery of essential services	NIL	NIL	NA	NIL	NIL	NA
Restrictive Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Unfair Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Others	1	1	Guest complaint pending in State Consumer Disputes Redressal Commission. We are contesting the same.	NIL	NIL	NA

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

Not Applicable

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

Yes, Our Global Privacy Policy explains our practices regarding the personal information we collect when the guests visit or use our hotels, restaurants, bars, spas, salons, etc. website, mobile applications, or other online products and services, or when the forms are filled and join one of our loyalty programmes. We understand that privacy is important to our guests. We make sure that all personal information is protected in accordance with all relevant privacy and data protection regulations.

https://investor.ihcltata.com/files/IHCL_Cyber_Consolidated_Policies.pdf

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

Not Applicable.

Business Responsibility & Sustainability Report (BRSR)

LEADERSHIP INDICATORS

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

The platforms and channels where information can be accessed are:

Websites - Company and Brand specific-

- a) <https://www.ihcltata.com/>,
- b) <https://www.tajhotels.com/>,
- c) <https://www.vivantahotels.com/>,
- d) <https://www.selectionshotels.com/en-in/>,
- e) <https://www.amastaysandtrails.com/>

Social media platforms (Instagram, Facebook, YouTube, LinkedIn) –

- a) <https://www.instagram.com/tajhotels/?hl=en>,
- b) <https://www.linkedin.com/company/the-indian-hotels-company-limited/mycompany/>,
- c) <https://www.facebook.com/TajHotels/>

Tata Neu App

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

We disseminate information about safe and responsible usage of products through:

- a) Website
- b) E-mailers
- c) Brochures

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

We have various channels of communication such as – E-mailers, Website, WhatsApp and social media, plus physical channels of Call Centers and Hotels. Basis the contingency and its intensity and urgency, we may choose to deploy most appropriate channel/s.

4. a) 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)

No

- b) 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)-

Yes

Trust You surveys are undertaken for Consumer Satisfaction at the hotel and brand level.

5. Provide the following information relating to data breaches:

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

None

- b) Percentage of data breaches involving personally identifiable information of customers:

None