

# 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

<b>1 Corporate Identity Number (CIN) of the Listed Entity</b>	L74999MH1902PLC000183
<b>2 Name of the Listed Entity</b>	The Indian Hotels Company Limited
<b>3 Year of incorporation</b>	1902
<b>4 Registered Office Address</b>	Mandlik House, Mandlik Road, Mumbai – 400 001
<b>5 Corporate Address</b>	9 <sup>th</sup> Floor, Express Towers, Barrister Rajni Patel Marg, Nariman Point, Mumbai – 400 021
<b>6 E-mail</b>	<a href="mailto:investorrelations@ihcltata.com">investorrelations@ihcltata.com</a>
<b>7 Telephone</b>	+91-22-61371637
<b>8 Website</b>	<a href="https://www.ihcltata.com/">https://www.ihcltata.com/</a>
<b>9 Financial year for which reporting is being done</b>	April 2023-March 2024
<b>10 Name of the Stock Exchange(s) where shares are listed</b>	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
<b>11 Paid-up Capital</b>	₹1,42,34,32,227
<b>12 Contact Person</b>	
<b>Name of the Person</b>	Beejal Desai – Executive Vice President – Corporate Affairs & Company Secretary (Group) Gaurav Pokhariyal - Executive Vice President – Human Resource
<b>Telephone</b>	022-61371931
<b>Email address</b>	<a href="mailto:beejal.desai@ihcltata.com">beejal.desai@ihcltata.com</a> <a href="mailto:gaurav.pokhariyal@ihcltata.com">gaurav.pokhariyal@ihcltata.com</a>
<b>13 Reporting Boundary</b>	Standalone Basis The Business Responsibility and Sustainability Report (BRSR) is in conformance with The Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations. The reporting boundary for BRSR covers 27 hotels under the Company's ownership and management. One hotel, which was under construction and became operational in the third quarter of FY 2023-24, is not within the scope of reporting as the same is qualitatively and quantitatively not material to the Company in FY 2023-24.
<b>14 Name of Assurance provider</b>	KPMG Assurance and Consulting Services LLP
<b>15 Type of Assurance obtained</b>	Reasonable Assurance

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### II. Product/Services

#### 16 Details of business activities

Sr.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
1.	Accommodation and Food Service	Inns, Resorts, Holiday homes, Hostels, Food and Beverage services provided by the hotels, restaurants, caterers, etc.	100

#### 17 Products/Services sold by the entity

Sr.	Product/Service	NIC Code	% of Total Turnover contributed
1.	Accommodation Services	551	44.32
2.	Food and Beverage Services	561	35.48
3.	Other Services	551 & 561	20.20

### III. Operations

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

Location	Number of hotels	No. of Offices	Total
National	27	-	27

#### 19 Market served by the entity

##### a) No. of Locations

Locations	Numbers
National (No. of States)	<b>As per Standalone reporting there are 27 hotels operating pan India in 10 states and 2 Union Territories as under in following locations:</b> <b>States</b> Maharashtra, Karnataka, Kerala, Tamil Nadu, Goa, Assam, Madhya Pradesh, Telangana, Rajasthan, West Bengal <b>Union Territories</b> Andaman and New Delhi

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

Not Applicable

##### c) A brief on types of customers

- Business travellers - IHCL's hotels are often chosen by business travellers due to their convenient locations, high-quality amenities, and efficient services.
- Tourists - IHCL's hotels cater to both domestic and international tourists who are looking for comfortable and luxurious accommodations during their travels.
- Event and conference attendees - IHCL's hotels offer event spaces and conference rooms, making them an ideal choice for corporate events, meetings, and conferences.
- Wedding guests - IHCL's hotels are also popular wedding venues, with many of them offering wedding planning and coordination services.
- 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.
- Crew members
- Long staying guests

## IV. Employees

### 20 Details as at the end of Financial Year:

Sr.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>a)</b>	<b>Employees and workers (including differently abled)</b>					
	<b>Employees</b>					
1	Permanent Employees (A)	2,806	2,055	73.24	751	26.76
2	Other than Permanent Employees (B)*	0	0	0	0	0
<b>3</b>	<b>Total Employees (A+B)</b>	<b>2,806</b>	<b>2,055</b>	<b>73.24</b>	<b>751</b>	<b>26.76</b>
	<b>Workers</b>					
4	Permanent Workers (C)	2,950	2,634	89.29	316	10.71
5	Other than Permanent Workers (D)*	2,560	1,837	71.76	723	28.24
<b>6</b>	<b>Total Workers (C+D)</b>	<b>5,510</b>	<b>4,471</b>	<b>81.14</b>	<b>1,039</b>	<b>18.86</b>
<b>b)</b>	<b>Differently abled employees and workers</b>					
	<b>Employees</b>					
7	Permanent Employees (E)	1	1	100.00	0	0.00
8	Other than Permanent Employees (F)	0	0	0	0	0
<b>9</b>	<b>Total Employees (E+F)</b>	<b>1</b>	<b>1</b>	<b>100.00</b>	<b>0</b>	<b>0.00</b>
	<b>Workers</b>					
10	Permanent Workers (G)	14	12	85.71	2	14.29
11	Other than Permanent Workers (H)	42	31	73.81	11	26.19
<b>12</b>	<b>Total Differently abled Workers (G+H)</b>	<b>56</b>	<b>43</b>	<b>76.79</b>	<b>13</b>	<b>23.21</b>

Note: \*Other than permanent workers include only Fixed Term Contract (FTC) employees

### 21 Participation/Inclusion/Representation of women

Sr.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1.	Board of Directors	6	1	16.67
2.	Key Management Personnel	3	0	0

### 22 Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Category	FY 2023-24 (Turnover rate % in current FY)			FY 2022-23 (Turnover rate % in previous FY)			FY 2021-22 (Turnover rate % in the FY prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.90	14.91	14.15	20.20	17.80	19.60	10	12.40	10.50
Permanent Workers	6.49	13.29	7.22	9.70	14.90	10.10	7.70	17.30	8.50

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

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

Sr.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Oriental Hotels Limited	Associate	35.86	Yes
2	Taj Madurai Limited	Associate	26.00	Yes
3	Taida Trading & Industries Limited	Associate	36.79	Yes
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	45.02	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	42.20	Yes
10	Kaveri Retreats and Resorts Limited	Joint Venture	50.00	Yes
11	TAL Hotels & Resorts Limited	Joint Venture	27.60	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	75.30	Yes
17	Benares Hotels Limited	Subsidiary	51.97	Yes
18	Inditravel Limited	Subsidiary	81.19	No
19	Piem Hotels Limited	Subsidiary	58.65	Yes
20	Northern India Hotels Limited	Subsidiary	55.23	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	78.95	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	58.65	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	Curio 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 5 Pte Ltd	Subsidiary	58.65	No
40	Taj SATS Air Catering Limited	Subsidiary	51.00	Yes
41	Demeter Specialities Pte Ltd	Subsidiary	100.00	No
42	IH Hospitality GmbH	Subsidiary	100.00	No
43	Nekta Food Solutions Limited	Subsidiary	51.00	No

### VI. CSR Details

#### 24 Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

Turnover (In INR)	4,405.60 crores
Net worth (In INR)	10,143.94 crores

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redressal policy	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year			Remarks
			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	0	0	NA	0	0	NA	
Investors (other than shareholders)	Yes	platform for grievance reporting:	0	0	NA	0	0	NA	
Shareholders	Yes	<a href="https://investor.ihcltata.com/files/IHCL_Stakeholder_Engagement_Policy.pdf">https://investor.ihcltata.com/files/IHCL_Stakeholder_Engagement_Policy.pdf</a>	24	0	NA	47	0	NA	
Employees and workers	Yes	IHCL has a strong whistle-blower policy which is available to all the stakeholders:	36	0	NA	42	1	Since Closed	
Customers	Yes	<a href="https://investor.ihcltata.com/files/IHCL_Whistle_Blower_Policy.pdf">https://investor.ihcltata.com/files/IHCL_Whistle_Blower_Policy.pdf</a>	0	0	NA	1	1	Guest complaint pending in State Consumer Disputes Redressal Commission and in process.	
Value Chain Partners	Yes		0	0	NA	0	0	NA	
Other: ex-employee and other than above	Yes		10	0	NA	9	0	NA	

### 26 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)
Climate Strategy	Risk	IHCL acknowledges that climate change presents both risks and opportunities that are essential to address for the sustainability of its operations. The recognition of climate-related risks—including regulatory shifts, resource scarcity, and physical impact to assets—compels IHCL to integrate a robust Climate Strategy into its business model. This focus on climate resilience ensures compliance, operational continuity, and asset protection.	IHCL's climate strategy is underscored by the integration of renewable energy (RE), energy efficiency interventions and other resource conservation actions. The company is shifting towards renewable sources like solar and wind energy to power its operations, reducing reliance on fossil fuels and curbing emissions. Alongside, IHCL is upgrading its properties with energy-efficient technologies, encompassing state-of-the-art HVAC systems, lighting, and smart building solutions to minimise energy consumption. The IHCL Business Continuity and Disaster Response Plan has been developed to safeguard the smooth operation of critical business functions and ensure the well-being of guests and employees during disruptive incidents or disasters. These actions not only mitigate climate-related risks by enhancing operational resilience and resource optimisation but also position IHCL as a leader in sustainable hospitality, committed to reducing its environmental footprint and catering to the sustainability expectations of guests and investors.	Negative implications

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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)
	Opportunity	Simultaneously, the company seizes opportunities for competitive advantage through the adoption of energy-efficient practices that promise cost savings, enhance brand reputation, foster innovation, and align with the growing market demand for eco-friendly tourism experiences. Moreover, IHCL's Climate Strategy bolsters its commitment to stakeholder engagement by meeting the environmental expectations of guests, attracting talent, and uplifting communities. By proactively pivoting towards a climate-conscious framework, IHCL not only mitigates risks associated with a changing climate but also captures the potential for market differentiation, ensuring long-term business prosperity and shareholder value in a world increasingly focused on sustainability.		Positive implications
Emission and Energy Management	Opportunity	Emission and energy management represent a material opportunity for IHCL in terms of cost reduction, regulatory compliance, and brand enhancement. By implementing energy-efficient technologies and reducing emissions, IHCL can lower operational expenses, comply with increasingly stringent environmental regulations, and enhance its reputation as a sustainable hospitality provider.	To mitigate energy and emission management risks, IHCL has implemented energy-efficient technologies, such as solar hot water systems, heat pumps, and waste heat recovery units, leading to significant energy savings. The company has also transitioned to LED lighting, introduced energy-efficient laundry systems, and installed advanced air conditioning units. These initiatives not only reduce	Positive implications
	Risk	However, if emissions and energy consumption are not managed effectively, the consequences can be significant, including a rise in operational expenses due to inefficiencies and increased energy prices. Additionally, non-compliance regulations can result in fines from regulatory bodies, while the company's public image may suffer, leading to a potential loss of customer trust and market share	IHCL's environmental impact while also mitigating the financial and reputational risks associated with energy and emissions	Negative implications
Waste Stewardship	Opportunity	Efficient waste management is essential for IHCL due to the large volume of waste generated by the global hotel operations. Inadequate waste handling can harm the environment and communities, while also increasing disposal costs. By implementing effective waste reduction and recycling measures, the company can save costs, maintain clean properties, and demonstrate its commitment to sustainability.	At IHCL, all biodegradable waste undergoes composting, with 20 hotels equipped with on-site composters. Initiatives are in progress to eradicate single-use plastic disposables, including the complete elimination of plastic straws and the planned substitution of PET bottles with glass bottles for serving drinking water in guest rooms and banquets. Additionally, 19 bottling plants have been established across all properties to facilitate the transition towards plastic-free services on a larger scale.	Positive implications
Food Safety and Quality	Opportunity	Implementing robust food safety measures presents an opportunity for IHCL to enhance customer satisfaction, uphold its reputation for excellence, and comply with regulatory standards. By ensuring the highest standards of food safety and quality, IHCL can attract and retain customers, leading to increased revenue and loyalty.	IHCL enforces rigorous food safety protocols, conducts routine inspections, and provides ongoing training to staff members to ensure strict adherence to hygiene standards.	Positive implications
Talent Management and Retention	Risk	Failure to attract, retain, and develop top talent can hinder organisational performance, innovation, and competitiveness. In the hospitality industry, where service excellence is integral, a skilled and motivated workforce is essential for delivering exceptional guest experiences. Additionally, talent shortages, particularly in specialised roles such as chefs, concierge, and hospitality management, can exacerbate operational challenges.	To address the risks associated with talent management, IHCL strategically provides competitive compensation to attract quality talent. The company emphasizes career progression, giving employees a clear vision of their growth potential within the organization. Furthermore, IHCL is dedicated to nurturing a positive and engaging work environment, which is instrumental in retaining a skilled and motivated workforce.	Negative implications

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)
	Opportunity	Effective talent management at IHCL unlocks opportunities to strengthen its brand and drive innovation, with a well-managed workforce delivering standout service in the competitive hospitality industry. Engaged employees serve as brand ambassadors, enhancing IHCL's reputation and customer loyalty. Strategic workforce planning prepares the company for future challenges, while retention efforts reduce costs and capitalize on the expertise of seasoned staff, boosting overall operational efficiency		Positive implications
Guest Experience	Opportunity	Customer experience directly impacts guest satisfaction, loyalty, and ultimately, the company's bottom line. IHCL operates in the highly competitive hospitality industry, where exceptional service and personalised experiences are important. By prioritising customer experience, IHCL can differentiate itself from competitors, build strong brand loyalty, and attract repeat business.	IHCL's commitment to exceptional guest experiences is evident through its integration of innovative technologies and personalised service. Embracing local culture, each hotel crafts custom experiences to enchant guests with Taj's renowned intuitive service. The IHCL Response Assistant (IRA), an AI-powered chatbot, optimises operations, while I-DOCS, an omnichannel platform, enriches guest interactions. Furthermore, IHCL's I-ZEST platform enhances operational efficiency and safety, allowing guests to seamlessly manage check-ins, access amenities, and settle bills via their devices.	Positive implications
Supply Chain Management	Opportunity	Supply chain management presents a significant opportunity for IHCL to enhance operational efficiency, reduce costs, and improve guest satisfaction. By optimising its supply chain, IHCL can streamline procurement processes, ensuring the timely delivery of high-quality goods and services to its properties. Moreover, a well-managed supply chain enables IHCL to maintain consistent standards across its properties, ensuring a seamless guest experience.	IHCL is dedicated to modernising, streamlining, and implementing a process-oriented approach to the supply chain function, which serves as the backbone for its diverse portfolio of hotels. IHCL collaborates with numerous supplier partners across the country and have established efficient standard operating procedures to systematically meet quality, cost, and delivery objectives.  The company's supply chain management prioritises the efficient deployment and optimal utilisation of resources while integrating dispersed supplier base into the organisational culture and ethos.	Positive implications

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	
<b>Policy and Management Processes</b>										
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
c. Web Link of the Policies, if available	<a href="#">Cyber consolidated policies</a> <a href="#">Data Retention Policy</a> <a href="#">Privacy by Design Policy</a> <a href="#">Subject Access Request Policy</a> <a href="#">Human Rights Policy</a> <a href="#">Public Advocacy Policy</a> <a href="#">Sustainable Procurement Policy</a> <a href="#">Stakeholder Engagement Policy</a> <a href="#">Environmental Policy</a>					<a href="#">Equal Opportunity Policy</a> <a href="#">Affirmative Action Policy</a> <a href="#">CSR Policy</a> <a href="#">POSH Policy</a> <a href="#">Sustainability (ESG) Policy</a> <a href="#">Policy on Board Diversity &amp; Director Attributes</a> <a href="#">Volunteering Policy</a>				

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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>2 Whether the entity has translated the policy into procedures. (Yes / No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>3 Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>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.</b>	IHCL acknowledges and values the significance of adhering to global management standards and frameworks. The company has incorporated various standards including ISO, OHSAS, SA 8000, and Fairtrade to enhance the effectiveness of all operations and business practices. To ensure the utmost security of business operations, IHCL has implemented robust and comprehensive Information Technology (IT) policies and procedures. These encompass ISO 27001 for information security management, compliance with the General Data Protection Regulation (GDPR), and adherence to Payment Card Industry (PCI) regulations, among other measures. Safeguarding and securing the business operations remains the company's top priority.								
<b>5 Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	<p>IHCL has created a comprehensive ESG roadmap that details the key elements of sustainability and sets specific timelines for achieving these objectives. The ESG framework, known as the Paathya framework, centres around six core strategies: advancing sustainable growth, safeguarding heritage and brand, practicing prudent corporate governance, committing to social responsibility, promoting environmental stewardship, and fostering transformative partnerships. Paathya is based on the six pillars of:</p> <ul style="list-style-type: none"> <li>– Environmental Stewardship</li> <li>– Social Responsibility</li> <li>– Excellence in Governance</li> <li>– Preserving Heritage</li> <li>– Value Chain Transformation</li> <li>– Sustainable Growth</li> </ul> <p>Towards its commitment to sustainable excellence, IHCL had taken the following targets for each of its pillars.</p> <p>Under Environmental Stewardship, by 2030, IHCL aims to have:</p> <ul style="list-style-type: none"> <li>– 50% of all Energy will be consumed from Renewable Sources</li> <li>– Recycle 100% of Wastewater</li> <li>– Eliminate single-use Plastic Beyond the List of 10 Mandated Items</li> <li>– 100% of the Eligible Hotels will be Earth Check Certified</li> <li>– 100% Business Meetings and Conference to Go Green</li> </ul> <p>Under Social Responsibility, by 2030, IHCL aims to have:</p> <ul style="list-style-type: none"> <li>– 100,000+ youth to be empowered.</li> <li>– For every employee, 12 hours of volunteering contributed annually.</li> </ul> <p>Under Partner Transformation, by 2030, IHCL aims to have:</p> <ul style="list-style-type: none"> <li>– As per the Supplier Code of Conduct, &gt;90% compliance will be achieved for Tier-1 suppliers</li> <li>– &gt;50% of raw materials will be sourced locally.</li> </ul> <p>Under Preservation of Heritage and Brand, IHCL aims to have:</p> <ul style="list-style-type: none"> <li>– 100% adoption of Intangible Cultural Heritage (ICH) project through IHCL's collaboration with UNESCO.</li> </ul> <p>Under Prudent Corporate Governance, by 2030, IHCL aims to have:</p> <ul style="list-style-type: none"> <li>– 25% Women Representation in Board</li> <li>– 100% Board Level Committee Chair by Independent Directors</li> <li>– 3 Sustainability/ESG experts as Board Members</li> </ul>								
<b>6 Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.</b>	IHCL remains dedicated to achieving its targets, with progress consistently aligning with the established milestones. The company is on track to fulfil its targets on or before the FY 2030.								



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Governance, leadership and oversight</b>									
<b>7 Statement by director responsible for the BRSR report, highlighting ESG related challenges, targets and achievement:</b>	<p>Mr. Puneet Chhatwal (Managing Director &amp; Chief Executive Officer): Being the oldest operating company of the Tata Group, we have always embraced the vision of our founder Jamshedji Tata, who believed that the community is not just another stakeholder, but the very reason for our existence. Throughout the years, we have adopted a responsible approach to Environmental, Social, and Governance (ESG) practices in all aspects of our operations. We have introduced an industry leading ESG+ programme called Paathya, which sets clear milestones for various ESG initiatives to be achieved by 2030. Additionally, we have committed ourselves to the Science-Based Targets initiative and are actively working towards achieving Net Zero Emissions to prioritise environmental sustainability. All IHCL hotels are Earth Check certified, with 21 hotels attaining Platinum status, an esteemed global benchmark. We are dedicated to decarbonising our operations, which includes eliminating single-use plastics and implementing other measures. For Scope 2 emissions, we have established significant agreements for green power for numerous properties. Furthermore, we have a comprehensive programme in place to collaborate with our supply chain partners on Scope 3 emissions. We are in the process of exploring various measures related to Scope 3 emissions for our customers. We are also actively working with our owner partners to implement ESG initiatives within their respective hotels. Our employees are the backbone of our business, and we deeply appreciate their commitment and care towards our community, customers, and each other. Empowering and enabling our employees to carry out our strategic priorities while embracing sustainability as a fundamental principle is crucial to our future success.</p>								
<b>8</b> 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								
<b>9</b> 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 Mr. Venkataraman Anantharaman, Mr. Puneet Chhatwal, Ms. Hema Ravichandar and Mr. Nasser Munjee.								

**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																		

<b>11</b> Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Under the framework of Tata Business Excellence Model (TBEM), external assessors evaluate all key policies and their execution mechanisms.								
	In alignment with various sustainability-related initiatives, IHCL has received certification from Earth Check, a certification that requires the development of ESG policies and compliance. The management system associated with these policies has been verified by an accredited verifier. Likewise, an external agency verifies OHSAS (Occupational Health and Safety Management System) related policy and practices developed and followed by the company.								

**12 If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:**

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)	All the principles are covered by a policy at IHCL.								

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

## 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 is committed to uphold its ethics to the highest standard and integrate sustainability across all company operations. All work and values are governed by the TATA Code of Conduct. This further solidifies the company's accountability and responsibility towards its stakeholders. IHCL strives to adhere to TATA principles and the company's values are integrated across all business operations. IHCL also displays solid commitment to National and Global regulatory standards and governing bodies.

#### ESSENTIAL INDICATORS

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

Segment	Total number of training & awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	9	Brand and Brandscape, Cyber Security and Data Privacy, ESG,	83
Key Management Personnel	9	HR Initiatives & Talent Development, Enterprise Risk Management, Business Assurance Framework and Control Centre	100
Employees other than BODs and KMPs	337	The Code of Conduct, Dignity & Respect, Human rights, Equal opportunity, Bribery & Corruption, Insider trading,	100
Workers	327	Conflict of interest	100

##### 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)
	Principle 2	Court of Metropolitan Magistrate, Vile Parle, Mumbai	2,100	The Metropolitan Court has enforced a fine on account of uncovered and ladder-less RCC Tanks at Ginger Mumbai Airport's project site. Immediate corrective action was undertaken by the concerned company to rectify these issues upon observation.	No
Penalty/ Fine	Principle 1	Assistant Commissioner Central GST, Mumbai West, Division I	17,87,294	On February 10, 2024, a penalty order was received by the company pertaining to a Service Tax audit undertaken for the Taj Lands End Hotel, Mumbai for the period from 2015-16 to June 2017. The enforcement of the penalty, based on Sections 77 and 78 of the Finance Act of 1994, stemmed from an identified excess claim of Cenvat credits.	Yes

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)
	Principle 1	Assistant Commissioner Central GST & Central Excise, Guwahati, Division II	16,793	On January 9, 2024, the company received a penalty order for Vivanta Guwahati (Assam) on the grounds of mismatch between the GST input tax credit claimed in the GST returns and the GST credit reflected on the GSTR2A, i.e., the GST portal.	No
Penalty/ Fine	Principle 1	Deputy Commissioner of State Tax, Mumbai LTU- 502	11,93,153	On March 20, 2024, the company received a penalty order for Hotels in Maharashtra for FY 2018-19 on the grounds of mismatch between the GST input tax credit availed in the GST returns and the GST credit reflected on the GSTR2A, i.e., the GST portal. The company is in process of filing an appeal.	Yes
Settlement	0	0	0	0	0
Compounding fee	0	0	0	0	0

**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	0	NA	NA	NA
Punishment	0	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.**

- I. An appeal was filed on March 28, 2024 on the ground that there is no excess avilment of CENVAT credit with regard to Taj Lands End. Taj Lands End had paid service tax on receipt of advance from customers and on issuance of tax invoices against those advance payments, instead of reducing the service tax already paid thereon. Taj Lands End had reported the same as CENVAT credit in ST-3 Returns, inadvertently. Thus, there is no short payment of service tax.
- II. The company is in process of filing an appeal against the said order by the State GST department in connection with a tax demand for which Penalty of ₹ 11,93,153/- is levied in relation to the GST Audit of hotels in Maharashtra for the FY 2018-19.

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

Yes, the Company has an anti-corruption and anti-bribery policy that applies to everyone across all levels and positions. The policy emphasises the commitment of the company to establish and enforce effective measures to prevent, deter, identify and address bribery and corruption.

[https://investor.ihcltata.com/files/IHCL\\_Anti-Bribery\\_and\\_Anti-Corruption\\_Policy.pdf](https://investor.ihcltata.com/files/IHCL_Anti-Bribery_and_Anti-Corruption_Policy.pdf)

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### 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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

Topic	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Not Applicable	0	Not Applicable
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	Not Applicable	0	Not Applicable

### 7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest. Not Applicable

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	22	29

### 9. Open-ness of business

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

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Concentration of Purchases*</b>	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
<b>Concentration of Sales</b>	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
<b>Share of RPTs in</b>	a. Purchases (Purchases with related parties / Total Purchases)	9.30%	6.10%
	b. Sales (Sales to related parties / Total Sales)	5.93%	6.28%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	41.18%	100.00%
	d. Investments (Investments in related parties / Total Investments made)	87.36%	88.4%

Note:

\*Concentration of Purchases: The consideration of this parameter is with respect to import through trading house.

Since IHCL has not imported any good/ materials/ services directly through trading house for FY 2022-23/ FY 2023-24, it is Nil.

Trading House refers to a business that primarily engages in the trading and export of various goods or products. Such businesses often play a crucial role in facilitating international trade by sourcing, purchasing, and selling goods to international markets. (Source: Income Tax Act).

## LEADERSHIP INDICATORS

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

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
<ul style="list-style-type: none"> <li>– 8 Annual Vendor Meets were held with 317 regular vendors, across Delhi, Mumbai, Chennai, Kolkata, Guwahati, Hyderabad, Udaipur, Gwalior.</li> <li>– Yearly communication with the Vendors on ESG and Company initiatives &amp; status update</li> <li>– ESG Surveys underway for 75% of vendors by value and for Top 50 vendors of all individual IHCL Hotels</li> </ul>	<ul style="list-style-type: none"> <li>– FSSAI / Hygiene</li> <li>– Adherence to code of conduct (TCOC/POSH)</li> <li>– Anti-Bribery and Anti-corruption policy</li> <li>– Adherence to safety and security standards</li> <li>– Earth check Briefing/Paathya</li> <li>– Food Safety</li> <li>– Temperature Management</li> </ul>	18

### 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.

IHCL places a strong emphasis on preventing and managing conflicts of interest among its board members to ensure responsible decision-making and integrity within the organisation. IHCL achieves this through the following measures:

**Robust Policy on Related Party Transactions:** IHCL has a comprehensive policy, adopted in compliance with the Companies Act, 2013, outlines clear procedures for identifying, reviewing, approving, and reporting any potential transactions with related parties (such as directors, key managerial personnel or their relatives). This policy proactively safeguards against conflicts of interest and ensures transparency. <https://www.ihcltata.com/RPT.pdf>.

**Adherence to the TATA Code of Conduct:** IHCL is guided by the TATA Code of Conduct, which includes a dedicated section on conflict of interest (Section D). This reinforces the company's commitment to upholding ethical standards and avoiding situations where personal interests could compromise judgement or influence business decisions. <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's primary focus is on producing quality goods and services that are safely and sustainably sourced/produced. The company has taken several initiatives to integrate sustainable practices into its supply chain. The Company is currently working to ensure that all operations run efficiently. In addition, appropriate measures have been taken to provide excellent customer service and support through an easy to navigate system.

## 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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	0	0	While there has been no direct input towards R&D, IHCL has collaborated with IFC Tech Emerge towards piloting sustainable cooling technology.
Capital Expenditure (CAPEX)	7.84%	11.64%	– Energy efficient equipments, Bottling plants, Piped Natural Gas (PNG) fuelled Laundry, LED lights etc.

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

Yes. We allocate a substantial 18 % of our annual procurement volume to procure goods and services from Micro, Small, and Medium Enterprises (MSMEs). These include Women Entrepreneurs, Minorities, Persons with Disabilities, Indigenous Communities, LGBTQ+ Individuals, and those classified as Low-Income or Socioeconomically Disadvantaged. This initiative is aimed at fostering economic empowerment, social equity, and diversity within our supply chain. <https://www.ihcltata.com/content/dam/ihcl/sustainable-procurement-policy.pdf>

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

Unit of reporting (i.e., by Quantity or by Value – please specify)	Total No. of Inputs sourced (in million INR)	No. of Inputs that were sourced sustainably (in million INR)	Percentage of inputs that were sourced sustainably
Value	23,793	4,254	18.00

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

Product	Process to safely reclaim the product
a. <b>Plastics (including packaging)</b>	Being part of the service sector in the hospitality business, IHCL does not engage in production or the manufacturing of any products. IHCL aims to handle waste disposed in a safe and responsible manner.
b. <b>E-Waste</b>	Following are the steps taken to handle waste at IHCL:
c. <b>Hazardous Waste</b>	1. The shift towards the use of biodegradable compostable products across all hotels is on track to be finished by the end of the 2024-2025 fiscal year.
d. <b>Other Waste</b>	2. Replacing plastic amenities and packaging with wooden & paper alternatives, targeting 100% migration by 2030. 3. Phased replacement of plastic key cards with wooden key cards by FY 2026-27. 4. There is an established process for the disposal of electronic waste and hazardous materials, which is managed through specific contracts. 5. Utilising organic waste converters for wet waste management and collaborating with approved agencies for waste disposal. 6. Installation of in-house bottling plants is underway to eliminate the usage of single-use plastic bottles.

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

Not Applicable

## LEADERSHIP INDICATORS

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

As IHCL is in the Hospitality business and comes under a service-sector, the disclosure is not applicable to the business.

Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No) If Yes, provide web-link
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### 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.

As IHCL is in the Hospitality business and comes under a service-sector, the disclosure is not applicable to the business.

**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).**

As IHCL is in the Hospitality business and comes under a service-sector, the disclosure is not applicable to the business.

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

As IHCL is in the Hospitality business and comes under a service-sector, the disclosure is not applicable to the business.

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

As IHCL is in the Hospitality business and comes under a service-sector, the disclosure is not applicable to the business.

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



At IHCL, its workforce is central to the company and their wellbeing and growth is fundamental. Hence, to ensure a healthy work-environment which fosters the development of the employees, IHCL adheres to best practices for safety and good working conditions. IHCL's practices extend to all stakeholders including employees, suppliers, and aligned business teams. The Company also invests in the upskilling of the employees and provides an ecosystem for their career progression.

**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)
<b>Permanent Employees</b>											
Male	2,055	2,055	100	2,055	100	0	0	2,055	100	2,055	100
Female	751	751	100	751	100	751	100	0	0	751	100
<b>Total</b>	<b>2,806</b>	<b>2,806</b>	<b>100</b>	<b>2,806</b>	<b>100</b>	<b>751</b>	<b>26.76</b>	<b>2,055</b>	<b>73.24</b>	<b>2,806</b>	<b>100</b>
<b>Other than Permanent Employees</b>											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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)
<b>Permanent Workers</b>											
Male	2,634	2,634	100	2,634	100	0	0	2,634	100	2,634	100
Female	316	316	100	316	100	316	100	0	0	316	100
<b>Total</b>	<b>2,950</b>	<b>2,950</b>	<b>100</b>	<b>2,950</b>	<b>100</b>	<b>316</b>	<b>10.71</b>	<b>2,634</b>	<b>89.29</b>	<b>2,950</b>	<b>100</b>
<b>Other than Permanent Workers</b>											
Male	1,837	1,837	100	1,837	100	0	0	1,837	100	1,837	100
Female	723	723	100	723	100	723	100	0	0	723	100
<b>Total</b>	<b>2,560</b>	<b>2,560</b>	<b>100</b>	<b>2,560</b>	<b>100</b>	<b>723</b>	<b>28.24</b>	<b>1,837</b>	<b>71.76</b>	<b>2,560</b>	<b>100</b>

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.68	0.66

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

Sr.	Benefits	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100	100	Y	100	100	Y
2	Gratuity	100	100	Y	100	100	Y
3	ESI	100	100	Y	100	100	Y
4	Others	-	-	-	-	-	-

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.**

IHCL understands the concerns and respects all employees, staff members and communities. All IHCL 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 designed keeping their accessibility in mind aligned to the requirements of Rights of Persons with Disabilities Act, 2016.

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

IHCL is dedicated to promoting equal opportunities and fostering an inclusive workplace environment. The policy strictly prohibits any form of discrimination, harassment, or unfavourable treatment towards employees or job applicants based on factors including but not limited to age, colour, disability, origin, religion, race, gender, family or marital status, gender re-assignment, disability, sexual orientation, pregnancy, or maternity status. The company upholds a zero-tolerance policy against bullying or intimidation of any kind towards employees or applicants. Further details on this commitment can be found in the Equal Opportunity Policy [https://investor.ihcltata.com/files/IHCL\\_Equal\\_Opportunity\\_Policy.pdf](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	Permanent Employees		Permanent Workers	
	Return to work rate (%)	Retention Rate (%)	Return to work rate (%)	Retention Rate (%)
Male	100	100	100	100
Female	100	100	100	100
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

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, there are various mechanisms to receive and redress grievances. The company has 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, the company has the whistle-blower mechanism in place to resolve complaints and the same are reviewed by the Audit Committee every quarter. IHCL has the ethics committees and HR heads in hotels as concerned personnels to whom persons can report issues directly. These concerns can also be dropped 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 2023-24 (Current FY)			FY 2022-23 (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)
<b>Permanent Employees</b>						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Others	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Permanent Workers</b>						
Male	2,634	2,237	84.93	2,431	2,115	87.00
Female	316	259	81.96	224	183	81.70
Others	0	0	0	0	0	0
<b>Total</b>	<b>2,950</b>	<b>2,496</b>	<b>84.61</b>	<b>2,655</b>	<b>2,298</b>	<b>86.55</b>

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

Category	FY 2023-24 (Current FY)					FY 2022-23 (Previous FY)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>										
Male	2,055	1,377	67.01	1,676	81.56	1,981	1,981	100	1,952	98.54
Female	751	505	67.24	511	68.04	660	660	100	395	59.85
<b>Total</b>	<b>2,806</b>	<b>1,882</b>	<b>67.07</b>	<b>2,187</b>	<b>77.94</b>	<b>2,641</b>	<b>2,641</b>	<b>100</b>	<b>2,347</b>	<b>88.87</b>
<b>Workers</b>										
Male	2,634	2,251	85.46	1,934	73.42	2,431	2,431	100	1,823	74.99
Female	316	312	98.73	260	82.28	224	224	100	175	78.13
<b>Total</b>	<b>2,950</b>	<b>2,563</b>	<b>86.88</b>	<b>2,194</b>	<b>74.37</b>	<b>2,655</b>	<b>2,655</b>	<b>100</b>	<b>1,998</b>	<b>75.25</b>

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

Category	FY 2023-24 (Current FY)			FY 2022-23 (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)
<b>Employees</b>						
Male	2,055	1,764	85.84	1,981	1,785	90.11
Female	751	580	77.23	660	527	79.85
Others	0	0	0	0	0	0.00
<b>Total</b>	<b>2,806</b>	<b>2,344</b>	<b>83.54</b>	<b>2,641</b>	<b>2,312</b>	<b>87.54</b>

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	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)
<b>Workers*</b>						
Male	2,634	2,104	79.88	0	0	0
Female	316	156	49.37	0	0	0
Others	0	0	0	0	0	0
<b>Total</b>	<b>2,950</b>	<b>2,260</b>	<b>76.61</b>	<b>0</b>	<b>0</b>	<b>0</b>

\*The formal process of performance discussion was initiated for Workers in the current financial year FY 2023-24.

### 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 & workers working with IHCL across all the 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?**

#### **Routine Risk Assessment Processes**

- **Regular Safety Audits and Inspections:** IHCL conducts periodic safety audits and inspections across all properties. These audits are designed to identify existing hazards and potential risks in the daily operations of the hotels. The audits cover various aspects including fire safety, electrical installations, kitchen operations, and guest areas.
- **Employee Reporting Mechanisms:** Employees are encouraged to report hazards immediately using an incident reporting system. This proactive engagement helps in early identification of routine risks that may arise during daily operations.

#### **Non-Routine Risk Assessment Processes**

- **Dynamic Safety Risk Assessments:** In response to specific incidents or external changes, such as construction activities or the introduction of new equipment, IHCL conducts dynamic safety risk assessments. These assessments involve revisiting and analysing the potential impacts of the new variables on existing safety protocols (change management).
- **Comprehensive Pre-Construction Risk Analysis:** Before the commencement of any new construction or major renovation projects, a thorough risk analysis is conducted. This analysis focuses on identifying potential hazards associated with new construction activities, including high-risk tasks and environmental impacts. It helps in planning safety measures and emergency responses tailored to the specific risks identified.
- **Incident Analysis and Investigation:** Any accidents or safety incidents are followed by a detailed incident analysis to determine the root causes. These investigations help in understanding non-routine hazards and in developing corrective measures to prevent recurrence.

#### **Ongoing Improvements and Feedback Integration**

- **Feedback Mechanisms:** Feedback from employees and safety audits are continuously analysed to update risk assessment methodologies. This integration ensures that both routine and non-routine processes are refined over time to enhance safety outcomes.
- **Best Practice Sharing:** Learnings from both routine and non-routine assessments are shared across the organisation through periodic Safety and Security Policy (S&S) updates and inter-hotel safety forums. This practice helps in standardising safety measures and improving risk assessments across all properties.

- 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/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)** Yes, all sites have access to medical and healthcare services for non-work-related needs, either on-site or through partnerships with trusted healthcare providers in the vicinity. Furthermore, employees receive training for on-site medical emergency response.

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

Safety Incident/Number	Category	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.40	0
	Workers	7.13	3.31
Total recordable work-related injuries	Employees	841	0
	Workers	435	148
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

### Safety Policy and Management

- **Integrated Safety and Security Policy:** IHCL has developed and continuously updates a comprehensive Safety and Security Policy that aligns with the Tata Group's overarching guidelines. This policy mandates biannual safety training for all employees and regular safety audits, led by an Executive Committee that ensures cross-functional input.
- **Tiered Safety Structure:** A structured Safety Committee, including management representatives and S&S professionals, meets periodically to review policy effectiveness and integrate latest safety trends and technologies.
- **Strategic Safety in Design and Operations:** The Safety and Security Head plays a crucial role in incorporating advanced safety features in the architectural design of new hotels and renovation projects, ensuring compliance with both national safety standards and international best practices.

### Safety Protocols and Risk Management

- **Proactive Hazard Reporting and Review:** Implementation of a digital incident reporting system that allows real-time hazard notifications accessible directly by the hotel's General Manager and Safety Council, ensuring swift action.
- **Dynamic Safety Risk Assessments:** Continuous risk assessment processes are in place, with monthly safety evaluations and additional checks triggered by specific incidents or external changes in the operational environment.
- **Comprehensive Pre-Construction Risk Analysis:** Before any new construction, detailed risk analyses are conducted focusing on structural safety, fire hazards, and environmental impacts, with findings directly influencing project planning and execution.
- **Rigorous On-Site Safety Management:** Dedicated safety managers are stationed for all high-risk activities, particularly during construction and major renovations, employing standardised safety equipment and enforcing strict compliance protocols.
- **Progressive Consequence Framework:** A tiered disciplinary system for safety violations that scales penalties based on the severity and frequency of infractions, coupled with remedial training to prevent recurrence.

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

### Physical Security Measures

- **Enhanced Surveillance and Access Control:** Installation of AI-powered surveillance cameras and biometric access systems across all properties to monitor and control site access dynamically.
- **Emergency Response Systems:** Comprehensive network of emergency alarms and communication devices, complete with routine drills coordinated with local emergency services to ensure readiness.

### Employee Training and Wellness

- **Comprehensive Safety Training Programmes:** Mandatory periodic training sessions on updated fire safety protocols, modern emergency procedures, and workplace safety simulations.
- **Health and Wellness Initiatives:** Establishment of an in-house wellbeing initiative (called Well-Weing) that targets employee health, offering regular health check-ups, psychological counselling, and lifestyle coaching.

### Compliance and Continuous Improvement

- **Adherence to Regulations:** Strict adherence to updated national and international safety regulations, with compliance ensured through regular reviews by S&S professionals.
- **Enforcement of Internal Safety Policies:** Dynamic updating of internal safety policies to reflect new regulations and findings from recent audits, ensuring all practices are current and effective.
- **Active Feedback Mechanisms:** Deployment of a company-wide digital feedback platform to gather and analyse employee suggestions on safety improvements.
- **Innovation in Safety Practices:** Going forward, integration of IoT sensors to monitor environmental conditions and AI analytics for predictive hazard identification and mitigation strategies are proposed.

### Special Initiatives and Cultural Drives

- **Specialised Safety Initiatives:** Launch of targeted safety campaigns focusing on areas such as Fire Safety Month, Road Safety Workshops, Contractor Safety Trainings, and Electrical Safety Audits.
- **Successful Safety Focus Initiative:** A concerted safety campaign in the third and fourth quarters directly resulted in a 40% reduction in reported injuries, achieved through intensified monitoring and staff engagement.
- **Culture and Awareness Drives:** Ongoing internal campaigns, such as periodic safety newsletters and interactive safety awareness workshops, to foster a proactive safety culture within IHCL.

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

Topic	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	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	25	0	NA	30	2	Since resolved
Health & Safety	0	0	NA	0	NA	NA

### 14. Assessments for the year:

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

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

**Corrective Actions for Safety-Related Incidents**

- **Immediate Response and Containment:** Upon the occurrence of a safety incident, the immediate priority is to contain the situation and prevent further harm. This might involve evacuating the area, administering first aid, or shutting down affected systems.
- **Incident Investigation:** A thorough investigation is conducted to understand the root cause of the incident. This typically involves interviewing witnesses, examining the incident site, and reviewing relevant surveillance footage and equipment logs.
- **Development of Corrective Action Plans:** Based on the investigation findings, corrective action plans are formulated. These plans are designed to address the specific causes of the incident and may include repairs or modifications to equipment, changes in operating procedures, or updates to safety training programmes.
- **Implementation of Corrective Measures:** The corrective measures identified in the action plans are implemented swiftly. This might involve physical changes in the workplace, updates to safety protocols, or retraining of staff.
- **Monitoring and Follow-Up:** After implementation, the effectiveness of the corrective actions is monitored. Follow-up audits or inspections are conducted to ensure that the measures have effectively addressed the issues and that no new issues have arisen.

**Addressing Significant Risks and Concerns from Safety Assessments**

- **Risk Prioritisation:** Significant risks identified during safety assessments are prioritised based on their potential impact and likelihood of occurrence. Priority is given to risks that pose the greatest threat to health and safety.
- **Development of Mitigation Strategies:** For each significant risk, specific mitigation strategies are developed. These strategies include engineering controls (such as redesigning equipment or installing safety barriers), administrative controls (such as revising work procedures or limiting exposure times), and personal protective equipment.
- **Training and Communication:** Employees are trained on the new safety measures and the reasons behind the changes. Effective communication ensures that all staff understand their roles in maintaining a safe work environment.
- **Regular Review and Adjustment:** The implemented mitigation strategies are regularly reviewed to assess their effectiveness and to make adjustments as needed. This ongoing review process allows IHCL to dynamically manage health and safety risks.
- **Engagement and Feedback:** Employee engagement and feedback are integral to the continuous improvement of health and safety practices. IHCL encourages a culture where employees feel valued and safe to report potential hazards without fear of reprisal.

**LEADERSHIP INDICATORS**

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

Employees (Yes/No): Yes, employees at the executive level are covered by a life and accident insurance.

Workers (Yes/No): Yes, the Company extends the benefit of accident insurance for all of its workers.

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

IHCL ensures to deduct and deposit all statutory dues to the respective authority. The receipts of payment obtained are filed for the records.

Apart from this,

1. GST Payments to the partners are done post producing proof of documentary evidence of remitting the same
2. ESIC and PF compliances of vendors for outsourced manpower services are audited by both internal and external teams on a monthly/ quarterly basis

### 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	
	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
Employees	0	0	0	0
Workers	0	0	0	0

### 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).

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

### 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	75% of the value chain partners by value of the business is under way
Working Conditions	75% of the value chain partners by value of the business is under way

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

Not applicable

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



At IHCL, transparency and accountability towards the stakeholders is fundamental. To understand and deliver on the expectations of all stakeholders is something that IHCL strives for. Identified stakeholders include customers, employees, regulators, suppliers, shareholders, and communities. Stakeholder engagements are held regularly through multiple channels. This leads to better risk and opportunity management, efficient and informed decision making and increased customer satisfaction. Transparency and interaction with stakeholders also increase operational efficiency, regulatory compliance, and an overall business success.

## ESSENTIAL INDICATORS

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

IHCL recognises stakeholders as valued partners in its mission for long-term value creation. Effective stakeholder involvement is crucial for achieving the company's strategic goals. Through an integrated and transparent approach, the company strives to find a harmonious balance between stakeholder requirements, interests, and expectations, as well as those of the business. IHCL has identified and categorised its internal and external stakeholders, recognising their direct and indirect impact on the organisation's operations.

### 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"> <li>– Real-time engagement through VConnect</li> <li>– Daily meetings and briefings</li> <li>– Monthly town halls</li> <li>– Timely internal communications</li> <li>– Published training calendar Employee committees and union meeting</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>– At IHCL, the employees form the core of the business and service. They are IHCL's biggest strength and differentiator</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>– Direct feedback from guests during and after each experience</li> <li>– Loyalty programme</li> <li>– Real-time social media engagement</li> <li>– Periodic market research</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>– IHCL has been a long-standing choice for customers and customer loyalty and long-term relationships add to the distinctiveness of IHCL brands Customer feedback helps the company improve and maintain IHCL's leadership in the industry</li> </ul>
Shareholders	No	<ul style="list-style-type: none"> <li>– Quarterly investor calls, annual investor meets, AGMs, public and media announcements</li> <li>– Annual Report, Stock Exchange filings, websites and sustainability disclosures A dedicated investor relations department</li> </ul>	Quarterly & Annually	<ul style="list-style-type: none"> <li>– Shareholders and investors are fundamental to the financial growth and development of the organisation</li> </ul>
Owners & Partners	No	<ul style="list-style-type: none"> <li>– Annual partner meets</li> <li>– Ongoing communication from the business development department</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>– Hotel owners are key partners in business operations and in sustainability. Alignment with them is critical for efficient operations and business performance</li> </ul>
Suppliers	No	<ul style="list-style-type: none"> <li>– Supplier development initiatives</li> <li>– Supplier feedback surveys throughout the year</li> <li>– Annual suppliers' meet</li> <li>– On-boarding process and maintenance of open communication channels</li> </ul>	Annually & Continuous	<ul style="list-style-type: none"> <li>– Suppliers are an integral part of the supply chain, and their services and materials directly influence the quality of IHCL's customers' experiences.</li> <li>– Positive supplier relationships ensure efficiency, quality, reliability, and an ethical value chain</li> </ul>

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

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
Local Communities	No	<ul style="list-style-type: none"> <li>– CSR partnerships</li> <li>– Minimisation of the company’s environmental footprint</li> <li>– Community welfare programmes</li> <li>– Participation in neighbourhood associations</li> <li>– Annual volunteering calendar</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>– Local communities form a core stakeholder for IHCL’s business and a positive relationship with them ensures IHCL’s social licence to operate. The livelihoods, heritage, and culture of regions the company operates in, is important for long-term business viability</li> </ul>
Government & Regulators	No	<ul style="list-style-type: none"> <li>– Participation in government consultation programmes</li> <li>– Representation through trade bodies</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>– Good corporate governance and compliance to regulation is essential to drive important policies in the sector.</li> </ul> <p>The company is also a partner to the government in various policies and community improvement initiatives</p>
Lenders	No	<ul style="list-style-type: none"> <li>– Meetings</li> <li>– Ongoing communication and relationship</li> <li>– Sharing regular updates on financial performance</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>– Lenders are crucial to IHCL’s supply chain and a positive relationship with the lenders can increase efficiency for all. The company has a high credit rating of AA (Stable) by CARE and AA(Stable) by ICRA</li> </ul>

### LEADERSHIP INDICATORS

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

The Executive Committee primarily engages in consultations with stakeholders for understanding and addressing their perspectives, concerns, and expectations. This helps establish trust, credibility, and ensuring diverse viewpoints are reflected. Interactions with stakeholders are held during every AGM for effective stakeholder engagement.

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

A materiality assessment has been conducted by engaging with diverse stakeholders. This evaluation is aimed to understand the impact of environmental, social, governance, and economic challenges on the organisation’s long-term sustainability and viability. Through this assessment, critical issues in operations were identified and prioritised. The inputs received have been integrated into policies and procedures.

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

IHCL engages with its communities and marginalised stakeholder groups through the company’s legacy of ‘Giving Back to the Society’ and improving livelihoods for the target beneficiaries.

This is mainly done through:

- Volunteering activities to address local needs of the beneficiaries
- CSR initiatives with regard to skill building in collaboration with social bodies and NGOs
- By contributing towards environmental sustainability and supporting heritage and tourism
- Skill-development is an important part of the CSR activities, and IHCL collaborates with a lot of partners and foundations across the country to work on the same.



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



IHCL believes that human rights are an important aspect of responsible business practices. IHCL has policies and processes in place to ensure that the business does not take advantage of others. The company believes that by respecting and promoting human rights, it can contribute to the sustainable development of customers, communities, and other stakeholders. 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, equality of women in the workplace and the right to education, equality, among other human rights.

### ESSENTIAL INDICATORS

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

Category	FY 2023-24 (Current FY)			FY 2022-23 (Previous FY)		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	2,806	2,098	74.77	2,641	2,066	78.23
Other than permanent	0	0	0	0	0	0
<b>Total Employees</b>	<b>2,806</b>	<b>2,098</b>	<b>74.77</b>	<b>2,641</b>	<b>2,066</b>	<b>78.23</b>
<b>Workers</b>						
Permanent	2,950	1,695	57.46	2,655	1,346	50.70
Other than permanent	2,560	1,529	59.73	2,512	1,291	51.39
<b>Total Workers</b>	<b>5,510</b>	<b>3,224</b>	<b>58.51</b>	<b>5,167</b>	<b>2,637</b>	<b>51.04</b>

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

Category	FY 2023-24 (Current FY)					FY 2022-23 (Previous FY)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (A)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (E/A)	No. (C)	% (F/A)
<b>Employees</b>										
<b>Permanent</b>										
Male	2,055	28	1.36	2,027	98.64	1,981	0	0.00	1,981	100
Female	751	8	1.07	743	98.93	660	0	0.00	660	100
<b>Other than Permanent</b>										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
<b>Workers</b>										
<b>Permanent</b>										
Male	2,634	110	4.18	2,524	95.82	2,431	57	2.34	2,374	97.66
Female	316	30	9.49	286	90.51	224	6	2.68	218	97.32
<b>Other than Permanent</b>										
Male	1,837	856	46.60	980	53.35	1,849	282	15.25	1,567	84.75
Female	723	292	40.39	431	59.61	663	101	15.23	562	84.77

Note: \*Other than Permanent workers include FTCs

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

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

#### a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration	Number	Median remuneration
Board of Directors (BoD)	04	₹60,00,000	1	₹65,00,000
Key Managerial Personnel	03	₹4,57,32,976	0	0
Employees other than BoD and KMP	2052	₹8,02,699	751	₹8,52,400
Workers	2634	₹5,50,185	316	₹4,00,329

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	20.18	19.00

### 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)

IHCL acknowledges the importance of upholding human rights and addressing any discrimination and unethical conduct. The organisation has appointed department leaders, union representatives, HR heads, and members of welfare committees to address and resolve any reported issues pertaining to human rights violations. Policies in line with the Prevention of Sexual Harassment (POSH) regulations have been implemented to address workplace sexual harassment.

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

IHCL has implemented multiple channels to receive and resolve grievances as before mentioned below:

- A portal called ‘Integrity Matters’, administered by a third party, is accessible through the company’s intranet. Through this mechanism, grievances can be registered through a phone call, an email, on the portal and through post.
- Details of this portal viz., URL, email, phone number and postal address are displayed in the hotel notice boards and the intranet myTAJ for larger visibility.
- IHCL’s intranet provides the coordinates of its EVP – HR in his role of the Chief Ethics Counsellor as also the Chairman of the Audit Committee.
- IHCL’s hotels have Ethics Committees whose coordinates are put up on the hotel notice boards.
- Open Houses and Skip Level meetings are held at the hotels.
- The General Manager and the HR heads are approached in case of any grievances.
- Hotels have Drop boxes for grievances.
- Grievances are directly addressed to the senior leadership of the organisation.
- The company has a whistle-blower mechanism in place to resolve complaints and the same are reviewed by the Audit Committee every quarter.

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

	FY 2023-24 Current Financial Year			FY 2022-23 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	12	1	Since resolved	16	1	Resolved
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	12	16
Complaints on POSH as a % of female employees / workers	0.67	1.1
Complaints on POSH upheld	11*	16

\*1 unsubstantiated

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

IHCL has a strict zero-tolerance towards any kind of discrimination or harassment against any employees. IHCL firmly opposes and condemns any form of retaliation against an Employee who, in good faith, reports suspected misconduct, raises concerns, or asks questions. Any individual found to engage in such retaliation, either directly or indirectly, or who encourages others to do so, may face suitable disciplinary measures. The Company's POSH policy expressly prohibits retaliation against individuals reporting Sexual Harassment. Those who suspect or experience retaliation are encouraged to report to the relevant authorities. IHCL treats cases of retaliation with the same gravity as alleged instances of Sexual Harassment.

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

Yes, IHCL has specific clauses as part of the Supplier code of conduct (SCOC) included in the business agreements and contracts/ purchase orders. Human rights form a part of the SCOC. The Company does not employ children at its workplaces and does not use forced labour in any form. The Supplier code of conduct is being refreshed for all vendors with these clauses.

## 10. 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	0

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

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

No significant risks or concerns have come to our notice as yet.

### LEADERSHIP INDICATORS

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

Not Applicable

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

At present, IHCL is in compliance with the statutory requirements pertaining to the protection of Human Rights. Going forward, IHCL will conduct due diligence of its human rights practices, policies, SOPs, and performance.

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

Yes, the premises of all IHCL assets are designed to ensure that differently abled individuals can fully access and utilise all shared amenities, in line with the Rights of Persons with Disabilities Act, 2016. This includes workspaces, restrooms, social areas, and the surrounding infrastructure, all of which are carefully constructed to prioritise accessibility for everyone.

#### 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 1 contracts carry compliance certification from the Vendors
Forced/involuntary Labour	All Tier 1 contracts carry compliance certification from the Vendors
Sexual Harassment	All Tier 1 contracts carry compliance certification from the Vendors
Discrimination at workplace	All Tier 1 contracts carry compliance certification from the Vendors
Wages	All Tier 1 contracts carry compliance certification from the Vendors
Others - please specify	NIL

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

As all IHCL's Tier I contractors/ vendors have complied with all human rights' requirements by signing the contract clauses and no corrective action was neither reported nor taken against them.

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



IHCL prioritises environmental sustainability by operating in a way that reduces negative impacts on the environment and promotes sustainable development. The Company implements various environmental management practices, such as reducing waste and emissions, conserving natural resources, and adopting eco-friendly policies and practices. Through these efforts, IHCL contributes to a healthier planet and a more sustainable future for all.

## ESSENTIAL INDICATORS

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From renewable sources</b>		
Total Electricity Consumption (A) (GJ)	2,42,164.71	1,46,269.39
Total Fuel Consumption (B) (GJ)	4,965.3	165.63
Energy Consumption through other sources (C) (GJ)	0	0
<b>Total Energy Consumption from renewable sources (A+B+C) (GJ)</b>	<b>2,47,130.01</b>	<b>1,46,435.02</b>
<b>From non-renewable sources</b>		
Total Electricity Consumption (D) (GJ)	2,26,731.41	3,03,058.9
Total Fuel Consumption (E) (GJ)	2,67,634.43	2,60,701.91
Energy Consumption through other sources (F) (GJ)	0	0
<b>Total Energy Consumption from non-renewable sources (D+E+F) (GJ)</b>	<b>4,94,365.84</b>	<b>5,63,760.81</b>
<b>Total Energy Consumption (A+B+C+D+E+F) (GJ)</b>	<b>7,41,495.85</b>	<b>7,10,195.83</b>
<b>Energy Intensity per rupee of turnover</b> (Total energy consumption / Revenue from operations in rupees) (GJ per crore INR)	168.31	191.73
<b>Energy Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*</b> (Total energy consumption / Revenue from operations adjusted for PPP) (GJ per million INR)	3,850.88	4,386.67
<b>Energy Intensity in terms of physical output</b>		
<b>Energy Intensity</b> (optional) – the relevant metric may be selected by the entity (GJ/Guest night)	0.22	0.23

\*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by World Bank for India which is 22.88

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

Yes, the external assessment has been carried out by KPMG Assurance & Consulting Services LLP.

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

Name of Hotel	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?	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.
Taj West End	Yes	Target SEC: 43.35 TOE/ 1000 m <sup>2</sup> , Achieved SEC: 30.984 TOE/ 1000 m <sup>2</sup>
Taj Lands End	Yes	Target SEC: 47.33TOE/1000/M square. Achieved SEC: 70.00 TOE/1000/M square. Action plan: IHCL is submitting statement of increase functional area.
VBT Whitefield	Yes	Target was 23.85 TOE/ 1000 m <sup>2</sup> Achieved 12.95 TOE/ 1000 m <sup>2</sup> As property had achieved 200% performance against target, there was no target given for FY 2022-23, but property filed an Achievement of 12.47 TOE/1000 m <sup>2</sup> . FY 23-24 2 <sup>nd</sup> round of audit completed in March-2024.
Taj Holiday Village Resort & Spa	Yes	Target SEC - 35.75TOE/ 1000m <sup>2</sup> , Achieved SEC - 35.35 TOE/1000m <sup>2</sup>

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

<b>Taj Fort Aguada Resort &amp; Spa</b>	Yes	Targets SEC - 37.80 TOE/1000m <sup>2</sup> Achieved SEC - 33.63 TOE/1000m <sup>2</sup>
<b>Taj Exotica Resort &amp; Spa Goa</b>	Yes	Target SEC: 33.82 TOE 1000/m <sup>2</sup> , Achieved: 29.17 TOE 1000/m <sup>2</sup>
<b>Taj Mahal New Delhi</b>	Yes	Target SEC: 40.31 TOE 1000/m <sup>2</sup> , Achieved SEC: 36.81 TOE 1000/m <sup>2</sup>
<b>Taj Bengal</b>	Yes	Target SEC: 32.86 TOE/1000 m <sup>2</sup> /year, Achieved SEC: 26.53 TOE/1000 m <sup>2</sup> /year
<b>Taj Mahal Palace &amp; Tower</b>	Yes	IHCL had done the Mandatory energy audit in Oct-23 The hotel is yet to receive any target now.
<b>Taj Palace Hotel</b>	Yes	Target for FY 2024-25 = 24.69 TOE/1000 m <sup>2</sup> (To be achieved in 2024-25)
<b>Vivanta New Delhi Dwarka</b>	Yes	Target SEC: 30.69 TOE/1000 m <sup>2</sup> to Achieved SEC: 20.6 TOE/1000 m <sup>2</sup>
<b>Taj Yeshwantpur</b>	Yes	Target is 12.681 TOE/1000 m <sup>2</sup> (To be achieved in 2024-25)
<b>Taj Lake Palace</b>	Yes	Target of 689.34 units of electricity consumption/m <sup>2</sup> (EPI GR) Achieved 517.42 units of electricity consumption/m <sup>2</sup>

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	9,36,960	8,11,332
(iii) Third party water	14,73,271	12,95,864
(iv) Seawater / desalinated water	0	0
(v) Others (Rainwater storage)	1,340	12,663
<b>Total volume of Water Withdrawal (in kilolitres) (I + ii + iii + iv + v)</b>	<b>24,11,571</b>	<b>21,19,859</b>
<b>Total volume of Water Consumption (in kilolitres)</b>	<b>21,64,525</b>	<b>25,28,043</b>
<b>Water Intensity per rupee of turnover (Water consumed / Revenue from operations) (kl per crores INR)</b>	<b>491.31</b>	<b>682.47</b>
<b>Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (kl per crores INR)</b>	<b>11,241.22</b>	<b>15,614.98</b>
<b>Water Intensity in terms of physical output</b>		
<b>Water Intensity (optional) – the relevant metric may be selected by the entity (KL/Guest night)</b>	<b>0.65</b>	<b>0.82</b>

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

Yes, the external assessment has been carried out by KPMG Assurance & Consulting Services LLP.

#### 4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
i. To Surface water	0	0
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
ii. To Groundwater	0	0
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
iii. To Seawater	0	0
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
iv. Sent to third parties	2,42,684	2,41,765
- No treatment	-	-
- With treatment – please specify level of treatment	Tertiary Treatment	Tertiary Treatment
v. Others- Please specify: Land	4,362	0
- No treatment	-	-
- With treatment – please specify level of treatment	Tertiary Treatment	-
<b>Total water discharged (in kilolitres)</b>	<b>2,47,046</b>	<b>2,41,765</b>

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

Yes, the external assessment has been carried out by KPMG Assurance & Consulting Services LLP.

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

The organisation has begun the phased implementation of Zero Liquid Discharge (ZLD) with the aim of achieving 100% water recycling by 2030 with current recycling rate of 46%. It is continuously improving its water usage efficiency and actively working to treat and recycle water. Every unit is equipped with a wastewater treatment system for both sewage and laundry water. Most properties have separate Sewage Treatment Plants (STP) and Effluent Treatment Plants (ETP) to achieve ZLD through water treatment, recycling, and reuse on-site. The recycled water is utilised for gardening, flushing, and cooling towers.

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

Parameter	Please specify unit	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
NOx	Tonnes/year	7.86	7.97
SOx	Tonnes/year	4.7	2.01
Particulate matter (PM)	Tonnes/year	7.06	9.2
Persistent organic pollutants (POP)	-	0	0
Volatile organic compounds (VOC)	-	0	0
Hazardous air pollutants (HAP)	-	0	0
Others – CO	-	0	0

Note: Last year's data has been updated from mg/Nm<sup>3</sup> to tonnes/year to maintain uniformity

**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

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

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

Parameter	Unit	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)
<b>Total Scope 1 Emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	22,426.09	17,794.96
<b>Total Scope 2 Emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	44,716.47	66,504.59
<b>Total Scope 1 and Scope 2 Emissions</b>	tCO <sub>2</sub> e	67,142.56	84,299.55
<b>Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations)	tCO <sub>2</sub> e / crore INR	15.24	22.76
<b>Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations adjusted for PPP)	tCO <sub>2</sub> e / crore INR	348.70	520.69
<b>Biogenic Emissions</b>	tCO <sub>2</sub> e	2,913.7	-
<b>Total Scope 1 and Scope 2 Emissions Intensity in terms of physical output</b>			
<b>Total Scope 1 and Scope 2 Emissions Intensity</b> (optional) – the relevant metric may be selected by the entity	tCO <sub>2</sub> e / Guest Nights	0.02	0.03

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

Yes, the external assessment has been carried out by KPMG Assurance & Consulting Services LLP.

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

IHCL is committed to decreasing energy consumption by enhancing efficiency and adopting innovative technologies and practices. All hotels have implemented various energy conservation initiatives tailored to their specific needs. Upgrading cooling tower infrastructure, installing heat pumps for water heaters, and implementing improvements like enhanced insulation of hot water lines have all contributed to energy conservation and improved efficiency. Furthermore, IHCL currently sources 51.67% of its total electricity consumption from renewable resources. Our Taj Palace, Delhi hotel is LEED Certified hotel under USGBC LEED Platinum.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	461.89	173.26
E-waste (B)	20.37	11.85
Bio-medical waste (C)	0.001	0.76
Construction and demolition waste (D)	1,003.03	1,525.72
Battery waste (E)	19.61	15.65
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	58.5	62.62
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	4,815.27	4,347.83
<b>Total (A+B + C + D + E + F + G+ H) (MT)</b>	6,378.67	6,137.69
<b>Waste Intensity per rupee of turnover</b> (Total waste generated / Revenue from operations) (MT per crore INR)	1.45	1.66
<b>Waste Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP) (MT per crore INR)X	33.13	37.91
<b>Waste Intensity in terms of physical output</b>		
<b>Waste Intensity</b> (optional) – the relevant metric may be selected by the entity (MT/guest night)	0.0019	0.002
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		



Category of waste	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
(i) Recycled	4,773.53	4,275.46
(ii) Re-used	46.09	28.23
(iii) Other recovery operations	1.72	695.68
<b>Total</b>	<b>4,821.34</b>	<b>4,999.37</b>

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
(i) Incineration	32.13	0
(ii) Landfilling	1,048.82	590.32
(iii) Other disposal operations	351.01	187.68
<b>Total</b>	<b>1,431.96</b>	<b>778.00</b>

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

Yes, the external assessment has been carried out by KPMG Assurance & Consulting Services LLP.

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

IHCL is committed to a sustainable waste management system throughout the extent of its operations and locations. IHCL has implemented the following measures in an effort to reduce usage of hazardous and toxic chemicals in all products and processes and the practices adopted to manage such wastes.

1. Diminishing the amount of waste transported to landfills: By setting up bottling facilities at 19 hotel entities worldwide, all single-use plastic bottles have been replaced with glass ones to cut down on single-use plastics.
2. Working in tandem with authorised recyclers: To not just implement accountable waste management practices but also to enable utilisation or reclamation of the expended products.
3. Shifting towards Bio-compostable commodities: Striving to complete this transition by the conclusion of FY 2024-25.
4. Phasing out plastic amenities and packaging: A goal has been set to entirely eradicate single-use plastics by 2030 via a series of incremental targets.
5. Management of wet waste: All the hotels under IHCL's banner have on-site composting tools, and there are plans to establish an organic waste treatment system at every hotel by the year 2030.

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

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.
Taj Mahal Palace & Tower, Mumbai	Accommodation and Food Service	Yes
Taj Lake Palace, Udaipur	Accommodation and Food Service	Yes
Taj Exotica Resort & Spa, Goa	Accommodation and Food Service	Yes
Taj Holiday Village Resort & Spa, Goa	Accommodation and Food Service	Yes
Taj Exotica Resort and Spa, Andaman	Accommodation and Food Service	Yes
Taj Fort Aguada Resort & Spa, Goa	Accommodation and Food Service	Yes

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

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

NA

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

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

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

## LEADERSHIP INDICATORS

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

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

#### (i) Nature of operations:

Water Withdrawal by source (in Kilolitres)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Source (i) Surface water	0	0
Source (ii) Groundwater	2,65,779	2,08,378
Source (iii) Third party water	2,88,087	2,40,907
Source (iv) Seawater / desalinated water	0	0
Source (v) Others- Please specify	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	5,53,866	4,49,285
Total volume of water consumption (in kilolitres)	5,17,028	4,13,824
Water intensity per rupee of turnover (Water consumed / turnover) KL per crore INR	117.36	111.72
Water Consumption intensity: KL/GN	0.15	0.13
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
j. To Surface water	0	0
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
vi. To Groundwater	0	0
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
vii. To Seawater	0	0
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
viii. Sent to third parties	36,838	35,461
- No treatment	-	-
- With treatment – please specify level of treatment	Tertiary Treatment	Tertiary Treatment
ix. Others- Please specify:	0	0
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>36,838</b>	<b>35,461</b>

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

IHCL is in the process of assessing the Scope 3 emissions according to the relevant and applicable categories for them.

**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.**

Not Applicable

**3. 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.**

IHCL has conducted an Environmental Impact Assessment (EIA) report that covers the impact of its business operations on biodiversity and has obtained a No Objection Certificate (NOC) from the relevant regulators. Constant efforts are made to assess and reduce IHCL's biodiversity footprint. Furthermore, IHCL has implemented various measures to lessen its environmental impact, such as integrating renewable energy, reducing waste, and optimising resource utilisation.

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

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Renewable Energy Use	IHCL is utilising renewable energy for its business operations, and during the year, the share of renewable energy (RE) in the total electricity consumption exceeded 50%. This has enabled us to reduce our dependency on fossil fuel-based electricity and to reduce our carbon footprint.	Reduced carbon footprint and dependence on non-renewable resources
2.	Energy Efficient Projects	IHCL has implemented various energy-efficient projects to reduce energy waste. This includes using energy-efficient technologies like Demand Flow technology for optimising HVAC systems, and energy-efficient motors and cooling towers. They are also raising awareness among employees and guests to encourage energy-saving practices.	Improved energy efficiency and reduced operational footprint. LEED certified for Taj Palace Hotel, Delhi
3.	Fossil Fuel Free Laundry	IHCL is transitioning to fossil fuel-free laundry operations in hotels. This involves replacing diesel-fired boilers with cleaner alternatives like natural gas or electric boilers. This reduces greenhouse gas emissions and improves air quality.	Reduced dependence on fossil fuels and improved energy efficiency
4.	Collaborating with IFC's TechEmerge to pilot sustainable cooling innovations	IHCL is working with the International Finance Corporation (IFC) to pilot innovative cooling solutions in their hotels. This collaboration explores and implements cutting-edge technologies to optimise energy consumption in cooling systems.	Improved energy efficiency, cost saving and energy saving. New technology and automation help in optimised use of cooling system.
5.	Heat Pumps	IHCL has adopted heat pumps as a technology to replace traditional boilers for heating systems. Heat pumps are more energy-efficient and reduce the hotel's environmental footprint.	Improved energy efficiency and reduced operational footprint
6.	EV Charging Station	IHCL is installing electric vehicle charging stations at their hotels to promote sustainable transportation options for guests traveling with EVs.	Promotes sustainable vehicles
7.	In-house Glass Water Bottling Plant	IHCL is reducing plastic waste by eliminating single-use plastic water bottles and installing in-house glass water bottling plants. By eliminating plastic water bottles and replacing plastic bathroom amenities & keys with biodegradable alternative materials, the company aims to enhance the guest experience and meet evolving consumer expectations for sustainable and eco-friendly practices	Reduced plastic consumption
8.	Revamping of Water Treatment Systems	IHCL is revamping its wastewater treatment systems to treat wastewater to a high standard, allowing it to be reused for purposes like irrigation and landscaping. This reduces reliance on freshwater resources.	Increased water reuse and reduced freshwater consumption

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

### 5. 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 has been developed to safeguard the smooth operation of critical business functions and ensure the well-being of guests and employees during disruptive incidents or disasters. It is inspired from the 'Tata Disaster Response Guidelines' <https://www.tatasustainability.com/pdfs/Highlights/TataDisasterResponseGuidelines.pdf>.

The plan includes an assessment of potential risks and their potential impact on the business. It prioritises and allocates resources through a risk assessment process, and strategies are formulated to mitigate, transfer, or accept risks. Detailed plans have been devised for each critical business function, identifying key personnel who are trained in their roles and responsibilities. The plan features emergency protocols for immediate response, employee actions, evacuation, sheltering, and effective communication with guests and authorities. It also outlines procedures for damage assessment, property restoration, and recovery.

To ensure ongoing relevance and effectiveness, the plan undergoes regular review and updates every two years. This ensures business protection and provides a safe and comfortable experience for guests. Regular drills and exercises are carried out in collaboration with state and central agencies at the asset level.

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

Adverse Impact	Mitigation or adaptation measures
Plastic Waste	To mitigate the use of plastic packaged drinking water, we have setup inhouse glass bottling plants which not only reduces our dependence on buying plastic bottles but also helps reduce the energy required to recycle them or waste generated.  Also making sure glass bottles are returned to refurbish them in our plant which reduces the waste generated. Additionally, sourcing wooden and paper amenities from vendors.
Food Waste	We have set up organic waste composters or converters in most of our hotel locations so that wet waste is handled internally and not outsourced through third party. Currently we have 25 Organic Waste Treatment Systems (OWC/Biogas).
Waste water	All the facilities are equipped with wastewater treatment plants and most of them have STP and ETP to recover and use in gardening and cooling towers

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

IHCL assessed the environmental impact of its value chain partners by conducting surveys and meetings. During the year, IHCL initiated a vendor assessment exercise that covers 75% of its Tier 1 value chain partners.

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



IHCL is transparent regarding its objectives, interests, and operations, dedicated to following ethical and legal standards. Through responsible and clear advocacy, the company supports the development of public policies that benefit society overall and foster trust with policymakers and 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.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers / associations (State/National)
1	World Travel And Tourism Council	International
2	Hotel Association of India	National
3	IMHI	International
4	Confederation Of Indian Industry	National
5	World Travel And Tourism Council	National
6	Bombay Chamber Of Commerce And Industry	National
7	Pacific Asia Travel Association India Chapter	National
8	British Business Promotion Association	National
9	SKAL International	International
10	Indo-German Chamber of Commerce	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

### LEADERSHIP INDICATORS

#### 3. Details of Public Policy positions advocated by the entity

S. No.	Public Policy Advocated	Method resorted for such advocacy	Whether information available in public domain?	Frequency of review by the board	Web link, if available
1.	Representations to the Governments for accordance of industry and infrastructure status to the hospitality sector.	IHCL's Managing Director and Chief Executive Officer holds the position of President at HAI and serves as the Chairman of the National Committee for Tourism and Hospitality, CII. IHCL furthers its public policy advocacy agenda by collaborating with industry associations and grouping with other companies operating in the sector.	Yes	As and when required	<a href="#">Public Advocacy Policy</a>

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

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



Inclusion and equity for all are values fundamental to IHCL. The company strives to create economic opportunities and benefits that are accessible to all members of society, regardless of background, identity, or situation. IHCL aims to reduce inequality, strengthen 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.

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Resulted communicated in public domain	Relevant Web Link
NA	NA	NA	NA	NA	NA

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

Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in ₹)
NA	NA	NA	NA	NA	NA

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

IHCL operates across regions and locations with a vast employee and community connect. IHCL connects with its people through multiple outreach programmes, activities, and volunteering initiatives. Social media platforms, emails, and postal letters are also utilised to receive and address all such feedback and grievance for IHCL to continuously improve their services. Our communities can reach us at [community.feedback@ihcltata.com](mailto:community.feedback@ihcltata.com).

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

	FY 2023-24 Current FY	FY 2022-23 Previous FY
Directly sourced from MSMEs/ Small producers*	18.00%	23.00%
Directly from within India	96.00%	91.00%

Note: \*Sourcing % represents sourcing from MSME suppliers

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

Location	FY 2023-24 Current FY	FY 2022-23 Previous FY
Rural	0	0
Semi-urban	0	0
Urban	2.43	2.00
Metropolitan	97.57	98.00

## LEADERSHIP INDICATORS

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

Not Applicable

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

Sr.	State	Aspirational District	Amount Spent in INR (lakhs)
1	J&K	Kupwara*	0
2	Uttarakhand	Haridwar	5,39,000
3	Jharkhand	East Singbhum*	0
4	Karnataka	Yadgir	6,49,000
5	Karnataka	Raichur	3,08,000
6	Gujarat	Narmada	2,00,00,000
7	Bihar	Muzaffarpur	3,52,000
8	Andhra Pradesh	Kadappa	2,86,000

\* IHCL is working as a knowledge partner with both government and non-government institutions in these two aspirational districts by providing support in the design of course content and conducting various capability-building sessions, without making any direct financial contributions in these two districts.

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

Yes. IHCL has sustainable procurement policy which provide details on stakeholder engagement, product responsibility, sustainable supply chain and responsible sourcing, preferential procurement, supplier code of conduct, etc.

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

Micro, Small, and Medium Enterprises (MSMEs). These include Women Entrepreneurs, Minorities, Persons with Disabilities, Indigenous Communities, LGBTQ+ Individuals, and those classified as Low-Income or Socioeconomically Disadvantaged.

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

18%

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.

NIL

6. Details of beneficiaries of CSR Projects.

Sr.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised group
1	Skilling Initiative	7,982	Approx 70

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

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



IHCL is a responsible entity and accountability, and transparency are fundamental. Customer needs and preferences are primary and IHCL strives to meet those needs in an ethical, transparent, and fair manner. The company guarantees that its services are reliable and safe.

#### ESSENTIAL INDICATORS

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
  - a) Hotel Level - TrustYou & Frontline
  - b) Social Media Platforms
  - c) Taj Reservation Worldwide
  - d) Dedicated desks – Members Gold & Service Platinum Desk, Epicure Customer Care, Tata Neu Customer Care, The Chambers Concierge
  - e) Taj Live Command Centre - Online Reputation Management
  - 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.
  - h) Sales Team

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

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

#### 3. Number of consumer complaints

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Others	0	0	NA	1	1	Guest complaint pending in State Consumer Disputes Redressal Commission and in process.



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

	Number	Reason for recall
Voluntary recalls		
Forced recalls		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. IHCL has a [Cyber Security Policy](#) in place that covers privacy. There is also a privacy framework, which is a comprehensive document to address privacy related risks. This also helps in ensuring that all personal information is protected in accordance with all relevant privacy and data protection regulations.

#### 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.

IHCL has taken multiple corrective actions to tackle risks associated with cyber security and customer data privacy. IHCL regularly conducts vulnerability assessments, penetration testing, and configuration reviews of its systems. The company provides training sessions to all relevant stakeholders, keeping them abreast with the protocol that needs to be followed to safeguard the organisation from potential threats.

Furthermore, the organisation takes appropriate steps from time to time to assess and address cyber security issues. Further action is being contemplated to approach the 3<sup>rd</sup> party vendors for their security controls as they had the data access. EDR, stricter password policy, red team exercise, encryption and data loss prevention tool are some initiatives, the company has installed/upgraded.

#### 7. Provide the following information relating to data breaches:

##### a. Number of instances of data breaches

1

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

100

##### c. Impact, if any, of the data breaches.

The incident related to data leak was investigated by multiple agencies and during the exercise various scans and assessment of current IT landscape was conducted and no threat was reported within the IT environment of IHCL. Review of access and privileges for various systems was conducted with no observation reported. Various third-party vendors having access to data were also scrutinised and did not lead to any specific outcome.

IHCL continuously monitors the brand sentiment and actively engages with all stakeholders and communicates with customers having queries. The management has assessed the impact of the incident and to the best of our knowledge and belief there are no financial implications arising out of this incident. The management has always been diligent to address cyber security threats and adheres to all compliances as per various laws and regulations. We assess our IT security landscape regularly to keep it current with the technology to protect IT assets and data from any adverse cyber security threat.

## 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 and Application - Company and Brand specific

- a) <https://www.ihcltata.com/>
- b) <https://www.tajhotels.com/>
- c) <https://www.vivantahotels.com/>
- d) <https://www.seleqtionshotels.com/en-in/>
- e) <https://www.amastaysandtrails.com>
- f) <https://www.gingerhotels.com/>
- g) [Tata Neu App](#)

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/>
- d) <https://www.instagram.com/vivantahotels/>
- e) <https://www.instagram.com/seleqtions/>
- f) <https://www.facebook.com/VivantaHotels/>
- g) <https://www.facebook.com/SeleQtions/>

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

The company disseminates 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.**

IHCL has various channels of communication it uses for customer interactions in cases of service disruption or discontinuation. Modes of communication include emailers, the website, brochures, and physical channels such as call centres and hotels. Based on the contingency and its intensity and urgency, IHCL may choose to deploy the 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

TrustYou surveys are undertaken for Consumer Satisfaction at the hotel and brand level. It captures the post stay feedback and also aggregates feedback from multiple online consumer channels.

# Independent Practitioners' Reasonable Assurance Report

## To the Directors of The Indian Hotels Company Limited

**Assurance Report on the sustainability disclosures in the Business Responsibility and Sustainability Reporting (BRSR) Core Format<sup>1</sup> (called 'Identified Sustainability Information' (ISI) of The Indian Hotels Company Limited (the 'Company') for the period April 1, 2023 to March 31, 2024.** The ISI is included in the Business Responsibility and Sustainability Reporting of the Company for the period April 1, 2023 to March 31, 2024.

## Opinion

We have performed a reasonable assurance engagement on whether the Company's sustainability disclosures in the BRSR Core Format (refer to Annexure 1) for the period April 1, 2023 to March 31, 2024 has been prepared in accordance with the reporting criteria (refer table below).

Identified Sustainability Information (ISI) subject to assurance	Period subject to assurance	Page number in the Annual Report	Reporting criteria
BRSR Core (refer Appendix 1)	April 1, 2023 to March 31, 2024	168 to 209	<ul style="list-style-type: none"> <li>– Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI LODR)</li> <li>– Guidance note for BRSR format issued by SEBI</li> <li>– World Resource Institute (WRI) / World Business Council for Sustainable Development (WBCSD) Greenhouse Gas (GHG) Protocol (A Corporate Accounting and Reporting Standards)</li> </ul>

<sup>1</sup> Notified by SEBI vide circular number **SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122** dated July 12, 2023.

This engagement was conducted by a multidisciplinary team including assurance practitioners, engineers and environmental and social practitioners.

In our opinion, the company's Identified Sustainability Information on pages 168 to 209 in the Annual Report for the period April 1, 2023 to March 31, 2024, subject to reasonable assurance is prepared, in all material respects, in accordance with the Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI LODR) and basis of preparation set out on page 168 in Section A: General Disclosures 13 of the Business Responsibility and Sustainability Report of Annual Report.

## Basis for opinion

We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* issued by the International Auditing and Assurance Standards Board (IAASB). Our responsibilities under those standards are further described in the "Our responsibilities" section of our report.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA).

Our firm applies International Standard on Quality Management (ISQM) 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, issued by the IAASB. This standard requires the firm to design, implement and operate a system of quality management, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

### Other information

Management and the Board of Directors are responsible for the other information.

Our reasonable assurance opinion on the ISI does not extend to other information that accompanies or contains the 'ISI and our assurance report' (hereafter referred to as "other information"), including any images, audio files or embedded videos. We have read the other information from page 168 to 209 of the Annual Report but we have not performed any procedures with respect to the other information.

### Intended use or purpose

The ISI and our reasonable assurance report are intended for users who have reasonable knowledge of the BRSR Core attributes, the reporting criteria and ISI and who have read the information in the ISI with reasonable diligence and understand that the ISI is prepared and assured at appropriate levels of materiality.

Our opinion is not modified in respect of this matter.

### Responsibilities for the identified Sustainability Information (ISI)

The management of the Company acknowledges and understands their responsibility for:

- designing, implementing and maintaining internal controls relevant to the preparation of the ISI that is free from material misstatement, whether due to fraud or error;
- selecting or establishing suitable criteria for preparing the ISI, taking into account applicable laws and regulations, if any, related to reporting on the ISI, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the ISI in accordance with the reporting criteria;
- disclosure of the applicable criteria used for preparation of the ISI in the relevant report/statement;
- preparing/properly calculating the ISI in accordance with the reporting criteria; and
- ensuring the reporting criteria is available for the intended users with relevant explanation;
- establishing targets, goals and other performance measures, and implementing actions to achieve such targets, goals and performance measures;
- responsible for providing the details of the management personnel who takes ownership of the ISI disclosed in the report;
- ensuring compliance with law, regulation or applicable contracts;
- making judgments and estimates that are reasonable in the circumstances;
- identifying and describing any inherent limitations in the measurement or evaluation of information subject to assurance in accordance with the reporting criteria;
- preventing and detecting fraud;
- selecting the content of the ISI, including identifying and engaging with intended users to understand their information needs;
- informing us of other information that will be included with the ISI;
- supervision of other staff involved in the preparation of the ISI

Those charged with governance are responsible for overseeing the reporting process for the Company's ISI.

### Inherent limitations in preparing the ISI

The preparation of the company's BRSR information requires the management to establish or interpret the criteria, make determinations about the relevancy of information to be included, and make estimates and assumptions that affect the reported information.

Measurement of certain amounts and BRSR Core metrics, some of which are estimates, is subject to substantial inherent measurement uncertainty, for example, GHG emissions, water footprint, energy footprint. Obtaining sufficient appropriate evidence to support our opinion/conclusion does not reduce the uncertainty in the amounts and metrics.

### Our responsibilities

We are responsible for:

- Planning and performing the engagement to obtain reasonable assurance on the sustainability disclosures in the BRSR Core are free from material misstatement, whether due to fraud or error, in accordance with the Reporting Criteria in line with the section above.
- Forming an independent opinion, based on the procedures we have performed and the evidence we have obtained, and
- Reporting our reasonable assurance opinion to the Directors of The Indian Hotels Company Limited.

### Exclusions

Our assurance scope excludes the following and therefore we will not express a conclusion on the same:

- Operations of the Company other than those mentioned in the “Scope of Assurance”.
- Aspects of the BRSR and the data/information (qualitative or quantitative) other than the ISI.
- Data and information outside the defined reporting period i.e., April 1, 2023 to March 31, 2024.
- The statements that describe expression of opinion, belief, aspiration, expectation, aim, or future intentions provided by the Company.

### Summary of the work we performed as the basis for our opinion

We exercised professional judgement and maintained professional skepticism throughout the engagement. We designed and performed our procedures to obtain evidence that is sufficient and appropriate to provide a basis for our reasonable assurance opinion. The nature, timing, and extent of the procedures selected depended on our judgment, including an assessment of the risks of material misstatement of the information subject to reasonable assurance, whether due to fraud or error. We identified and assessed the risks of material misstatement through understanding the Information subject to reasonable assurance and the engagement circumstances. We also obtained an understanding of the internal control relevant to the information subject to reasonable assurance in order to design procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of internal controls.

In carrying out our engagement, we:

- assessed the suitability of the criteria used by the company in preparing the reasonable assurance information;
- evaluated the appropriateness of reporting policies, quantification methods and models used in the preparation of the information subject to reasonable assurance and the reasonableness of estimates made by the company; and
- evaluated the overall presentation of the information subject to reasonable assurance.

Date: May 22, 2024

Place: Mumbai

Shivananda Shetty

Partner

**KPMG Assurance and Consulting Services LLP**

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

## Appendix – 1

### BRSR Core attributes

BRSR Indicator	Type of Assurance
P6 E1 – Details of total energy consumption (in Joules or multiples)	Reasonable
P6 E1 – Details of total energy intensity	Reasonable
P6 E3 – Provide details of water withdrawal by source	Reasonable
P6 E4 – Provide details of water discharged	Reasonable
P6 E3 – Provide details of water consumption	Reasonable
P6 E7 – Provide details of greenhouse gas emissions (Scope 1)	Reasonable
P6 E7 – Provide details of greenhouse gas emissions (Scope 2)	Reasonable
P6 E7 – Provide details of greenhouse gas emissions (Scope 1 and Scope 2) intensity	Reasonable
P6 E9 – Provide details related to waste generated by category of waste	Reasonable
P6 E9 – Provide details related to waste recovered through recycling, re-using or other recovery operations	Reasonable
P6 E9 – Provide details related to waste disposed by nature of disposal method	Reasonable
P3 E11 – Details of safety related incidents including lost time injury frequency rate, recordable work-related injuries, no. of fatalities	Reasonable
P9 E7 – Instances involving loss/breach of data of customers as a percentage of total data breaches or cyber security events	Reasonable
P5 E7 – Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, including complaints reported, complaints as a % of female employees, and complaints upheld	Reasonable
P1 E9 – Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties	Reasonable
P1 E8 – Number of days of accounts payable	Reasonable
P8 E5 – Job creation in smaller towns	Reasonable
P3 E1c – Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the company	Reasonable
P5 E3b – Gross wages paid to females as % of wages paid	Reasonable
P8 E4 – Input material sourced from following sources as % of total purchases – Directly sourced from MSMEs/ small producers and from within India	Reasonable