



ORIENTAL HOTELS LIMITED

Corporate Office : No.47, Paramount Plaza, Mahatma Gandhi Road, Chennai - 600 034. India.

OHL:SEC:BRSR:2023/2024

June 27, 2023

The Manager – Listing
National Stock Exchange of India Ltd.
Exchange Plaza, 5th Floor, Plot No. C/1 G
Block, Bandra Kurla Complex
Bandra (E), Mumbai: 400051
Symbol: ORIENTHOT

The Manager – Listing Department
Bombay Stock Exchange Ltd.
II Floor, New Trading Ring
Rountana Building P J Towers,
Dalal Street, Mumbai: 400001
Scrip Code: 500314

Dear Sir,

Sub.: Business Responsibility and Sustainability Report for FY 2022 – 23

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosures Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for FY 2022 – 23, which forms part of the Annual Report for the Financial Year 2022 – 23, submitted to the Exchanges vide letter dated June 27, 2023.

Kindly take on record the above.

Thanking you,

Yours faithfully,

For ORIENTAL HOTELS LIMITED

S. Akila

Company Secretary

Business Responsibility & Sustainability Report (BRSR)

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

SECTION A : GENERAL DISCLOSURE

I. Details of the Listed Entity

1. Corporate Identity Number (CIN) of the Listed Entity	:	L55101TN1970PLC005897
2. Name of the Listed Entity	:	ORIENTAL HOTELS LIMITED
3. Year of Incorporation	:	1970
4. Registered Office Address	:	Taj Coromandel, No. 37, Mahatma Gandhi Road, Nungambakkam, Chennai - 600 034.
5. Corporate Address	:	Paramount Plaza -III Floor, 47, Mahatma Gandhi Road, Chennai - 600 034. India.
6. E-mail ID	:	ohlshares.mad@tajhotels.com
7. Telephone	:	(91) (44) - 66172828
8. Website	:	www.orientalhotels.co.in
9. Financial Year for which reporting is being done	:	April 2022 - March 2023
10. Name of the Stock Exchange(s) where shares are listed	:	Bombay Stock Exchange (BSE) Limited National Stock Exchange of India Limited (NSE)
11. Paid-up Capital	:	₹17,85,99,180
12. Contact Person	:	S. Akila, Company Secretary
Name of the Person	:	Mohammed Uvais , Director of HR - Taj Coromandel
Telephone	:	+91 44-66002827
Email address	:	s.akila@tajhotels.com, Mohammed.Uvais@tajhotels.com
13. Type of Reporting	:	Standalone Basis
(Standalone/ Consolidated Basis)		

II. Product/Services

14. Details of business activities

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

15. Products/Services sold by the entity

S.No.	Product/Service	NIC Code	% Total Turnover contributed
1.	Accommodation	55101	49.05
2.	Services	55101	46.95

III. Operations

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

Location	Number of plants	No. of Offices/ Hotels	Total
National	Not Applicable*	7	7
International		-	-

* The company does not undertake any manufacturing activity.

17. Market served by the entity

a) No. of Locations

Location	Numbers
National (No. of States)	We have operations in 3 states in India - Tamil Nadu, Kerala, Karnataka.
International (No. of Countries)	-

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

NA

Business Responsibility & Sustainability Report (BRSR)

c) A brief on types of customers

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

IV. Employees

18. Details as at the end of Financial Year:

S.No.	Particulars	Total (A)		Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)		
a)	Employees and workers (including differently-abled)						
	Employees						
1	Permanent Employees (A)	292	259	89	33	11	
2	Other than Permanent Employees (B)	0	0	0	0	0	
3	Total Employees (A+B)	292	259	89	33	11	
	Workers						
4	Permanent (C)	336	325	97	11	3	
5	Other than Permanent (D)	340	252	74	88	26	
6	Total Workers (C+D)	676	577	85	99	15	
b)	Differently abled employees and workers						
	Employees						
1	Permanent Employees (E)	0	0	0	0	0	
2	Other than Permanent Employees (F)	0	0	0	0	0	
3	Total Employees (E+F)	0	0	0	0	0	
	Workers						
4	Permanent (G)	2	2	100	0	0	
5	Other than Permanent (H)	2	2	100	0	0	
6	Total Differently Abled Employees (G+H)	4	4	100	0	0	

19. Participation/Inclusion/Representation of women :

S.No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	10	2	20.00
2	Key Managerial Personnel	3	1	33.33

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

Category	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.90	12.12	13.70	8.33	11.54	8.63	6.75	11.54	7.19
Permanent Workers	5.85	45.45	7.14	5.92	8.33	5.99	5.63	8.33	5.72

Business Responsibility & Sustainability Report (BRSR)

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

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

Sl. No.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	OHL International (HK) Ltd.	Subsidiary	100.00%	No
2	Taj Madurai Ltd.	Associate	26.00%	Yes
3	Lanka Island Resorts Ltd.	Associate	23.08%	No
4	TAL Hotels & Resorts Ltd.	Joint Venture	21.74%	No

VI. CSR Details

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

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

Turnover (in Rs.) 40,796.42 lakhs

Net worth (in Rs.) 32,114.35 lakhs

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redress policy	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities			-	-	-	-	-	-
Investors (other than shareholders)			-	-	-	-	-	-
Shareholders	Oriental Hotels Limited has a strong whistle-blower policy which is available to all the stakeholders	http://orientalhotels.co.in/wp-content/uploads/2022/09/WHISTLE-BLOWER-POLICY-AND-VIGIL-MECHANISM.pdf	-	-	-	-	-	-
Employees and workers			3	-	-	-	-	-
Customers*			-	-	-	-	-	-
Value Chain Partners			-	-	-	-	-	-
Other: Ex-employee and other than above			-	-	-	-	-	-

*Complaints only at legal forum

Business Responsibility & Sustainability Report (BRSR)

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

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Customer Delight	Opportunity	Customer relationship management (CRM) plays a significant part in hospitality business. It aids in improving customer satisfaction and retention rates and helps us to better understand our customers.	We have a comprehensive Customer Relationship Management practices and a strong customer loyalty program. There is a strong engagement with our customers through diverse channels viz websites, email & social media. Further, the Care@Tajness program, an industry first initiative to listen, learn and leverage insights helps us in building innovative product and service solutions.	Positive
Brand Reputation and Communication	Opportunity	Brand reputation is crucial in the hospitality sector as it directly impacts the level of trust and loyalty customers have towards the brand. Effective communication is key in building and maintaining a strong brand reputation in the hospitality sector. This includes clear and consistent messaging across all channels, such as website, social media, and customer interactions.	The Taj Brand has been rated as the World’s Strongest Brand for two consecutive years and India’s Strongest Brand across sectors. We have comprehensive connect and communication with our customers right from booking through to stay with us. At every point, right from reservations, we adopt a customer first approach. We actively listen and respond to customer feedback in a timely and professional manner.	Positive
Water Management	Risk	In the hospitality sector water management plays a very crucial role, we are directly affected by the availability and the quality of the water considering our business sector.	As water is material to our sector, it becomes crucial for us that we work towards water security. Our water management approach includes measures like recycling of STP water in cooling tower and operating our chillers under optimal condition. We are proactively taking efforts for water conservation in our operational facilities.	Negative
Climate change, Energy and Emissions	Risk/ Opportunity	Climate change poses a significant risk on hospitality sector. Changes in weather patterns can negatively impact tourism in certain regions, as extreme heat or drought may make them less attractive to visitors. Furthermore, the industry may also face additional costs to adapt to these changes, such as building seawalls or upgrading air conditioning systems. Our commercial activities incur significant overhead expenditures, with energy being one of them. A proper energy management system with renewable energy integration is pivotal for OHL to reduce operational energy cost and carbon footprint.	Incorporating various energy efficiency initiatives, such as highly energy-efficient equipments, on site renewable energy installations, etc.	Positive/Negative

Business Responsibility & Sustainability Report (BRSR)

Overview of the entity's material responsible business conduct issues (Continued)

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)
Diversity and Equal opportunity	Opportunity	Diversity and equal opportunity are crucial in the hospitality sector as it not only promotes inclusivity but also helps to attract customers from diverse backgrounds. This can help to create an inclusive and welcoming atmosphere for guests, which can lead to increased customer loyalty and positive word of mouth recommendations.	We have employed people from diverse backgrounds and have procedures in place that ensures equal opportunity in workplace. It also includes providing equal pay and benefits, promoting equal opportunity in promotions and advancement and providing accommodations for employees with disabilities.	Positive
Sustainable supply chain	Opportunity	Businesses are under increased pressure from investors, clients, and authorities to lower environmental, social, and governance (ESG) risk exposures in their supply chains.	At OHL, we see it as an opportunity to integrate ESG aspect in our supply chain which can effectively reduce the overall risk. From supplier/vendor diversification to sustainable sourcing, OHL has taken strides in the supply chain management. We ensure sustainable sourcing for all our operations, which promotes the development of local communities, generates job opportunities, streamlines transportation and has a major impact in reducing carbon dioxide emissions. Almost majority of our sourcing is done from local vendors and indigenous producers.	Positive
Talent management and retention	Risk	Overall, effective talent management is crucial in mitigating the risks associated with managing human capital. Failing to attract and retain employees by providing them rewarding careers may lead to loss of skillful employees in an organization.	We carry out Potential assessment to assess potential and determine roles and leadership responsibilities. Through various talent processes, we aim to identify and build a strong leadership pipeline at every hotel, developing talent through robust development journeys. Following are the two key talent processes: <ul style="list-style-type: none"> - Leadership Assessment and Development Center (LADC) for identification and development of future general managers. - Talent Identification and Development Initiative (TIDI) for identification and development of high potential Heads of Department (HoD). DiLOG is a bi-annual career conversation process which enables structured focused conversations that incorporate constructive feedback and set a development plan for the year ahead.	Negative

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Section B : Management and Process Disclosures

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Ethics & Transparency	Product Responsibility	Human Resources	Responsiveness	Human Rights	Responsible Lending	Public Policy Advocacy	Inclusive	Customer Engagement
Policy and Management Processes									
1. a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b) Has the policy been approved by the Board? (Yes/No)	Yes, the policies have been either approved by the board or the senior functional head authorized by the board in this respect.								
c) Web Link of the Policies, if available	http://orientalhotels.co.in/wp-content/uploads/2022/09/TATA-CODE-OF-CONDUCT.pdf								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	OHL systems are strengthened with integration of ISO, OHSAS, SA 8000, Fair trade etc. Our business is governed with robust and comprehensive Information Technology (IT) policies and procedures, which cover information security management as per ISO 27001, General Data Protection Regulation (GDPR), and Payment Card Industry (PCI) compliance, among others. Ensuring safe and protected business operations is our utmost priority.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Our strategies are guided by IHCL's ESG roadmap that outlines the important aspects of sustainability as well as time frames for attaining the goals. The ESG framework also known as the Paathya framework mainly focuses on six strategies: Progress sustainable growth, Preserve heritage and brand, Prudent corporate governance, Promise social responsibility, Promote environmental stewardship and Partner transformation. By 2030 <ul style="list-style-type: none"> - 100% hotels will be single use plastic free (beyond the Govt mandated list) - 100% hotels will be EarthCheck certified - 100% of waste water recycled - 100% hotels will have an organic waste management system - Maintain majority of Energy to come from Renewable sources 								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The key performance targets are set, reviewed, and implemented as per the objectives taken. It is followed as per Tata Code of Conduct.								

Business Responsibility & Sustainability Report (BRSR)

Governance, Leadership and Oversight

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

Mr. Pramod Ranjan (Managing Director & Chief Executive Officer): With the pandemic drawing to a close, there is a heightened need to prioritize and emphasize on sustainability as a way forward. It has become more important than ever to create a more sustainable, inclusive, and secure tomorrow. We remain fully committed to aligning our Environmental, Social, and Governance (ESG) measures with our business strategy and objectives. Our achievements in environmental sustainability include seven (7) Earth Check certified hotels, with six (6) of these achieving Platinum Certification. During the year, the Company continued the implementation of Paathya, an industry leading ESG+ Program of IHCL, wherein clear milestones have been set for various ESG related initiatives by 2030.

We continue to work on decarbonization in our operations through efforts such as elimination of single use plastic and other measures. We have entered into green power arrangements for some of our properties. We also have a comprehensive program of working with our supply chain partners.

As we adapt to the new normal, we will continue to focus on solutions that are competitive and contribute to livelihood creation throughout the entire value chain while also benefiting the environment. Our people are the backbone of our business.

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

8. **Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).** Mr. Pramod Ranjan (DIN: 00887569)
Designation: Managing Director & Chief Executive Officer.
9. **Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.** No

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
	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Performance against above policies and follow up action Yes, On a regular basis

Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances Yes, On a regular basis

11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No	No	No	No	No	No	No	No	No
Policies are currently evaluated internally and would be subjected to external audits as and when applicable.									

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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.

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

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	2	Overview of the Hospitality Industry and way forward, Hotels Business model and benchmarking.	100%
Key Management Personnel	4	Insider Training	100%
Employees other than BODs and KMPs	109	TCOC - Dignity & Respect, Human rights, Equal opportunity, Bribery & Corruption, Insider trading, Conflict of interest.	100%
Workers	22	TCOC - Dignity & Respect, Human rights, Equal opportunity, Bribery & Corruption, Insider trading, 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.

No other penalty / fine, settlement, compounding fee, imprisonment, or other type of punishment was imposed on the Company or its KMPs during the financial year except the following.

a) Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	NA	NA	NA	NA
Settlement	Nil	NA	NA	NA	NA
Compounding fee	Nil	NA	NA	NA	NA

b) Non-Monetary

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

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

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

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

Yes the entity has anti-corruption and anti-bribery policy which is applicable to all individuals working at all levels and grades which states that Our Company is committed to implementing and enforcing adequate procedures to prevent, deter, detect, and counter bribery and corruption in any form or manner.

Link: <http://orientalhotels.co.in/wp-content/uploads/2022/09/TATA-CODE-OF-CONDUCT.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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

Topic	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	-	0	-

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

Not applicable.

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

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

ESSENTIAL INDICATORS

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

Type	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	Nil	Nil	There has been no direct input towards R&D
Capital Expenditure (CAPEX)	5.21%	11.04%	In Energy saving initiatives like installation of Bottling plants, VFD, Heat pumps and LED bulbs.

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

Yes

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

Yes, the entity requires all of its vendors to sign and adhere to the TATA Code of Conduct (TCOC) during their onboarding process. The entity also has procedures in place to ensure sustainable practices are integrated in their supply chain. The Company is part of the Central Warehousing Programme of IHCL. Under this programme orders from our hotels are consolidated, leading to full truck load shipments from vendors to warehouse and from warehouse to hotels. This has reduced transportation due to consolidation of shipments. This has helped the Company improve its supply chain efficiency and lower its carbon footprint, reduce stock inventories and optimize logistics.

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

Not Applicable.

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

As we are in the hospitality business, being part of service sectors, this is not applicable to us.

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

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

ESSENTIAL INDICATORS

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	259	259	100	259	100	0	0	259	100	259	100
Female	33	33	100	33	100	33	100	0	0	33	100
Total	292	292	100	292	100	33	11	259	89	292	100
Other than Permanent Employees											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male	325	126	39	325	100	0	0	325	100	325	100
Female	11	7	64	11	100	11	100	0	0	11	100
Total	336	133	40	336	100	11	3	325	97	336	100
Other than Permanent Workers											
Male	252	151	60	252	100	0	0	252	100	252	100
Female	88	38	43	88	100	88	100	0	0	88	100
Total	340	189	56	340	100	88	26	252	74	340	100

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

S. No.	Benefits	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total 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
2	Gratuity	100	100	Y	100	100	Y
3	ESI	As per ESIC Act	As per ESIC Act	As per ESIC Act	As per ESIC Act	As per ESIC Act	As per ESIC Act
4	Others-Please Specify	--	--	--	--	--	--

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

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

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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.

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

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

<http://orientalhotels.co.in/wp-content/uploads/2022/09/TATA-CODE-OF-CONDUCT.pdf>

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

Gender	Total number of people returned after parental leave in FY	Total Number of people who took parental leave in FY	Return to work rate	Total Number of people retained for 12 months after returning from parental leave	Total number of people returned from parental leave in prior FY	Retention Rate
Permanent Employees						
Male	3	3	100%	3	14	100%
Female	0	0	0%	0	0	0%
Others	0	0	0%	0	0	0%
Total	3	3	100%	3	14	100%
Permanent Workers						
Male	23	23	100%	19	23	83%
Female	0	0	0%	0	0	0%
Others	0	0	0%	0	0	0%
Total	23	23	100%	19	23	83%

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 OHL, we have the following mechanisms to receive and redress grievances: We have collaborated with third party ethic partner who receives grievance via phone, email and physical mails on which adequate actions are being taken and addressed. In addition to this we have whistle blower mechanism in which audit committee take appropriate actions and resolved the issues. Also, we have ethics committees and HR heads in hotels to whom persons can report issues directly and can also drop the concerns in the drop boxes.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

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

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	%(D/C)
Permanent Employees						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Others	0	0	0	0	0	0
Total	0	0	0	0	0	0
Permanent Workers						
Male	325	295	91	355	301	85
Female	11	11	100	12	9	75
Others	0	0	0	0	0	0
Total	336	306	91	367	310	84

Business Responsibility & Sustainability Report (BRSR)

8. Details of training given to employees and workers:

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

Category	FY 2022 -23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received Skill Training (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	%(D/C)
Permanent Employees						
Male	259	197	76	252	164	65
Female	33	23	70	26	11	42
Others	0	0	-	0	0	-
Total	292	220	75	278	175	63
Permanent Workers						
Male	577	400	73	507	396	78
Female	99	48	48	40	30	75
Others	0	0	-	0	0	0
Total	676	448	69	547	426	78

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

Category	FY 2022 -23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received training on Health and Safety (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received training on Health and Safety (D)	%(D/C)
Permanent Employees						
Male	259	259	100	252	252	100
Female	33	33	100	26	26	100
Others	0	0	-	0	0	-
Total	292	292	100	278	278	100
Permanent Workers						
Male	325	325	100	355	355	100
Female	11	11	100	12	12	100
Others	0	0	-	0	0	-
Total	336	336	100	367	367	100

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

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	%(D/C)
Permanent Employees						
Male	259	245	95	252	240	95
Female	33	24	73	29	24	92
Others	-	-	-	-	-	-
Total	292	269	92	278	264	95
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Others	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

Business Responsibility & Sustainability Report (BRSR)

10. Health and safety management system:

- a) **Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)** Yes
What is the coverage of such system? The system covers all employees and all hotels.
- b) **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?** Safety Risk Assessments are carried out by the Hotel Safety Committee. These assessments are reviewed periodically and are utilized for incident management in hotels. An analysis of yellow cards is also used as an input to refine the HIRA process. Based on these controls, appropriate processes such as administrative controls are put into place to mitigate any potential risks. These controls are also reflected in the Capex/Opex requirements of the hotel.
- 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 of the locations have access to non-work-related medical and healthcare services, either on-site or through partnerships with reputable healthcare providers nearby. Additionally, staff members are receiving on-site medical emergency response training.

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

Safety Incident/Number	Category	FY 2022-2023	FY 2021-2022
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.71	0.65
	Workers	0.19	0.18
Total recordable work-related injuries	Employees	90	68
	Workers	25	18
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.

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

Business Responsibility & Sustainability Report (BRSR)

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

Topic	FY 2022-2023 (Current Financial Year)			FY 2021-2022(Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

14. Assessments for the year:

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

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

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

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

ESSENTIAL INDICATORS

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

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

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 & Marginalized 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"> - Daily meetings and briefings - Monthly town halls - Timely internal communications - Published training calendar - Employee committees and union meeting - Recognition forums 	Ongoing	<ul style="list-style-type: none"> - It enables transparency and trust and provides a mechanism for leaders to hear the voice of our employees.
Customer	No	<ul style="list-style-type: none"> - Direct feedback from guests during and after each experience - Loyalty programme - Real-time social media engagement - Periodic market research 	Ongoing	<ul style="list-style-type: none"> - The business actively engages with customers to learn about their expectations and experiences with our services. - Their feedback helps us improve and maintain our leadership in the industry.

Business Responsibility & Sustainability Report (BRSR)

Stakeholder Group	Whether identified as Vulnerable & Marginalized 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
Shareholders	No	<ul style="list-style-type: none"> - AGMs, public and media announcements - Annual Report and sustainability disclosures 	Quarterly & Annually	<ul style="list-style-type: none"> - The company is committed to maintaining financial transparency with its shareholders and investors.
Suppliers	No	<ul style="list-style-type: none"> - Supplier development initiatives - Supplier feedback surveys throughout the year. - Annual suppliers' meet. - On-boarding process and maintenance of open communication channels. 	Ongoing Annual	<ul style="list-style-type: none"> - Our suppliers provide materials and services that influence the quality of our customers' experiences. - Supplier engagement ensure efficiency, quality, reliability and an ethical value chain.
Local Communities	No	<ul style="list-style-type: none"> - Minimisation of our environmental footprint - Participation in neighbourhood associations - Annual volunteering calendar 	Ongoing	<ul style="list-style-type: none"> - The CSR policy sets out the commitment and approach towards corporate social responsibility. - It outlines the purpose, focus areas, annual action plan through guiding principles for selection, implementation, monitoring of CSR activities and stakeholder communications - We empower the communities around us through our CSR activities and ensure that our business does not have any adverse impact on the environment - Furthering the livelihoods, providing education and food in regions we operate in is important for our long-term business viability - Though there has been no statutory requirement to spend any amount as CSR activity, the company has during the year spent an amount of Rs 31.51 lakhs as part of the CSR expense.
Government & Regulators	No	<ul style="list-style-type: none"> - Participation in government consultation programmes - Representation through trade bodies - Meetings 	Ongoing	<ul style="list-style-type: none"> - We comply with the regulations governing our properties and engage with regulators frequently to drive important policies in the sector. - We partner the government in various policies and community improvement initiatives.
Lenders	No	<ul style="list-style-type: none"> - Meetings - Ongoing communication and relationship - Sharing regular updates on financial performance 	Ongoing	<ul style="list-style-type: none"> - A positive relationship with lenders enables us to raise growth capital in a timely and cost-effective manner.

Business Responsibility & Sustainability Report (BRSR)

PRINCIPLE 5: Businesses should respect and promote human rights

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

ESSENTIAL INDICATORS

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	292	292	100	278	278	100
Other than permanent	0	0	0	0	0	0
Total Employees	292	292	100	278	278	100
Workers						
Permanent	336	336	100	367	367	100
Other than permanent	340	340	100	180	180	100
Total Workers	676	676	100	547	547	100

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

Category	Total (A)	FY 2022-23 Current Financial Year				Total (D)	FY 2021-22 Previous Financial Year			
		Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No.(F)	%(F/D)
Permanent Employees										
Male	259	259	100	259	100	252	252	100	252	100
Female	33	33	100	33	100	26	26	100	26	100
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Permanent Workers										
Male	325	325	100	325	100	355	355	100	355	100
Female	11	11	100	11	100	12	12	100	12	100
Other than Permanent										
Male	252	252	100	252	100	152	152	100	152	100
Female	88	88	100	88	100	28	28	100	28	100

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

	Male		Female	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD)	-	-	-	-
Key Managerial Personnel*	2	-	1	-
Employees other than BoD and KMP	257	765688	32	636550
Workers	577	383262	99	240000

*Median cannot be calculated for KMPs as the number is 1 and 2

Business Responsibility & Sustainability Report (BRSR)

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

We recognize the significance of human rights. We also understand that there may be problems with our efforts to establish a workplace free from all forms of discrimination and unethical behaviour. Department leaders, union representatives, HR heads, and members of various welfare committees are on hand to resolve any reported problems any type of human rights. The business adopted POSH policies that are in line with workplace sexual harassment laws.

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

At OHL, we have the following mechanisms to receive and redress grievances: We have collaborated with third party ethic partner who receives grievance via phone, email and physical mails on which adequate actions are being taken and addressed. In addition to this we have whistle blower mechanism in which audit committee take appropriate actions and resolved the issues. Also, we have ethics committees in hotels and HR heads of the hotels to which directly person can report the issue and can also drop the concerns on the drop boxes.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	3	0	-	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

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

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

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

9. Assessments for the year:

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

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

NA

Business Responsibility & Sustainability Report (BRSR)

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

OHL operates in a way that minimizes negative impacts on the environment and promotes sustainable development. We implement various environmental management practices such as reducing waste and emissions, conserving natural resources, and implementing environmentally friendly policies and practices. By prioritizing environmental sustainability, we contribute 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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (GJ)	75976.00	61078.15
Total fuel consumption (B) (MT)	46542.61	35237.72
Energy consumption through other sources(C) (GJ)	0.00	0.00
Total energy consumption (A+B+C) (GJ)	122518.61	96315.87
Energy intensity per rupee of turnover (Total energy consumption/turnover in crore rupees) (GJ per crore INR)	300.32	426.69
Energy intensity (GJ / Guest Night)*	0.37	0.36

*Includes guest staying in house.

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

No

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

Yes, following table shows the details:

S.No.	Location of operations/offices	Does hotel identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India?	If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.
1	Taj Coromandel	Yes	Yes. Target Achieved
2	Taj Fisherman's Cove	Yes	Yes. Target Achieved

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilo litres)		
(i) Surface water	0.00	0.00
(ii) Ground water	125531.00	76981.00
(iii) Third party water	302943.35	265348.39
(iv) Seawater / desalinated water	0.00	0.00
(v) Others (Rainwater storage)	954.00	1480.00
Total volume of water withdrawal (in kilo litres) (i+ii+iii +iv+v)	429428.35	343809.39
Total volume of water consumption (in kilo litres)	378077.35	284917.72
Water intensity per rupee of turn over (Water consumed/turnover) (kl per crore INR of revenue)	926.75	1262.21
Water intensity (KL/guest night)*	1.14	1.06

* Includes guest staying in house.

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)

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

The organization has initiated implementation of ZLD in phased manner with target of 100% recycling of water by 2030. Water is one of the most critical resources to sustain life, water has huge significance in our business. We are constantly optimizing our water consumption and are taking conscious efforts to treat and recycle water. Each unit has a waste treatment system for Sewage waste water and Laundry waste water. Separate STP & ETP are provided at majority of properties to ensure ZLD by treatment, recycling and reuse of water within premises. Recycled water is used in gardening, flushing and cooling towers.

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	mg / NM ³	1983.14	1795.43
SOx	mg / NM ³	402.13	432.95
Particulate matter	mg / NM ³	2509.48	2353.66
Persistent organic pollutants (POP)	NA	-	-
Volatile organic compounds (VOC)	NA	-	-
Hazardous air pollutants (HAP)	NA	-	-
Others – please specify	NA	-	-

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

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ ,CH ₄ ,N ₂ O,HFCs,PFCs, SF ₆ ,NF ₃ , if available)	tCO ₂ e	3478.08	2595.63
Total Scope 2 emissions (Break-up of the GHG into CO ₂ ,CH ₄ ,N ₂ O,HFCs,PFCs, SF ₆ ,NF ₃ , if available)	tCO ₂ e	5078.84	3213.98
Total Scope 1 and Scope 2 emissions per rupee Crore of turnover	tCO ₂ e/ Rupee Crore	20.97	25.74
Total Scope 1 and Scope 2 emission intensity (optional) –the relevant metric may be selected by the entity	tCO ₂ e/ Guest Night	0.026	0.022

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

Yes, OHL strives to reduce energy consumption rates through improved efficiency and adopting new technology or practices. Each of our hotels has implemented a range of energy conservation initiatives according to the specific requirements. Switching to LED lighting in several locations, infrastructure upgrades such as installing VFDs on high power motors in condensers, exhaust fans, cooling tower fans and air handling units. Upgrading the infrastructure of cooling towers, installing heat pumps for water heaters, and even simple improvements such as improved insulation of hot water lines have all contributed to energy conservation and efficiency.

We continue to focus on this sector by maximizing power purchase agreements for renewable energy.

Business Responsibility & Sustainability Report (BRSR)

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	10.92	8.17
E-waste (B)	3.33	1.68
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	4.97	0
Battery waste (E)	0.32	1.68
Radio active waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	6.75	3.66
Other Non-hazardous waste generated (H). Please specify, if any. (kitchen waste, Horticulture, Glass, Paper/Cardboard, Linen/Cloth, Metal Scrap, Wooden Scrap, ETP/STP Slug Waste, Rejected/Discarded chemicals, Detergents, Etc.)	1114.83	1029.73
Total (A+B+C+D+E+F+G+H)	1141.12	1044.92
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	1118.59	741.14
(ii) Re-used	0.18	0.00
(iii) Other recovery operations	78.09	21.30
Total	1196.86	762.44
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Land filling	4.97	NA
(iii) Other disposal operations	62.62	NA
Total	67.59	0

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

No

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

We are continuously working towards implementing responsible waste management practices at our Hotels. Wastes are segregated at source into categories like degradable, non-degradable and hazardous wastages and disposed accordingly. We have installed one waste converter in our unit. The waste management system aims at creating value from effectively disposing wastes.

Hazardous waste : Through authorised vendors hazardous wastes are disposed responsibly.

Degradable waste : we installed organic waste composters at some of our units that convert the wet garbage and horticultural waste into manure. We have also installed bio-mass cooking applications in these units. We also enable the conversion of waste kitchen oil to biodiesel and glycerine through a certified contractor.

Non-degradable waste : We have eliminated the utilisation of single use plastic in most of our properties and aim to reach a 100% level in the coming years. Through on-site bottling plants, we are eliminating the use of plastic bottles.

Business Responsibility & Sustainability Report (BRSR)

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

Sl. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Taj Fisherman's Cove	Accommodation and Food Service	Yes

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

Not Applicable

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

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

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

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

ESSENTIAL INDICATORS

1. a) Number of affiliations with trade and industry chambers/ associations. 4

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.

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers / associations (State / National / International)
1	Hotel Association of India	National
2	CII - Confederation of Indian Industry	National
3	Indo-German Chamber of Commerce	International
4	Federation of Indian Export Organisation	National

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

Not Applicable.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

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

ESSENTIAL INDICATORS

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

No Social Impact Assessment has been carried out in the Current financial year.

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

Not Applicable

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

The Company connect with the community through outreach programs, volunteering interventions and thereby, incorporating the suggestions, feedbacks, grievances if any.

Business Responsibility & Sustainability Report (BRSR)

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ Small producers	21%	14%
Sourced directly from within the district and neighbouring districts	90% of inputs are domestically sourced	90% of inputs are domestically sourced

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

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

ESSENTIAL INDICATORS

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

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

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

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

Information related to	As a 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 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remark	Received during the Year	Pending Resolution at the end of year	Remark
Data privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber-security	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Others	Nil	Nil	NA	Nil	Nil	NA

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

Not Applicable

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

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

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

Not Applicable.