





# Contents

ESG Targets and Commitments	02	<b>Social Responsibility</b>	
<b>Governance</b>		Social Milestones	26
Corporate Governance	06	Human Capital & Development	26
Materiality Analysis	10	Occupational Health & Safety	28
Risk Management	12	Stakeholder Engagement	29
Economic Performance	14	Customers	29
		Corporate Social Responsibility	31
<b>Environmental Stewardship</b>			
Green Advocacy	18		
Energy & Emissions	18		
Waste Management	21		
Water Management	22		

# Highlights

**98%** Board Meeting Attendance

**13%** Female Representation on Board

**22,264 GJ** Renewable Energy Consumption

**524.49 MT** Waste Recycled

**5** Zero Liquid Discharge Hotels

**83%** Kincentric Employee Score

**17,831** Training programmes held

**4%** Employee Represented by Union

**₹8.77 Million** Spent on CSR





# ESG Targets and Commitments

## Achieve Net Zero by 2050

Water management through 100% recycling of wastewater and 20% reduction in freshwater consumption per available room night by 2030.

## Achieve Zero Waste to Landfill by 2030

100% of permanent employees trained on mandatory and skill development courses by 2025

Aim to improve responsible sourcing through active engagement with suppliers to meet company's ESG vision, supported by regular supplier engagement and audits





# Governance



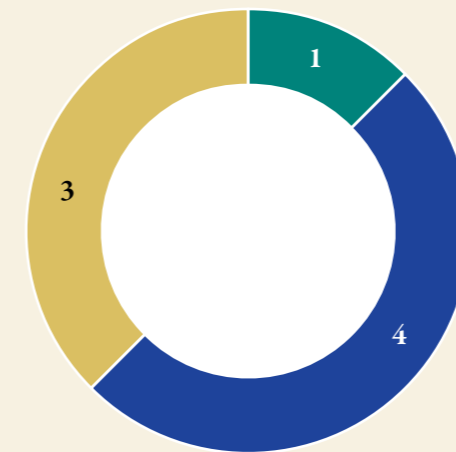


# Corporate Governance

## IMPORTANT POLICIES

Code of Conduct	Risk Management Policy	Nomination and Remuneration Policy
Whistleblower Policy	Corporate Social Responsibility Policy	Supplier Code of Conduct
Information technology Policy	Privacy Policy	Stakeholder Engagement Policy

## BOARD COMPOSITION



- Executive Directors
- Independent Directors
- Other Non-Executive Directors



## BOARD OF DIRECTORS

<b>Mr. Shib Sanker Mukherji</b> Chairman AC   SRC   NRC   CSRC   RMC   ARC	<b>Mr. Akshay Rajan Raheja</b> Director AC	<b>Mr. Surin Shailesh Kapadia</b> Independent Director AC   RMC
<b>Mr. Vikramjit Singh Oberoi</b> Managing Director SRC   CSRC   RMC   ARC	<b>Mr. Anil Kumar Nehru</b> Independent Director AC   NRC	<b>Ms. Radhika Vijay Haribhakti</b> Independent Director AC   RMC
<b>Mr. Arjun Singh Oberoi</b> Director	<b>Mr. Sudipto Sarkar</b> Independent Director AC   SRC   NRC   CSRC	

## BOARD COMMITTEES

	Chairperson	Members		Chairperson	Members
Audit Committee	(AC)	● ●	Corporate Social Responsibility Committee	(CSRC)	● ●
Stakeholders' Relationship Committee	(SRC)	● ●	Risk Management Committee	(RMC)	● ●
Nomination and Remuneration Committee	(NRC)	● ●	Authorisation Committee	(ARC)	● ●



### BOARD ATTRIBUTES

Particulars	
CEO and Chairperson	Mr. Shib Sanker Mukherji is the Chairman, and Mr. Vikramjit Singh Oberoi is the MD
Board Independence Statement	The independence statement is publicly available on page number 51 of the Annual Report (FY 23)
Board Gender Diversity	13% females
Average Board Meeting Attendance (In the reporting FY)	98%
Minimum attendance for all members required	The Statutory requirement is to attend at least one Board meeting in a year by a Board member. In our case the Board members strive to attend each and every meeting of the Board as well of the Board Committee in which he/she is a member
Board Average Tenure (in years)	7.71

### BOARD MANDATES

Particulars	Indicators/Measures
Number of non-executive/ independent directors with 4 or less other mandates:	Mr. Shib Sanker Mukherji Mr. Arjun Singh Oberoi Mr. Akshay Ranjan Raheja Mr. Anil Kumar Nehru Mr. Sudipto Sarkar Mr. Surin Shailesh Kapadia

### BOARD PERFORMANCE

Particulars	Indicators/Measures
Board Performance Review (Performance assessment of board of directors/ supervisory board members)	The Company has a Board Evaluation Policy for evaluation of the Chairperson, Individual Directors, Committees, and the Board. An independent external agency was engaged by the Company for the Board Evaluation for the Financial Year 2022-23. This has been publicly reported in the Annual Report of the company.

### GOVERNMENT OWNERSHIP

No governmental institutions own more than 5% of total voting rights in EIH Associated Hotels Limited.

### BOARD INDUSTRY EXPERIENCE

Particulars	
Number of independent or non-executive members with industry experience (e.g., excludes executives)	2
Please list the independent or non-executive directors included in the above count	Mr. Shib Sanker Mukherji Mr. Akshay Ranjan Raheja

### CODE OF CONDUCT: SYSTEM/PROCEDURE

Particulars	
Dedicated help desks, focal points, ombudsman, hotlines	Whistleblower policy states the procedure for reporting any incidences to the whistle officer by email or in writing directly to the chairperson of the audit committee.
Employee performance appraisal systems integrates compliance/codes of conduct	Performance and career development reviews are conducted as per Company's appraisal process/policy.
Disciplinary actions in case of breach, i.e., warning, dismissal, zero tolerance policy	Disciplinary actions in case of breach or noncompliance is stated in the whistleblower policy

### REPORTING ON BREACHES

Particulars	Number of Breaches in FY 23
Corruption of Bribery	NIL
Discrimination or Harassment	1
Customer Privacy Data	NIL
Conflict of Interest	NIL
Money Laundering / Insider Trading	NIL



# Materiality Analysis

## MATERIALITY ANALYSIS CONDUCTED/REVIEWED

Parameter	Measure
Involvement of external stakeholders in identifying material issues	By harmonizing the perspectives of over 900 internal and external stakeholders through various methods, the company ensured a comprehensive and holistic assessment.
Material issues are prioritized in a materiality matrix	Employee Engagement and Development Corporate Governance Customer Satisfaction Energy and Emissions Employee and Customer Health and Safety Food Quality & Safety Data Privacy & Cybersecurity Water Management Climate Change Risk & Crisis Management Waste Management
Materiality assessment results signed off by Board of Directors and Senior Management	Yes

## MATERIAL ISSUES FOR ENTERPRISE VALUE CREATION

Business Case		
Material Issue 1: Energy & Emission	Material Issue 2: Data Privacy & Security	Material Issue 3: Water Management
The luxury hospitality industry is an electricity-intensive industry. Taking cognizance of our nature of operations and our uncompromising commitment to guest satisfaction, we require an uninterrupted power supply 24/7 to cater to primary aspects of guest's needs such as space conditioning, lighting, powering kitchen appliances, elevators, and other equipment, water heating, refrigeration, and laundry facilities. We are also aware of our direct reliance on fossil fuels for heating systems in our hotel and are conscious of the impact of our operations on our carbon footprint. The rise in emissions not only contributes negatively to the environment but also poses the risk of reputational damage and breach of trust amongst stakeholders. Being a responsible organization, we are actively working toward achieving energy efficiency.	The speeded transition to a digitally equipped ecosystem amidst COVID comes with an increased potential risk of data breaches and expands the attack surface for potential cyber threats. Inadequate data security measures may result in loss of confidential data, pose threat to customer privacy, create trust gaps, and attract legal consequences for the company.	Water is an essential resource, facilitating multiple activities in our day-to-day operations such as personal cleansing, flushing, laundry, kitchen activities, landscaping, swimming pools, cooling and HVAC systems, etc. Considering our reliance on water to sustain our daily operations, a disruption in the water supply can have a profound impact on the smooth functioning of our operations.

Business Impact		
Material Issue 1: Employee Engagement & development	Material Issue 2: Corporate Governance	Material Issue 3: Customer Satisfaction
To meet the essential needs of our guests and deliver exceptional guest experiences, a continuous and uninterrupted power supply is imperative. However, this reliance on uninterrupted power comes at a cost to our environment. The increased carbon emissions resulting from this necessity further adds to our carbon footprint, reinforcing the importance of addressing our environmental impact.	In today's digitalized world, there are inherent risks that we must address. Cyberattacks and insufficient data security measures present significant threats to our stakeholders, with potential legal consequences for our Company. We understand the importance of robust cybersecurity measures and the need to safeguard the interests of our stakeholders, making it a top priority in our operations.	Water is an invaluable resource, playing a crucial role in various aspects of our daily activities. Its uninterrupted supply is essential for the smooth functioning of our business. Any disruption in water supply would have severe consequences, impacting our operations significantly. Moreover, water holds great significance for the communities in which we operate as we are committed to actively supporting and assisting them.

Business Impact		
Material Issue 1: Employee Engagement & development	Material Issue 2: Corporate Governance	Material Issue 3: Customer Satisfaction
<ul style="list-style-type: none"> <li>We are actively benefitting from investments in green architecture as we strive to integrate green architecture across our buildings</li> <li>We are equipping our buildings with energy-efficient technologies to ensure we maximize the usage of our energy</li> <li>We are swiftly transitioning towards renewable energy sources to lower our reliance on traditional energy sources</li> </ul>	<ul style="list-style-type: none"> <li>We have developed a stringent and transparent method of how we collect, use, and disclose information</li> <li>We have data protection personnel who are available to address data privacy concerns</li> <li>We adhere to the applicable data privacy regulations through the integration of various obligations, industry best practices and tools, which are outlined in our global Privacy Policy</li> <li>We provide access to information exclusively to authorized employees and trusted business partners/vendors who align themselves with our robust security controls during their operations</li> </ul>	<ul style="list-style-type: none"> <li>We have introduced a Zero Liquid Discharged (ZLD) pre-emptive treatment before discharge</li> <li>We have equipped our hotels with low-flow fixtures such as faucets, showerheads, and toilets to minimize water wastage</li> <li>We have leveraged the benefits of aeration technology</li> <li>We instill judicious water conservation habits amongst our guests through reusing linens and towels</li> </ul>





# Risk Management

## RISK GOVERNANCE

Particular	Name & Position	Reporting Line
Highest ranking person with dedicated risk management responsibility on an operational level (not CEO)	Mr. Surin Shailesh Kapadia Chairperson, Risk Management Committee	Board of Directors
Highest ranking person with responsibility for monitoring and auditing risk management performance on an operational level (not CEO)	Mr. Samidh Das Chief Risk Officer	Risk Management Committee

## RISK MANAGEMENT COMMITTEE

<b>Ms. Radhika Vijay Haribhakti</b> (Member)	<b>Mr. Surin Shailesh Kapadia</b> (Chairperson)	<b>Mr. Vikramjit Singh Oberoi</b> (Member)
<b>Mr. Samidh Das</b> (Member)	<b>Mr. Kallol Kundu</b> (Member)	<b>Mr. Shib Sanker Mukherji</b> (Member)

## INFORMATION SECURITY

### Measures Undertaken to Tackle Cyber Threat

- We have developed a stringent and transparent method of how we collect, use, and disclose information
- We have data protection personnel who are available to address data privacy concerns
- We adhere to the applicable data privacy regulations through the integration of various obligations, industry practices and tools, which are outlined in our Global Privacy Policy
- We provide access to information exclusively to authorized employees and trusted business partners/vendors who align themselves with our robust security controls during their operations

Information Provided to the Customers	Practices Followed
Nature of Information Captured	Yes
Use of Collected Information	Yes
How the Information is Protected	Yes
Third-Party Disclosure Policy (Private & Public Entities)	Yes

## EMERGING RISKS

Emerging Risk 1: Energy & Emission	Emerging Risk 2: Data Privacy & Cybersecurity
<b>Risk Category</b>	
<b>Environmental</b>	<b>Technological</b>
<b>Risk Description</b>	
To meet the essential needs of our guests and deliver exceptional guest experiences, a continuous and uninterrupted power supply is imperative. However, this reliance on uninterrupted power comes at a cost to our environment.	In today's digitalized world, there are inherent risks that we must address. We understand the importance of robust cybersecurity measures and the need to safeguard the interests of our stakeholders, making it a top priority in our operations. We are upholding our brand reputation and avoiding any financial or regulatory discrepancies by preventing data breaches.
<b>Risk Impact</b>	
The increased carbon emissions resulting from this necessity further adds to our carbon footprint, reinforcing the importance of addressing our environmental impact.	Cyberattacks and insufficient data security measures present significant threats to our stakeholders, with potential legal consequences for our Company.
<b>Mitigation Measures</b>	
<ul style="list-style-type: none"> <li>• We are actively benefitting from investments in green architecture as we strive to integrate green architecture across our buildings.</li> <li>• We are equipping our buildings with energy-efficient technologies to ensure we maximize the usage of our energy.</li> <li>• We are swiftly transitioning towards renewable energy sources to lower our reliance on traditional energy sources.</li> </ul>	<ul style="list-style-type: none"> <li>• We have developed a stringent and transparent method of how we collect, use, and disclose information.</li> <li>• We have data protection personnel who are available to address data privacy concerns.</li> <li>• We adhere to the applicable data privacy regulations through the integration of various obligations, industry best practices and tools, which are outlined in our global Privacy Policy.</li> <li>• We provide access to information exclusively to authorized employees and trusted business partners/vendors.</li> <li>• who align themselves with our robust security controls during their operations.</li> </ul>





# Economic Performance

## REVENUE & EMPLOYEES

Particulars	FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023
Revenue (₹ Million)*	2,491	1,014	1,952	3,371
Occupied Room Nights	2,15,378	168,205	1,68,099	2,28,844
Total Employees (Permanent Employees)	666	512	846	1,023

## TAX REPORTING

EIH Associated Hotels Ltd. publicly reports on key business, financial, and tax information for the applicable tax jurisdiction and complies with the statutory requirements

## EFFECTIVE TAX RATE

Financial Reporting	FY 2021-2022	FY 2022-2023
Earnings Before Tax (₹ Million)	184	849
Reported Tax (Current + Deferred) (₹ Million)	55	202
Cash Taxes Paid (₹ Million)	12	156

## POLITICAL CONTRIBUTIONS

There have been no political contributions made by EIH Associated Hotels Ltd. in the last four years.





# Environmental Stewardship





# Green Advocacy

## Energy & Emissions

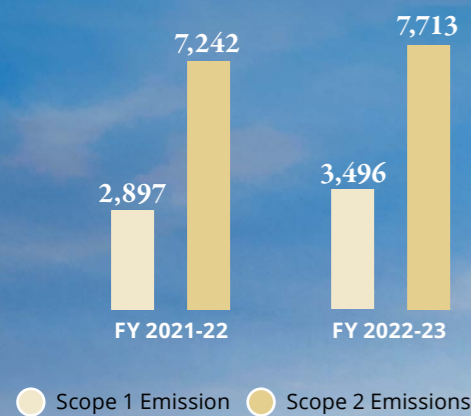
### GHG REDUCTION INITIATIVES

The daily increase in global temperatures and greenhouse gas concentrations poses a significant threat to humanity, especially affecting vulnerable communities. As custodians of the environment, EIH Associated Hotels Limited is dedicated to contributing to the fight against climate change. Recognizing our reliance on uninterrupted power for guest services like constant space conditioning, lighting, and various appliances, we acknowledge the role of these services in our carbon emissions. Our commitment to reducing our carbon footprint is reflected in the adoption of decarbonization initiatives across our infrastructure and operational practices.

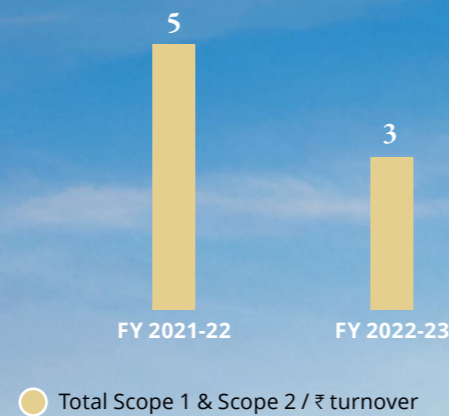
Embracing the principles of green architecture, EIH Associated Hotels Limited integrates energy-efficient technologies, materials, and structural solutions into all new construction projects. This includes the use of high thermal resistance insulation in roofs and external walls to minimize energy loss, employing high-performance insulated glass for building fenestration to reduce energy loss, and outfitting rooftops with reflective tiles or albedo coating to mitigate heat impact. Waste products like fly ash from power plants are repurposed in building structures, while low-embedded energy materials, such as recycled content and rapidly renewable wood/composite wood products, are extensively utilized for interior development.

Additionally, our commitment extends to the use of FSC-certified wood and composite products made from recycled wood scraps. We prioritize locally available materials like tiles, granite, and marble to reduce transportation needs, thereby minimizing carbon emissions. Through these sustainable practices, we strive to make a positive impact on the environment and contribute to the broader efforts against climate change.

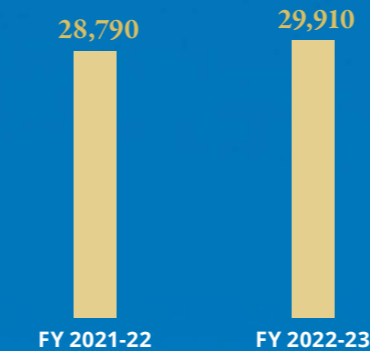
### Scope 1 & 2 Emissions (MT CO<sub>2</sub>e)



### Emissions Intensity (Total Scope 1 & Scope 2 / ₹ turnover)

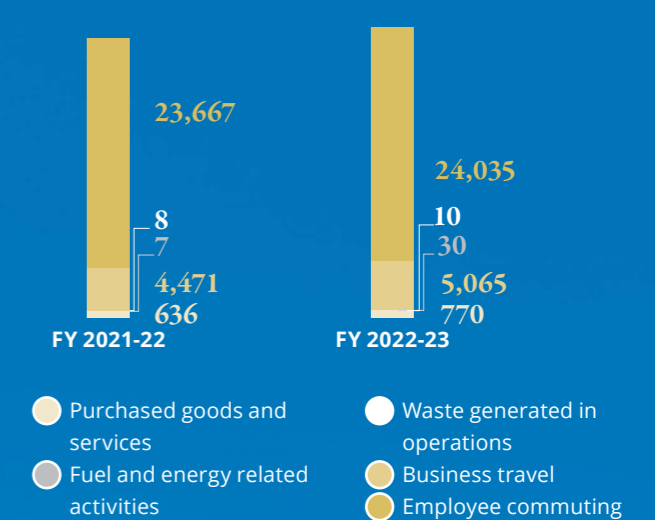


### Scope 3 Emissions (MT CO<sub>2</sub>e)

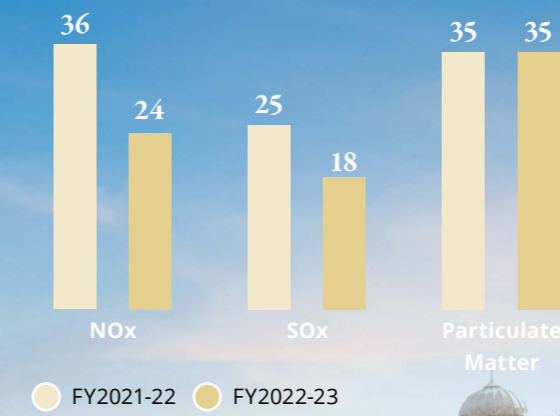


We are actively measuring our Scope 3 emissions across 5 out of 15 categories, specifically involving purchased goods & services, business travel, fuel and energy related activities, employee commute, and waste generated in operations.

### Scope 3: GHG Emissions By Category (MTCO<sub>2</sub>e)



### Air Emissions (mg/Nm<sup>3</sup>)





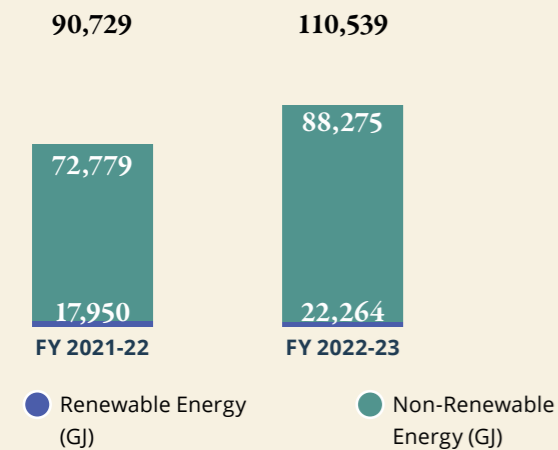
### ENERGY SAVING INITIATIVES

Implementing energy-efficient technologies is a primary focus for our hotels to minimize energy consumption. Strategic investments have been made, and equipment is carefully selected for energy efficiency, including highly efficient chillers, water and heat pumps, fans, compressors, blowers, and lamps. Various energy recovery systems and variable speed drives are extensively used, and measures such as high-efficiency boilers, energy-efficient lighting, and Building Management systems are adopted to enhance efficiency.

In the transition to renewable energy sources, significant progress has been made, with approximately 36% of electricity needs sourced from renewables in the latest fiscal year. Solar panels have been installed in specific locations, contributing to substantial electricity requirements in Trident Udaipur and Trident Agra. The commitment extends to ongoing projects, such as installing a solar plant in Oberoi Rajvilas. Cumulatively, energy conservation measures led to a reduction of about 1.1 million kWh in total absolute energy consumption compared to the pre-COVID period, resulting in a substantial reduction of approximately 2,500 tonnes in carbon emissions.

Additionally, efforts in decarbonization involve optimizing machinery usage based on occupancy and weather conditions, implementing operational and maintenance strategies, and temporarily taking guest floors out of service during low occupancy periods. Operational control is tightened for kitchen and laundry equipment. Recognizing the significance of uninterrupted power supply, we actively pursue responsible measures to align operational excellence with environmental stewardship. Currently, six out of eight hotels operate partially or entirely on renewable energy sources, contributing to the successful sourcing of approximately 36% of energy requirements from clean and sustainable sources. The commitment remains strong in increasing the proportion of renewable energy in the energy mix and concurrently reducing the carbon footprint.

#### Energy Management



## Waste Management

### TOTAL WASTE GENERATED (IN METRIC TONNE)

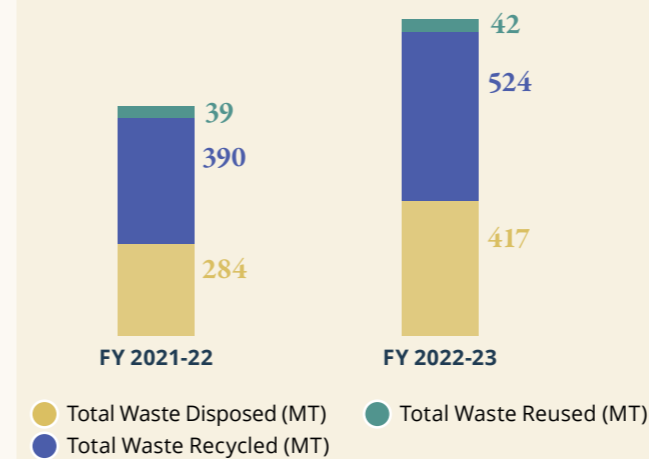
Parameter	FY 2021-22	FY 2022-23
Plastic Waste	25.12	26.24
E-Waste	0.97	1.49
Bio-Medical Waste	3.67	1.75
Construction & Demolition Waste	52.75	117.20
Battery Waste	0.57	1.87
Hazardous Waste	1.44	1.66
Other Non-Hazardous Waste	629.38	833.14
<b>Total Waste</b>	<b>713.90</b>	<b>983.34</b>

### WASTE REDUCTION INITIATIVES

Our waste management strategy is built on the '3R model'—Reduce, Reuse, Recycle—which has proven highly effective in significantly reducing waste generation and disposal across our hotels. Through a series of initiatives and actions, we actively work to minimize waste and optimize resource utilization, contributing to a sustainable and responsible waste management system. Key measures include replacing plastic bags with eco-friendly alternatives, introducing cloth bags for guest laundry services, and repurposing printed stationery for internal use. Additionally, our effective waste management procedures involve careful segregation and handling, redirecting wet waste to piggeries, selling dry waste for recycling, and ensuring the safe disposal of e-waste and hazardous waste in compliance with legal regulations.

In our commitment to sustainability and waste reduction, impactful initiatives have been implemented, such as replacing plastic bags with eco-friendly alternatives and introducing cloth bags for guest laundry services. We prioritize the reuse of printed stationery, transforming them into notepads and internal posters. Our waste management procedures are designed for responsible handling of different waste types, redirecting wet waste to piggeries, selling dry waste for recycling, and ensuring the safe disposal of e-waste and hazardous waste. In the fiscal year, 41.50 MT of waste was reused, and 524.49 MT was recycled, reflecting our dedication to sustainable waste management practices.

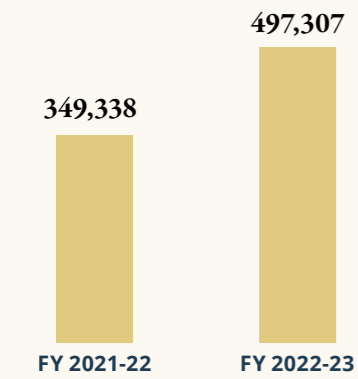
### Total Waste Reused/Recycled & Disposed (in Metric Tonne)





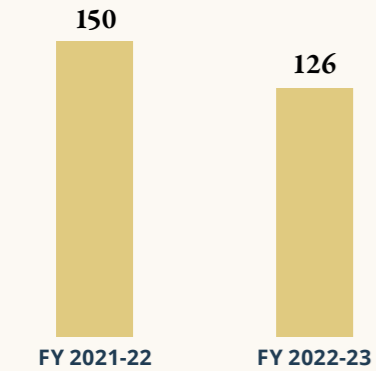
## Water Management

### WATER CONSUMPTION (IN KILOLITERS)



● Total Water Withdrawal

### WATER INTENSITY (TOTAL WATER CONSUMPTION/₹ TURNOVER)



● Total Water Consumption/₹ Turnover



### CONSERVATION OF WATER

In our commitment to responsible water usage, we have successfully implemented a Zero Discharge mechanism in five hotels within our network, namely The Oberoi Rajvilas, Trident Agra, Trident Jaipur, Trident Udaipur, and Trident Bhubaneswar. This initiative involves the deployment of advanced sewage treatment plants and technologies across these establishments to effectively treat wastewater. All treated water is conscientiously repurposed for activities such as flushing, irrigation, HVAC, and various internal uses. Furthermore, we are actively engaged in the ongoing effort to replace conventional treatment plants with more advanced and efficient Sewage Treatment Plant (STP) technologies. In our other hotels, Trident Chennai and Trident Cochin, robust systems are in place to prevent the discharge of untreated wastewater effluents, maximizing the reuse of recovered water. The wastewater from The Oberoi Cecil is discharged in accordance with the statutory requirements set by the local municipality.



# Social Responsibility





# Social Milestones

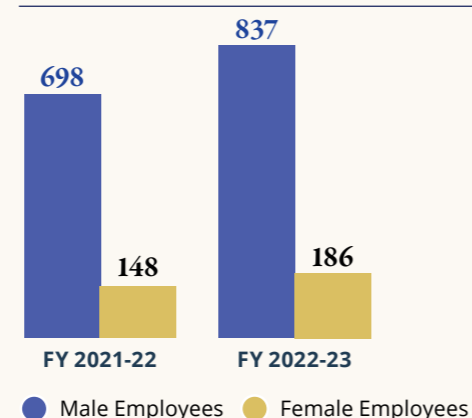
## Human Capital & Development

### FREEDOM OF ASSOCIATION

Percentage of employees represented by an independent trade union or covered by collective bargaining agreements

4%

### WORKFORCE BREAKDOWN: BY GENDER



### TRAINING & DEVELOPMENT

We are dedicated to nurturing the leaders of tomorrow. We cultivate a culture of continuous growth and offer comprehensive support to enhance the skills and competencies of our employees, ensuring their optimal performance both now and in the future. Through a variety of training programmes we keep our team motivated and well informed on both technical and behavioral aspects.

17,831

Training Programs Completed in FY 2023

381

Employees Received Trainings on Health & Safety Measures

12.21

Average Training Hours Per Employee

934

Employees Received Training on Upskilling

83%

Learning & Development Kincentric Employee Survey

Employee Development Programs	Details and Impact
Post graduate Management Programmes in : - Guest Service Management (2 years) - Housekeeping Management (2 years) - Kitchen Management (2 years) - Sales Management (1.5 years)	Graduates of the Management Training Programmes are placed as Deputy Managers in the core departments of the hotel. The organisational benefits of running such programmes is as follows: a) Ensure all department managers have a shared understanding of the organization's philosophy and objectives of the business. b) Ensure all aspects of operations in the core department are managed efficiently and effectively, thereby achieving the KPIs. c) All managers are groomed to provide delightful guest experiences in accordance with The Oberoi service philosophy. d) All managers are competent to achieve assigned profitability or business targets.
Executive Development Programme for all departments	The programme is such that a participant undergoes intensive three month training which is full time.

### HUMAN CAPITAL RETURN ON INVESTMENT

Particular	FY 2019-2020	FY 2020-2021	FY 2021-22	FY 2022-23
Total Revenue from operations (₹ Million)	2,491	1,014	1,952	3,371
Total Operating Expenses (₹ Million)	2,151	1,377	1,790	2,593
Total employee-related expenses (salaries + benefits) (₹ Million)	565	412	463	576
Total Permanent Employees	666	512	846	1,023

### EMPLOYEE SUPPORT PROGRAM

#### Paid parental leave for primary caregiver

A 99.46% retention rate has been observed in the female employees who took parental leave.

### EMPLOYEE TURNOVER RATE

Particulars	FY 2019-2020	FY 2020-2021	FY 2021-22	FY 2022-23
Voluntary	36%	41%	44%	52%
Involuntary	13%	23%	29%	15%
<b>Total Employee Turnover Rate</b>	<b>48%</b>	<b>65%</b>	<b>74%</b>	<b>68%</b>

### GENDER PAY INDICATORS

Management wise	Male		Female	
	Average of Fixed CTC (₹)	Average of Variable Pay (₹)	Average of Fixed CTC (₹)	Average of Variable Pay (₹)
Executive Level	51,39,684	10,42,606	-	-
Management Level	18,12,054	2,38,539	14,08,001	1,20,917
Non-Management Level	2,74,474	16,093	2,20,356	15,915

Note:- Executive Level - Who reports to Chairman, Management level - all executives, Non-management - all staff.

### HIRING INDICATORS

Particulars	FY 2019-2020	FY 2020-2021	FY 2021-22	FY 2022-23
No. of new employee hires	579	247	679	892

### WOMEN IN ALL MANAGEMENT POSITIONS

Women at Management Level	%	Women at Management Level	Eng/IT	Revenue Generating
Top Management	0%	Top Management	0	0
Management Level	14%	Management Level	0	5
Jr. Management Level	10%	Jr. Management Level	0	3

Note: Top Management - L1 and above; Management Level - L2 to L4; Jr. Management Level - L5 to L7



## Occupational Health & Safety

### OHS PROGRAM

Employee health and safety is one of the strategic priorities for EIH Associated Hotels Ltd. We have adopted a comprehensive approach to occupational safety that involves identification of occupational health and safety risks for all existing/ new/ modified activities, processes, services, including routine and non-routine activities and prioritization basis their severity. We focus on risk mitigation through the implementation of various safety-related policies and procedures. To ensure adherence with these policies, we conduct diligent and systematic safety audits. Once the audit is completed, a detailed safety audit report is created and shared with all concerned functional heads. We have a stringent safety-audit mechanism that facilitates conducting safety audits at multiple levels throughout the year:

Safety Supervisors  
Conduct Daily  
Inspection

Monthly  
safety audits  
conducted by site  
Chief Security  
Officer(CSO)

Quarterly safety  
audit by general  
manager

Six monthly safety  
audit by Group  
(CSO)

Third party safety  
audits as required

Mandatory  
briefing and  
pre-work  
inspections before  
starting any work



### DETAILS OF SAFETY RELATED INCIDENTS

Safety Incident/Number	Category	FY 2021-22	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (Per One-Million-Person Hour Worked)	Employees	NIL	NIL
	Workers	NIL	NIL
Total Recordable Work-Related Injuries	Employees	NIL	NIL
	Workers	NIL	NIL
Number of Fatalities	Employees	NIL	NIL
	Workers	NIL	NIL
High Consequence Work Related Injury or Ill Health (Excluding Fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

## Stakeholder Engagement

### STAKEHOLDER ENGAGEMENT GOVERNANCE

Policy/Procedure to ensure that the Corporate Stakeholder Engagement Strategy is applied consistently across all Organization

Stakeholder Engagement Policy

Person ultimately responsible for Stakeholder Engagement

Mr. Shib Sanker Mukherji  
Chairperson, Stakeholder  
Relationship Committee

## Customers

### CUSTOMER SATISFACTION

	FY 2020-2021	FY 2021-22	FY 2022-23
Net Promoter Score	92.35%	90.65%	80.06%





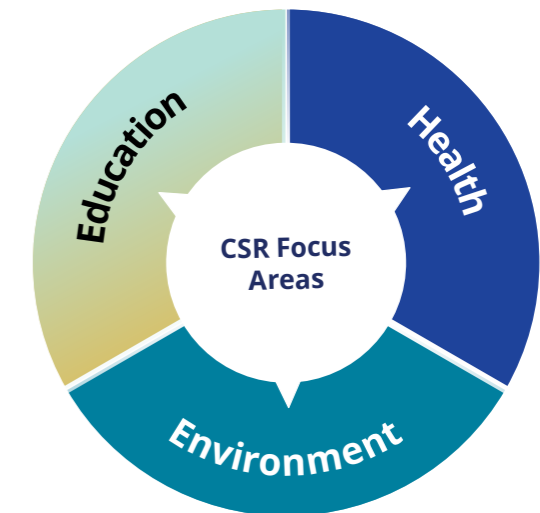
## Corporate Social Responsibility

### PROJECT SAKSHAM

In collaboration with SOS Children's Village, a non-governmental organization (NGO), we have extended our impact beyond our organization. Through this partnership, we are dedicated to supporting the education and well-being of underprivileged children. Our employees actively participate in these initiatives and have formed meaningful connections with the community. To promote transparency and accountability, we have implemented a clear communication process that enables our stakeholders to directly report any concerns or provide feedback. Together, we strive to create a positive and inclusive environment for all.

### Impact on Local Communities

We have collaborated with local communities to empower children and young adults with special abilities, enabling them to experience a better quality of life. Our efforts extend to various initiatives such as wildlife conservation, clothing donations for those in need and organizing blood donation drives. Through active engagement and support of local communities, we aim to make a positive and enduring impact on the lives of those around us.



6

Family Homes Benefitted

56

Children Benefitted

₹8.77 million

CSR Spent\*

\*The total spent includes CSR fund of ₹ 1.78 million and over and above this a voluntary contribution of ₹ 6.99 million recorded as donation in the accounts.

### TRIDENT, JAIPUR

In partnership with the NGO "Save our Soul," we organized enjoyable activities for children, accompanied by lunch and gifts. Additionally, we collaborated with "Manna in the Desert" to provide tiffin boxes as gifts for children.

### THE OBEROI CECIL, SHIMLA

We repurposed and donated unused toiletries from guest rooms to underprivileged individuals, ensuring that these resources are put to good use

### TRIDENT, UDAIPUR

We actively participate in quarterly lake clean-up drives, contributing to the preservation of the city's water bodies. Additionally, we planted nearly 100 saplings in the vicinity, promoting environmental sustainability and enhancing the natural beauty of the area.



*EIH Associated Hotels Limited*  
A MEMBER OF THE OBEROI GROUP

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