



The Oberoi Rajvilās, Jaipur voted the 'Best Hotel In The World'
at Travel + Leisure World's Best Awards, 2024.

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Performance Highlights

98%

Average Board Meeting
Attendance

16.67%

Female Representation
on Board

22,913 GJ

Renewable Energy
Consumption

209 MT

Waste Recycled

5

Zero Liquid Discharge Hotels

84%

Employee Engagement Score

568

Training Programmes
Completed

8%

Permanent Employee Part
of Union

₹ 4.53 Million

Spent on Voluntary
Donations



ESG Targets and Commitments

Achieve Net Zero by 2050

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

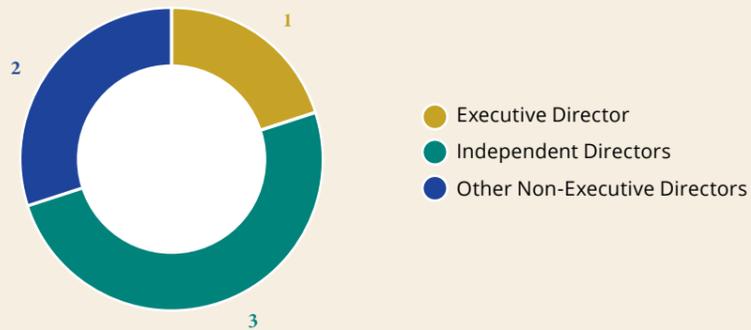


Corporate Governance

IMPORTANT POLICIES

Board Diversity Policy	Human Rights Policy	Code of Conduct for Prevention of Insider Trading	Code of Fair Disclosure of Unpublished Price Sensitive Information ("UPSI")
Corporate Social Responsibility Policy	Director Appointment and Remuneration Policy	Dividend Distribution Policy	Policy and Procedure for Inquiry in case of Leakage of Unpublished Price Sensitive Information ("UPSI")
Policy for Determination and Disclosure of Material Events	Policy for Preservation and Archival of Documents	Public Advocacy Policy	Related Party Transactions Policy
Risk Management Policy	Senior Management and Key Managerial Personnel excluding Executive Directors Appointment and Remuneration Policy	Stakeholder Engagement Policy	Whistle Blower Policy

BOARD COMPOSITION



BOARD OF DIRECTORS

MR. VIKRAMJIT SINGH OBEROI
Managing Director



MR. SHIB SANKER MUKHERJI*
Non-Executive Chairman

MR. ARJUN SINGH OBEROI#
Non-Executive Chairman



MR. AKSHAY RAHEJA
Director



MR. ANIL KUMAR NEHRU[§]
Independent Director

MR. SUDIPTO SARKAR
Independent Director



MR. SURIN SHAILESH KAPADIA
Independent Director



MS. RADHIKA VIJAY HARIBHAKTI
Independent Director



#Appointed as Non-Executive Chairman w.e.f November 2, 2023

*Ceased to be Director w.e.f October 10, 2023

§Ceased to be Director w.e.f March 31, 2024

BOARD COMMITTEES

● Chairperson ● Members

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

BOARD EXPERTISE

Industry	Independent or non-executive B.O.D members with industry experience
Materials, Financials and Real Estate	Mr. Akshay Raheja
Financials and Energy	Ms. Radhika Vijay Haribhakti
Industrials	Mr. Arjun Singh Oberoi
Industrials	Mr. Sudipto Sarkar
Financials	Mr. Surin Shailesh Kapadia

BOARD ATTRIBUTES

Particular	Indicators/Measures
CEO and Chairperson	Mr. Arjun Singh Oberoi is the Non-Executive Chairman, and Mr. Vikramjit Singh Oberoi is the Managing Director.
Board Independence Statement	The independence statement is publicly available on Page 57 of the Annual Report (FY2023-24)
Board Gender Diversity	16.67% 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 of.
Board Average Tenure (in years)	9.3

BOARD MANDATES

Particular	Indicators/Measures
	4
Number of non-executive/ independent directors with 4 or less other mandates:	Mr. Arjun Singh Oberoi Mr. Akshay Raheja Mr. Sudipto Sarkar Mr. Surin Shailesh Kapadia

BOARD INDUSTRY EXPERIENCE

Particular	Indicators/Measures
Number of independent or non-executive members with industry experience (e.g., excludes executives)	5
Please list the independent or non-executive directors included in the above count	Mr. Akshay Raheja Ms. Radhika Vijay Haribhakti Mr. Arjun Singh Oberoi Mr. Sudipto Sarkar Mr. Surin Shailesh Kapadia

BOARD ELECTION PROCESS

The Company has a Director Appointment and Remuneration Policy which applies to the Board of EIH Associated Hotels Limited. The Nomination and Remuneration Committee ("NRC") assesses and selects candidates for Directors and recommends to the Board for their appointment.

The NRC identified suitable candidates' basis a defined criteria and make recommendations to the Board on the appointment, re-appointment or removal of Directors, Key Managerial and Senior Management Personnel.

When recommending a candidate for appointment, the NRC considers the following points,

- Skills and experience of the individual
- Contribution to the overall effectiveness of the Board
- Time commitment required from a Director
- The nature of positions held by the individual or other relationships and its impact on the appointee's ability to exercise independent judgement;
- Industry experience, background, and other qualities.

The Board is ultimately responsible for the appointment of Directors. Further details on the Board election process is as given in the Annual Integrated Report FY2023-24 Page number 54. The Independent Directors are appointed for a period of 5 years.

BOARD PERFORMANCE

Particular	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 2023-24. This has been publicly reported in the Annual Report of the company.

MANAGEMENT OWNERSHIP

No stock options were issued to the Directors by EIH Associated Hotels Limited

GOVERNMENT OWNERSHIP

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

CODE OF CONDUCT: SYSTEM/PROCEDURE

Particular	
Dedicated help desks, focal points, ombudsman, hotlines	<u>Whistleblower policy</u> states the procedure for reporting any incidences to the whistle officer by email or in writing.
Employee performance appraisal systems integrates compliance/codes of conduct	Performance and career development reviews are conducted as per the 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 non-compliance is stated in the <u>whistleblower policy</u>

REPORTING ON BREACHES

Reporting Areas	Number of Breaches in FY2023-24
Corruption of Bribery	NIL
Discrimination or Harassment	3
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 harmonising the perspectives of over 900 internal and external stakeholders through various methods, the company ensured a comprehensive and holistic assessment.
Frequency of conducting materiality assessment	Once in three years
Material issues are prioritised in a materiality matrix	<ul style="list-style-type: none"> 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 Impact on Biodiversity & Nearby Communities Supply Chain Engagement Community Relations
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 organisation, 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 Strategies		
Material Issue 1: Employee Engagement & development	Material Issue 2: Corporate Governance	Material Issue 3: Customer Satisfaction
<ul style="list-style-type: none"> We are actively benefitting from investments in green architecture as we strive to integrate green architecture across our buildings We are equipping our buildings with energy-efficient technologies to ensure we maximize the usage of our energy We are swiftly transitioning towards renewable energy sources to lower our reliance on traditional energy sources 	<ul style="list-style-type: none"> 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 best practices and tools, which are outlined in our global Privacy Policy We provide access to information exclusively to authorised employees and trusted business partners/vendors who align themselves with our robust security controls during their operations 	<ul style="list-style-type: none"> We have introduced a Zero Liquid Discharged (ZLD) pre-emptive treatment before discharge We have equipped our hotels with low-flow fixtures such as faucets, showerheads, and toilets to minimize water wastage We have leveraged the benefits of aeration technology We instill judicious water conservation habits amongst our guests through reusing linens and towels

MAPPING CRITICAL ISSUES

Environment	
Material Topics	SDG Mapping
<p>ENERGY AND EMISSIONS</p> <p>We recognise the ecological consequences of our operations and are actively working to reduce our carbon footprint.</p>	 
<p>WATER MANAGEMENT</p> <p>We recognise the essence of water and prioritise its responsible use in our operations.</p>	 
<p>CLIMATE CHANGE</p> <p>In response to the growing focus on climate action and the risks posed by climate change, we are dedicated towards combating and mitigating the effects of climate change.</p>	
<p>WASTE MANAGEMENT</p> <p>Implementing effective waste management initiatives is a strategic choice for our Company. Accordingly, we have integrated responsible processes and technologies across our properties.</p>	  
<p>IMPACT ON BIODIVERSITY AND NEARBY COMMUNITIES</p> <p>We prioritise strict compliance with environmental regulations to ensure environmentally conscious business practices.</p>	

Governance	
<p>CORPORATE GOVERNANCE</p> <p>Our remarkable reputation is fortified by a robust governance architecture that upholds responsible and ethical conduct throughout our Company.</p>	  
<p>DATA PRIVACY AND CYBER SECURITY</p> <p>We work towards ensuring the utmost protection and privacy of our customers' data.</p>	
<p>RISK AND CRISIS MANAGEMENT</p> <p>Our dedication to excellence is reinforced by our proactive risk management approach, which is led by a dedicated committee</p>	

Social	
Material Topics	SDG Mapping
<p>CUSTOMER SATISFACTION</p> <p>We prioritise customer satisfaction and strive to achieve it through our exceptional services and commitment to excellence.</p>	 
<p>EMPLOYEE ENGAGEMENT AND DEVELOPMENT</p> <p>Our employees are the cornerstone of our success, as their professionalism, warmth and sophistication play a vital role in shaping our guests' experience and ensuring their satisfaction.</p>	
<p>FOOD QUALITY AND SAFETY</p> <p>We offer our customers an indulgent dining experience, adhering to the highest standards of food safety regulations using selectively sourced ingredients and regular food safety audits.</p>	
<p>COMMUNITY RELATIONS</p> <p>We are committed to building strong relationships with communities where we operate by actively supporting their livelihoods and ensuring access to essential resources.</p>	
<p>SUPPLY CHAIN MANAGEMENT</p> <p>We foster close collaborations with our value chain partners to leverage their support for magnifying our sustainable initiatives and promoting adherence to the Oberoi code of conduct.</p>	

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 <i>Chairperson, Risk Committee</i>	Board of Directors
Highest ranking person with responsibility for monitoring and auditing risk management performance on an operational level (not CEO)	Mr. Samidh Das <i>Chief Risk Officer</i>	Risk Management Committee

RISK MANAGEMENT COMMITTEE

Mr. Surin Shailesh Kapadia <i>(Chairperson)</i>	Ms. Radhika Vijay Haribhakti <i>(Member)</i>	Mr. Vikramjit Singh Oberoi <i>(Member)</i>
Mr. Samidh Das <i>(Member)</i>	Mr. Kallol Kundu <i>(Member)</i>	Mr. Arjun Singh Oberoi <i>(Member)*</i>

*Appointed as member w.e.f November 2, 2023

EMERGING RISKS

Emerging Risk 1: Energy & Emission	Emerging Risk 2: Data Privacy & Cybersecurity
Risk Category	
Environmental	Technological
Risk Description	
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 digitalised 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.
Risk Impact	
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.
Mitigation Measures	
<ul style="list-style-type: none"> We are actively benefitting from investments in green architecture as we strive to integrate green architecture across our buildings. We are equipping our buildings with energy-efficient technologies to ensure we maximise the usage of our energy. We are swiftly transitioning towards renewable energy sources to lower our reliance on traditional energy sources. 	<ul style="list-style-type: none"> 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 best practices and tools, which are outlined in our global Privacy Policy. We provide access to information exclusively to authorised employees and trusted business partners/vendors who align themselves with our robust security controls during their operations.

CLIMATE RELATED RISKS:

Physical Risks

Acute Risk

Heavy Precipitation & flooding

Forecast Changes

The unpredictability of extreme weather events linked to climate change, such as heavy rain and flooding, poses a significant threat to our establishments. About 45% of our hotel locations are at risk due to changing precipitation patterns, with many hotels situated in coastal areas and exposed to flooding during severe storms.

Hotels in Himachal Pradesh face landslide threats from heavy rainfall. Such events can decrease customer travel demand, leading to reduced bookings, and damage from flooding can necessitate renovations and temporary closures.

Time horizon

Short-term

Magnitude

Medium

Chronic Risk

Water Scarcity

Forecast Changes

Rising temperatures lead to increased evaporation, drying out soil and reducing river flows. This, combined with changes in precipitation patterns, creates a situation of water scarcity.

About 40% of our hotels are situated in water stressed areas. Limited water availability could restrict several services, and increase the cost of operations.

Time Horizon

Short-Term

Magnitude

Medium

Extreme Heat

Forecast Changes

Rising temperatures will lead to longer, more intense heatwaves, with hotter days and fewer cool nights. This can cause heat stress, worsen air quality, and put strain on infrastructure and emergency services.

of our hotel locations are likely to experience temperatures exceeding 40°C for more than 130 days in a year. Working in high heat can pose health risks for hotel staff, impacting productivity and potentially leading to safety concerns.

Time Horizon

Medium-Term

Magnitude

High

The number of days with high temperatures is likely to increase in future. More than 60%

Sea Level Rise

Forecast Changes

Melting glaciers and warmer oceans cause sea level to rise, inundating coastal areas more frequently during high tides and storms. At EIH Associated Hotels Limited, we have conducted a thorough climate risk assessment and understand that few of our hotels situated in coastal zones are vulnerable to sea level rise in the long term.

Saltwater flooding can damage buildings, corrode equipment, and contaminate freshwater supplies. Such adverse conditions may threaten the long-term viability of coastal hotels.

Time Horizon

Long-Term

Magnitude

Low

Transition Risk

Changing Regulatory Landscape

Forecast Changes

In order to combat climate change, and set a limit to emissions, several countries across the globe have started imposing fuel/energy taxes as a mechanism to meet their goals. Fuel/energy taxes and regulations can increase costs. Furthermore, non-compliance to mandatory energy-efficient construction materials, appliances, and building designs for new hotels would lead to heavy penalties and would hamper EIH

Associated Hotels Limited to obtain new permits for future developmental projects.

We anticipate emerging regulations on climate disclosure and continued expansion of local and state regulations on building energy and emissions performance. In response, we are working closely with the property managers to ensure awareness, compliance, and readiness to upcoming regulations.

Time Horizon

Medium-Term

Magnitude

Medium

Market risk

Forecast Changes

Our industry prioritises environmental sustainability and is actively embracing advanced technologies to adopt eco-friendly practices. The evolving preferences of corporate clients, who are keen on making sustainable choices, could influence their business travel choices, affecting both the frequency of travel and their expectations from the hospitality services. This could pose a threat or offer an opportunity for us, depending on our comparative performance

in this aspect. There is a growing consumer awareness regarding sustainability practices, leading to a heightened demand for green building credentials. Consequently, we may need to consider obtaining similar certifications to meet evolving consumer expectations. Furthermore, the interest in ecotourism, which promotes responsible travel and minimal environmental impact, suggests a potential rise in demand for such offerings

Time Horizon

Short-term

Magnitude

Medium

Technology

Forecast Changes

At EIH Associated Hotels Limited, our strategies are focused on wide range of issues, including energy efficiency, implementing measures to track, record and reduce energy consumption and increasing

the share of renewable energy. The cost of transition may pose challenges such high cost of infrastructure and risk of current assets becoming obsolete.

Time Horizon

Medium-Term

Magnitude

Medium

Reputation

Forecast Changes

The growing awareness among the public about the potential risks associated with climate change and sustainability issues could influence customers' decisions regarding travel, possibly affecting the frequency of their trips. EIH Associated Hotels Limited may encounter heightened reputational risks, including increased stakeholder concern or negative feedback. Failure by EIH Associated Hotels Limited to demonstrate a commitment

to energy efficiency and environmental stewardship could result in them being viewed as not meeting industry standards, potentially leading to adverse publicity and damage to the brand reputation. Non-compliance with stricter building codes or water conservation regulations may result in fines and penalties, affecting EIH Associated Hotels Limited's reputation for responsible business practices..

Time Horizon

Short-Term

Magnitude

Low

Time Horizon

Short-Term

0-2 Years

Medium-Term

3-5 Years

Long-Term

More than 5 Years

CLIMATE GOVERNANCE

At EIH Associated Hotels Limited, our dedication to corporate governance is integral to our foundational principles of trust, customer satisfaction, and inclusivity. This commitment extends to embracing Environmental, Social, and Governance (ESG) principles, underscoring our focus on sustainability and our accountability regarding climate-related matters. The Board of Directors assumes responsibility for overseeing the Company's strategic direction and future trajectory. Their guidance is in harmony with our mission and fundamental values, integrating feedback from stakeholders to influence our forthcoming business initiatives.

The Company has a dedicated Risk Management Committee (RMC) which plays a critical role in regularly assessing risks which includes risks pertaining to climate change, ensuring the effective implementation of business strategies, and evaluating key leading indicators. They diligently oversees ESG and climate-related risks and provides regular reports to the Board, ensuring a proactive and thorough approach to risk management across our Company.

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 authorised employees and trusted business partners/vendors who align themselves with our robust security controls during their operation.

ISO 27001 (Information Security Management System) Certification

- By implementing ISO 27001, we establish a robust Information Security Management System (ISMS) that systematically identifies potential risks, implements appropriate controls, and continuously evaluates and improves our security measures. ISO 27001 certification enhances our ability to protect guest data, financial transactions, and operational information from ever evolving cyber threats.
- This proactive stance not only safeguards our reputation but also strengthens our resilience in the face of potential security breaches. Moreover, ISO 27001 certification instils confidence among our guests, reassuring them that their personal information is handled with the utmost care and compliance with international best practices.

	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

Economic Performance

REVENUE & EMPLOYEE

Company Data	FY2020-21	FY2021-22	FY2022-23	FY2023-24
Revenue from operations (INR Million)	1,014	1,952	3,371	3,848
Occupied Room Nights	1,68,205	1,68,099	2,28,844	2,17,674
Total Employees (Permanent Employees)	512	846	1,023	423*

*In FY2022-23, EIH Associated Hotels Limited did not classify any employee as other than permanent employee. However, In FY2023-24, there was a methodology change in reporting the number of permanent and other than permanent employees. There were 423 permanent and 714 other than permanent employees. Hence total employees for EIH Associated Hotels Limited for the period FY2023-24 is 1,137.

TAX REPORTING

EIH Associated Hotels Limited believes that contribution of tax is a social obligation and determining factor to the growth of the nation. The company publicly reports on key business, financial, and tax information and complies with the statutory requirements.

The company also has a Tax policy in place which is applicable to EIH Limited, its Group / Associated Companies, subsidiaries and business units. This Tax Policy is reviewed periodically by the Audit Committee and recommended to the Board for its approval to ensure its effectiveness in light of evolving tax laws, regulations, and business practices. The CFO of the company is responsible for the implementation of the Tax policy

EFFECTIVE TAX RATE

Financial Reporting	FY2022-23	FY2023-24
Earnings Before Tax (INR Million)	848	1,087
Reported Tax (Current + Deferred) (INR Million)	202	277
Cash Taxes Paid (INR Million)	156	266

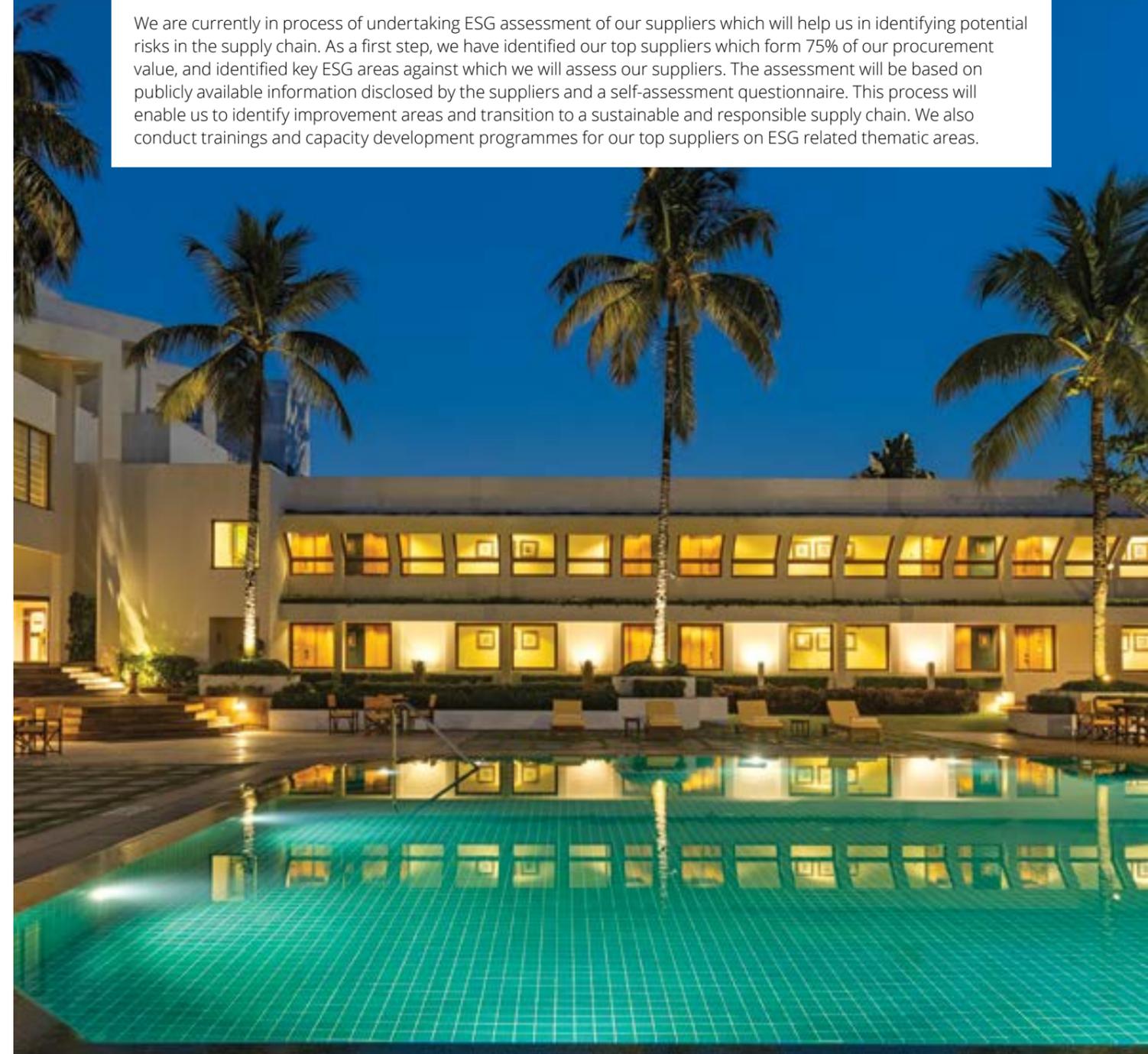
POLITICAL CONTRIBUTIONS

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

Supply Chain Management

EIH Associated Hotels Limited is taking proactive steps to seamlessly integrate sustainability in our supply chain operations. We encourage all our value chain partners to maintain the highest standards of environmental, social, and governance aspects in their business operations through our Suppliers' Code of Conduct and Vendor's Agreement. Our Supplier Code of Conduct also covers aspects of human rights, health and safety information security, and conflict minerals. We aim to improve responsible sourcing through active engagement with suppliers to meet our Company's ESG vision supported by regular supplier engagement and audits.

We are currently in process of undertaking ESG assessment of our suppliers which will help us in identifying potential risks in the supply chain. As a first step, we have identified our top suppliers which form 75% of our procurement value, and identified key ESG areas against which we will assess our suppliers. The assessment will be based on publicly available information disclosed by the suppliers and a self-assessment questionnaire. This process will enable us to identify improvement areas and transition to a sustainable and responsible supply chain. We also conduct trainings and capacity development programmes for our top suppliers on ESG related thematic areas.



Environmental Stewardship



Green Advocacy

Energy & Emissions

GHG REDUCTION INITIATIVES

The rising global temperatures and greenhouse gas concentrations pose significant threats, particularly to vulnerable communities. We are combating climate change by adopting decarbonisation initiatives across our operations and aim to achieve Net Zero by 2050. Recognising the carbon footprint of continuous power usage for guest services, we integrate green architecture principles into all new infrastructure. This includes using high thermal resistance insulation, high-performance insulated glass, and reflective roofing materials to minimise energy loss and heat impact. We also repurpose waste products like fly ash and use low-embedded energy materials for construction, emphasising recycled and rapidly renewable resources for interior development. FSC-certified wood and recycled wood composites are prioritised, along with locally sourced materials to reduce transportation emissions.

EIH Associated Hotels Limited focused on energy conservation throughout the year by implementing energy-efficient systems and operational measures. Key improvements include installing efficient pumps, blowers, motors, installation of energy efficient lighting, high efficiency water closets, and sensor-based faucets, as well as economisers for steam boilers, waste heat recovery systems, energy efficient chillers among others.

For the upcoming year, plans include installing heat pumps to replace fuel based heating systems, waste heat recovery systems, demand-based ventilation system for air handling equipment, water conservation devices, converting steam-heated to electrically heated machines among others.

TRANSITIONING TO RENEWABLE ENERGY:

EIH Associated Hotels Limited sourced 36% of its electricity from renewable sources in FY 2023-24. Solar PV systems were installed at Trident Udaipur, Trident Agra, and The Oberoi Rajvillas, with significant portions of their electricity needs met by solar energy. Currently, six out of eight of our hotels are relying on a renewable – non-renewable mix to fulfill their energy requirements. We aim to expand the use of clean energy sources to other hotels as well.

Scope 1 & 2 Emissions

(in MTCO₂e)



Emissions Intensity

Total Scope 1 & Scope 2 / ₹ Revenue from operations

(MTCO₂e/₹ Million)



Scope 3 Emissions

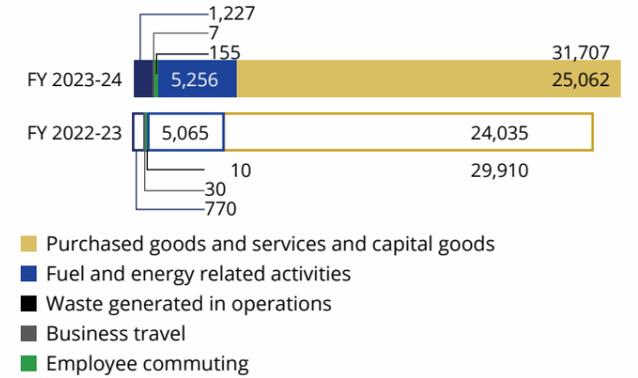
(MTCO₂e)



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

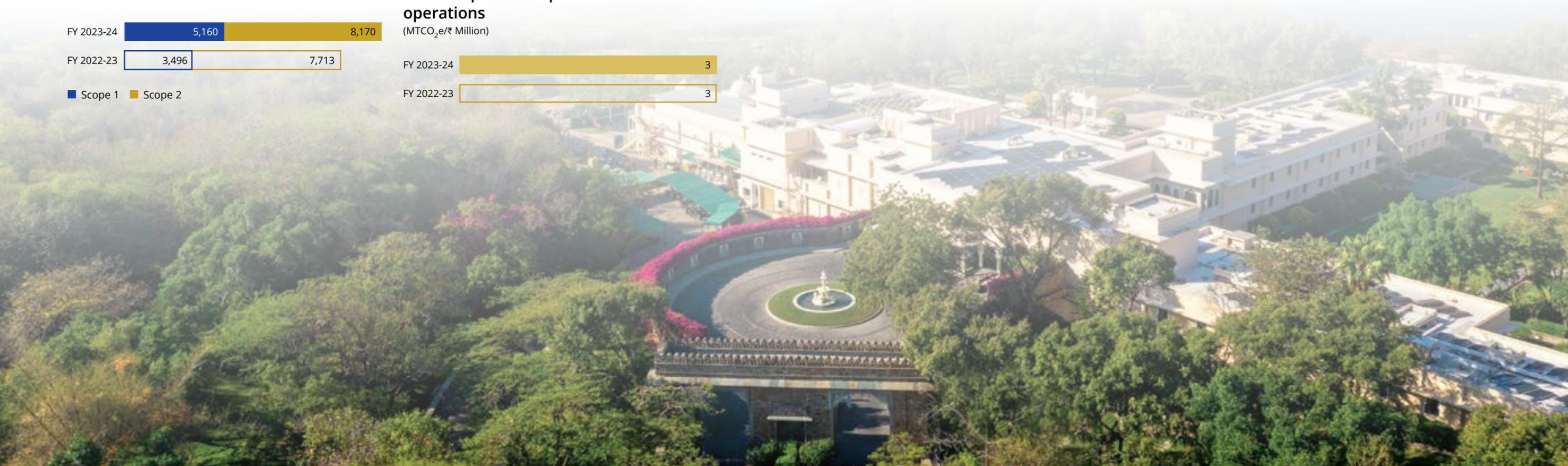
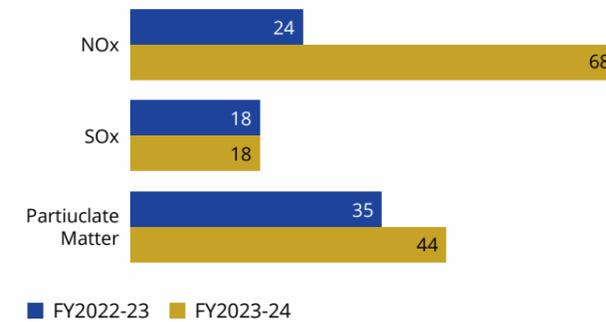
Scope 3: GHG Emissions By Category

(MTCO₂e)



Air Emissions

(mg/Nm³)



ENERGY SAVING INITIATIVES

EIH Associated Hotels Limited focused on energy conservation through operational measures and energy-efficient systems. Key improvements included installing efficient pumps, blowers, motors, lighting, economisers for steam boilers, and converting boiler fuel from diesel to gas. Waste heat recovery systems, energy-efficient chillers, and sensor-based automation for faucets were also implemented. Additional measures included upgrading to electrically heated laundry machines, improving pipeline insulation, and adopting liquid off-take technology for LPG systems, along with adaptive control for kitchen, laundry equipment, and major plant machinery.

For the next year, plans include installation of heat pumps to replace fuel-based heating systems, waste heat recovery system, demand-based ventilation system for air handling

equipment, water conservation devices, automatic tube cleaning system for chiller heat exchangers, conversion of steam heated machines to electrically heated machines and replacement of air handling equipment with more energy efficient units. These measures helped EIH Associated Hotels Limited maintain energy intensity in FY 2023-24 despite increased business volumes and upgraded facilities.

Our organisation conducts energy audits every three years to identify and implement energy efficiency improvements, with progress reviewed quarterly by the Board. Monthly communications are sent to key management to align energy consumption with business goals, and employees are educated on energy efficiency measures.

Energy Management

(GJ)

FY 2023-24 22,913 1,08,719 1,31,632

FY 2022-23 22,264 88,275 1,10,539

FY 2021-22 17,950 72,779 90,729

- Non-Renewable Energy (GJ)
- Renewable Energy (GJ)



Waste Management

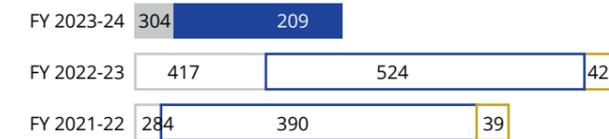
TOTAL WASTE GENERATED

(in Metric Tonne)

Parameter	FY 2022-23	FY 2023-24
Plastic Waste	26.24	108.59
E-Waste	1.49	0.78
Bio-Medical Waste	1.75	0.22
Construction & Demolition Waste	117.20	0
Battery Waste	1.87	0
Hazardous Waste	1.66	165.25
Other Non-Hazardous Waste	833.14	1,075.27
Total Waste	983.34	1,350.11

Total Waste Reused/Recycled & Disposed

(in Metric Tonne)



- Total Waste Reused (MT)
- Total Waste Recycled (MT)
- Total Waste Disposed (MT)

Waste Intensity

Total Waste Generated/₹ Revenue from operations
(Metric Tonne/₹ Million)



- Waste Intensity (MT/INR Million)

WASTE REDUCTION INITIATIVES

EIH Associated Hotels Limited is not only resource-conscious but also follows a judicious strategy rooted in Indian culture and modern technology. We ensure our services are free from toxic or hazardous materials, and our operations do not generate such waste. Our waste management follows the 3R model: Reduce, Reuse, and Recycle.

Reduce: We implement initiatives to minimise waste, such as using cloth bags for laundry and biodegradable bags for waste collection, adopting paperless check-in/out systems, and using eco-friendly laundry chemicals at The Oberoi Rajvilas and Trident Jaipur. Trident Bhubaneswar conducts regular maintenance to maintain air pollution and converts old CFL lamps to LEDs.

Reuse: We encourage material reuse by creating compost pits for organic waste in hotels with large gardens and repurposing printed stationery for notepads, facsimile printouts, and internal posters.

Recycle: We run recycling programmes that include making stationery and shopping bags from recycled paper, segregating waste into dry and wet (with wet waste sent to piggeries and dry waste sold for recycling), and installing organic waste converters for composting. E-waste is sent to authorised recyclers, and hazardous waste like batteries and used oil is disposed of through authorised channels in compliance with legal requirements. Most hotels have on-site wastewater treatment and sewage treatment plants. In-house glass water bottling plants are being installed to reduce plastic bottle usage.

Additionally, employees are made aware of the importance of waste management measures which can be implemented.

Water Management

Water Withdrawal

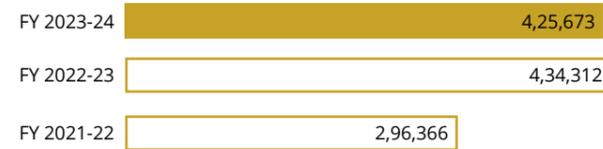
(in Kiloliters)



■ Total Water Withdrawal (KL)

Water Consumption

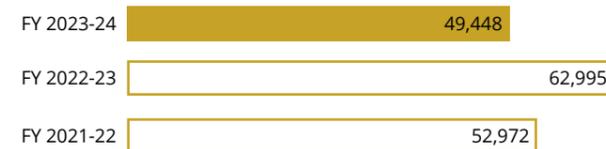
(in Kiloliters)



■ Total Water Consumption (KL)

Water Discharge

(in Kiloliters)



■ Total Water Discharge (KL)

Water Intensity

(Total Water Consumption/₹ Revenue from operations KL/₹ Million)



CONSERVATION OF WATER

EIH Associated Hotels Limited has implemented a Zero Liquid Discharge mechanism across five hotels: The Oberoi Rajvilas, Trident Agra, Trident Jaipur, Trident Udaipur, and Trident Bhubaneswar. Advanced sewage treatment plants and technologies have been commissioned facilitating the treatment of wastewater across these establishments. The company ensures all treated water is reused for irrigation, HVAC, and other purposes. We are actively working towards replacing conventional treatment plants with advanced systems and incorporating separate piping for use of recycled water within buildings.

Trident Chennai and Trident Cochin have systems to ensure avoidance of discharge of untreated wastewater, maximising water reuse. The Oberoi Cecil is connected to the municipal sewerage system and the wastewater from the hotel is treated in the common municipal wastewater treatment plant.

To enhance water conservation, we have installed rainwater harvesting systems across several hotels aligning with our sustainability goals.

Alongside energy audits, we perform water audits to enhance water efficiency and provide environmental awareness training on topics like water efficiency and circularity. We have conducted a thorough Water Risk Assessment for all our domestic and international hotels, utilising advanced scientific tools such as WRI's Aqueduct, WWF's Water Risk Filter, Encore, RepRisk, and a Central Government report on groundwater resources for hotels located in India.

Environmental Expenditure

RETURN ON ENVIRONMENTAL INVESTMENTS

Capital Investments	₹ 4,47,99,125
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In FY2024, capital expenditure was incurred on the purchase of LED TVs, water bottling plant and a 600kW solar plant.

Environmental Violations

ENVIRONMENTAL VIOLATIONS

Number of violations of legal obligations/ regulations	Nil
Amount of fines/ penalties related to the above (INR)	Nil
Environmental liability accrued at year end (INR)	Nil

Biodiversity

BIODIVERSITY IMPACTS

EIH Associated Hotels Limited recognises that biodiversity is fundamental to the health of ecosystems, communities, and our business operations. We are committed to implementing comprehensive strategies that promote biodiversity conservation, sustainable practices, and responsible stewardship across all our activities and properties. In FY 2023-24, we undertook a biodiversity risk assessment exercise to identify biodiversity related risks across all properties. The assessment was conducted using globally recognised tools such as WWF Biodiversity Risk Filter, Integrated Biodiversity Assessment Tool (IBAT), and RepRisk.

The assessment informs our location-level plans to avoid, minimise, and mitigate nature-related dependencies, impacts, and risks. Our mitigation measures will focus on reducing our impacts to the environment, improve ecosystems around the areas where we operate, engage related stakeholders in our efforts, and communicate our efforts where required.



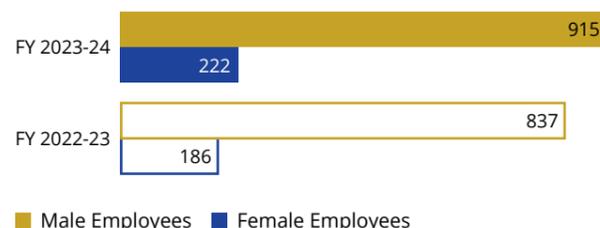
Social Responsibility



Social Milestones

Human Capital & Development

WORKFORCE BREAKDOWN: BY GENDER



WORKFORCE BREAKDOWN: BY GENDER

Particulars	Male (FY2023-24)	Female (FY2023-24)
Permanent employees	360	63
Other than permanent employees	555	159
Total	915	222

WORKFORCE BREAKDOWN: BY GENDER

Particular	%
Share of women in all management positions, including junior, middle and top management (as % of total management positions)	21%*
Share of women in top management positions, maximum two levels away from the CEO or comparable positions (as a % of total top management positions)	0%*
Share of women in Junior management positions, i.e. first level of management (as a % of total junior management positions)	33%*
Share of women in management position-revenue generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)	24%*
Share of women in STEM-related positions (as % of total STEM positions)	0%**

Note: Top Management - L1 and above; Management Level - L2 to L4; Jr. Management Level - L5 to L7
*Taken all permanent executives
**Taken all permanent executives from engineering and IT

WORKFORCE BREAKDOWN: BY NATIONALITY

Race/ Ethnicity/ Nationality	%
Indian	100

LEARNING AND 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 behavioural aspects.



EMPLOYEE ENGAGEMENT SURVEY

We conduct annual employee engagement survey which has Job Satisfaction, purpose, happiness and stress along with other parameters. Our scores have been 84% which have been 1% higher than the previous year scores

FREEDOM OF ASSOCIATION

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

8%

Parameter	FY 2022-23	FY 2023-24
Employee Engagement Survey Score	83%	84%

EMPLOYEE DEVELOPMENT PROGRAMMES

Employee Development Programmes	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 organisation'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

Indicator	FY2020-21	FY2021-22	FY2022-23	FY2023-24
a. Total Revenue from operations (INR Million)	1,014	1,952	3,371	3,848
b. Total Operating Expenses (INR Crore)	1,377	1,790	2,593	2892
c. Total employee-related expenses (salaries + benefits) (INR Crore)	412	463	576	684
Total Permanent Employees	512	846	1,023	423*

*In FY2022-23, EIH Associated Hotels Limited did not classify any employee as other than permanent employee. However, in FY2023-24, there was a methodology change in reporting the number of permanent and other than permanent employees. There were 423 permanent and 714 other than permanent employees. Hence total employees for EIH Associated Hotels Limited for the period FY2023-24 is 1,137.

EMPLOYEE SUPPORT PROGRAMMES

Paid parental leave for primary caregiver	A 100% retention rate has been observed in the female permanent employees who took parental leave.
Sport and health initiatives Flexible working hours Working-from-home options Part-time working options Childcare facilities or contributions Breast-feeding/ lactation facilities or benefits Paid parental leave for non-primary caregiver Paid family or care leave beyond parental leave	To ensure the well-being of our people, we implemented various sports and health initiatives to ensure fitness. We provide flexible working hours and work-from-home (WFH) options to support work-life balance, along with part-time working options. We understand the importance of family and offer infant and childcare facilities. Furthermore, paid parental leave is available for both primary and nonprimary caregivers, alongside paid family or care leave beyond parental leave, ensuring comprehensive support for our employees and their families.

CASE STUDIES – SPORT AND HEALTH

Trident Chennai

International Yoga Day was celebrated in the hotel and our very own Assistant Restaurant Manager took the Yoga session for the team. Team members learnt Surya Namaskaram and breathing exercise.

Trident Cochin

A cricket match was organised between Trident, Cochin and Casino Hotel, Cochin. All team members participated by either playing or cheering.

The match was organised at Bristow Ground of KV School near Trident at Willingdon Island. Post the match Hi- tea was organised.

The Oberoi Cecil Shimla

A new recreational room opened its doors to the team, offering a haven for leisure and bonding. Carom boards echoed with friendly clashes, board games sparked with laughter, and the shelves were adorned with variety of books. The room resonated, the harmony of music, creating a space where colleagues could unwind, connect, and indulge in the simple joys of shared activities.

EMPLOYEE TURNOVER RATE

Particular	FY2020-21	FY2021-22	FY2022-23	FY2023-24
Voluntary	41%	44%	52%	34%
Total Employee Turnover Rate	65%	74%	68%	45%

MANAGEMENT LEVEL BIFURCATION OF TURNOVER RATE

Particular	FY2023-24
Top Management	29%
Middle Management	32%
Junior Management	19%

PERFORMANCE APPRAISAL

Particular	
Employee performance appraisal systems integrates compliance/codes of conduct	Performance and career development reviews are conducted as per Company's appraisal process/policy.
Type of Performance Appraisal System	Balanced Scorecard based for Management Positions and competency based appraisal for team members
Frequency of Performance Appraisal	Annual

HIRING INDICATORS

Particular	FY2020-21	FY2021-22	FY2022-23	FY2023-24
Total new employee hires	247	679	892	206

Particular	FY2023-24
Open positions filled by internal candidates (%)	10%*

*EDP and SDP

Human Rights

HUMAN RIGHTS

During the reporting year, we conducted a study to understand the best-in-class practices followed in our industry on human rights related aspects including policies, assessments, governance. Based on these initiatives, a human rights framework has been implemented across the organisation. The framework will help us seamlessly integrate human rights in our day-to-day operations and promote effective stakeholder engagement. We also conducted desk-based research to identify possible human rights risks affecting our organisation. A preliminary set of mitigation measures

associated with the identified potential human rights issues was identified and several initiatives were undertaken in the year to address the identified risks. These include regular trainings related to human rights and flexible working hours.

We also have a human rights policy which outlines our commitment to upholding internationally recognised human rights standards and ensuring that our business activities do not infringe upon the rights of our employees, guests, suppliers, or local communities.

Occupational Health & Safety

OHS PROGRAM

Employee health and safety is one of the strategic priorities for EIH Associated Hotels Limited. 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 prioritisation 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:

- 1 Safety Supervisors Conduct Daily Inspection
- 2 Monthly safety audits conducted by site Chief Security Officer(CSO)
- 3 Quarterly safety audit by General Manager
- 4 Six monthly safety audit by Group CSO
- 5 Third party safety audits as required
- 6 Mandatory briefing and pre-work inspections before starting any work



DETAILS OF SAFETY RELATED INCIDENTS

Safety Incident/Number	Category	FY2021-22	FY2022-23	FY2023-24
Lost Time Injury Frequency Rate (LTIFR) (Per One-Million-Person Hour Worked)	Employees	NIL	NIL	14
	Workers	NIL	NIL	4
Total Recordable Work-Related Injuries	Employees	NIL	NIL	37
	Workers	NIL	NIL	5
Number of Fatalities	Employees	NIL	NIL	NIL
	Workers	NIL	NIL	NIL
High Consequence Work Related Injury or ill Health (Excluding Fatalities)	Employees	NIL	NIL	NIL
	Workers	NIL	NIL	NIL

Stakeholder Engagement

STAKEHOLDER ENGAGEMENT GOVERNANCE

Policy/Procedure to Ensure that the Corporate Stakeholder Engagement Strategy is Applied Consistently Across all Organisation	Stakeholder Engagement Policy
Person Ultimately Responsible for Stakeholder Engagement	Mr. Vikramjit Singh Oberoi Managing Director

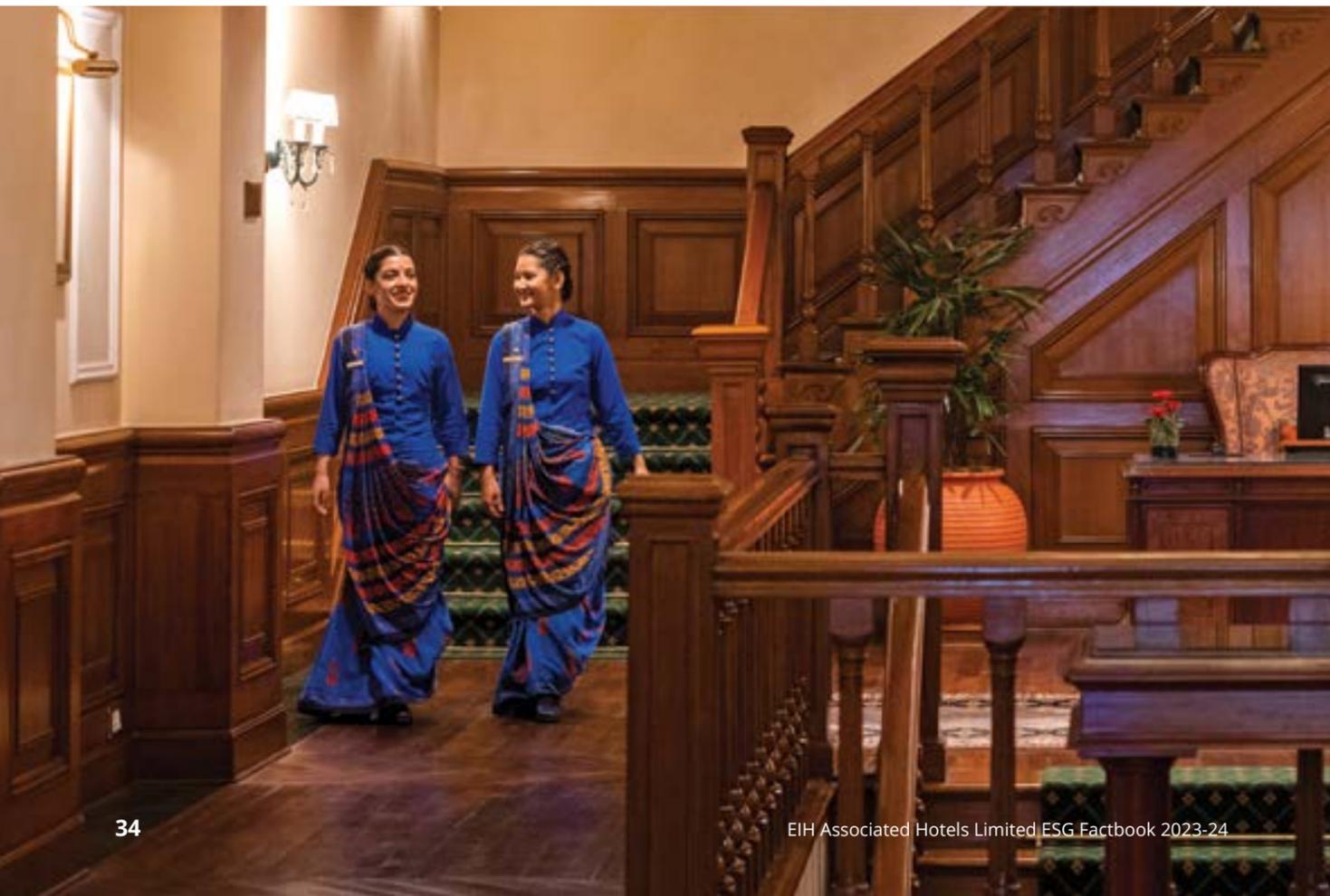
LOCAL STAKEHOLDER ENGAGEMENT

At EIH Associated Hotels Limited, we take all our stakeholders' feedback and grievances seriously and address them with agility. Stakeholders impacted by these initiatives can directly report their concerns to the NGO or our employees, who will promptly and effectively work toward addressing them or escalate them to the appropriate authority within the organisation.

Customers

CUSTOMER SATISFACTION

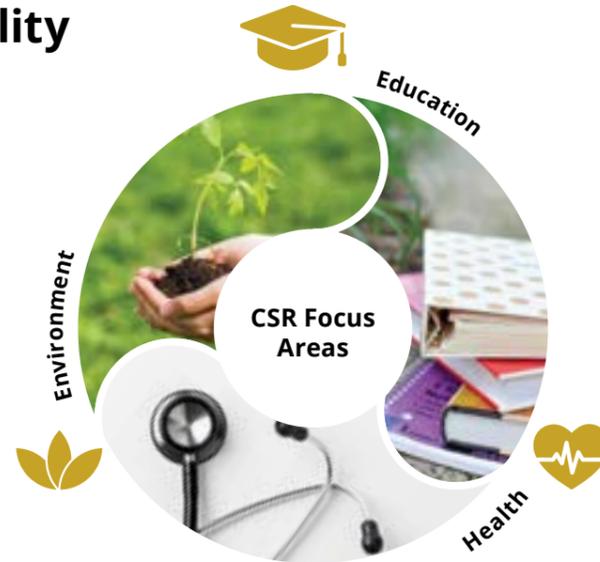
Particular	FY2021-22	FY2022-23	FY2023-24
Net Promoter Score	90.65%	80.06%	78.72%



Corporate Social Responsibility

PROJECT SAKSHAM

EIH Associated Hotels Limited has expanded its impact through a collaboration with SOS Children's Village, a non-governmental organisation (NGO) focused on enhancing the education and well-being of underprivileged children. Our employees actively participate in these initiatives, fostering meaningful connections within the community. To ensure transparency and accountability, we have established a robust communication process that enables stakeholders to report issues or provide feedback directly. Together, we strive to create a positive and inclusive environment for all.



IMPACT ON LOCAL COMMUNITIES

We have collaborated with local communities to empower marginalised under-privileged families and children, enabling them to experience a better quality of life. Our efforts extend to various initiatives for those in need. 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

48
Person Benefitted

₹ 4.53 Million
Voluntary Donations

₹ 4.24 Million
CSR Donations

The Trident Chennai

Trident Chennai extended its support to St. Joseph's Hospices NGO, providing care for individuals who are dying destitute and abandoned by their families and friends. Additionally, the Hotel donated lunch meals for 250 inmates every month, as well as discarded bed sheets and manure to support their garden initiatives.

The Oberoi Rajvilas

The Oberoi Rajvilas organised a cleanliness drive and winter clothes donation drive where employees donated the warm winter clothes to Mother Teresa Home in Jaipur.

The Trident Jaipur

Trident Jaipur conducted demonstrations on proper handwashing techniques at the schools catering to underprivileged students. They distributed liquid handwash to both students and faculty, aiming to promote hand hygiene and improve health practices within the community.



EIH Associated Hotels Limited
A MEMBER OF THE OBEROI GROUP

CIN: L92490TN1983PLC009903

Registered Office

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