

# Ambuja Neotia Hotel Ventures Limited

## SUSTAINABILITY REPORT

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FY 2022-23



**Explore Experience Evolve**

# AmbujaNeotia

## Registered office

Ecospace Business Park Plot-II/F/11 Block - 4B, 3rd Floor,  
New Town, Rajarhat Kolkata - 700160

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## Ambuja Neotia Hotel Ventures Limited Directors

Mr. Harshavardhan Neotia, Chairman and  
Non-Executive Director

Mr. Deepak Kumar Harlalka, Whole Time Director,  
CS & CFO (Executive Director)

Mr. Parthiv Vikram Neotia, Non-Executive Director

Mr. Pradeep Lal Mehta, Vice-Chairman  
(Non-executive Director)

Mr. Naresh Kumar Jain, Non-Executive Director

Mr. Amit Khemka, Non-Executive Director  
(Nominee Director)

Mr. Sudhir Kumar Dewan, Independent Director

Mr. Vivek Vikram Jain, Independent Director

## Explore, Experience, Evolve

At Ambuja Neotia, we strive for creating a luxury experience that not only indulges our guests with superior comfort, refined aesthetic and unparalleled service, but also aids the preservation of our environment. We strongly believe that true luxury is about experiencing the exquisite, without harming the world that enables such pleasure.

Our commitment to sustainability is reflected in our accommodations and facilities that are designed with green principles in mind, incorporating recycled materials and energy-efficient technologies. We have established water and energy conservation projects within our properties and we follow waste reduction strategies to minimise our impact on the environment. We consciously ensure that our activities support local communities, by creating jobs, supporting local businesses and partaking in socio-culturally sound practices. We strive to maintain a balance between providing luxury and ensuring the long-term welfare of these communities. We source our food locally to not only deliver freshest meals to our guests' plates but also reduce carbon footprint caused by long-distance transportation.

By 'Explore, Experience, Evolve', we are adding a new dimension to hospitality. We want our guests to feel good about their stay, knowing that they are making a responsible choice by choosing us, embrace a new standard of luxury, where comfort aligns seamlessly with conscience. Their stay with us is beyond just a luxury experience, it's a step towards preserving our world for future generations.



### Disclaimer:

1. As we have made this report retrospectively, we have considered "Tree of Life" in this report. However, the transaction was done during FY 2023-24.
2. Similarly, Raichak on Ganges has been signed up with IHCL to manage it post renovation in FY 2025-26. In FY 2022-23 the property was managed by our own team.

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## Disclaimer:

A structured data collection mechanism has been rolled out for subsequent collection of such data. Wherever accurate data were not maintained, rough estimates have been used.

# About the Report

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At Ambuja Neotia, we continuously work to incorporate sustainability into various aspects of our business, aligning our efforts with both national and global priorities of climate change. Moving a step forward in this direction, we are pleased to present our first comprehensive Sustainability Report for the financial year 2022-2023.

## 1.1 Organisational details

**(GRI 2-1)**

Ambuja Neotia Hotel Ventures Limited (referred herein after as "Ambuja Neotia", "us", "our", "we", "ours", "We", "Our", "the Company", "Company" or "The Company") is a public company headquartered in Kolkata with operations spread across India. Through this report we aim to communicate our efforts in sustainability across our 3rd party managed operations hospitality business to all our internal and external stakeholders.

This report discloses our performance against Key Performance Indicators (KPIs) which are aligned with the 'Global Reporting Initiatives (GRI) Standards 2021', and United Nations Sustainable Development Goals (UN SDGs). We have conducted comprehensive materiality assessment and have extensively engaged with our internal and external stakeholders, to assess the most vital sustainability considerations recognised by them. This report includes the sustainability performance of the company against the material topics that have been identified and acknowledged.



### Managed operations hospitality - ANHVL

#### Operational Project

- Raajkutir
- Taj Chia Kutir and Spa
- Gangakutir Raichak



### Residential - ANHVL

#### Development

- Vanya Awas

## 1.2 Entities included in sustainability reporting

**(GRI 2-2)**

This report focuses on the sustainability performance of Ambuja Neotia Hotel Ventures Limited (ANHVL), its subsidiaries and relevant associate companies.

This report encompasses environmental, social and governance performance across below mentioned 4 project sites under ANHVL.

## 1.3 Scope and boundary of the report

**(GRI 2-3)**

This report encompasses the annual Environmental, Social and Governance performance of our own as well as our 3rd party managed operations hospitality business for the period from 1st April 2022 to 31st March 2023. It describes our business model, strategy, significant risks, opportunities, overall performance, related outcomes and prospects for the year under review.

The report presents our efforts towards undertaking sustainable and responsible business operations, creating value for our stakeholders, which include bettering the lives of our employees as well as improving the livelihood conditions of our surrounding communities. The Company has made the best efforts to ensure the completeness and accuracy of the disclosed information.

## 1.4 Restatements of information

**(GRI 2-4)**

This being our first sustainability report, restatement of previous reporting period information is not applicable.

### Forward looking statements

Certain statements in this report regarding our business operations may constitute forward-looking statements. These include all statements other than statements of historical facts, including those regarding the financial position, business strategy, management plans and objectives for future operations. Forward-looking statements can be identified by words such as 'believes', 'estimates', 'anticipates', 'expects', 'intends', 'may', 'will', 'plans', 'outlook' and other words of similar meaning in connection with a discussion of future operational or financial performance. Forward-looking statements are necessarily dependent on assumptions, data or methods that may be incorrect or imprecise and that may be incapable of being realised and as such, are not intended to be a guarantee of future results, but constitute our current expectations based on reasonable assumptions. Actual results could differ materially from those projected in any forward-looking statements due to various events, risks, uncertainties and other factors. We neither assume any obligation nor intend to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

## 1.5 Accountability Statement

This report has been reviewed by the Board of Directors and the Senior Management of the Company. The Board confirms that this Sustainability report provides fair and necessary information on the Company's non-financial performance, business model and strategy.

## 1.6 Suggestions & feedback

**(GRI 2-3)**

As a responsible business organization, we aim towards disclosure of the most accurate information and data pertinent to all our stakeholder groups. We welcome all feedbacks and suggestions to help us improve our reporting methods.

### Contact point for additional information and clarification:

Mr. Saurabh Bang

saurabh1.bang@ambujaneotia.com

+91 33 40406060



# Leadership message

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2.1 Message from the Chairman





# Message from the Chairman

## Dear Stakeholders,

As we stand at the threshold of a new era, where the contours of business success are no longer defined solely by financial performance but are intricately interwoven with social responsibility and environmental stewardship, I am pleased to share with you our journey and commitment towards a sustainable future.

At Ambuja Neotia, our ethos has always been rooted in our belief that success is meaningful only when it is inclusive, when it nurtures the environment, and when it stands on the pillars of sound governance. As an organisation, we are committed to making a positive impact and adding value to the social and economic progress of the nation. Which is why, over the past 26 years, the Group has relentlessly strived to uphold the tenets of sustainability, accountability and inclusivity in creating a framework for a better future.

I am happy to present you our Corporate Environmental, Social and Governance (ESG) report — a testament to our unwavering commitment to creating value that goes beyond the balance sheet.

### **Environment: Cultivating a Greener Tomorrow**

From the tiniest of a hut to the most expansive of a castle, any human built structure is essentially a disruptive intervention in nature. The goal is to make this intervention the least adversely impactful, aiming to achieve a harmony, a balance between what we disrupt and what we create. Because our planet is not just our home; it is the wellspring of our existence.

Recognizing the critical importance of environmental conservation, we have embarked on ambitious initiatives aimed at minimising our ecological footprint. From implementing energy-efficient practices in our operations to embracing renewable energy sources, we are dedicated to ensuring that every step we take is in harmony with nature.

Furthermore, our commitment extends to sustainable architecture and responsible development. The spaces we create are not just structures; they are ecosystems that foster a symbiotic relationship between human habitation and the natural world.

### **Society: Nurturing Communities, Empowering Lives**

A business is only as strong as the communities it serves. At Ambuja Neotia, we understand that the well-being of our society is intrinsically linked to our success. Our social initiatives span education, healthcare and skill development, development and promotion of art and culture, with a singular focus on empowering lives.

From educational scholarships that light the path to knowledge, to healthcare programmes that reach the farthest corners of need, we are committed to being

catalysts of positive change. Our endeavour is to create communities that thrive, where the dividends of progress are shared equitably.

For us, every individual comes with a potential to make the world a better place. Our intention is to nurture such human potential through a well-planned, intelligent and thoughtful execution of a sound set of environmental, social and governing strategies.

### **Governance: Upholding Values, Fostering Trust**

Strong governance is the bedrock upon which sustainable businesses are built. Our commitment to transparency, ethics and accountability is non-negotiable. It is our pledge to uphold the highest standards of corporate governance, ensuring that the trust placed in us is met with unwavering integrity.

As we navigate the complex landscape of business, we do so with a keen awareness of the responsibility that comes with leadership. The decisions we make today echo not just in boardrooms but resonate in the lives of the people we touch and the ecosystems we inhabit.

### **A Collective Journey**

In closing, I want to emphasize that our journey towards a sustainable future is not a solitary one. It is a collective endeavour and we invite you, our valued stakeholders, to walk this path with us. Your insights, feedback and partnership are integral to our growth and evolution.

At Ambuja Neotia, we don't just build structures; we strive to sculpt meaningful spaces and create heartfelt experiences. With your continued support, we aspire to redefine success, transcending the conventional metrics to create a legacy that resonates with compassion, responsibility and enduring value.

Thank you for being a part of our journey.

Warm regards,  
**Harshavardhan Neotia**  
Chairman, Ambuja Neotia Group

## Sustainability highlights

### Environmental



902.95\* tCO<sub>2</sub>e  
Scope 1 emissions in FY 2022-23  
\*excludes Vanya Awas



4,157.98 tCO<sub>2</sub>e  
Scope 2 emissions in FY 2022-23



485 KL  
Volume of rainwater harvested  
in Taj Chia Kutir & Raajkutir in  
FY 2022-23



26,373 KL  
Volume of water reused in  
Taj Chia Kutir & Raajkutir in  
FY 2022-23

### Social



Total Employees  
561  
in FY 2022-23



8 Hours  
Average hours of training  
imparted to employees in  
FY 2022-23



~9%  
Diversity in workforce in  
FY 2022-23

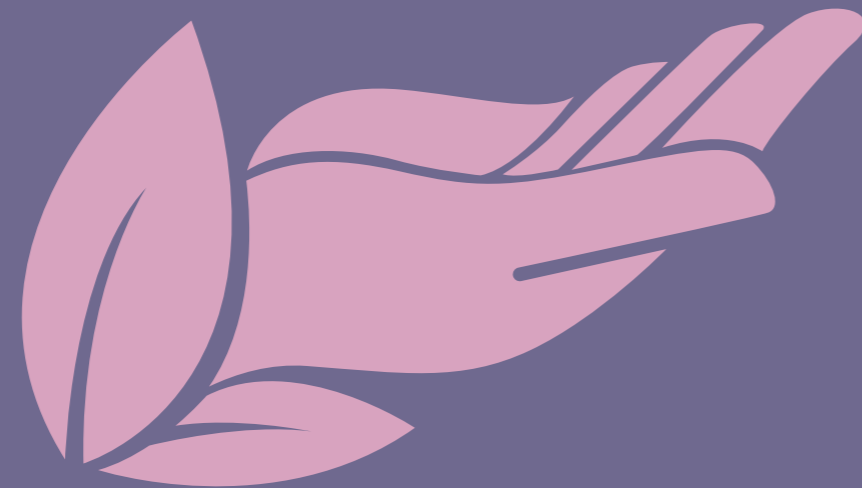
### Economic and Governance



INR 12,881.36  
lakhs  
Revenue in FY 2022-23  
(46% increase over PY)



~20%  
Independent directors on Board  
of Directors in FY 2022-23





# About Ambuja Neotia Hotel Ventures Limited

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- 3.2 Our journey
- 3.3 Our presence
- 3.4 Business overview
- 3.5 Business value chain
- 3.6 Certifications
- 3.7 Awards and achievements
- 3.8 Memberships and associations



### 3.1 Vision, mission and values

Our commitment to transparent and responsible business practices is deeply rooted in our vision, mission, values and organisation culture.

**Vision**  
 Explore, Experience, Evolve - Ambuja Neotia envisions a future where every facet of living is elevated, where spaces transcend mere structures and communities thrive with a sense of purpose. At the core of our vision is a steadfast commitment to placing the customer at the heart of all our decisions. We believe in not just meeting but exceeding their expectations at every turn.

**Mission**  
 Making a difference to the way people live – We strive to shape environments that not only inspire but also positively impact lives. With an unwavering dedication to setting new benchmarks in quality, sustainability and innovation, we strive to create spaces that resonate with the unique aspirations and dreams of our customers. In our pursuit of excellence, the satisfaction and fulfillment of our customers remain our ultimate goal, driving us to continually redefine the standards of living and create lasting impressions that go beyond the ordinary.

**Values**

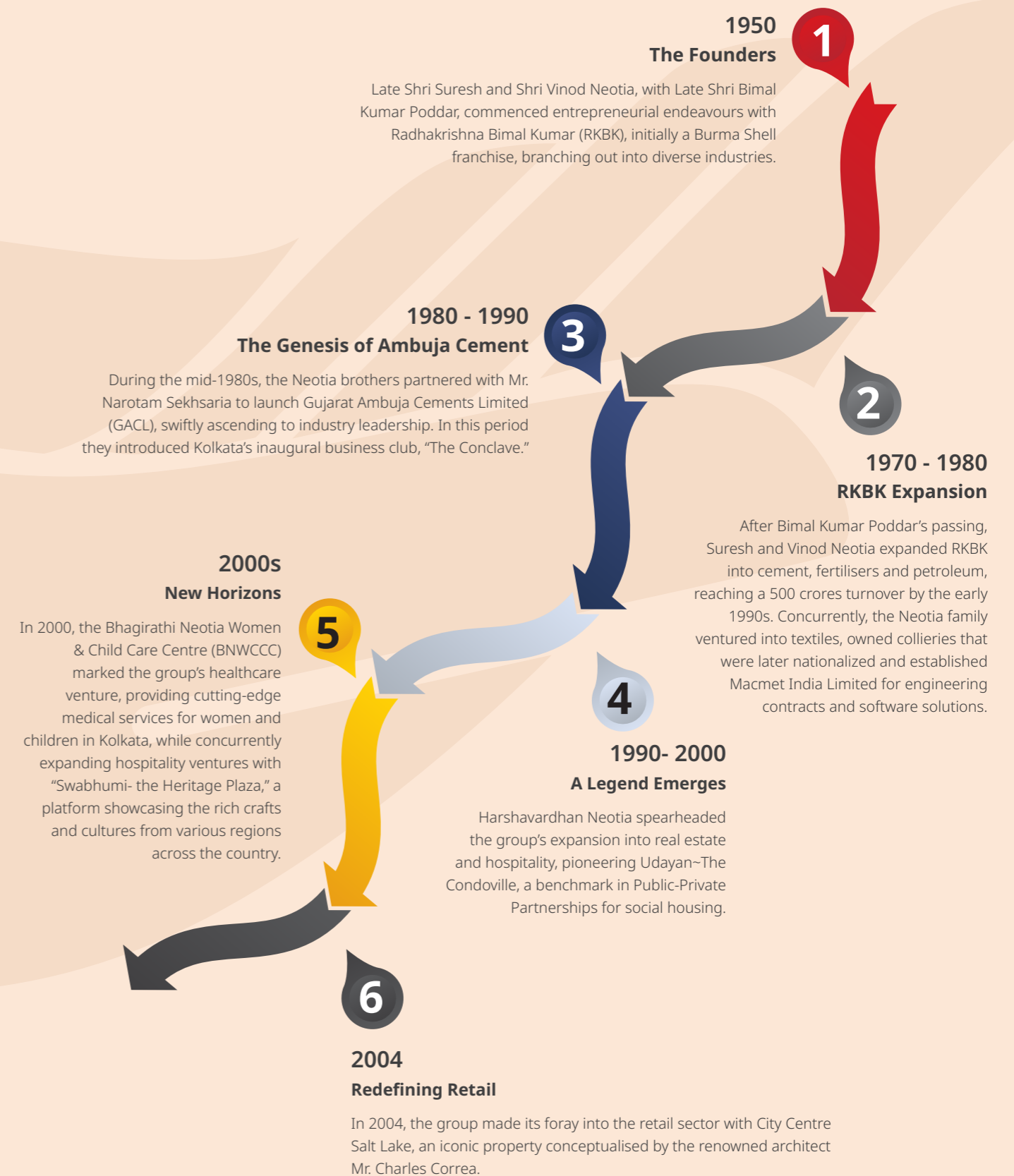
**Quality**  
 At Ambuja Neotia, quality is our unwavering commitment. Every project, every detail and every interaction reflects our dedication to delivering excellence.

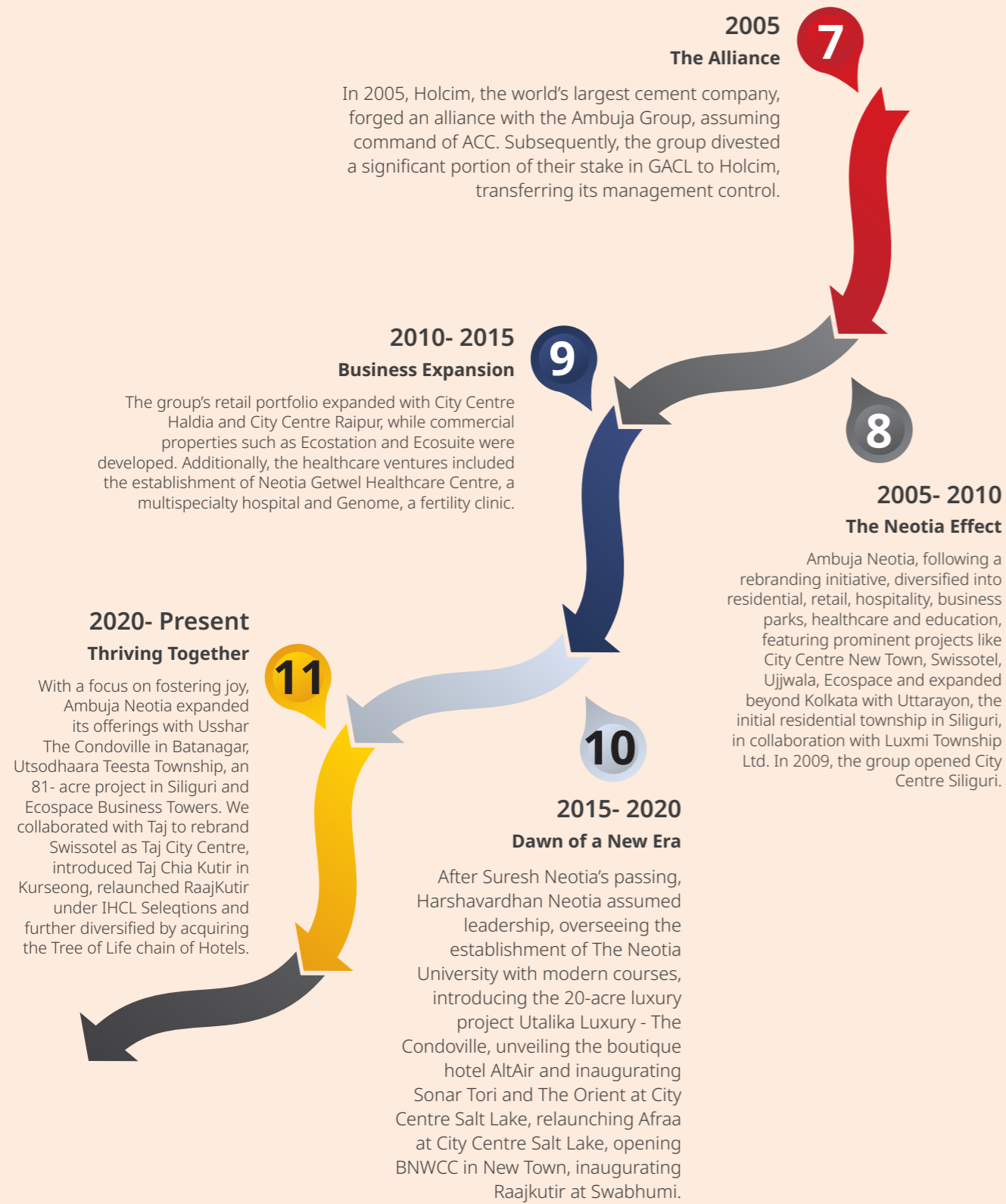
**Customer Centricity**  
 Placing customers at our core, we go beyond spaces, aiming to understand and exceed expectations. Listening, innovating and creating enriching experiences define our commitment to valued customers.

**Trust**  
 Building trust is at the core of our ethos. We pride ourselves on transparent, integral, and reliable relationships. Trust is not just the foundation for structures but lasting partnerships with clients, investors and communities.

**Design**  
 Design is our language and architecture is our expression. Crafting spaces that blend aesthetics, functionality and sustainability, our projects are a testament to our passion for inspiring and elevating the human experience.

### 3.2 Our journey



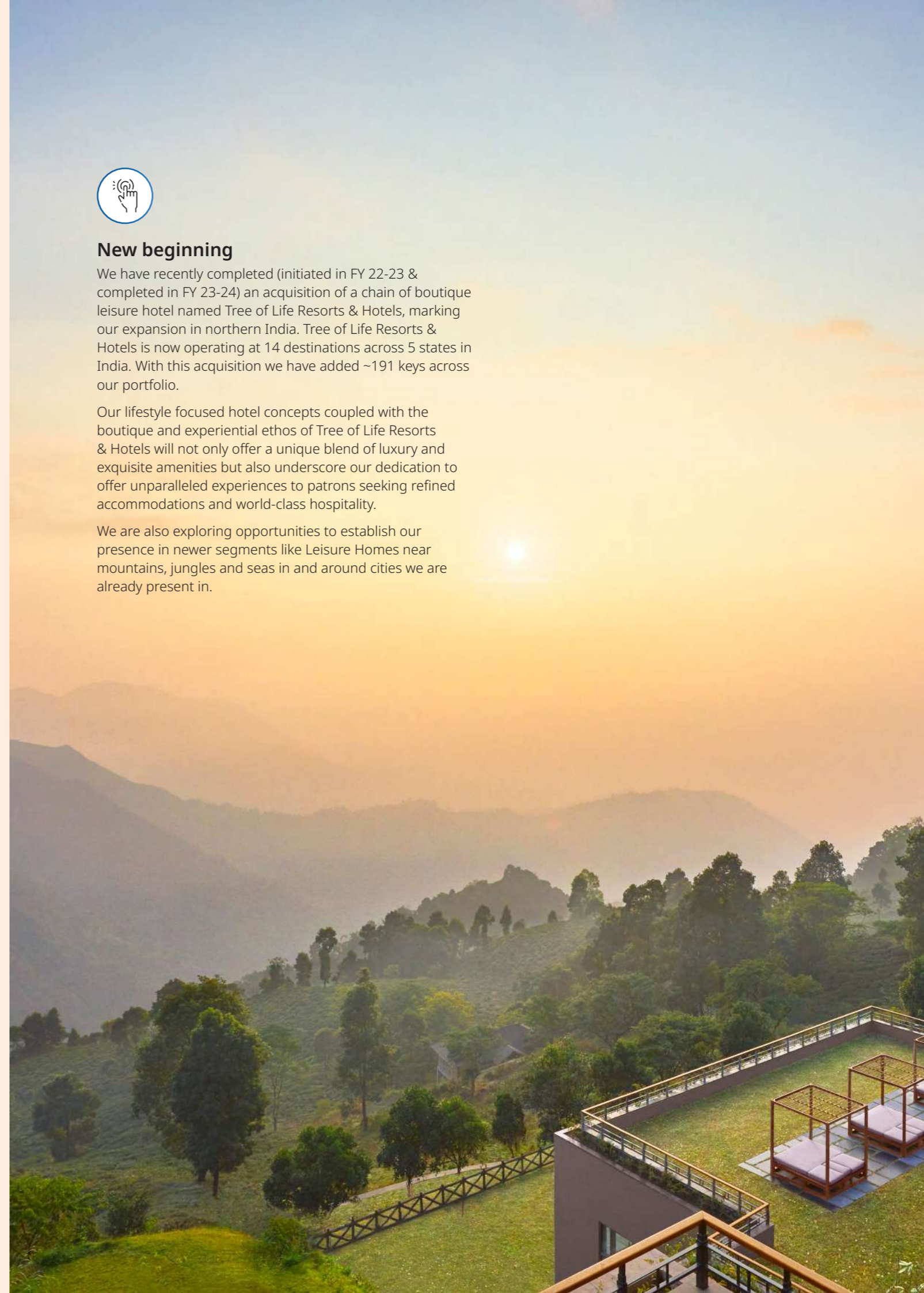


**New beginning**

We have recently completed (initiated in FY 22-23 & completed in FY 23-24) an acquisition of a chain of boutique leisure hotel named Tree of Life Resorts & Hotels, marking our expansion in northern India. Tree of Life Resorts & Hotels is now operating at 14 destinations across 5 states in India. With this acquisition we have added ~191 keys across our portfolio.

Our lifestyle focused hotel concepts coupled with the boutique and experiential ethos of Tree of Life Resorts & Hotels will not only offer a unique blend of luxury and exquisite amenities but also underscore our dedication to offer unparalleled experiences to patrons seeking refined accommodations and world-class hospitality.

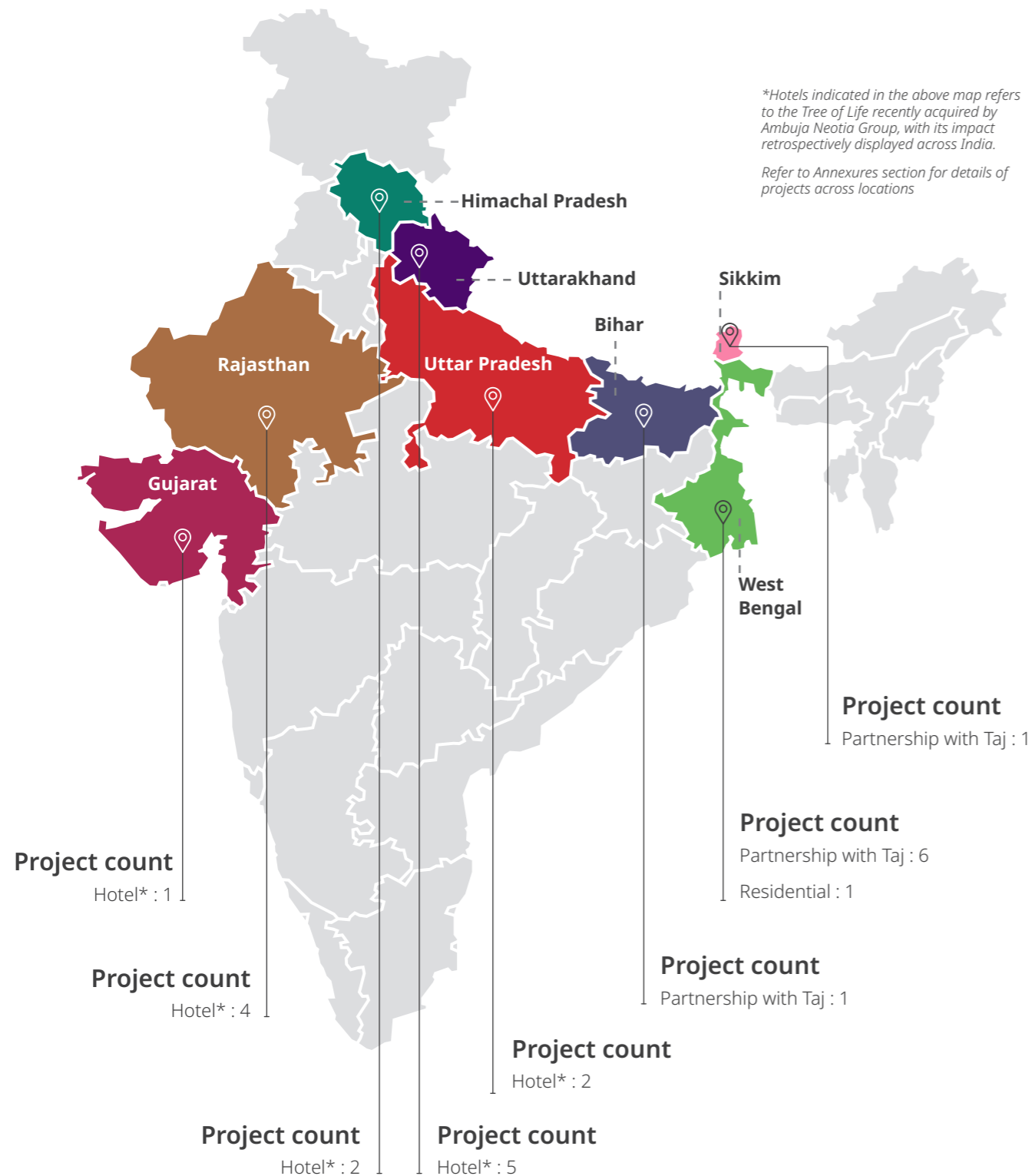
We are also exploring opportunities to establish our presence in newer segments like Leisure Homes near mountains, jungles and seas in and around cities we are already present in.



### 3.3 Our presence

(GRI 2-1)

For decades, we have contributed to the rich tapestry of the hospitality industry and made our presence felt across destinations in India through our best-in-class value proposition.



### 3.4 Business overview

#### Hospitality

Our hospitality business foundation rests upon a fusion of warmth, innovation and a relentless pursuit of perfection. We believe that hospitality goes beyond accommodation and dining; it's about curating moments that linger on in our customer's memory long after their stay. From our meticulously designed spaces to our personalized service, our endeavour is to provide our customers with an opportunity to indulge in unparalleled comfort and relaxation.

In our construction of hotels where the number of rooms are higher and offering is premium, we appoint world class hotel operators such as IHCL to operate the hotels under a management contract. This allows us to focus on our core competency: locate land parcels at outstanding locations and build well designed luxury hotels. We own about 571 keys across our portfolio. Out of this, we manage 191 keys ourselves through our brand Tree of Life.

At Ambuja Neotia, we want to be an integral part of people's fondest memories. This has led us to create

destinations which in turn offer experiences to cherish. Our endeavor is to design spaces that evoke happy and positive vibes, offering multi-sensory experiences. Our first major venture was 'Gangakutir Raichak' - a resort and country home complex on a sprawling 100 acres of land on the banks of the majestic Ganges. Today, we are proud to have tied up with the Taj group (IHCL) to create destinations such as Raajkutir Kolkata - IHCL Seleqtions, Taj City Centre New Town (not a part of ANHVL), Taj Chia Kutir in Kurseong and Taj Guras Kutir in Sikkim.

With designs from renowned architects, we aim to create modern architectural marvels through our hotels. Our happy rendezvous with the Indian arts and culture gets reflected in every detail. Our goal is to build destinations that become a testament to responsible architecture, creating sanctuaries of relaxation, indulgence and luxury. Our team is driven by a shared commitment to create a haven where every detail is crafted to exceed your expectations.



In this report, our real estate (category: 2nd homes) and hospitality business performance encompasses data related to the projects presented below -



Our under construction residential property include –



Vanya Awas

Our 3rd party managed operations hotel properties include –



Taj Chia Kutir



Taj Raajkutir



Gangakutir Raichak



### 3.6 Our business value chain

(GRI 2-6, 2-7, 2-8)

#### Creating value from blueprint to build

A value chain is the collection of resources, activities, processes and people needed to sustain and operate a viable business. Our value chain encompasses a series of interconnected stages that collectively contribute to the successful delivery of high-quality projects, adhere to industry standards and meet client expectations while fostering sustainable and responsible practices within hospitality industry.

Our value chain encompasses of –



### 3.7 Achievements

Our commitment to achieve industry benchmarks, adoption of robust management systems and innovation of unique value-added projects have enabled us to achieve several jury-based awards and recognitions during the financial year, with many firsts. The following section showcases the list of awards won by us during the reporting year.



Best Hospitality Project (East):  
Taal Kutir



Developer of the year -  
Hospitality (East)

### 3.8 Memberships and associations

(GRI 2-28)



We actively collaborate with industry peers, non-governmental organizations and government bodies to drive collective action and advocate for sustainable policies and practices within the hospitality industry and beyond. Our memberships and associations offer access to valuable resources, stay informed about industry trends and play a pivotal role in shaping the future of construction, innovation and market expansion.

We are also member of “Hotel Association of India” and “Hotel and Restaurant Association of India”.



# ESG priorities

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- 4.1 Stakeholder engagement
- 4.2 Materiality assessment
- 4.3 Our sustainability commitments

At Ambuja Neotia, we believe that addressing material issues relevant to the hospitality sector are not only our responsibility but also an opportunity to create meaningful and lasting impacts. It helps us manage risks, attract investment, enhance long-term stakeholder value and ensure long-term sustainability of our business.

## 4.1 Stakeholder engagement

(GRI 2-29)

We strive towards building strong relationships with stakeholders and foster a sense of shared ownership. We understand the importance of open and transparent communication with our stakeholders. Through regular engagement and reporting, we provide comprehensive insights into our ESG performance, initiatives and progress. By fostering meaningful dialogue and collaboration, we seek to build enduring relationships based on trust, mutual respect and shared commitment to sustainable development.

We engage with our key stakeholders regularly, either in small groups or individually through a variety of methods and platforms which enable effective communication. These include our website, social media, newsletters, e-mails, online communication platforms, one-on-one meetings, physical & virtual conferences, and press releases among others.

Stakeholder engagement offers a myriad of opportunities like –



**Effective decision making**



**Improve risk management being open to diverse perspectives**



**Build lasting trust and credibility**



**Develop innovative solutions**

**Our major stakeholder groups have been identified using the following two criteria:**

- Influence of stakeholders on the value created by our organisation
- Impact of the business on stakeholders

Our stakeholder groups include –










### Internal Stakeholders

-  Marketing and Sales
-  Human Resources
-  Finance
-  Employees
-  Procurement
-  Project Execution

### External Stakeholders

-  Investors
-  Suppliers and Contractors
-  Regulatory Bodies
-  NGOs/ Local Communities
-  Customers
-  Hotel Operators

The table below summarises our key stakeholder groups, the purpose of our engagement with them, the methods of communication we use and the frequency of our engagement:

	Our key stakeholders	Mode of engagement	Frequency of engagement	Purpose and scope of engagement
	Senior Management and Key Managerial Personnel (KMP)	Emails, SMS, physical meetings and online platforms	Daily or need-based	Envisioning the sectoral growth of the organization and assessing fiduciary accountability to shareholders
	Employees	Emails, SMS, physical meetings and online platforms	Daily	Employee engagement - the organization has transparent and open communication channels
	Workers	Safety meetings, notice boards & counselling	Daily	Worker engagement - the organization has transparent and open communication channels
	Communities	Community meetings, website & Corporate social responsibility (CSR) events	Quarterly & need-based	Inclusive growth across the communities living in the vicinity of project facilities
	Investors	Emails, telephonic conversations, online platforms, meetings, website, newspaper advertisements & press releases	Quarterly & need-based	Communication on financial performance, growth perspective, project feasibility and any material information
	Suppliers and Contractors	Emails, telephonic conversations & meetings	Weekly & need-based	Maintaining strong relationships with value chain partners assist in evaluating supply chain resilience and addressing their concerns
	Customers	Emails, telephonic conversations, physical meetings, online platforms, advertisements & website	Need-based	Understanding customer requirements, creating awareness on projects and offerings and alignment of business operations to such requirements
	Government and Regulators	West Bengal Pollution Control Board (WBPCB)	Annual & need-based	Communication on impacts of current and upcoming regulations, sector related risks and opportunity mapping
	Hotel operators	Physical meetings	Monthly	Understanding financial performance and analysing guest feedback

## 4.2 Our approach to materiality assessment

(GRI 3-1, 3-2)

We have conducted materiality assessment exercise to evaluate high priority risks and align opportunities associated with each identified material topic relevant to hospitality industry. The impact criteria are assessed across various dimensions by considering inputs from all business units, functions and external stakeholders. The process encompasses –



As an outcome of the materiality assessment exercise, we identified the following sustainability focus areas and broadly categorised them across three sustainability pillars:



## Our sustainability commitments

(GRI 3-3)

We have committed to action on our material topics in the following manner -







### Employee and labour management

We understand that our success is intertwined with the well-being of our people and thus we are committed to improve the quality of life of our employees & workers, nurture their potential, motivate them and enhance their productivity.



### Diversity and inclusion

We believe that upholding a diverse workforce and culture is not only a moral imperative but it affirms strategic advantage, fostering innovation, creativity and better decision-making. We promote equal opportunity and non-discrimination across our value chain.



### Occupational health & safety

Being a responsible corporate entity, we aim for zero harm to people who we are associated with and take utmost care to prevent occurrence of any untoward incident across our operations.



### Corporate governance and ethics

We have a strong governance foundation which is led by a dynamic leadership team who is deeply involved in strategic planning, risk mitigation, trust building, maintaining transparency and continuous monitoring of ethical business conduct.



### Regulatory compliance

We ensure compliance with all applicable laws, regulations and industry standards set forth by the Government and relevant authorities.



### Business continuity and risk management

We are under a process for making a defined risk management framework for assessing our preparedness for business continuity and developing risk mitigation plans against all risks relevant to our industry.



### Community impact

We dedicatedly engage with local communities surrounding our operations and continuously work towards upliftment of the social, economic, and environmental aspects of the community we serve.



### Supply chain management

We closely assess the ESG performance of vendors to understand their sustainability maturity before handing over the contract. We also organise training and awareness sessions for them as a step to promote responsible supply chain.



### Customer relations

Customer relations are the cornerstone of success. By prioritizing customer needs, delivering exceptional service and building lasting relationships, we can not only satisfy current clients but also attract new ones through positive word-of-mouth and reputation building.



### Data security and privacy

We recognise that data security and privacy are critical considerations due to involvement of sensitive and personal information. We have developed internal controls, policies and security measures to ensure effective data privacy management for safeguarding information.



### Innovation and digitalisation

We firmly believe that leveraging technology to bring in structural changes will not only help the organisation grow significantly, but it will also offer us a sustainable competitive advantage by reducing wastage, optimising resources and building stronger customer connect.



### Brand management

We believe that brand management involves maintaining transparency, exceeding expectations, ensuring delightful customer experience and building relationships that resonate positively with stakeholders.



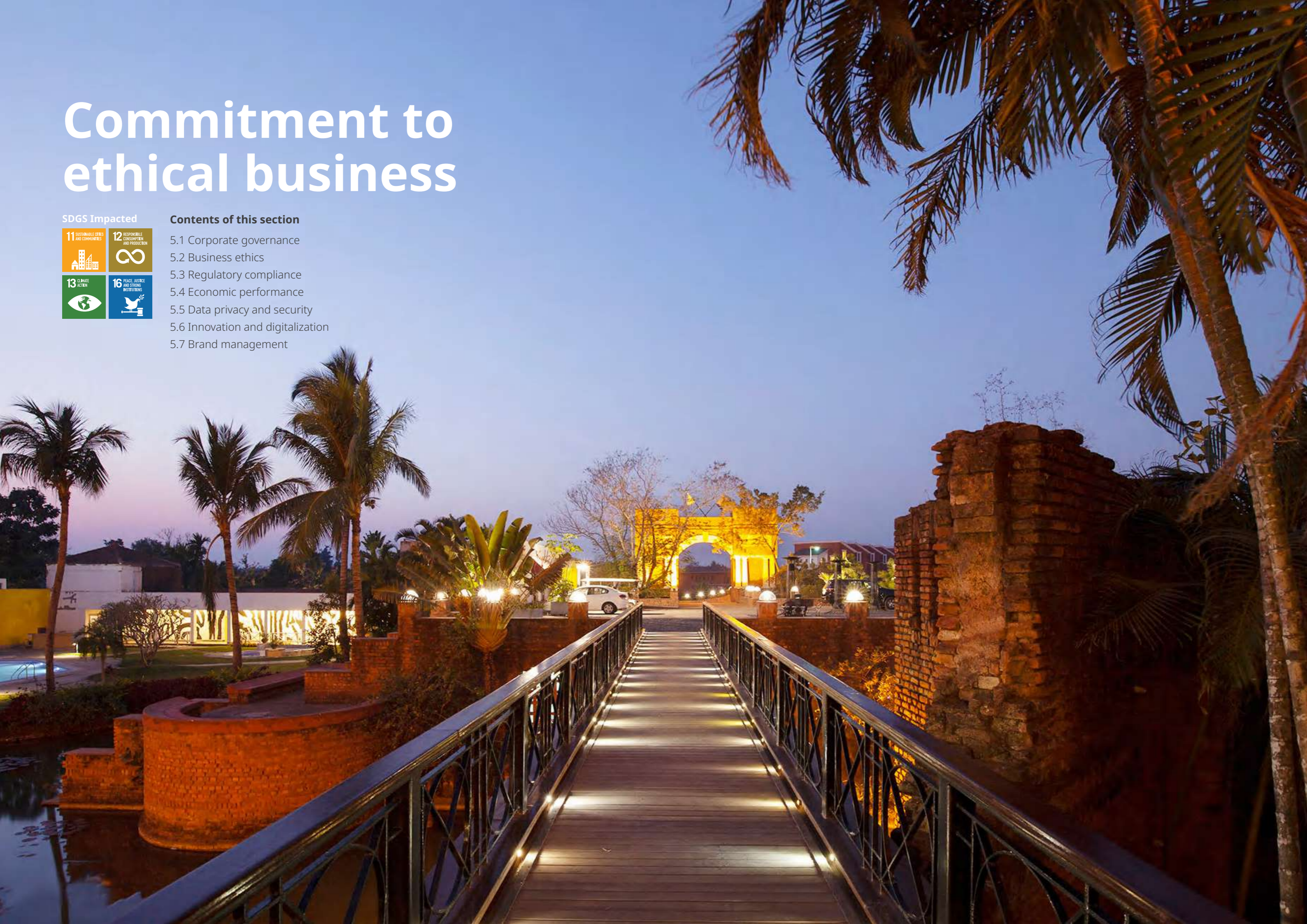
# Commitment to ethical business

## SDGS Impacted



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- 5.2 Business ethics
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- 5.4 Economic performance
- 5.5 Data privacy and security
- 5.6 Innovation and digitalization
- 5.7 Brand management



## 5.1 Corporate governance

(GRI 2-9, 2-10, 2-11, 2-12, 2-15, 2-18, 2-19)

### Group overview

Corporate governance is a crucial facet in furnishing legal, ethical and organisational framework which helps a company successfully operate while meeting the expectations of stakeholders. Good corporate governance helps us to build an environment of trust, transparency and accountability necessary for fostering long-term investment, financial stability and business integrity. At Ambuja Neotia, we believe that a high standard of corporate governance is essential for supporting more inclusive societies, creating growth opportunities and enhancing long-term stakeholder value.

Our Board of Directors holds the highest decision-making authority and play a crucial role in developing the management guidelines, supervising the organisation's governance, ensuring ethical corporate behaviour and protecting the interests of all the stakeholders. The executive leadership team, including the Chairman and Senior Management, are responsible for implementing the strategic vision, managing day-to-day operations and executing key initiatives.

We have an optimum mix of Non-Executive, Independent and Whole time Directors, having extensive industry experience. The appointment of proposed individual as Director is recommended by Nomination and Remuneration Committee. Based on such

recommendation, the appointment is approved by the Board of Directors in the Board Meeting.

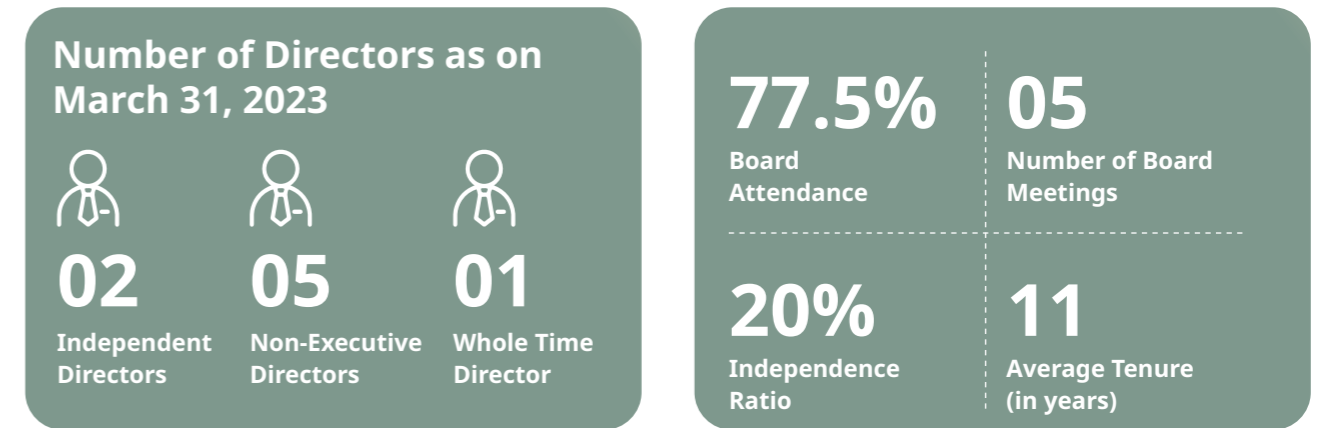
At Ambuja Neotia, we place significant importance to mitigate conflicts. We have established policies and codes of conduct to identify, manage and resolve conflicts transparently. We prioritise ethical conduct, ensuring that business decisions prioritise the company's best interests over personal gains or external affiliations. We aim to uphold transparency, fairness and ethical standards to maintain trust with clients, stakeholders and the broader community.

Pursuant to the provisions of the Companies Act, 2013, the Nomination and Remuneration Committee carries out the annual performance evaluation of the Board as a whole, its committees and each of the individual directors of the Company. A comprehensive questionnaire captures the performance of the Board. The structure prepared encompasses considerations along with inputs received from the Directors, covering various aspects of the Board's functioning such as adequacy of the composition of the Board and its committees, board culture, execution and performance of specific duties, obligations and governance. The performance evaluation is based on certain parameters, such as level of engagement and contribution, independence of judgement, safeguarding the interest of the Company and its minority shareholders, understanding the business of the Company and many more.

### Board structure

Our 3rd party managed hospitality business governance structure is designed to facilitate clear management contractual agreements between leading hospitality brand Taj, aligning interests, operational efficiency and adherence to brand standards. We have a two-tier board structure to ensure streamlined operations, standardised quality, supporting decisions with the organisation's objectives and values while maintaining brand consistency and delivering exceptional guest experiences. Our Vice President – Hospitality coordinates with Senior Vice President, IHCL regarding overall operational performance matters and directly reports to the Chairman.

The composition of the board of directors is as mentioned below –















Our Board operates in tiers, with various management committees focusing on areas such as audit, finance and compensation. These committees are tasked with monitoring, review responsibilities and act as an advisor to the Board on critical matters.

The committees include –

### Our Board of Directors (BODs)

Our Board of Directors (BODs) comprise of individuals with diverse expertise. They act as a custodian and provide guidance, oversight and governance to ensure the company operates ethically, complies with regulations and achieves its objectives. They also make critical decisions on business strategy, risk management, financial matters and major investments.

 Mr. Harshavardhan Neotia	 Mr. Sudhir Kumar Dewan	 Mr. Naresh Kumar Jain	 Mr. Deepak Kumar Harlalka
 Mr. Pradeep Lal Mehta	 Mr. Vivek Vikram Jain	 Mr. Amit Khemka	 Mr. Prathiv Vikram Neotia

 <h4>Audit Committee</h4> <p>The committee meets as per requirement to oversee the company's financial reporting process and disclosure on financial information, evaluation of internal financial controls, risk management systems, performance of statutory and internal auditors and reviewing the functioning of Vigil Mechanism.</p>	 <h4>Share Transfer Committee</h4> <p>The committee is responsible for dealing with various matters relating to share transfer &amp; transmission, issue of duplicate share certificates, approving the split and consolidation request and other matters relating to transfer and registration of shares.</p>	 <h4>Nomination and Remuneration Committee</h4> <p>The committee meets as per requirement and is entrusted with the responsibility to nominate and appoint suitable candidates for representing the Board and recommend remuneration to the Board based on their performance.</p>	 <h4>Finance Accounts &amp; Taxation Committee</h4> <p>The committee is responsible for overseeing and guiding financial strategies, accounting practices, taxation matters and ensuring financial transparency.</p>
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Name	Audit Committee	Nomination and Remuneration Committee	Share Transfer Committee	Finance Accounts & Taxation Committee
Mr. Sudhir Kumar Dewan	● <sup>c</sup>	● <sup>c</sup>		
Mr. Vivek Vikram Jain	●	●		
Mr. Naresh Kumar Jain	●	●		● <sup>c</sup>
Mr. Pradeep Lal Mehta			●	●
Mr. Harshavardhan Neotia			● <sup>c</sup>	
Mr. Amit Khemka			●	

- <sup>c</sup> Chairman of the Committee
- Member of the Committee

### Risk management framework

We are currently developing a structured risk management framework, akin to the one we have established for our Real Estate business. However, we diligently monitor and review potential risks having capacity to stall operations and relevant to our industry. Our assessment process includes analyzing factors such as market dynamics, economic fluctuations, regulatory changes, cybersecurity threats and operational vulnerabilities specific to the hospitality industry.

To mitigate such risks, Ambuja Neotia employs a multifaceted approach, including diversification of offerings, robust cybersecurity measures and contingency planning. It aims to minimize exposure to market volatility, protect guest data and ensure business continuity in the face of potential disruptions. Additionally, compliance with legal and regulatory standards is a key focus, ensuring adherence to hospitality-specific regulations, safety protocols and guest privacy laws. Regular audits and assessments are conducted to maintain compliance and identify areas for improvement. Furthermore, employee training and empowerment form an essential part of our risk management efforts, ensuring that staff at all levels are equipped to identify and respond to potential risks, fostering a culture of risk awareness and accountability.

## 5.2 Business ethics

**(GRI 2-23, 2-24, 2-26)**

Business ethics forms the foundational principles guiding our operations, ensuring integrity, transparency and responsible practices across all facets of our hospitality endeavours. We emphasize on our Code of Conduct as it outlines the internal guidelines, expected behavior and ethical standards for all Board members, Key Managerial Personnel (KMPs), all employees above the grade of Assistant Manager and works as an external statement for corporate values and commitment. The code of conduct is communicated to the new hires through induction program and for the existing employees a revised/updated code of conduct is circulated through electronic mails and company website.

Our Head Office (HO) and Gangakutir Raichak employees are governed by our internal organisational policies while employees across Taj properties are governed by IHCL policies. Our corporate policies ensure compliance with legal and regulatory requirements, reducing exposure to legal risks, ensuring adherence to industry standards and promoting a culture of accountability and professionalism across the organisation. The policies are reviewed periodically by relevant committees namely CSR Committee, Ethics Committee and Chairman of the Audit Committee.

For more information on our policies, please visit: Corporate Policies – [Ambuja Neotia](#)

Our policies include the following –

### Key Policies

#### Prevention of Sexual Harassment (POSH) Policy



The policy establishes a comprehensive framework that ensures a safe and harassment-free workplace for all employees. It aims to prevent, prohibit and address instances of sexual harassment, thereby promoting a culture of dignity, respect and equality within the organisation.

#### Nomination and Remuneration Policy



The policy serves as a framework guiding the selection, appointment and compensation processes within an organisation. Its primary objectives are to establish transparent and accountable procedures for the nomination of directors, senior management and key personnel while ensuring fair and competitive remuneration structures.

#### Vigil Mechanism Policy



The policy serves as a structured framework designed to provide employees and stakeholders with a confidential avenue to report genuine concerns, unethical behaviour, or any wrongdoing observed within the organisation. Its primary objective is to create a safe and secure environment that encourages the reporting of sensitive issues without fear of retaliation.

#### Corporate Social Responsibility Policy



The policy formalises and articulates the Company's commitment to operating as a responsible corporate citizen. It aims to outline the organisation's approach towards contributing positively to society, the environment and the economy beyond its core business operations.

We have also developed departmental Standard Operating Procedures (SOPs) to standardise guidelines for each department's processes, workflows and foster a culture of continual improvement. The functional managers are delegated the execution responsibility at the operational level. They provide weekly updates to the respective functional heads, who in turn report performance matters to the executive committees.






At Ambuja Neotia, we assign utmost importance to stakeholder concerns and strive for real time resolution to issues raised, with an aim to foster trust and maintain positive relationships. In the following section, our stakeholder grievance mechanism is detailed out.

## Grievance redressal mechanism

**(GRI 2-25)**

The stakeholder grievance redressal mechanism implemented by us serves as a systematic and responsive platform aimed at addressing concerns and resolving issues raised by stakeholders. This includes customers, investors, employees, suppliers & contractors and the community.



Stakeholder	Existing redressal mechanism
 <b>Investors</b>	The grievances of our shareholders and investors are routed through our secretarial department.
 <b>Customers</b>	Customer complaints are registered through customer feedback mechanisms of respective hospitality units. This enables systematic tracking of the status of the concerns raised. CSD team addresses the concerns within two working days post raising of complaint. Unresolved cases are finally escalated to departmental heads.
 <b>Suppliers &amp; Contractors</b>	We are evaluating to include a formal supplier & vendor grievance redressal mechanism as part of our internal procurement SOP. Presently, complaints are directly raised with project supervisors.
 <b>Community</b>	We are evaluating to include a formal community grievance redressal mechanism as part of our CSR policy. Presently, beneficiaries submit their concerns with local committee stakeholders verbally through physical visit. The local committee maintains strong ties with the neighbouring community and has effectively resolved all issues peacefully.
 <b>Employees</b>	Employees can register their complaints through ethics helpline (email or letter). Such complaints are first investigated by immediate Supervisor/In-charge within two days of occurrence of incident and then subsequently reported to Personnel Manager / HR Manager if the aggrieved employee is not satisfied with the solution. The matter may further be appealed to the General Manager / Unit In-charge seeking remedies available to the employee under law.

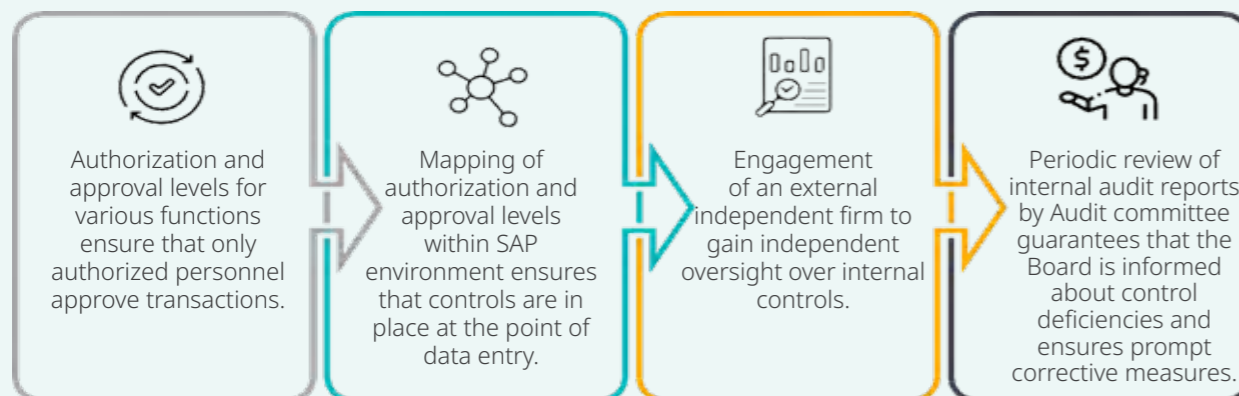
### Internal audit process

Our internal audit function serves as an independent, objective assurance consulting activity designed to add value and improve the operations of our organisation.

Our internal audit function reports directly to the Audit Committee of the Board of Directors. Their work is guided by framework of SOPs, policies, procedures and professional standards, ensuring the quality and reliability of their audit activities.

The Internal Audit activity falls under the following broad categories:

- **Planned Regular Audit:** Planned audits are conducted throughout the financial year as per the calendar approved by the Audit Committee.
- **Follow-Up Audit:** An audit performed to assess the implementation status of previous audits / SOP Compliances.
- **Surveillance Audit:** A sudden, surprise check or verification taken up whenever the need arises.
- **Special Audit:** Any special assignment given by top management which needs to be attended to on a priority basis.



We are dedicated to upholding efficient internal control protocols and consistently enhancing our overall control framework.

### 5.3 Regulatory compliance

(GRI 2-27, 205-3, 206-1)

Regulatory compliance is not just a legal requirement, it is a strategic imperative that promotes our operational efficiency, protects employee well-being and facilitates access to diverse markets, positioning the company for sustainable success in a complex and dynamic business landscape. Operating within the hospitality sector mandates adherence to a spectrum of compliance clearances and legal obligations for a company like ours. Such clearances include land use and zoning clearances, environmental clearances, building and construction permits, title and ownership verification, tax and finance compliance, consumer protection laws, labour and employment laws and regulatory approvals from municipal corporations, airport authority, housing boards to name a few.

As part of our governance structure, the Compliance – Head plays a pivotal role in overseeing all matters related to compliance, ensuring adherence to legal and corporate compliance, and promoting high standards

of ethical behaviour through a robust compliance framework. There have not been any instances of non-compliances relating to corruption, anti-competitive behaviour, anti-trust, or monopoly practices reported and we have not incurred any regulatory non-compliant penalty or fines in FY 2022-23.

Our Vigil Mechanism policy and Code of Conduct unequivocally prohibits all forms of bribery, corruption, and unethical behavior by employees and Directors. The effectiveness of the mechanism is ensured by communicating the terms to employees through electronic mails, publication in notice boards and company website. We understand that the coverage of the existing policy should extend to include contractors, suppliers and anyone acting on behalf of the company, thus we are proactively working towards appending the existing framework mandating due diligence in all business dealings, including partnerships, acquisitions and transactions, to prevent involvement with entities or individuals engaged in corrupt practices.

### 5.4 Economic performance

(GRI 201-1)

The comprehensive assessment of our financial health and viability includes aspects demonstrating our ability to effectively manage assets, generate revenue,

achieve profitability and sustain growth amidst market fluctuations. A snapshot of our economic performance is illustrated below:

#### ANHVL

	(FY 2021-22)	(FY 2022-23)
Revenue from operations (INR lakhs)	8,826.02	12,881.36
Net worth (INR lakhs)	11,635.87	12,083.43

### Direct Economic Value generated and distributed

Economic Value Generated (INR lakhs)

#### ANHVL

Economic value generated	(FY 2021-22)	(FY 2022-23)
Net revenue from operations (Excluding GST)	8,826.02	12,881.36
Economic value generated from investment and other sources	463.64	1,493.16
Net Profit	(839.37)	422.80

**Economic Value Distributed (INR lakhs)**

We allocate economic value to our employees in the form of salaries, contributions to provident funds and welfare expenses. The following provides a snapshot of our compensation and benefits.

**ANHVL**

Economic value distributed	(FY 2021-22)	(FY 2022-23)
Operating cost (includes cost of raw materials, depreciation and other expenses)	6,168.15	9,530.12
Employee wages and benefits	1,725.36	1,997.39
Interest payment to providers of credit	3,023.71	3,635.11
Payment to government (taxes)	(377.81)	38.02
Retained earnings	(2,472.34)	(2,174.36)

**5.5 Data privacy and security**

**(GRI 418-1)**

We take utmost care in safeguarding all personal data and information entrusted with us. Our concerned data and security teams ensure effective data privacy management in alignment with the applicable existing and upcoming laws. We continue to adapt and adopt the best practices to identify & detect the potentially relevant risks and monitor the information systems & security controls. Our internal IT policy outlines the safe data collection, processing and storage management for ensuring no leakage of information, access to third parties, unauthorised access or loss of any information or stored data.

As covered under our policy, we seek the consent of the third party before collecting any personal identifiable information such as the name, email address, age and gender. Also, we condemn sharing personal information to any third party without their prior consent. In the current financial year there were no data breaches in the company.

With the proposed implementation of Next Generation Antivirus (CrowdStrike), we have strengthened our data security and end point security. We are planning actively to enhance our threat and attack monitoring efforts by upgrading our entire Wi-Fi network using the latest Cisco routers and switches. Additionally, we are installing Security Information and Event Management (SIEM) and Security Orchestration, Automation and Response (SOAR) systems with managed Security Operations Center (SoC). The implementation of Manage Central allows us to monitor all connected network devices and

endpoints for security patch updates, vulnerabilities and any unauthorized software or executable installations.

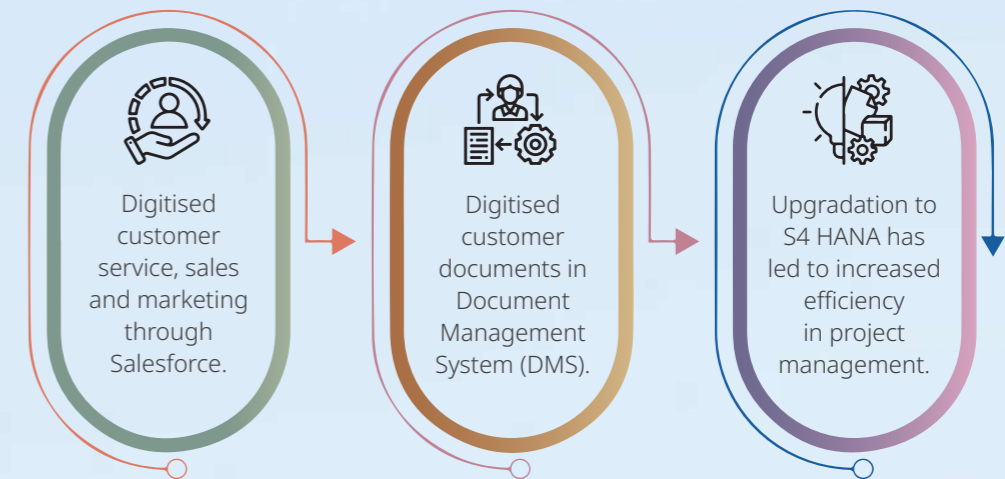
**Cybersecurity**

At Ambuja Neotia, our policies and guidelines ensure that our business processes are future proof from any potential breach of security and prevent misuse of individual data. We have implemented AI/ML applications to detect any cyber threat through CrowdStrike. Our designated information security team headed by the Chief Information Officer (CIO) ensures continuous improvement by identifying the gaps in the processes and bringing in enhancement to our existing systems and processes. The CIO communicates the effective implementation of IT security and processes including improvement measures to the Senior Management who in turn reports to the Board. We have duly conducted cybersecurity awareness trainings spread over 6 days, covering all employees in the current reporting period. We confirm that we have experienced no breaches in information security or other cybersecurity incidents in FY 2022-23.

We are in the processes of strengthening the structured implementation of the ISO 27001:2013 standard. As part of the process, we are also proactively working towards implementation of a Business Continuity Plan (BCP) that will not only ensure the Company's ability to continue critical operations during disruptions but also contribute to risk management, resilience, and the overall stability and reputation of the business.

**5.6 Innovation and digitalisation**

In today's rapidly evolving business landscape, innovation and digitalisation are critical for us to be at par with our peers. The business environment is dynamic, with technological advancements, market trends and consumer behaviour constantly changing. At Ambuja Neotia, we realise the need for innovation and digitalisation to remain competitive, adapt to change, enhance operational efficiency, improve guest experiences and drive long-term growth. We strategically integrate innovation and digital technologies into our business models through various initiatives like -



## 5.7 Brand management

(GRI 417-1, 417-2, 417-3)

The company's brand management initiatives begin with the development of a compelling brand identity that reflects our values, mission, and unique selling propositions. This includes defining the company's vision, creating a memorable brand logo, establishing brand messaging and ensuring consistency across all communication channels. We also invest in guest experience and satisfaction, as positive guest experiences contribute significantly to brand perception.

At Ambuja Neotia, we conduct market research in collaboration with third-party agencies. We undertake several initiatives like newsletter publications, blog channels, creation of short videos / films on YouTube, to enhance our brand appeal in targeted markets. We also participate in many exhibitions like Banga Sammelan, fairs, national and international outdoor campaigns, with an objective of connecting with new people. Aside, all our hotels have a dedicated room kept to undertake Ambuja Neotia Group level brand (and marketing) engagement.

Our Sales, Marketing Communication and Customer Care department HODs monitor the effectiveness of the marketing strategy adopted and reviews performance-based parameters like lead conversion metrics, reference sales growth and channel-based sales growth metrics. The HODs report to the President, who finally

provides performance updates to the Chairman.

At Ambuja Neotia, we strive to maintain a positive brand image by upholding transparency, thereby facilitating our stakeholders to make informed decisions.

Our approach centers on creating a brand positioning that resonates with consumers' sensitivities. To address social, environmental and systemic issues, we employ the three Ps - People, Product and Process - as integral elements of our media relations strategy. In contrast to our group-driven peers, we pride ourselves on being Chairman-driven. Our unique differentiator lies in our commitment to the holistic development of the economy. Embracing a philosophy of growth intertwined with the community, we strive to create a brand that not only flourishes but contributes to the well-being of the society we serve.

We communicate our project information through various marketing channels such as our websites, blog posts, social media, exhibitions, customer trainings and conferences.



<https://www.ambujaneotia.com/>



<https://www.linkedin.com/company/ambuja-neotia-group/>



<https://www.facebook.com/AmbujaNeotiaofficial?mibextid=ZbWKwL>

# Conserving the planet

## SDGS Impacted



## Contents of this section

- 6.1 Climate change, energy and emissions management
- 6.2 Waste Management
- 6.3 Water and effluent management
- 6.4 Responsible operations
- 6.5 Materials Management





# 6.1 Climate change, energy and emissions management

(GRI 302-1, 302-3, 305-1, 305-2, 305-4)

## Climate change

The intensifying crisis of climate change, driven by increasing greenhouse gas (GHG) emissions, poses a global emergency with far-reaching implications for the economy, society, and the environment. The over-exploitation of natural resources, a consequence of rapid urbanisation, excessive deforestation and industrial emissions, is gradually depleting these resources at an alarming rate.

Within this complex scenario, the hospitality sector, encompassing hotels, resorts, restaurants and similar establishments, assumes a significant role in the global economy. However, it also bears a considerable environmental impact, contributing to carbon emissions, water and energy consumption and waste generation. As the world confronts the pressing issue of climate change, we, as a responsible player in the hospitality industry, are proactively taking measures to reduce our environmental footprint and strive for net-zero emissions.

It's noteworthy that the hotel industry already accounts for approximately 1% of global emissions, a figure projected to increase with growing demand (source: UNWTO).<sup>1</sup> Research commissioned by ITP underlines the necessity for the hotel industry to reduce its carbon emissions by 66% by 2030 and 90% by 2050 to stay within the 2°C threshold agreed upon at Conference of Parties.

To address these challenges, India's national climate goals include achieving Net Zero by 2070 and reducing emission intensity by 45% by 2030, by curtailing carbon emissions, the primary contributor of global warming and climate change. As a responsible corporate citizen, we align with global best practices and reinforce our dedication to reducing fossil fuel reliance, optimising water use and embracing waste-to-wealth initiatives.

Specific commitments and initiatives are detailed in upcoming sections.

## Energy and emissions management

Since the industrial revolution, carbon dioxide levels have surged by more than 30%, resulting in a global temperature increase of approximately 0.2 degrees Celsius per decade. Current mean surface temperatures now stand approximately 1.0 degree

Celsius warmer than the pre-industrial era. Reducing energy consumption emerges as one of the most effective strategies to achieve net-zero emissions. As responsible stakeholders in the industry, we are committed to sustainable business practices, with a focus on mitigating the impacts of climate change. This commitment involves incorporating eco-friendly materials, optimising energy consumption, reducing dependence on conventional sources and increasing the share of renewable energy in our portfolio. To ensure accountability, we are in the process of implementing a robust Environmental Management System (EMS) in alignment with ISO 14001:2015 standard for closely monitoring our performance. Presently, the representative of Chairman's office oversees environmental compliance and metrics.

Aligning with our commitment to sustainability, our hotels are designed to prioritise energy conservation and integrate renewable energy solutions. We continuously implement innovative methods across our properties to reduce our carbon footprint. Over 99% of our energy comes from indirect sources, with a primary reliance on grid electricity. Actively pursuing sustainability, we have integrated solar rooftop panels in all properties wherever possible, contributing to our goal of diversifying energy sources. This year, 0.2% of our total electricity comes from onsite renewable sources.

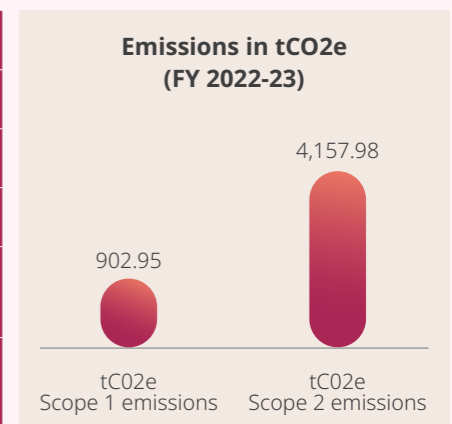
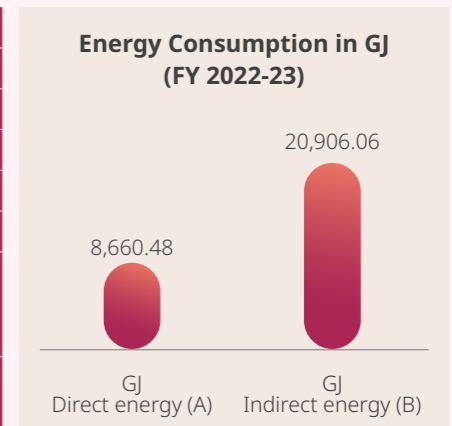
## Our energy and emissions profile<sup>2</sup>

Energy consumption in our 3rd party managed operations hospitality properties fluctuate based on several elements, including the climate zone, geographic location, guest demographics, building energy regulations, occupancy levels, services offered such as wellness facilities and the necessity for air conditioning. Across all our properties, Heat, Light and Power (HLP) electricity system is used which helps to integrate crucial utilities in a manner that emphasizes efficiency, sustainability and reliability. We are transitioning to renewable energy by installing solar panels across most of our hotel properties.

Of our total energy consumed, the major source is from direct energy sources comprising of diesel in DG set, LPG and Charcoal, followed by indirect energy sources i.e., electricity purchase. Moving forward, we plan to implement a systematic data collection process that will broaden our scope and facilitate improved data disclosure.

Category	Units	FY 2022-23
Direct energy (A)	GJ	8,660.48
Indirect energy (B)	GJ	20,906.06
Total renewable energy (C)	GJ	42.048
Total non-renewable energy (A+B-C)	GJ	29,524.49
Total energy consumed (A+B)	GJ	29,566.54
Energy intensity (Total energy consumption for Taj Chia Kutir, Raaj Kutir, ROG)/Room nights sold)	GJ/Room nights sold	0.64
Energy intensity (Vanya Awaz Total energy consumption/Throughput)	GJ/INR lakhs	0.14

Category	Units	FY 2022-23
Scope 1 emissions	tCO2e	902.95
Fugitive emission	tCO2e	289.76
Scope 2 emissions	tCO2e	4,157.98
GHG emissions intensity	tCO2e/Room nights sold	0.25
GHG emission intensity (Vanya Awaz Total emission consumption/Throughput)	tCO2e/INR lakhs	0.03



## Energy efficiency

At our hotels properties we endeavor to implement various energy-efficient measures not only to reduce the carbon footprint of our hotels but also enhance cost-effectiveness and guest satisfaction by promoting sustainable practices like installing smart systems that automatically adjust lighting and temperature based on occupancy levels.

Some of the key energy efficient initiatives undertaken include -



Taj Chia Kutir uses 100% LED lamps



Optimised laundry cycle



Installed energy-efficient LED fixtures and HVAC systems to minimise electricity consumption



Installed compressor based heat pumps to prevent unnecessary running of all pumps all the time



Implemented program controllable unit (PCU) to limit usage of unwanted lights

<sup>1</sup><https://unfccc.int/news/un-works-with-global-hotel-industry-to-reduce-emissions>

<sup>2</sup>Data for direct energy or emissions was not mapped for Vanya Awaz. We could only account for the total electricity consumed. Charcoal consumption is accounted for Chia Kutir and Raaj Kutir.



Heat Pump

As part of energy savings and sustainability initiative, we have installed heat pump for hot water generation at our hotels. Also heat pumps are used for jacuzzi water heating which are 75% more efficient than electric heaters and 55% more efficient than steam operated hot water generators.



EV charging points at Taj Chia Kutir, Darjeeling

### EV charging infrastructure

To foster sustainable living and cultivate an environmentally aware community, we have implemented EV charging stations across most of our hotel properties, providing accessibility to both employees and guests.

### Air emission

As a responsible organisation, we are dedicated to preventing and mitigating air pollution by enhancing the efficiency of our operations and reducing emissions. Our primary sources of air emissions include diesel generator sets and fugitive emissions. Rigorous compliance with environmental regulations is ensured by monitoring emissions through NABL-accredited third-party agencies and conducting Environmental Impact Assessments. Proactive measures, such as the installation of bag filters at diesel generator set stacks, have been taken to arrest dust pollution.

To address air pollution on our properties, various actions have been implemented:

- Chimneys of diesel generating sets are positioned at a height and orientation to prevent harm to operators and the surrounding environment.
- DG exhaust stack emissions testing is conducted every six months at all our properties.

This year we have only reported our initiatives across various sites. Moving forward, project wise we would be implementing a systematic process to ensure consistent data collection of SOx, NOx, and other particulate matters (PM) by identifying various sources of air emissions throughout our operations.

## 6.2 Water and effluent management

(GRI 303-2, 303-3, 303-4, 303-5)

### Water management

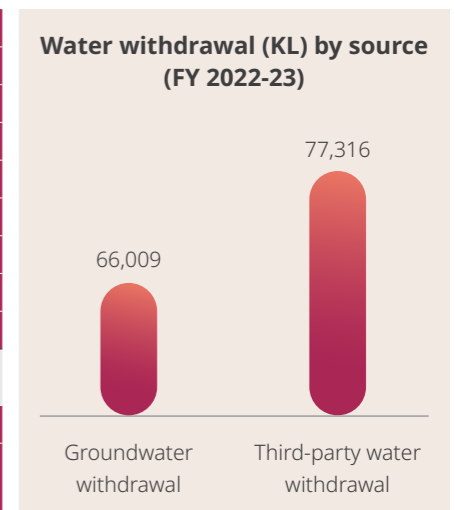
At Ambuja Neotia, we acknowledge the widespread concern for water scarcity prevalent in diverse regions of our nation and the link between the water cycle and the effects of climate change. Recognising the impacts of the depletion of local water resources, we continuously monitor the water-related risks and opportunities through periodic water audits and water balance studies, both internally and through third-party experts. Regular training sessions are provided to employees on the responsible utilization of water resources.

We use non-woven geotextile bags to protect waterbodies from severe erosion and scouring and have incorporated rainwater harvesting and Zero Liquid Discharge (ZLD) principles, package Sewage Treatment Plant (STP) across many of our properties, reinforcing our dedication to sustainable water management practices.

### Our water management profile<sup>3</sup>

Water consumption in hotels is influenced by factors essential for guest comfort and service provision. To meet the continuing demands of our guests, which include round-the-clock operation of kitchens, air conditioning, swimming pools, and common spaces, we require to adopt customised strategies. We prioritise various water-conservation measures, such as adopting water-efficient fixtures, efficient laundry practices, and water recycling and reusing. We employ AC condensate in cooling towers to improve efficiency by maintaining ambient temperature equilibrium.

Parameter	Units	FY 2022-23
Groundwater withdrawal	KL	66,009
Third-party water withdrawal	KL	60,022
Total water withdrawal	KL	1,26,031
Treated water discharged	KL	152.00
Untreated water discharged	KL	23,215.20
Total water discharge	KL	23,367.20
Rainwater harvesting	KL	485.00
Total water reused	KL	26,373.00
*Note: Chia Kutir has achieved Zero Liquid Discharge (ZLD). Rainwater Harvesting data is mapped for Chia Kutir and is used for groundwater recharge.		
Total water consumption	KL	99,658
Water intensity (Water consumed / Rooms night sold)	KL/Room nights sold	2.17



Initiatives undertaken at our hotels under IHCL's Paathya initiative include -



#### Green linen initiative

Guests are given the option to reuse used linens.



#### Water bottling plant

Modern filtration systems, including reverse osmosis or UV purification, ensure the water meets high quality standards.



#### Water efficient fixtures

Low-flow faucets, aerators, and water saving showerheads facilitate proper water usage.

### Drinking water bottling plant at Taj Chia Kutir

Our in-house water treatment plant uses state-of-the-art technology and equipment for removing unwanted dissolved minerals, organics and microbial contaminants and produces high quality drinking water with enhanced shelf life quality. The fully automated plants cover bottle washing, filling, capping, date, batch coding and testing. The plant has existing capacity of 150 bottles per hour and maximum production of 900 bottles per day. This translates to tons of plastic avoided annually.

Each batch of water sample is sent to NABL approved external lab for checking total plate count, e-coli and total coliform. Packaged drinking water specifications are followed as per IS 14543:2018 and HIRA procedures and control measures are also adopted.



<sup>3</sup>Chia Kutir has achieved Zero Liquid Discharge (ZLD). Rainwater Harvesting data is mapped for Chia Kutir and is used for groundwater recharge. Water Reuse includes data for Taj Chia Kutir and Raaj Kutir. Additionally, certain units, such as ROG, do not consume groundwater; hence, they only rely on third-party Municipal waste. Data for Vanya Awais is not mapped under this parameter.

### Water harvesting

Rainwater harvesting involves collecting and storing rainwater for various non-potable uses, such as irrigation, toilet flushing and cleaning. It's a sustainable practice that conserves water resources, reduces reliance on groundwater supply, and contributes to environmental preservation. We have installed recycled polypropylene rainwater harvesting system across all of our hotel properties, to reduce dependency on freshwater sources like groundwater. We have also employed open swales linked to green areas to reduce the cost of recharge pits.



Open swales connected to greens

### Effluent management

Wastewater generated by our properties are treated in Sewage Treatment Plant (STP) and Effluent Treatment Plant (ETP), for removing contaminants, pathogens, harmful chemicals and toxic substances before releasing them back into the environment or reusing them. The treated water is used for utility purpose like toilet flushing, gardening, cooling purposes, internal road cleaning and landscaping. We utilize AC drain water in cooling towers to enhance efficiency for maintaining ambient temperature balance.



We have also implemented ZLD at majority of our properties. ZLD systems integrate various cutting-edge treatment processes like reverse osmosis, evaporators, crystallizers and other advanced methods to treat wastewater and extract clean water for reuse.

### Introduced membrane based bioreactor (MBBR) STP system in Taj Chia Kutir

The MBBR system installed at Taj Chia Kutir utilises advanced biological treatment processes combined with membrane filtration. This sustainable water treatment approach helps remove organic contaminants, suspended solids and harmful pathogens from wastewater, making it suitable for reuse. By treating and recycling the wastewater through the MBBR system, we have successfully reduced our dependency on freshwater sources. The recycled water is repurposed for non-potable purposes, such as irrigation, toilet flushing and other operational needs, significantly conserving freshwater resources.

## 6.3 Waste management

(GRI 306-1, 306-2, 306-3)

We have established an extensive waste management system encompassing monitoring, tracking and environmentally conscious disposal of waste across all our 3rd party managed operations hotel properties. Among the prominent types of waste generated, non-hazardous waste encompasses kitchen waste, plastic waste, paper waste and hazardous waste includes bulbs, waste lubricant oil and burnt oil. Such wastes necessitate specialised handling and disposal methods to mitigate potential environmental harm. Our other categories of waste, including e-waste and battery waste, are handed to the State Pollution Control Board authorised vendors. Organic waste generated across all our properties undergoes recycling processes, emphasizing our focus to minimizing environmental impact and contributing to a circular economy.

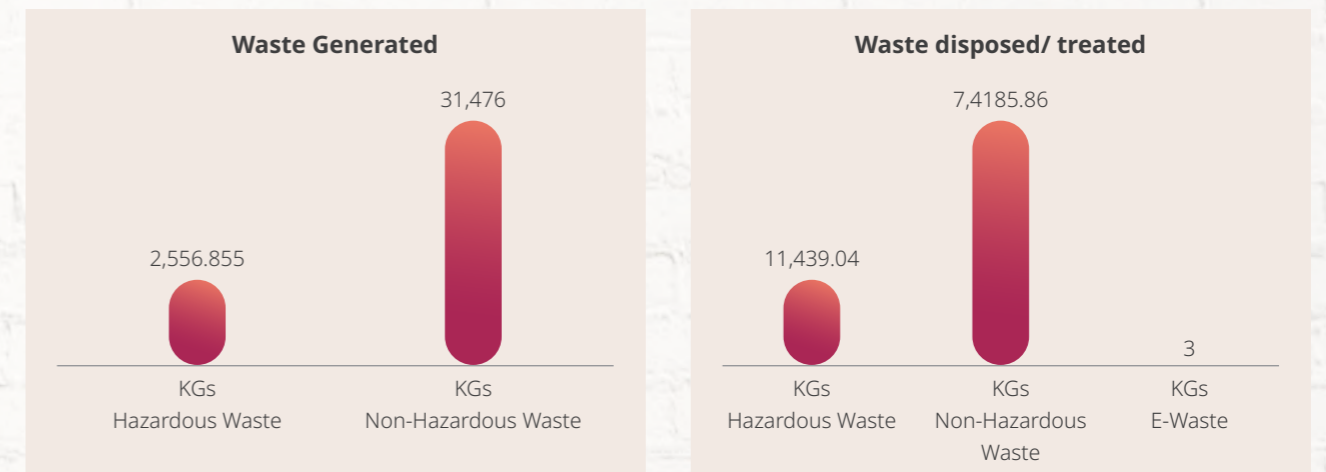


Onsite organic compost

### Our waste management profile<sup>4</sup>

In our ongoing efforts this year, our focus was on specific sources of waste. Non-hazardous waste comprises kitchen waste, horticulture waste, wastepaper/cardboard waste, bottles (glass), bottles (plastic) and miscellaneous plastic waste (containers, cans, etc.). Hazardous waste includes burnt oil and batteries (dry type, Kgs). Moving forward, we are implementing a systematic process to ensure consistent data collection across all our units.

Waste Generated	Units	FY 2022-23
Hazardous waste generated	KGS	2,556.85
Non-Hazardous waste generated	KGS	31,476
Total waste generated	KGS	34,032.86
Waste Treated/Disposed		
Hazardous waste	KGS	11,439.04
Non-Hazardous waste	KGS	74,185.86
E-waste	KGS	3
Total waste Treated/Disposed	KGS	85,627.9
Waste Intensity (Waste generated/Guest nights)	KGS/Guest nights	0.74



To manage the waste generated within hotel premises, we have taken the following initiatives:

**Organic waste composter**

System used to break down biodegradable waste such as food scraps, garden clippings and other organic materials into nutrient-rich compost such as manure and biogas

**Plastic phase-out**

We have discontinued the use of plastic straws, PET bottles and plastic-packaged laundry kits in select units, taking a stride toward eradicating single-use plastics

**Waste disposal**

We confirm the sale of plastic waste to approved recyclers. For e-waste and hazardous substances like burnt oil and waste lubricant oil, we collaborate with vendors sanctioned by the Pollution Control Board (PCB) for proper disposal

**Eco-friendly procurement**

We have opted for eco-friendly products, reducing packaging and embracing sustainable materials to curb waste generation

<sup>4</sup>The reported waste generated data only comprises two units: Taj Chia Kutir and ROG, where ROG accounts only for kitchen waste. However, the waste disposed data is higher than the generated data because it includes a larger database, which comprises Raj Chia Kutir and Raaj Kutir. Data for Vanya Awais is not mapped under this parameter.

**Efficient waste management - Colour coded bins**

Our common area facilities within projects have color-coded bins, strategically placed to facilitate efficient waste collection and segregation. This simple yet effective measure promotes responsible waste disposal practices among our occupants.



**NON-HAZARDOUS (ORGANIC WASTE)**

Wet waste & organic waste which are biodegradable.



**NON-HAZARDOUS (OTHER CATEGORIES)**

Plastic wrap and non-biodegradable waste.



**HAZARDOUS WASTE**

Sent to authorised third-party recyclers in line with regulations.

## 6.4 Material management

The expected twofold increase in global raw material consumption by 2060, driven by growing economies and improved living conditions, poses the challenge of doubling environmental impact. Our primary goal is to significantly reduce our environmental footprint by optimizing resource use and embracing circular economy principles across our operations. We strive to achieve this commitment through focused efforts to enhance environmental considerations during both material procurement and operational use phases of our projects.

In the dynamic hospitality sector, we recognize the unique material requirements inherent to each phase and strengthen our environmental stewardship efforts accordingly. In our third-party managed hospitality

business, material requisites predominantly involve maintenance essentials, housekeeping supplies, operating supplies, food & beverage supplies, furniture & fixtures and electronic appliances. Effective material consumption management in our hotels includes optimizing procurement processes, minimizing waste, and ensuring efficient material use to maintain high-quality services, meet guest expectations and sustain operational needs.

While currently utilizing sustainable materials across our hotel units, in the first year of reporting, we have mapped a few materials. Moving forward, we are implementing a systematic process to ensure consistent data collection for a comprehensive sustainability report.

### Our Material Management Profile<sup>5</sup>

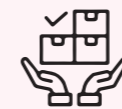
Material consumed	Units	FY 2022-23
Ready mix concrete	KG	45,79,000
Tor Steel	KG	1,99,000
Diesel	L	71,099
Charcoal in (kg)	KG	24,748
LPG (KG)	KG	1,79,877
Firewood (kg)	KG	5,200
Chaff Fuel / Gel Fuel (kg)	KG	10,327

<sup>5</sup>The material consumption reported from each unit varies as follows:  
 Vanya Awas: Ready-mix concrete and tor steel,  
 Chia Kutir: Diesel, LPG, charcoal, firewood and chaff fuel  
 Raaj Kutir: Diesel, LPG, charcoal and chaff fuel  
 ROG: Diesel and LPG.

### Our efficient material consumption initiatives include -

**Inventory management**

We have implemented advanced inventory systems to track and manage material stock to prevent overstocking or shortages



**Procurement optimisation**

We collaborate with suppliers to source eco-friendly and sustainable materials, choosing products with minimum packaging, high durability and recyclability



**Recycling programmes**

We have established comprehensive recycling programs for various materials like paper, glass, plastic, and organic waste to divert recyclable items from landfills



## 6.5 Responsible operations

In our pursuit of responsible operations, we are in the process of embedding sustainability deeply across our operations, recognising their profound impact on the environment and communities.

### Sustainable practices across operation

In our hospitality business, we ensure an exceptional experience for our guests. Emphasizing energy efficiency, waste reduction and water conservation not only underscores our commitment to sustainability but is also integral to the outstanding service we provide. We incorporate innovative technologies and sustainable building designs to minimize our ecological footprint, cultivating an environment that harmonizes with environmental consciousness and luxury hospitality. Our initiatives, ranging from using advanced laundry chemicals for pristine linens to optimizing chiller plants for overall energy efficiency, adopting flameless burners for cleaner culinary practices, transitioning to glass water bottles to curb single-use plastic waste and supporting local economies, collectively embody our dedication to responsible business conduct.

Nationwide, our eco-conscious practices, such as employing oxo-biodegradable wrappers and embracing digital operations with e-signatures, affirm our commitment to offering guests an exceptional and conscientious stay.

### Certification and comprehensive responsibility

Most notably, the majority of our buildings and properties proudly hold the prestigious Green Building IGBC Certification, serving as a testament to our unwavering dedication to environmental responsibility. Through comprehensive responsible operations, our overarching goal is not only to minimize our environmental footprint but also to create vibrant, efficient and sustainable spaces that enrich the communities we serve.



# Commitment towards Responsible Operations



# Concern for people, partners, and community

## SDGS Impacted



## Contents of this section

- 7.1 Employee and Labour management
- 7.2 Diversity and inclusion
- 7.3 Occupational health and safety
- 7.4 Community welfare
- 7.5 Customer relations
- 7.6 Supply chain management



## 7.1 Employee management

(GRI 401-1)

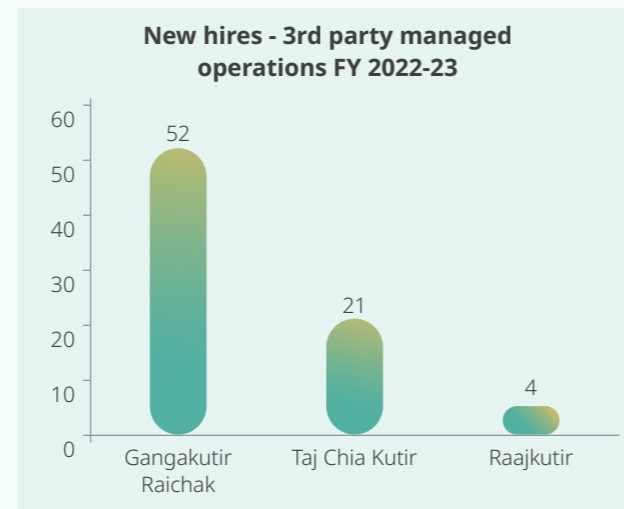
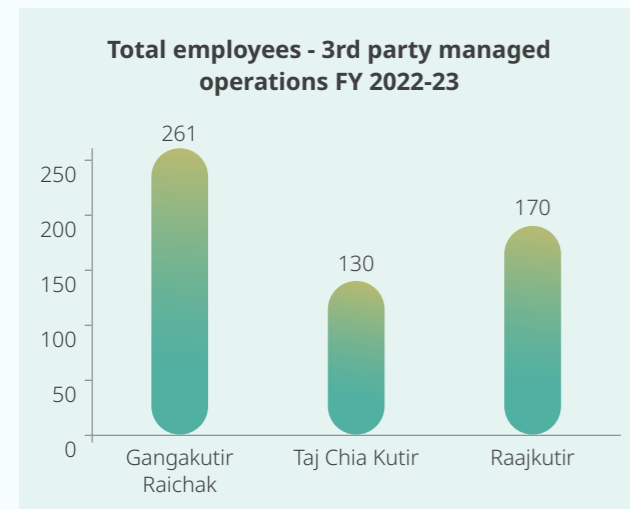
### Employee recruitment

Our employees are instrumental in driving our growth and success. Their skills, commitment and expertise significantly influence our operational and financial performance. We have a transparent hiring process which includes clear and open communication at every stage of recruitment, fostering fairness, trust and credibility. We participate in campus recruitment drives and partner with recruitment agencies. Our recruitment process involves various stages and considerations like identifying job requirements, advertising job vacancies through company websites, recruitment agencies, review resumes and applications to shortlist candidates, conduct interviews, perform background check to verify candidate credentials and finally extend offer to successful candidates.

We are in process of developing an elaborate internal human resource (HR) policy in addition to IHCL policy covering aspects like recruitment, onboarding, performance management, compensation and benefits, employee relations, training and development, labour

law norms, industry regulations and ethical standards. The policy will be accessible to all our head office (HO) and Gangakutir Raichak employees in our internal database system named Darwin box, which is under process of implementation and while employees across Taj properties have access to IHCL portal named Taj IGNITE. At the corporate level, the unit HR is responsible for overseeing the entire HR function and ensuring adherence to strategies formulated by Group Chief Human Resources Officer (CHRO), in alignment with business goals. The corporate HR supports the unit HR team and addresses employee grievances.

Our 3rd party managed operations hospitality business requires a wide array of roles and skill sets essential for delivering exceptional customer service, maintaining operational efficiency, ensuring guest satisfaction and upholding the brand's standards and reputation. Our employees include front-of-house staff like concierge personnel, receptionists, guest service representatives, housekeeping and maintenance team, food & beverage service (F&B) team, event management team, HR, Finance, Procurement team and Engineering team. We follow the Taj hiring. The broad classification of our workforce is given below.



## 7.2 Employee development and retainment

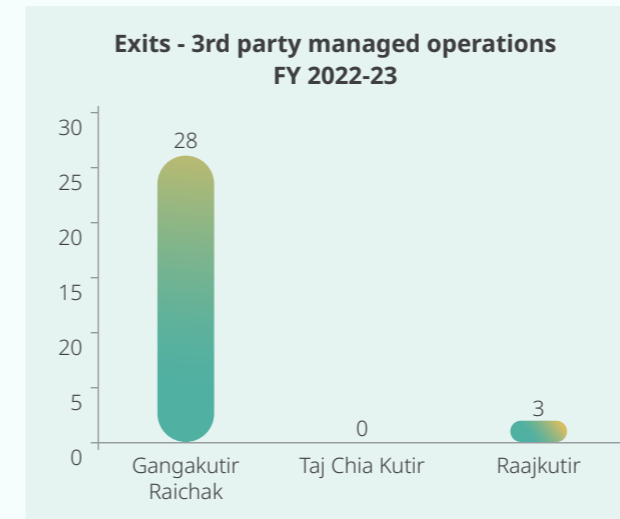
(GRI 401-1, 401-2, 402-1, 404-2, 404-3)

At Ambuja Neotia, we offer suitable opportunities for professional advancement to every individual. We strongly believe that developing employee skills and acknowledging their input enhances employee retention and cultivates a feeling of belonging and satisfaction. We empower our workforce to progress and expand through structured performance feedback and comprehensive

Learning and Development (L&D) programs.

We have conceptualised recognition programmes and employee appreciation events for celebrating achievements, fostering a positive workplace culture. By prioritising the physical, mental and financial well-being of our workforce, the company aims to not only attract top talent but also retain and motivate them.

### Employee turnover



### Employee skill training

In the dynamic landscape of hospitality, we have adopted a forward-thinking approach towards employee Learning and Development (L&D). The company invests in continuous training programs that align with industry trends, technological advancements and evolving customer preferences. We offer tailor made courses, workshops and certifications that empower employees with the skills needed for success in their roles. Our training types include technical, soft skill and behavioral trainings. To cater to the diverse learning styles, the management has embraced a blended learning approach, incorporating in-person sessions, online modules, workshops and programs. We aim to create a culture that encourages curiosity and innovation, promoting a mindset of adaptability and continuous improvement. We develop personalised training plans for our employees based through identification of their training needs during the performance evaluation process. By collaborating with industry experts and educational institutions, we have managed to provide employees with access to cutting-edge knowledge and best practices. Certain trainings such as soft skills, behavioural and technical trainings are mandatory and usually conducted in classroom training halls.

Our 3rd party managed operations business vertical organises different training programmes for employees in the areas like skill development, hygiene and safety, customer service excellence, service etiquettes, leadership training and sustainability training programmes. Employees are onboarded through a programme named Taj Swagat, IET. Our safety specific trainings include general safety, fire safety, electrical safety modules while compliance sessions including specific training for IHCL's unit on Tata Code of Conduct.

We have also developed vocational modules for front office, housekeeping while project excellence modules are designed for F&B, stewarding & front office.



Taj Swagat induction for PwD colleagues

The training highlights for ANHVL's employees for FY 2022-23 are given below:

New joiners undergo 12 hours of induction training while for existing employees they are required to participate in average 8 hours of mandatory trainings.

### Performance and career management

At ANHVL, our operational efficiency is measured by annuity income generated by virtue of management by a 3rd party. Therefore, the budgets are taken as a reference to measure Performance. Budget setting exercise is done by the Executive Committee.

Career management for all employees posted at 3rd party hotels is done as per respective hotel operators. For ANHVL Development division, we take the service of our Associate company AHUICL's development team to deliver the project.



**100%**  
Employees covered under performance management system



### Employee benefits

At Ambuja Neotia, we offer several non-wage compensations to employees in addition to their regular salary or wages. These benefits are offered as part of the overall compensation package and are designed to attract and retain talented employees while boosting their overall productivity. However, the benefits to our staff posted at 3rd party operated hotels (e.g. IHCL) are in line with the brand that operate such Hotels (e.g. IHCL).

The benefits include –



**Talent identification**



**Leadership development**



**Strategic alignment**



**Continuous evaluation**



#### Group Mediciam (GMC)

GMC is applicable for both regular and Fixed Term Contract (FTC) employees, except those who are covered under ESIC.

##### Family composition:

- Regular employees (not covered under ESIC)- self, spouse, parents and up to two Children.
- FTC employees (not covered under ESIC)- self, spouse, and up to two children \*parents are included by extra payment.



#### Group Personal Accident (GPA)

GPA is applicable for both regular and Fixed Term Contract (FTC) employees, including those who are covered under ESIC, however the limit varies as per grade.



#### Employee discount at company outlets

All regular employees and full time retainers are eligible for discount on food & beverage.



#### Leave Travel Allowance

All regular employees of the company are covered under the scope of this policy.



#### Complementary stay at company properties

All regular employees and full-time retainers above certain Grade are eligible for the benefit, however the discount on tariff charges and group owned banquet halls varies as per grade.



#### Deputation Allowance

All employees of the company are covered under the scope of this policy, except management trainee/ trainee engineer/ graduate trainee.



#### Wedding Gift Allowance

All employees including FTC, who have completed two years of continuous service in the organisation are eligible to receive gift at the time of Wedding (self or own children). Wedding gift given on the occasion of self-wedding or child's wedding.

We extend support to female employees during pregnancy, childbirth and the postpartum period. Maternity benefits are offered for up to two children under GMC.

Apart from the above-mentioned benefits provided to our employees, we also ensure that the workplace is transcended into a place of networking, connectivity, team building and collaboration.

### Employee engagement

We undertake diverse initiatives aimed at cultivating a supportive and vibrant workplace culture that values employee welfare, collaboration and productivity. Our events include team-building events, recognition and rewards programmes, wellness programmes, social activities and celebrations.



Badminton Tournament



Republic Day Celebration



Wellness Day Celebration



Earth Day Celebration

## 7.2 Employee well-being

(GRI 401-2)

Our employee well-being activities are designed to support and enhance the physical, mental and emotional health of employees. These activities aim to create a positive work environment, foster a healthy work-life balance, promote team building and improve overall job satisfaction. A few glimpses of such activities are shown below:



## 7.3 Diversity, equity and inclusion (DE&I)



Cultural Festival



Cricket Tournament



Antakshari Competition



Plantation drive at Raajkutir



Holi Celebration

(GRI 405-2, 406-1)

Diversity, equity and inclusion is critical to business, as organisations with diverse cultures are more likely to meet or exceed financial targets, be high performing, be innovative, be agile and achieve better business outcomes. At Ambuja Neotia, we embrace cultural diversity across all job categories prioritising equal opportunities and non-discrimination for all employees / workers irrespective of their gender, ethnicity and socioeconomic backgrounds. By promoting diversity, equity and inclusion, the company not only aligns with social values but also enhances creativity, innovation and customer satisfaction, leading to a more resilient and successful business in the dynamic Indian market.

We actively recruit from diverse talent pools, provide inclusive training programs, ensure gender pay parity and create an environment at the workplace that values differences. We focus on attracting individuals with the right skills and expertise, irrespective of their race, nationality, gender, birthplace, religion, disability, or age. On occasions such as Women's Day, we come together to recognize and honor the impactful contributions of women to our success. This recognition includes providing lunch vouchers and wish cards. Additionally, we host PRIDE-themed events that celebrate personal

identities and serve as platforms for advocating workplace and societal inclusivity.

Our efforts to enhance inclusivity extends beyond gender diversity, as we also ensure safe premise accessibility to our employees and other stakeholders with disabilities.



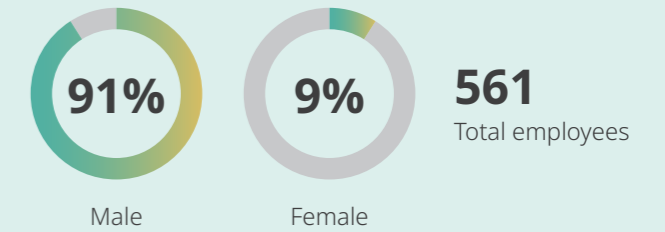
**Zero**  
Incidents of discrimination  
reported in FY 2022-23

## Workforce highlights

We continuously drive efforts towards creating an inclusive environment for Women workforce as well as for the local community where our hotel operates

Property	Total employees	
	Male	Female
Raajkutir	150	20
Taj Chia Kutir	110	20
Gangakutir Raichak	253	8
Total	513	48

## Diversity by gender among employees - 3rd party managed operations (FY 2022-23)



## Prevention of sexual harassment (POSH)

We have developed a Prevention of Sexual Harassment (POSH) policy which acts as a comprehensive framework of guidelines and protocols for implementation within the organisation, to prevent and address instances of sexual harassment at the workplace. It is designed to create a safe, inclusive and respectful work environment for all categories of employees of the Company, including permanent employees, workmen, temporaries, trainees, and employees on contract at their workplace/ project sites. Next year onwards we propose to role out POSH learning course module through our L&D IT platform.

Our Internal Complaints committee (ICC) investigates every formal written complaint of sexual harassment, takes appropriate remedial measures to respond to any substantiated allegations of sexual harassment and prevents occurrence of any employment-related sexual harassment incident. We ensure utmost confidentiality throughout the investigation process to protect the interest of the victim, accused person and prevent any form of reprisal.

Once a complaint is registered with ICC, an inquiry is initiated at the request of the aggrieved person. The

settlement terms or summary of the proceedings are recorded in writing, signed by all ICC members and submitted to the Head HR. The written report sets out the conclusion drawn by ICC and includes recommendations on the disciplinary action against the complainant or the respondent, based on the authenticity of the incident.



## Remuneration

Remuneration structure at Ambuja Neotia doesn't discriminate based on gender and ensures fair payment to all employees. We would also include the same in our existing Nomination, Remuneration and Compensation (NRC) policy. However, the differentiating factor in remuneration can be entirely based on years/months of experience and job responsibilities, which may result in different salary package for individuals having the same designation.

## 7.4 Occupational Health and Safety

(GRI 403-1, 403-3, 403-5, 403-6, 403-8)

At Ambuja Neotia, ensuring well-being of our employees and guests is of paramount importance to us. We implement a robust Safety, Health and Environment (SHE) system and our safety manual is derived from recognised national and international safety laws and good engineering practices. We strive to prioritise the well-being of employees, contractors and guests within premise and on site and have taken a target of zero harm. We are in the process of developing an Integrated Management System (IMS) and evaluating to adopt ISO 45001:2018 certification for demonstrating our commitment to protect employees well-being, foster a safer work environment and further enhance our safety practices.

The Owner's Representative represent the company in the Safety Council , guiding its direction. Updates to the

safety policies are regularly presented during Executive Committee meetings, where additional input, guidance and direction are sought and discussed. Instances of safety non-compliance or hazards are reported to the concerned personnel for further action. The General Manager, along with members of the Hotel Safety Council, reviews these actions to ensure appropriate measures are taken.




### Health and safety risk management

For our 3rd party managed operations hospitality business, our safety and security policy are developed based on Tata Group Safety Beliefs, including fire and life safety and food safety measures. Our vehicle safety policy provides guidelines on road and driving safety, while the contractor safety standards guide operations of third-party service providers. All our hotels follow a safety training module that provides basic training on safety and acts as an induction and refresher for employees. We recommend all hotels to undergo safety audits at least twice a year with the aim of minimising the risk of unforeseen events.


### Health and safety (H&S) measures

At Ambuja Neotia, our H&S measures are defined based on two different perspectives, namely technical and procedural. The technical aspect of H&S is addressed vide the H&S Manual framed centrally. The methodology and approach needed to frame the manual is highlighted in the Standard Operating Procedure (SOP) for the safety department. While the procedural aspect deals with how each function of the department is performed and is governed by a SOP for the entire department.


Few safety initiatives undertaken at hotels include –



**Safety guidelines and policies established by the Tata Group Safety Office are prominently showcased at key strategic points in Hindi, English and local languages where relevant.**



**Yellow cards serve as valuable input for enhancing the Hazard Identification and Risk Assessment (HIRA) process by including administrative controls.**



**A system of Progressive Consequence Framework has been put in place to address safety violations effectively.**

Some of the additional initiatives undertaken to improve safety measures within the company are as follows:

1. Revamping of the overall safety documentation system
2. Rephrased existing safety policy as an integrated Safety and Security policy that is in line with Tata Group Safety Policy

### Health and safety (H&S) training

In our 3rd party managed operations hospitality business, we conduct trainings around food safety and fire safety drills. By investing in safety training, we are nurturing a culture of safety that permeates every aspect of our workplace, creating a safer and more secure environment for all employees and guests.

The key aspects of safety trainings conducted at our hotel properties include –



Employee category	Unit	FY 2022-23	Source
Permanent employees (Raaj Kutir)	Manhours	279	Training details deck
Other than permanent workers (Taj Chia Kutir)	Manhours	181	Training attendance cum feedback sheet

### Safety performance

We continuously monitor our safety performance through a comprehensive system that includes regular safety audits, incident reporting and analysis, safety meetings and continuous training programmes. These methods are aimed at tracking compliance, identifying potential hazards, investigating root causes of incidents and maintaining a proactive stance for a safe work environment.

## 7.5 Customer relations

Customers across our 3rd party managed operations hospitality business include people with diverse psychographics – travelers desiring for luxurious amenities or eco-friendly living, vacationers seeking relaxation or adventure enthusiasts. Thus, understanding guest requirements is crucial for tailoring property designs, amenities and marketing strategies to meet specific lifestyle needs. Our core belief centres around building strong connections with our valued customers. We recognise that our success is deeply

intertwined with the satisfaction and loyalty of those who choose our properties. Hence, we have brands of high reputation manage our properties. Taj, who is managing our key hotels has been ranked as India's Strongest Brand by "Brand Finance" in the year 2020, 2022, 2023.

### Customer engagement

At Ambuja Neotia, our commitment to guests extends beyond good service; it's about fostering lasting relationships. Throughout the year, we engage in diverse

onsite activities to cultivate bonds, build bonhomie and deepen our understanding of our valued customers. In our 3rd party managed operations hospitality vertical, we keep guests at the heart of our business. The company is dedicated to enhancing guest experiences through the introduction of new properties as well as the upgrading of existing services. This demonstrates a commitment to prioritizing and refining client satisfaction and engagement. We are focused towards managing evolving customer aspirations and creating personalised experiences by emphasizing on operational and service excellence and crafting memories for life.

**Customer satisfaction**

At Ambuja Neotia, we prioritise addressing guest inquiries efficiently and prioritise guest satisfaction. Our

hotels regularly conduct quarterly guest satisfaction surveys to pinpoint areas for improvement and better grasp the challenges our guests encounter. These surveys comprehensively gather feedback on aspects such as facilities, dining, additional services and interactions with our staff.

**Customer feedback**

Guests can register their complaints and send queries to customer care through TrustU platform. Dedicated team members are allotted for handling guest queries and resolution is provided within two working days post raising such query. Guests may further escalate the matter to department heads if the resolution provided fail to meet their expectations.

**7.6 Supply chain management**

(GRI 204-1, 413-1, 414-1)

As a sustainable hospitality player, we prioritise responsible sourcing of materials. By actively engaging with our supply chain, we are methodically enhancing resource efficiency throughout our hotels and preparing to mitigate supply chain risks including material supply disruptions, geopolitical instability, natural disasters,

economic fluctuations and regulatory changes. Our stakeholder-centric approach in all our business activities prioritises reliable suppliers delivering high-quality products and prepares the organisation to face unforeseen challenges in supply chain management.

Some of the practices that we ensure our suppliers follow include –



Support to vulnerable group\*



Provision of clean and safe facilities



Highest standards of health & safety measures



Processes in place to ensure non - discrimination



Sound labour practices - no child labour, forced labour, access to fair wages, protection from harassment



We intend to connect with an NGO to facilitate all the workers registration under 'BOCW', to enable them to get various incentives like the CESS funds

\*A group of individuals with a specific condition or characteristic (e.g., economic, physical, political, social) that could experience negative impacts as a result of the organization's activities more severely than the general population.

**Supplier evaluation process**

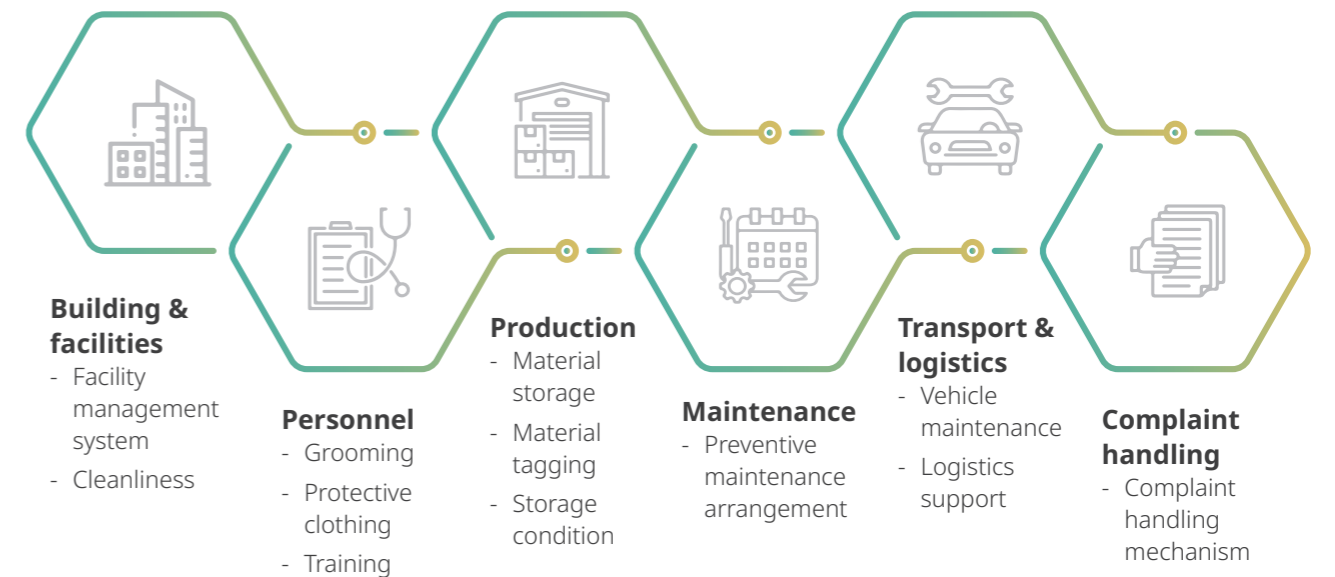
We conduct supplier assessment to gauge the performance, capabilities and reliability of our suppliers, while onboarding them as well as during our engagement. It involves criteria such as quality, pricing, delivery times, responsiveness, financial stability, compliance with regulations and ethical standards. We conduct an evaluation of their compliance with our internal benchmarks and standards using a vendor assessment form. This assessment covers various

functional aspects, ensuring a thorough review. If discrepancies in procured material specifications occur, suppliers are promptly urged to enact corrective actions within specified deadlines. This rigorous evaluation of suppliers is crucial in our supply chain due diligence, guaranteeing quality, dependability and seamless operations.

The key functional fields of the vendor assessment procedure include –



**Our supplier assessment form is broadly structured as –**



We are in the process of developing a structured framework defining the terms and conditions of our supplier code of conduct, encompassing all our contractors, sub-contractors, vendors.

## 7.7 Community welfare

(GRI 413-1)

Ambuja Neotia Group, believes in adopting an effective community welfare strategy which is essential to enhance Corporate Social Responsibility (CSR) and foster positive relationships with the local community. Making a difference to the way people live has been our guiding philosophy and CSR has been embedded within our operations since its very inception under the able guidance of our leadership.

We have adopted a CSR policy and all our initiatives are planned and overseen by the dedicated CSR Committee. The CSR policy is prepared in accordance with The Companies Act of 2013, involving methodical assessment of community needs, creating appropriate CSR programmes and implementing them. Our CSR committee makes key decisions regarding our initiatives

and strategies after understanding the prevalent social needs in our communities. Periodically, we evaluate our CSR policy, activities and performance to identify areas for improvement and gather feedback from relevant stakeholders. This process helps us to implement best practices and update our CSR strategy to align with current social and environmental trends.

### CSR approach

We conduct numerous stakeholder meeting across project locations using participatory rural appraisal (PRA) method. Such meetings typically involve sharing perspectives, identifying societal or environmental issues, aligning priorities with the company's values and defining measurable goals for CSR activities. Our need assessment process entails –



### Collaborations and partnerships

We believe in effective collaborations for making a difference towards a better society. Hence, we collaborate with several NGOs such as Udayan Care, Development Action Society and Towards Future, institutions such as Ramakrishna Mission, schools and colleges and various village panchayats for implementing different community initiatives.

Our employees also actively engage in volunteering, mentoring programmes and workshops offering their expertise, time and resources to support our varied type of CSR programmes.

### CSR thematic areas

We approach community welfare under the auspices of several thematic areas, such as:



Guiding philosophy behind each theme area is further discussed in the following section.

## Education

- Utkarsh Educational initiative
- Udayan Shailini scholarship
- Suresh Neotia scholarship
- English and mathematics tuitions for underprivileged children



It is our guiding belief that education should be considered a national priority. At Ambuja Neotia, we have left no stone unturned in terms of channelising all our efforts towards the development of children belonging to the underprivileged sections of society. We aim to empower individuals with knowledge and skills for fostering economic independence, reducing poverty, addressing societal issues such as gender inequality and promoting diversity and inclusion.

Our effort towards educating young minds also has a role to play in our sustainability

initiative, as access to quality education enhances employability by building a knowledgeable and skilled future workforce.

Our effort towards educating young minds also has a role to play in our sustainability initiative, as access to quality education enhances employability by building a knowledgeable and skilled future workforce.

Through strategic partnerships with local schools, NGOs and educational institutions, Ambuja Neotia has established various initiatives such as scholarship programs across West Bengal, after-school tutoring sessions, provision of learning materials and infrastructure enhancements. These efforts aim to bridge educational gaps, improve literacy rates and foster holistic development among children facing economic or social challenges.

The Udayan Shailini Scholarship was started in 2006, the Utkarsh Scholarship in 2013 and the Suresh Neotia Scholarship started in 2016. All the three scholarships are self-propelled powerful tools which gave support to 2,941 aspiring yet disadvantaged students till date while the doors are kept open for new enrolments in all of the three programmes, so that none of the hungry-for-knowledge souls stay deprived.



Educational Programmes



### Supporting Girl's Education in sync with 'Beti Bachao Beti Padhao' initiative

Ambuja Neotia flagged off Utkarsh Educational initiative in January 2013, with an aim to provide educational support to underprivileged students from South 24 Parganas including Mukundapur. The students attend mentoring programmes twice a year by visiting Vishwakarma Building. They are provided scholarships, access to library, career counselling and psychological counselling support. We also arrange for annual educational tours for the students to enhance classroom learning allowing them to think creatively and critically about the things they see and experience. The success rate in Utkarsh Educational initiative is high.

**Impact:** Out of 2,947 girls who have benefitted so far, many have made their forays across diverse sectors like hospitals, IT companies, construction companies, health department and police department to name a few.



Beti Bachao Beti Padhao programme

## Health & Sanitation

- Free paediatric surgeries
- Drinking water provisions
- Household sanitary toilets
- Rural medical camps
- Infrastructure support for ICDS centre



and aligning business interests with societal welfare. By investing in healthcare, we aim to address challenges relating to water-borne diseases, inadequate sanitation and poor hygiene practices. Furthermore, Ambuja Neotia actively engages in health camps, medical check-ups and vaccination drives, offering free or subsidized healthcare services to communities lacking access to quality medical facilities.

For school infrastructure, we built ICDS school building, kitchens, classrooms, supported rural government schools with high and low benches, green boards since 2013. Around 21 government schools were supported till date. We have built more than 625 concrete household toilets in rural West Bengal households stopping approximately 3,175 people from open defecation, ensuring better lives for women and everyone in general. We have also organised more than 290 mobile medical camps, especially for women, children and senior citizens. In the mobile camps implemented so far, 34,920 patients got free medical treatment with medicines. By focusing on health infrastructure, sanitation facilities and health and education camps, we aim to empower these communities towards a more healthier and more prosperous future.

We have dedicated a robust CSR program to improving health and sanitation standards in underserved communities, prioritizing access to clean water, hygiene education and healthcare services through strategic collaborations with local healthcare providers, NGOs and community leaders.

We believe CSR activities undertaken by us are crucial for fostering community well-being, improving community resilience,



Health Programmes



### Promoting medical awareness for the rural population

Recognising the healthcare disparities faced by rural communities, Ambuja Neotia has embarked on initiatives aimed at raising awareness, promoting health education and providing access to essential healthcare services. These initiatives started around 8 years ago aim to educate rural populations on preventive healthcare, sanitation practices, maternal and child health, nutrition and disease management. Mobile health clinics and telemedicine services are also deployed to provide remote consultations and medical advice to those in need.

At Rajarhat and Mukundapur area, mass campaigning on childcare, immunization, disease prevention, personal hygiene, cervical and breast cancer screening were organised by involving specialist gynaecologists.

**Impact:** Total 500+ females and 250+ children benefitted from awareness programme, who came from Gopalnagar, Daspara, Khudirabad, Ranabhutiya and Jeleverry villages.



Medical awareness session

## Child and Youth Development

- Holistic support to orphaned children
- Self-defence training for girl students
- Special day celebration with slum children
- Students' training for competitive exams



At Ambuja Neotia, we are cognizant of the significance of early childhood development and thus have implemented multifaceted programs aimed at nurturing the physical, intellectual, emotional and social well-being of children, in alignment with global sustainability goals.

Through strategic collaborations with educational institutions, non-profits and child development experts we have established initiatives focusing on early childhood

education, skill-building workshops, nutrition programs, extra-curricular activities and we have also trained students (graduates) for government jobs. Since 2018, around 280 students got benefitted out of these programs. These initiatives are designed to support children from marginalized communities, providing them with access to quality education, mentorship and overall development opportunities.

The initiatives and programs undertaken by us are carefully curated to empower future generations, enabling children to reach their full potential. We have always believed in leading by action and have showcased our staunch commitment to community development. Through our outreach initiatives we aim to build a positive corporate reputation, reinforcing the belief that businesses can be forces of positive change in the society.

For high school girl students, we introduced self-defence training since 2012 and around 1,950 students got to adopt self-defence techniques till now.



Child Development Programmes



### Integrated nutrition program for malnourished children

Ambuja Neotia is deeply committed to fostering holistic child development through educational, social and health-focused initiatives, emphasizing the importance of investing in children's future. The initiative was started approximately 4-5 years ago and it has helped children build their nutritional health.

**Impact:** 120 Grade IV malnourished children from different ICDS centres participated in the nutrition programmes and are presently out of the malnutrition and poverty nexus.



Nutrition programme for malnourished children

## Skill Development

- Tailoring course for rural women
- Digital Literacy and English training
- Beautician training
- LPG oven repair and maintenance



Ambuja Neotia has established skill development initiatives focused on providing training in various trades, technical skills, soft skills and entrepreneurship. These programs aim to equip individuals with market-relevant skills, enhancing their employability and fostering entrepreneurship opportunities.

Empowering women with skill training helps to nurture the skills and knowledge required to succeed in the evolving job market, foster

economic independence and reduce gender disparities. These initiatives also have a cascading effect on families and communities, as educated and skilled women tend to invest in their children's education and well-being.

Supporting women's skill development aligns with social sustainability goals, enhances diversity in the workplace and strengthens the overall fabric of society, creating a more inclusive and equitable future.

Our vocational training initiatives were started in 2009 and became since then, 1,720 youth were given employable skills or became self-sufficient. Boys and girls were trained in computer hardware & software, mobile handset repair, electrician, beautician, tailoring, physiotherapist, driving and other trades.



Skill Development Programmes



### Empowering skills to village women

Ambuja Neotia has organised several workshops at various locations for village women since the past 7-8 years, with an objective to enhance their employability and foster entrepreneurship. Presently, tailoring units are functional in areas like Gopalpur & Khudirabad villages surrounding Utalika - The Condoville and Sikharpur village surrounding Rajarhat. 20 rural women from BPL families, who were otherwise unskilled participated in mastering the art of tailoring.

Diploma courses on tailoring are offered to 20-25 age group youth in collaboration with Sammilani Mahavidhyalaya near Utalika - The Condoville, while the Rajarhat unit has been developed in

collaboration with Ramakrishna Math Bishnupur.

**Impact:** Till date 50 women benefitted from tailoring training.



Women empowerment programme

## Community Development

- Community afforestation program
- Orphanage support
- Clothes donation drive for underprivileged communities
- Mass awareness program for underprivileged communities on health and safety



Engaging in community development builds trust, enhances brand reputation and strengthens relationships with our stakeholders. It aligns our business objectives with societal progress, demonstrating a commitment to shared prosperity.

We undertake several initiatives to create self-reliant and empowered communities by organising workshops on domestic waste

upskilling at Government schools, conducting clothes donation drive for the destitute, patronizing youth forums for promoting sports like football and supporting renovation alongwith maintenance of a 117 year-old orphanage. Beginning in 2011 with assistance to individual orphans, we have expanded our support to encompass entire orphanage institutions. To date, approximately 450 children in distress have benefitted from our aid.

By focusing on holistic community development, Ambuja Neotia aims to create lasting positive impact, enhance quality of life and build resilient communities equipped to thrive the test of challenging situations.

Our plantation initiatives began in 2012 and till date, we have grown 6,350 trees. We are supporting a football academy for underprivileged children since 2018 in Mukundapur location in which 660 such children have been benefitted so far.



Community Development Programmes



### Community afforestation programme

Ambuja Neotia has collaborated with Dr. APJ Abdul Kalam Government College, Sammilani Mahavidhyalaya (Government college) and NGOs based in Rajarhat & Mukundapur area and adopted afforestation programs for a better tomorrow. We have empowered ourselves for the adoption of sustainability as a way of life as environmental impact & climate change are among the key sustainability risks to

businesses and society.

**Impact:** We have planted 6,200 saplings in the last 4 years in Newtown Area through our community afforestation drives.



Community afforestation programme

In addition to our flagship CSR programmes across thematic areas, we run Jnana Pravaha, a centre for cultural studies in Varanasi, to foster in-depth study, appreciation and preservation of Indian art, culture, archaeology and metaphysics.

### Community Feedback

We aim to minimise disturbances to our neighboring communities during our operations, though occasional grievances might arise. To address these concerns, we utilize localized community grievance mechanisms. Furthermore, we're actively progressing towards establishing a structured

We also extend support to artisans to preserve their hereditary handicraft skills, nurture cultural values among the youth, train novitiates for learned priesthood, work on reviving Sanskrit theatre and Vedic Yajna among other things.

framework to handle potential impacts on local communities and mitigate associated social risk. In FY 2022-23, no significant potential negative impact was observed on local communities surrounding our properties.



# Annexure

## Contents of this section

8.1 ESG performance table

8.2 Alignment with GRI content index

8.3 Detailed geography





## ESG performance table

### Economic and Governance performance indicators

	Unit	FY 2021-22	FY 2022-23
<b>Economic</b>			
<b>GRI 201: Economic Performance</b>			
<b>GRI 201-1 Direct economic value generated and distributed</b>			
<b>Direct Economic Value Generated</b>			
<b>Revenues</b>	INR lakhs	8,826.02	12,881.36
<b>Economic value generated from investment and other sources</b>	INR lakhs	463.64	1,493.16
i. Interest income from loans	INR lakhs	140.58	150.41
ii. Interest on income tax refund	INR lakhs	80.20	9.19
iii. Interest on unwinding of financial instruments	INR lakhs	165.34	266.08
iv. Others	INR lakhs	13.47	12.96
v. Dividend income on long term investments of other entities(non-trade)	INR lakhs	-	0.01
vi. Profit on sale of property, plant and equipment	INR lakhs	-	805.50
vii. Liability no longer required written back	INR lakhs	-	175.28
viii. Net gain on fair valuation of investments	INR lakhs	3.11	-
ix. Insurance claim received	INR lakhs	17.69	53.87
x. Miscellaneous income	INR lakhs	43.25	19.86
<b>Economic Value Distributed</b>			
<b>Operating Costs (Expenses)</b>	INR lakhs	3,949.77	4,812.53
i. Direct construction costs	INR lakhs	1,147.54	1,995.20
i. Changes in inventories of work-in-progress and finished units	INR lakhs	(1,109.19)	(2,358.80)
i. Depreciation and amortisation	INR lakhs	1,277.43	1,858.84
i. Other expenses	INR lakhs	2,633.99	3,317.28
<b>Employee wages and benefits</b>	INR lakhs	1,725.36	1,997.39
i. Salaries, bonus, allowances, etc.	INR lakhs	1,479.14	1,690.26
ii. Contribution to provident, gratuity and other funds	INR lakhs	115.13	108.12
iii. Staff welfare expenses	INR lakhs	31.09	199.01
<b>Payment to providers of capital</b>	INR lakhs	323.71	3,635.11
i. Interest expense on financial liabilities measured at amortised cost	INR lakhs	3,023.41	3,630.32
ii. Interest on others	INR lakhs	-	-

	Unit	FY 2021-22	FY 2022-23
iii. Other borrowing costs	INR lakhs	0.30	4.79
<b>Payments to government (Tax) (Income taxes paid)</b>	INR lakhs	(377.81)	38.02
<b>Community Investments (CSR expenditure)</b>	INR lakhs	28.99	39.83
<b>Total economic value distributed</b>	INR lakhs	8,624.02	15,240.47
<b>Economic Value Retained</b>			
<b>Retained Earnings</b>	INR lakhs	(2,472.34)	(2,174.36)

Social performance indicators

	Unit	FY 2022-23
<b>Activities and Workers</b>		
<b>GRI 2-7 Employees</b>		
<b>Permanent employees</b>		
<b>Male</b>	Nos.	513
<i>Raajkutir</i>	Nos.	150
<i>Taj Chia Kutir</i>	Nos.	110
<i>ROG</i>	Nos.	253
<b>Female</b>	Nos.	48
<i>Raajkutir</i>	Nos.	20
<i>Taj Chia Kutir</i>	Nos.	20
<i>ROG</i>	Nos.	8
<b>Total workforce</b>		
<b>Male</b>	Nos.	513
<b>Female</b>	Nos.	48
<b>Total</b>	Nos.	561
<b>GRI 401: Employment</b>		
<b>GRI 401-1: New employee hires and employee turnover</b>		
<b>Overall Hiring and Hiring Rate</b>		
<b>Number of new hires</b>	Nos.	77
<i>Raajkutir</i>	Nos.	4
<i>Taj Chia Kutir</i>	Nos.	21
<i>ROG</i>	Nos.	52
<b>Hiring rate</b>	%	-
<b>Hiring and Hiring Rate by Employee category</b>		
<b>Permanent employees</b>		
<b>Number of new hires</b>	Nos.	77
<i>Raajkutir</i>	Nos.	4
<i>Taj Chia Kutir</i>	Nos.	21
<i>ROG</i>	Nos.	52
<b>Hiring rate</b>	%	-
<b>Overall Turnover and Turnover Rate</b>		
<b>Turnover</b>	Nos.	31
<i>Raajkutir</i>	Nos.	3
<i>Taj Chia Kutir</i>	Nos.	-
<i>ROG</i>	Nos.	28
<b>Turnover rate</b>	%	-
<b>Turnover and Turnover Rate by Employee category</b>		

	Unit	FY 2022-23
<b>Permanent employees</b>		
<b>Turnover</b>	Nos.	31
<i>Raajkutir</i>	Nos.	3
<i>Taj Chia Kutir</i>	Nos.	-
<i>ROG</i>	Nos.	28
<b>Turnover rate</b>	%	-

Environment performance indicators

Category	Units	FY 2022-23
<b>GRI 302: Energy</b>		
<b>GRI 302-1: Energy consumption within the organization</b>		
Direct energy (A)	GJ	8,660.48
Indirect energy (B)	GJ	20,906.06
Total renewable energy (C)	GJ	42.03
Total non-renewable energy (A+B-C)	GJ	29,524.49
Total energy consumed (A+B)	GJ	29,566.54
<b>GRI 302-3: Energy intensity</b>		
Energy intensity ((Total energy consumption for Taj Chia Kutir, Raaj Kutir, ROG)/Guest nights))	GJ/Guest Nights	0.64
Energy intensity ((Vanya Awas Total energy consumption/ Throughput) or (GJ/INR Lakhs)	GJ/INR lakhs	0.14
<b>GRI 305: Emissions</b>		
<b>GRI 305-1: Direct (Scope 1) GHG emissions</b>		
Category	Units	FY 2022-23
Scope 1 emissions	tCO2e	902.95
Fugitive emission	tCO2e	289.76
<b>GRI 305-2 Energy indirect (Scope 2) GHG emissions</b>		
Scope 2 emissions	tCO2e	4,157.98
<b>GRI 305-4: GHG Emissions Intensity</b>		
GHG emissions intensity	tCO2e/Guest Nights	0.11
GHG emission intensity ((Vanya Awas Total emission consumption/ Throughput)	tCO2e/INR lakhs	0.03
<b>GRI 303: Water and effluents</b>		
<b>GRI 303-3: Water withdrawal</b>		
Category	Units	FY 2022-23
Groundwater withdrawal	KL	66,009.00
Third-party water withdrawal	KL	60,021.82
Total water withdrawal	KL	1,26,030.82
<b>GRI 303-4: Water discharge</b>		
Treated Water Discharged	KL	152.00
Untreated Water Discharged	KL	23,215.20
Total Water discharge	KL	23,367.20

Category	Units	FY 2022-23
Rainwater harvesting	KL	485.00
Total Water Reused	KL	26,373.00
<b>GRI 303-5: Water consumption</b>		
Total Water consumption	KL	99,657.82
<b>Water intensity</b>		
Water intensity (Water consumed / Guest nights)	KL/guest nights	2.18
<b>GRI 301-1: Material Consumption</b>		
Category	Units	FY 2022-23
Total Material Consumed	KG	50,69,251.00
Ready mix concrete	KG	45,79,000.00
Tor Steel	KG	1,99,000.00
Diesel	KG	71,099.00
Charcoal in (kg)	KG	24,748.00
LPG (KG)	KG	1,79,877.00
Fire Wood (kg)	KG	5,200.00
Chaff Fuel / Gel Fuel (kg)	KG	10,327.00
<b>GRI 306: Waste</b>		
<b>GRI 306-3: Waste generated</b>		
Total waste generated	KGS	34,032.86
Parameter	Units	FY 2022-23
<b>Hazardous waste generated</b>		
Burnt Oil	KGS	2,107.60
Lube oil waste	KGS	120.00
Batteries: Small	KGS	0.05
Batteries: Dry Type	KGS	7.21
ETP/ STP Sludge Waste	KGS	322.00
<b>Non-hazardous waste generated (Unit wise)</b>		
Kitchen Waste	KGS	21,432.00
Horticulture waste	KGS	4,745.00
Waste paper/ Cardboard	KGS	1,422.00
Bottles (Glass)	KGS	2,231.00
Bottles (Plastic)	KGS	1,646.00
<b>Waste Treated/Disposed</b>		
Total waste Treated/Disposed	KGS	83,520.30
Hazardous waste Treated/Disposed		

Category	Units	FY 2022-23
Burnt Oil	KGS	2,107.60
Oil/ Sludge containers	KGS	8,297.00
Lube oil waste	L	120.00
Batteries: Small	KGS	1.04
Batteries: Dry Type	KGS	11.40
ETP/ STP Sludge Waste	KGS	902.00
E-waste	KGS	3.00
<b>Non-hazardous waste Treated/Disposed (Unit wise)</b>		
Kitchen Waste	KGS	54,460.40
Horticulture waste	KGS	10,430.00
Waste paper/ Cardboard	KGS	3,453.59
Bottles (Glass)	KGS	3,617.70
Bottles (Plastic)	KGS	1,959.59
Misc. Plastic waste - Containers, cans, etc	KGS	6.95
Fabric/Linen/Cloth/Uniforms	KGS	255.76
Fused bulbs / tube	KGS	1.87
<b>Factors used for Intensity Calculation</b>		
Vanya Awas Throughput	INR in Lakhs	366.00
Total Guest Night	Guest Nights	45,772.00
Taj Chia Kutir Resorts & Spa	Guest Nights	14,337.00
Raajkutir IHCL	Guest Nights	8,041.00
Gangakutir Raichak	Guest Nights	23,394.00

**Alignment with GRI content index**

Statement of use – ANHVL has reported in accordance with the GRI Standards for the period 1 April 2022 to 31 March 2023

**GRI used - GRI 1: Foundation 2021**

Disclosure	GRI standards	Page Number/ Comments
GRI 2: General Disclosures 2021	2-1 Organisational details	
	2-2 Entities included in the organisation's sustainability reporting	
	2-3 Reporting period, frequency and contact point	
	2-4 Restatements of information	
	2-6 Activities, value chain and other business relationships	
	2-7 Employees	
	2-8 Workers who are not employees	
	2-9 Governance structure and composition	
	2-10 Nomination and selection of the highest governance body	
	2-11 Chair of the highest governance body	
	2-12 Role of the highest governance body in overseeing the management of impacts	
	2-15 Conflicts of interest	
	2-18 Evaluation of the performance of the highest governance body	
	2-19 Remuneration policies	
	2-21 Annual compensation ratio	
	2-23 Policy commitments	
	2-24 Embedding policy commitments	
	2-25 Processes to remediate negative impacts	
	2-27 Compliance with laws and regulations	
	2-28 Membership associations	
	2-29 Approach to stakeholder engagement	

Disclosure	GRI standards	Page Number/ Comments
GRI 3: Material Topics 2021	3-1 Process to determine material topics	
	3-2 List of material topics	
	3-3 Management of material topics	
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	
GRI 205: Anti-Corruption 2016	205-3 Confirmed incidents of corruption and actions taken	
GRI 206: Anti-Competitive Behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	
	301-2 Recycled input materials used	
	301-3 Reclaimed products and their packaging materials	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	
	302-3 Energy intensity	
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	
	303-4 Water discharge	
	303-5 Water consumption	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	
	305-2 Energy indirect (Scope 2) GHG emissions	
	305-4 GHG emissions intensity	
GRI 306: Waste 2020	306-3 Waste generated	
	306-4 Transport of hazardous waste	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	

Disclosure	GRI standards	Page Number/ Comments
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	
	403-3 Occupational health services	
	403-5 Worker training on occupational health and safety	
	403-6 Promotion of worker health	
	403-8 Workers covered by an occupational health and safety management system	
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	
	404-2 Programmes for upgrading employee skills and transition assistance programmes	
	404-3 Percentage of employees receiving regular performance and career development reviews	
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments and development programmes	
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	
	417-2 Incidents of non-compliance concerning product and service information and labeling	
	417-3 Incidents of non-compliance concerning marketing communications	
GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	

## Detailed geography

In Partnership with Taj Group & IHCL

Project Name	Location	State
RAAJKUTIR	EM Bypass	West Bengal
TAJ TAAL KUTIR HOTEL & CONVENTION CENTRE	New Town	West Bengal
TAJ CHIA KUTIR RESORT & SPA	Makaibari Tea Estate Kurseong	West Bengal
TAJ GURAS KUTIR	Pangthang	Sikkim
SAGAR KUTIR **(Upcoming)	Digha	West Bengal
HIMAL KUTIR **(Upcoming)	Ghoom, Darjeeling	West Bengal
VANYA KUTIR **(Upcoming)	Lataguri, Dooars	West Bengal
TAJ CITY CENTRE PATNA ** (Upcoming)	Patna	Bihar

### Recent Acquisition- Tree of Life Chain of Resorts

Project Name	Location	State
Birdsong Chalets	Dharamsala	Himachal Pradesh
Elia Art Hotel	Naggar	Himachal Pradesh
Inderpura Resort	Udaipurwaiti	Rajasthan
Bhadrajun House	Jodhpur	Rajasthan
Vantara Resort	Udaipur	Rajasthan
Tree Of Life Resort & Spa	Jaipur	Rajasthan
Darbadgarh	Dared	Gujarat
Vanivilas River Cottage	Corbett	Uttarakhand
Junoon In The Hills	Kumaon	Uttarakhand
Grand Oak Manor	Binsar	Uttarakhand
Mussoorie	Mussoorie	Uttarakhand
Dehradun Foothills	Dehradun	Uttarakhand
Tree Of Life Resort & Spa	Varanasi	Uttar Pradesh
Ecotainers	Agra	Uttar Pradesh

### RESIDENTIAL

Project Name	Location	State
Vanya Awas	Lataguri	West Bengal

