



# Ambuja Housing & Urban Infrastructure Company Limited

**Transforming Spaces, Enriching Lives**

**Sustainability Report  
FY 2022-2023**



# AmbujaNeotia

## Registered office

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## Ambuja Housing & Urban Infrastructure Company Limited Directors

### Mr. Harshavardhan Neotia

Chairman and Non-Executive Director

### Mr. Pramod Ranjan Dwivedi

Whole-time Director

### Mrs. Chandra Kanta Mitra

Independent Director

### Mr. Umang Vikram Jain

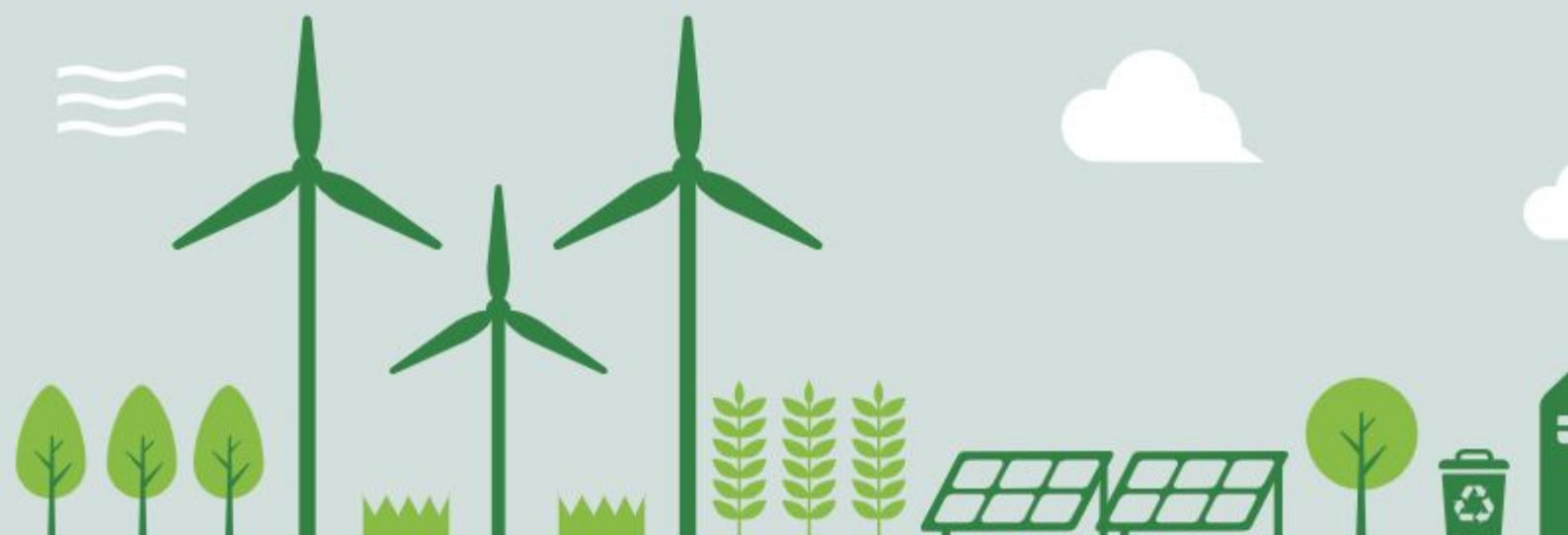
Independent Director

### Mr. Pradeep Lal Mehta

Non-Executive Director

### Mr. Vikash Jaju

Nominee Director





## Transforming Spaces, Enriching Lives

At Ambuja Neotia, we firmly believe that sustainable real estate development is not just about constructing buildings; it is about creating and thriving inclusive communities that harmoniously coexist with their natural surroundings. As we look ahead, we remain resolute in our dedication to championing sustainability within the real estate sector, contributing to India's vision for a greener, cleaner and more sustainable future. We are determined to be at the forefront of sustainable real estate development, fostering innovation, collaboration and responsible practices that not only align with India's sustainability agenda but also pave the way for a more prosperous and sustainable tomorrow. From sprawling residential communities designed for modern living to cutting-edge commercial spaces tailored for business growth, our portfolio embodies excellence in construction and design. Our collection includes residential towers boasting panoramic views, commercial complexes fostering productivity and mixed-use developments that blend convenience and lifestyle.

Our commitment to sustainability is reflected in our design strategies, construction practices and community engagement initiatives, all of which are carefully aligned with our broader vision of creating sustainable, resilient and vibrant spaces that enhance the quality of life for current and future generations.



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**Disclaimer:** A structured data collection mechanism has been rolled out for data collection. 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. 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 Housing & Urban Infrastructure Co. Ltd. (referred herein after as “Ambuja”, “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 eastern part of India. Through this report we aim to communicate our efforts in sustainability across our real estate 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.

## 1.2 Entities included in sustainability reporting

### (GRI 2-2)

This report focuses on the sustainability performance of Ambuja Housing & Urban Infrastructure Co. Ltd. (AHUICL) and its subsidiaries as well as associate companies. These includes: Ambuja Realty Development Limited (ARDL), Quality Maintenance Ventures Limited (QMVL), Ambuja Realty Events and Management Limited (AREML), Ambuja Neotia Teesta Development Private Limited (ANTDPL), Utkarsh Sfatik Limited (USL) and Bengal Ambuja Housing Development Limited (BAHDL).

This report encompasses environmental, social and governance performance across 19 project sites under AHUICL.



### Real estate - AHUICL

Vertical	Facility Management	Development	Hospitality
 Residential	The Residency - Patna Utalika Luxury The Condoville Tower A,E,B-LIG/MIG	Ecospace Residencia, Urvisha The Condoville Utalika Luxury The Condoville - Tower C, D Utsang	 Taj CCNT
 Township	--	Utsodhaara Teesta Township	
 Retail	City Centre - Patna   City Centre Haldia City Centre - Raipur   City Centre Siliguri City Centre Saltlake (CCSL) City Centre - New Town (CCNT)	--	
 Commercial	EcoSuite EcoCentre Ecostation EcoSpace Business Park	EcoSpace Business Towers	

## 1.3 Scope and boundary of the report

**(GRI 2-3)**

This report encompasses the annual Environmental, Social and Governance performance of our real estate 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 includes 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 organisation, we aim towards the 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

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# Leadership message

## Contents of this section

### 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 extends 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 urban 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



**483 tCO<sub>2</sub>e**

Scope 1 emissions in FY 2022-23  
Facility Management and Hospitality



**17,474.85 tCO<sub>2</sub>e**

Scope 2 emissions in FY 2022-23  
Facility Management and Hospitality



### Social



**740 employees**

in FY 2022-23



**95%**

Procurement cost spent towards  
local suppliers in FY 2022-23



**ZERO**

Fatalities in FY 2022-23



**INR 39.83 Lakhs**

CSR Spent in FY 2022-23



### Economic and Governance



**~INR 21,589 Lakhs**

Revenue in FY 2022-23 (390% increase  
Over PY)



**~17%**

Women Participation on Board of  
Directors in FY 2022-23



**~33%**

Independent directors on Board of  
Directors in FY 2022-23





# About Ambuja Housing & Urban Infrastructure Company Limited

## Contents of this section

- 3.1 Vision, mission, values
- 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

Transforming Spaces, Enriching Lives - 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 reflect 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

### 1990- 2000

#### A Legend Emerges

Harshvardhan Neotia spearheaded the group's expansion into real estate and hospitality, pioneering Udayan-The CondoVille, a benchmark in Public-Private Partnerships for social housing, overseeing the sprawling 100-acre hospitality venture, Raichak-on-Ganges and effectively rejuvenating Ambuja Cement Eastern Limited.

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### 2000s

#### New Horizons

In 2000, the Bhagirathi Neotia Women & Child Care Centre (BNWCCC) marked the group's healthcare venture, providing cutting-edge medical services for women and children in Kolkata, while concurrently expanding hospitality ventures with "Swabhumi-the Heritage Plaza," a platform showcasing the rich crafts and cultures from various regions across the country.

### 1980 - 1990

#### The Genesis of Ambuja Cement

During the mid-1980s, the Neotia brothers partnered with Mr. Narotam Sekhsaria to launch Gujarat Ambuja Cements Limited (GACL), swiftly ascending to industry leadership. In this period they introduced Kolkata's inaugural business club, "The Conclave."

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### 1970 - 1980

#### RKBK Expansion

After Bimal Kumar Poddar's passing, Suresh and Vinod Neotia expanded RKBK into cement, fertilisers and petroleum, reaching a 500 crores turnover by the early 1990s. Concurrently, the Neotia family ventured into textiles, owned collieries that were later nationalized and established Macmet India Limited for engineering contracts and software solutions.

2

### 1950

#### The Founders

Late Shri Suresh and Shri Vinod Neotia, with Late Shri Bimal Kumar Poddar, commenced entrepreneurial endeavours with Radhakrishna Bimal Kumar (RKBK), initially a Burma Shell franchise, branching out into diverse industries.

1





## 2020- Present

### Thriving Together

# 11

With a focus on fostering joy, Ambuja Neotia expanded its offerings with Usshar - The CondoVille in Batanagar, Utsodhaara - Teesta Township, an 81- acre project in Siliguri and Ecospace Business Towers. We collaborated with Taj to rebrand Swissotel as Taj City Centre, introduced Taj Chia Kutir in Kurseong, relaunched RaajKutir under IHCL Seleqtions and further diversified by acquiring the Tree of Life chain of Hotels.

## 2010- 2015

### Business Expansion

The group's retail portfolio expanded with City Centre Haldia and City Centre Raipur, while commercial properties such as Ecostation and Ecosuite were developed. Additionally, the healthcare ventures included the establishment of Neotia Getwel Healthcare Centre, a multispecialty hospital and Genome, a fertility clinic.

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## 2015- 2020

### Dawn of a New Era

After Suresh Neotia's passing, Harshavardhan Neotia assumed leadership, overseeing the establishment of The Neotia University with modern courses, introducing the 20-acre luxury project Utalika Luxury - The CondoVille, unveiling the boutique hotel AltAir and inaugurating Sonar Tori and The Orient at City Centre Salt Lake, relaunching Afraa at City Centre Salt Lake, opening BNWCC in New Town, inaugurating Raajkutir at Swabhumi. The Company also acquired the master franchise of UNO Chicago Bar & Grill for Pan India.

# 10

## 2005- 2010

### The Neotia Effect

Ambuja Neotia, following a rebranding initiative, diversified into residential, retail, hospitality, business parks, healthcare and education, featuring prominent projects like City Centre New Town, Swissotel, Ujjwala, Ecospace and expanded beyond Kolkata with Uttarayon, the initial residential township in Siliguri, in collaboration with Luxmi Township Ltd. In 2009, the group opened City Centre Siliguri and also merged brands 'Ambuja' and 'Neotia' to form Ambuja Neotia.

# 8

## 2004

### Redefining Retail

In 2004, the group made its foray into the retail sector with City Centre Salt Lake, an iconic property conceptualized by the renowned architect Mr. Charles Correa.

# 6

## 2005

### The Alliance

In 2005, Holcim, the world's largest cement company, forged an alliance with the Ambuja Group, assuming command of ACC. Subsequently, the group divested a significant portion of their stake in GACL to Holcim, transferring its management control.

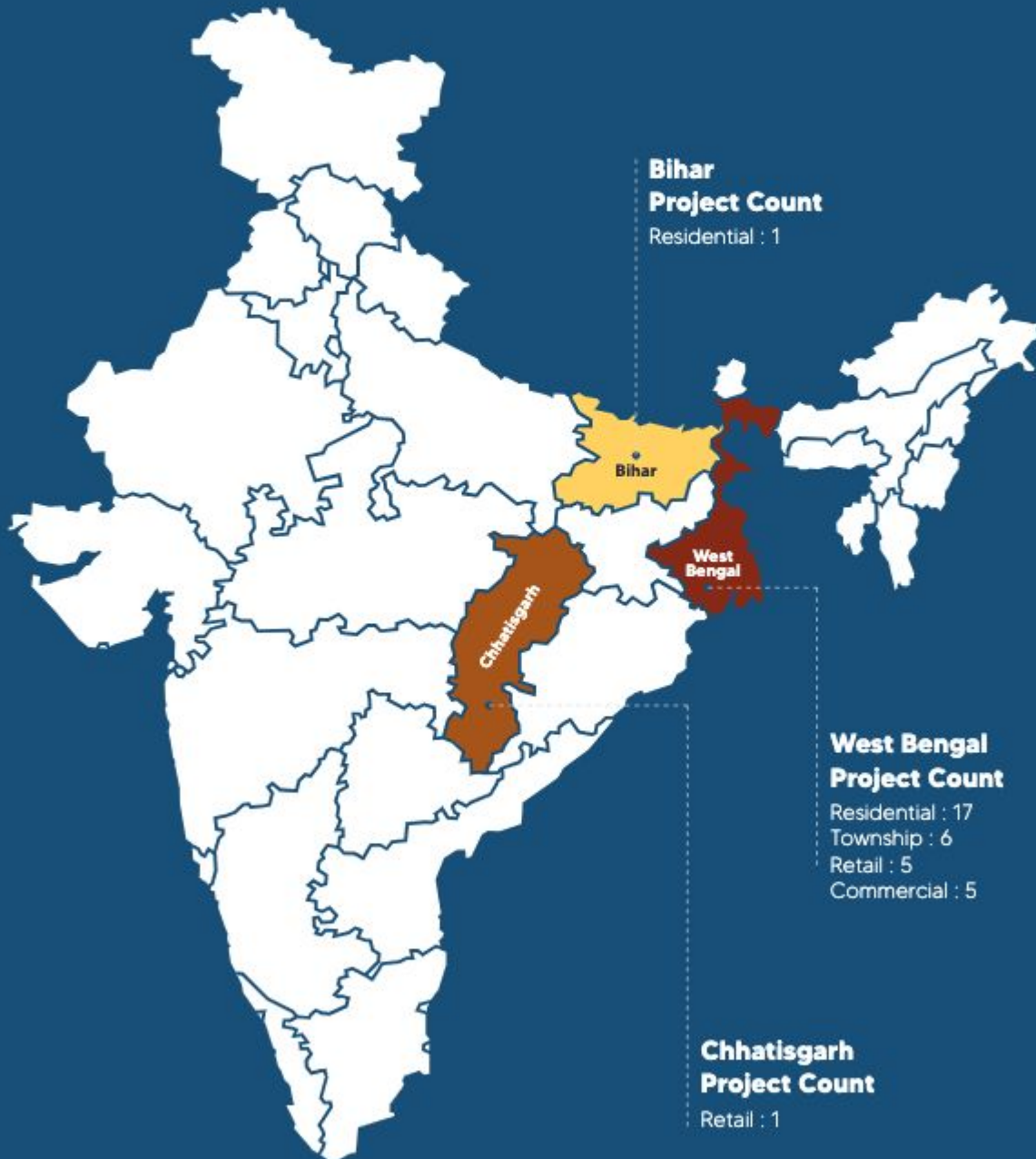
# 7



### 3.3 Our presence

(GRI 2-1)

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



Refer to Annexures section for details of projects across locations

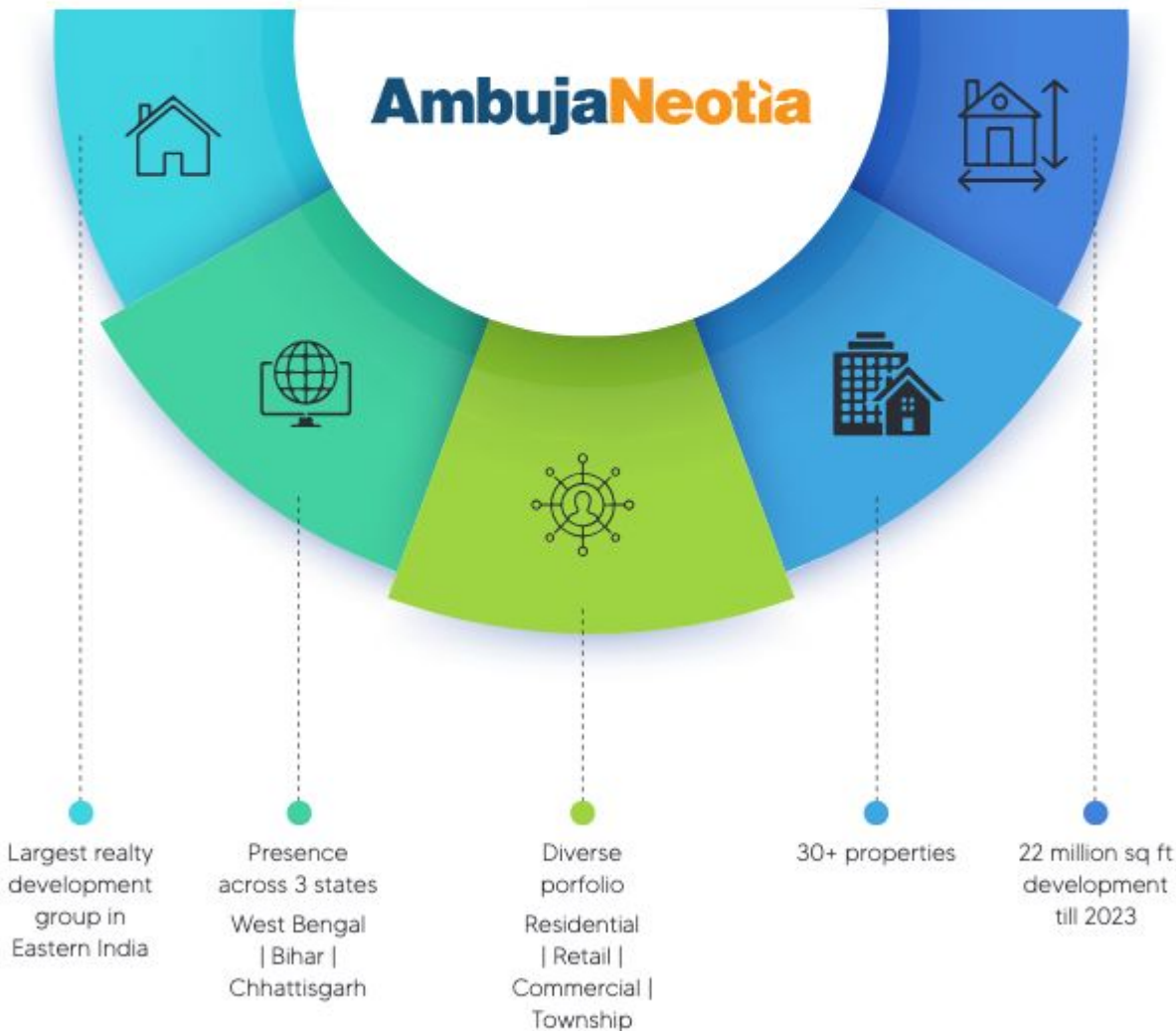
# 3.4 Business overview

## Real estate

As a leading real estate company, we have a strong commitment to sustainability and green living. Our business is founded on the principles of integrity, modernisation and customer-centricity, where we strive to deliver exceptional value and create enduring assets that stand the test of time. Our presence spans across key states of India, offering a diverse range of projects, from luxury apartments to affordable housing solutions, from vibrant workplaces to exemplary culinary and hotel experiences. We take pride in our innovative designs, quality construction and attention to detail. Our mission is to create sustainable communities that enhance the quality of life for our residents and working professionals while minimising environmental impact. We believe in building not just edifice, but a greener future for

generations to come. Our commitment to excellence, innovation and client satisfaction sets us apart as a prominent leading player in the market.

With a dynamic team of industry professionals, architects and urban planners, we are dedicated to crafting visionary projects that redefine the standards of contemporary living and working spaces. Through our collaborative approach, we engage with clients, investors and other stakeholders to conceptualise, design and deliver bespoke real estate solutions that align with their unique requirements and aspirations. With a legacy of excellence in construction and a keen eye for market opportunities, we have expanded our offerings to include a comprehensive range of real estate projects like residential condominiums, townships, malls, business parks and towers.



We started our journey with Udayan-The CondoVille that pioneered affordable housing and went on to create many more condovilles such as Upohar, Utalika, Ujjwala and Urvisha. We created townships like Uttorayon and Utsodhaara in Siliguri and City Centre malls across Kolkata, Haldia, Siliguri, Raipur and Patna. We ventured into commercial smart and green workspaces like Ecospace Business Park and Eco Centre.

We strive to build more than just physical spaces. Each of our projects is designed to be the heart and soul of a vibrant, connected and fulfilling living experience. Where mental and physical well-being go hand in hand. Where nature is an intrinsic part and not merely an accessory. Safety and security are paramount to us. Energy

efficiency, conservation and sustainability are ingrained in our ethos. We honour our commitments and build trust. Our real estate designs are prepared for the future, anticipating the needs of tomorrow.

Our diverse array of properties reflects our dedication to creating spaces that harmonise luxury, functionality and sustainability. Our real estate portfolio includes both operational projects as well as projects under development.

In this report, our real estate business performance encompasses data related to the projects presented below -



## Facility management residential projects:



**The Residency, Patna**



**Utalika Luxury - The CondoVille**

### Facility management retail properties:



City Centre, Patna



City Centre, Haldia



City Centre, Raipur



City Centre, Siliguri



City Centre, Saltlake



City Centre, New Town

### Facility management commercial properties:



EcoSuite



EcoCentre

### Township under development:



Utsodhara-The Condoville

### Commercial properties under development:



EcoSpace Business Tower

## Residential projects under development:



EcoSpace



Urvisha-The CondoVille



Utalika Luxury-The CondoVille



Utsang-The CondoVille

## 3.5 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 the real estate industry.

Our facility management and development projects value chain encompasses of -



Our hospitality project value chain encompass -



## 3.6 Certifications



Green Building certification-  
EcoCentre



Green Building certification-  
Utalika- The Condoville



Green Building certification-  
EcoCentre



Ecospace, New Town



Utalika- The Condoville



EcoCentre

## 3.7 Awards and 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.



Realty+Real Estate Awards 2023  
Most environment-friendly  
residential space for Utalika  
Luxury - The Condoville



Technology Senate Awards 2023



Realty + Real Estate Awards 2023  
Second home project of the year  
for Vanya Awas

## 3.8 Memberships and associations

(GRI 2-28)

We actively collaborate with industry peers, non-governmental organisations and government bodies to drive collective action and advocate for sustainable policies and practices within the real estate industry, 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.



# ESG priorities

## Contents of this section

- 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 real estate 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 or virtual conferences and press releases, among others.

Stakeholder engagement offers a myriad of opportunities like -



Build lasting  
trust and  
credibility



Effective  
decision making



Improve risk  
management being  
open to different  
diverse perspectives



Develop  
innovative  
solutions

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

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

Our stakeholder groups include -



### Internal Stakeholders

- » Marketing
- » Finance
- » Procurement
- » Human Resources
- » Employees





### External Stakeholders

- » Investors
- » Regulatory Bodies
- » Customers
- » Suppliers
- » NGOs and Local Communities
- » 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, online platforms	Need based	Envisioning the sectoral growth of the organisation and assessing fiduciary accountability to shareholders
 Employees	Emails, SMS, physical meetings, online platforms	Daily	Employee engagement - the organisation has transparent and open communication channels
 Workers	Safety meetings, notice boards and counselling	Daily	Worker engagement - the organisation has transparent and open communication channels
 Communities	Community meetings, website and Corporate social responsibility (CSR) events	Quarterly and need-based	Inclusive growth across the communities living in the vicinity of project facilities
 Investors	Emails, telephonic conversations, online platforms, meetings, website, newspaper advertisements and press releases	Quarterly and need-based	Communication on financial performance, growth perspective, project feasibility and any material information
 Contractors and suppliers	Emails, telephonic conversations and meetings	Weekly and need-based	Maintaining strong relationships with value chain partners, assisting in evaluating supply chain resilience and addressing their concerns
 Customers	Emails, telephonic conversations, physical meetings, online platforms advertisements and website	Weekly and need-based	Understanding customer requirements, creating awareness on projects and alignment of business operations to such requirements

Our key stakeholders	Mode of engagement	Frequency of engagement	Purpose and scope of engagement
 Government and Regulators	West Bengal Pollution Control Board (WBPCB)	Annual and need-based	Communication on impact 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 the real estate industry. The impact criteria are assessed across various dimensions by considering inputs or factoring 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.

## Sustainability Pillars



## 4.3 Our sustainability commitments

(GRI 3-3)

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



**Climate change, energy and emissions management**

**Approach:** We are committed to evaluate more energy conserving and energy efficient measures using best in class available technologies and exploring increased renewable energy sources to lower our carbon footprint across operations.



**Waste management**

**Approach:** We strive for sustainable waste management and ensure proper waste segregation, waste collection, waste treatment, waste disposal and promote circularity in our operations.



**Water and effluent management**

**Approach:** We are cognizant that water is a scarce shared natural resource. We make comprehensive efforts in minimising water consumption, promoting efficient water use, reusing wastewater through STPs and by undertaking sustainable landscaping.



**Responsible operations**

**Approach:** We are committed to transform lives by providing sustainable building designs covering our entire portfolio. Our focus lies on ensuring efficient building management system, optimizing daylighting, lowering power costs, ensuring proper waste management and offering several close to nature amenities for good health.



**Materials management**

**Approach:** We ensure sustainable procurement of raw materials and support local procurement. We are working diligently to improve resource efficiency at sites emphasizing the use of environmentally friendly materials where possible, promoting recycling and exploring alternatives that minimize environmental impact.



**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 opportunities 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.



**Customer relations**

Customer relations are the cornerstone of success in the real estate industry. 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.



**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.



**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.





**Regulatory compliance**

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



**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.



**Brand management**

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



**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.



**Business continuity and risk management**

We have a defined risk management framework for assessing our preparedness for business continuity and developing risk mitigations plans against all risks relevant to our industry.



**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 connections.





# Commitment to ethical business

## SDGS Impacted



## Material Topics

- Corporate governance
- Business ethics
- Regulatory compliance
- Economic performance
- Data privacy and security
- Innovation and digitalization
- 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 Management Committees, 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 judgment, safeguarding the interest of the Company and its minority shareholders, understanding the business of the Company and many more.

### 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. Pramod Ranjan Dwivedi**



**Mrs. Chandrakanta Mitra**



**Mr. Umang Vikram Jain**



**Mr. Pradeep Lal Mehta**




**Mr. Vikash Jaju**



## Board structure

We have a two-tier governance structure designed to facilitate efficient decision-making, strategic oversight and streamlined communication across various levels. The President - Projects provides domain recommendations, reviews operational performance of our real estate specific functional departments and reports directly to the Chairman.

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

Category	Number of Directors as on March 31, 2023	<p><b>Female members on the Board</b></p>  <p>17%</p> <p>■ Male ■ Female</p>		
Independent Directors	2		Board Attendance	80%
Non-executive Directors	3		Number of Board Meetings	5
Whole Time Director	1		Independence Ratio	33%
		Average Tenure (in years)	12	

Our Board operates in tiers, with different 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



### Audit Committee

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.



### Nomination and Remuneration Committee (NRC)

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.



### Finance Committee

The Committee meets as per requirement to oversee the company's loans and borrowings. It plays a critical role in guiding and monitoring the organization's financial activities to support its mission and objectives.

Name	Audit Committee	Nomination and Remuneration Committee	Finance Committee
Mrs. Chandra Kanta Mitra	◆	◆	
Mr. Umang Vikram Jain	◆	◆	
Mr. Pramod Ranjan Dwivedi	◆		◆
Mr. Vikash Jaju		◆	◆

◆ Chairman of the Committee

◆ Member of the Committee

## Risk management framework

The Risk Management Policy is intended to enable AHUICL to adopt a defined process for managing its risks on an ongoing basis. Important purpose is to implement a structured and comprehensive risk management process, which establishes a common understanding, language and methodology for identifying, assessing, monitoring and reporting risks and which provides management and the Board with the assurance that key risks are being identified and managed.

In the initial roll out, the policy is approved by the Management Committee and not the Board. In due course the Board approval shall be taken. The

Management Committee has voluntarily adopted this Policy, which has been formulated in line with regulation 17(9)(b) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('the Listing Regulations') and Provisions of the Companies Act, 2013 ('the Act').

To protect the interests of our stakeholders, we have strategically designed a sustainable business model with an aim to minimize exposure to market volatility, ensure seamless business operations and maximize opportunities for growth.

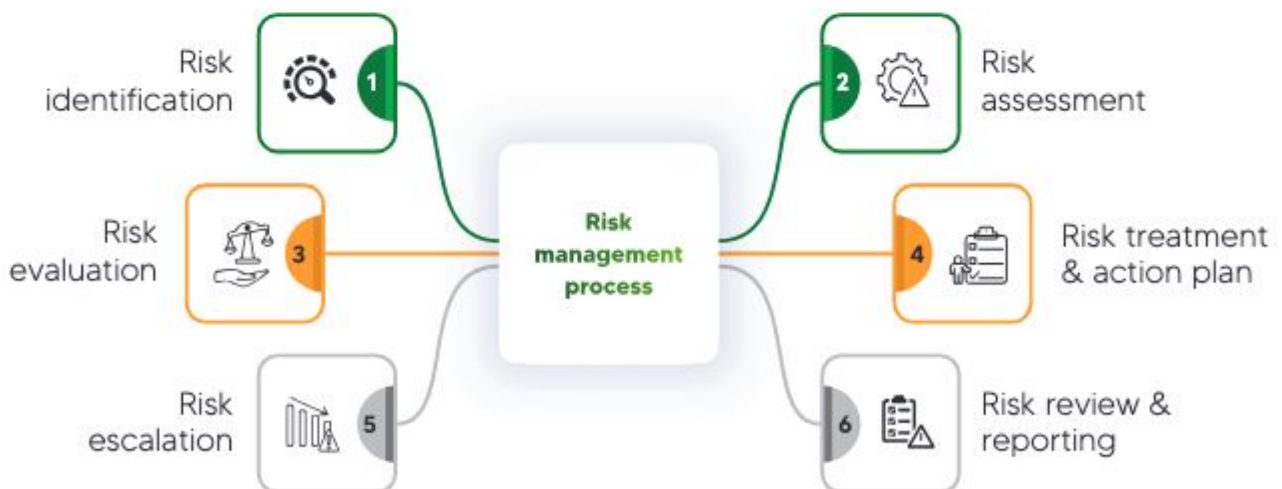
### Our priorities include -



The risk management committee (RMC) provides the highest executive oversight on risk management and carries out responsibilities assigned by the Board. The risk head is responsible for conducting risk identification workshops at management committee level initially and then at all functional level subsequently. The risk owners

are responsible for identifying the risks and performing risk reassessment on a periodic basis, while the company secretary is responsible for ensuring that RMC meetings are held on a half-yearly basis.

Our risk management process encompasses -



The major risks identified by the businesses and functions are systematically addressed through mitigating actions which are further discussed below -

Risks	Mitigation steps
 Economic Cyclicality Risk - Business	<ul style="list-style-type: none"> <li>» Diversified revenue streams help offset the impact of seasonality on the business</li> <li>» The Company operates at a substantial scale</li> <li>» Robust financial position</li> <li>» Inventory retention capability</li> </ul>
 Business Development Risk	<ul style="list-style-type: none"> <li>» Strategic focus areas include clearances for existing land parcels and acquisition of new land</li> <li>» Consistent onboarding of projects through Development Management or Joint Ventures</li> <li>» Strong track record and considerable brand presence in West Bengal, including North Bengal (Siliguri), Patna and Raipur</li> <li>» Actively exploring opportunities in multiple locations</li> </ul>
 Interest Rate Risk	<ul style="list-style-type: none"> <li>» Treasury team closely monitors prevailing rates and market competition</li> <li>» Engagement in rate renegotiations with banks</li> <li>» Ensuring interest costs is restricted within budget</li> <li>» Treasury Committee addresses unexpected macro-level increases</li> <li>» Treasury Committee comprises senior members of the organisation</li> </ul>
 Liquidity Risk	<ul style="list-style-type: none"> <li>» Residential projects are self-funded through proceeds from sales to buyers</li> <li>» Projects are launched in phases</li> <li>» Thorough due diligence is conducted on projected sales</li> <li>» Ensuring complete funding tie-up</li> <li>» Funding tie-ups arranged for an extended tenure</li> </ul>
 Financial Risk	<ul style="list-style-type: none"> <li>» Comprehensive study for large projects</li> <li>» Concise Cost-Benefit Analysis (CBA) for smaller projects</li> <li>» Viability assessment before allocating resources</li> <li>» Meticulous monitoring of project costs and timelines</li> <li>» Proactive measures to prevent overruns</li> <li>» Incorporation of sufficient contingencies</li> </ul>
 Land related Risk	<ul style="list-style-type: none"> <li>» Monthly assessment of each land parcel</li> <li>» Ensuring a vigilant and proactive stance</li> <li>» Actively considering the Development Management Model</li> <li>» Engaging in Joint Venture projects</li> <li>» Aim to provide a diverse portfolio of projects</li> <li>» Mitigation of challenges associated with land-related consolidation and statutory matters</li> </ul>
 Commodity Risk	<ul style="list-style-type: none"> <li>» Long-standing relationships with vendors</li> <li>» Established long-term fixed-rate contracts for certain cases</li> <li>» Guaranteeing consistent supply at committed rates</li> <li>» Actively monitoring of commodity price fluctuations</li> <li>» Ensuring timely and strategic procurement practices</li> </ul>
 Operational Risk	<ul style="list-style-type: none"> <li>» Thorough conduction of research and planning</li> <li>» Capability of managing all contingencies</li> <li>» Ensuring adherence to committed timelines</li> <li>» Possessing a robust system to regularly review and monitor project progress</li> </ul>
 Market and Competition Risk	<ul style="list-style-type: none"> <li>» Consistently delivering high-quality products</li> <li>» Introduction of innovative ideas to meet customer expectations</li> <li>» Carved out a distinct brand trust and niche</li> <li>» Ensures limited supplies in any micro-market at a given time</li> <li>» Maintaining premium pricing</li> </ul>

Risks	Mitigation steps
 <p>Quality Risk</p>	<ul style="list-style-type: none"> <li>» Quality ensured through documented policies, procedures and processes</li> <li>» Tests and inspections at construction sites serve for effective quality management</li> <li>» An independent quality audit team ensures adherence to standards</li> <li>» Pre-approved specifications for raw materials maintain quality consistency</li> <li>» Rating system contributes to the commitment to high-quality products</li> <li>» Execution team undergoes continuous training</li> </ul>
 <p>Reputational Risk</p>	<ul style="list-style-type: none"> <li>» Agreements crafted for all Development Management (DM) and Joint Venture (JV) business deals</li> <li>» Ensuring comprehensive control over construction and delivery processes</li> <li>» Ensuring transparency and accountability in financial processes</li> <li>» Outlining the management and utilization of customer funds</li> <li>» Incorporation of a fully defined waterfall mechanism</li> </ul>
 <p>Employee &amp; Succession Risk</p>	<ul style="list-style-type: none"> <li>» Employees remuneration benchmarked to industry peers</li> <li>» Senior employees' remuneration linked with company performance</li> <li>» Employees remuneration benchmarked to industry peers</li> <li>» Senior employees' remuneration linked with company performance</li> <li>» Succession planning for key leadership positions</li> <li>» Automation of HR process for efficiency and seamless user experience</li> <li>» Employee engagement through curated events and interactions</li> </ul>
 <p>Information Technology Risk</p>	<ul style="list-style-type: none"> <li>» Significant investment in and enhancement of system security</li> <li>» Regular security reviews</li> <li>» Mitigation of cyber risks</li> <li>» Security awareness programs</li> <li>» Ensuring end users and system users understand their responsibilities in safeguarding proprietary data</li> <li>» Strategically transitioning to the cloud</li> <li>» Cloud transition inherently provides adequate Disaster Risk Management (DRM) for the organisation</li> </ul>
 <p>Legal &amp; Regulatory Risk</p>	<ul style="list-style-type: none"> <li>» Seasoned legal team manages all facets and transactions</li> <li>» Ensuring clear titles for acquisition and transfer of all real estate assets</li> <li>» Implementation of a practice of securing back-to-back guarantees from contractors until the Defects Liability Period (DLP)</li> <li>» Actively overseeing the quality of supervision</li> </ul>

## 5.2 Business ethics

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

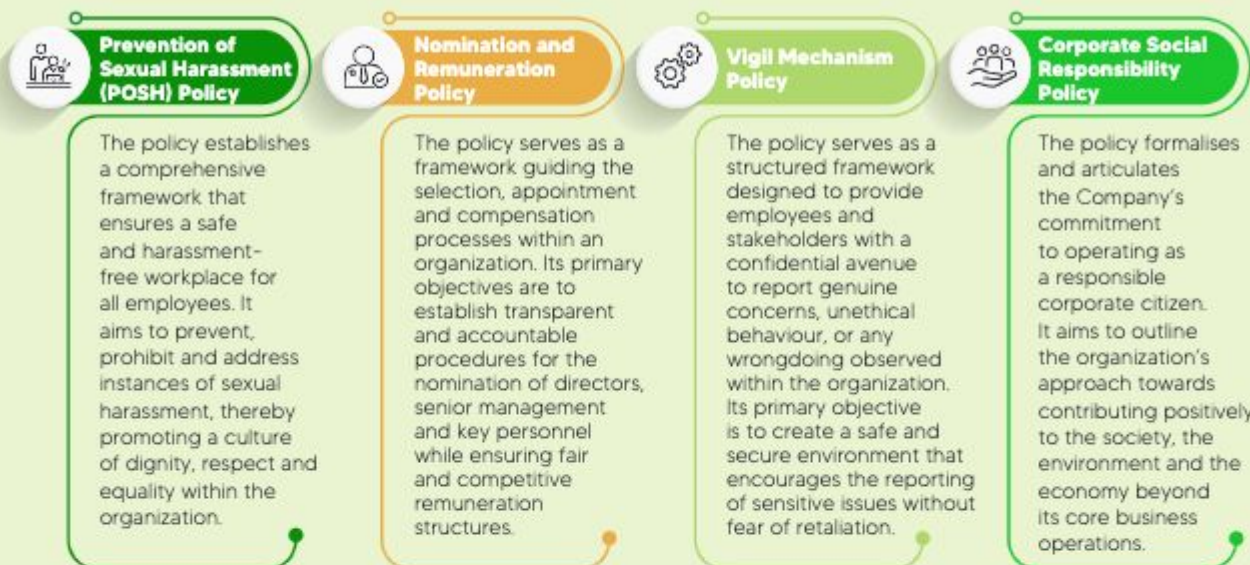
Business ethics forms the foundational principles guiding our operations, ensuring integrity, transparency and responsible practices across all facets of our real estate endeavours. We vehemently emphasize on our Code of Conduct as it outlines the internal guidelines, expected behavior and ethical standards for all Board members, Key Managerial Personnel (KMPs), all employees 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, publication in notice boards and company website. Every director is

required to certify compliance with the code within 15 days of the close of the financial year.

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



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 management 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
 Investors	The grievances of our shareholders and investors are routed through our secretarial department.
 Customers	Customer complaints are registered through customer care portal i.e., the Sales Force platform. This enables real time tracking of the status of the concerns raised. Customer Care Team address the concerns within two working days post raising of complaint. Unresolved cases are finally escalated to departmental heads.
 Suppliers / Contractors	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.
 Community	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 members uphold very good relationship with surrounding community and has successfully resolved all concerns amicably.
 Employees	Employees currently register their complaints manually. At the same time we are also working out a solution with "Darwin Box" to customize our web HR Portal to enable registering the complaints.

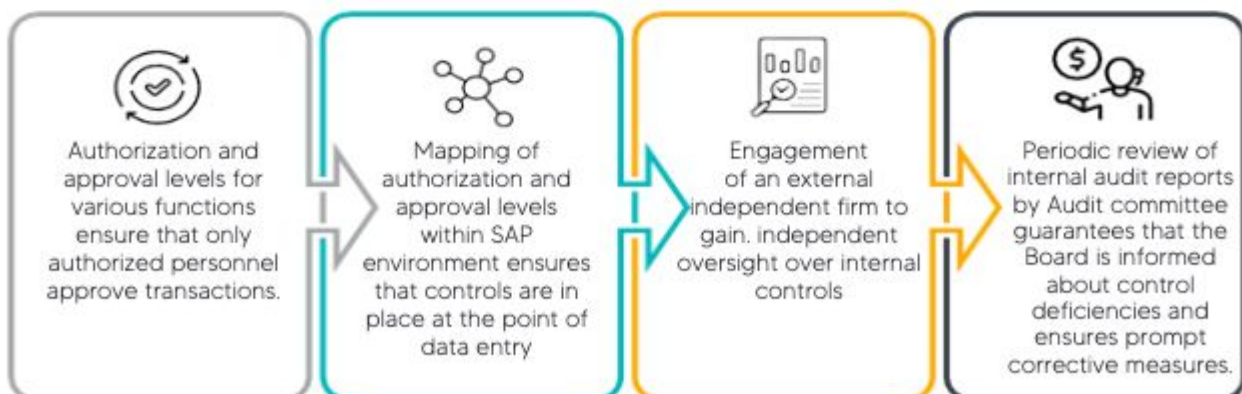
### Internal audit process

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

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.

- **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/ 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.

**There are five types of internal audit, which are:**



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 real estate 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 and 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:

INR in Lakhs

AHUICL		
	(FY 2021-22)	(FY 2022-23)
Revenue from operations (INR in lakhs)	4,402.03	21,589.03
Net worth (INR in lakhs)	27,400.05	32,521.09

### Direct Economic Value generated and distributed

#### Economic Value Generated (INR)

INR in Lakhs

AHUICL		
Economic value generated	(FY 2021-22)	(FY 2022-23)
Net revenue from operations (Excluding GST)	4,402.03	21,589.03
Economic value generated from investment and other sources	1,929.92	1,988.83
Net Profit	2,794.28	5,120.90

#### Economic Value Distributed (INR)

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

INR in Lakhs

AHUICL		
Economic value distributed	(FY 2021-22)	(FY 2022-23)
Operating cost (includes cost of raw materials, depreciation and other expenses)	1,617.34	12,001.01
Employee wages and benefits	1,507.70	2,502.66
Interest payment to providers of credit	1,164.54	1,466.48
Payment to government (taxes)	524.39	1,818.01
Retained earnings	11,083.50	16,204.39

## 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, storage management 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, 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.

We plan to implement of Next Generation Antivirus (CrowdStrike), we and strengthen 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), 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 Management Committee which 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 undergoing the strengthening of our processes through 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 constantly changing consumer behaviour. At Ambuja Neotia, we realise the need for innovation

and digitalisation to remain competitive, adapt to change, enhance operational efficiency, improve customer 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 customer experience and satisfaction, as positive customer experiences contribute significantly to brand perception.

Ambuja Neotia conducts 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, exhibitions, CREDAI fairs, national and international outdoor campaigns, with an objective of connecting with new people.



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 - investors and customers make informed decisions. We have developed a three-layer vetting process involving the project & planning team, architect team, sales & customer care team along with legal team to ensure that accurate and adequate information on the project is provided to the

stakeholders.

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. 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.



 **Company website:** <https://www.ambujaneotia.com/>

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

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



# Conserving the planet

## SDGs Impacted



## Material Topics

Climate change, energy and emissions management

Waste management

Water and effluent management

Responsible operations

Materials Management



## Overview: Conserving the planet

The escalating climate change crisis driven by increasing greenhouse gas (GHG) emissions has become a global emergency with far-reaching implications for the economy, society and environment. Among all industries, the construction industry is the most significant contributor to GHG emissions, accountable for more than one third of global carbon emissions, 75% of Earth’s material resource use such as timber, minerals like gypsum and water and 40% of worldwide energy consumption. Furthermore, the construction industry significantly contributes to waste generation, accounting for 40% of global waste.

In response to these critical challenges, India has set ambitious national climate goals, aiming to achieve

Net Zero by 2070 and reduce emission intensity by 45% by 2030. As a responsible corporate entity, our ethos revolves around adopting sustainable practices to minimise the impact of our operations on the environment. To safeguard the local and global environment, this year onwards we are meticulously mapping and disclosing sector-specific issues.

This chapter delves into key environmental indicators, focusing on material priorities such as climate change, energy and emissions management, waste management, water and effluent management, responsible operation and material management.

## 6.1 Climate change, energy and emissions management

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

In the wake of India’s rapid urbanisation, the real estate sector has emerged as a substantial contributor, accounting for 38% of the nation’s annual energy usage and 31% of its electricity consumption (IEA 2017) (NITI Aayog and Prayas 2017).<sup>1</sup> On a global scale, the real estate industry is responsible for approximately 40% of greenhouse gas (GHG) emissions (WBCSD 2018). As responsible stakeholders in the industry, we are committed to sustainable business practices, focusing on mitigating climate change impacts, incorporating eco-friendly construction 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 oversees environmental compliance and metrics.

For this year, we are monitoring energy consumption and emissions for our projects under Facility Management, Hospitality and Development. We are implementing a systematic process to ensure data collection across our projects under development.

### Facility management:

Aligning with our commitment to sustainable development, our buildings 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. We have integrated solar rooftop panels in projects like Utalika and EcoCentre, contributing to our goal of diversifying energy sources. This year, 0.105% of our total electricity comes from onsite renewable sources.

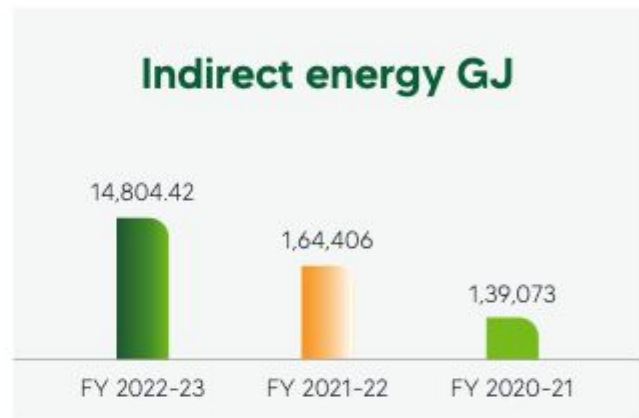
Out of our total energy consumed, the major source is from an indirect source, i.e., electricity purchase, followed by direct energy, which accounts for diesel consumption in DG sets. Moving forward, we plan to implement a systematic data collection process that will broaden our scope and facilitate improved data disclosure.



<sup>1</sup> Source: Energy Conservation Building Code

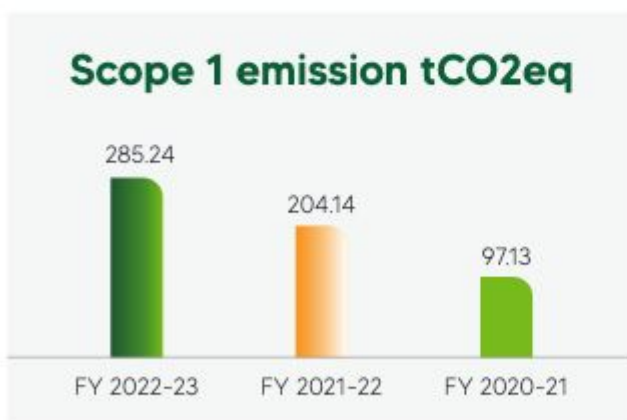
## Our Energy Profile:

Topic Disclosures	Unit	FY 2022-23	FY 2021-22	FY 2020-21
Direct energy	GJ	4,066.94	2,887.60	1,499.63
Indirect energy	GJ	74,435.63	1,64,406	1,39,073
Total Energy	GJ	78,502.58	1,67,293.36	1,40,572.70
Energy Intensity	tCO <sub>2</sub> eq/sq ft	0.047	0.056	0.047



## Our Emissions Profile<sup>2</sup>:

Topic Disclosures	Unit	FY 2022-23	FY 2021-22	FY 2020-21
Scope 1 emission	tCO <sub>2</sub> eq	285.24	204.14	97.13
Scope 2 emission	tCO <sub>2</sub> eq	14,804.42	32,698.48	27,660.09
Absolute Emissions	tCO <sub>2</sub> eq	15,089.66	32,902.62	27,757.22
Emission Intensity	tCO <sub>2</sub> eq/sq ft	0.011	0.011	0.009



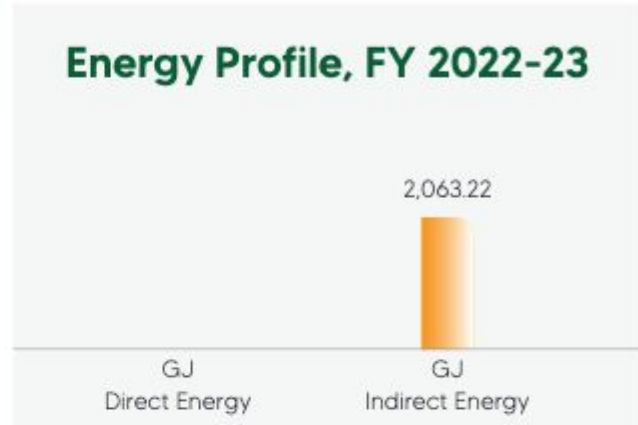
<sup>2</sup> This year, our focus is on monitoring fuel usage across units, including two housing units, six malls and four offices blocks.

### Development:

For our development projects, currently we have mapped our electricity consumption data. Moving forward, we plan to implement a systematic process to ensure data collection for all our projects under development.

### Our Energy Profile

Topic Disclosures	Unit	FY 2022-23
Direct energy	GJ	0
Indirect energy	GJ	2,063.22
Total Energy	GJ	2,063.22
Energy Intensity	GJ/INR Lakhs	0.07



### Our Emissions Profile<sup>3</sup>

Topic Disclosures	Unit	FY 2022-23
Scope 1 emission	tCO2eq	0
Scope 2 emission	tCO2eq	573.11
Absolute Emissions	tCO2eq	573.11
Emission Intensity	tCO2eq/INR Lakhs	0.01



### Hospitality:

In our third-party managed operations, energy usage varies depending on multiple factors, such as the climate zone, geographic position, guest demographics, building energy standards, occupancy rates and amenities provided, such as wellness facilities and the need for air conditioning. Across our properties, the Heat, Light and Power (HLP) electricity system delivers essential utilities for various purposes, including heating, lighting and powering appliances and machinery.

Our hotels are designed to prioritise energy conservation and thus we continuously implement innovative methods across our properties to reduce our carbon footprint. Our energy comes from both direct sources, namely LPG used within our kitchen and indirect sources, including grid electricity and the purchase of DG power from a third-party mall facility.

<sup>3</sup> Accounted for Utalika, Ecospace Residencia, Urvisha and Utsang

## Our Energy Profile:

Topic Disclosures	Unit	FY 2022-23
Direct energy	GJ	3,126.76
Indirect energy	GJ	13,426.71
Total Energy	GJ	16,553.48
Energy Intensity	GJ/Rooms night sold	0.37



## Our Emissions Profile:

Topic Disclosures	Unit	FY 2022-23
Scope 1 emission	tCO <sub>2</sub> eq	198
Scope 2 emission	tCO <sub>2</sub> eq	2,670
Absolute emission	tCO <sub>2</sub> eq	2,868
Emission Intensity	tCO <sub>2</sub> eq/Rooms night sold	0.064



Initiatives across our business units are:

### 1) Energy efficiency:

#### Facility management and Development:

We have implemented several energy-efficient measures in both our facility managed projects and projects under development to reduce environmental impact, enhance comfort, lower operating costs and contribute positively to the holistic sustainability of buildings and communities. Some of the key initiatives undertaken include -

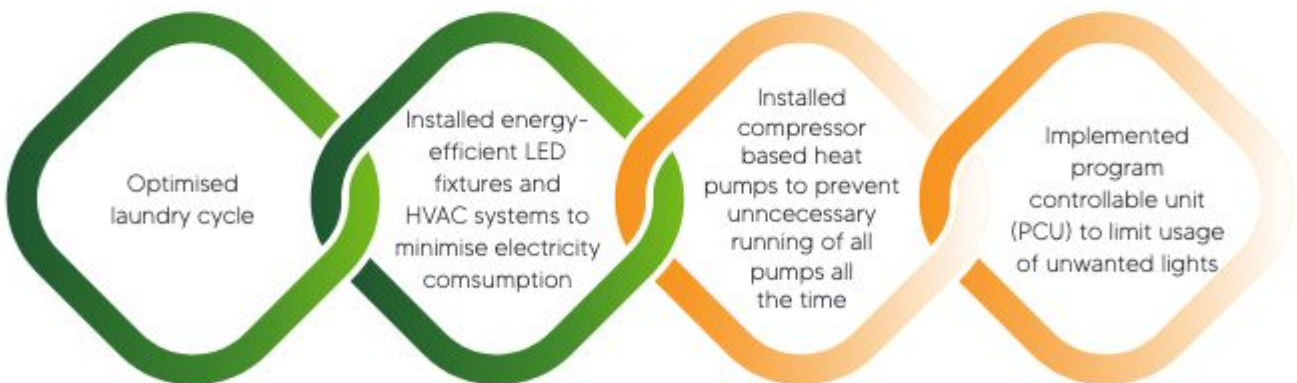




### Hospitality:

At our hotel property we have implemented 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 initiatives undertaken include -



As part of energy savings and sustainability initiative, we have installed heat pump for hot water generation at our hotel. 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.

Heat Pump



## 2) EV charging infrastructure

### Facility management and Development:

EV charging stations play a crucial role in accelerating the adoption of electric vehicles and advancing sustainable transportation goals by reducing emissions, promoting energy independence, lowering costs, supporting infrastructure development, enhancing convenience, improving public health and strengthening grid resilience. To foster sustainable living, we have developed EV charging stations across many of our offices, residential and hotel properties, providing accessibility to employees, guests and residents.



Utalika EV Charging point

## Air emission

### Facility management and Hospitality:

We are committed to preventing and alleviating air pollution by improving the efficiency of our operations and minimising emissions. Air emissions from residential properties and hotels can result from various sources, including heating, ventilation and air conditioning (HVAC) systems, on-site power generation, cooking facilities, transportation activities and waste management. These emissions may include pollutants such as particulate matter (PM), nitrogen oxides (NOx), sulfur dioxide (SO<sub>2</sub>), volatile organic compounds (VOCs) and carbon monoxide (CO). Our primary sources of air emissions include diesel generator sets and fugitive emissions. We ensure strict adherence to environmental regulations by monitoring emissions through accredited third-party agencies endorsed by NABL and conducting Environmental Impact Assessments. Proactive measures,

such as the installation of bag filters at diesel generator set stacks, have also been taken to arrest dust pollution. Further we have implemented:

- » Diesel generator set chimneys at an elevated height and specific orientation to mitigate potential harm to operators and the surrounding environment.
- » Exhaust stack emissions testing for diesel generators semi-annually at all our properties.

This year, we have focused solely on reporting our initiatives across our properties. Going forward, we intend to implement a systematic process to ensure consistent data collection of sulfur oxides (SO<sub>x</sub>), nitrogen oxides (NO<sub>x</sub>) and other particulate matter (PM) by identifying various sources of air emissions throughout our operations.

### Development:

Air emissions from under construction sites pose environmental and public health concerns due to the release of particulate matter (PM), volatile organic compounds (VOCs), nitrogen oxides (NO<sub>x</sub>), sulfur dioxide (SO<sub>2</sub>) and other pollutants into the atmosphere. These emissions are primarily generated by construction equipment, vehicles, material handling activities and dust from excavation and demolition processes. To address air pollution at our sites, various actions have been implemented:

- » Dust-producing construction materials are transported to job sites with suitable covers.
- » Water spray is applied in dusty construction sites to minimize the impact of air pollution.
- » Building boundaries are demarcated before construction, with a 3 m high barrier installed.
- » Vehicles transporting construction waste are covered to minimize dust during transit.
- » Dusty construction materials like cement are stored on-site to minimize dust and in situ dust is controlled

through regular watering or adequate mulching.

- » Tire washing equipment is available at the entrance and exit of the concrete plant area to minimize dust outside the site boundary.
- » The speed limit for construction vehicles is restricted to 10 km/h within the construction limits, monitored by security guards.
- » 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 solely focused on reporting our initiatives across multiple sites. Going forward, we will implement a systematic approach to ensure the consistent collection of data on sulfur oxides (SO<sub>x</sub>), nitrogen oxides (NO<sub>x</sub>) and other particulate matters (PM) by identifying diverse sources of air emissions throughout our operations.

## 6.2 Water and effluent management

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

At Ambuja Neotia, we recognise the widespread concern regarding water scarcity across various regions of our nation and acknowledge the connection between the water cycle and the impacts of climate change. We are in the process of implementing tools that will enable us to continuously monitor water-related risks and opportunities through periodic water audits and water balance studies, both internally and with the assistance of third-party experts.

Currently, we are monitoring water consumption and withdrawal for our Facility Management and Hospitality properties. Our construction activities also involve various stages that require substantial water usage, such as curing, plumbing and dust suppression. We plan to implement a systematic process to ensure data collection across our projects under development.

### Facility management:

For properties under our facility management control, water meters have been installed at most borewell extraction points to closely monitor water consumption.

We conduct thorough assessments and water stress studies in the project inception stage, considering elements such as precipitation, water scarcity and distance from water bodies.

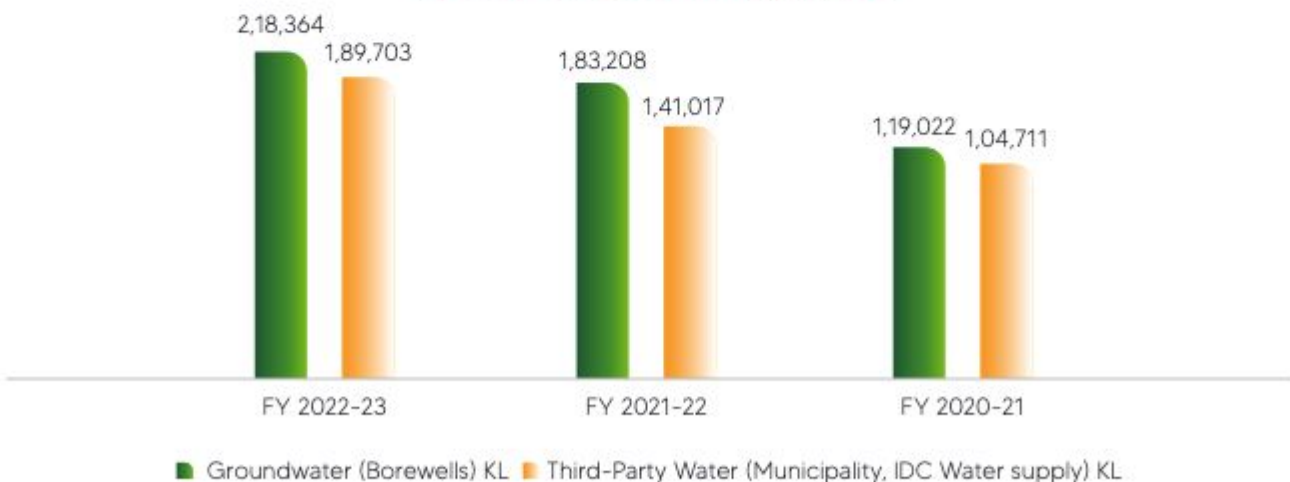
We regularly train our employees on responsible water usage and introduce several initiatives like using non-woven geotextile bags to protect water bodies from severe erosion and scouring. Additionally, we have incorporated rainwater harvesting and Zero Liquid Discharge (ZLD) principles, as well as Sewage Treatment Plant (STP) across many of our properties, reinforcing our commitment to sustainable water management practices.

### Our Water Withdrawal Profile:

In our projects, we mainly source groundwater and municipal water as most of our units are in urban areas. The water consumption in FY 2020-21 and FY 2021-22 is significantly lower due to Covid-19, as the units were less operational.

Our Water Withdrawal Profile				
Topic Disclosures	Unit	FY 2022-23	FY 2021-22	FY 2020-21
Groundwater (Borewells)	KL	2,18,364	1,83,208	1,19,022
Third-Party Water (Municipality, IDC Water supply)	KL	1,89,703	1,41,017	1,04,711
Total withdrawal in KL	KL	4,08,067	3,24,225	2,23,733

### Water Withdrawal, in KL



We undertake several water conservation initiatives to optimise our water consumption, which includes -



#### Engineering control

Curing agents are used in concrete mix to reduce water consumption



#### Efficient structure

Low-flow fixtures and sensor based taps are installed to control water use



#### Storage facility

Underground sumps and overhead tanks are constructed to facilitate adequate water supply in labour camps

## Water harvesting

Rainwater harvesting involves collecting and storing rainwater for various non-potable uses, such as gardening, groundwater recharge, toilet flushing and cleaning. In most of our properties, including Utalika - The Condoville we have installed recycled polypropylene rainwater harvesting systems to reduce dependency on freshwater sources such as groundwater. Additionally, we have employed open swales linked to green areas to reduce the cost of recharge pits.



Utalika - The Condoville



Open swales connected to greens

## Effluent management

Wastewater generated by our residential 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, car cleaning, 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 Zero Liquid Discharge 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.



Utalika - The Condoville

## Introduced Organic Waste Composter (OWC) system, Utalika

At UTALIKA, we have implemented an Organic Waste Composter system to ensure the proper utilization of organic waste. This system transforms organic waste materials into nutrient-rich compost, serving as a valuable fertilizer. In our residential unit, our state-of-the-art organic waste converter machines predominantly handle wet organic waste, converting it into reusable, nutrient-rich manure.

These converters are self-contained systems capable of various functions, including waste material segregation, grinding and crushing. Once the waste is broken down, the process involves filtering and dewatering to remove undesired materials. This meticulous process results in a significant reduction in waste volume and the processed matter is cured into a usable format, such as manure. This initiative at UTALIKA effectively contributes to sustainable effluent management practices.

## Hospitality

Water consumption in our hotel property is influenced by factors essential for guest comfort and service provision. To meet the continuing demands of our guests, which include the round-the-clock operation of kitchens, air conditioning, swimming pools and common spaces, we require to adopt various initiatives to address the environmental impact of our operations like utilising water-efficient washing machines, installing low-flow faucets and showerheads and implementing water reuse and recycling systems to minimise water consumption. Additionally, we utilise AC condensate in cooling towers to improve efficiency by maintaining ambient temperature equilibrium. Some of our initiatives include:



### Green line initiative

Guests are given the option to reuse soiled linens



### Water bottling plant

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



### Water efficient fixtures

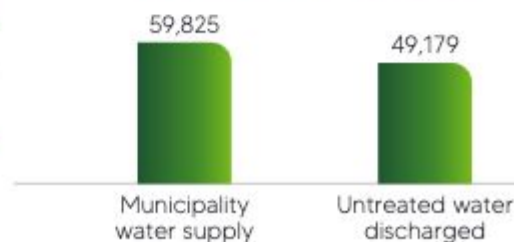
Low-flow faucets, aerators and water saving showerheads facilitate proper water usage

## Our Water Withdrawal Profile:

In our first year of reporting, we have provided details on water withdrawal and discharge. We procure municipal water directly, acquiring 59,825 KL this year, with 49,179 KL discharged into municipal sewers. Furthermore, we have implemented a rainwater harvesting system. Looking ahead, we are establishing a structured approach to ensure thorough data collection across our units.

Hospitality		
Parameters	Unit	FY 2022-23
Municipality water supply	KL	59,825
Untreated water discharged		49,179

## Water supply and discharge (KL), FY 2022-23



## Drinking water bottling plant at Taj CCNT

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 and 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 thousand kgs 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.

## 6.3 Waste management

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

With rapid urbanization and growing populations, the annual waste generated globally is expected to consistently rise, reaching upto 3.4 billion tonnes in the next 30 years. Similarly, the waste generation in India is likely to grow to more than double in quantity by 2025 reaching to 377,000 TPD as per the estimates of the World Bank. With millions of tons of waste still ending up in landfills each year and often leaking into the environment, improving management systems in the country is of key importance to guarantee a safe handling and disposal of waste. Given which, nations and corporates worldwide are adopting efficient waste management systems that ensure hazard free. Efficient waste management not only reduces



the environmental footprint but also minimises operational costs associated with waste disposal. Aligned to national commitments, corporates like us are also committed to ensuring accountability and transparency in our waste management practices, aligned with the 3R strategy (Reduce, Reuse, Recycle) and strategic partnerships. We, therefore, aim for optimum resource utilisation and minimum waste generation in all our operations.

### Facility management:

For properties under our facility management control, our waste management strategy involves organised handling, reduction, recycling and responsible disposal of various types of waste generated post-construction i.e., when the completed units are handed over to customers or residents. It encompasses renovation work, maintenance of common area and equipments.

The amount of waste generated is categorised into hazardous (e.g., paint waste, cotton waste & used oil)

and non-hazardous (e.g., scrap steel, paper, plastic, food waste) categories. Hazardous waste is meticulously managed in accordance with Waste Management Rules and entrusted to authorised vendors, while non-hazardous waste undergoes rigorous sorting and recycling processes or is directed to appropriate vendors, mostly handed over to third-party contractors like the municipal corporation or treated in-house in the waste composter.

## Our Waste Management Profile<sup>4</sup>:

Waste generation is lower in FY 2020-21 and FY2021-22 due to Covid-19, as the units were less operational.

Facility Management				
Topic Disclosures	Unit	FY 2022-23	FY 2021-22	FY 2020-21
Non-Hazardous waste	MT	282	222	103.5
Hazardous waste	MT	5	3	0
	MT/Sqft	0.00009	"0.00007	-



## Hospitality:

In our hotel, we have established an extensive waste management system that encompasses monitoring, tracking, conscious disposal and treatment of waste. The major types of waste generated are categorised as non-hazardous waste, including kitchen waste, plastic waste, paper waste and hazardous waste such as burnt oil. The waste generated is handled and disposed of properly to reduce potential environmental harm. For hazardous waste and e-waste, they are handed to State Pollution Control Board-authorized vendors, while organic waste generated on-site undergoes composting and is reused as manure post-treatment in the organic waste composter.



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

 <p><b>Organic waste composter</b></p> <p>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.</p>	 <p><b>Plastic phase-out</b></p> <p>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.</p>	 <p><b>Waste disposal</b></p> <p>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.</p>	 <p><b>Eco-friendly procurement</b></p> <p>We have opted for eco-friendly products, reducing packaging and embracing sustainable materials to curb waste generation.</p>
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<sup>4</sup>Accounted for all units, excluding EcoSuite and EcoCentre

### 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 and 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

### Our Waste Management Profile:

This year, our focus was on accounting specific sources of waste. Non-hazardous waste comprises kitchen waste, plastic waste and paper waste. Hazardous waste includes burnt oil. Most of our waste generated are treated inhouse and are disclosed below:

Parameters	FY 2022-23	
	Waste Generated	Waste Treated
Non-Hazardous Waste	1,18,794.50	1,18,794.50
Hazardous waste	650.52	590.05

#### Hazardous waste generation and treatment (KGs)



#### Non-hazardous generation and treatment (KGs)



### Development:

The construction industry is resource-intensive and constitutes approximately 40% of global waste. We implement several practices to reduce, reuse and recycle and properly dispose of construction waste generated during various phases of construction. We also prioritise educating and training the workforce involved in construction activities.

## Contractor Engagement and Training

We actively promote sustainable practices among our contractors, encouraging the recovery, reuse and recycling of building materials. This not only helps in avoiding expenses associated with landfill disposal but also enables contractors in retaining revenue through material recovery. We provide training to our employees and contractors in appropriate waste management practices, offering assistance at our development sites as needed.

We prioritise material reuse and have integrated a fixed wastage percentage into our contract rates to minimise waste, aiming to increase profitability through optimal resource utilisation.

Our hazardous waste types include paint waste, cotton waste, used oil while non-hazardous waste includes construction and demolition waste, scrap steel, soil, plastic categories. Hazardous waste is carefully handled in compliance with Waste Management Rules and is entrusted to authorised vendors, while non-hazardous waste undergoes thorough sorting and recycling procedures or is sent to suitable vendors. Looking ahead, we are instituting a structured approach to ensure comprehensive data collection for each waste type generated across our operations. This year, we have implemented the following waste management initiatives:



**Source Reduction**  
Guided by Reduce Reuse and Recycle (3R) principles, we diligently oversee and diminish waste in our operations by employing effective procedures to decrease waste production both at the source and throughout construction activities.



**Segregation**  
We ensure proper segregation of waste into different categories, such as hazardous and non-hazardous waste. This categorization enables appropriate handling and disposal of waste.



**Compliance and Beyond**  
We strictly adhere to waste management regulations, surpassing mere compliance to proactively diminish our environmental footprint and advocate for sustainable waste management practices.



**Vendor Partnerships**  
We partner with authorised vendors to manage hazardous and e-waste, ensuring safe and responsible handling and disposal of these waste streams.

## 6.4 Material management

**(GRI 301-1, 301-2)**

The projected increase in global raw material consumption by 2060, fueled by both economic growth and enhanced living standards, continues to exacerbate environmental pressure. This poses significant challenge to accelerate efforts to address environmental concerns. Our primary objective is to significantly diminish our

environmental footprint by strategically optimising resource consumption and embracing circular economy principles across our operations. We are driving efforts towards achievement of our commitments by focusing on environmental considerations during both material procurement and the operational use phases of our projects.

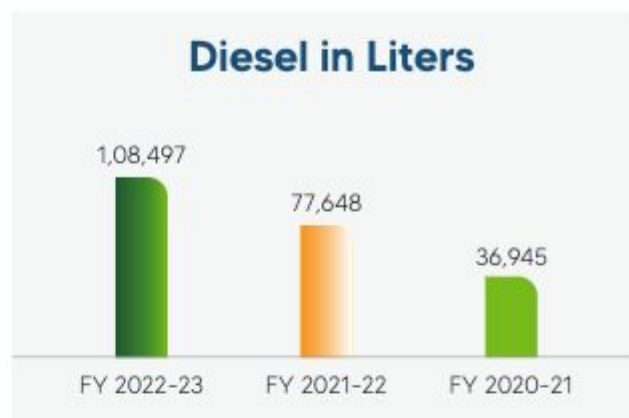
### Facility management:

For properties under our facility management control, including malls and commercial spaces, the primary material needs pertain predominantly to facility maintenance. This includes a diverse array of equipment, including lighting, HVAC, electrical and electronic devices, storage units, cleaning materials and more. Additionally, diesel, kitchen utilities & consumables and toiletries are among the other materials utilised.



In our first year of reporting, our emphasis has been on identifying and categorising material usage across different functions. As we track our diesel consumption year-on-year, we are also enhancing our data management system to streamline the collection of data for other material categories.

In FY 2022-23, the increase in the volume of diesel consumption as depicted in the chart above, was primarily due to the addition of two new units, The Residency- Patna and City Center Patna.



## Hospitality:

Efficient management of material consumption involves optimising procurement processes, reducing waste and maximising the efficient use of materials to uphold high-quality services, meet guest expectations and support operational requirements. The material requirement for our hotel property- Taj CCNT, includes the following -



## Our Material Management Profile:

Presently, we have analysed the LPG usage within our Taj CCNT business unit. Moving forward, we aim to extend this analysis to encompass the remaining material categories in a similar manner.



Our initiatives for efficient material consumption encompasses of the following -

### 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.

## Development:

The material requirements for the real estate vertical vary based on different phases of construction. Within the dynamic realms of the real estate sector, we recognise the unique material requirements inherent to each phase and we strengthen our environmental stewardship efforts accordingly. In the construction phase, fundamental raw materials such as cement, steel, aluminum, iron rods and wood form the building's

foundational elements. This is followed by a transition to materials like electrical wires, plumbing pipes, fixtures and paints during the fittings and finishing stage. While all the materials listed are externally sourced, we are conscious of our environmental impact. Certain raw materials are recycled and reused, with the disclosed data for each material type based on direct measurements.

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

Recognising the resource-intensive nature of the construction industry, we are committed to using resources efficiently. Embracing the principles of recycling and reuse, we have specified recycled and

reused materials as a distinct set, including fly ash, aluminium and steel. The following tables illustrate our materials consumption:

Materials used by weight or volume		
Development property materials		
Materials	Unit	FY 2022-23
Ready mix concrete	MT	1,32,800.63
AAC blocks	MT	1,946.14
Wood (Shutter)	SQM	963.93
Wood (Frame)	CUM	29.56
Glass	SQM	5,876.23
Aluminium windows & panels	SQM	6,300.63
Pipes	NOS	49,180
Tor Steel	MT	6,115.61
Tiles	SQM	44,136.52
Laminated Wooden Flooring	SQM	10,050.07
CP & Sanitary ware	NOS	19,611
Recycled input materials used		
Flyash	MT	28,971.74
Flyash-1	MT	3,833.95
Steel	MT	1,689.61
Aluminium	SQM	40,796.04

<sup>5</sup>The table includes data for these units: Urvisha, Ecospace Residencia, Utalika- Tower C,D, Utsang, Utsodhara- Siliguri and EcoSpace.

**In our projects, we have incorporated several sustainable approaches in material management, including:**

Use of various fiber reinforced plastic (FRP) products such as gates, light poles, louvers, pergolas, manhole covers & grating.



Incorporation of expanded polystyrene (EPS) foam blocks, a lightweight filling material, to use EPS blocks as recycled material while simultaneously optimizing earth and concrete consumption.



Adoption of breathable silicate-based mineral external paint instead of external grade elastomeric paint. These paints are environmentally compatible, highly durable, preserving resources and their contaminant-free composition safeguards both health and the environment.



Integration of non-structural reinforced cement concrete (RCC) walls with a thermocol infill layer to reduce dead load and concrete consumption, utilising thermocol as recycled material while optimizing concrete usage.



Implementation of finger joint laminated (FJL) teak wood door frames, produced by finger-jointed hardwood. The laminated veneer lumber (LVL) is made from Malaysian hardwood, a naturally renewable material.



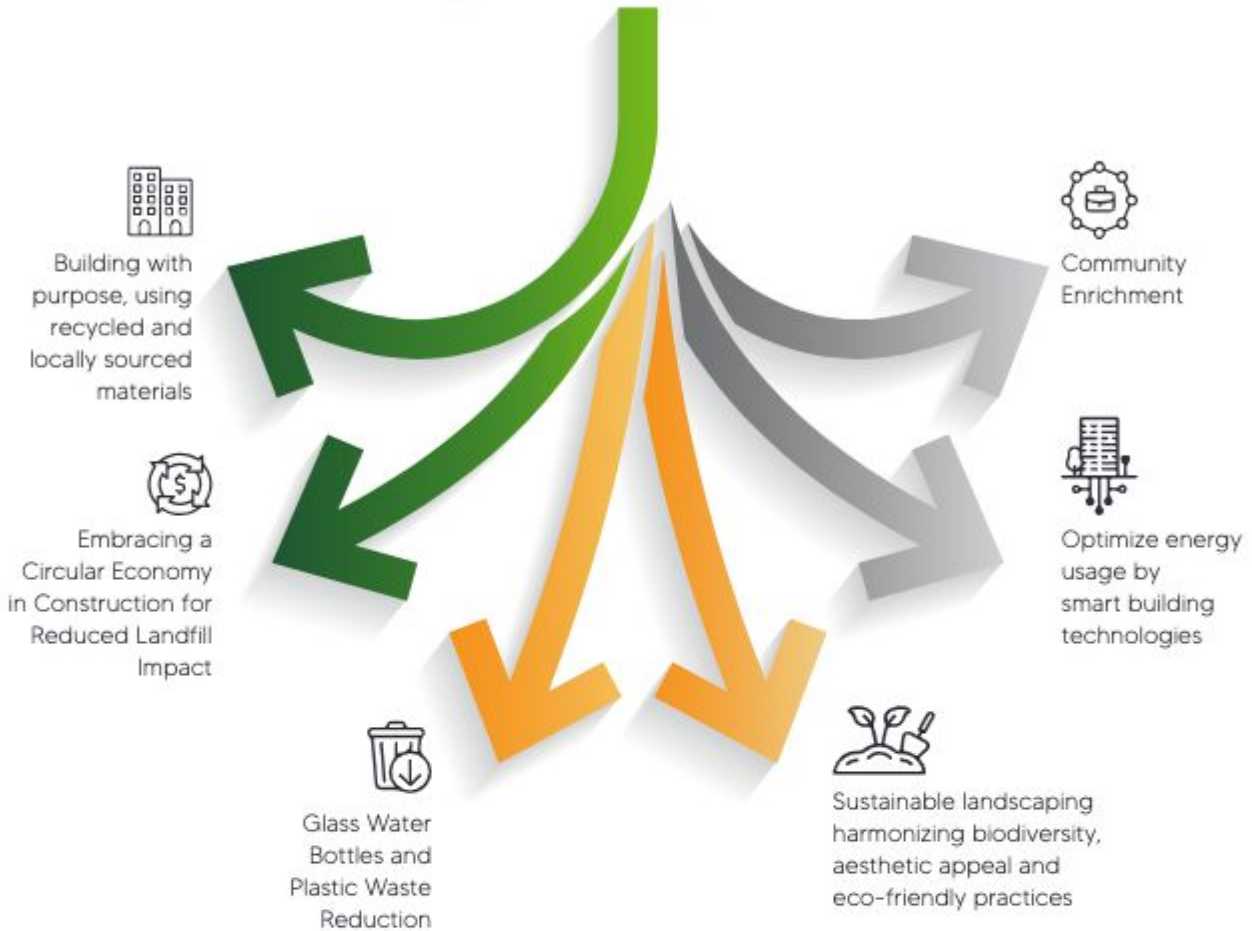
## 6.5 Responsible operations

Our commitment to responsible practices is demonstrated through our efforts aimed at minimising environmental impact, promoting safety and fostering sustainable practices throughout the construction process.

Our properties notably boast the esteemed Green Building IGBC Certification, a testament to our steadfast commitment to environmental responsibility. Through responsible operations, our primary aim is not only to reduce our environmental impact but also to cultivate vibrant, efficient and sustainable spaces that enhance the communities we serve.



## Commitment towards Responsible Operations



## Sustainable practices at all phases – Pre and post construction

Throughout the construction phase, we prioritise responsible material sourcing, opting for recycled and locally sourced products wherever feasible. Our waste diversion practices ensure utilizing construction debris, fostering a circular economy and reducing landfill impact. Post-construction, our commitment extends to properties managed by our facility management

team. Here, we diligently implement energy efficiency measures, water conservation initiatives and waste reduction programs. Smart building technologies are leveraged to optimise energy usage, while sustainable landscaping practices contribute to biodiversity and aesthetic appeal.

### In planning and construction



Within our planning and development portfolio, our projects exemplify a strong dedication to green building practices. We prioritise energy efficiency, leverage renewable resources and embrace eco-friendly materials. The integration of sustainable design principles is paramount, aiming to minimise our carbon footprint and elevate the overall quality of our properties.

### In facility management



Our focus is on providing an exceptional customer experience marked by environmental consciousness and social responsibility. From energy-efficient operations to pioneering waste reduction initiatives, we actively seek innovative ways to harmonise quality service with sustainable practices, emphasizing the belief that responsible business operations are crucial for long-term success and the well-being of the planet and its inhabitants.

### Hospitality:

Within our 3rd party managed operations hospitality business, we ensure an exceptional experience for our guests. Emphasising 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 integrate innovative technologies and sustainable building designs to reduce our ecological footprint, creating an environment that aligns with both environmental consciousness and luxury hospitality. Our initiatives, include using advanced laundry chemicals for pristine linens, 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, all of which collectively embody our dedication to responsible business conduct.

Across the nation, our eco-friendly initiatives, such as utilizing oxo-biodegradable wrappers and adopting digital operations with e-signatures, underscore our dedication to providing guests with an outstanding and environmentally conscious experience.

The key initiatives undertaken for responsible operations at our hotels include -



**Out units have been enrolled for Earth Check. We are continuously improving our operating practices to reduce our ecological footprint and contribute to the Sustainable Development Goals.**

## Commitment towards Responsible Operations

<b>Advanced Laundry Techniques</b>	<b>Exceptional Guest Experience</b>	<b>Glass Water Bottles and Plastic Waste Reduction</b>	<b>Sustainable Green Building Designs</b>
<b>Eco-Conscious Practices Nationwide</b>	<b>Energy Efficiency, Chiller Plant Optimization</b>	<b>Recycled and Locally Sourced Materials &amp; Supporting Local Economies</b>	<b>Digital Operations with E-Signatures</b>



# Concern for people, partners and community

## SDGS Impacted



## Material Topics

- Employee and Labour management
- Diversity and inclusion
- Occupational health and safety
- Community welfare
- Customer relations
- Supply chain management



## 7.1 Employee management

(GRI 401-1)

### Employee recruitment

Our employees are instrumental in driving our growth and success as 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 have developed 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 is accessible to all our employees in our internal database system named Darwin box, that is proposed to be implemented & go live by next Financial Year, while employees across Taj properties have access to IHCL portal named Taj IGNITE. 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. The corporate HR further reports critical matters to the Group Chief Human Resources Officer (CHRO), who has

the highest level of executive oversight in implementing the HR policies and processes. The CHRO provides monthly updates to the management committee and quarterly updates to the Chairman of the organisation. We also conduct periodic audits to ensure the effective implementation of the HR policies and processes across our operations.

Our real estate business consists of a dynamic team of industry professionals including engineers, designers, legal and compliance experts who are the chief architects in realising our vision to deliver exceptional value. Our permanent employees include majorly, senior management (General Manager and above), middle management (Assistant Manager to Deputy General Manager), junior management (Executive, Senior Executive & Associate), staff (all Trainee and Assistant), having both technical and managerial job roles. We also employ temporary contractors, labourers on a project basis and their employment contract, benefits are handled by the respective service provider we align with. Currently, our facility management and development team comprises of total 594 employees across various business verticals and locations, with a 25% increase in our permanent employee workforce over FY 2020-21.

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 policy.

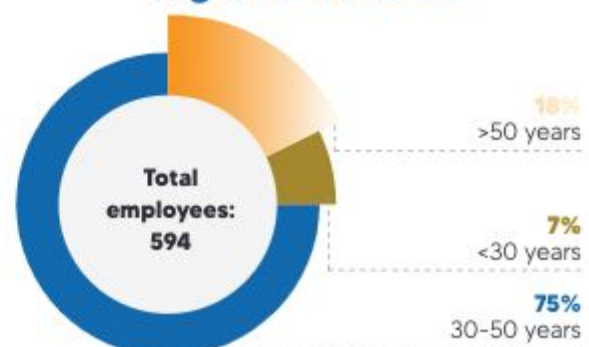
The broad classification of our workforce is given below.

### Facility management and Development:

#### Total Employees



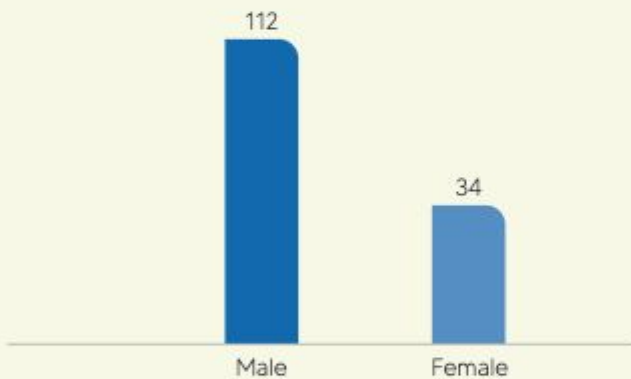
#### Workforce Breakdown (Age) FY-2022-23



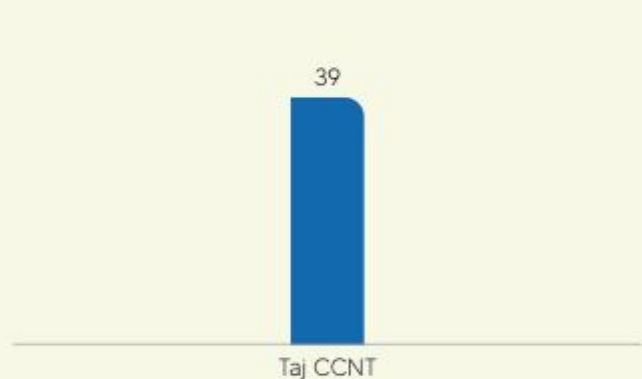


**Hospitality:**

**Taj CCNT - Employees  
FY 2022-23**



**Taj CCNT - New hires  
FY 2023-23**



**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. Our workforce is empowered to progress and expand through structured performance feedback coupled with comprehensive Learning and Development (L&D) programs.

We have conceptualised recognition programmes and employee appreciation events for celebrating achievements and 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.

Owing to the nature of our operations, retention of semi-skilled workers proves difficult due to frequent changes in manpower requirements which vary from project to project in construction.

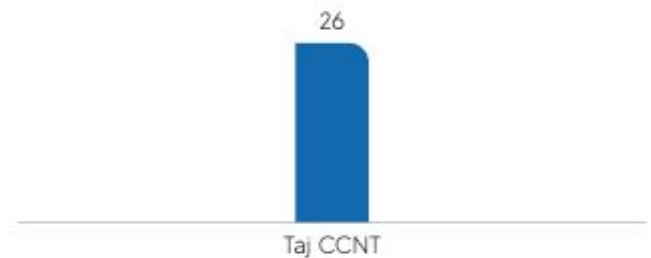


## Facility management and Development:

### Employee turnover



### Hospitality



## Employee skill training

In the dynamic landscape of real estate, 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.

Our Head HR reviews the L&D plan developed by HR professionals in discussion with subject matter experts and senior leadership. Periodic reviews are conducted to evaluate the impact and ROI of training programmes, ensuring they contribute to employee growth and organisational success.

We have developed an internal training portal named Learning Management System (LMS), which is accessible to all employees within the system. Using the LMS, employees can access trainings assigned to them and even participate in training modules voluntarily, take exams and receive certificates upon completion. Training targets are assigned, which are linked to Key Responsibility Areas (KRA). Certain trainings such as soft skills, behavioral and technical trainings are mandatory and usually conducted in classroom training halls.

Our property business vertical arranges a variety of training programmes for its employees with a keen focus on the overall development in terms of leadership qualities, skill upgradation as well as health and safety awareness.

## Facility management and Development:

Total number of hours training for our male and female employees for FY 2022-23 is given below:

Total Participants	Male Employees	
	No. of hours trained	Average hours
254	2,540	10

Total Participants	Female Employees	
	No. of hours trained	Average hours
10	60	6

We offer a variety of training programs for all our employees, which includes:

## Training programs offered to our employees FY 2022-23

 <p>POSH and safety management – Eduvista skill and power academy</p>	 <p>David Taylor Marketing masterclass – Confederation of Indian Industry (CII)</p>	 <p>Cybersecurity Awareness – External training agency</p>
 <p>Disruptive marketing strategy – Confederation of Indian Industry (CII)</p>	 <p>Mastering MS Project Software – Internal IT Head</p>	 <p>Values based leadership program – Inspire Coaching Systems</p>

## Hospitality:

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.

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Our 3<sup>rd</sup> 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.

The training highlights for 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.



Taj Swagat Induction for PwD colleagues

## Performance and career management

### Facility management, Development and Hospitality:

At Ambuja Neotia, across all our business units we have a standardised system which aims to help in the development of our employees and provide them with ample opportunities during their tenure with the organisation. Regular performance assessments and dialogue sessions are conducted with employees to help them identify specific skill and performance-based gaps. We also organise employee counselling sessions to support them in their journey towards excellence and adaptability. Our half-yearly Performance Review (HPR) system for real estate business captures the performance of employees from across levels.

We have developed a strategic action plan that outlines steps, objectives and initiatives necessary to achieve our organisational goals and complements the Key Result Area (KRA) setting process. Both the action plan coupled with KRA are instrumental in formulating SMART goals which are further cascaded to individual levels across departments. The KRAs are redefined by the management committee at intervals for ensuring that the company remains competitive and resilient in the ever-evolving market scenario and align with the updated organisational objectives.

Our multi-level performance management system for evaluation of our employee across organizational levels is furnished below:



We have also developed performance-based rewards and recognition programme. This programme considers rewards and recognition based on performance of employees as well as recommendations from their respective team leads, supervisors and managers. Fast track promotions are also considered for employees who showcase exceptional performance, commitments and achieve job objectives ahead of schedule.

We are currently developing a mentorship model that pairs a mentor—an experienced professional—with a

Management Cadre including Senior, Middle and Junior Levels.

Evaluation takes into account both the 'what' and the 'how' of performance. It takes into account the KRAs, key objectives and Competencies for each role. Self-evaluation is followed by a L1, L2 and HoD managers' evaluation. Review discussions are prioritised to discuss areas of improvement, individual development plans and KRAs for the following year. Final Ratings are determined after moderation by the Management Committee.

For support staff comprising employees in grades L01 - L05, evaluation is done directly by the L1, L2 and HoD managers.

For L01-L05, the competencies and responsibilities are directly evaluated by their reporting supervisors, skip level supervisors and finally the Head of the Department (HOD).

Our performance scorecard includes four core competency areas on which performance evaluation is carried out. Department heads are responsible for finalising the weights for each area according to an employee's job role and position. The competency areas are -

## 100%

Employees covered under performance management system



mentee, an employee seeking guidance, knowledge, and advice. This relationship aims to support the mentee's comprehensive personal, career growth and development.

## Succession planning

Our proactive organisational strategy aims at identifying and developing talent within the company to fill critical roles when key employees depart or retire. It involves a systematic approach to identify and cultivate a pipeline of internal talent, preparing them to take over key roles and responsibilities within the organisation. The key elements included is depicted alongside.



## 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. The benefits include -



### Group Mediclaim (GMC)

GMC is applicable for both regular and 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, parents and up to two children



### Group Personal Accident (GPA)

GPA is applicable for both regular and 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, laundry at clubs, hotel, fine dine, delis & creperie on production of company ID card



### 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 are eligible for the benefit, however the discount on tariff charges and company 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 is eligible to receive wedding gift (given on the occasion of wedding)

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

### Facility management, Development and Hospitality:

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.

We have introduced few innovative workshops in FY 2022-23 with an objective to promote a culture of innovation within the organisation, engage employees in sharing of new ideas and sensitise the importance of re-inventing and re-imagining our business processes to be more resilient. Our four-pronged approach includes -



### Expected result

- » Acceptance to change
- » Lateral thinking
- » Nurture change agent
- » Achieve maxim of 'Making a difference to the way people live'

## Employee recognition

### Facility management, Development and Hospitality:

Our rewards and recognition initiatives align with our values and business objectives, specifically designed to celebrate high achievers. We offer personalised recognition, whether through awards, certificates, incentives, or public acknowledgment, to boost employee morale, motivation and loyalty, contributing to a more engaged and productive workforce.

Our recognition programmes encompass -





## 7.3 Employee well-being

(GRI 401-2)

### Facility management, Development and Hospitality:

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:



Holi celebration



Cultural festival



Antakshri competition



Cricket tournament

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

(GRI 405-2, 406-1)

### Facility management, Development and Hospitality:

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 and 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 recognise and honor the impactful contributions of women to our success. This recognition includes providing lunch vouchers and wish cards.



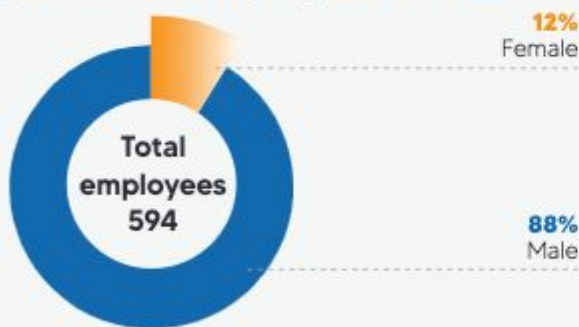
**Zero**  
Incidents of non-discrimination reported in FY 2022-23

Our efforts to enhance inclusivity extends beyond gender diversity, as we also ensure safe premise accessibility to our employees and other stakeholders with disabilities. We have equipped our facilities with specially abled friendly infrastructure like ramps and wheelchairs.

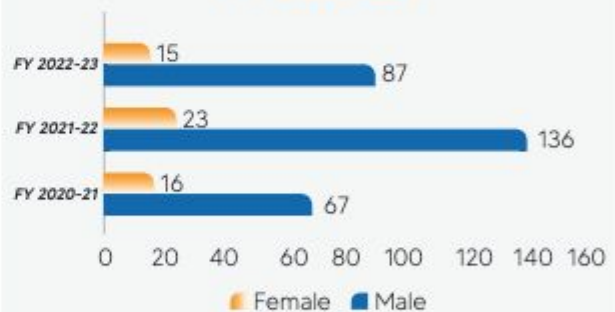
### Workforce highlights Facility management, Development and Hospitality:

We continuously drive efforts towards creating an inclusive environment where women employees from diverse backgrounds collaborate, voice their concerns and actively engage in the decision-making processes. The share of women in our permanent employee category has witnessed an increase of 15% as compared to FY 2021-22.

**Diversity by gender among permanent employees FY 2022-23**

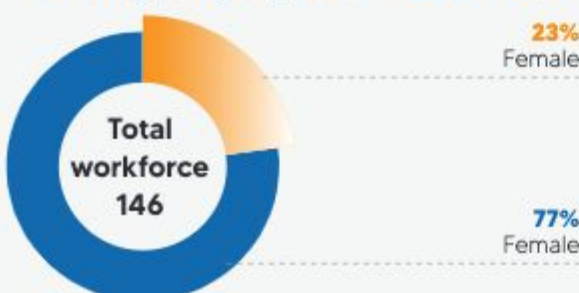


**Numbers of New hires by gender FY 2022-23**



### Hospitality:

**Taj CCNT- Diversity by gender among employees FY2022-23**



**Taj CCNT- Number of New Hires FY2022-23**



## Prevention of Sexual Harassment (POSH)

### Facility management, Development and Hospitality:

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 wish 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

### Facility management, Development and Hospitality:

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.

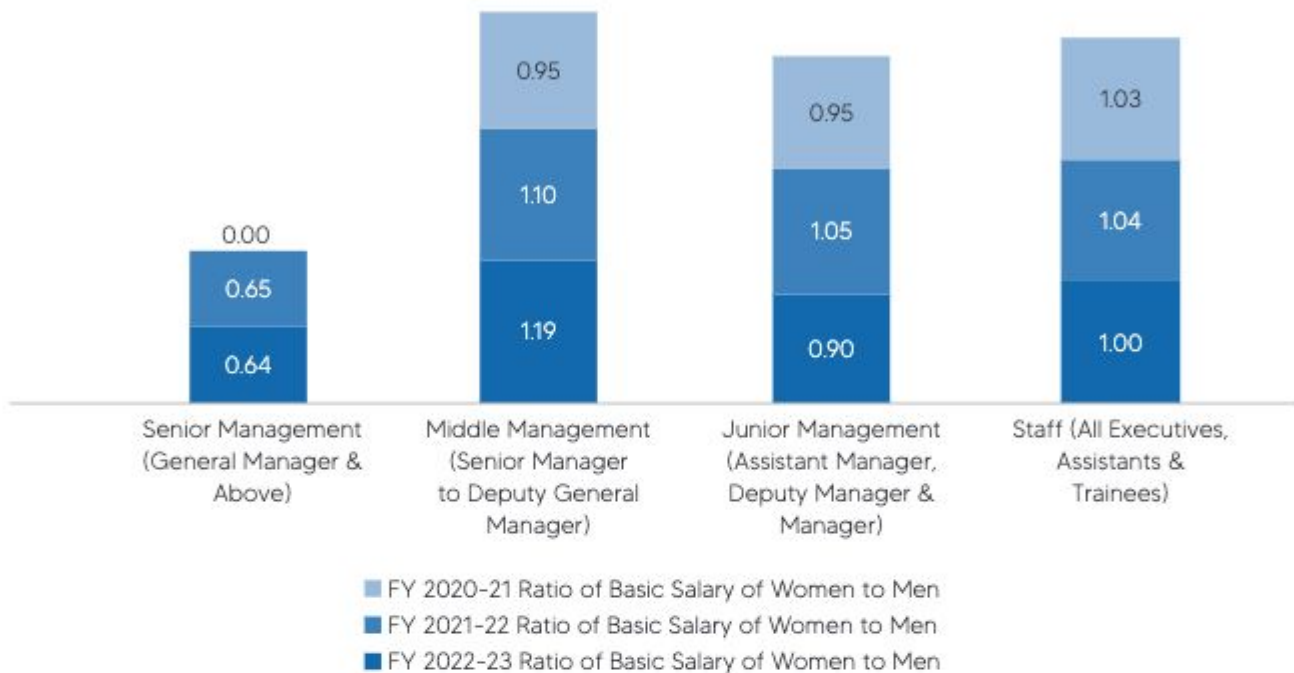
Ratio of our basic and salary remuneration for women to men across the organisation across levels are given below:

### Ratio of Basic Remuneration of Women to Men





## Ratio of Basic Salary of Women to Men



Employee category wise gender pay ratio is provided in the performance table under Annexure section.

## 7.5 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 customers 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 customers 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 employee's well-being, foster a safer work environment and further enhance our safety practices.

In our real estate business, AHUICL, each of our active project Sites has a mapped dedicated SHE officers



who oversee all safety related matters and submits monthly safety and manpower reports to the site safety committee for review. The site safety committee is specific to project and comprises of our and contractor's representatives. They periodically review the safety performance and ensures the effective implementation of policies and standards across the projects. For sites under facility management, our oversight is limited to fire safety audit, electrical audit and evacuation drill management. The head of the safety department is given the responsibility to oversee the safety practices undertaken at site.



At the corporate level, the Managing Director Secretariat (MDS) is the epicenter of safety culture building exercise, the Management Committee is the vehicle for driving the vision forward and the Health & Safety department is the device to champion and preach the concept. We have also tied up with British Safety Council (BSC) with an aim to gain a proper outlook and a clearer understanding of the safety standards maintained beyond the national boundaries. This has been done with an intention to achieve safety excellence in the field of construction in the realty industry.

### Hospitality:

At our 3<sup>rd</sup> party managed operations hospitality business, the hotel Safety Committee conducts safety risk assessments regularly, which serve as a basis for incident management within hotels. The Executive Committee serves as the leading Safety Council within the Company, 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

#### Facility management, Development:

At our real estate business, AHUICL, safety risk assessment encompasses strategies aimed at identifying, evaluating and minimising risks to ensure a safe environment for employees, contractors and visitors. We conduct assessment for both routine and non-routine activities by taking inputs from Central Building and Other Construction Workers' (BOCW) Rules 1998, SHE manual, construction activity details, incident investigation reports, Hazard Identification Risk Assessment (HIRA) and site level information. The corporate SHE team prepares a central Hazard Identification Risk Assessment and Risk Control (HIRARC) based on the observations highlighted by the Project-in-charge (PIC) / Project coordinator (PC). The central HIRARC is further referred by individual site project team for identifying risks, evaluating their likelihood, potential impact and the effectiveness of existing control measures.

### Hospitality:

For our 3<sup>rd</sup> party managed operations hospitality business, our safety and security policy are developed based on Tata Group Safety Beliefs, including fire and life safety along with 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

#### Facility management, Development:

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 construction sites include -



Double lanyard system provides added security by connecting the harness to the anchor point via two separate lanyards and helps arrest the fall quickly and securely, minimizing the potential distance of the fall and preventing workers from hitting the ground.



Excavations deeper than a specified depth (beyond 1.5 meters) require protective systems like shoring, sloping, or trench boxes to prevent cave-ins and protect workers inside the trench by providing proper access and egress.



Moving parts guards are physical barriers or protective coverings installed on machinery or equipment with rotating, reciprocating, or moving parts. Their purpose is to prevent accidental contact, entanglement, or injuries caused by these moving components. Guards can include barriers, enclosures, shields, or interlocking mechanisms.



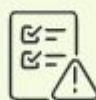
Scaffold structure must be in plumb and have approach ladders. Installing guardrails, midrails and toe boards on all open sides of the scaffold helps prevent falls and provides additional safety for workers operating on elevated platforms.

## Hospitality:

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. Re-phrased existing safety policy as an integrated Safety and Security policy

## Health and safety (H&S) training

### Facility management, Development:

At Ambuja Neotia, we conduct various health and safety trainings aimed at equipping individuals with the knowledge and skills necessary to identify and mitigate workplace hazards, ensuring a safe and secure work environment.

Our training modules are designed to create risk awareness on prevention of injuries, emergency

preparedness and fostering a safety culture. We continuously monitor the effectiveness of each training, aligning with our unwavering commitment towards creating a safer workplace.

The trainings are facilitated internally and encompass a range of topics as depicted-



Employee category	Description	Unit	FY 2022-23	FY 2021-22	Source
Permanent employees	Safety Training Hours	Hours	30	8	Training Attendance sheet
Permanent employees	Number of unique employees	No.	62	53	Training Attendance sheet

A training by IOSH was organized for relevant corporate employees in FY 2022-23



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

## Hospitality:

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

## Safety performance

### Facility management, Development:

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

employees and customers. We aim to train at least 50 more employees on IOSH-MS, which is a 30-hour safety training course.

a culture of safety that permeates every aspect of our workplace, creating a safer and more secure environment for all employees and guests.

methods are aimed at tracking compliance, identifying potential hazards, investigating root causes of incidents and maintaining a proactive stance for a safe work environment.

Parameters	FY 2021-22	FY 2022-23
Number of safety observations	780	730
Fatalities	0	0
Percentage of contract workers covered under Safety, Health and Environment Audit (%)	96	91
Percentage of Ambuja Neotia employees covered under Safety, Health and Environment Audit (%)	39	38

Our enhanced safety protocols and vigilance mechanisms have resulted in a decrease in reported safety observations over the past year, a testament to our ongoing monitoring efforts.

## 7.6 Customer relations

### Facility management, Development:

Customers across our real estate business encompass diverse demographics – from young professionals seeking modern urban living spaces to retirees looking for comfortable residences, from middle income individuals seeking budgeted apartments to high-net-worth clients looking for spacious cozy retreats.

Thus, understanding customer 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.

## Hospitality:

Customers across our 3<sup>rd</sup> 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.

## Customer Engagement

### Facility management, Development:

At Ambuja Neotia, our commitment to customers extends beyond construction and good service; it's about fostering lasting connections. Throughout the year, we engage in diverse onsite activities to cultivate bonds, build bonhomie and deepen our understanding of our valued customers. From vibrant Diwali and Holi celebrations to green initiatives like plantation drives and

the patriotic fervor of Independence Day, each event reflects our dedication to meaningful engagement. Our meticulously planned handover experiences not only signify project completion but also mark the start of a delightful and memorable journey for our customers.

Few glimpses of the customer engagement initiatives undertaken in our residential projects:



Own a tree initiative at Utalika Luxury



Apartment handover at Utalika Luxury



Utsodhaara-Teesta Township

## Hospitality:

At Ambuja Neotia, our commitment to guests extends beyond good service; it's about fostering lasting relationships. In our 3rd party managed operations hospitality vertical, we keep guests at the heart of our business. The company remains dedicated to improving guest experience by introducing new properties and upgrading existing services, demonstrating a

commitment to prioritising and refining the satisfaction and engagement of our clientele. We are focused towards managing evolving customer aspirations and creating personalised experiences by emphasising on operational and service excellence and crafting memories for life.

## Customer satisfaction

### Facility management, Development and Hospitality:

We at Ambuja Neotia, ensure effective management of customer / guest queries and take utmost care when it comes to customer satisfaction. In our residential projects, we conduct customer satisfaction surveys

every quarter at both pre-handover and post-handover phases, to evaluate improvement areas and understand issues faced by residents.

## Customer feedback

### Facility management, Development and Hospitality:

We are in the process of implementing dedicated Sales Force Customer Care portal where customers would be able to systematically communicate and record all their queries. We have further devised an internal SOP for ensuring that all customer queries need to be resolved within certain stipulated time. Customers may further escalate the matter to department heads if the resolution provided fails to meet their expectations.

tool named Falcon Bricks app to address customer issues pertaining to moisture content check and flooring issues post construction.

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 fails to meet their expectations.

Presently, our internal sales and project team performs a three-layer inspection by using the project management

## 7.7 Supply chain management

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

As a sustainable real estate developer, we prioritise responsible sourcing of construction materials. By actively engaging with our supply chain, we are methodically enhancing resource efficiency throughout our construction sites 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 -



### 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.

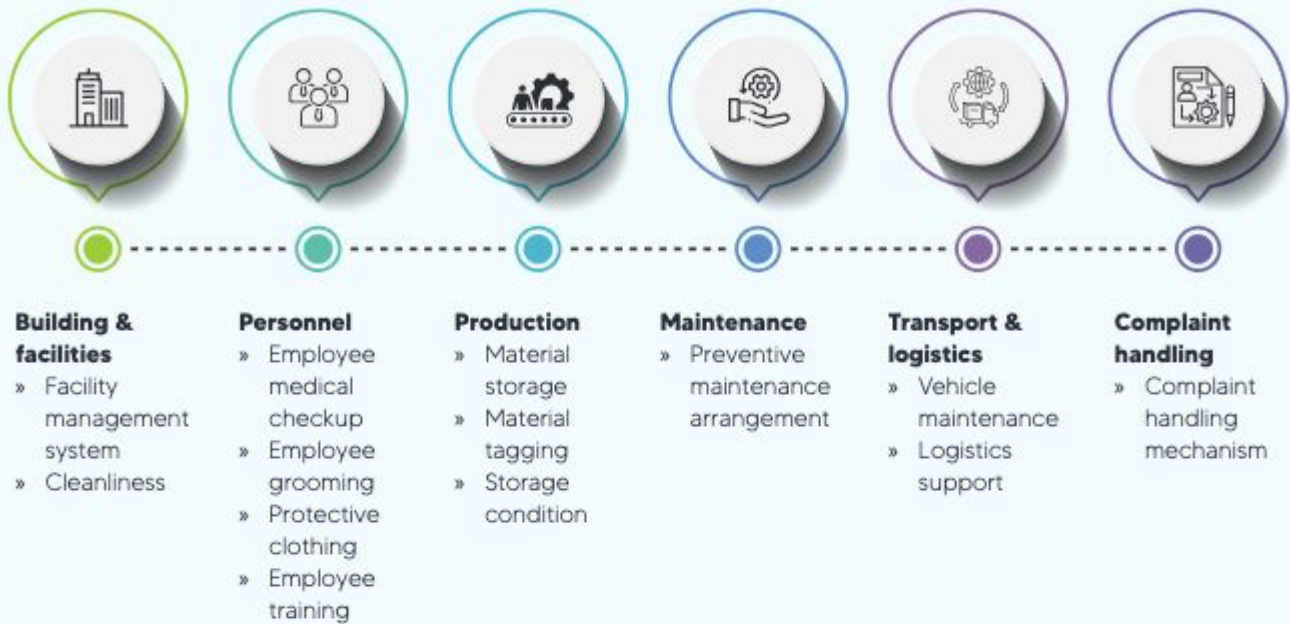
The key functional fields of the vendor assessment procedure include -



\* 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



Our supplier assessment form is broadly structured as -



For the current financial year, the 8 suppliers were assessed and selected basis availability of following criteria that promotes environmental sustainability:

Carbon credit from UNFCCC, IGBC/ Griha Approval, Green certified or sustainable Supply Chain, Recycling, Direct Savings in water/emission, social factors such as PF/ESI

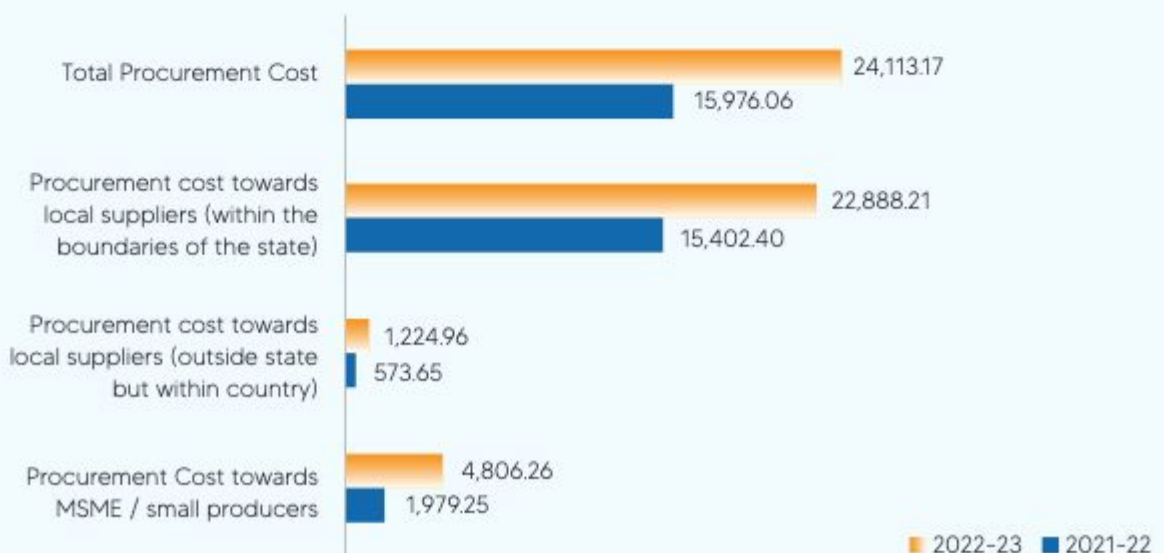
### Procurement practices

We support local procurement from the neighboring districts, within the state and Micro Small and Medium Enterprises (MSMEs) sourcing. This strategy boosts the agility of our supply chain, incorporating a variety of viewpoints that support the local economy and ethical business principles. Moreover, it helps reduce the

risks linked to excessive reliance on a limited number of suppliers of the wide spectrum of our suppliers approximately 20% of the total procurement budget is spent towards procurement from MSMEs. To enhance sustainability across our supply chain we try to source our materials from at least 95% of total MSMEs existing in our vendor database, who are from local and neighboring districts.

### Procurement details of projects under development

Rs. in lakhs



## 7.8 Community welfare

**(GRI 413-1)**

At Ambuja Neotia, we believe that adopting an effective community welfare strategy 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

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.

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



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

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 2941 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.



### 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. 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.





## Health & Sanitation

We have dedicated a robust CSR programme to improving health and sanitation standards in underserved communities, prioritising 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 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

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

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, health education and camps, we aim to empower these communities towards a more healthier and more prosperous future.



## “ Promoting medical awareness for the rural population

Recognizing 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 in this awareness programme, who came from Gopalnagar, Daspara, Khudirabad, Ranabhutiya and Jeleverry villages.





## Child and Youth Development

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

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

belief that businesses can be forces with of positive change in society.

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





### 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 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.





## Skill Development

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

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

strengthens the overall fabric of society, creating a more inclusive and equitable future.

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



### Empowering skills to village women

Ambuja Neotia has organised several tailoring units 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 participate 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.







# Community Development

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 impact community development, Ambuja Neotia aims to create lasting positive impacts, 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. Since 2018, we are supporting a football academy for underpriveleged childen in Mukundapur location in which 660 such children have been benefitted so far.

- » Community afforestation program
- » Orphanage support
- » Clothes donation drive for poor and needy
- » Mass awareness program for underpriveleged communities on health and safety





## 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 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.



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.

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.

## 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 framework to handle potential impacts on local communities and mitigate associated social risks. 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 2020-21	FY 2021-22	FY 2022-23
<b>Governance</b>				
<b>GRI 2-21 Annual total compensation ratio</b>				
<b>Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)</b>	Ratio		-	-
<b>GRI 2-27 Compliance with laws and regulations</b>				
<b>Total number of significant instances of non-compliance with laws and regulations</b>	No.	-	-	-
<b>Monetary value of fines for instances of non-compliance with laws and regulations that were paid</b>	INR Crore	-	-	-
<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	-	4,402.03	21,589.03
<b>Economic value generated from investment and other sources</b>	INR Lakhs	-	1,929.92	1,988.83
i. Interest income on financial assets measured at amortised cost	INR Lakhs	-	1,516.57	1,860.98
ii. Interest on other financial assets	INR Lakhs	-	-	2.28
iii. Commission received	INR Lakhs	-	59.86	51.09
i. Liabilities/provisions no longer required written back	INR Lakhs	-	90.52	0.44
iv. Provision for doubtful debts written back	INR Lakhs	-	40.78	34.91
v. Interest on income tax refund	INR Lakhs	-	105.34	-
vi. Miscellaneous income	INR Lakhs	-	116.85	39.13
<b>Economic Value Distributed</b>				
<b>Operating Costs (Expenses)</b>	INR Lakhs	-	1,617.34	12,001.01
i. Direct construction costs	INR Lakhs	-	4,892.61	11,697.00
ii. Changes in inventories of work-in-progress and finished units	INR Lakhs	-	(6,269.10)	(4,310.07)
iii. Depreciation and amortisation	INR Lakhs	-	166.31	212.19
iv. Other expenses	INR Lakhs	-	2,827.52	4,401.90

	Unit	FY 2020-21	FY 2021-22	FY 2022-23
<b>Employee wages and benefits</b>	INR Lakhs	-	1,507.70	2,502.66
i. Salaries, bonus, allowances, etc.	INR Lakhs	-	1,331.01	2,218.73
ii. Contribution to provident, gratuity and other funds	INR Lakhs	-	83.91	152.58
iii. Staff welfare expenses	INR Lakhs	-	92.78	131.35
<b>Payment to providers of capital</b>	INR Lakhs	-	1,466.48	1,164.54
i. Interest expense on financial liabilities measured at amortised cost	INR Lakhs	-	1,362.44	997.93
ii. Interest on others	INR Lakhs	-	45.74	74.51
v. Other borrowing costs	INR Lakhs	-	58,30,000	9210
<b>Payments to government (Tax)</b> (Income taxes paid)	INR Lakhs	-	524.39	1,818.01
<b>Community Investments (CSR expenditure)</b>	INR Lakhs	-	28.99	39.83
<b>Total economic value distributed</b>	INR Lakhs	-	4,842.96	17,827.99
<b>Economic Value Retained</b>				
Retained Earnings	INR Lakhs	-	11,083.50	16,204.39
<b>GRI 201-3 Defined benefit plan obligations and other retirement plans</b>				
<b>Contribution to Provident Fund</b>	INR Lakhs	-	-	-
<b>Contribution to Superannuation Fund</b>	INR Lakhs	-	-	-
<b>Contribution to National Pension Scheme</b>	INR Lakhs	-	-	-
<b>Contribution to Gratuity Fund</b>	INR Lakhs	-	-	-
<b>Any other defined benefit schemes</b>	INR Lakhs	-	-	-
<b>Total defined benefit plan obligations and other retirement plans</b>	INR Lakhs	-	-	315.47
<b>GRI 417: Marketing and Labeling</b>				
<b>GRI 417-1 Requirements for product and service information and labelling</b>				
Percentage of significant product or service categories covered by and assessed for compliance with marketing and labelling procedures	%	100	100	100
<b>GRI 418: Customer Privacy</b>				
<b>418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>				
Total number of substantiated complaints received concerning breaches of customer privacy	Nos.	-	-	-

## Social performance indicators

	Unit	FY 2020-21	FY 2021-22	FY 2022-23
<b>Activities and Workers</b>				
<b>GRI 2-7 Employees</b>				
<b>Facility Management, Development</b>				
<b>Permanent employees</b>				
<b>Male</b>	Nos.	411	489	502
<b>Female</b>	Nos.	29	40	46
<b>Total</b>	Nos.	440	529	548
<b>Other than permanent employees</b>				
<b>Male</b>	Nos.	26	38	40
<b>Female</b>	Nos.	1	5	6
<b>Total</b>	Nos.	27	43	46
<b>Hospitality</b>				
<b>Permanent employees</b>				
<b>Male</b>	Nos.	-	-	112
<b>Female</b>	Nos.	-	-	34
<b>Total</b>	Nos.	-	-	146
<b>Other than permanent employees</b>				
<b>Male</b>	Nos.	-	-	-
<b>Female</b>	Nos.	-	-	-
<b>Total</b>	Nos.	-	-	-
<b>Total workforce</b>				
<b>Male</b>	Nos.	437	527	654
<b>Female</b>	Nos.	30	45	86
<b>Total</b>	Nos.	467	572	740
<b>GRI 204: Procurement practices</b>				
<b>GRI 204-1: Proportion of spending on local suppliers</b>				
<b>Procurement cost towards local suppliers (within the boundaries of the state)</b>	INR Lakhs	-	15,402.40	22,888.20
<b>% of procurement cost towards local suppliers within state</b>	%	-	96	95
<b>Procurement cost towards local suppliers (within country)</b>	INR Lakhs	-	15,976.05	24,113.16

	Unit	FY 2020-21	FY 2021-22	FY 2022-23
<b>% of procurement cost towards local suppliers within India</b>	%	-	100	100
<b>Proportion of spending on MSME suppliers</b>				
<b>Procurement cost towards MSME/ small producers</b>	INR Lakhs	-	1,979.24	4,806.26
<b>% of procurement cost towards MSME/small producers</b>	%		12	20

Note: This year, we have quantified procurement materials only for projects under development

<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.	83	159	102
<b>Hiring rate</b>	%	-	32.82	18.94
<b>Hiring and Hiring Rate by Employee category</b>				
<b>Permanent employees</b>				
<b>Number of new hires</b>	Nos.	83	159	102
<b>Hiring rate</b>	%	-	32.82	18.94
<b>Permanent workers</b>				
<b>Number of new hires</b>	Nos.	-	-	-
<b>Hiring rate</b>	%	-	-	-
<b>Hiring and Hiring Rate by Gender</b>				
<b>Male</b>				
<b>Number of new hires</b>	Nos.	67	136	87
<b>Hiring rate</b>	%	16	28	15
<b>Female</b>				
<b>Number of new hires</b>	Nos.	16	23	15
<b>Hiring rate</b>	%	56	59	31
<b>Hiring and Hiring Rate by Age</b>				
<b>Age &lt;30</b>				
<b>Number of new hires</b>	Nos.	23	53	33
<b>Hiring rate</b>	%	31	61	32
<b>Age between 30-50</b>				

\*Note: Overall hiring and hiring rate; hiring and hiring rate by category and gender of permanent employees does not covers Taj CCNT since it started its operations recently, therefore proper record is not maintained.

	Unit	FY 2020-21	FY 2021-22	FY 2022-23
<b>Number of new hires</b>	Nos.	44	89	62
<b>Hiring rate</b>	%	14	26	16
<b>Age between &gt;50</b>				
<b>Number of new hires</b>	Nos.	16	17	7
<b>Hiring rate</b>	%	19	18	7

\*Note: Hiring and hiring rate by age does not covers Taj CCNT since it started its operations recently, therefore proper record is not maintained.

<b>Overall Turnover and Turnover Rate</b>				
<b>Turnover</b>	Nos.	264	245	231
<b>Turnover rate</b>	%	11	11	11

#### Turnover and Turnover Rate by Employee category

<b>Permanent employees</b>				
<b>Turnover</b>	Nos.	103	49	66
<b>Turnover rate</b>	%	22	9	11
<b>Permanent workers</b>				
<b>Turnover</b>	Nos.	-	-	-
<b>Turnover rate</b>	%	-	-	-

#### Turnover and Turnover Rate by Gender

<b>Male</b>				
<b>Turnover</b>	Nos.	89	41	60
<b>Turnover rate</b>	%	20	8	11
<b>Female</b>				
<b>Turnover</b>	Nos.	14	8	6
<b>Turnover rate</b>	%	49	21	12

\*Note: Turnover and turnover rate of permanent employees and turnover by gender does not covers Taj CCNT since it started its operations recently, therefore proper record is not maintained.

<b>Turnover and Turnover Rate by Age</b>				
<b>Age &lt;30</b>				
<b>Turnover</b>	Nos.	30	17	19
<b>Turnover rate</b>	%	41	20	19
<b>Age between 30-50</b>				
<b>Turnover</b>	Nos.	48	24	40
<b>Turnover rate</b>	%	15	7	11
<b>Age between &gt;50</b>				
<b>Turnover</b>	Nos.	25	8	7



	Unit	FY 2020-21	FY 2021-22	FY 2022-23
Turnover rate	%	30	8	7
Retention rates	%	-	-	-

\*Note: Turnover by age does not covers Taj CCNT since it started its operations recently, therefore proper record is not maintained.

### GRI 403: Occupational Health and Safety

#### GRI 403-8: Workers covered by an occupational health and safety management system

Total number of Employee covered under Safety, Health and Environment Audit	Nos.	-	1,593	1,763
Net total of Contract workers covered under Safety, Health and Environment Audit	Nos.	-	11,629	5,002
Gross total of contract workers covered under Safety, Health and Environment Audit	Nos.	-	12,167	5,484

### GRI 404: Training and Education

#### GRI 404-1: Average hours of training per year per employee

##### Average hours of training by gender

Male	hrs	1.37	1.4	0.03
Female	hrs	1	1.66	0.6

##### Average hours of training by employee category

Permanent employee	hrs	1.3	1.5	0.06
Other than permanent employee	hrs	-	-	-
Permanent workers	hrs	-	-	-
Other than permanent workers	hrs	-	-	-

\*Note: In Taj CCNT, average of 8 hours of training undergone by all associates and new joinees - 12 hours of training including induction

### GRI 404-3: Percentage of employees receiving regular performance and career development reviews

#### Percentage of total employees by employee category who received a regular performance and career development review

Male	%	-	-	92.66
Female	%	-	-	7.33

#### Percentage of total employees by gender who received a regular performance and career development review

Permanent employees	%	-	-	87.04
Permanent workers	%	-	-	-

	Unit	FY 2020-21	FY 2021-22	FY 2022-23
<b>GRI 405: Diversity and equal opportunity</b>				
<b>GRI 405-1 Diversity of governance bodies and employees</b>				
<b>Governance body members</b>				
<b>Percentage by gender</b>				
Male	%	-	-	83
Female	%	-	-	17
<b>Percentage by age</b>				
<30	%	-	-	-
30-50	%	-	-	-
>50	%	-	-	-
<b>Permanent employees</b>				
<b>Percentage by gender</b>				
Male	%	93.41	92.44	88.47
Female	%	7.06	7.56	11.53
<b>Percentage by age</b>				
<30	%	8.63	8.5	7.29
30-50	%	76.13	78.26	78.83
>50	%	15.22	13.23	13.86
*Note: Percentage by age of permanent employees does not covers Taj CCNT since it started its operations recently, therefore proper record is not maintained.				
<b>Permanent employees- Senior Management</b>				
<b>Percentage by gender</b>				
Male	%	100	96.96	94.59
Female	%	0	3.03	5.40
<b>Percentage by age</b>				
<30	%	0	0	0
30-50	%	60.86	80.51	59.45
>50	%	39.13	45.45	40.54
<b>Permanent employees- Middle Management</b>				
<b>Percentage by gender</b>				
Male	%	95.52	94.80	94.44
Female	%	4.47	5.19	5.55
<b>Percentage by age</b>				
<30	%	0	0	0
30-50	%	71.64	80.51	77.77

	Unit	FY 2020-21	FY 2021-22	FY 2022-23
>50	%	28.35	19.48	22.22
<b>Permanent employees- Junior Management</b>				
<b>Percentage by gender</b>				
Male	%	92.94	90.41	89.83
Female	%	7.05	9.58	10.16
<b>Percentage by age</b>				
<30	%	0	0.59	1.69
30-50	%	83.97	85.02	85.31
>50	%	14.74	14.37	12.99
<b>Permanent employees- Staff</b>				
<b>Percentage by gender</b>				
Male	%	92.26	92.46	91.38
Female	%	7.73	7.53	8.60
<b>Percentage by age</b>				
<30	%	18.55	17.46	15.16
30-50	%	73.19	76.19	77.45
>50	%	8.24	6.34	7.37
*Note: Percentage by age and gender of permanent employees- Senior, middle, junior and staff does not covers Taj CCNT since it started its operations recently, therefore proper record is not maintained.				
<b>Other than permanent employees</b>				
<b>Percentage by gender</b>				
Male	%	96.29	88.37	86.95
Female	%	3.70	11.62	13.04
<b>Percentage by age</b>				
<30	%	0	0	0
30-50	%	29.62	27.90	32.60
>50	%	70.37	72.09	67.39
*Note: Percentage by age and gender of other than permanent employees does not covers Taj CCNT since it started its operations recently, therefore proper record is not maintained.				
<b>Permanent workers</b>				
<b>Percentage by gender</b>				
Male	%	-	-	-
Female	%	-	-	-
<b>Percentage by age</b>				
<30	%	-	-	-
30-50	%	-	-	-

	Unit	FY 2020-21	FY 2021-22	FY 2022-23
>50	%	-	-	-
<b>Other than permanent workers</b>				
<b>Percentage by gender</b>				
Male	%	-	-	-
Female	%	-	-	-
<b>Percentage by age</b>				
<30	%	-	-	-
30-50	%	-	-	-
>50	%	-	-	-
<b>Total workforce</b>				
<b>Percentage by gender</b>				
Male	%	-	-	-
Female	%	-	-	-
<b>Percentage by age</b>				
<30	%	-	-	-
30-50	%	-	-	-
>50	%	-	-	-
<b>405-2 Ratio of basic salary and remuneration of women to men</b>				
<b>Ratio of basic salary women to men</b>				
Senior Management	Ratio	0.00	0.65	0.64
Middle Management	Ratio	0.95	1.10	1.19
Junior Management	Ratio	0.95	1.05	0.90
Staff	Ratio	1.03	1.04	1.00
Overall	Ratio	0.35	0.80	0.80
<b>Ratio of remuneration women to men</b>				
Senior Management	Ratio	0.00	0.73	0.72
Middle Management	Ratio	1.00	1.13	1.28
Junior Management	Ratio	1.03	1.05	0.98
Staff	Ratio	1.07	1.03	1.06
Overall	Ratio	0.41	0.86	0.86

## Environment performance indicators

	Unit	FY 2020-21	FY 2021-22	FY 2022-23
<b>Materials</b>				
<b>GRI 301-1: Materials used by weight or volume</b>				
<b>Facility Management</b>				
Diesel	L	36,945	77,648	1,08,497
<b>Hospitality</b>				
LPG	KGs	-	-	66,105
<b>Development projects</b>				
Ready mix concrete	MT			1,32,800.63
AAC blocks	MT			1,946.14
Wood (Shutter)	SQM			963.93
Wood (Frame)	CUM			29.56
Glass	SQM			5,876.23
Aluminium windows & panels	SQM			6,300.63
Pipes	NOS			49,180
Tor Steel	MT			6,115.61
Tiles	SQM			44,136.52
Laminated Wooden Flooring	SQM			10,050.07
CP & Sanitary ware	NOS			19,611
<b>Recycled input materials used</b>				
Flyash	MT			28,971.74
Flyash-1	MT			3,833.95
Steel	MT			1,689.61
Aluminium	SQM			40,796.04
Note: The table includes data for units- Urvisha, Ecospace Residencia, Utalika- Tower C,D, Utsang, Utsodhara- Siliguri and EcoSpace.				
Note: This year, we have quantified materials only for under-developed units. For facility management, we have categorized the types of materials procured within our units. However, we didn't have structured format to capture these data.				
<b>GRI 302: Energy</b>				
<b>Facility Management</b>				
<b>GRI 302-1: Energy consumption within the organisation</b>				
<b>Total direct energy</b>	GJ	1,499.63	2887.60	4,066.94
<b>Total indirect energy</b>	GJ	1,39,073	164406	78,502.58
<b>Total non-renewable energy</b>	GJ	484.68	1065.59	1,525.35
<b>Total renewable energy</b>	GJ	196.95	149.73	241.34
<b>Total energy consumed</b>	GJ	1,40,572.70	1,67,293.36	78,502.58
<b>GRI 302-3: Energy intensity</b>				
<b>Energy intensity ((Energy intensity per rupee of turnover (Total energy consumption/ Sqft)</b>	GJ/Sqft	0.047	0.056	0.027

	Unit	FY 2020-21	FY 2021-22	FY 2022-23
<b>Hospitality</b>				
<b>GRI 302-1: Energy consumption within the organisation</b>				
Total direct energy	GJ	-	-	3,126.76
Total indirect energy	GJ	-	-	13,426.71
Total non-renewable energy	GJ	-	-	-
Total renewable energy	GJ	-	-	-
Total Energy consumed	GJ	-	-	16,553.48
<b>GRI 302-3: Energy intensity</b>				
Energy intensity (Energy intensity per rupee of turnover (Total energy consumption/ Rooms night sold))	GJ/Rooms night sold	-	-	0.37
<b>Development</b>				
<b>GRI 302-1: Energy consumption within the organisation</b>				
Total direct energy	GJ	-	-	-
Total indirect energy	GJ	-	-	2,063.22
Total non-renewable energy	GJ	-	-	-
Total renewable energy	GJ	-	-	-
Total Energy consumed	GJ	-	-	2,063.22
<b>GRI 302-3: Energy intensity</b>				
Energy intensity (Energy intensity per rupee of turnover (Total energy consumption/ INR Lakhs))	GJ/INR Lakhs	-	-	0.07115
<b>GRI 303: Water and effluents</b>				
<b>Facility Management</b>				
<b>GRI 303-3: Water withdrawal</b>				
Groundwater withdrawal	KL	1,19,022	1,83,208	2,18,364
Surface water withdrawal	KL			
Third-party water withdrawal	KL	1,04,711	1,41,017	1,89,703
Total water withdrawal	KL	2,23,733	3,24,225	4,08,067
<b>GRI 303-4: Water discharge</b>				
Total Water discharge	KL	0	0	0
*Note: All our units are Zero Liquid Discharge (ZLD). Therefore, no water is discharged outside the organisation.				
<b>GRI 303-5: Water consumption</b>				
Total Water consumption	KL	2,23,733	3,24,225	4,08,067
<b>Water intensity</b>				
Water intensity ((Water intensity per rupee of turnover (Water consumed / turnover))	KL/Sqft	0.08	0.11	0.13
<b>Hospitality</b>				
Groundwater withdrawal	KL	-	-	-
Third-party water withdrawal	KL	-	-	59,825
Total water withdrawal	KL	-	-	59,825

	Unit	FY 2020-21	FY 2021-22	FY 2022-23
<b>GRI 303-4: Water discharge</b>				
<b>Total Water discharge</b>	KL	-	-	49,178.8
<b>GRI 303-5: Water consumption</b>				
<b>Total Water consumption</b>	KL	-	-	59,825
<b>Water intensity</b>				
<b>Water intensity</b> ((Water intensity per rupee of turnover (Water consumed / turnover))	KL/Rooms night sold			1.34
Note: This year we have not captured water consumption for projects under-development.				
<b>GRI 305: Emissions</b>				
<b>Facility Management</b>				
<b>GRI 305-1: Direct (Scope 1) GHG emissions</b>				
<b>Gross direct (Scope 1) GHG emissions</b>	tCO <sub>2</sub> e	9713	20414	285.24
<b>GRI 305-2 Energy indirect (Scope 2) GHG emissions</b>				
<b>Gross location-based Scope 2 emissions</b>	tCO <sub>2</sub> e	27,660.09	32,698.48	14,804.42
<b>GRI 305-4: GHG Emissions Intensity</b>				
<b>GHG emissions intensity</b>	tCO <sub>2</sub> e/Sqft	0.009	0.011	0.005
<b>Hospitality</b>				
<b>Gross direct (Scope 1) GHG emissions</b>	tCO <sub>2</sub> e	-	-	198
<b>GRI 305-2 Energy indirect (Scope 2) GHG emissions</b>				
<b>Gross location-based Scope 2 emissions</b>	tCO <sub>2</sub> e	-	-	2,670
<b>GRI 305-4: GHG Emissions Intensity</b>				
<b>GHG emissions intensity</b>	tCO <sub>2</sub> e/Sqft	-	-	0.06
<b>Development</b>				
<b>GRI 305-1: Direct (Scope 2) GHG emissions</b>				
<b>Gross direct (Scope 2) GHG emissions</b>	tCO <sub>2</sub> e	-	-	573.11
<b>GRI 305-4: GHG Emissions Intensity</b>				
<b>GHG emissions intensity</b>	tCO <sub>2</sub> e/INR Lakhs			0.01
Note: This year we have only quantified purchased electricity. Moving forward we are setting up a systematic data management plan, for proper disclosing other parameters				
<b>GRI 306: Waste</b>				
<b>Facility Management</b>				
<b>GRI 306-3: Waste generated</b>				
<b>Total waste generated</b>	MT	103.5	225	287
<b>Hazardous waste generated</b>				
<b>Engine oil disposed</b>	MT	-	3	5
<b>Non-hazardous waste generated (Unit wise)</b>				
CCNT	MT	13	28	35
CCSL	MT	17	322	37
CCRP	MT	14	24	29
CCHD	MT	4	8	11
CCSG	MT	15	25	28
CCPT	MT	0	0	14

	Unit	FY 2020-21	FY 2021-22	FY 2022-23
ECOSTATION	MT	0.5	1	2
ECOSPACE	MT	20	35	65
CCPT RESIDENCY	MT	9	21	17
ECOCENTER	MT	0	0	0
Utalika LIG	MT	6	8	9
Utalika HIG	MT	5	40	35
<b>Other wastes generated</b>				
<b>E-waste*</b>	MT	-	-	-
<b>Battery waste*</b>	MT	-	-	-
<b>Waste intensity</b>				
<b>Waste intensity</b>	MT/Sqft	-	0.000109547	0.00009

Note: Accounted for all units, excluding EcoSuite and EcoCentre

\*Note: The e-waste and battery waste are handed over to the PCB authorised vendors. From next year onwards we will be quantifying the waste category wise.

<b>Hospitality</b>				
<b>Total waste generated</b>	KG	-	-	1,19,390.57
<b>Hazardous waste generated</b>				
<b>Burnt oil</b>	KG	-	-	596.07
<b>Non-hazardous waste generated</b>				
Kitchen waste	KG	-	-	74,113
Horticulture waste	KG	-	-	1,967
Wastepaper cardboard	KG	-	-	4,627
Glass bottles	KG	-	-	981
Plastic waste	KG	-	-	37,106.50
<b>Waste intensity</b>				
<b>Waste intensity</b>	KG/Room night sold	-	-	2.67
<b>Waste Treated</b>				
<b>Total Waste Treated</b>	KG	-	-	1,19,335.16
<b>Hazardous waste treated</b>				
<b>Burnt Oil</b>	KG	-	-	540.66
<b>Non-hazardous waste treated</b>				
Kitchen waste	KG	-	-	74,113
Horticulture waste	KG	-	-	1,967
Wastepaper cardboard	KG	-	-	4,627
Glass bottles	KG	-	-	981
Plastic waste	KG	-	-	37,106.50

\*Note: The e-waste and battery waste are handed over to the PCB authorized vendors. Starting from next year, we will be quantifying the waste categorically. Moving forward, we are establishing a systematic data management plan to ensure proper disclosure of data for projects under development.

<b>Factors used for Intensity Calculation</b>				
Development- Throughput (or construction expense) consolidated	INR in Lakhs	-	-	29,000
Taj CCNT-Room night sold	Guest nights	-	-	44,576
Facility Management	Sq ft	-	-	29,62,071.70



## Alignment with GRI content index

Statement of use – AHUICL 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
<b>GRI 2: General Disclosures 2021</b>	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		
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	
	3-2 List of material topics	
	3-3 Management of material topics	
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	

Disclosure	GRI standards	Page Number/ Comments
<b>GRI 204: Procurement Practices 2016</b>	204-1 Proportion of spending on local suppliers	
<b>GRI 205: Anti-Corruption 2016</b>	205-3 Confirmed incidents of corruption and actions taken	
<b>GRI 206: Anti-Competitive Behaviour 2016</b>	206-1 Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	
<b>GRI 301: Materials 2016</b>	301-1 Materials used by weight or volume	
	301-2 Recycled input materials used	
	301-3 Reclaimed products and their packaging materials	
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organisation	
	302-3 Energy intensity	
<b>GRI 303: Water and Effluents 2018</b>	303-3 Water withdrawal	
	303-4 Water discharge	
	303-5 Water consumption	
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	
	305-2 Energy indirect (Scope 2) GHG emissions	
	305-4 GHG emissions intensity	
<b>GRI 306: Waste 2020</b>	306-3 Waste generated	
	306-4 Transport of hazardous waste	
<b>GRI 401: Employment 2016</b>	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	
	403-1 Occupational health and safety management system	
<b>GRI 403: Occupational Health and Safety 2018</b>	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	
<b>GRI 404: Training and Education 2016</b>	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	

Disclosure	GRI standards	Page Number/ Comments
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-2 Ratio of basic salary and remuneration of women to men	
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments and development programmes	
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	
<b>GRI 417: Marketing and Labeling 2016</b>	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	
<b>GRI 418: Customer Privacy</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	

## Detailed geography

REALTY		
RESIDENTIAL/SECOND HOMES		
Project Name	Location	State
Udayan The Condoville	Near EM Bypass, Kolkata	West Bengal
Uddipa The Condoville	Sinthee More, Kolkata	West Bengal
The Residency, Patna	Buddh Marg, Patna	Bihar
Utsa The Condoville	New Town, Kolkata	West Bengal
Ujjwala The Condoville	New Town, Kolkata	West Bengal
Ujaas The Condoville	Lake Town, Kolkata	West Bengal
Upohaar The Condoville	Chakgaria, Kolkata	West Bengal
The Residency, Salt Lake	Salt Lake, , Kolkata	West Bengal
Udvita The Condoville	Manicktala, Kolkata	West Bengal
Utalika Luxury The Condoville	Mukundapur, Kolkata	West Bengal
Usshar The Condoville	Batanagar, Kolkata	West Bengal
Urvisha The Condoville	New Town, Kolkata	West Bengal
Ecospace Residencia	New Town, Kolkata	West Bengal
Utsang	New Town, Kolkata	West Bengal
Vanya Awas (**Upcoming)	Lataguri, Dooars	West Bengal
Country Homes By Raichak	Raichak, South 24 Parganas	West Bengal
Utsodhara Residencia (**Upcoming)	Noukaghat More, Siliguri	West Bengal
Udyatt (**Upcoming)	Chingrihata	West Bengal

TOWNSHIP		
Project Name	Location	State
Urvashi	Durgapur	West Bengal
Ulhas	Bardhamanr	West Bengal
Uttorayon	Siliguri	West Bengal
Utsav Park	Dhulagarh	West Bengal
Utsodhaara Teesta Township	Siliguri	West Bengal
Udishaa (**Upcoming)	New Town	West Bengal

<b>RETAIL</b>		
<b>Project Name</b>	<b>Location</b>	<b>State</b>
City Centre, Salt Lake	Salt Lake Sector 1,	West Bengal
City Centre, New Town	Action Area 2, New Town	West Bengal
City Centre, Siliguri	Matigara, Siliguri	West Bengal
City Centre, Haldia	Haldia	West Bengal
City Centre, Raipur	Vidhan Sabha, Raipur	Chattisgarh
City Centre, Patna	Buddh Marg, Patna	West Bengal

<b>COMMERCIAL</b>		
<b>Project Name</b>	<b>Location</b>	<b>State</b>
Ecospace Business Park	New Town, Kolkata	West Bengal
Ecocentre	New Town, Kolkata	West Bengal
Ecostation	Salt Lake, Kolkata	West Bengal
Ecosuite	Rajarhat, Kolkata	West Bengal
Ecospace Business Towers (**Upcoming)	New Town, Kolkata	West Bengal

<b>HOTEL</b>		
<b>Project Name</b>	<b>Location</b>	<b>State</b>
Taj CCNT	New Town, Kolkata	West Bengal

