

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

| | |
|--|--|
| 1. Corporate Identity Number (CIN) of the Listed Entity | L85110WB1987PLC222139 |
| 2. Name of the Listed Entity | Apeejay Surrendra Park Hotels Limited |
| 3. Year of Incorporation | 1987 |
| 4. Registered office address | 17, Park Street, Kolkata, West Bengal, India, 700016 |
| 5. Corporate address | 17, Park Street, Kolkata, West Bengal, India, 700016 |
| 6. E-mail | investorrelations@asphl.in |
| 7. Telephone | 033 2249 9000 |
| 8. Website | https://www.theparkhotels.com/ |
| 9. Financial year for which reporting is being done | April 2023 to March 2024 |
| 10. Name of the Stock Exchange(s) where shares are listed | BSE Limited (BSE)& National Stock Exchange of India Ltd. (NSE) |
| 11. Paid-up Capital | INR 21,33,74,246 |
| 12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report | Ms. Shalini Keshan Company Secretary & Compliance Officer Telephone: +91 33 2249 9000 Email: skeshan@theparkhotels.com |
| 13. Reporting boundary | This report covers the period from April 01 2023 till March 31, 2024 and includes all the financial and non-financial information of Apeejay Surrendra Park Hotels Limited. Appropriate notes have been added wherever there are exceptions. |
| 14. Name of assurance provider | NA |
| 15. Type of assurance obtained | NA |

II. Products/services

16. Details of business activities (accounting for 90% of the turnover):

| S. No. | Description of main activity | Description of business activity | % of Turnover of the Entity (FY'24) |
|--------|--------------------------------|--|-------------------------------------|
| 1. | Accommodation and Food Service | Accommodation services provided by Hotel, Inns, Resorts, holiday homes, hostel, Food and beverage services provided by hotels, restaurants, caterers, etc. | 100 |

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

| S. No. | Product/Service | NIC Code | % of total turnover contributed |
|--------|----------------------------|-----------|---------------------------------|
| 1. | Accommodation Services | 551 | 49.12 |
| 2. | Food and Beverage Services | 561 | 44.22 |
| 3. | Other Services | 551 & 561 | 6.66 |

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

| Location | Number of hotels | Number of offices | Total |
|---------------|------------------|-------------------|-------|
| National | 32 | - | 32 |
| International | - | - | - |

19. Markets served by the entity:**a) Number of locations**

| Locations | Number |
|--|---|
| National (No. of States and Union Territories) | As per Standalone reporting there are 27 hotels operating pan India in 10 states and 2 Union Territories as under in following locations: |
| International (No. of Countries) | - |

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

Not Applicable

c) A brief on types of customers

- i. Tourists – Apeejay group hotels cater to both domestic and international tourists who are looking for comfortable with rich history of the art and architecture of the era with antique furniture and luxurious accommodations during their travels.
- ii. Business travellers - Apeejay group hotels are often chosen by business travellers due to their convenient locations, high quality amenities, and efficient services.
- iii. Wedding guests - Apeejay group hotels are also popular wedding venues, with many of them offering wedding planning and coordination services.
- iv. Event and conference attendees - Apeejay group hotels offer event spaces and conference rooms, making them an ideal choice for corporate events, meetings, and conferences.
- v. Food and beverage patrons – The Tavern restaurants, the Denmark Club and Flury confectionery are popular with both hotel guests and local-residents who are looking for high-quality dining experiences.
- vi. Long staying guests.
- vii. Crew Members.

IV. Employees**20. Details as at the end of the Financial Year:****a) Employees and workers (including differently abled):**

| S. No. | Particulars | Total (A) | Male | | Female | |
|-----------|--------------------------|-----------|---------|-----------|---------|-----------|
| | | | No. (B) | % (B / A) | No. (C) | % (C / A) |
| EMPLOYEES | | | | | | |
| 1. | Permanent (D) | 492 | 381 | 60.6 | 111 | 17.6 |
| 2. | Other than Permanent (E) | 1703 | 1268 | 81 | 435 | 28 |
| 3. | Total employees (D + E) | 2195 | 1649 | 75.1 | 546 | 24.9 |
| WORKERS | | | | | | |
| 4. | Permanent (F) | 0 | 0 | 0 | 0 | 0 |
| 5. | Other than Permanent (G) | 560 | 506 | 90 | 54 | 10 |
| 6. | Total workers (F + G) | 560 | 506 | 90 | 54 | 10 |

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b) Differently abled Employees and workers

| S. No | Particulars | Total (A) | Male | | Female | |
|-----------------------------|--|-----------|----------|------------|----------|-----------|
| | | | No. (B) | % (B / A) | No. (C) | % (C / A) |
| DIFFERENTLY ABLED EMPLOYEES | | | | | | |
| 1. | Permanent (D) | 5 | 4 | 80 | 1 | 20 |
| 2. | Other than Permanent (E) | 1 | 1 | 100 | 0 | 0 |
| 3. | Total differently abled employees (D + E) | 6 | 5 | 83 | 1 | 17 |
| DIFFERENTLY ABLED WORKERS | | | | | | |
| 4. | Permanent (F) | 0 | 0 | 0 | 0 | 0 |
| 5. | Other than permanent (G) | 2 | 2 | 100 | 0 | 0 |
| 6. | Total differently abled workers (F + G) | 2 | 2 | 100 | 0 | 0 |

21. Participation/Inclusion/Representation of women

| | Total (A) | No. and percentage of Females | |
|--------------------------|-----------|-------------------------------|-----------|
| | | No. (B) | % (B / A) |
| Board of Directors | 6 | 2 | 33.33 |
| Key Management Personnel | 4 | 2 | 50 |

Turnover rate for permanent employees and workers

| | FY 2023-24 (in %) | | | FY 2022-23 (in %) | | | FY 2021-22 (in %) | | |
|---------------------|-------------------|--------|-------|-------------------|--------|-------|-------------------|--------|-------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Permanent Employees | 73 | 27 | 100 | 74 | 26 | 100 | 77 | 23 | 100 |
| Permanent Workers | - | - | - | - | - | - | - | - | - |

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

22. Names of holding / subsidiary / associate companies / joint ventures

| S. No. | Name of the holding / subsidiary / associate companies / joint ventures (A) | Indicate whether holding/ Subsidiary/ Associate/ Joint Venture | % of shares held by listed entity | Does the entity indicated at column A participate in the Business Responsibility initiatives of the listed entity? (Yes/No) |
|--------|---|--|-----------------------------------|---|
| 1 | Apeejay Charter Private Limited | Subsidiary | 52% | Yes |
| 2 | Apeejay Hotels & Restaurants Private Limited | Subsidiary | 100% | |
| 3 | Apeejay North-West Hotels Private Limited | Subsidiary | 100% | |

VI. CSR Details:

23. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

Turnover (in INR) - INR 48,772.39028 lakhs (FY 2022-23)

Net worth (in INR) - INR 55,375.4094 lakhs (FY 2022-23)

VII. Transparency and Disclosures Compliances

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

| Stakeholder group from whom the complaint is received | Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redressal policy)* | FY 2023-24 | | | FY 2022-23 | | |
|---|---|--|--|-------------------|--|--|----------------|
| | | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks |
| Communities | Yes | 0 | 0 | NA | 0 | 0 | NA |
| Investors (other than shareholders) | Yes | 0 | 0 | NA | 0 | 0 | NA |
| Shareholders | Yes | 307 | 0 | NA Since Resolved | 0 | 0 | NA |
| Employees and workers | Yes | 9 | 0 | Since Resolved | 3 | 0 | Since Resolved |
| Customers | Yes | 0 | 0 | NA | 0 | 0 | NA |
| Value Chain Partners | Yes | 0 | 0 | NA | 0 | 0 | NA |
| Other (please specify) | NA | NA | NA | NA | 0 | 0 | NA |

Note: For policies, please refer <https://www.theparkhotels.com/investor-relations/policies-and-codes.html>

25. Overview of the entity's material responsible business conduct issues:

| S. No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|--------------------------------|--|---|--|--|
| | Food Safety and Quality | Opportunity | Implementing robust food safety measures presents an opportunity for Apeejay to enhance customer satisfaction, uphold its reputation for excellence, and comply with regulatory standards. By ensuring the highest standards of food safety and quality, Apeejay can attract and retain customers, leading to increased revenue and loyalty. | Apeejay enforces rigorous food safety protocols, conducts routine inspections and provides ongoing training to staff members to ensure strict adherence to hygiene standards. | Positive Implications |
| | Emission and Energy Management | Opportunity | Emission and energy management represent a material opportunity for Apeejay in terms of cost reduction, regulatory compliance, and brand enhancement. By implementing energy-efficient technologies and reducing emissions, Apeejay can lower operational expenses, comply with increasingly stringent environmental regulations, and enhance its reputation as a sustainable hospitality provider. | To mitigate energy and emission management risks, The Company has implemented energy-efficient technologies, such as solar hot water systems, heat pumps, and waste heat recovery units, leading to significant energy savings. The company has also transitioned to LED lighting, introduced energyefficient laundry systems, and installed advanced air conditioning units. These initiatives not only reduce the Company's environmental impact while also mitigating the financial and reputational risks associated with energy and emissions | Positive Implication |

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| S. No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|---------------------------|--|---|---|--|
| | | Risk | <p>However, if emissions and energy consumption are not managed effectively, the consequences can be significant, including a rise in operational expenses due to inefficiencies and increased energy prices.</p> <p>Additionally, non-compliance regulations can result in fines from regulatory bodies, while the company's public image may suffer, leading to a potential loss of customer trust and market share</p> | | Negative Implication |
| | Climate Strategy | Risk | <p>Apeejay acknowledges that climate change presents both risks and opportunities that are essential to address for the sustainability of its operations. The recognition of climate-related risks—including regulatory shifts, resource scarcity, and physical impact to assets—compels Apeejay to integrate a robust Climate Strategy into its business model. This focus on climate resilience ensures compliance, operational continuity, and asset protection.</p> | <p>Apeejay's climate strategy is underscored by the Integration of renewable energy (RE), energy efficiency interventions and other resource conservation actions. The company is shifting towards renewable sources like solar and wind energy to power its operations, reducing reliance on fossil fuels and curbing emissions. Alongside, Apeejay is upgrading its properties with energy-efficient technologies, encompassing state-of-the-art HVAC systems, lighting, and smart building solutions to minimise energy consumption. The Apeejay Business Continuity and Disaster Response Plan has been developed to safeguard the smooth operation of critical business functions and ensure the well-being of guests and employees during disruptive incidents or disasters. These actions not only mitigate climate related risks by enhancing operational resilience and resource optimisation but also position Apeejay as a leader in sustainable hospitality, committed to reducing its environmental footprint and catering to the sustainability expectations of guests and investors.</p> | Negative implications |

| S. No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|---------------------------|--|--|--|--|
| | Technical and Design | Opportunity | <p>The scope of the Technical and Design Advice shall include services for setting up and launch of the Hotel to ensure compliance of the Hotel as per Operator's Standards and brand guidelines,</p> <p>Technical consultancy/advice provided by the Operator to the Owner in the interior design and furnishing of the Hotel. Technical Advice shall include recruitment of personnel, training, setting up of all rooms, setting up accounting and IT systems, establishing communication protocols, F&B, and other related operational services.</p> | To advance and create the top-level hotel management services to enhance the premium expectations of the guests. | Positive Implication |

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

| Disclosure Questions | | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---------------------------------|----|---|---|-----|-----|-----|-----|-----|-----|-----|
| Policy and management processes | | | | | | | | | | |
| 1. | a. | Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| | b. | Has the policy been approved by the Board? (Yes/No)* | Policies are approved by the Board, respective Board Committees, departmental heads, wherever applicable. | | | | | | | |
| | c. | Web Link of the Policies, if available | Refer Table 1 | | | | | | | |
| 2. | | Whether the entity has translated the policy into procedures. (Yes/No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 3. | | Do the enlisted policies extend to your value chain partners? (Yes/No) | Yes, code of conduct and other applicable policies extend to our value chain partners. | | | | | | | |
| 4. | | Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trust) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle. The Company recognizes the importance of complying with global management standards and frameworks. It has adopted various standards to improve the efficiency of its operations and business practices. To ensure the highest level of security, Apeejay has established rigorous and comprehensive Information Technology (IT) policies and procedures. Safeguarding and protecting business operations continues to be the company's top priority. | | | | | | | | |
| 5. | | Specific commitments, goals and targets set by the entity with defined timelines, if any. | The company is currently in the process of setting specific commitments, goals, and targets with clearly defined timelines. These will be developed in alignment with our strategic objectives and operational needs. Refer Table 2 | | | | | | | |
| 6. | | Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met. | Apeejay remains dedicated to achieving its targets, with progress consistently aligning with the established milestones. The company is on track to fulfil its targets on or before the FY 2025. | | | | | | | |

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Governance, leadership, and oversight

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

Our strategy is firmly anchored in the synergy of the 3G's: driving simultaneous **Growth, Governance** and **Green** initiatives to forge a sustainable and durable future for our shareholders, employees and society at large. Travel and Tourism in India is back like never before and is expected to grow at a pace like never before.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies

Name: Mr. Vijay Dewan
Designation: Managing Director
DIN: 00051164
Telephone: 033-22499000
Email ID: vdewan@theparkhotels.com

9. Does the entity have a specified Committee of the Board / Director responsible for decision-making on sustainability related issues? (Yes / No). If yes, provide details.

Yes, the Corporate Social Responsibility Committee of the Board of Directors is responsible for decision making on Sustainability related issues.

10. Details of Review of NGRBCs by the Company:

| Subject for Review | Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee | | | | | | | | |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|
| | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
| Performance against above policies and follow up action and frequency of review for performance against above policies and follow up action | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify) | | | | | | | | |
| | Yes, on regular basis | | | | | | | | |
| Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances and frequency of review | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| | Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify) | | | | | | | | |
| | Yes, on regular basis | | | | | | | | |
| 11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? | P1 | P2 | P3 | P4 | P5 | P 6 | P7 | P8 | P9 |
| | N | N | N | N | N | N | N | N | N |

Table 1

| Name of Policy/Code | Linkage to principle | Web-link |
|---|------------------------------------|---|
| Code of Conduct for employees and Code of Conduct for Board Members and Senior Management | P1, P2, P3, P4, P5, P6, P7, P8, P9 | https://www.theparkhotels.com/investor-relations/policies-and-codes.html |
| Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information | P1 | |
| Health and Safety Policy | P2, P3, P6 | |
| Environment Policy | P2, P6 | |
| Quality Policy | P2, P9 | |
| Human Rights Policy | P3, P5, P8, P9 | |
| Supplier Code of Conduct | P1, P2, P3, P4, P5, P6, P7, P8, P9 | |
| CSR Policy | P8 | |
| Equal Opportunity Policy | P3, P5 | |
| Privacy Policy | P9 | |

Table 2

| Principles | Suggestions |
|-------------|--|
| Principle 1 | To ensure interests of all our stakeholders to the core through our empowered, diverse, and inclusive Board. To ensure robust compliances and integrated practices through our Panchatatva core values. |
| Principle 2 | Focus on resource-efficiency in our processes and to build a sustainable and responsible supply chain. |
| Principle 3 | Ensure a humane workplace with adequate provisions for grievance redressal. |
| Principle 4 | To engage with our stakeholders through various channels through a transparent communication process. |
| Principle 5 | Respect the human rights with adequate provisions for grievance redressal. |
| Principle 6 | Minimise the impact of our operations on the environment. |
| Principle 7 | Fair Public Advocacy for the benefit of the industry. |
| Principle 8 | Empowering lives through our Panchatatva core values |
| Principle 9 | Developing robust framework around data privacy. |

12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:

| Questions | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|----|----|----|----|----|----|----|----|----|
| The entity does not consider the principles material to its business (Yes/No) | | | | | | | | | |
| The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) | | | | | | | | | |
| The entity does not have the financial or/human and technical resources available for the task (Yes/No) | | | | | | | | | |
| It is planned to be done in the next financial year (Yes/No) | | | | | | | | | |
| Any other reason (please specify) | | | | | | | | | |

All the Principles are covered by a policy

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

Principle 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

ESSENTIAL INDICATORS

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

| Segment | Total number of training and awareness programmes held | Topics/principles covered under the training and its impact | % of persons in respective category covered by the awareness programmes |
|-----------------------------------|--|--|---|
| Board of Directors | 1 | The Company conducts familiarisation programme for its Board Members at regular intervals. | 100 |
| Key Managerial Personnel | 1 | Training to Designated Persons on SEBI (Prohibition of Insider Trading) Regulations | 100 |
| Employees other than BoD and KMPs | 1 | Training to Designated Persons on SEBI (Prohibition of Insider Trading) Regulations | 10 |
| Workers | 0 | - | - |

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2. **Details of fines/penalties/punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/judicial institutions, in the financial year, in the following format:**

There are no such fines, settlement, and compounding fees on the Company or its directors/KMPs with regulators/law enforcement agencies/judicial institutions, in the financial year.

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

Not Applicable

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

Yes, the Company has implemented an anti-corruption and anti-bribery policy that applies to all levels and positions within the organisation. This policy underscores the Company's commitment to establishing and enforcing robust measures to prevent, deter, identify, and address bribery and corruption.

5. **Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.**

There was no disciplinary action taken against any directors/KMPs/employees/workers by any law enforcement agency pertaining to bribery/corruption

6. **Details of complaints about conflict of interest:**

No complaints were received with regard to conflict of interest of the directors and KMPs.

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

Not Applicable

8. **Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:**

| | FY 2023-24 (Current Financial Year) | FY 2022-23 (Previous Financial Year) |
|-------------------------------------|---|--|
| Number of days of accounts payables | 66 | 68 |

9. **Open-ness of business:**

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

| Parameter | Metrics | FY 2023-24 (Current Financial Year) | FY 2022-23 (Previous Financial Year) |
|----------------------------|--|---|--|
| Concentration of Purchases | a. Purchases from trading houses as % of total purchases | NA | NA |
| | b. Number of trading houses where purchases are made from | NA | NA |
| | c. Purchases from top 10 trading houses as % of total purchases from trading houses. | NA | NA |
| Concentration of Sales | a. Sales to dealers/distributors as % of total sales | NA | NA |
| | b. Number of dealers/ distributors to whom sales are made | NA | NA |
| | c. Sales from top 10 dealers/distributors as % of total sales to dealers/ distributors | NA | NA |
| Share of RPTs in | a. Purchases (Purchases with related parties/ total Purchases) | NA | NA |
| | b. Sales (Sales with related parties/ total Sales) | 0.005% | 0.006% |
| | c. Loans & advances (Loans & advances given to related parties/ Total loans & advances | 64.50% | 22.34% |
| | d. Investments (Investments in related parties/ Total Investments made) | Nil | Nil |

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

ESSENTIAL INDICATORS

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

| Segment | FY 2023-24 | FY 2022-23 | Details of improvements in environmental and social impacts |
|---------|------------|------------|--|
| R&D | - | - | - |
| Capex | 4.56 | 3.29 | Installation of Heat Pumps, LED bulbs, VFD Chillers, Purchase of Electric Vehicles etc |

2. *a. Does the entity have procedures in place for sustainable sourcing? Yes*
b. If yes, what percentage of inputs were sourced sustainably?

The Company has a requisite procedures in place for sustainable sourcing. Sustainability parameters are integrated into our overall supply chain management.

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

- 1) 100% End-to-End Segregation - Food Waste Biodegradable / Recyclable Dry Waste / General Dry Waste / Newspapers / Cartons / Sharp Objects / Bio Hazard / E-Waste / Used Cooking Oil / Engg Oil
- 2) Measurement of waste generated - Wet / Dry
- 3) Elimination of plastic amenities and packaging with wooden & paper alternatives, targeting 100% migration by use of organic waste converters for wet waste management and collaborating with approved agencies for waste disposal
- 4) Collaboration with approved vendors for the disposal of electronic waste and hazardous materials

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

Not Applicable

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

ESSENTIAL INDICATORS

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

| Category | % Of employees covered by | | | | | | | | | | |
|--------------------------------|---------------------------|------------------|----------|--------------------|---------|--------------------|---------|--------------------|----------|---------------------|----------|
| | Total (A) | Health insurance | | Accident insurance | | Maternity benefits | | Paternity Benefits | | Day Care facilities | |
| | | Number (B) | % (B/ A) | Number (C) | % (C/A) | Number (D) | % (D/A) | Number (E) | % (E/ A) | Number (F) | % (F/ A) |
| Permanent employees | | | | | | | | | | | |
| Male | 381 | 381 | 100 | 381 | 100 | 0 | 0 | 381 | 100 | 0 | 0 |
| Female | 111 | 111 | 100 | 111 | 100 | 111 | 100 | 0 | 0 | 0 | 0 |
| Total | 492 | 492 | 100 | 492 | 100 | 111 | 22.56 | 381 | 77.44 | 0 | 0 |
| Other than Permanent employees | | | | | | | | | | | |
| Male | 1268 | 1268 | 100 | 1268 | 100 | 0 | 0 | 1268 | 100 | 0 | 0 |
| Female | 435 | 435 | 100 | 435 | 100 | 435 | 100 | 0 | 0 | 0 | 0 |
| Total | 1703 | 1703 | 100 | 1703 | 100 | 435 | 25.54 | 1268 | 74.46 | 0 | 0 |

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

| Category | % Of workers covered by | | | | | | | | | | |
|-------------------------------|-------------------------|------------------|------------|--------------------|---------|--------------------|---------|--------------------|---------|---------------------|---------|
| | Total (A) | Health insurance | | Accident insurance | | Maternity benefits | | Paternity Benefits | | Day Care facilities | |
| | | Number (B) | % (B/A) | Number (C) | % (C/A) | Number (D) | % (D/A) | Number (E) | % (E/A) | Number (F) | % (F/A) |
| Permanent workers | | | | | | | | | | | |
| Male | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Female | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other than Permanent workers* | | | | | | | | | | | |
| Male | 506 | 506 | 100 | 506 | 100 | 0 | 0 | 506 | 100 | 0 | 0 |
| Female | 54 | 54 | 100 | 54 | 100 | 54 | 100 | 0 | 0 | 0 | 0 |
| Total | 560 | 560 | 100 | 560 | 100 | 54 | 100 | 506 | 100 | 0 | 0 |

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format -

| | FY 2023-24 Current Financial Year | FY 2022-23 Previous Financial Year |
|---|---|--|
| Cost incurred on well-being measures as a % of total revenue of the company | 1.39 | 1.14 |

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

| Benefits | FY 2023-24 Current Financial Year | | | FY 2022-23 Previous Financial Year | | |
|-----------------------|--|--|--|--|--|--|
| | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| Provident Fund | 100 | 100 | Y | 100 | 100 | Y |
| Gratuity | 100 | 100 | Y | 100 | 100 | Y |
| ESI* | 100 | 100 | Y | 100 | 100 | Y |
| Others: | - | - | - | - | - | - |

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

The Company has assistive devices and accessibility support which are made available to differently abled employees

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the policy is available via on the Company's website at <https://www.theparkhotels.com/investor-relations/policies-and-codes.html>

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

| Gender | Permanent employees | | Permanent workers | |
|--------------|---------------------|----------------|---------------------|----------------|
| | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male | 9 | 100 | 3 | 100 |
| Female | 4 | 100 | 1 | 100 |
| Total | 13 | 100 | 4 | 100 |

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

| Yes/ No (If yes, then give details of the mechanism in brief) | | |
|---|-----|--|
| Permanent Workers | Yes | Yes, the Company has employee's grievance redressal mechanism, administered by human resource function, which addresses issues such as service conditions, organisational policies, performance evaluations and various operational matters. In addition to the above, the Company has a 'Code of Conduct' covering 'Whistle Blower Policy' that allows employees including contractual workers, to report concerns with reference to 'Code of Conduct' without any fear of retaliation. The Ombudsperson administers the whistle blower/ vigil mechanism which allows employees to report any threatened or actual breach of the Code of Conduct. |
| Other than Permanent Workers | Yes | |
| Permanent Employees | Yes | |
| Other than Permanent Employees | Yes | |

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

Nil, as the Company does not have any employee association or union.

8. Details of training given to employees and workers:

| Category | FY 2023-24 Current Financial Year | | | | | FY 2022-23 Current Financial Year | | | | |
|-----------|-----------------------------------|-------------------------------|---------|----------------------|---------|-----------------------------------|-------------------------------|---------|----------------------|---------|
| | Total (A) | On Health and safety measures | | On Skill upgradation | | Total (D) | On Health and safety measures | | On Skill upgradation | |
| | | No. (B) | % (B/A) | No. (C) | % (C/A) | | No. (E) | % (E/D) | No. (F) | % (F/D) |
| Employees | | | | | | | | | | |
| Male | 1408 | 1034 | 73 | 1013 | 72 | 1279 | 968 | 76 | 915 | 72 |
| Female | 381 | 286 | 75 | 295 | 77 | 345 | 250 | 72 | 257 | 74 |
| Total | 1789 | 1320 | 74 | 1308 | 73 | 1624 | 1218 | 75 | 1172 | 72 |
| Workers | | | | | | | | | | |
| Male | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Female | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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

| Category | FY 2023-24 | | | FY 2022-23 | | |
|------------------|-------------|-------------|-----------|-------------|-------------|-----------|
| | Total (A) | No. (B) | % (B/A) | Total (C) | No. (D) | % (D/C) |
| Employees | | | | | | |
| Male | 1398 | 1270 | 91 | 1268 | 1077 | 85 |
| Female | 373 | 343 | 92 | 349 | 303 | 87 |
| Total | 1771 | 1595 | 90 | 1617 | 1380 | 85 |
| Workers | | | | | | |
| Male | 0 | 0 | 0 | 0 | 0 | 0 |
| Female | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 |

Business Responsibility & Sustainability Report (Contd.)

10. Health and safety management system:

- a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, what is the coverage of such a system?**

Yes, the system covers all employees & workers working with the Company across all the hotels.

- b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

The Company places the utmost priority on the safety and well-being of its employees and other stakeholders. To ensure a safe working environment, the Company has in place Routine Risk Assessment Processes and Non-Routine Risk Assessment Processes system, which is used to conduct safety audits and identify work-related hazards across its operations.

- c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks?**

Yes

- d. **Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?**

Yes, the Company provides access to non-occupational medical and healthcare services to its employees and workers.

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

| Safety Incident/Number | Category | FY 2023-24 (Current FY) | FY 2022-23 (Previous FY) |
|---|-----------|----------------------------|-----------------------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | 9.60 | 24.41 |
| | Workers | Nil | Nil |
| Total recordable work-related injuries | Employees | 1.92 | 1.06 |
| | Workers | Nil | Nil |
| No. of fatalities | Employees | Nil | Nil |
| | Workers | Nil | Nil |
| High consequence work-related injury or ill-health (excluding fatalities) | Employees | Nil | Nil |
| | Workers | Nil | Nil |

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

The Company has implemented several measures to ensure a safe and healthy workplace:

- Periodic Maintenance of all Equipment's are done
- All Electrical Boards and switch boards are properly insulated and covered
- Continuous supervision of New Team Member by a senior team member after deploying to the departments
- Team Members are provided with Safety Gears like Helmet, safety glasses, Rubber Gloves, safety shoes etc.,
- Quarterly Fire Fighting Training and First Aid Training by the In-house Security Team;
- Annual Fire Fighting and Evacuation Training by Karnataka Fire Services department;
- Hygiene and sanitation workshops for team members as applicable;
- Prevention of Sexual Harassment training for all employees at the time of joining and refresher sessions;

- i) Neat and Clean Rest Rooms and bunkers for Male & Female Team Members;
- j) Female Rest Rooms are equipped with Sanitary Napkin dispenser and Disposer;
- k) Neat and Tidy Cafeteria Facility;
- l) Purified Drinking Water at the Cafeteria and at Departments;
- m) Sanitizer stations at Back Areas;
- n) Following a minor finger injury experienced while chopping vegetables, kitchen staff were given vegetable cutting training.
- o) CCTV surveillance at Both Front of the House and Heart of the House areas including service lifts.
- p) Regular Checkups is doing by Food safety officers
- q) Regular Checkups done by Electricity departments

We conduct regular health screenings and medical check-ups for all employees to monitor and maintain their well-being. Comprehensive cleaning and sanitization protocols are followed throughout the workplace, including frequent disinfection of high-touch surfaces. Regular training sessions are conducted to educate employees on health and safety practices, including proper hygiene, emergency procedures, and the correct use of PPE. Comprehensive emergency response plans are in place, including evacuation procedures, first-aid training, and emergency contact information. Regular drills are conducted to ensure that employees are well-prepared for any emergencies.

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

| | FY 2023-24 | | | FY 2022-23 | | |
|----------------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Working Conditions | Nil | Nil | - | Nil | Nil | - |
| Health & Safety | Nil | Nil | - | Nil | Nil | - |

14. Assessments for the year

| Topic | % Of your plants and offices that were assessed (by entity or statutory authorities or third parties)* |
|-----------------------------|--|
| Health and safety practices | Nil |
| Working Conditions | Nil |

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Not Applicable

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

ESSENTIAL INDICATORS

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

The Company views stakeholders as essential partners in its mission to create long-term value. Recognising the importance of effective stakeholder engagement, the Company adopts an integrated and transparent approach to balance the needs, interests, and expectations of stakeholders with those of the business. Stakeholders, both internal and external, are identified and categorised based on their direct and indirect impact on the Company's operations.

Business Responsibility & Sustainability Report (Contd.)

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

| Stakeholder Group | Whether identified as Vulnerable & Marginalized Group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|--------------------------------------|--|---|--|--|
| Employees | No | Daily Meetings and briefings; Regular Townhalls; e-mail; Internal Communications. | Ongoing | <ul style="list-style-type: none"> i. Learning and development ii. Employee recognition and engagement activities iii. Employee performance review and career development iv. Employee safety and well-being |
| Communities | No | CSR Partnership; e-mails | Ongoing | Local communities are key stakeholders in the Company's business, and maintaining a positive relationship with them is essential for securing the Company's social license to operate. |
| Suppliers/ Service Providers | No | Company website; Regular Meetings | Ongoing | <ul style="list-style-type: none"> i. Material/ services requirement planning ii. Regulatory compliances v. Commercial and contract discussion iii. Supplier recognition and engagement activities iv. Engagement on sustainability parameters |
| Government/ Regulatory Bodies | No | Electronic and physical correspondence; Face to face meetings; Representation through trade bodies | Need basis and on going | Strong corporate governance and regulatory compliance are crucial for advancing key policies within the sector. |
| Shareholders and Investors | No | Quarterly investor calls; Annual General Meeting; Media Announcement; Stock Exchange Filings; Website of the Company | Quarterly/ Annually/ Ongoing | <ul style="list-style-type: none"> i. Answer to queries of investors on operations of the Company ii. Bring transparency with the community of existing and potential investors |
| Customers | No | Website; Direct feedbacks from guests during and after each experience; Social Media Engagement | Ongoing | The scope of engagement with customers in the hotel industry is vital for building strong relationships, enhancing guest satisfaction, and driving loyalty. By interacting with guests at every stage of their journey—before, during, and after their stay—we can personalize experiences, address needs in real-time, and provide exceptional service. Effective engagement fosters positive reviews, repeat business, and customer retention, while also helping hotels stay competitive. Additionally, it offers valuable insights through feedback, enabling continuous improvement and ensuring that the hotel meets evolving customer expectations. |

Principle 5: Businesses should respect and promote human rights

ESSENTIAL INDICATORS

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

| Category | FY 2023-24 Current Financial Year | | | FY 2022-23 Previous Financial Year | | |
|------------------------|-----------------------------------|--|------------|------------------------------------|--|------------|
| | Total (A) | No. of employees / workers covered (B) | % (B / A) | Total (C) | No. of employees / workers covered (D) | % (D / C) |
| Employees | | | | | | |
| Permanent | 233 | 233 | 96 | 247 | 229 | 93 |
| Other than permanent | 762 | 757 | 99 | 613 | 587 | 96 |
| Total Employees | 995 | 980 | 98 | 860 | 816 | 95 |
| Workers | | | | | | |
| Permanent | 7 | 7 | 100 | 8 | 8 | 100 |
| Other than permanent | 16 | 16 | 100 | 12 | 12 | 100 |
| Total Workers | 23 | 23 | 100 | 20 | 20 | 100 |

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

| Category | FY 2023-24 Current Financial Year | | | | | FY 2022-23 Previous Financial Year | | | | |
|--------------------------------|-----------------------------------|-----------------------|---------|------------------------|---------|------------------------------------|-----------------------|---------|------------------------|---------|
| | Total (A) | Equal to minimum wage | | More than minimum wage | | Total (D) | Equal to minimum wage | | More than minimum wage | |
| | | No. (B) | % (B/A) | No. (C) | % (C/A) | | No. (E) | % (E/D) | No. (F) | % (F/D) |
| Permanent Employees | | | | | | | | | | |
| Male | 828 | 127 | 15 | 701 | 85 | 734 | 257 | 35 | 477 | 65 |
| Female | 181 | 38 | 21 | 143 | 79 | 172 | 56 | 3 | 116 | 67 |
| Other than Permanent Employees | | | | | | | | | | |
| Male | 1226 | 354 | 29 | 872 | 71 | 991 | 390 | 39 | 601 | 61 |
| Female | 452 | 170 | 38 | 282 | 62 | 353 | 185 | 52 | 168 | 48 |
| Permanent Workers | | | | | | | | | | |
| Male | 9 | 0 | 0 | 9 | 100 | 11 | 1 | 9 | 10 | 91 |
| Female | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other than permanent Workers | | | | | | | | | | |
| Male | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Female | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

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

a. Median remuneration / wages:

| | Male | | Female | |
|----------------------------------|--------|---|--------|---|
| | Number | Median remuneration/ salary/ wages of respective category | Number | Median remuneration/ salary/ wages of respective category |
| Board of Directors (BoD) | 3 | 200,000 | 1 | 100,000 |
| Key Managerial Personnel | 2 | 34,550,000 | 2 | 40,350,000 |
| Employees other than BoD and KMP | 1649 | 31,89,60 | 546 | 268,044 |
| Workers | - | - | - | - |

Business Responsibility & Sustainability Report (Contd.)

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

| Category | FY 2023-24 Current Financial Year | FY 2022-23 Previous Financial Year |
|---|---|--|
| Gross wages paid to females as % of total wages | 18 | 19.7 |

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

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

The Company has implemented multiple channels to receive and resolve grievances including 'Code of Conduct' covering 'Whistle Blower Policy' that allow employees including contractual workers, to report concerns with reference to 'Code of Conduct' relating to human rights violations, without any fear of retaliation. The Ombudsperson administers the whistle blower/vigil mechanism which allows employees to report any threatened or actual breach of the 'Code of Conduct'.

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

| | FY 2023-24 Current Financial Year | | | FY 2022-23 Previous Financial Year | | |
|-----------------------------------|-----------------------------------|---------------------------------------|----------------|------------------------------------|---------------------------------------|----------------|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Sexual Harassment | 9 | 0 | Since Resolved | 3 | 0 | Since Resolved |
| Discrimination at workplace | 0 | 0 | NA | 0 | 0 | NA |
| Child Labour | 0 | 0 | NA | 0 | 0 | NA |
| Forced Labour/Involuntary Labour | 0 | 0 | NA | 0 | 0 | NA |
| Wages | 0 | 0 | NA | 0 | 0 | NA |
| Other human rights related issues | 0 | 0 | NA | 0 | 0 | NA |

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

| | FY 2023-24 Current Financial Year | FY 2022-23 Previous Financial Year |
|---|--------------------------------------|---------------------------------------|
| Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH) | 9 | 3 |
| Complaints on POSH as a % of female employees / workers | 1.5 | 0.87 |
| Complaints on POSH upheld | 9 | 3 |

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

The Company upholds a strict zero-tolerance policy against any form of discrimination or harassment towards employees and strongly condemns any retaliation against those who, in good faith, report suspected misconduct, raise concerns, or seek clarification. Protection is assured under the Prevention of Sexual Harassment (POSH) Policy, extending to all individuals who report genuine concerns. Any form of retaliation, whether direct or indirect, or any attempt to intimidate, coerce, or victimise complainants, will result in disciplinary action. The Company also ensures that all matters related to complaints, including the identities of the complainant and respondent, remain strictly confidential and are only disclosed to a competent court or governmental agency with the legal right to access such information. Violations of this confidentiality requirement will be met with penalties, underscoring the Company's commitment to maintaining a safe and supportive workplace.

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

Yes, human rights requirements form part of the key business agreements and contracts.

10. Assessments of the year

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

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

Human Rights Risk Assessment was conducted at group-level and key improvement areas were identified

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

ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

| Parameter | FY 2023-24 (Current Financial Year) | FY 2022-23 (Previous Financial Year) |
|--|---|--|
| From renewable sources | | |
| Total electricity consumption (A) | 8,039 | 7,519 |
| Total fuel consumption (B) | 35,662 | 39,624 |
| Energy consumption through other sources (C) | 0 | 0 |
| Total energy consumed from renewable sources (A+B+C) | 43701 | 47143 |
| From non-renewable sources | | |
| Total electricity consumption (D) | 0 | 0 |
| Total fuel consumption (E) | 0 | 0 |
| Energy consumption through other sources (F) | 0 | 0 |
| Total energy consumed from non-renewable sources (D+E+F) | 0 | 0 |
| Total energy consumed (A+B+C+D+E+F) | 43701 | 47143 |
| Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) | 1.30 | 1.07 |
| Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) | 4.82 | 3.97 |
| Energy intensity in terms of physical output | 0.11 | 0.12 |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

Business Responsibility & Sustainability Report (Contd.)

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

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

| Parameter | FY 2023-24 (Current Financial Year) | FY 2022-23 (Previous Financial Year) |
|---|---|--|
| Water withdrawal by source (in kilolitres) | | |
| (i) Surface water | 0 | 0 |
| (ii) Groundwater | 0 | 0 |
| (iii) Third party water (Municipal water supplies and tanker water) | 361534 | 367336 |
| (iv) Seawater / desalinated water | 0 | 0 |
| (v) Others (Recycled) | 0 | 0 |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) (KL) | 361534 | 367336 |
| Total volume of water consumption (in kilolitres) (KL) | 361534 | 367336 |
| Water intensity per rupee of turnover (Water consumed / turnover) KL/Lakh | 0.16 | 0.13 |
| Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) | 0.58 | 0.51 |
| Water intensity in terms of physical output | 0.94 | 0.98 |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

4. Provide the following details related to water discharged:

| Parameter | FY 2023-24 (Current Financial Year) | FY 2022-23 (Previous Financial Year) |
|--|---|--|
| Water discharge by destination and level of treatment (in kilolitres) | | |
| (i) To Surface water | - | - |
| - No treatment | - | - |
| - With treatment – please specify level of treatment | - | - |
| (ii) To Groundwater | - | - |
| - No treatment | - | - |
| - With treatment – please specify level of treatment | - | - |
| (iii) To Seawater | - | - |
| - No treatment | - | - |
| - With treatment – please specify level of treatment | - | - |
| (iv) Sent to third-parties | - | - |
| - No treatment | 54,230 KL | 55,099 KL |
| - With treatment – please specify level of treatment | - | - |
| (v) Others | - | - |
| - No treatment | - | - |
| - With treatment – please specify level of treatment | - | - |
| Total water discharged (in kilolitres) | 54,230 KL | 55,099 KL |

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

5. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.** No
6. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**
The Company is under process of evaluating the air emissions.
7. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**
The Company is under process of evaluating the air emissions.
8. **Does the entity have any project related to reducing Greenhouse Gas emissions? If yes, then provide details.** No
9. **Provide details related to waste management by the entity, in the following format:**

| Parameter | FY 2023-24 (Current Financial Year) | FY 2022-23 (Previous Financial Year) |
|---|---|--|
| Total Waste generated (in metric tonnes) | | |
| Plastic waste (A) | 19 | 20 |
| E-waste (B) | 0 | 0 |
| Bio-medical waste (C) | 0 | 0 |
| Construction and demolition waste (D) | 0 | 0 |
| Battery Waste (E) | 0 | 0 |
| Radioactive waste (F) | 0 | 0 |
| Other Hazardous waste. Please specify, if any. (G) | 0 | 0 |
| Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) | 0 | 0 |
| Total (A+B + C + D + E + F + G + H) | 19 | 20 |
| Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) | 2996 | 2530 |
| Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) | 11074 | 9353 |
| Waste intensity in terms of physical output | 4.86 | 5.38 |

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

| Category of waste | FY 2023-24 (Current Financial Year) | FY 2022-23 (Previous Financial Year) |
|---------------------------------|---|--|
| (i) Recycled | - | - |
| (ii) Re-used | - | - |
| (iii) Other recovery operations | - | - |
| Total | - | - |

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

The Company is under process of evaluating the waste recycled.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

Business Responsibility & Sustainability Report (Contd.)

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

1. 100% End-to-End Segregation - Food Waste - Biodegradable / Recyclable Dry Waste / General Dry Waste / News papers /Cartons / Sharp Objects / Bio Hazard / E-Waste / Used Cooking Oil / Engg Oil
2. Measurement of waste generated - Wet / Dry
3. Elimination of plastic amenities and packaging with wooden & paper alternatives, targeting 100% migration by
4. Use of organic waste converters for wet waste management and collaborating with approved agencies for waste disposal
5. Collaboration with approved vendors for the disposal of electronic waste and hazardous materials

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

| S. No. | Location of operations/offices | Type of operations | Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any. |
|--------|--------------------------------|--------------------------------|---|
| 1. | The Park Visakhapatnam | Accommodation and Food Service | Yes |
| 2. | The Park Goa - 1 unit | Accommodation and Food Service | Yes |

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

Not Applicable

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

| S. No. | Specify the law / regulation / guidelines which was not complied with | Provide details of the non-compliance | Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts | Corrective action taken if any |
|--------|---|---------------------------------------|---|--------------------------------|
| NIL | | | | |

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

ESSENTIAL INDICATORS

1. a. *Number of affiliations with trade and industry chambers/ associations:*

5

- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.

| S. No. | Name of the trade and industry chambers/ associations | Reach of trade and industry chambers/ associations (State/National) |
|--------|---|---|
| 1. | CII: Confederation of Indian Industry | State |
| 2. | HAI: Hotel Association of India | State |
| 3. | FHRAI: Federation of Hotel & Restaurant Associations of India | State |
| 4. | FCCI: Federation of Chambers of Commerce and Industry | State |
| 5. | WTTC: World Travel & Tourism Council | National |

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

Not Applicable

Principle 8: Businesses should promote inclusive growth and equitable development

ESSENTIAL INDICATORS

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year. Not Applicable

During the financial year, the Company has not acquired any land that would require SIA as per Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity: Not Applicable

During the financial year, the Company has not acquired any land that would require SIA as per Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.

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

The community members can send any concerns or grievances at the dedicated e-mail: info@theparkhotels.com. The Company strives to proactively communicate the grievance redressal procedure to its external stakeholders, through a range of outreach programmes, activities, and volunteer initiatives.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

| | FY 2023-24 (Current Financial Year) | FY 2022-23 (Previous Financial Year) |
|--|---|--|
| Directly sourced from MSMEs/ small producers | 12% | 13% |
| Sourced directly from within the India. | 87% | 86% |

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

| Location | FY 2023-24 Current Financial Year | FY 2022-23 Previous Financial Year |
|--------------|---|--|
| Rural | | |
| Semi-urban | | |
| Urban | | |
| Metropolitan | 100 | 100 |

Business Responsibility & Sustainability Report (Contd.)

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

ESSENTIAL INDICATORS

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

Apeejay offers various channels for customers to raise complaints and provide feedback:

- a) Customers can contact the dedicated customer care service
- b) Complaints can also be made through the toll-free complaint number - 1800 102 7175
- c) Customers can share feedback or file complaints through emails at info@theparkhotels.com
- d) Each complaint is addressed within a pre-defined turnaround time

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

| Type | As a percentage to total turnover |
|---|-----------------------------------|
| Environmental and social parameters relevant to the product | |
| Safe and responsible usage | Not Applicable* |
| Recycling and/or safe disposal | |

* As the Company is in the Hospitality business and comes under a service-sector, the disclosure is not applicable to the business.

3. Number of consumer complaints in respect of the following:

| | FY 2023-24 Current Financial Year | | | FY 2022-23 Previous Financial Year | | |
|---------------------------------|-----------------------------------|-----------------------------------|---------|------------------------------------|-----------------------------------|---------|
| | Received during the year | Pending resolution at end of year | Remarks | Received during the year | Pending resolution at end of year | Remarks |
| Data privacy | 0 | 0 | NA | 0 | 0 | NA |
| Advertising | 0 | 0 | NA | 0 | 0 | NA |
| Cyber-security | 0 | 0 | NA | 0 | 0 | NA |
| Delivery of messential services | 0 | 0 | NA | 0 | 0 | NA |
| Restrictive Trade Practices | 0 | 0 | NA | 0 | 0 | NA |
| Unfair Trade Practices | 0 | 0 | NA | 0 | 0 | NA |
| Others | 0 | 0 | NA | 0 | 0 | NA |

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

| | Number | Reasons for recall |
|-------------------|--------|--------------------|
| Voluntary recalls | | |
| Forced recalls | | Not Applicable |

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

Yes. the Company has a [Cyber Security Policy](#) in place that includes provisions for privacy.

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

No issues were reported during the financial year.

- 7. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches*

0

- b. Percentage of data breaches involving personally identifiable information of customers*

0

- c. Impact, if any, of the data breaches*

Not Applicable