



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

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log on to eihltd.com/investors/annual-reports/

Performance Highlights

88%

Board Meeting
Attendance

33%

Female Representation on
Board

89,855 GJ

Renewable Energy
Consumption

2,098 MT

Waste Recycled

16

Zero Liquid Discharge
Hotels in India

84%

Employee Engagement Score

6,157

Trainings Programmes
completed in FY 2024

15%

Permanent Employee part
of Union

14.6 Million

Spent on donations for
EIH Limited



ESG Targets and Commitments

Achieve Net Zero by 2050

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

Achieve Zero Waste to Landfill by 2030

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

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



Governance

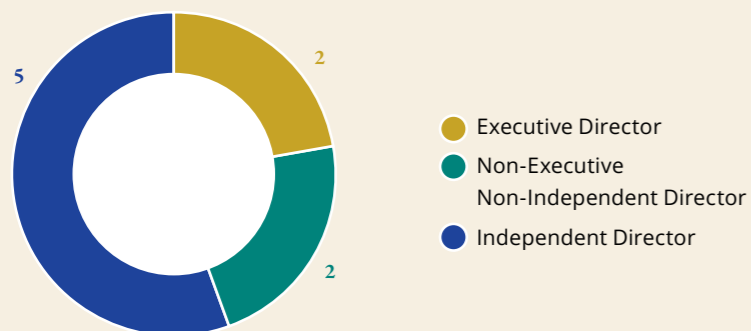


Corporate Governance

IMPORTANT POLICIES

Board Diversity Policy	Human Rights Policy	Code of Conduct of Prohibition of Insider Trading	Code of Fair Disclosure of Unpublished Price Sensitive Information
Directors Appointment and Remuneration Policy	Dividend Distribution Policy	Document Preservation Policy	EIH CSR Policy
Health Safety and Environment Policy	Mashobra Resort Limited CSR Policy	Material Subsidiary Policy	Materiality Policy
Mumtaz Hotels Limited CSR Policy	Oberoi Hotels Private Limited CSR Policy	Policy and Procedure to Deal with Leakage of UPSI	Public Advocacy Policy
Related Party Transaction Policy	Risk Management-Policy	Senior Management and KMP Remuneration Policy	Stakeholder Engagement Policy
Supplier Code of Conduct	The Oberoi Group Code of Conduct Policy	Whistle-blower Policy	

BOARD COMPOSITION



BOARD OF DIRECTORS

MR. ARJUN SINGH OBEROI
Executive Chairman



MR. ANIL KUMAR NEHRU[^]
Independent Director

MR. RAJEEV GUPTA
Independent Director



MR. VIKRAMJIT SINGH OBEROI
Managing Director & Chief Executive Officer



MS. NITA MUKESH AMBANI
Director

MS. CHHAVI RAJAWAT
Independent Director



MR. SUDIPTO SARKAR
Independent Director



MR. MANOJ HARJIVANDAS MODI
Director

MR. SANJAY GOPAL BHATNAGAR
Independent Director



MS. RENU SUD KARNAD^{*}
Independent Director



* Appointed as Director w.e.f. January 5, 2024

[^] Ceased to be Director w.e.f. March 31, 2024

BOARD COMMITTEES

● Chairperson ● Members

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

BOARD EXPERTISE

Industry	Independent or non-executive B.O.D members with industry experience
Communication Services	Mr. Manoj Harjivandas Modi
Financials	Mr. Sanjay Gopal Bhatnagar
Financials	Ms. Renu Sud Karnad
Communication Services	Ms. Chhavi Rajawat
Financials	Mr. Rajeev Gupta
Industrials	Ms. Nita Mukesh Ambani
Industrials	Mr. Sudipto Sarkar

BOARD ATTRIBUTES

Particular	
CEO and Chairperson	Mr. Vikramjit Singh Oberoi is the MD and CEO, and Mr. Arjun Singh Oberoi is the Executive Chairman of the Company.
Board Independence Statement	The Board's Independence Statement is publicly available in the Annual Report FY 2023-24 of EIH Limited, on Page 69.
Board Gender Diversity	33% females
Average Board Meeting Attendance (FY 2023-24)	88%
Minimum of attendance for all members required	The Statutory requirement is to attend at least one Board meeting in a year by a Board member. In our case the Board members strive to attend each and every meeting of the Board as well of the Board Committee in which he/she is a member
Average tenure of board members (In years)	13.14

BOARD MANDATES

Particular	
Name of non-executive/ independent directors with 4 or less other mandates:	7 Mr. Rajeev Gupta Ms. Renu Sud Karnad Mr. Sudipto Sarkar Mr. Sanjay Gopal Bhatnagar Ms. Nita Mukesh Ambani Mr. Manoj Harjivandas Modi Ms. Chhavi Rajawat

BOARD INDUSTRY EXPERIENCE

Particular	
Number of independent or non-executive members with industry experience (e.g. excludes executives)	7
Please list the independent or non-executive directors included in the above count	Mr. Manoj Harjivandas Modi Mr. Sanjay Gopal Bhatnagar Ms. Renu Sud Karnad Ms. Chhavi Rajawat Mr. Rajeev Gupta Ms. Nita Mukesh Ambani Mr. Sudipto Sarkar

BOARD ELECTION PROCESS

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

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

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

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

The Board is ultimately responsible for the appointment of Directors. Further details on the Board election process is as given in the Annual Integrated Report FY 2023-24 Page number 66. The Independent Directors are appointed for a period of 5 years.

BOARD PERFORMANCE

Particular	
Board Performance Review (Performance assessment of board of directors/ supervisory board members)	The Company has a Board Evaluation Policy for evaluation of the Chairperson, Individual Directors, Committees, and the Board. An independent external agency was engaged by the Company for the Board Evaluation for the Financial Year 2023-24. This has been publicly reported in the Annual Report of the company.

MANAGEMENT OWNERSHIP

No stock options were issued to the Directors by EIH Limited.

GOVERNMENT OWNERSHIP

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

CODE OF CONDUCT: SYSTEM/PROCEDURE

Particular	
Dedicated help desks, focal points, ombudsman, hotlines	<u>Whistleblower policy</u> states the procedure for reporting any incidences to the whistle officer by email or in writing directly to the Chairperson of the Audit Committee.
Disciplinary actions in case of breach, i.e. warning, dismissal, zero tolerance policy	Disciplinary actions in case of breach or non-compliance is stated in the <u>whistleblower policy</u> .

REPORTING ON BREACHES

Particular	Number of Breaches in FY 2024
Corruption of Bribery	NIL
Discrimination or Harassment	26
Customer Privacy Data	NIL
Conflict of Interest	NIL
Money Laundering/Insider Trading	NIL

* FY 2023-24, includes data for international hotels.

CEO-TO-EMPLOYEE COMPENSATION RATIO

Mr. Vikramjit Singh Oberoi, Managing Director & CEO	
Directors Remuneration	₹ 116.43 million
Median Employee Remuneration	₹ 0.33 million
Ratio	353:1

Materiality Analysis

MATERIALITY ANALYSIS CONDUCTED/REVIEWED

Particular	
Involvement of external stakeholders in identifying material issues	By harmonising the perspectives of over 900 internal and external stakeholders through various methods, the company ensured a comprehensive and holistic assessment.
Frequency of conducting materiality assessment	Once in three years
Material issues are prioritised in a materiality matrix	<ul style="list-style-type: none"> Employee Engagement and Development Corporate Governance Customer Satisfaction Energy and Emissions Employee and Customer Health and Safety Food Quality and Safety Data Privacy and Cybersecurity Water Management Climate Change Risk and Crisis Management Waste Management Impact on Biodiversity and Nearby Communities Supply Chain Management Community Relations
Materiality assessment results signed off by Board of Directors and Senior Management	Yes

MATERIAL ISSUES FOR ENTERPRISE VALUE CREATION

Business Case		
Material Issue 1: Employee Engagement & Development	Material Issue 2: Corporate Governance	Material Issue 3: Customer Satisfaction
Our employees are central to our business strategy. The exceptional conduct of our employees is what differentiates us as the frontrunners in the hospitality industry. Guests' experiences are predominantly shaped by employee behaviour. Their sophistication and attention to details can remarkably enhance hospitality immersion. We realise the essence of building a diverse and contented workforce and therefore, aim to foster an inclusive environment where the growth of the employees and the growth of the organisation are cohesive.	The legacy of the "The Oberoi Group" that spans across eight decades and continues to endure and thrive, reflects our robust governance, commitment to upholding the highest standards of ethics and acceptance and adherence to all the evolving statutory requirements.	Our incessant commitment to provide profound customer satisfaction is ingrained in our fundamental code of conduct that lays out the expectation of putting the customer first, the Company second and self-last. Through our exquisite stays, bespoke opulence, exceptional services, attention to detail, personalised experiences, culinary delights, and prioritisation of customer privacy, we have adopted an all-encompassing approach to customer satisfaction. Our excellence and exceptional competence are exhibited in the loyalty of our invaluable guests from across the world.

Business Impact		
Material Issue 1: Employee Engagement & Development	Material Issue 2: Corporate Governance	Material Issue 3: Customer Satisfaction
<p>The refinement and warmth that our employees extend through their conduct is amplified by instilling a sense of belongingness and fulfilment in them, reflecting positively in our financial growth.</p> <p>Discontentment among employees can result in an increased attrition rate within the organization, significantly impacting our competence and continuity in our operations.</p>	<p>Through strong governance practices, we avoid any negative implications arising from non-compliance with governance regulations that pose the risk of reputational damage and has financial and legal implications attached to it.</p>	<p>Through enhanced customer satisfaction that has resulted in trust strengthening and unmatched credibility amongst our customers, we have emerged as the trusted partner of choice in the luxury hospitality industry.</p> <p>Overall, customer loyalty has directly accelerated company's financial performance and forged new avenues of growth.</p> <p>Our excellence is sustained by our commitment to guest satisfaction. Any unintended compromise with overall guest satisfaction can adversely impact guest loyalty.</p>

Business Strategies		
Material Issue 1: Employee Engagement & Development	Material Issue 2: Corporate Governance	Material Issue 3: Customer Satisfaction
<p>We realize the essence of building a diverse and contented workforce and therefore, aim to foster an inclusive environment where the growth of the employees and the growth of the organization are cohesive. We impart regular skill development and skill enhancement training to our employees that can help them in their personal and professional development within and beyond the organization.</p>	<p>The Company maintains an organisational-wide integration of responsible business conduct through a strong governance architecture built on the bedrock of the principles of "The Oberoi Dharma".</p>	<p>In our unending pursuit of providing the utmost level of satisfaction, we aspire to venture into new avenues and formats to cater to their evolving demand.</p>

MAPPING CRITICAL ISSUES

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

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

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

Risk Management

RISK GOVERNANCE

Particular	Name & Position	Reporting Line
Highest ranking person with dedicated risk management responsibility on an operational level (not CEO)	Ms. Renu Sud Karnad <i>Chairperson, Risk Committee</i>	Board of Directors
Highest ranking person with responsibility for monitoring and auditing risk management performance on an operational level (not CEO)	Mr. Kallol Kundu <i>Chief Risk Officer</i>	Board of Directors

RISK MANAGEMENT COMMITTEE

Ms. Renu Sud Karnad <i>(Chairperson)</i>	Mr. Arjun Singh Oberoi <i>(Member)</i>	Mr. Vikramjit Singh Oberoi <i>(Member)</i>
Mr. Rajeev Gupta <i>(Member)</i>	Mr. Kallol Kundu <i>(Member)</i>	Mr. Sameer Nayar <i>(Member)</i>

EMERGING RISKS

Emerging Risk 1: Energy & Emission	Emerging Risk 2: Data Privacy & Cybersecurity
Risk Category	
Environmental	Technological
Risk Description	
To meet the essential needs of our guests and deliver exceptional guest experiences, a continuous and uninterrupted power supply is imperative. However, this reliance on uninterrupted power comes at a cost to our environment.	In today's digitalised world, there are inherent risks that we must address. We understand the importance of robust cybersecurity measures and the need to safeguard the interests of our stakeholders, making it a top priority in our operations. We are upholding our brand reputation and avoiding any financial or regulatory discrepancies by preventing data breaches.
Risk Impact	
The increased carbon emissions resulting from this necessity further adds to our carbon footprint, reinforcing the importance of addressing our environmental impact.	Cyberattacks and insufficient data security measures present significant threats to our stakeholders, with potential legal consequences for our Company.
Mitigation Measures	
We are actively benefitting from investments in green architecture as we strive to integrate green architecture across our buildings.	We have developed a stringent and transparent method of how we collect, use, and disclose information.
We are equipping our buildings with energy-efficient technologies to ensure we maximise the usage of our energy.	We have data protection personnel who are available to address data privacy concerns.
We are swiftly transitioning towards renewable energy sources to lower our reliance on traditional energy sources.	We adhere to the applicable data privacy regulations through the integration of various obligations, industry best practices and tools, which are outlined in our global Privacy Policy.
	We provide access to information exclusively to authorised employees and trusted business partners/vendors.
	We align themselves with our robust security controls during their operations.

CLIMATE RELATED RISKS:

Physical Risks

Acute Risk

Heavy Precipitation & Flooding

Forecast changes

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

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

Time horizon

Short-term

Magnitude

Medium

Chronic risk

Water Scarcity

Forecast changes

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

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

Time horizon

Short-term

Magnitude

Medium

Extreme Heat

Forecast changes

Rising temperatures will lead to longer, more intense heat waves, with hotter days and fewer cool nights. This can cause heat stress, worsen air quality, and put a strain on infrastructure and emergency services. The number of days with high temperatures is likely to increase in future. More than 60%

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

Time horizon

Medium-term

Magnitude

High

Sea Level Rise

Forecast changes

Melting glaciers and warmer oceans cause sea levels to rise, inundating coastal areas more frequently during high tides and storms. Few of our hotels situated in coastal zones are vulnerable to sea level rise in the long-term.

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

Time horizon

Long-term

Magnitude

Low

Transition risks

Changing Regulatory Landscape

Forecast changes

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

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

Time horizon

Medium-term

Magnitude

Medium

Technology

Forecast changes

At ElH Limited, our strategies are focused on a wide range of issues, including energy efficiency, implementing measures to track, record and reduce energy consumption and increasing the share of renewable energy.

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

Time horizon

Medium-term

Magnitude

Medium

Market

Forecast changes

Environmental sustainability is a priority in our industry, with advanced technologies being adopted to enhance eco-friendly practices. The evolving preferences of corporate clients, who are increasingly inclined to reduce their carbon footprint, are anticipated to reflect in business travel, affecting both the frequency of travel and their expectations of hospitality. Hotels' low carbon footprint is progressively becoming a decisive factor for corporate clients, and this could either pose a threat or offer an opportunity for us, depending on our

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

Time horizon

Short-term

Magnitude

Medium

Reputation

Forecast changes

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

a commitment to energy efficiency and environmental stewardship could result in us being viewed as not meeting industry standards, potentially causing damage to our reputation. Non-compliance with stricter building codes or water conservation regulations may result in fines and penalties, affecting our reputation for responsible business practices.

Time horizon

Short-term

Magnitude

Low

Time Horizon

Short-Term	0-2 Years
Medium-Term	3-5 Years
Long-Term	More than 5 Years

CLIMATE GOVERNANCE

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

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

INFORMATION SECURITY

Measures Undertaken to Tackle Cyber Threat

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

ISO 27001 (Information Security Management System) Certification

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

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

Economic Performance

REVENUE & EMPLOYEE

Company Data	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Revenue (₹ Million) [#]	4,971	9,853	20,188	25,113
Occupied Room Nights [§]	4,02,247	7,25,908	10,35,614	10,26,703
Total Employees (Permanent Employees)	3,204	7,534	8,297	5,035*

Total Permanent Employees does not include international hotels for FY 2020-21.

[#] The Revenue from operations is reported on consolidated basis.

[§] Occupied room nights does not include international hotels for all four years. For FY 2019-20 and FY 2020-21, the coverage is 87%

* In FY 2022-23, EIH Limited did not classify any employee as other than permanent employee. However, In FY 2023-24, there was a methodology change in reporting the number of permanent and other than permanent employees. For FY 2023-24, there are 5,035 permanent and 3,935 other than permanent employees. Hence, total employees for EIH Limited for the period FY 2023-24 is 8,970.

TAX REPORTING

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

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

EFFECTIVE TAX RATE

Financial Reporting	FY 2022-23	FY 2023-24
Earnings Before Tax* (₹ Million)	4,639	9,172
Reported Tax (Current + Deferred) (₹ Million)	1,247	2,395
Cash Taxes Paid (₹ Million)	513	1,703

*Refers to the profit before tax for continued operations.

All figures are reported on consolidated basis.

POLITICAL CONTRIBUTIONS

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

Supply Chain Management

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

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



Environmental Stewardship



Green Advocacy

Energy & Emissions

GHG REDUCTION INITIATIVES

EIH Limited is committed to eco-consciousness and reducing its environmental impact. Being a leader in the industry, we undertake several eco-conscious practices across our hotels and resorts to minimise our environmental impact and aim to achieve Net Zero by 2050. These include green architecture practices in construction, such as high thermal resistance insulation, reflective tiles and the use of recycled materials. We have implemented numerous energy-efficient technologies as well. These include installation of energy efficient pumps, fans and motors, installation of energy efficient lighting, high efficiency water closets and sensor-based automation for faucets, conversion of boiler fuel system from diesel to gas, installation of waste heat recovery system, installation of energy efficient heat pumps and chillers, upgradation of power quality improvement system and upgradation of solar water heating system.

Key initiatives planned for the coming year include further heat pump installations to replace fuel based heating systems, chiller replacements, and demand-based ventilation systems among others.

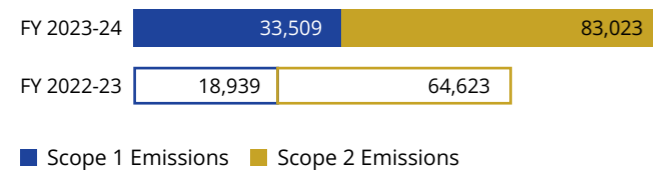
Transitioning to Renewable Energy:

We are making a shift toward renewable energy sources. We have installed solar PV systems at several properties, with significant portions of power requirements met by solar energy. For instance, The Oberoi Udaivilas meets nearly 49% of its power needs from solar. The Oberoi Vanyavilas meets up to 36% of its power requirement from solar plants. Trident Udaipur and Trident Agra meet up to 64% and 26% of their electricity requirements from in-house solar plants respectively. We also utilise wind and hydroelectric power in various locations.

Internationally, we employ energy-efficient lighting, solar water heaters, and fuel-efficient practices at The Oberoi Bali, The Oberoi Sahl Hasheesh, and The Oberoi Zahra-Nile Cruiser.

Scope 1 & 2 Emissions

(MTCO₂e)



■ Scope 1 Emissions ■ Scope 2 Emissions

* FY 2023-24, includes data for international hotels.

Emissions intensity

Total Scope 1 & Scope 2 / ₹ Revenue from operations

(MTCO₂e/₹ Crore)



■ Emission Intensity (Scope 1 & Scope 2) (MTCO₂e/₹ Crore)

* FY 2023-24, includes data for international hotels.

Scope 3 Emissions

(MTCO₂e)

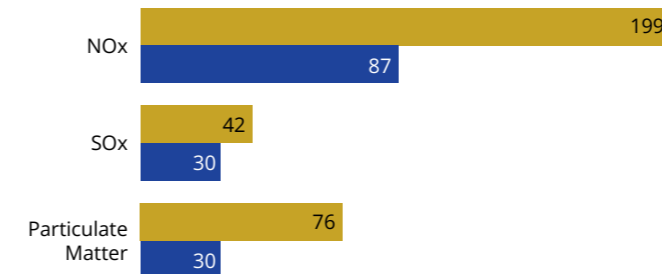


* FY 2023-24, includes data for international hotels.

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

Air Emissions

(mg/Nm³)

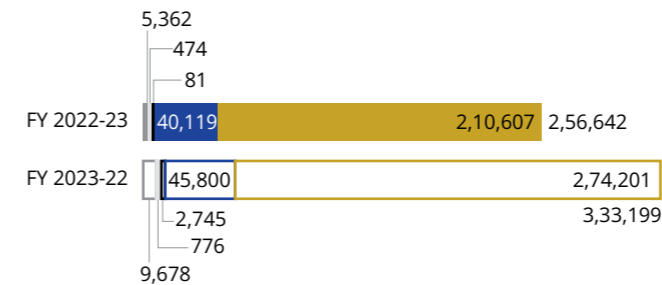


■ FY 2022-23 ■ FY 2023-24

* FY 2023-24, includes data for international hotels.

Scope 3: GHG Emissions By Category

(MTCO₂e)



■ Purchased goods and services & capital goods
 ■ Fuel and energy related activities
 ■ Waste generated in operations
 ■ Business travel
 ■ Employee commuting

* FY 2023-24, includes data for international hotels.



ENERGY SAVING INITIATIVES

EIH Limited's commitment to energy conservation remained strong throughout the year. Key initiatives includes:

- Installing energy-efficient pumps, fans, motors, lighting, and sensor-based faucets
- Implementing a waste heat recovery system, energy-efficient heat pumps, and chillers
- Upgrading power quality improvement system and solar water heating systems
- Introducing an automatic tube cleaning system for chillers and switching to electrically heated laundry machines
- Replacing kitchen equipment with energy-efficient alternatives and implementing demand-based ventilation
- Leveraging IoT for building management and installing energy-miser actuator valves for chilled water systems

We optimised machinery operations based on occupancy and ambient conditions, ensuring peak efficiency with rigorous maintenance. Looking ahead, we plan to:

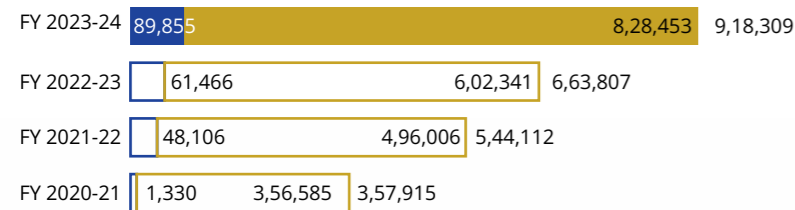
- Replace fuel-based heating systems with heat pumps
- Upgrade chillers and implement more waste heat recovery systems
- Introduce demand-based ventilation and water conservation devices
- Foster collaboration among energy conservation teams and conduct regular audits

As a result, we maintained our energy intensity levels in FY 2023-24 despite increased business volumes and upgraded facilities.

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

Energy Consumption

(GJ)



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

* FY 2023-24, includes data for international hotels.

Waste Management

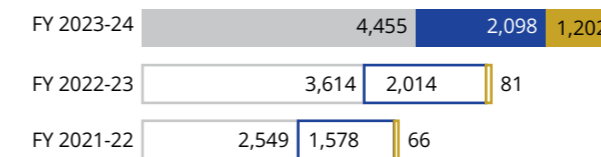
TOTAL WASTE GENERATED (IN METRIC TONNE)

Parameter	FY 2022-23	FY 2023-24
Plastic Waste	298.15	478.43
E-Waste	9.94	5.98
Bio-Medical Waste	10.98	0.87
Construction & Demolition Waste	246.36	20.10
Battery Waste	6.00	0.44
Hazardous Waste	40.75	4,822.50
Other Non-Hazardous Waste	5,096.27	4,392.35
Total Waste	5,708.45	9,720.66

* FY 2023-24, includes data for international hotels.

Total Waste Reused, Recycled & Disposed

(in Metric Tonne)



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

* FY 2023-24, includes data for international hotels.

Waste Intensity

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



■ Waste Intensity (MT/₹ Crore)

* FY 2023-24, includes data for international hotels.

WASTE REDUCTION INITIATIVES

EIH Limited has implemented a comprehensive waste management programme based on the 3R model: Reduce, Reuse, and Recycle.

Reduce: We use eco-friendly alternatives like cloth and biodegradable bags, replace plastic with glass bottles and paper cups, adopt garbage incinerators to reduce waste output, and implement paperless systems for check-in and check-out.

Reuse: We repurpose printed stationery for notepads and internal posters and use both sides of paper for printing.

Recycle: We have established compost pits for organic waste, segregate dry and wet waste (with wet waste going to piggeries and dry waste sold for recycling), collect e-waste for authorized recycling, dispose of hazardous waste like batteries and used oil as per regulations. We have installed in-house glass water bottling plants to reduce plastic use at most of our hotels. We also dispose off used kitchen oil for bio-diesel production, and operate a biogas plant at Trident Bandra-Kurla.

International Efforts:

Proper disposal of used oil and recycling of dry waste, and avoidance of single-use plastic bottles at Oberoi Sahl Hasheesh and The Oberoi Zahra, Nile Cruiser.

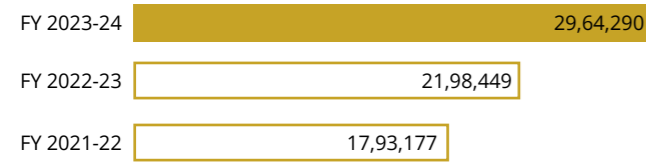
Our waste management practices align with environmental standards, focusing on responsible segregation and disposal, and investments in bottling plants aim to eradicate single-use plastic across our hotels.

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

Water Management

Water Withdrawal

(in Kilolitres)

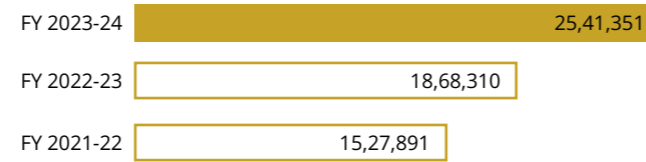


■ Total Water Withdrawal (KL)

* FY 2023-24, includes data for international hotels.

Water Consumption

(in Kilolitres)

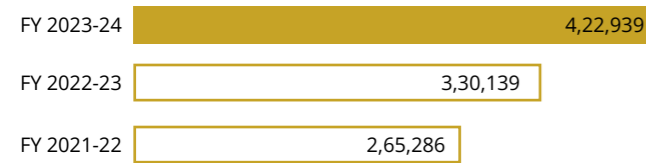


■ Total Water Consumption (KL)

* FY 2023-24, includes data for international hotels.

Water Discharge

(in Kilolitres)



■ Total Water Discharge (KL)

* FY 2023-24, includes data for international hotels.

Water Intensity

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



■ Water Intensity (KL/₹ Crore)

* FY 2023-24, includes data for international hotels.

CONSERVATION OF WATER

Water is a crucial resource, and its effective management is more important than ever. Our comprehensive approach encompasses advanced technologies and strategic initiatives designed to ensure the efficient and sustainable use of water resources.

Zero Discharge Mechanism: Implemented across 16 hotels in India, 2 airport and flight services units in Kolkata and Delhi, and The Oberoi Corporate Tower. Internationally, The Oberoi Marrakech, The Oberoi Sahl Hasheesh, The Oberoi Mauritius, and The Oberoi Al-Zorah have adopted Zero Liquid Discharge mechanisms.

We have installed advanced Sewage treatment plants and technologies facilitating the treatment of wastewater. All the recycled water is reused for the purposes of flushing, irrigation, HVAC, etc. We are upgrading conventional treatment plants with advanced STP technologies.

We have installed rainwater harvesting systems across several hotels, aligning with our sustainability goals.

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

Environmental Expenditure

RETURN ON ENVIRONMENTAL INVESTMENTS

In FY 2023-24, we incurred capital expenditure on the purchase of LED TVs, water bottling plant, solar water heater and a 600kW solar plant.

Capital Investments	₹ 76,413,882*
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* FY 2023-24, includes data for international hotels.

Environmental Violations

ENVIRONMENTAL VIOLATIONS

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

Biodiversity

BIODIVERSITY IMPACTS

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

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



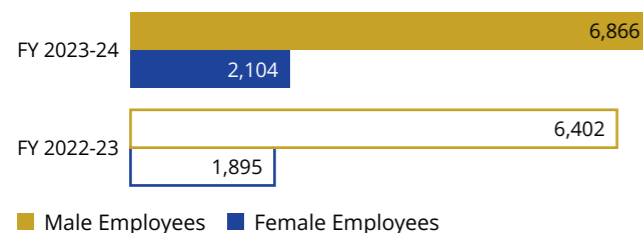
Social Responsibility



Social Milestones

Human Capital & Development

WORKFORCE BREAKDOWN: BY GENDER



Particulars	Male (FY 2023-24)	Female (FY 2023-24)
Permanent employees	3,971	1,064
Other than permanent employees	2,895	1,040
Total	6,866	2,104

* FY 2023-24, includes data for international hotels.

WORKFORCE BREAKDOWN: BY GENDER

Particular	%
Share of women in all management positions, including junior, middle and top management (as % of total management positions)	25%*
Share of women in top management positions, maximum two levels away from the CEO or comparable positions (as a % of total top management positions)	19%*
Share of women in Junior management positions, i.e. first level of management (as a % of total junior management positions)	37%*
Share of women in management position-revenue generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)	25%*
Share of women in STEM-related positions (as % of total STEM positions)	3%**

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

* Taken all permanent executives.

** Taken all permanent executives from engineering and IT.

WORKFORCE BREAKDOWN: BY NATIONALITY

Race/ Ethnicity/ Nationality	share in total workforce (%)
Indian	99.90%
Filipino	0.05%
Thai	0.02%
Indonesian	0.01%
Chinese	0.01%

LEARNING AND DEVELOPMENT

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



* FY 2023-24, includes data for international hotels.

EMPLOYEE ENGAGEMENT SURVEY

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

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

FREEDOM OF ASSOCIATION

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

14.94%

For hotels operating within India

EMPLOYEE DEVELOPMENT PROGRAMMES

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

HUMAN CAPITAL RETURN ON INVESTMENT

Particular	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
a) Total Revenue from operations (₹ Million)	4,971	9,853	20,188	25,113
b) Total Operating Expenses (₹ Million)	9,674	11,457	15,832	17,353
c) Total employee-related expenses (salaries + benefits) (₹ Million)	3,519	3,737	4,312	4,919
Total Permanent Employees	3,204	7,543	8,297	5,035**

Total Permanent Employees does not include international hotels for FY 2020-21.

*Total Revenue, Total Operating Expenses, and employee related expenses are on consolidation basis.

** In FY 2022-23, EIH Limited did not classify any employee as other than permanent employee. However, In FY 2023-24, there was a methodology change in reporting the number of permanent and other than permanent employees. There are 5,035 permanent and 3,935 other than permanent employees. Hence total employees for EIH Limited for the period FY 2023-24 is 8,970.

EMPLOYEE SUPPORT PROGRAMME

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

CASE STUDIES – SPORT AND HEALTH

Fun @ Work Initiative

(at The Oberoi Sukhvilas Spa Resort, New Chandigarh)

With summer fast approaching, ElH Limited decided to arrange a refreshing and enjoyable team-building activity. The team eagerly participated in an exciting challenge where they had to transfer delicate and unstable ice cubes to their partners using only spoons in a relay race. The event was a huge success, leaving everyone with big smiles and happy memories.

Fun @ Work Initiative

(at The Bay Club, Mumbai)

Cricket fever took over The Bay Club as a two-day long tournament between the four houses was organized. The competing teams were CST Challengers, Causeway Champions, Marine Titans, and Wankhede Warriors.

The audience was enthusiastic, continuously cheering for their favourite teams. Amidst high-scoring matches and closely contested finishes, the two teams that made it to the finals were Causeway Champions and CST Challengers.

In a nail-biting final, CST Challengers batted first and put up a mammoth score. The tournament concluded with a celebratory award ceremony, honouring the winners and all the achievers.

Team Doctor Services

(at the Wildflower Hall, Shimla)

The wellness of team members is of utmost importance. To support this, a doctor has been empaneled to visit the hotel and see team members during work hours. This initiative is particularly valuable given the location of the property, ensuring that medical attention is accessible and convenient.

Eye and Dental Camp

(at The Oberoi Udaivilas, Udaipur)

“People are our key assets.” Recognising that employees are the foundation of a strong and enduring organisation; an eye and dental camp was organized for their well-being. This initiative aimed to ensure that team members have access to essential healthcare services, reinforcing the Company's commitment to their health and long-term success.

EMPLOYEE TURNOVER RATE

Particular	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Voluntary	27%	41%	43%	30%
Total Employee Turnover Rate	51%	61%	60%	42%

MANAGEMENT LEVEL BIFURCATION OF TURNOVER RATE

Particular	FY 2023-24
Top Management	9%
Middle Management	22%
Junior Management	24%

PERFORMANCE APPRAISAL

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

HIRING INDICATORS

Particular	FY 2020-21	FY 2021-22	FY 2022-23	FY 2023-24
Total new employee hires	1,168	2,951	3,980	1,200

Particular	FY 2023-24
Open positions filled by internal candidates (%)	10%*

* EDP and SDP

Human Rights

HUMAN RIGHTS

During the reporting year, we conducted a study to understand the best-in-class practices followed in our industry on human rights related aspects including policies, assessments, governance. Based on these initiatives, a human rights framework has been implemented across the organization. The framework will help us seamlessly integrate human rights in our day-to-day operations and promote effective stakeholder engagement. We also conducted desk-based research to identify possible human rights risks affecting our organization. A preliminary set of mitigation measures associated with the identified potential human rights issues was identified and several initiatives were undertaken in the year to address the identified risks. These include regular trainings related to human rights and flexible working hours.

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

Occupational Health & Safety

OHS PROGRAM

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

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



DETAILS OF SAFETY RELATED INCIDENTS

Safety Incident/ Number	Category	FY 2021-22	FY 2022-23	FY 2023-24*
Lost Time Injury Frequency Rate (LTIFR) (Per One-Million-Person Hour Worked)	Employees	NIL	NIL	9
	Workers	NIL	NIL	1
Total Recordable Work-Related Injuries	Employees	26	35	182
	Workers			6
Number of Fatalities	Employees	NIL	NIL	Nil
	Workers	NIL	1	Nil
High Consequence Work Related Injury or ill Health (Excluding Fatalities)	Employees	NIL	NIL	1
	Workers	NIL	NIL	Nil

* FY 2023-24, includes data for international hotels.

Stakeholder Engagement

STAKEHOLDER ENGAGEMENT GOVERNANCE

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

LOCAL STAKEHOLDER ENGAGEMENT

At EH Limited, we take all our stakeholders' feedback and grievances seriously and address them with agility. Our stakeholders can directly report their concerns to our CSR partners or our employees, who promptly and effectively work toward addressing them or escalate them to the relevant appropriate authority within the organisation.

Customers

CUSTOMER SATISFACTION

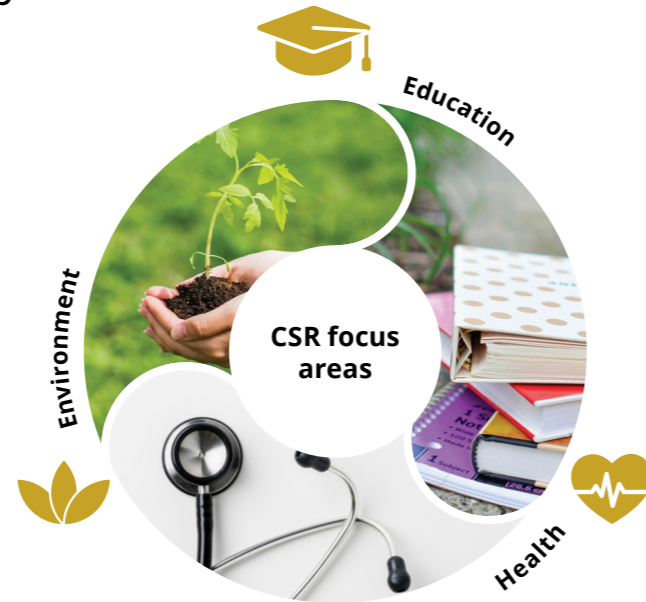
Particular	FY 2021-22	FY 2022-23	FY 2023-24
Net Promoter Score	90.65%	78.00%	79.96%



Corporate Social Responsibility

PROJECT SAKSHAM

EIH Limited has expanded its impact through collaboration with SOS Children's Village, a non-governmental organization (NGO), aimed at enhancing access to education and improving the well-being of underprivileged children. The Company's employees actively participate in these initiatives, fostering meaningful connections with the community. To ensure transparency and accountability, EIH Limited has implemented a robust communication process that enables stakeholders to report issues or provide feedback directly. Together, the Company strives to create a positive and inclusive environment for all.



IMPACT ON LOCAL COMMUNITIES

We have collaborated with local communities to empower children and young adults with special abilities, enabling them to experience a better quality of life. Through active engagement and support of local communities, we aim to make a positive and enduring impact on the lives of those around us.

10*

Family Homes Benefitted

₹14.6 Million*

Spent on Donations

* Excluding EIH Associated and International hotels.

The Oberoi
Bengaluru

The Oberoi, Bengaluru supports Cheshire Homes India, offering a nurturing environment for hearing and speech impaired children, empowering them to pursue their dreams and live meaningful lives. To mark Independence Day and our Founder's birth anniversary, the Hotel organised a cultural afternoon and lunch at the Cheshire Homes campus, including games, quiz shows and cultural exchanges. Moreover, the hotel contributed to Friends in Need Society, assisting homeless and elderly individuals by donating tea cakes.

The Oberoi
Beach Resort, Lombok

To support the Hospitality Schools and institutions, the Oberoi Beach Resort Lombok hotel, provided towels and bed sheets to Tanjung Vocational High School in North Lombok. This assistance will help school organise practical sessions for their students in accordance with industry standards.

The Oberoi
Grand Kolkata

The Oberoi Grand supports Antara, an NGO dedicated to community and environmental well-being through recycling and reusing efforts. The hotel contributed clothing and linens for distribution among underprivileged individuals. Additionally, the hotel backs the Deepranjani Foundation, which assists specially-abled children by donating 20 kilograms of food items and 35 kilograms of linens. Moreover, in collaboration with Oberoi Flight Services, the hotel aids SOS Village by conducting cybersecurity sessions and teaching the basics of Microsoft Office. Furthermore, the hotel supports the Hope Foundation by celebrating Christmas with special gift hampers and delightful snacks.



EIH Limited
A MEMBER OF THE OBEROI GROUP
CIN: L55101WB1949PLC017981

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