



July 02, 2023

MHRIL/SE/23-24/27

Listing Compliance
National Stock Exchange of India Limited
Exchange Plaza, Plot No. C/1, G Block
Bandra-Kurla Complex
Bandra (E), Mumbai – 400051
Symbol: MHRIL

Listing Compliance
BSE Limited
Floor 25, PJ Towers,
Dalal Street
Mumbai – 400 001
Scrip Code: 533088

Dear Sir/ Madam,

Sub: Compliance under Regulations 30 and 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 – Annual Report including Business Responsibility & Sustainability Report and Notice of the 27th Annual General Meeting for the Financial Year 2022-23.

Ref: Our letter No. MHRIL/SE/23-24/09 dated April 25, 2023

This is in reference to our letter No. MHRIL/SE/23-24/09 dated April 25, 2023 intimating that the 27th Annual General Meeting (“AGM”) of the Company will be held on Tuesday, July 25, 2023 at 03.00 P.M. (IST) at Y. B. Chavan Centre, General Jagannath Bhosale Marg, Next to Sachivalaya Gymkhana, Mumbai 400 021.

Pursuant to Regulations 30 and 34 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith, the Annual Report including Business Responsibility & Sustainability Report (BRSR) and Notice of the 27th AGM of the Company for the Financial Year 2022-23. The brief details of the agenda items proposed to be transacted at the 27th AGM are given in Annexure A to this letter.

The Annual Report including BRSR and the Notice of the 27th AGM for the Financial Year 2022-23 are also available on the website of the Company www.clubmahindra.com. These documents are being sent through electronic mode to those Members whose e-mail addresses are registered with the Company/ Depositories/ KFin Technologies Limited (Company’s Registrar and Share Transfer Agent). However, physical copies of the same will be sent to those Members who request for the same.

The voting rights of the Members shall be in proportion to their shares in the paid-up equity share capital of the Company as on the Cut-off Date i.e. Tuesday, July 18, 2023. Further, Members are requested to please note that the remote e-voting period shall commence from Thursday, July 20, 2023 (9:00 AM IST) and will end on Monday, July 24, 2023 (5:00 PM IST).

Kindly take the same on record.

Thanking you,

Yours faithfully,

For Mahindra Holidays & Resorts India Limited

DHANRAJ
NARSAPPA
MULKI
Date: 2023.07.02 14:07:18
+05'30'

Dhanraj Mulki
General Counsel & Company Secretary

Encl.: as above

Mahindra Holidays & Resorts India Limited

Registered Office: Mahindra Towers, 1st Floor, "A' Wing, Dr. G.M. Bhosale Marg, P.K. Kurne Chowk, Worli, Mumbai - 400 018.

T: +91 22 6918 4722 / E: investors@mahindaholidays.com / W : www.clubmahindra.com / CIN: L55101MH1996PLC405715

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details

| | | | |
|----|--|---|-----------------|
| 1 | Corporate Identity Number (CIN) of the Listed Entity | L55101MH1996PLC405715 | |
| 2 | Name of the Listed Entity | Mahindra Holidays & Resorts India Limited (MHRIL) | |
| 3 | Year of Incorporation | 1996 (Date of Incorporation: 20-09-1996) | |
| 4 | Registered office address | Mahindra Towers, 1 st Floor, A-Wing, Dr. G.M. Bhosale Marg, P. K. Kurne Chowk, Worli Mumbai - 400018 | |
| 5 | Corporate address | Mahindra Towers, 1 st Floor, A-Wing, Dr. G.M. Bhosale Marg, P. K. Kurne Chowk, Worli Mumbai - 400018 | |
| 6 | E-mail | investors@mahindraholidays.com | |
| 7 | Telephone | +91 22 6918 4722 | |
| 8 | Website | www.clubmahindra.com | |
| 9 | Date of Start of Financial Year | Start Date | End Date |
| | Financial Year | 01-04-2022 | 31-03-2023 |
| 10 | Name of the Stock Exchange(s) where shares are listed | BSE Limited and National Stock Exchange of India Limited | |
| 11 | Paid-up Capital | 2,01,25,66,400 (As on March 31, 2023) | |
| 12 | Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report | Mr. Burhanuddin S. Corporate Chief Engineer - Operations Contact Number- 022 6918 4722 E-mail ID: burhanuddin.s@mahindraholidays.com | |
| 13 | Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together). | Disclosures made in this report are on a standalone basis and pertain to the Company only. | |

II. Products/services

14. Details of business activities (accounting for 90% of the Turnover):

| S. No. | Description of main activity | Description of business activity | % of turnover |
|--------|------------------------------|---|---------------|
| 1 | Vacation Ownership (VO) | Vacation Ownership and Accommodation related services | 100 |

15. 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 | Vacation Ownership and Accommodation related services | 55101 | 100% |

III. Operations

16. Number of locations where resorts and/or operations/offices of the entity are situated:

| Location | Number of Resorts | Number of offices | Total |
|---------------|-------------------|-------------------|-------|
| National | 82 | 50 | 132 |
| International | 20 | 2 | 22 |

17. Markets served by the entity:

a. Number of locations

| Location | Number |
|----------------------------------|--------|
| National (No. of States) | 15 |
| International (No. of Countries) | 11 |

Note – MHRIL has resorts in 4 union territories in India.

| Locations | Numbers |
|---------------|---|
| National | MHRIL has resorts in the following 15 Indian States Goa, Himachal Pradesh, Kerala, Maharashtra, Rajasthan, Gujarat, Karnataka, Tamil Nadu, Uttarakhand, Sikkim, West Bengal, Uttar Pradesh, Madhya Pradesh, Andhra Pradesh, Meghalaya. MHRIL has associate resorts in the following 4 Union Territories Daman, Leh-Ladakh, Andaman and Puducherry. |
| International | MHRIL has resorts in the following 11 international locations Thailand, UAE, Sri Lanka, Indonesia, Malaysia, Singapore, Nepal, Vietnam, Cambodia, Maldives, Bhutan. |

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

Not applicable, since MHRIL is in the business of vacation ownership & providing accommodation related services.

c. A brief on types of customers

The idea of vacation ownership was initially started in the United States. MHRIL is the largest Vacation Ownership company and is a market leader in India with over 2.8 lakhs members. Presently, it is the sixth largest company outside the US in terms of member base with 3.4 lakh members (including MHRIL's Finnish subsidiary, Holiday Club Resorts, Finland).

Our Customer base primarily consist of members and we are in the business of providing family vacations for our members. Non-members are offered accommodation and other services, subject to availability.

Being a vacation ownership & accommodation related services provider, MHRIL aims to encourage members to explore family vacations in beaches, heritage cities, hills, wildlife, back waters etc.

Within India, MHRIL has firmly established itself as the unchallenged market leader in the realm of family holidays, offering a diverse selection of holidaying options, expanding its unique destination offerings and consistently delivering superior service

to ensure utmost customer satisfaction. What sets MHRIL apart from other players in the vacation ownership and hospitality industry is its unwavering focus on creating magical moments for families, backed by a range of family-centric products and offerings. MHRIL is strategically positioned to capitalize on the diverse preferences of consumers, with a particular emphasis on families seeking enhanced holiday experiences and exceptional value. Our product portfolio has been meticulously crafted to cater to the distinct needs of our target customers across different stages of life. For instance, our longer tenure products like CMH 25 & CMH 15 cater to the age group of 30 to 50, while our product 'Bliss' specifically targets the 50+ age group. For millennials, we offer shorter tenure products such as Go-Zest, designed for young couples below the age of 30, and Resort Escapes, catering to tech-savvy millennials through an end-to-end digital sales approach. Our largest customer segment consists of those who opt for longer tenure products, primarily CMH-25, and are characterized by their desire for family bonding, proactive holiday planning, and a thirst for exploring new destinations that offer personalized and exceptional experiences. Irrespective of age group, our primary customer base comprises individuals who possess a passion for travel, an innate curiosity to explore new destinations, and a preference for indulging in immersive resort experiences.

IV. Employees
18. Details as at the end of 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) | 4,116 | 3,470 | 84.00 | 646 | 16.00 |
| 2. | Other than Permanent (E) | 1,090 | 891 | 82.00 | 199 | 18.00 |
| 3. | Total employees (D + E) | 5,206 | 4,361 | 84.00 | 845 | 16.00 |
| WORKERS | | | | | | |
| 4. | Permanent (F) | Not Applicable | | | | |
| 5. | Other than Permanent (G) | | | | | |
| 6. | Total workers (F + G) | | | | | |

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) | 49 | 48 | 97.96 | 1 | 2.04 |
| 2. | Other than Permanent (E) | 7 | 7 | 100.00 | 0 | 0.00 |
| 3. | Total differently abled employees (D + E) | 56 | 55 | 98.21 | 1 | 1.79 |
| DIFFERENTLY ABLED WORKERS | | | | | | |
| 4. | Permanent (F) | Not Applicable | | | | |
| 5. | Other than Permanent (G) | | | | | |
| 6. | Total differently abled workers (F + G) | | | | | |

19. Participation/Inclusion/Representation of women

| | Total (A) | No. and percentage of Females | |
|--------------------------|-----------|-------------------------------|-----------|
| | | No. (B) | % (B / A) |
| Board of Directors | 9 | 1 | 11.11 |
| Key Management Personnel | 3 | 0 | 0.00 |

Note: MD & CEO is considered under both Board of Directors and Key Managerial Personnel

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

Turnover rate is updated as percentage

| | FY 2022-23 (Turnover rate in current FY) | | | | FY 2021-22 (Turnover rate in previous FY) | | | | FY 2020-21 (Turnover rate in the year prior to the previous FY) | | | |
|---------------------|---|--------|--------|-------|--|--------|--------|-------|--|--------|--------|-------|
| | Male | Female | Others | Total | Male | Female | Others | Total | Male | Female | Others | Total |
| Permanent Employees | 37 | 9 | 0 | 46 | 25 | 8 | 0 | 33 | 20 | 8 | 0 | 28 |
| Permanent Workers | Not Applicable | | | | | | | | | | | |

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

21. (a) Names of holding / subsidiary / associate companies / joint ventures

| Sr. 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 | Mahindra & Mahindra Limited | Holding | 67 | Yes |
| 2 | Gables Promoters Private Limited | Subsidiary | 100 | No |
| 3 | Mahindra Hotels & Residences India Limited | Subsidiary | 100 | No |
| 4 | Heritage Bird (M) Sdn Bhd | Subsidiary | 100 | No |
| 5 | Mahindra Holidays & Resorts Harihareshwar Limited | Subsidiary | 100 | No |
| 6 | Guestline Hospitality Management and Developement Services Limited | Subsidiary | 98.39 | No |
| 7 | MH Boutique Hospitality Limited | Subsidiary | 49 | No |
| 8 | Infinity Hospitality Group Company Limited | Subsidiary | 73.99 | No |
| 9 | MHR Holdings (Mauritius) Limited | Subsidiary | 100 | No |
| 10 | Covington S.á.r.l | Subsidiary | 100 | No |
| 11 | Holiday Club Resorts Oy | Subsidiary | 100 | No |
| 12 | Holiday Club Sweden AB | Subsidiary | 100 | No |
| 13 | Ownership Services Sweden AB | Subsidiary | 100 | No |
| 14 | Åre Villa 3 AB | Subsidiary | 100 | No |
| 15 | Holiday Club Sport and Spa Hotels AB | Subsidiary | 100 | No |
| 16 | Holiday Club Canarias Investments S.L.U | Subsidiary | 100 | No |
| 17 | Holiday Club Canarias Sales & Marketing S.L.U | Subsidiary | 100 | No |
| 18 | Holiday Club Canarias Resort Management S.L.U | Subsidiary | 100 | No |
| 19 | Holiday Club Canarias Vacation Club S.L.U. | Subsidiary | 100 | No |
| 20 | Holiday Club Resorts Rus LLC | Subsidiary | 100 | No |
| 21 | Kiinteistö Oy Rauhan Liikekiinteistöt 1 (Formally known as "Supermarket Capri Oy") | Subsidiary | 100 | No |
| 22 | Kiinteistö Oy Seniori-Saimaa | Associate | 31.15 | No |
| 23 | Great Rockspout Private Limited | Associate | 23.42 | No |
| 24 | Tropiikin Rantasauna Oy | Joint Venture | 50 | No |
| 25 | Kiinteistö Oy Vierumäen Kaari | Joint Venture | 100 | No |

VI. CSR Details

22. CSR Details

| | |
|---|------------|
| Whether CSR is applicable as per section 135 of Companies Act, 2013 | Yes |
| Turnover (in ₹ crores) | ₹ 1,305.57 |
| Net worth (in ₹ crores) * | ₹ 745.75 |
| Total amount spent on CSR for FY 2022-23 (in ₹ crores) | ₹ 3.25 |

*Including revaluation reserve & transition difference

VII. Transparency and Disclosures Compliances

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

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) | if Yes, then provide web-link for grievance redress policy | FY 2022-23 | | | FY 2021-22 | | |
|---|---|--|--|--|---------|--|--|---------|
| | | | 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 | No | - | - | - | - | - | - | - |
| Investors (other than shareholders) | No | - | - | - | - | - | - | - |
| Shareholders | Yes | Refer Note 1 | 0 | 0 | - | 7 | 0 | - |
| Employees and workers | Yes | Through Intranet | 111 | 0 | NA | 68 | 0 | NA |
| Customers | Yes | Refer Note 2 | 1.5% of our member base | 6 | NA | 0.6% of our member base | 26 | NA |
| Value Chain Partners | No | - | 0 | 0 | NA | 0 | 0 | NA |

Note:

- <https://www.clubmahindra.com/investors/investor-information>
- <https://www.clubmahindra.com/grievance-redressal>

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

| 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) |
|--------|---------------------------|--|---|--|--|
| 1 | Employee Well Being | Risk | <ul style="list-style-type: none"> - High attrition rate translates to higher cost for recruiting and training new Associates - Decreased productivity and associate morale - Losing talent to competitors/ other industries - Loss of Brand reputation - Unsuitable/unprepared workforce for changing market demand and disruption - Impact on Customer Experience : Employees who are stressed, fatigued or dissatisfied are less likely to provide friendly, efficient and personalized service - Non-Compliance with labour laws and regulations Financial implication - Cost of Fine and Compensation - Build human capital through trainings and skill upgradation - Attract talent | <ul style="list-style-type: none"> - Regular Employee training on diverse topics - Regular employee feedback - Quarterly PULSE surveys and annual M-CARES employee engagement survey - Appreciation and reward for aligning the work with the organizational core values and philosophy - Safety, Health and well-being programs for all workforce | Negative |
| 2 | Economic Performance | Opportunity | <ul style="list-style-type: none"> - Unavailability of the material as well as expertise - Changing Consumer preferences and lifestyle - Increased peer competition in emerging markets - Increased investor scrutiny on ESG parameters, etc. - Leadership in green buildings - Differentiating factor and a competitive advantage due to green portfolio | <ul style="list-style-type: none"> - 100% green Portfolio - IGBC/ GRIHA certified products - Transparent and Complete public disclosures on ESG - Customer Value Proposition on the benefits of adopting green products | Positive |
| | | Risk | <ul style="list-style-type: none"> - Unavailability of the material as well as expertise - Changing Consumer preferences and lifestyle - Increased peer competition in emerging markets - Increased investor scrutiny on ESG parameters, etc. - Leadership in green buildings - Differentiating factor and a competitive advantage due to green portfolio | <ul style="list-style-type: none"> - 100% green Portfolio - IGBC/ GRIHA certified products - Transparent and Complete public disclosures on ESG - Customer Value Proposition on the benefits of adopting green products | Negative |
| | | Opportunity | <ul style="list-style-type: none"> - Changing Consumer preferences and lifestyle - Increased peer competition in emerging markets - Increased investor scrutiny on ESG parameters, etc. - Leadership in green buildings - Differentiating factor and a competitive advantage due to green portfolio | <ul style="list-style-type: none"> - 100% green Portfolio - IGBC/ GRIHA certified products - Transparent and Complete public disclosures on ESG - Customer Value Proposition on the benefits of adopting green products | Positive |

| 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) |
|--------|---------------------------|--|--|---|--|
| 3 | Supply chain Management | Risk | <p>Environmental - Higher scope 3 emission - Disruption - Work stoppage due to unethical or illegal operation - Regulatory - Legal action due to child labour, non-compliance to mandatory statutory requirement - Inferior quality products</p> <ul style="list-style-type: none"> - Inexperienced contractors and subcontractors may cause hindrance to sustainable construction - Work Delay leading to untimely delivery and cost implication <p>Align with company strategy and policies and with Science Based Targets - Reduce cost of construction</p> | <p>Green Supply Chain Management (GSCM) Policy</p> <ul style="list-style-type: none"> - Code of Conduct for suppliers and contractors - Capacity Building/Training workshops - Raising awareness on ESG and related implications - Partnership for sustainability integration in supply chain | Negative |
| | | Opportunity | Align with company strategy and policies and with Science Based Targets - Reduce cost of construction | | Positive |
| 4 | Governance and Compliance | Risk | <ul style="list-style-type: none"> - Lack of knowledge, skill or capability of governance team constrains ESG risk management - Non-compliance to statutory requirements - Non-compliance to green building commitments - Financial risk: Non-compliance related to product labelling: fines and penalties - Non-compliance with the EC conditions and Water Law | <ul style="list-style-type: none"> - ESG risk and mitigation integrated into Enterprise Risk Management (ERM) Framework - Board and Leadership level overview of ESG risk and mitigation measures - Policy advocacy through partnerships - Financial quantification of ESG Risk | Negative |
| | | Opportunity | <ul style="list-style-type: none"> - Improve current governance to Gold Standard - Comply with the required rules and regulations - Strengthen supplier relations and collaboration for socially conscious value chain | | Positive |

| 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) |
|--------|---------------------------|--|--|--|--|
| 5 | Environmental well being | Risk | <ul style="list-style-type: none"> - Regulatory Risk - Dependence on non-renewable sources of energy - Heavy Groundwater extraction - Improper Waste Disposal - Diversion to Landfill - Increase cost if carbon tax is implemented - Inefficient Energy Use - Carbon Price | <ul style="list-style-type: none"> - 100% Green certified portfolio Mahindra Holidays has committed and has detailed action plan to become Carbon Neutrality by 2040 - Approved Science Based Targets in line with 1.5-degree celsius - All new developments to be Net Zero by 2030 - Zero Waste to Landfill for all our developments - Environmental Monitoring and Mitigation in place for all projects | Negative |
| | | Opportunity | <ul style="list-style-type: none"> - Improve environmental quality, and working conditions - Innovation in operations and regional priority (using local products) - Ease of receiving consents - Reduce Cost of Construction and Operations | | Positive |
| 6 | Customer well being | Risk | <ul style="list-style-type: none"> - Loss of Brand Reputation - Risk to Customer health and safety (toxic elements present in the brownfield land) - Risk to business continuity - Legal risk - Customer Litigation for non-compliance to green building commitments - Loss of business opportunity - Delay in project execution - Deteriorating quality of buildings (unwanted chemical reaction due to presence of corrosive compounds) | <ul style="list-style-type: none"> - 72 Customer outreach through newsletter/green events and Green tour in each project - Behavioural Interventions - Make the Switch Initiatives to help make the necessary switch to adopt sustainable lifestyle for our customers - Customer feedback throughout the journey | Negative |
| | | Opportunity | <ul style="list-style-type: none"> - Improve Customer Health and well-being - Grow Business - Preserve natural habitat | | Positive |

| 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) |
|--------|---------------------------|--|---|--|--|
| 7 | Community well being | Risk | <ul style="list-style-type: none"> - Risk to Brand Image - Social license to operate affected due to social impacts and/or community relations not well managed (e.g., air and water pollution) - Business continuity risk - Prosecution due to non-compliance to Rehabilitation and Resettlement Act - Stoppage of work due to community unrest leading to revenue loss | <p>CSR initiatives across projects</p> <ul style="list-style-type: none"> - Nanhi Kali - Support in provision of primary education to underprivileged girl children in India - Hunar - Skill development and women empowerment program - Hariyali - Tree Plantation Program | Negative |
| | | Opportunity | <ul style="list-style-type: none"> - Engage community - Create healthy competition leading to innovation - Gain peer consortium to augment benefit from Government organization for the sector - Create positive impact on climate change prevention | | Positive |

SECTION B: Management and Process Disclosures

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

| | |
|----|--|
| P1 | Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable |
| P2 | Businesses should provide goods and services in a manner that is sustainable and safe |
| P3 | Businesses should respect and promote the well-being of all employees, including those in their value chains |
| P4 | Businesses should respect the interests of and be responsive towards all its stakeholders |
| P5 | Businesses should respect and promote human rights |
| P6 | Businesses should respect, protect and make efforts to restore the environment |
| P7 | Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent |
| P8 | Businesses should promote inclusive growth and equitable development |
| P9 | Businesses should engage with and provide value to their consumers in a responsible manner |

| Disclosure Question | 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 | Yes |
| 1 b. Has the policy been approved by the Board? (Yes/No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 1 c. Web Link of the Policies: | P1 to P9: https://www.clubmahindra.com/investors/investor-information P3: Additional HR Policies with detailed guidelines and processes for operations, marketing, admin etc. is available on Intranet portal. | | | | | | | | |
| 2. Whether the entity has translated the policy into procedures. (Yes / No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 3. Do the enlisted policies extend to your value chain partners? (Yes/No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. | MHRIL has been always aimed to work in the framework of guidelines set by various codes/ labels/ standards for continual improvement and customer satisfaction. Inline of this, MHRIL has already earned certification like ISO 45001:2018, ISO 22000:2018, Platinum and Gold rating certification by IGBC for several of its resorts. MHRIL also has ISO 27001:2013 Certification . | | | | | | | | |
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any. | P2 & P6 - RE100- by 2050, EP 100 by 2030, Carbon Neutrality by 2040, SBTi- 88.3% CHG reduction by 2031. Green building certification- 44 Resorts Target by FY 2025, Zero Waste to Landfill (ZWL) - 44 Target by FY 2025. P1, P3, P4, P5, P7, P8, P9 - We are actively working and exploring opportunities to further enhance our practices and align them with industry best standards. We recognize the importance of continuous improvement and strive to evolve in other principles too and working on part of achievable deadline | | | | | | | | |
| 6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met. | Steps towards achieving the specific commitments, goals, and targets, set above have been already initiated. MHRIL has already received the highest certification from IGBC i.e., platinum for 11 of its resorts and gold for 1 of its resort. MHRIL has done a considerable job in terms of GHG emission reduction with 31% reduction in Scope 1 & 2 emissions. | | | | | | | | |

| Governance, leadership and oversight | |
|--------------------------------------|--|
| 7. | <p>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</p> <p>MHRIL strongly believes that community is an important stakeholder in business and hence, we have adopted a responsible approach towards ESG. At MHRIL, we integrate social and environmental considerations into our core strategic business decisions. Our actions are based on integrating the best practices and undertaking commitments to provide sustainable value to members, communities, employees, shareholders, and the environment. We are certain that the greatest resource available is human resources and consequently, that is a resource for which we must attempt to do the most. The challenges we faced, the targets we set and the achievements we accomplished related to BRSR in the financial year 2022-2023 are:</p> <p>The challenges we faced:</p> <ul style="list-style-type: none"> Regulatory compliances- Adapting to evolving regulations and ensuring compliance related to BRSR, with ESG standards emerged as an ongoing challenge. We worked diligently to stay updated and managed to align our operations accordingly. Orientation of value chain partners for meeting BRSR compliance standards and bringing them on the same track to achieve a common goal of preparing and complying with BRSR compliances was one of the major challenges. Data collection and compilation- Understanding the requirement of BRSR, collection and compilation of the available data and coordination of engineering and technical department with others such as finance, purchase, contacts, etc. was one of the challenges along with putting it into the said framework. <p>The targets we have set are:</p> <ul style="list-style-type: none"> RE100- by 2050- MHRIL aims to be run 100% on renewable energy by the year 2050. Progress is being made in this regard already. EP 100 by 2030- MHRIL targets to double their energy productivity and maximize the economic output from each unit of energy used. Carbon Neutrality by 2040 SBTi - 88.3% GHG reduction by 2031. Green building certification- 44 Resorts Target by FY 2025 ZWL - 44 resorts Target by FY 2025- MHRIL aims to have Zero waste to landfill mechanism for 44 of its resorts by FY 2025. <p>Our objective is to foster the growth of our community, thereby placing a strong emphasis on Environmental, Social, and Governance (ESG) factors.</p> <ul style="list-style-type: none"> We have sponsored the education of 2,782 girls in FY 2023. MHRIL has undertaken the planting of 20,817 trees in the year 2022-2023, contributing to an impressive total of 515,228 trees planted since 2010. Our initiatives in cleanliness and hygiene have yielded substantial benefits, positively impacting a substantial number of children and surpassing 200,000 beneficiaries. This highlights our unwavering commitment to enhancing public health and well-being. Aligned with our strategic business goals, we are proactively investing in the transformation of our resorts into sustainable practices. Our Virajpet resort in Coorg stands proudly as India's pioneering Zero Waste to Landfill resort, effectively showcasing our dedication to environmental responsibility while ensuring exceptional guest experiences. Leveraging our extensive expertise and experience in sustainability, MHRIL is uniquely positioned to craft and execute effective strategies for long-term sustainability. We wish to continue to apply all our accumulated knowledge and skill in the sustainability paradigm which we believe, with all our conviction, to be the sole binding truth between commerce, society, and the environment. |
| 8. | <p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).</p> <p>Name- Mr. Kavinder Singh Designation- Managing Director & CEO of the Company.</p> |
| 9. | <p>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.</p> <p>Yes, Sustainability being a core value at MHRIL, we have a dedicated committee of Board for CSR.</p> |

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 | | | | | | | | | Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify) | | | | | | | | |
|--|---|----|----|----|----|----|----|----|----|--|----|----|----|----|----|----|----|----|
| | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
| Performance against above policies and follow up action | Yes, review was undertaken, for all policies and principles | | | | | | | | | Monthly, Quarterly, and Annually | | | | | | | | |
| Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances | All statutory requirements are being taken care by concerned heads and so far, no non-compliance has been registered. | | | | | | | | | Monthly, Quarterly, and Annually | | | | | | | | |

| | |
|--|--|
| 11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency. | No, Evaluation is a continuous process. All the processes are closely monitored and reviewed at required levels and by senior management. |
|--|--|

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

Not Applicable.

| Question | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|----------------|----|----|----|----|----|----|----|----|
| The entity does not consider the principles material to its business (Yes/No) | Not Applicable | | | | | | | | |
| 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) | | | | | | | | | |

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 | Overview of business strategy, business model and way forward | 100 |
| Key Managerial Personnel | 2 (excludes repetitions) | 1. Code of Conduct 2. POSH for employees | 100 100 |
| Employees other than BoD and KMPs | 2 (excludes repetitions) | 1. Code of Conduct 2. POSH for employees | 78 88 |
| Workers | Not Applicable | | |

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 (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

| Monetary | | | | | |
|-----------------|-----------------|---|-----------------|-------------------|--|
| Type | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Amount (In INR) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
| Penalty/ Fine | NIL | NA | NA | NA | NA |
| Settlement | NIL | NA | NA | NA | NA |
| Compounding fee | NIL | NA | NA | NA | NA |

| Non-Monetary | | | | |
|--------------|-----------------|---|-------------------|--|
| Type | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Brief of the Case | Has an appeal been preferred? (Yes/No) |
| Imprisonment | Nil | NA | NA | NA |
| Punishment | Nil | NA | NA | NA |

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?

Yes.

If yes, provide details in brief:

The Company has defined a Code of Conduct for Directors as well as all employees of the Company that covers issues, inter alia, related to ethics, bribery, and corruption. It also covers all dealings with suppliers, customers, business partners and other stakeholders. The Code of Conduct for Senior Management and Employees forms an integral part of the induction of new employees.

If available, provide a web-link to the policy.

<https://www.clubmahindra.com/investors/investor-information>

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

| | FY 2022-23 | FY 2021-22 |
|-----------|------------|------------|
| Directors | Nil | Nil |
| KMPs | Nil | Nil |
| Employees | Nil | Nil |
| Workers | NA | |

6. Details of complaints with regard to conflict of interest:

| | FY 2022-23 | | FY 2021-22 | |
|--|------------|---------|------------|---------|
| | Number | Remarks | Number | Remarks |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | Nil | NA | Nil | NA |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs | Nil | NA | Nil | NA |

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.

There have been no cases of corruption and conflict of interest and associated penalties by regulators/law enforcement agencies/judicial institutions against any of our KMPs and directors. Code of Conduct trainings of new joinees and refresher trainings for everyone helps in communicating the strict adherence to code of conduct and related consequences in case of non-compliance.

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.

| | FY 2022-23 | FY 2021-22 | Details of improvements in environmental and social impacts |
|-------|----------------|------------|---|
| R&D | Not Applicable | | |
| Capex | 44% | 37% | Solar Power & Battery backup system installation, BLDC Fans, Thermodynamic heating/heat pump occupancy sensors, EV etc. |

2 a Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes.

b. If yes, what percentage of inputs were sourced sustainably?

65% based on value of the products.

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)

All plastic waste is being handed over to authorized third-party recyclers.

(b) E-waste

All E-waste is being handed over to authorized third-party recyclers.

(c) Hazardous waste

All Hazardous waste is being handed over to authorized third-party recyclers.

(d) other waste.

All food waste is recycled inhouse and other with authorized third-party recyclers.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).

No.

If not, provide steps taken to address the same.

EPR clause is being added with the renewal of contracts.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

No, However, MHRIL intends to do the full LCA of upcoming new resorts.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not Applicable.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

| Indicate input material | Recycled or re-used input material to total material | |
|---|--|-------------------------------|
| | FY 23 Current Financial Year | FY 22 Previous Financial Year |
| Sand (use of manufactured sand instead of river sand) | 48% | 27% |
| Cement (Use of alternate Material in lieu of raw material) | 19% | 15% |
| Plywood (Importance to use of sustainable timber sourcing & use of waste wood in manufacturing) | 27% | 24% |
| Use of Recycled gypsum boards for False ceiling & others | 22% | 16% |

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

| | FY 2022-23 | | | FY 2021-22 | | |
|--------------------------------|------------|----------|-----------------|------------|----------|-----------------|
| | Re-Used | Recycled | Safely Disposed | Re-Used | Recycled | Safely Disposed |
| Plastics (including packaging) | 0 | 45.9 | 0 | 0 | 36.72 | 0 |
| E-waste + Battery waste | 0 | 6.43 | 0 | 0 | 6.11 | 0 |
| Hazardous waste | 0 | 5.44 | 2.76 | 0 | 5.86 | 3.03 |
| Other waste | | | | | | |
| Other waste | 705.20 | 292.83 | 2.76 | 595.19 | 247.08 | 3.03 |

MHRIL is involved in the development, construction and operation of resort properties. Hence, there is no packaging involved in the delivery of its services.

The waste generated from the Construction phase is being handled as per EMP with the principles of Reuse, Recycle and safely disposed of by the Govt authorized waste handlers / Recyclers. It has resulted in the take-back of packaging materials such as cardboard/foam and plastic by the material suppliers who recycle them through authorized vendors, thus ensuring circularity with the construction value chain.

At the time of operation and maintenance phase, MHRIL monitors and measures the waste generated and its safe disposal through the Govt authorized waste handlers / Recyclers, thus ensuring circularity within the Eco - value chain.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

| Indicate product category | Reclaimed products and their packaging materials as % of total products sold in respective category |
|---------------------------|---|
| Not Applicable | Nil |

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 | 3,470 | 3,470 | 100.00 | 3,470 | 100.00 | - | - | - | - | 0 | 0 |
| Female | 646 | 646 | 100.00 | 646 | 100.00 | 646 | 100.00 | - | - | 0 | 0 |
| Total | 4,116 | 4,116 | 100.00 | 4,116 | 100.00 | 646 | 16.00 | 0 | 0.00 | 0 | 0.00 |
| Other than Permanent employees | | | | | | | | | | | |
| Male | 891 | 891 | 100.00 | 891 | 100.00 | - | - | - | - | 0 | 0 |
| Female | 199 | 199 | 100.00 | 199 | 100.00 | 199 | 100.00 | - | - | 0 | 0 |
| Total | 1,090 | 1,090 | 100.00 | 1,090 | 100.00 | 199 | 18.00 | 0 | 0 | 0 | 0 |

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 employees | | | | | | | | | | | |
| Male | Not Applicable | | | | | | | | | | |
| Female | | | | | | | | | | | |
| Total | | | | | | | | | | | |
| Other than Permanent employees | | | | | | | | | | | |
| Male | Not Applicable | | | | | | | | | | |
| Female | | | | | | | | | | | |
| Total | | | | | | | | | | | |

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

| Benefits | FY 2022-23 | | | FY 2021-22 | | |
|----------|--|--|--|--|--|--|
| | 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.) |
| PF | 92 | NA | Y | 90 | NA | Y |
| Gratuity | 80 | NA | Y | 76 | NA | Y |
| ESI | 40 | NA | Y | 40 | NA | Y |

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?

Yes.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?

Yes.

If so, provide a web-link to the policy.

https://www.clubmahindra.com/storage/app/media/360%20videos/new/MHRIL%20Code%20of%20Conduct_Final_221021.pdf

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 | - | - | Not Applicable | |
| Female | 100 | 100 | | |
| Total | 100 | 100 | | |

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?

For Employees, Yes.

If yes, give details of the mechanism in brief.

| | Yes/No (If Yes, then give details of the mechanism in brief) | Remark |
|--------------------------------|--|--|
| Permanent Workers | Not Applicable | Not Applicable |
| Other than Permanent Workers | Not Applicable | Not Applicable |
| Permanent Employees | Yes | MHRIL has launched an Ethics Helpline to provide a third-party enabled grievance reception and redressal mechanism for employees. Any unethical behavior or violations can be reported on this helpline. |
| Other than Permanent Employees | Yes | MHRIL also conducts skip-level meetings to seek additional insight into the workings of the organization by providing an open environment where employees can register their honest and sincere feedback/grievance. In a skip-level meeting, the leader bypasses first-level management and speaks directly to second-level managerial employees, or lower employees. The primary purpose of the skip-level meeting is to determine the organization's effectiveness, by getting an honest assessment from employees at all levels. These skip level meetings are recorded for further enhancement. We are Listening: MHRIL has launched a WhatsApp number which is monitored by the Chief Human Resources Officer (CHRO). Employees are encouraged to reach out to the Company with ideas, suggestions, thoughts, queries, and concerns. The CHRO shares messages with the appropriate stakeholders depending on the nature of the message. This initiative enables employees to share creative ideas, feedback, suggestions, regular enquiries, testimonials or just an appreciation for something. Posters displaying intent and construct of this program are displayed across branches, resorts and corporate. |

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

| Total | FY 2022-23 | | | FY 2021-22 | | |
|---------------------|--|--|-----------|---|---|-----------|
| | Total employees / workers in respective category (A) | No. of employees / workers in respective category, who are part of association(s) or Union (B) | % (B / A) | Total employees/ Workers in respective category © | No. of employees / workers in respective category, who are part of association(s) or Union(D) | % (D / C) |
| Permanent Employees | 4,116 | 269 | 6.54 | 3,615 | 304 | 8.41 |
| Male | 3,470 | 228 | 6.57 | 3,004 | 257 | 8.56 |
| Female | 646 | 41 | 6.35 | 611 | 47 | 7.69 |

8. Details of training given to employees and workers:

| Category | FY 2022-23 | | | | | FY 2021-22 | | | | |
|------------------|----------------|-------------------------------|-----------|----------------------|-----------|------------|-------------------------------|-----------|----------------------|-----------|
| | 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 | 4,361 | 2,042 | 46.82 | 2,049 | 46.98 | 3,861 | 1,012 | 26.21 | 1,673 | 43.33 |
| Female | 845 | 370 | 43.79 | 667 | 78.93 | 782 | 339 | 43.35 | 616 | 78.77 |
| Others | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Total | 5,206 | 2,412 | 46.33 | 2,716 | 52.17 | 4,643 | 1,351 | 29.10 | 2,289 | 49.30 |
| WORKERS | | | | | | | | | | |
| Male | Not Applicable | | | | | | | | | |
| Female | | | | | | | | | | |
| Others | | | | | | | | | | |
| Total | | | | | | | | | | |

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

| Category | FY 2022-23 | | | FY 2021-22 | | |
|------------------|----------------|---------|-----------|------------|---------|-----------|
| | Total (A) | No. (B) | % (B / A) | Total (C) | No. (D) | % (D / C) |
| Employees | | | | | | |
| Male | 4,361 | 3,368 | 77.00 | 3,861 | 3,142 | 81.00 |
| Female | 845 | 680 | 80.00 | 782 | 634 | 81.00 |
| Others | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| Total | 5,206 | 4,048 | 78.00 | 4,643 | 3,776 | 81.00 |
| WORKERS | | | | | | |
| Male | Not Applicable | | | | | |
| Female | | | | | | |
| Others | | | | | | |
| Total | | | | | | |

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).

Yes, MHRIL has implemented 'The Mahindra Safety Way' (TMSW) for managing workplace health and safety in accordance with the Mahindra Group's safety management framework. We have a clear policy and set of procedures for occupational health and safety management systems (OHSMS) to ensure the safety and well-being of all employees, members and visitors. The company has always prioritized health and safety in all its resorts, offices and workplaces. One of our resorts located in Puducherry has the certification for ISO 45001:2018. MHRIL has highlighted the Business Risk Management framework as a crucial stage in the development of a solid safety management system. This framework includes a series of processes for continuous risk detection, assessment and mitigation, with active employee participation at each of its managed resorts. In this context, resort methods include hazard identification, recommendation systems, daily briefings, and employee participation in periodic resort safety committee meetings. In addition, all MHRIL-managed resorts undertake periodic operational and corporate OHSMS audits to ensure compliance with industry standards.

The establishment of a resort-specific safety committee and the monthly discussion of potential areas for improvement further enhances the OHSMS implementation. Annual events such as Mock Fire Drills, National Safety Month, and Road Safety Awareness Programs are held at each resort. To strengthen its safety procedures, the company continues to focus on theme-based safety subjects, such as behavior-based safety (BBS) Level 2. These approaches have significantly improved workplace safety and reduce likelihood of potential injuries, while enhancing the overall safety culture of the organization. In order to keep its safety rules and procedures effective and up to date, the organization conducts frequent reviews and revisions.

If yes, the coverage such system?

In our managed resorts, we have implemented our safety management system, which is designed to detect and reduce risk, establish workplace safety standards, offer engagement opportunities for resort employees, provide pertinent safety training and meet legal requirements. MHRIL has developed a fundamental safety management system and risk management best practices to promote a secure work environment. They include, but are not limited to, hazard communication, FSSAI-compliant food safety and hygiene

standards, safety training, accident reporting and investigation, hazard identification and control procedures, chemical safety, and clearly defined managerial responsibilities and employee expectations. MHRIL works to guarantee that all of the resorts it operates adhere to OHS standards that exceed all applicable laws, regulations, standards and codes. Both internal Mahindra Group company standards and industry-wide best practices are compared to these standards. In order to certify compliance with TMSW process standards, all MHRIL resorts undergo periodic corporate and business occupational health and safety audits. Several Mahindra Rise awards and external certifications, such as ISO 22000:2018 acknowledge MHRIL's commitment and efforts to ensure a safe and healthy workplace for all employees and its members.

The OHSMS applies to all employees, contractors, visitors and club members, as well as any other stakeholders whose activities may be affected by the organization's operations. The OHSMS includes identifying and assessing potential workplace hazards and risks, adopting appropriate controls and procedures to eliminate or minimize these risks, and monitoring and reviewing the effectiveness of these controls over time. In addition, the OHSMS comprises incident reporting using a digital mobile app called as i2i App and investigation, emergency response planning, personnel training and awareness initiatives and ongoing improvement of the OHSMS.

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

As a part of Occupational Health and Safety Management System, MHRIL has a well-defined documented procedure SOPRA (Safe operating Procedure and Risk Assessment) to carry out assessment of work-related hazards and risks for all routine and non-routine activities carried out at any location within the premises. Hazard and risk identification is carried out by the process owners in consultation with the safety experts. Every resort develops a risk register based on this assessment. The process owners are responsible to ensure adequate controls are identified and implemented to control the identified OHS risks.

Every SOPRA document is prepared by teams who are well qualified and competent for ongoing activities on ground. The SOPRA is updated based on learnings from good practices, incidents & accidents across resorts. Every staff member has the freedom to stop anyone if unsafe act is observed on the resort. This right to refuse or stop unsafe or unhealthy work is communicated through the safety briefings. We have well-defined

SOPs for reporting, investigating and analyzing incidents.

Some of the mitigation measures to prevent or mitigate significant occupational health & safety impacts include.

Provision and maintenance of fire detection, alarm and suppression systems.

Regular site review, inspections, and audits to assess safety preparedness.

Regular mock drills for fire as well as medical emergencies.

Wherever applicable, Provision of PPE, Work Permit, Lock-out and Tag Out (LOTO) and other administrative controls.

Electrical circuits of all the Rooms are protected by Earth Leakage Circuit Breaker (ELCB), and proper grounding, insulation of all equipment is ensured.

Regular training on occupational health & safety training to sensitize employees on OHS aspects to inculcate a culture of safety.

Employee engagement campaigns on health & safety topics such as fire safety, road safety, emergency evacuation, food safety among others.

MHRIL resort locations are subject to safety inspections and reviews periodically by internal health & safety team with the perspective of checking any health, hygiene and safety hazards and mitigating them. As a part of ISO 22000:2018, certification MHRIL resort locations undergo a site review and assessment to check deployment of operational controls.

There are several processes that are applied in MHRIL to identify work-related hazards and assess risks on a routine and non-routine basis. Here are some of them.

Workplace inspections: Regular inspections of the workplace help identify potential hazards and risks. Inspections are conducted by trained personnel who are familiar with the workplace and its operations.

Job hazard analysis (JHA) & Risk Assessments: JHA involves breaking down a job into its component tasks and identifying potential hazards associated with each task. This helps in identify hazards that may not be apparent during a general workplace inspection. MHRIL followed a well-defined & MHRIL customized SOPRA (Safe Operating Procedure and Risk Assessment) procedure framework derived from HIRA (Hazard Identification and Risk Assessment) process as defined by under Mahindra TMSW framework.

Incident investigation: Incidents such as first aid cases, near-misses and occupational illness

provides valuable information about hazards and risks in the workplace. Investigating incidents helps identify the root causes of the incident and any underlying hazards that may have contributed to it.

Safety audits: Safety audits are a systematic review of an organization's safety management system. They help identify gaps and weaknesses in the system that may be contributing to hazards and risks in the workplace. MHRIL has appointed expert third party organizations such as Bureau Veritas, National safety Council for risk specific resort audits.

Consultation with colleagues: Resort staff are often the best source of information about hazards and risks in the workplace. Consulting with staff helps identify hazards that may be overlooked by others and can also help build a safety culture within the organization. On our i2i app anyone can report unsafe conditions, unsafe behaviors identified, and actions taken for addressing those observations.

It is important to note that these processes are used in combination and are tailored to the specific needs and risks of the organization. Regular and ongoing hazard identification and risk assessment are essential for maintaining a safe and healthy workplace. We conduct in-depth analysis of any incidents that may occur at our sites, with learnings being communicated throughout the resorts using existing mechanisms (safety alerts) for sharing information. This is done as an effort to ensuring that similar incidents do not repeat. The overall outcome of the efforts are zero reportable accidents, drop in first aid cases, and suitable awareness among operatives at all levels paving the way for good safety culture in the organization.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Not Applicable.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes,

It has always been MHRIL's priority that our employees stay fit, healthy and happy. To bring us a little closer to our goal prioritizing Employees well-being we have partnered with our Employee Wellness partner MFine.

MFINE: MFine is our health partner and applicable to all employees of MHRIL. It provides unlimited consultations with a General Physician for Club Mahindra Employees + 4 Family Members. It also provides our employees up to 10 Physical follow-

ups based on doctor’s advice within a period of the subscription year. Their key feature is that they provide Health Trackers and Self-Checks: In-app self-assessment for COVID / PCOD / Thyroid / Heart / Diabetes (Symptom based assessment).

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

| Safety Incident/ Number | Category | FY 2022-23 | FY 2021-22 |
|---|-----------|---------------|---------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | 0 | 0 |
| Total recordable work-related injuries | Employees | 0 | 0 |
| No. of fatalities | Employees | 0 | 0 |
| High consequence work-related injury or ill-health (excluding fatalities) | Employees | 0 | 0 |

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

MHRIL is committed to maintain best in class Occupational health & safety management practices through implementation of TMSW framework. MHRIL senior management reviews and monitors the safety, health and environmental policies and activities of the resort operations to ensure that it is in compliance with appropriate laws and legislation. M&M Central Safety Council provides valuable direction and guidance to the management to ensure that occupational health and safety implications are duly addressed in strategic initiatives, budgets, audit actions and improvement plans.

To ensure steady improvement in the OHSMS performance, the Company is adopting TMSW process standards as well as voluntarily undertakes food safety certifications such as ISO 22000:2018 for its resorts. MHRIL’s commitment to its safety management programs follows a top-down approach with the senior management persistently working towards establishing, demonstrating, sustaining and improving the safety culture and incorporating the Company’s core value of safety in their daily responsibilities. MHRIL undertakes various measures to prevent or mitigate any significant negative health and safety impact directly linked with our operations and to ensure a safe and healthy workplace of our employees. Here are some of the most common measures taken across all managed resorts:

- a) Hazard identification and risk assessment: MHRIL follows SOPRA framework to identify and assess workplace hazards and risks to determine the appropriate controls and measures to eliminate or mitigate them.
- b) Implementation of safety policies and procedures: MHRIL has established occupational health and safety policy and follow TMSW procedures that promote safe and healthy work practices and ensure compliance with applicable laws and regulations.
- c) Training and education: We provide employees with training and education on workplace safety, including hazard identification, risk assessment, and safe work practices.
- d) Personal protective equipment (PPE): We provide employees with appropriate PPE, such as safety helmet, gloves, and other relevant PPEs to protect them from workplace hazards.
- e) Health and wellness programs: MHRIL provide employees with programs that promote health and wellness.
- f) Incident reporting and investigation: We have established a i2i app and procedures for employees to report incidents, accidents, near-misses, and conduct investigations to determine the root causes and prevent recurrence.
- g) Regular safety inspections and audits: We conduct regular safety inspections and audits to identify hazards and ensure compliance with safety policies and procedures.
- h) Employee involvement and participation: We involve employees in resort safety committees, safety training and safety program development to ensure their active participation in promoting a safe and healthy workplace.
- i) Safety Kaizens: MHRIL encourages employees to report safety kaizens. These are appreciated for the best kaizen recognitions conferred to the individuals. The business excellence teams promote reporting of these kaizens to improve safety culture and continual improvements.
- j) Mental health support: The company has prioritized the mental well-being of employees by offering resources and support services and by a third-party managed calling system. This includes access to counseling services, promoting work-life balance and providing information on stress management techniques.
- k) Communication and signage: Clear communication channels has been established to keep employees informed about health and safety protocols, updates and any changes. Signage are being displayed prominently throughout

the workplace wherever required, to remind employees of proper hygiene practices and physical distancing guidelines.

- l) Documentation and checklist: The MHRIL has a culture of recording and maintaining the

documentation and checklist related to all aspect and thus safe working environment and healthy work place to ensure every small activities and steps are being addressed.

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

| | FY 2022-23 | | | FY 2021-22 | | |
|--------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
| | 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 | Nil | Nil |
| Health & Safety | Nil | Nil | Nil | Nil | Nil | Nil |

14. Assessments for the year:

| | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|--|
| Health and safety practices | <ul style="list-style-type: none"> - 100% Fire safety self-assessment of corporate, branch offices, M&M FLS-compliant. (42 - Corporate + branch offices). - One resort located in Puducherry is also ISO 45001:2018 certified. - 65% of resorts are ISO 22000:2018-certified. |
| Working Conditions | 100% Platinum-level BV (Bureau Veritas) Hygiene & Safety Audits for Covid compliance surveillance audit. |

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.

As per the M&M CSC office fire safety guidelines and self-assessment, a detailed review of all the corporate and branch offices was carried out to ensure that those offices meet the mandatory fire safety standards as per the recommendations.

In view of improving the near miss reporting, reporting of unsafe conditions and acts, as a proactive measure for safety culture, MHRIL has introduced safety reporting in its i2i app, a mobile digital application-based reporting. This reporting tool is available with all MHRIL employees across resorts and offices to report near miss and other incidents. It also has a provision for raising a notification to the leadership, CRO for any serious incident or accident reported from the app. This has helped to improve the near miss reporting from the resorts and proactively performing resort level corrective actions to avoid the incident or to reduce the potential risk.

Other safety initiatives based on Risk management Committee & Corporate safety committee recommendations. These were initiated to proactively evaluate the potential risks and mitigate potential safety concerns.

1. Electrical Safety Assessments: We have appointed an electrical safety expert to conduct an electrical audit in the resorts, identify areas of improvements

and suggest remedial actions. This is a proactive step initiated to secure electrical risks and potential safety related concerns.

2. Adventure sport audits – Based on internal assessments we have identified 12 vendors having safety related potential risks and who are providing rope course and soft adventure services in the resorts. These vendors were subjected to an independent third-party safety assessment. We had appointed National safety council and Bureau Veritas to conduct a safety survey and assessment of these set up and provide recommendations to improve the safety of adventure sport activities. We shall pursue the implementation of these recommended actions with respective vendors.

Structural stability audits- We had identified some of our existing managed resorts based on our internal evaluation and conducted a structural stability audit of 10 resort premises as a proactive step to identify structural improvement areas and conditional assessment of these resorts by a competent structural audit firm. The recommendations from these audits would be implemented by the projects and resort engineering teams.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of
 - a. Employees (Y/N)
 - Yes.

b. Workers (Y/N).

Not Applicable.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

Compliances like ESI and PF are deposited by the value chain partners on state government portal online and a document is generated out of the same. These compliances are verified by us and uploaded on our internal compliance portal (M-Compliance) which is reviewed Quarterly.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

| | Total no. of affected employees/ workers | | No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment | |
|-----------|--|------------|---|------------|
| | FY 2022-23 | FY 2021-22 | FY 2022-23 | FY 2021-22 |
| Employees | 0 | 0 | Nil | Nil |
| Workers | Not Applicable | | | |

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

No, we do extensions but no transition assistance program.

5. Details on assessment of value chain partners:

| | % of value chain partners (by value of business done with such partners) that were assessed |
|-----------------------------|--|
| Health and safety practices | We do only internal assessment through Vendor site audits and we have not done it through external agencies Vendor site audits are done for 76 vendors and 25% of the vendors covered. |
| Working Conditions | Nil |

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Nil.

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.

At MHRIL, we have an unwavering intent to deliver long-term stakeholder value through a customer-centric and people first approach. Our stakeholders include customers, employees, vendors, shareholders, business partners, the communities in which we operate and the larger society.

Stakeholder identification is carried out through evaluation based on how any individual, group or organization may be affected or have an impact on business decisions, activities, and outcomes. In particular, stakeholders are identified based on factors such as their importance and ability to influence, physical proximity and dependency on the business.

The Company has also implemented mechanisms to facilitate effective dialogues with all stakeholders across businesses, identify material concerns and provide resolution in an equitable and transparent manner. Engagement responsibility for each stakeholder group is entrusted with specific teams in the Company.

2. List of 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 |
|-------------------|---|--|---|--|
| Employee | No | Notice Board, Town halls, Training calendar, Daily meetings (briefings) | Ongoing | Share business updates, understand pulse of employees, Address Queries & Concerns, Drive creative restlessness |
| Community | Yes | Community Meetings, CSR partnership | As and when required such as at the time of CSR activities /programs/ events. | <p>The CSR policy states the commitment and approach taken towards corporate social responsibility.</p> <p>The policy outlines the objectives, target areas, yearly plan and principles guiding the selection, execution and evaluation of CSR initiatives, as well as how stakeholders are engaged.</p> <p>Our CSR activities empower the local communities and ensure that our business has no negative impact on the environment.</p> <p>Through our CSR endeavors, we support and strengthen the surrounding communities while prioritizing environmental sustainability, preventing any detrimental effects from our business operations.</p> |
| Customers | No | Email, SMS, Newspaper, Pamphlets, Advertisement, Website | Ongoing | Active engagement with the customers helps MHRIL understand their expectations and experience with our services. |
| Shareholders | No | Quarterly investor calls, annual investor meets, Annual General Meetings, public and media announcements press releases, Stock Exchange intimations, Company website, ongoing meetings/ communication through electronic/ social media | Quarterly & Annually | MHRIL maintains transparency with its shareholders and investors by publishing quarterly financial and business results on its website. |

Leadership Indicators

1 Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

We maintain a constant and proactive engagement with our key stakeholders that enables us to communicate our strategy and performance. We practice continuous communication and engagement to align expectations. The Board is regularly aligned on various developments and feedback on the same is sought from them.

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No).

Yes.

If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, stakeholder consultations help provide support in the identification and management of environmental and social aspects. MHRIL in collaboration with IGBC, Climate Group, and SBTi has committed to decarbonizing the resort operations and its related stakeholders. MHRIL is committed to prioritize actions aligned with Net Zero Design Resorts, adopt science-based target initiative, Improve operational efficiency, develop and mainstream climate-aligned building codes and standards, enable monitoring and tracking performance. These commitments further enhanced our efforts to integrate sustainability into the value chain. Our Green Supply Chain Management (GSCM) policy, commitment to SBTi, Carbon Neutrality, and developing Net Zero Resort's align with the commitments defined in the business charter. Another example of stakeholder consultation resulted in MHRIL becoming the founding member of IGBC to build cleaner and greener resorts for all the stakeholders. Climate Responsive Design (CRD) and energy Demand Reduction and Biodiversity preservation under the guidance of IBBI (Indian

Business and Biodiversity Initiative) has ensured in eco-balanced resorts. Regular consultation with contractors and suppliers helped us understand the need to support each other in integrating ESG aspects across the value chain. This culminated in the creation of a Code of Conduct for our Suppliers and Contractors. So, stakeholder consultation has helped MHRIL integrate sustainability (build a strong ESG base) across the value chain.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.

The Company focuses on creating long-term benefits to the society through various CSR initiatives by identifying disadvantaged/underprivileged sections of the demography residing in the peripheral areas of the company by conducting on-ground need assessments from time to time. The Corporate Social Responsibility ("CSR") Policy of the Company makes it a point to focus attention on the disadvantaged segments of the society and directs CSR efforts to uplift them. The Company's social development projects are aimed at empowering the underprivileged sections of the society such as children, women, youth, etc. The programmes implemented are aimed at improving living standards of the community and generating employment and livelihood opportunities. The Company addresses the concerns of vulnerable/marginalised stakeholder groups by rolling out interventions in the areas of -

- Women Empowerment
- Environmental Sustainability
- Education and Skill Development

For eg. the Company supports the education of girls from socially and economically marginalised families, support is provided to women by enhancing their skills to enable employment opportunities, encourage entrepreneurship, and improve the financial independence of women in the community. The Company has also rolled out multiple programmes for sustainable fuelwood management.

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 2022-23 | | | FY 2021-22 | | |
|----------------------|----------------|--------------------------------------|-----------|------------|--------------------------------------|-----------|
| | Total (A) | No. of employees/workers covered (B) | % (B / A) | Total (C) | No. of employees/workers covered (D) | % (D / C) |
| Employees | | | | | | |
| Permanent | 4,116 | 3,375 | 82.00 | 3,615 | 3,577 | 99.00 |
| Other than permanent | 1,090 | 912 | 84.00 | 1,028 | 862 | 84.00 |
| Total Employees | 5,206 | 4,287 | 82.00 | 4,643 | 4,439 | 96.00 |
| Workers | | | | | | |
| Permanent | Not Applicable | | | | | |
| Other than permanent | | | | | | |
| Total Workers | | | | | | |

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

| Category | FY 2022-23 | | | | | FY 2021-22 | | | | |
|---------------------------------------|----------------|-----------------------|-----------|------------------------|-----------|------------|-----------------------|-----------|------------------------|-----------|
| | 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) |
| Employees | | | | | | | | | | |
| Permanent | 4,116 | 0 | 0.00 | 4,116 | 100.00 | 3,615 | 0 | 0.00 | 3,615 | 100.00 |
| Male | 3,470 | 0 | 0.00 | 3,470 | 100.00 | 3,004 | 0 | 0.00 | 3,004 | 100.00 |
| Female | 646 | 0 | 0.00 | 646 | 100.00 | 611 | 0 | 0.00 | 611 | 100.00 |
| Others | 0 | 0 | 0.00 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0.00 |
| Other than Permanent Employees | | | | | | | | | | |
| Other than Permanent | 1,090 | 0 | 0 | 1,090 | 100.00 | 1,028 | 0 | 0.00 | 1,028 | 100.00 |
| Male | 891 | 0 | 0 | 891 | 100.00 | 857 | 0 | 0.00 | 857 | 100.00 |
| Female | 199 | 0 | 0 | 199 | 100.00 | 171 | 0 | 0.00 | 171 | 100.00 |
| Others | 0 | 0 | 0.00 | 0 | 0.00 | 0 | 0 | 0.00 | 0 | 0.00 |
| Workers | | | | | | | | | | |
| Permanent | Not Applicable | | | | | | | | | |
| Male | | | | | | | | | | |
| Female | | | | | | | | | | |
| Others | | | | | | | | | | |
| Other than permanent | | | | | | | | | | |
| Male | | | | | | | | | | |
| Female | | | | | | | | | | |
| Others | | | | | | | | | | |

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

| | Male | | Female | |
|----------------------------------|----------------|---|--------|---|
| | Number | Median remuneration/ salary/ wages of respective category | Number | Median remuneration/ salary/ wages of respective category |
| Board of Directors (BoD) | 6 | 32,75,000 | 1 | 26,30,000 |
| Key Managerial Personnel | 3 | 2,08,06,512 | 0 | 0 |
| Employees other than BoD and KMP | 3,549 | 3,56,664 | 667 | 3,29,340 |
| Workers | Not Applicable | | | |

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)

Yes.

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

The Business Responsibility (BR) Policy of the Company covers the Human Rights aspects. Human Rights aspects are a part of the supplier selection process and are also included in the contracts drawn up with them. Code of Conduct, Prevention of Sexual Harassment and the Whistle blower Policies along with the BR Policy cover all aspects on Human Rights for the Company and extend to all stakeholders of the Company. The various aspects of Human Rights are followed in the same spirit within as well as outside the organisation when engaging with different stakeholders. The Company plays a positive role in building awareness on human rights for its stakeholders and encourages respect for human rights of the local communities with specific focus on vulnerable and marginalised groups.

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

| | FY 2022-23 | | | FY 2021-22 | | |
|-----------------------------------|-----------------------|---------------------------------------|--------------|-----------------------|---------------------------------------|---------|
| | 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 | 1 | 0 | All Resolved | 0 | 0 | NA |
| Discrimination at workplace | Nil | Nil | NA | Nil | Nil | NA |
| Child Labour | Nil | Nil | NA | Nil | Nil | NA |
| Forced Labour/Involuntary Labour | Nil | Nil | NA | Nil | Nil | NA |
| Wages | Nil | Nil | NA | Nil | Nil | NA |
| Other human rights related issues | Nil | Nil | NA | Nil | Nil | NA |

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

It is our endeavor to keep our workplace at MHRIL as safe, transparent, and friendly for people to work in. Understanding employees and giving them the confidence that their workplace is fair, transparent, and safe has been a core philosophy and to that effect we had a Policy on Prevention of Sexual Harassment. MHRIL has zero tolerance for any unacceptable conduct. MHRIL encourages reporting of any harassment concerns and is responsive to complaints about harassment or other unwelcome or offensive conduct. Committees

have been constituted across locations to enquire into complaints of sexual harassment and to recommend appropriate action, wherever required. Necessary disclosures in relation to the sexual harassment complaints received and redressal thereof are provided in Annual Report 2023. Regular awareness and training sessions are conducted to ensure that the employees are fully aware of the aspects of sexual harassment and of the redressal mechanism.

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

Yes.

9. Assessments for the year:

| | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|---|
| Child labour | 100% |
| Forced/involuntary labour | 100% |
| Sexual harassment | 100% |
| Discrimination at workplace | 100% |
| Wages for employees | 100% |
| Others - please specify | NA |

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not Applicable.

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

Apart from the internal committee to address sexual harassment cases, and BEGC cell to resolve code of conduct violations, MHRIL has introduced an independent and third-party enabled grievance reception & redressal mechanism – ‘Ethics helpline’ for all employees to address all types of issues or violations.

2. Details of the scope and coverage of any Human rights due diligence conducted.

MHRIL covers all the human rights aspects which include the right to life and liberty, freedom from slavery, freedom of opinion and expression, the right to work and education, equal opportunity and prevention of sexual harassment.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, MHRIL office in Worli is accessible to differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016, and IGBC Platinum certified. So, it complies with all the requirements and beyond as required in IGBC certification. MHRIL adheres to all the accessibility requirements for differently abled people at the resorts by way of Ramps to ensure accessibility & having Differently abled washrooms.

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 | Please specify unit | FY 2022-23 | FY 2021-22 |
|---|---------------------|------------|------------|
| Total electricity consumption (A) | GJ | 1,31,721 | 1,02,526 |
| Total fuel consumption (B) (DG UNIT) | GJ | 5,983 | 5,168 |
| Energy consumption through other sources (C) (Solar) | GJ | 15,543 | 8,036 |
| Total energy consumption (A+B+C) | GJ | 1,53,247 | 1,15,730 |
| Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees crore) | GJ | 117.37 | 120.47 |
| Energy intensity (optional) - the relevant metric may be selected by the entity | GJ | 0.14 | 0.12 |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Yes.

If yes, name of the external agency.

Klynveld Peat Marwick Goerdeler (KPMG) (as part of group sustainability team)/GRI (Global Reporting Initiative)

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 | Please specify unit | FY 2022-23 | FY 2021-22 |
|--|---------------------|------------|------------|
| Water withdrawal by source (in kilolitres) | | | |
| (i) Surface water | Kilolitres | - | - |
| (ii) Groundwater | Kilolitres | 6,15,523 | 4,39,786 |
| (iii) Third party water (Tanker) | kilolitres | 1,20,556 | 1,03,109 |
| (iv) Seawater / desalinated water | Kilolitres | - | - |
| (v) Others (Municipal) | kilolitres | 3,87,834 | 2,80,882 |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) | Kilolitres | 11,23,913 | 8,23,777 |
| Total volume of water consumption (in kilolitres) | kilolitres | 11,23,913 | 8,23,777 |
| Water intensity per rupee of turnover (Water consumed / turnover) | Kl/Crore ₹ | 860.86 | 857.49 |
| Water intensity (optional) - the relevant metric may be selected by the entity | Kl/ occ room | 0.94 | 1.12 |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Yes.

If yes, name of the external agency.

GRI/KPMG as part of group Sustainability Review.

4. Has the entity implemented a mechanism for Zero Liquid Discharge?

Yes.

If yes, provide details of its coverage and implementation.

Recycled water is used in gardening, flushing, cooling towers, washing of floors, etc.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

| Parameter | Please specify unit | FY 2022-23 | FY 2021-22 |
|-------------------------------------|---------------------|------------|------------|
| NOx | Åµg/m ³ | 0.096 | 0.10 |
| SOx | Åµg/m ³ | 0.054 | 0.068 |
| Particulate matter (PM) | Åµg/m ³ | 0.038 | 0.032 |
| Persistent organic pollutants (POP) | - | 0 | 0 |
| Volatile organic compounds (VOC) | - | 0 | 0 |
| Hazardous air pollutants (HAP) | - | 0 | 0 |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Yes.

If yes, name of the external agency.

State Pollution Control Board.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

| Parameter | Unit | FY 2022-23 | FY 2021-22 |
|--|--|------------|------------|
| Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) | tCO ₂ e | 5,907 | 4,329 |
| Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) | tCO ₂ e | 2,8876 | 2,1097 |
| Total Scope 1 and Scope 2 emissions per rupee of turnover | tCO ₂ e/rupees crores | 26.64 | 26.47 |
| Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity (per occupied room night) | tCO ₂ e/occupied room night | 0.033 | 0.035 |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Yes.

If yes, name of the external agency.

GRI/SBTi (Science Based Target Initiative).

7. Does the entity have any project related to reducing Green House Gas emission?

Yes.

If Yes, then provide details.

MHRIL is very much focused to adopt new technologies related to renewable energy sources, available in the market to generate the electricity as well as reduce the greenhouse gas emission. We are successfully achieving the desired percentage with respect to overall electricity requirements and reduction in greenhouse gas emission through Solar Power & Battery backup system installation, BLDC Fans, Thermodynamic heating/heat pump occupancy sensors, etc. As a part of our internal planning related to produce more electricity through renewable energy sources and reducing greenhouse gas emissions, we have been encouraging our employees to use Electric vehicles, by installing EV charging points. The availability of EV charging points has been already welcomed by our customers at respective resorts. We are aims to adopt all these technologies and systems in all our resorts very soon and contribute in the overall greenhouse gas reduction of the region.

8. Provide details related to waste management by the entity, in the following format:

| Parameter | Parameter | FY 2022-23 | FY 2021-22 |
|---|---------------|------------|------------|
| Total Waste generated (in metric tonnes) | | | |
| Plastic waste (A) | metric tonnes | 45.9 | 36.72 |
| E-waste (B) | metric tonnes | 4.82 | 4.58 |
| Bio-medical waste (C) | metric tonnes | 2.76 | 3.03 |
| Construction and demolition waste (D) | metric tonnes | 0 | 0 |
| Battery waste (E) | metric tonnes | 1.61 | 1.53 |
| Radioactive waste (F) | metric tonnes | 0 | 0 |
| Other Hazardous waste. (G) | metric tonnes | 5.44 | 5.86 |
| Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) | metric tonnes | 940.26 | 793.58 |
| Total (A+B + C + D + E + F + G + H) | metric tonnes | 1,000.79 | 845.30 |
| For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes) | | | |
| Category of waste | | | |
| (i) Recycled | metric tonnes | 292.83 | 247.08 |
| (ii) Re-used | metric tonnes | 705.20 | 595.19 |

| Parameter | Parameter | FY 2022-23 | FY 2021-22 |
|--|---------------|------------|------------|
| (iii) Other recovery operations | metric tonnes | - | - |
| Total | metric tonnes | 998.03 | 842.27 |
| For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes) | | | |
| Category of waste | | | |
| (i) Incineration | metric tonnes | 2.76 | 3.03 |
| (ii) Landfilling | metric tonnes | 0 | 0 |
| (iii) Other disposal operations | metric tonnes | 0 | 0 |
| Total | metric tonnes | 2.76 | 3.03 |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Yes.

If yes, name of the external agency.

GRI/TUV (Technischer Überwachungs Verein)

9. 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.

We are conscious of the need to use alternative materials for construction that curtail the use of virgin materials in order to reduce the environmental footprint in terms of energy consumption, pollution and waste disposal. To minimize the impact of these materials, we have incorporated principles of circularity in our operations and aligned our material procurement strategy with Green Supply Chain Management MHRIL employs innovative techniques to manage waste generated during three stages of a project namely - design, construction and occupancy. We minimize waste production by reusing, recycling, and safe disposal at designated sites. Being a 100% green-certified portfolio, we prepare a detailed plan right from the design stage to accommodate waste management during the construction and use phase. Detailed plans are executed on the ground by the projects. Our resorts are provisioned with 100% composting of organic waste on-site and treatment of recyclables and other waste through partnerships with authorized vendors. Each of the projects is designed to include a resource recovery center (RRC) for secondary waste segregation to derive value out of waste. During the construction stages, most of the construction and demolition waste such as waste blocks, tiles, etc. are reused within the project for roof tiling, kitchen block work, etc. which increases diversion away from landfill and saves cost too. Scrap material such as steel, iron, aluminum, etc. is sold to authorized handlers to generate recyclable materials. Our primary objective has been to avoid wastage and reuse materials through innovative interventions. We have on-site composting and other organic waste treatment mechanisms such as the use of food waste in biogas plants in various resorts. We have eliminated single-use plastic in our Resorts. All other waste is recycled with the help of authorized vendors, our waste data is reported on the GRI portal, and third-party audits to ensure zero waste to landfill. MHRIL is committed to getting all the resorts as zero waste to landfill certified by FY 2025.

10. 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 there of and corrective action taken, if any. |
|--------|--------------------------------|--------------------|---|--|
| None | | | | |

MHRIL has resorts across 15 Indian states, none of the projects are in ecologically sensitive areas. Our land selection process ensures screening out of areas near ecologically sensitive zones.

We do undertake environmental clearances for our projects aligned with the regulatory requirements. Though none of our projects are in sensitive zones, we do undertake biodiversity studies through external partners for projects rich in biodiversity and conserve the natural ecosystem (during construction too through our sustainable construction practices and regular biodiversity assessment for such areas). In FY 2022, we did a biodiversity study for one of our projects in Goa rich in flora and fauna and conservation of the same is part of our customer value proposition which will be maintained through our sustainable construction practices and design interventions.

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

Environmental impact assessment (EIA) is conducted for our resorts. We do conduct hydrology and hydrogeological studies, soil testing and other environmental tests for projects based on preliminary due diligence and make necessary interventions aligned with our sustainability commitments (on Net Zero Water, Net Zero Energy, etc.). In our locations either developed or currently under development, EIA were conducted before the commencement of development.

12. 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).

Yes.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

| Parameter | Please specify unit | FY 2022-23 | FY 2021-22 |
|--|---------------------|------------|------------|
| From renewable sources | | | |
| Total electricity consumption (A) | GJ | 15,543 | 8,036 |
| Total fuel consumption (B) | GJ | | |
| Energy consumption through other sources (C) | GJ | | |
| Other sources | | | |
| Total energy consumed from renewable sources (A+B+C) | Joules or multiples | 15,543 | 8,036 |
| From non-renewable sources | | | |
| Total electricity consumption (D) | GJ | 1,31,721 | 1,02,526 |
| Total fuel consumption (E) | GJ | 5983 | 5168 |
| Energy consumption through other sources (F) | GJ | | |
| Other sources | | | |
| Total energy consumed from non-renewable sources (D+E+F) | Joules or multiples | 1,37,704 | 1,07,694 |

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.

Yes, GRI

2. Provide the following details related to water discharged:

| Water discharge by destination and level of treatment (in kilolitres) | | | |
|---|------------|------|------|
| (i) To Surface water | kilolitres | 0.00 | 0.00 |
| - No treatment | kilolitres | | |
| - With treatment - please specify level of treatment | kilolitres | | |
| (ii) To Groundwater | kilolitres | 0.00 | 0.00 |
| - No treatment) | kilolitres | | |
| - With treatment - please specify level of treatment | kilolitres | | |
| (iii) To Seawater | kilolitres | 0.00 | 0.00 |
| - No treatment | kilolitres | | |
| - With treatment - please specify level of treatment | kilolitres | | |
| (iv) Sent to third-parties | kilolitres | 0.00 | 0.00 |
| - No treatment | kilolitres | | |
| - With treatment - please specify level of treatment | kilolitres | | |
| (v) Others | kilolitres | 0.00 | 0.00 |
| - No treatment | kilolitres | | |
| - With treatment - please specify level of treatment | kilolitres | | |
| Total water discharged (in kilolitres) | kilolitres | 0.00 | 0.00 |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Yes.

If yes, name of the external agency.

GRI / IGBC (Indian Green Building Counsel)

3. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):

Not Applicable.

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.

Not Applicable.

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

| Parameter | Unit | FY 2022-23 | FY 2021-22 |
|--|----------------------------------|------------|------------|
| Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) | tCO ₂ e | 0.048 | 0.052 |
| Total Scope 3 emissions per rupee of turnover | tCO ₂ e/rupees crores | 0 | 0 |

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

Yes.

If yes, name of the external agency.

Greenenvironment.

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable.

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

| S. No. | Initiative undertaken | Details of the initiative (Web-link, if any, may be provided along-with summary) | Outcome of the initiative |
|--------|--|--|--|
| 1. | Creating a green team, encouraging guests to be green, starting composting, saving water, planting through Hariyali initiative, supporting local, sustainable businesse, implementing alternative energy sources | Sustainability_report_2022.pdf (clubmahindra.com) | The outcome of such initiatives is that it reduces the environmental impact by MHRIL. For example, exploring and installing energy-saving technologies reduced energy consumption. Creating a green team helped promoting environmental awareness and encourage employees to take action. Encouraging guests to be green helped to reduce waste and promote sustainable practices. Starting composting helped to reduce food waste and create nutrient-rich soil. Saving water helped to conserve this precious resource. Planting a garden helped to provide fresh produce for guests and employees. Supporting local, sustainable businesses helped to reduce the carbon footprint of MHRIL. Implementing alternative energy sources helped to reduce reliance on fossil fuels and promote and adopt renewable energy in MHRIL |

7. Does the entity have a business continuity and disaster management plan?

MHRIL has a business continuity plan that involves policies and procedures to ensure essential business functions and processes are available during and after a disaster as well as a disaster recovery plan that enables the restoration of operations after a major disruption. The company follows the guidelines of ISO 22301:2019 which is the international standard for business continuity management. We follow the following elements in the plan-

1. Business impact analysis
2. Risk assessment
3. Business continuity strategies
4. Emergency response and operations
5. Plan development and maintenance
6. Awareness and training programs

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

As we are very responsible and conscious toward environment, there is no adverse impact to the environment arising from our value chain. Even though the control on scope 3 is still a challenge and hence we prioritize value chain emission reductions ahead of actions or investments to mitigate emissions outside their value chains to achieve net-zero.

Our initiatives for water conservation and reuse, EP 100 and RE100 initiatives, reduction of material consumption and solid waste mitigation by Zero waste to landfill, Eliminating single-use plastics and food waste and setting Science based target (long term and short term) are few of the many measures we have taken in MHRIL.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

MHRIL trained and evaluated 294 of 300 key vendors (above 90% of them) for environmental impact during FY 2022–2023.

PRINCIPLE 7

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

Essential Indicators

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

MHRIL has affiliations with three trade and industry chambers/ associations.

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such 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 | Bombay Chamber of Commerce and Industry (BCCI) | State |
| 2 | Confederation of Indian Industry (CII) | National |
| 3 | All India Resort Development Association (AIRDA) | 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.

Leadership Indicators

1. Details of public policy positions advocated by the entity:

MHRIL does not engage in direct public advocacy.

| S. No. | Public policy advocated | Method resorted for such advocacy | Whether information available in public domain? (Yes/No) | Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify) | Web Link, if available |
|--------|-------------------------|--------------------------------------|--|---|---|
| 1 | yes | Through Online and Offline Trainings | yes | yearly | https://www.clubmahindra.com/sites/default/files/Sustainability%20Policy_Mar2017.pdf |

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.

| Name and brief details of project | SIA notification No. | Date of notification | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes / No) | Relevant Web Link |
|-----------------------------------|----------------------|----------------------|---|--|-------------------|
| Not Applicable | | | | | |

As per applicable laws, SIA is not applicable for any of the projects undertaken by the Company.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Since MHRIL deals with the development and operations of a holiday resort in remote, tourist destinations and unexplored areas, rehabilitation and resettlement of communities are not applicable to our business model.

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

The Company has implemented mechanisms to facilitate effective dialogues with all stakeholders across businesses, identify material concerns and provide resolution in an equitable and transparent manner. Engagement responsibility for each stakeholder group is entrusted with specific teams in our Company. In Community based CSR projects, the Company representative at each location facilitates the interaction between the beneficiary groups to address concerns and resolve issues if any. Process followed is as under: the stakeholder reaches out to the management at the location and shares concerns. Their request is reviewed to assess the need and the proposed outcome. An implementing agency is reviewed for the implementation of the project with domain expertise in the area of intervention and location geography. Regular interactions with community are rolled out. This is done by physical visits, feedbacks review of outcomes, photos, etc. In case there is a grievance and can be resolved by the Company, necessary approvals are taken and action is implemented.

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

| | FY 2022-23 | FY 2021-22 |
|--|------------|------------|
| Directly sourced from MSMEs/ small producers | 19 | 17 |
| Sourced directly from within the district and neighbouring districts | 52 | 48 |

MHRIL integrates sustainability in all processes including the supply chain driven by the Green supply chain management policy (GSCM) which ensures minimal/zero environmental and social impacts on its products. MHRIL gives priority to the purchase of locally available material to minimize environmental impact and gives preference to green-certified products. Most of the day-to-day operating of the item is procured from local vendors as aligned with our GSCM Policy.

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Not applicable.

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

| S. No. | State | Aspirational District | Amount spent (In INR) |
|--------|-----------|-----------------------|-----------------------|
| 1 | Rajasthan | Jaisalmer | 1,15,000 |

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

Yes.

- (b) From which marginalized /vulnerable groups do you procure?

Small time Vendors from Local Village & Female Vendors.

- (c) What percentage of total procurement (by value) does it constitute?

1.55%.

We speak to all vendors and inform them to promote employment of atleast 25% of their workforce to be women, we also promote to buying items from women entrepreneurs. We ensure we buy most of our operational items from local villages.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Nil.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not applicable.

6. Details of beneficiaries of CSR Projects:

| S. No. | CSR Project | No. of persons benefitted from CSR Projects | % of beneficiaries from vulnerable and marginalized groups |
|--------|--|---|--|
| 1 | Nanhi Kalli - Provide all rounded support in education to underprivileged girl children in India | 2,782 | 100 |
| 2 | Smokeless Stoves - promoting sustainable and cleaner form of cooking with Sarala cookstoves. | 200 | 100 |
| 3 | Access to potable water in communities | 10,200 | 0 |
| 4 | Solar Lantern Distribution | 745 | 95 |
| 5 | Saksham-Skill Building for Women and Entrepreneurship for women | 61 | 100 |
| 6 | Building Livelihoods of Women Artisans | 100 | 100 |
| 7 | Project Udaan: Enhancing livelihood opportunities for women | 40 | 80 |
| 8 | Sustainable Fuelwood management: Distribution of energy efficient cookstoves | 350 | 100 |
| 9 | Imparting employability/livelihood skills to the family members of head loaders community. | 480 | 95 |

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.

To guarantee timely and effective resolution of customer, grievances redressal policy is adopted by MHRIL which prioritizes customer satisfaction and values their inputs. Our organization is equipped with a robust system to address customer complaints and gather feedback. We recognize the significance of customer feedback in delivering exceptional services. We engage with our customers through multiple channels, including voice calls, emails, website, mobile app, social media, and more, to actively listen to their feedback and concerns. Additionally, we organize member engagement meets in various cities, enabling us to have face-to-face interactions with our customers. These regular interactions serve as platforms for discussions on resolving issues and implementing measures for improvement. Customer feedback may fall into two categories: service requests and complaints. Service requests are instances where customers seek a specific service, while complaints arise when customers express dissatisfaction with a provided service. To ensure efficient handling of complaints, we follow structured Standard Operating Procedures (SOPs) within defined timelines. We also offer multiple levels of escalation if a customer remains unsatisfied with the initial resolution. This structured approach not only helps us address customer concerns effectively, but also presents opportunities for us to enhance our processes and leverage new technologies, ultimately leading to greater customer satisfaction.

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

| | As a percentage to total turnover |
|---|---|
| Environmental and social parameters relevant to the product | 100% |
| Safe and responsible usage | 100% |
| Recycling and/or safe disposal | We at MHRIL are committed to achieve the 100% target for recycling and safe disposal by 2025. |

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

| | FY 2022-23 (Current Financial Year) | | Remarks | FY 2021-22 (Previous Financial Year) | | Remarks |
|--------------------------------|--|-----------------------------------|---------|--------------------------------------|-----------------------------------|---------|
| | Received during the year | Pending resolution at end of year | | Received during the year | Pending resolution at end of year | |
| Data privacy | There have been no consumer complaints received in respect of these practices. | | | | | |
| Advertising | | | | | | |
| Cyber-security | | | | | | |
| Delivery of essential services | | | | | | |
| Restrictive Trade Practices | | | | | | |
| Unfair Trade Practices | | | | | | |
| Other | 1.5% of our member base | 6 | NA | 0.6% of our member base | 26 | NA |

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

Not applicable since MHRIL does not have any products that can entail safety issues, as it is a vacation ownership and accommodation related services.

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)

Yes.

If available, provide a web-link of the policy.

MHRIL's Policies related to cyber security and data privacy are publicly available on the website. Weblink for the policy:

<https://www.clubmahindra.com/privacy-policy>

In additions to this, all the employees at MHRIL are being made aware about the importance of data security & risk related data privacy through various internal policies and awareness program.

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 customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Not applicable, as no issues have been raised at MHRIL related to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/ action taken by regulatory authorities on safety of products/ services.

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

The website offers comprehensive access to all details concerning MHRIL services. This includes an array of information such as resort details, the latest schemes and offers, communications and more—all readily available in the public domain.

Link to access the website <https://www.clubmahindra.com/>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

At MHRIL, we strive to ensure that our customers are well-informed about the safe and responsible usage of our services. We achieve this by providing comprehensive information on our website and through regular communications. Our dedicated team members at branches and resorts also play an essential role in educating our valued members about these practices, enabling them to enjoy our services safely. In addition, we reinforce the message of safe and responsible service usage through strategically placed signage at our resorts. Also, digital signages, fire emergency exit are displayed in key locations such as lobbies, elevators, or common areas to inform guests about any potential disruptions. These displays can provide updates in real-time and can be easily updated as the situation evolves.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Our comprehensive resort management entails overseeing all aspects of maintenance, including daily upkeep and housekeeping tasks, as well as addressing resident concerns and grievances. We ensure effective communication of any resort disruptions, closures or access restrictions well in advance through various proactive channels. Additionally, our dedicated staff at the resorts promptly informs all resident members about

any disruptions in essential services on the property. By prioritizing staff training, staff is able to effectively notify customers about potential risks of service disruptions based on their geographical location. This enables staff members to confidently deliver precise and prompt information, ensuring guests are fully informed and capable of making the necessary arrangements to ensure a seamless stay experience.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

MHRIL's Prospect & Member Website & Mobile app serves as a comprehensive platform where you can access all the necessary resort and booking information. Additionally, during the onboarding process for new members, we ensure to provide a thorough explanation of important details such as the Guidelines for holidays, Product/membership specifics, and the Terms & conditions associated with our membership.

The Company actively engages in consumer research, encompassing both members and prospects, to gain insights into their travel aspirations, identify areas of improvement, and understand the motivations driving their travel choices. By doing so, the brand strives to align itself with the ever-changing needs of consumers. Additionally, the Company conducts periodic Brand Track studies with customers to measure the efficiency, effectiveness, and brand awareness of our brand campaigns. Furthermore, at the resort level, a comprehensive Post-Holiday Feedback Survey, which includes Net Promoter Score (NPS) and Customer Satisfaction (CSAT) surveys, is conducted after members check out. This survey aims to capture the members' overall experience from check-in to check-out, covering various aspects such as accommodations, dining experiences, and the unique offerings available at the Happy Hub and Spa.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along with impact

None.

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

In FY 2023, the Company has maintained a strong track record of data security with zero instances of data breaches. This accomplishment is attributed to the robust cyber security policy and processes implemented to effectively address and mitigate any potential security incidents.