

18th August, 2025

Bombay Stock Exchange Limited
1st Floor, New Trading Ring,
Rotunda Building,
P J Towers, Dalal Street, Fort
MUMBAI – 400 001.

The National Stock Exchange of India Ltd
Exchange Plaza,
5th Floor, Plot No.C/1, G Block,
Bandra Kurla Complex, Bandra (E)
MUMBAI – 400 051

Dear Sir,

Sub: Business Responsibility and Sustainability Report for FY 2024-25.
Ref: BSE: 532390; NSE: TAJGVK.

Pursuant to Regulation 34(2)(f) of Securities Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for FY 2024-25, which forms part of the Annual Report for the FY 2024-25.

The Business Responsibility and Sustainability Report is also uploaded on the website of the company at <https://www.tajgvk.in/i/Annual-Report/BRSR2024-25.pdf>.

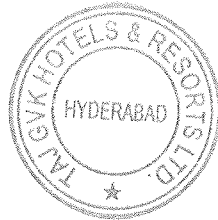
You are requested to kindly take the same on record.

Yours faithfully

For TAJ GVK Hotels & Resorts Limited



J SRINIVASA MURTHY
CFO & Company Secretary
M.No.FCS-4460



Encl: a/a

Business Responsibility & Sustainability Report

FOR THE FINANCIAL YEAR 2024 –25

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

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L40109TG1995PLC019349
2	Name of the Listed Entity	TAJ GVK Hotels & Resorts Limited
3	Year of incorporation	1995
4	Registered Office Address	Taj Krishna, Road No.1, Banjara Hills, Hyderabad – 500 034, Telangana
5	Corporate Address	Taj Krishna, Road No.1, Banjara Hills, Hyderabad – 500 034, Telangana
6	E-mail	tajgvkshares.hyd@tajhotels.com
7	Telephone	+91 40-66293664
8	Website	www.tajgvk.in
9	Financial year for which reporting is being done	1st April 2024 to 31st March 2025
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11	Paid-up Capital	Rs.1254.03 Lakhs
12	Contact Person	
	Name of the Person	Mr. J Srinivasa Murthy Chief Financial Officer and Company Secretary
	Telephone	+91 40-66293665
	Email address	srinivas.murthy@tajhotels.com
13	Reporting Boundary	
	Type of Reporting– Select from the Drop-Down List	Standalone
14	Name of Assurance provider	Not Applicable
15	Type of Assurance obtained	Not Applicable

II. Product/Services

16	Details of business activities (accounting for 90% of the turnover):	Sr. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1.	Accommodation and Food Services	Hotels, Inns, Holiday homes, Resorts, Banquet Halls and Conference Rooms, Restaurants etc.	100

17	Products/Services sold by the entity (accounting for 90% of the entity's turnover):	Sr.	Product/Service	NIC Code	% of Total Turnover contributed
		1.	Accommodation Services	55101	54
		2.	Food and Beverages Services	56301	17
		3.	Banquets & Other Services	56210	29

III. Operations

18	Number of locations where plants and/or operations/offices of the entity are situated:	Location	Number of plants*	No. of Offices	Total
		National	5	-	5
		International	-	-	-
		*Number of hotels			

19	Market served by the entity	Locations	Numbers
	a. No. of Locations	National (No. of States)	3
		International (No. of Countries)	-
	b. What is the contribution of exports as a percentage of the total turnover of the entity?	Not Applicable	
	c. A brief on types of customers	<p>a) Business Travelers – Strategically located and equipped with premium amenities, our hotels are a top choice for professionals seeking seamless and efficient stays during business trips.</p> <p>b) Leisure Tourists – We welcome both domestic and international travellers with luxurious accommodations that elevate the overall travel experience through comfort and hospitality.</p> <p>c) Event and Conference Delegates – With flexible event venues and modern conference facilities, our hotels are ideal for hosting corporate meetings, seminars, and professional gatherings.</p> <p>d) Wedding Guests – Renowned as premier wedding venues, our properties offer comprehensive planning and coordination services to ensure truly unforgettable celebrations.</p> <p>e) Culinary Enthusiasts – Our award-winning restaurants and bars are destinations in themselves, attracting both in-house guests and local patrons with exceptional dining experiences.</p> <p>f) Airline and Maritime Crew – We offer a welcoming, restful environment tailored to the needs of airline and ship crew members, ensuring their comfort and convenience.</p> <p>g) Long-Stay Guests – Designed for extended visits, our hotels provide thoughtfully equipped accommodations and services that combine comfort, convenience, and flexibility.</p>	

IV. Employees

20. Details as at the end of Financial Year:

Sr.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a. Employees and workers (including differently abled)						
Employees						
1	Permanent (D)	364	313	86	51	14
2	Other than Permanent (E)	549	414	75	135	25
3	Total Employees (D+E)	913	727	80	186	20
Workers						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total Workers (F+G)	-	-	-	-	-
b. Differently abled employees and workers						
Differently abled employees						
1	Permanent (D)	-	-	-	-	-
2	Other than Permanent (E)	4	4	100	-	-
3	Total differently abled employees (D+E)	4	4	100	-	-
Differently abled workers						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total differently abled workers (F+G)	-	-	-	-	-

21. Participation/Inclusion/Representation of women

Sr.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1.	Board of Directors	14	3	21%
2.	Key Management Personnel	1	-	-

22. Turnover rate for permanent employees and workers

Category	FY 2024–2025			FY 2023–2024*			FY 2022–23*		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	23%	54%	27%	9%	9%	9%	11%	21%	13%
Permanent Workers	-	-	-	-	-	-	-	-	-

Note: *Workforce has been categorized into permanent and other than permanent employees in the current year; accordingly, turnover rate for FY 2023–24 and FY 2022–23 has been restated.

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

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

Sr.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a 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.	Green Woods Palaces and Resorts Pvt Ltd	Joint Venture	48.99	Yes

VI. CSR Details

24	i.	Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	ii.	Turnover	Rs. 461.32 Crore
	iii.	Net worth	Rs.627.27 Crore

VII. Transparency and Disclosures Compliances

25. 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 2024–25			FY 2023–24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	Nil	NA	Nil	Nil	NA
Investors (other than shareholders)	Yes	Nil	Nil	NA	Nil	Nil	NA
Shareholders	Yes	22	Nil	NA	43	Nil	NA
Employees and workers	Yes	1	Nil	NA	Nil	Nil	NA
Customers	Yes	Nil	Nil	NA	Nil	Nil	NA
Value Chain Partners	Yes	Nil	Nil	NA	Nil	Nil	NA
Others	-	-	-	-	-	-	-

Note: TAJ GVK has a dedicated Investor Grievance Redressal Policy for addressing concerns raised by investors. Additionally, the company has established a Vigil Mechanism specifically designed for Directors and Employees to report concerns related to unethical behaviour, actual or suspected fraud, or violation of the company's code of conduct. Broader stakeholder

concerns are addressed through the company’s Stakeholder Engagement Policy, promoting transparency and responsible business conduct across all stakeholder groups. Web link: TAJGVK – Corporate Policies

26. 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 alongwith its financial implications, as per the following format:

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)
Business Ethics and Transparency	Opportunity	Upholding ethical business practices and ensuring transparency in operations strengthens stakeholder confidence, enhances brand credibility, and reduces the likelihood of regulatory or reputational issues.	The company has put in place clear codes of conduct, vigil mechanism, compliance procedures, and regular monitoring mechanisms to promote integrity across all levels of operation. Ongoing training ensures employee awareness and adherence.	Positive
Customer Data Privacy and Security	Risk	The growing reliance on digital platforms in the hospitality industry increases exposure to cyber threats and data breaches. Inadequate handling of guest data can lead to regulatory penalties under data protection laws (e.g., GDPR-like standards), legal liabilities, and reputational damage. A loss of customer trust in data security may also lead to reduced bookings and revenue loss.	The company has implemented a structured data privacy framework that includes secure IT infrastructure, access controls, encryption protocols, and regular audits. Employees handling personal data are trained on privacy and cybersecurity norms. Incident response mechanisms are in place to address breaches, if any, in a timely manner.	Negative
Food Quality and Standard	Opportunity	Food safety and quality directly influence guest satisfaction and the likelihood of repeat business. In a highly competitive market, consistently meeting or exceeding standards helps differentiate the brand.	The company follows a structured approach to food safety and quality, fully aligned with applicable FSSAI guidelines. Ingredients are procured from approved, audited suppliers to ensure quality at the source. Regular hygiene audits, food safety inspections, and staff training are conducted across all properties to maintain consistency in food preparation and handling. Food traceability systems, proper labelling, and storage protocols are in place to minimise risks and ensure compliance. Additionally, in line with FSSAI’s RUCO (Repurpose Used Cooking Oil) initiative, used cooking oil is monitored and discarded once the Total Polar Compounds (TPC) exceed 25%, or after a maximum of three frying cycles—whichever is earlier. UCO is handed over to authorised collection partners for conversion into biodiesel, helping the company align with both health regulations and broader environmental goals.	Positive

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)
Waste Management and Circular Economy	Risk	Ineffective waste management can result in regulatory non-compliance, increased costs, and reputational challenges. Moving towards circular practices can create long-term operational efficiencies and environmental benefits.	Waste is systematically segregated and disposed of in accordance with applicable norms. Efforts are ongoing to reduce single-use plastics, introduce composting, and explore opportunities to repurpose materials where feasible	Negative
Customer Satisfaction	Opportunity	Delivering a seamless and personalised guest experience is vital for retention and growth. It also enhances brand loyalty and supports positive word-of-mouth, which are crucial in the hospitality sector.	The company leverages digital platforms and loyalty programmes to gather guest insights. Feedback is actively used to refine offerings, supported by a strong service culture and dedicated customer engagement teams.	Positive
Resilient Business Strategy	Opportunity	A flexible and forward-looking business strategy enables the company to adapt to market disruptions, evolving guest preferences, and sector-specific risks, thereby ensuring continuity and sustained performance.	The company has diversified its portfolio across multiple segments including business, leisure, and wellness. It continuously reviews market trends, enhances operational agility, and invests in digital transformation and resource optimisation.	Positive
Energy and Emissions Management	Opportunity	Improving energy efficiency and reducing emissions helps lower operating costs and align with environmental regulations and stakeholder expectations, especially from institutional investors and regulators.	Regular energy audits, adoption of efficient HVAC systems, retrofitting with LED lighting, and increasing procurement of renewable energy are part of the company's ongoing energy management strategy.	Positive
Water and Effluent management	Risk	Water availability and quality are essential to hotel operations. Water scarcity or regulatory breaches can lead to business interruptions and higher operational costs.	The company uses water-efficient fixtures, reuses treated wastewater for non-potable applications, and monitors consumption regularly to identify saving opportunities across properties.	Negative
Green Buildings	Opportunity	Green-certified buildings reduce long-term operating costs and are increasingly preferred by environmentally conscious guests and investors.	All upcoming projects aim to comply with green building standards (e.g., IGBC/LEED). Existing properties are being retrofitted to incorporate sustainability features such as energy and water conservation technologies.	Positive
Climate Change	Risk	Climate change can affect tourist flows, increase energy demand, and require additional capital expenditure to safeguard infrastructure.	Energy use is monitored to reduce consumption and emissions. Adaptive measures include efficient cooling systems, green energy procurement, and climate-resilient infrastructure planning to ensure business continuity in the face of extreme weather conditions.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9	
Policy and Management Processes											
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
	c. Web Link of the Policies, if available	Principle 1					Code of conduct Vigil Mechanism Anti-bribery Policy Insider Trading Policy Related Party Transactions				
		Principle 2					Procurement Policy				
		Principle 3					Equal Opportunity Policy POSH Policy				
		Principle 4					Stakeholder Engagement Policy Investor Grievance Redressal Policy				
		Principle 5					Human rights Policy Equal Opportunity Policy				
		Principle 6					Environmental Policy ESG Policy				
		Principle 7					Public Advocacy Policy				
		Principle 8					CSR policy ESG Policy				
		Principle 9					Data Retention Policy Cyber-consolidated Policy				
		Other policies can be referred from TAJ GVK website. Weblink: TAJ GVK – Corporate Policies									
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, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	1. Food Safety and Standards Authority of India (FSSAI) 2. Platinum Certification under Earth Check Standards.									
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	TAJ GVK is strengthening its sustainability framework by aligning with the PAATHYA framework of the Indian Hotels Company Limited (IHCL), which is built on six key pillars: 1. Promote Environmental Stewardship 2. Promise Social Responsibility 3. Preserve Heritage and Brand 4. Partner Transformation 5. Prudent Corporate Governance, and 6. Progress Sustainable Growth These pillars guide the company's operations and influence key decisions related to energy efficiency, resource optimisation, and the reduction of Scope 2 emissions. Efforts are also underway to improve the tracking and management of Scope 3 emissions across the value chain. In addition to environmental initiatives, TAJ GVK is taking meaningful steps to enhance employee experience, deepen engagement with local communities, and continuously improve guest satisfaction. While formal entity-specific targets are under development, performance is monitored in line with the PAATHYA framework, enabling a structured and integrated approach to sustainability that supports long-term value creation and reinforces the trust associated with the brand.									

6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	TAJ GVK aligns its sustainability efforts with IHCL's PAATHYA framework, which guides actions across environmental stewardship, social responsibility, governance, and sustainable growth. During the reporting period, initiatives were undertaken to improve energy efficiency, reduce Scope 2 emissions, enhance water and waste management, and strengthen community engagement and employee well-being. While formal entity-level targets are under development, progress is tracked through internal metrics aligned with the framework.
Governance, Leadership and Oversight		
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>Dear Stakeholders,</p> <p>As we navigate an era of renewed purpose and conscious growth, I am pleased to share reflections on TAJ GVK's evolving journey towards sustainability and responsible business practices.</p> <p>Guided by our ESG Policy, we are embedding environmental, social, and ethical principles across operations—focusing on resource efficiency, footprint reduction, and responsible procurement.</p> <p>In FY 2024–25, we installed air-cooled heat pumps, upgraded cooling towers, and completed LED retrofits, achieving a 15% reduction in energy intensity.</p> <p>On the social front, we upheld strong human rights, safety, and labour practices, supported by our Human Rights and POSH Policies, training, and incident-management systems. We maintained zero Lost Time Incidents, zero fatalities, and reported no cases under the POSH Act or instances of discrimination.</p> <p>To enhance employee well-being, we introduced wellness officers, Employee Resource Groups (ERGs), and held over 20 well-being events—from mental health sessions to fitness challenges. Our pilot on flexible working hours saw a 90% satisfaction rate.</p> <p>Our governance remains robust, with Board oversight and strong frameworks ensuring transparency, ethical conduct, and proactive risk management.</p> <p>Looking ahead, we are sharpening our focus on measurable ESG targets—particularly in energy use, Scope 3 emissions, human rights due diligence, and diversity & inclusion. Strengthening monitoring and embedding ESG into decision-making will remain a key priority.</p> <p>By innovating, collaborating, and leading with integrity, we will continue building a stronger legacy for TAJ GVK. I thank our employees, partners, investors, and customers for their trust and support on this journey toward a sustainable future.</p> <p>Sincerely, Mrs. Shalini Bhupal Managing Director & CEO</p>
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ices).	Mrs. Shalini Bhupal Managing Director & CEO (DIN:00005431)
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Board through its appointed Corporate Social Responsibility Committee is responsible for decision making on Sustainability related issues. For composition of CSR Committee, please refer Page Nos. 38–39 of the Annual Report FY2024–25.

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)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	All the policies of the Company are approved by the Board and reviewed periodically or on a need basis by CSR Committee. During the review, the effectiveness of the policies is evaluated and necessary amendments to policies and procedures are implemented.									Need basis								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes, the Board through its appointed Audit Committee oversees compliance with all applicable statutory requirements relevant to its operations. In cases where non-compliances are identified, timely corrective measures are implemented, followed by internal reviews or audits to ensure such instances are not repeated. These actions are aligned with the company's internal risk management framework and principles of accountability.									Quarterly								

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	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No, Policies are currently evaluated internally and would be subjected to external audits as and when applicable.								

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

	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.

At TAJ GVK, we conduct our business with integrity, guided by a strong governance framework that upholds ethical conduct, legal compliance, and effective risk management. Our comprehensive Code of Conduct ensures transparency, prevents conflicts of interest, protects confidentiality, and fosters adherence to applicable laws and regulations. To uphold these principles, we have established strong internal controls, a whistle blower mechanism, and regular compliance reviews that ensure accountability is maintained across all levels of the organisation. These measures not only safeguard stakeholder interests but also reinforce trust, align with best practices in corporate governance, and contribute to long-term, sustainable value creation.

ESSENTIAL INDICATORS			
1. Percentage coverage by training and awareness programmes on any of the NGRBC Principles during the financial year:			
Segment	Total number of training & awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	Data Privacy & Prevention Cyber Security & Privacy Equity & Inclusion Sustainability	100
Key Management Personnel	5	Data Privacy & Prevention Cyber Security & Privacy Equity & Inclusion Sustainability	100
Employees other than BODs and KMPs	759	Dignity & Respect Human rights Equal opportunity Bribery & Corruption Insider trading Conflict of interest	100
Workers	NA	NA	NA

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.

a. 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	Nil	NA	Nil
Settlement	Nil	NA	Nil	NA	Nil
Compounding fee	Nil	NA	Nil	NA	Nil
b. 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.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	

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

Yes, TAJ GVK has instituted a formal Anti-Bribery and Anti-Corruption (ABAC) Policy that reflects its zero-tolerance stance toward bribery and corruption in any form. The policy applies to all employees, directors, and third-party associates and outlines clear guidelines on acceptable business conduct, including restrictions on gifts, hospitality, and facilitation payments. It also mandates the disclosure of conflicts of interest and provides mechanisms for reporting unethical behaviour through a structured whistle-blower framework. The policy is implemented through regular training, internal audits, and oversight by the Audit Committee to ensure compliance.

Web link: <http://tajgvk.in/i/TAJGVK%20Anti%20Bribery%20Policy.pdf>

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

Category	FY 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

Topic	FY 2024-25		FY 2023-24	
	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.

Not Applicable.

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

Category	FY 2024-25	FY 2023-24
Number of days of accounts payables	130	136

9. Open-ness of business

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

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	INR 24 Lakhs	0
	b. Sales (Sales to related parties / Total Sales)	INR 69 Lakhs	INR 62 Lakhs
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0	0
	d. Investments (Investments in related parties / Total Investments made)	0	0

LEADERSHIP INDICATORS

1. Awareness programmes conducted for value chain partners on any of the NGRBC Principles during the financial year:

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in value chain covered by the awareness programmes.
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Annually several awareness programmes are conducted to engage value chain partners on key topics related to ethics, compliance, and sustainability. Annual vendor meets at the regional or cluster level focus on promoting anti-bribery practices, responsible sourcing, and ethical business conduct. Site visits are a mandatory part of the onboarding process for all new perishable vendors, covering areas such as food safety and hygiene, proper storage and transportation, personal hygiene standards, preventive maintenance, pest control, and waste management. Additionally, three centralised surveys and multiple hotel-level assessments are carried out to gather feedback on vendor performance, service quality, and alignment with procurement standards. While the exact percentage of value chain partners covered (by value of business done) is yet to be determined, mechanisms are being put in place to track and report this data in future reporting cycles.

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes, TAJ GVK has a Code of Conduct that outlines the framework for identifying, preventing, and managing conflicts of interest applicable to Board members. Directors are required to act in the Company’s best interests and ensure that any personal or business associations do not conflict with their role in the Company. Any actual or potential conflict of interest must be promptly disclosed to the Board to ensure transparency and uphold the integrity of decision-making. Complementing this, the Code requires Directors to exercise objective and independent judgment and refrain from using their position for personal advantage. These mechanisms reinforce the Company’s strong governance standards and help maintain public trust.

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

At TAJ GVK, safety and sustainability are integral to our hospitality operations and service delivery. We recognise that the future of our business depends on providing services that protect the environment while ensuring the safety and wellbeing of our guests, employees, and communities. We are committed to sustainable sourcing, energy efficiency, and responsible waste management practices across our hotels. Operational efforts include adoption of technologies and practices that reduce our environmental footprint, such as water and energy conservation initiatives and minimisation of single-use plastics. Health and safety protocols are embedded in our service delivery to ensure guest safety, food safety, and hygiene, in full compliance with applicable laws and standards. Through these actions, we strive to provide services in a manner that is both sustainable and safe, contributing to a responsible and resilient hospitality sector.

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.

Type	FY 2024–25	FY 2023–24	Details of improvement in environmental and social impacts
Research & Development (R&D)	Nil	Nil	NA
Capital Expenditure (CAPEX)	0.043%	Nil	The Company has spent money this year on energy-efficient equipment and resource conservation measures to enhance sustainability and operational efficiency.

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

Yes. TAJ GVK has adopted a Sustainable Procurement Policy that establishes structured procedures for responsible sourcing across its hospitality operations. The policy promotes fair, transparent, and efficient procurement practices based on principles of ethical conduct, regulatory compliance, sustainability, quality, and competitive integrity.

Environmental, Social, and Governance (ESG) factors are embedded into supplier evaluation and selection processes. These include verification of environmental certifications, adherence to ethical labour practices, commitment to social responsibility, and compliance with health and safety standards. Rigorous risk assessments and due diligence measures are carried out to identify and mitigate potential ESG-related risks in the supply chain, ensuring that all partners align with the organisation’s sustainability expectations. The framework also encourages inclusive and local sourcing by allocating a share of procurement spends to Micro, Small, and Medium Enterprises (MSMEs), women-led businesses, and other underrepresented groups. This not only supports economic empowerment but also helps minimise logistics-related emissions through proximity-based sourcing. Wherein we source organic vegetables, eco-friendly toiletries, and items used for guest amenities, ceramic and glass containers.

Collaboration with suppliers is a key aspect of the approach, with regular audits, performance monitoring, and structured feedback mechanisms in place. Where non-compliance is identified, corrective actions are enforced—up to and including the disqualification or removal of suppliers who fail to meet required standards. Through this integrated and forward-looking procurement strategy, TAJ GVK reinforces its commitment to building a resilient, ethical, and sustainable supply chain aligned with its broader environmental and social responsibility objectives.

Weblink: <http://tajgvk.in/i/TAJGVK%20Procurement%20policy.pdf>

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

The percentages have not been ascertained at this stage; however, we plan to map them going forward.

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

Not Applicable.

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

No, Extended Producer Responsibility (EPR) is not applicable to TAJ GVK.

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?					
NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No) If Yes, provide web-link
Not Applicable					
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.					
Name of Product/Service		Description of risk/Concern		Action Taken	
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).					
Indicated input Material		Recycled or re-used input material to total material			
		FY 2024-25		FY 2023-24	
Not Applicable					

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 2024-25			FY 2023-24		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable			Not Applicable		
E-waste						
Hazardous waste						
Other waste						

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	

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

TAJ GVK is committed to promoting the well-being, safety, and dignity of all employees across its operations and value chain. The Company's Human Rights Policy promotes non-discrimination, equal opportunity, and respectful conduct, while a structured Health, Safety & Environment (HSE) framework ensures compliance with food safety, fire safety, and occupational health norms. The Company has a formal POSH policy, with an Internal Complaints Committee in place to address grievance confidentially and sensitively. Employees have access to statutory benefits such as gratuity, provident fund, ESI, and maternity entitlements. Through Stakeholder Engagement Policy, TAJ GVK encourages open dialogue, enabling internal stakeholders to raise concerns and drive continuous improvement. These initiatives collectively reinforce a safe, inclusive, and supportive workplace.

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	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employeesv											
Male	313	313	100	313	100	NA	NA	313	100	283	90
Female	51	51	100	51	100	51	100	NA	NA	45	88
Total	364	364	100	364	100	51	100	313	100	328	90
Other than Permanent Employees											
Male	414	414	100	414	100	NA	NA	414	100	343	83
Female	135	135	100	135	100	135	100	NA	NA	99	73
Total	549	549	100	549	100	135	100	414	100	442	81

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Category	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.91	1.30

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	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 worker	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	0	Yes	100	0	Yes
Gratuity	100	0	Yes*	100	0	Yes*
ESI	42	0	Yes	100	0	Yes
Others - Health Insurance	46	0	Yes	100	0	Yes

* The Company has taken a Group Gratuity Policy with ICICI General insurance company Ltd.

3. Accessibility of workplaces

Yes, TAJ GVK has taken appropriate measures to ensure that its premises are accessible to individuals with disabilities. The layout and infrastructure of all operational areas—including workspaces, restrooms, and shared facilities—have been thoughtfully designed to facilitate ease of access and independent mobility. Key accessibility features such as ramps,

handrails, widened entryways, accessible washrooms, and appropriate signage have been incorporated. The organisation remains committed to fostering an inclusive and barrier-free environment, with periodic assessments undertaken to identify and implement further enhancements. These initiatives reflect TAJ GVK's dedication to creating an equitable and supportive workplace for all individuals, irrespective of physical ability.

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

Yes, TAJ GVK has implemented an Equal Opportunity Policy that ensures there is no discrimination, harassment, or less favourable treatment of any employee or applicant on grounds such as age, colour, disability, origin, religion, race, gender, marital status, or sexual orientation. The policy affirms that no employee shall face any reduction in rank if they acquire a disability during service, instead efforts are being made to reskill & redeploy the employee for another position at the same or higher designation if they are unable to perform current duties due to the disability. It also explicitly prohibits any form of bullying or intimidation. The Human Resources department has the functional responsibility for ensuring compliance with the policy, developing and coordinating related programs, and reporting findings and progress.

Weblink: <http://tajgvk.in/i/TAJGVK%20Equal%20Opportunity%20Policy.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	100	100	-	-
Female	-	-	-	-
Total	100	100	-	-

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

Category	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	
Permanent Employees	The Company maintains a well-defined and credible mechanism for receiving and addressing grievances. A third-party ethics partner manages confidential complaints received via phone, email, or post, ensuring prompt and appropriate action. The company also has a Vigil Mechanism for directors, employees, and other stakeholders for reporting unethical behaviour, fraud, or policy violations. All such reports are reviewed quarterly by the Audit Committee, with individuals granted direct access to the Committee. Additionally, ethics committees and designated HR heads across properties provide direct reporting channels, including drop-box facilities, to ensure employees can raise concerns locally and confidentially.
Other than Permanent Employees	

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

Category	FY 2024-25			FY 2023-24		
	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 (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	364	91	25	377	206	55
- Male	313	89	28	324	177	55
- Female	51	2	4	53	29	55
Total Permanent Workers	-	-	-	-	-	-
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees										
Male	727	727	100%	727	100%	742	742	100%	742	100%
Female	186	186	100%	186	100%	165	165	100%	165	100%
Total	913	913	100%	913	100%	907	907	100%	907	100%
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	727	727	100	742	742	100
Female	186	186	100	165	165	100
Total	913	913	100	907	907	100
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?	Yes. This covers all properties.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	<ul style="list-style-type: none"> • TAJ GVK has implemented an integrated health, safety, and sustainability framework that ensures the well-being of employees, guests, and partners across all properties. Regular property-level safety audits and inspections are conducted to identify and mitigate operational risks across fire safety systems, kitchen operations, electrical installations, and guest-facing areas. • Food safety remains a critical priority, with all properties adhering to HACCP protocols and FSSAI guidelines. External agencies are engaged to conduct hygiene audits and staff training sessions, maintaining stringent standards for food handling and preparation. • Fire and life safety measures are aligned with recognised global protocols. Properties are equipped with robust fire safety infrastructure, and periodic assessments, emergency response planning, evacuation drills, and staff preparedness trainings are institutionalised. • A structured Hazard Identification and Risk Assessment (HIRA) process is implemented to proactively identify workplace hazards, assess their potential impact, and determine appropriate control measures. This process is embedded into routine safety checks as well as project-specific risk reviews. • In response to operational changes—such as renovation, new equipment, or construction—dynamic risk assessments are carried out to review and update safety protocols. All major projects are preceded by detailed pre-construction safety and environmental risk assessments to ensure preparedness and mitigation planning. • All incidents, accidents, and near-miss events undergo thorough investigation and root cause analysis. Learnings from these reviews, along with feedback from employees and audit insights, are integrated into ongoing risk management practices to continuously enhance safety performance.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/ No)	Yes. TAJ GVK has established effective systems that enable employees to report work-related hazards and remove themselves from unsafe conditions. The Yellow Card mechanism allows staff to promptly highlight any unsafe act or condition, which is reviewed by the Health, Safety & Environment team for necessary action. Employees are regularly sensitised on these procedures, and escalation protocols are in place to ensure timely resolution. These practices contribute to a culture of safety and operational accountability across all properties.
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes. All locations provide access to non-work-related medical and healthcare services, either on-site or through partnerships with reputable nearby healthcare providers. Additionally, staff receive on-site training in medical emergency response.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

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

- i. Structured Risk Assessment:** TAJ GVK adopts a systematic methodology for identifying and evaluating workplace hazards through formal Hazard Identification and Risk Assessment (HIRA) and Job Safety Analysis (JSA) procedures. These frameworks form the backbone of the organisation's risk management system, ensuring that potential hazards are proactively assessed and addressed before task execution.
- ii. Implementation of Control Hierarchy:** Risk mitigation measures are applied following a defined hierarchy of controls, prioritising elimination, substitution, engineering, administrative controls, and personal protective equipment (PPE). Tailored control plans are developed based on the severity and likelihood of identified risks, and no task is permitted to proceed until risks are mitigated to acceptable levels.
- iii. Functional Safety Committees:** Dedicated Safety Committees are established at each hotel and organisational level. These committees monitor the adequacy of safety infrastructure, review incident trends, and facilitate the implementation of safety initiatives. Their active engagement underscores the company's commitment to embedding safety into operational governance.
- iv. Regular Audits and Safety Inspections:** TAJ GVK conducts periodic safety audits and inspections across all properties to verify compliance with safety standards and to proactively identify and resolve potential hazards. These evaluations help strengthen the safety management system and reinforce a safe, healthy, and compliant workplace environment for all employees and stakeholders.

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

Topic	FY 2024-25			FY 2023-24		
	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	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

14. Assessments for the year:

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100
Working Conditions	100

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.

- 1. Regular Audits and Preventive Systems:** TAJ GVK conducts periodic internal safety audits across all properties to assess the effectiveness of health and safety protocols. Any deviations identified are addressed through timely preventive and corrective measures, ensuring continued compliance and a secure working environment.
- 2. Incident Response and Corrective Measures:** In the event of a safety incident, immediate actions—such as evacuation, first aid, or system shutdown—are taken to contain the situation. This is followed by a detailed investigation involving site inspection, evidence review, and staff interviews to identify the root cause. Corrective action plans are then implemented, ranging from procedural changes to equipment upgrades or retraining. Effectiveness is verified through follow-up audits.
- 3. Risk Assessment and Mitigation:** A structured approach is followed for identifying and assessing workplace hazards. Risks are prioritised based on potential impact and likelihood, and mitigation strategies are developed using a defined hierarchy of controls—elimination, substitution, engineering controls, administrative measures, and PPE. All tasks are undertaken only after associated risks have been reduced to acceptable levels.
- 4. Training and Continuous Improvement:** Employees undergo regular safety training and are informed of changes in procedures through structured communication channels. Feedback mechanisms, including incident reporting and employee suggestions, support continuous improvement. These practices help reinforce a culture of safety ownership and accountability across all TAJ GVK location.

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of

- (A) Employees (Yes/No): Yes
 (B) Workers (Yes/No): Yes

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

All statutory dues are being deducted and deposited to respective authorities and the receipts of payment obtained are filed for records. Value chain partners are required to submit PF & ESI remittances on monthly basis.

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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	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 2024–25	FY 2023–24	FY 2024–25	FY 2023–24
Employees	0	0	0	0
Workers	NA	NA	NA	NA

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)

TAJ GVK supports employees during key career transitions through structured communication and planning. Employees nearing retirement are provided with guidance and relevant information to help them prepare for post-retirement life, including assistance with statutory benefits and documentation processes. In the case of internal transfers, the company ensures that employees receive a notice period of 2–3 weeks, allowing adequate time for personal and professional adjustments.

5. Details on assessment of value chain partners:

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100% (Internally assessed)
Working Conditions	

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.

Periodic site visits are conducted for critical value chain partners, during which corrective and preventive measures are recommended as needed. No significant risks or concerns were identified during these visits.

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

TAJ GVK engages with diverse stakeholder groups – including employees, customers, suppliers, communities, investors, and regulators through structured, transparent channels. By leveraging tools such as town halls, surveys, grievance mechanisms, formal reviews, and participation in industry forums, the company integrates stakeholder insights into its strategic and operational decisions. These inclusive and responsible approach supports informed decision-making and reinforces TAJ GVK’s commitment to sustainable and equitable growth.

ESSENTIAL INDICATORS

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

TAJ GVK identifies key stakeholder groups based on relevance, influence, dependence, and diverse perspectives. Through structured stakeholder mapping, the Company assesses stakeholder impact, expectations, orientation to inform tailored engagement and communication strategies. This ongoing engagement, aligned with TAJ GVK’s sustainability strategy and core values, helps deliver long-term value. Primary stakeholder groups include employees, customers, shareholders, partners, suppliers, communities, regulators, and lenders.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> Employee engagement and satisfaction surveys Internal circulars and leadership communication Corporate social and welfare initiatives In-house newsletters, bulletins, and digital platforms 	Continuous	<ul style="list-style-type: none"> To assess employee satisfaction and expectations related to compensation, career progression, well-being, and skill training To promote employee engagement and align with organisational values
Shareholders and investors	No	<ul style="list-style-type: none"> Annual General Meetings (AGM) Stock Exchange filings and disclosures Investor presentations and earnings calls Conferences and Roadshow Emails and investor query responses One-on-one investor interactions 	Ongoing/ Quarterly / Annually/ Need basis	<ul style="list-style-type: none"> Provide financial, operational, and ESG performance updates Address investor concerns, improve transparency, and strengthen stakeholder confidence
Government	No	<ul style="list-style-type: none"> Regulatory filings and disclosures Annual and Sustainability Reports Policy-specific meetings and industry representations Compliance submissions and updates Issue specific meetings and representations 	Need Based	<ul style="list-style-type: none"> Ensure regulatory compliance and alignment with applicable legal frameworks Facilitate approvals, participate in policy advocacy, and engage on sustainability and tourism initiatives
Customers	No	<ul style="list-style-type: none"> Client satisfaction surveys Business interactions Grievance redressal through customer support channels 	Ongoing/Need Based	<ul style="list-style-type: none"> Improve service quality, guest satisfaction, and overall hospitality experience Capture evolving customer preferences and ensure health, safety, and hygiene standards

Communities and NGOs	Yes	<ul style="list-style-type: none"> • Community meetings and direct outreach • NGO-led Program partnerships • CSR project reviews and field visits 	Need Based	<ul style="list-style-type: none"> • Understand social and environmental impact of CSR initiatives • Identify development needs, improve programme outcomes, and promote inclusive growth
Suppliers	No	<ul style="list-style-type: none"> • Supplier meetings and business reviews • Vendor assessments and onboarding interactions • Grievance and feedback channels 	Need Based	<ul style="list-style-type: none"> • Align supplier expectations with procurement, quality, and ESG standards • Enhance transparency, ensure ethical sourcing, and build long-term partnerships

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.

TAJ GVK has institutionalised structured processes to ensure stakeholder voices are systematically considered in shaping its economic, environmental, and social decision-making. The company engages proactively with key stakeholders—including employees, customers, suppliers, local communities, shareholders, government and regulators, lenders, and owners & partners—through various channels such as town halls, structured performance review discussions, surveys, employee gatherings, forums to address grievances and viewpoints, direct dialogues, and participation in industry forums. Stakeholder mapping is undertaken to understand perspectives, expectations, and influence, which helps design appropriate responses and communication strategies. Feedback and outcomes from these engagements are compiled by relevant functions and incorporated into company activities.

The Human Resources department, along with line managers and ethics officials, facilitates addressing stakeholder concerns through grievance redressal mechanisms and channels identified under the Whistle-blower Policy. Insights gathered from these stakeholder engagements are shared with senior management and the Board through structured reporting channels, enabling the incorporation of stakeholder expectations into TAJ GVK's strategy, sustainability initiatives under PAATHYA, and operational decisions, thereby aligning with prudent corporate governance and sustainable value creation for stakeholders.

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). 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, TAJ GVK leverages stakeholder consultations to identify and manage key environmental and social topics relevant to its operations. Engagements are conducted through multiple platforms, including customer feedback systems, supplier meets, employee surveys, and community interactions under CSR programmes.

Key Initiatives include:

- **Guest feedback** collected through surveys and service reviews has contributed to operational decisions such as reducing single-use plastics, enhancing energy and water efficiency, and promoting sustainable hospitality practices.
- **Local community engagement**, during CSR project planning and implementation, enables TAJ GVK to remain sensitive to regional needs such as education, livelihood support, and public health. These insights help in designing initiatives that are contextually relevant and impactful.
- **Supplier interactions**, during onboarding and periodic reviews, help ensure that vendors are aware of TAJ GVK's expectations on hygiene, safety, and environmental compliance. These engagements also provide clarity and transparency in procurement-related communication.

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

TAJ GVK is committed to fostering inclusive growth by supporting sustainable livelihoods in the communities where it operates. The company undertakes a range of targeted initiatives aimed at creating long-term social value, with a focus on cultural preservation, skill development, and community engagement. Efforts include the conservation of local heritage and tourist landmarks, integrated with environmental stewardship to protect the surrounding ecosystems. TAJ GVK also places strong emphasis on capacity building and vocational training, especially for youth from underserved backgrounds. These programmes are delivered in partnership with reputed corporate and non-profit organisations, combining industry-relevant skills with holistic development frameworks.

Additionally, employee-led volunteering initiatives are regularly organised to address locally identified needs—ranging from education and health awareness to environmental improvement—demonstrating the company’s ongoing engagement with and responsiveness to its communities.

Through these structured interventions, TAJ GVK aims to contribute meaningfully to socio-economic upliftment while reinforcing its commitment to responsible and sustainable business practices.

PRINCIPLE 5: Businesses should respect and promote human rights.

TAJ GVK is committed to respecting and promoting human rights across its operations and value chain. The company prohibits the use of child and forced labour, ensures fair and equitable compensation, and fosters a culture of diversity, inclusion, and non-discrimination. It recognises and respects the right to freedom of association and is dedicated to maintaining a safe, dignified, and respectful workplace for all employees. Stakeholder privacy is safeguarded through responsible data management practices. We also engage proactively with internal and external stakeholders to identify, prevent, and address potential human rights risks. A structured grievance redressal mechanism is in place to ensure that concerns are addressed transparently and in a timely manner. These measures collectively reinforce Company’s commitment to building an ethical, inclusive, and socially responsible business environment.

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 2024–25			FY 2023–24		
	Total (A)	No. of employees / work-ers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	364	364	100	377	377	100
Other than permanent	549	549	100	530	530	100
Total Employees	913	913	100	907	907	100
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

Note: Workforce has been categorized into permanent and other than permanent employees this year; prior year data has been restated accordingly.

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

Category	FY 2024–25					FY 2023–24				
	Total (A)	Equal to Minimum Wage		More than Mini-mum Wage		Total (D)	Equal to Minimum Wage		More than Mini-mum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	364	97	27	267	73	377	108	29	269	71
Male	313	84	27	229	73	324	95	29	229	71
Female	51	13	25	38	75	53	13	25	40	75
Other than Permanent	549	79	14	470	86	530	76	14	454	86
Male	414	62	15	352	85	418	63	15	355	85
Female	135	17	13	118	87	112	13	12	99	88
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

Note: Workforce has been categorized into permanent and other than permanent employees this year; prior year data has been restated accordingly

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	11	Rs. 11.70 lakhs	3	Rs. 465.39 lakhs
Key Managerial Personnel	1	Rs. 165.84 lakhs	Nil	NA
Employees other than BoD and KMP	313	Rs. 5.17 lakhs	51	Rs. 5.91 lakhs
Workers	NA	NA	NA	NA

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

Category	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	12	12

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. TAJ GVK addresses human rights impacts through designated personnel and structured governance integrated across its operations and value chain. The Chief Human Resource Officer (CHRO) is responsible for overseeing the Human Rights Policy, supported by Ethics Committee and hotel-level HR heads who serve as key contact points. Grievances related to workplace dignity, fair treatment, or safety can be reported through multiple channels, including a structured grievance redressal process and a whistle-blower mechanism. These systems are designed to handle complaints in a confidential, impartial, and timely manner, ensuring fairness and accountability.

Department heads, welfare committees, and union representatives, where applicable, assist in monitoring and resolution. Human rights due diligence and risk assessments are embedded within operational risk management to uphold a safe, respectful, and inclusive work environment.

Weblink: <http://tajgvk.in/i/TAJGVK%20Human%20Rights%20Policy.pdf>

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

TAJ GVK has established a comprehensive and accessible grievance redressal framework to uphold human rights and foster a culture of integrity and transparency across its operations. Employees and associates can report concerns through multiple confidential channels, including a third-party digital portal (accessible via intranet), phone, email, postal mail, or drop boxes available onsite. Contact information for the Chief Ethics Counsellor and hotel-level Ethics Committees is prominently displayed on notice boards and internal platforms. Associates also have direct access to General Managers, HR heads, and Ethics Counsellors for immediate escalation. Open houses and skip-level meetings further promote open dialogue. This robust system ensures timely redressal while reinforcing TAJ GVK's commitment to ethical conduct, inclusivity, and human rights.

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

	FY 2024-25			FY 2023-24		
	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	4	Nil	NA	5	Nil	NA
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labor	Nil	Nil	NA	Nil	Nil	NA
Forced Labor/Involuntary Labor	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. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2024–25	FY 2023–24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	5
Complaints on POSH as a % of female employees / workers	0.54%	1.57%
Complaints on POSH upheld	0	0

Note: We do not have any workers. The number includes only employees.

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

TAJ GVK has instituted a robust framework to protect individuals who report cases of discrimination or harassment from any form of adverse consequences or retaliation. The company’s Prevention of Sexual Harassment (POSH) Policy—publicly disclosed and available on its website—clearly outlines its zero-tolerance stance on retaliation against complainants, witnesses, or anyone participating in an investigation. Grievances are handled with strict confidentiality, and investigations are conducted independently through designated Internal Complaints Committees and trained ethics personnel. In the event of any retaliatory behaviour, immediate escalation protocols are followed, and appropriate corrective actions are undertaken to ensure the complainant’s safety and dignity are upheld. Additionally, Company conducts regular training and awareness programmes to inform employees of their rights and the redressal mechanisms available, fostering a culture of accountability and trust. Oversight by the Audit Committee further ensures fair resolution and reinforces the company’s commitment to providing a respectful, equitable, and safe workplace environment.

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

Yes. As part of TAJ GVK’s commitment to responsible and ethical business conduct, human rights requirements are embedded within its business agreements and contracts. The company’s Supplier Code of Conduct clearly outlines expectations for suppliers to uphold TAJ GVK’s core values across areas such as governance, ethical business practices, labour rights, environmental stewardship, health, and safety. Additionally, the company’s Human Rights Policy reinforces these commitments by prohibiting child labour, forced labour, discrimination, and ensuring fair wages and safe, dignified working conditions throughout its value chain. Suppliers and business partners are expected to operate transparently and are held accountable for complying with these principles. Through these contractual provisions and policy frameworks, TAJ GVK ensures alignment with its vision of fostering a responsible, inclusive, and rights-respecting business ecosystem.

10. 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	100
Others – please specify	NA

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

Not Applicable, as there are no such cases or incidents being reported during the current financial year.

LEADERSHIP INDICATORS

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

Not applicable, as there have been no complaints related to human rights reported during the reporting period. Consequently, no modifications to business processes have been required or made in this regard.

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

Company adheres to all applicable statutory obligations related to the protection and promotion of human rights across its operations. The company ensures compliance through its internal policies, including its Human Rights Policy and Code of Conduct, which guide responsible workplace practices and ethical behavior. Looking ahead, TAJ GVK plans to strengthen its human rights framework by undertaking periodic reviews and due diligence of its existing practices, procedures, and performance.

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, TAJ GVK ensures that all hotel premises are equipped with facilities to support differently abled guests, in line with the requirements of the Rights of Persons with Disabilities Act, 2016. Each property is thoughtfully designed to provide barrier-free access to shared spaces, including work areas, restrooms, social zones for all individuals.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	100% Tier I suppliers.
Discrimination at workplace	100% Tier I Suppliers.
Child Labour	100% Tier I Suppliers.
Forced Labour/Involuntary Labour	100% Tier I Suppliers.
Wages	100% Tier I Suppliers.
Others – please specify	NA

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Not Applicable, as there are no such cases or incidents being reported during the current financial year.

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

TAJ GVK is committed to environmentally responsible operations by integrating sustainability into all aspects of its hospitality business. Its key initiatives focus on improving energy efficiency, increasing renewable energy usage, adopting electric mobility, conserving water, reducing waste, and applying sustainable design in property management. These efforts demonstrate the Company's intent to reduce its environmental impact and contribute meaningfully to India's sustainability agenda.

ESSENTIAL INDICATORS

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

Parameter	FY 2024–25	FY 2023–24
From renewable sources		
Total electricity consumption (A)	14,757	10,448
Total fuel consumption (B)	7,523	884
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	22,280	11,332
From non-renewable sources		
Total electricity consumption (D)	57,946	57,710
Total fuel consumption (E)	51,066	1,54,419
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	1,09,012	2,12,129
Total energy consumed (A+B+C+D+E+F)	1,31,292	2,23,460
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (G)/ million INR)	29	55
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total energy consumed / Revenue from operations adjusted for PPP) (G) / PPP-adjusted in million USD)	597	1124**
Energy intensity in terms of physical output	-	-

*The Purchasing Power Parity (PPP) for the current financial year (FY 2025) and the previous year (FY 2024) is sourced from the International Monetary Fund (IMF). The PPP factor applied is 20.662 for FY 2025 and 20.43 for FY 2024. **Based on the guidance note on Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core, the numbers for FY 2024 have been revised.

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

No

If yes, name of the external agency.

Not Applicable.

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.

No. The Company does not operate any sites or facilities classified as Designated Consumers (DCs) under the Government of India's Performance, Achieve and Trade (PAT) Scheme.

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	39,746	74,377
(iii) Third party water	3,08,052	4,33,636
(iv) Seawater / desalinated water	0	0
(v) Others- Rain storage	0	5,151
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	3,47,798	5,13,164
Total volume of water consumption (in kilolitres)	3,42,190	5,13,164
Water intensity per rupee of turnover (Total Water consumption / Revenue from operations) (kilolitre/ million INR)	75	126
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*(Total water consumption / Revenue from operations adjusted for PPP) (kilolitre/PPP adjusted in million USD)	1,557	2574**
Water intensity in terms of physical output	-	-

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**Based on the guidance note on Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core, the numbers for FY 2024 have been revised.

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

No

If yes, name of the external agency.

Not Applicable.

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
i. To Surface water	-	-
- No treatment	-	-
- With treatment - NA	-	-
ii. To Groundwater	-	-
- No treatment	-	-
- With treatment - NA	-	-
iii. To Seawater	-	-
- No treatment	-	-
- With treatment - NA	-	-
iv. Sent to third parties	-	-
- No treatment	-	-
- With treatment - NA	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment - Primary Treatment	5,607	-
Total water discharged (in kilolitres)	5,607	-

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

No

If yes, name of the external agency.

Not Applicable.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes, TAJ GVK is implementing Zero Liquid Discharge (ZLD) in phases, aiming for 100% wastewater recycling by 2030. All properties are equipped with Sewage Treatment Plants (STPs), and select locations also operate Effluent Treatment Plants (ETPs) to enhance efficiency. The treated water is reused on-site for horticulture, flushing, landscaping, and cooling towers, significantly reducing dependence on freshwater sources.

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

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	Tonnes/Year	0.68	2.78
SOx	Tonnes/Year	0.48	2.37
Particulate matter (PM 10)	Tonnes/Year	0.76	1.78
Particulate matter (PM 2.5)	NA	-	-
Persistent organic pollutants (POP)	NA	-	-
Volatile organic compounds (VOC)	NA	-	-
Hazardous air pollutants (HAP)	NA	-	-
Carbon monoxide (CO)	NA	-	-

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

No

If yes, name of the external agency.

Not Applicable.

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

Parameter	Unit	FY 2024-25	FY 2023-24
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	3,019	1,932
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	11,698	11,692
Total Scope 1 and Scope 2 emissions	tCO ₂ e	14,717	13,624
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e / million INR	3.24	3.35
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) *	tCO ₂ e / PPP adjusted in million USD	66.97	68.44**
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-

*The Purchasing Power Parity (PPP) for the current financial year (FY 2025) and the previous year (FY 2024) is sourced from the International Monetary Fund (IMF). The PPP factor applied is 20.662 for FY 2025 and 20.43 for FY 2024.

**Based on the guidance note on Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core, the numbers for FY 2024 have been revised.

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

No

If yes, name of the external agency.

Not Applicable.

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes, TAJ GVK has implemented multiple initiatives to reduce greenhouse gas (GHG) emissions, reflecting its commitment to environmental sustainability:

- **Renewable Energy Adoption:** On-site solar installations and renewable power purchase agreements, help lower carbon intensity and align with industry best practices.

- **Energy-Efficient Infrastructure:** LED lighting has replaced traditional fixtures across properties, reducing electricity consumption and associated emissions.
- **Cleaner Fuel Transition:** Boilers have been upgraded from High-Speed Diesel (HSD) to Liquefied Petroleum Gas (LPG) and Piped Natural Gas (PNG), cutting direct combustion emissions.
- **HVAC Optimization:** The adoption of IoT-enabled controls and Variable Frequency Drive (VFD) chillers has enabled dynamic and efficient cooling system performance, improved energy usage patterns and reducing emissions.
- **Smart HVAC and Refrigeration:** IoT-based controls, VFD chillers, and Endo Cube sensors in refrigeration systems optimise performance and reduce energy consumption.
- **Cooling Tower Efficiency:** Regular maintenance of cooling systems ensures optimal thermal performance and energy savings.
- **Water Conservation:** Low-flow fixtures and Zero Liquid Discharge (ZLD) systems reduce freshwater use, with treated wastewater reused for landscaping, flushing, and cooling towers.
- **Waste Management:** Composting of food waste and sludge helps minimize landfill contributions and methane emissions.
- **Future-Focused Climate Strategy:** TAJ GVK is exploring science-based target setting, expansion of renewable energy procurement, and piloting sustainable cooling technologies as part of its roadmap to align with net-zero ambitions and global climate benchmarks.

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

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	87.81	98.34
E-waste (B)	0.25	0
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0.73	0
Battery waste (E)	0.07	0
Radioactive waste (F)	NA	NA
Other Hazardous waste. (Used Oil) (G)	27.42	4.23
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) (metal scrap)	403.47	441.84
Total (A+B + C + D + E + F + G+ H)	519.74	544.4
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT / million INR)	0.11	0.13
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total waste generated / Revenue from operations adjusted for PPP) (MT / PPP adjusted in million USD)	2.37	2.65**
Waste intensity in terms of physical output	-	-

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste (Total Waste)	FY 2024-25	FY 2023-24
(i) Incineration	233.46	538.91
(ii) Landfilling	286.27	0
(iii) Other disposal operations	0	4.23
Total	519.74	543.14

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste (Total Waste)	FY 2024-25	FY 2023-24
(i) Incineration	0	0
(ii) Landfilling	0	1.24
(iii) Other disposal operations	0	0
Total	0	1.24

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**Based on the guidance note on Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core, the numbers for FY 2024 have been revised.

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

No

If yes, name of the external agency:

Not Applicable.

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

TAJ GVK has implemented a structured waste management framework across its hotel operations, focusing on reduction, segregation, and responsible disposal. On-site water bottling units at select properties have reduced plastic by replacing single-use bottles with reusable glass ones. The Company aims to eliminate all single-use plastics by 2030, with phased implementation underway.

Waste is segregated at source into biodegradable, recyclable, and hazardous categories. Food waste is composed on-site, with plans to scale this across all hotels. Recyclable are managed through authorised vendors to ensure traceability and support circularity. Plastic packaging is being steadily replaced with bio-compostable and paper-based alternatives. Hazardous waste, such as used oils and chemicals, is handled in line with MSDS protocols and disposed of through certified vendors. Additionally, the Company is transitioning to eco-friendly cleaning agents, reducing toxic load and creating a safer environment for guests, employees, and the ecosystem.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
Not Applicable – TAJ GVK does not operate in ecologically sensitive areas such as national parks, wildlife sanctuaries, wetlands, or coastal regulation zones. Accordingly, there is no requirement for specific environmental approvals or clearances under relevant environmental regulations.			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable.					

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

Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
Yes. The Company complies with all applicable environmental regulations and holds valid consent to operate from the Pollution Control Boards.			

LEADERSHIP INDICATORS

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

For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area: Not Applicable

(ii) Nature of operations: Not Applicable

(iii) Water withdrawal, consumption, and discharge in the following format: Not Applicable

Parameter	FY 2024–25	FY 2023–24
Water Withdrawal by source (in Kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
ii. Into Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
iii. Into Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
iv. Sent to third parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
v. Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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

Not Applicable.

If yes, name of the external agency

Not Applicable.

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

Parameter	Unit	FY 2024–25	FY 2023–24
Total Scope 3 Emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	-	NA	NA
Total Scope 3 emissions per rupee of turnover	-	NA	NA
Total Scope 3 Emissions Intensity (optional) – the relevant metric may be selected by the entity	-	NA	NA

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

Not Applicable.

If yes, name of the external agency:

Not Applicable.

3. 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

4. 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:

Sr. No.	Initiative	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Installation of Energy-Efficient Equipment	Energy efficiency has been enhanced through the installation of new chillers, VFD-enabled AHUs, LED lighting, and optimised HVAC systems.	Reduced energy consumption and improved operational efficiency across properties.
2	Increase in Renewable Energy Sourcing	TAJ GVK has strengthened its renewable energy portfolio by entering into green power procurement agreements with third-party providers.	Increased share of green energy in total electricity consumption, leading to lower carbon emissions.
3	Deployment of Water-Efficient Fixtures	Water-saving devices such as sensor taps and aerators have been installed in guest and public areas to reduce water usage.	Decreased water consumption and improved hygiene through touchless technology.
4	Recycling of Treated Wastewater	Sewage Treatment Plants (STPs) have been optimised to recycle treated water for use in gardening, flushing, and cooling towers.	Promoted circular water usage and reduced dependency on fresh water.
5	Conversion to Cleaner Fuel Sources	Traditional fuel-based kitchen equipment such as charcoal tandors have been converted to cleaner alternatives like PNG.	Reduced air pollution and improved occupational safety within kitchen operations.
6	Composting of Food Waste	Organic waste generated from kitchens is processed in compost machines to produce bio-compost.	Reduced landfill burden and supported in-house landscaping and gardening activities.
7	Rainwater Harvesting Infrastructure	Rainwater harvesting systems have been set up to collect and reuse rainwater for non-potable applications.	Supported water conservation and groundwater recharge efforts.
8	Upgradation of STP for Enhanced Water Reuse	STP systems have been upgraded with new equipment to improve operational efficiency and increase water reuse.	Enhanced water recovery and operational cost savings in water consumption.
9	Transition to Biodegradable Cleaning Agents	Hazardous chemicals have been replaced with eco-friendly and biodegradable cleaning products across hotel operations.	Reduced chemical load in wastewater and improved environmental safety.
10	Elimination of Single-Use Plastics	Plastic-based dry amenities and packaging materials have been replaced with biodegradable alternatives like paper and wood.	Advanced the company's journey toward zero plastic waste and improved waste sustainability.
11	In-House Bottling of Drinking Water	On-site glass bottling plants have been set up in select properties to eliminate the use of single-use plastic bottles.	Minimized plastic waste generation and supported circular economy practices.

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

The GVK has a structured Business Continuity and Emergency Response framework aligned with Tata Group's Disaster Response Guidelines to ensure operational resilience and stakeholder safety. Each property maintains a site-specific emergency preparedness plan, developed through systematic risk and threat assessments. These plans clearly define response protocols for various scenarios, including evacuation procedures, first aid, communication strategies, and coordination with local authorities. Critical functions are mapped, and trained personnel are designated with clearly defined roles and responsibilities to ensure effective response and recovery. Regular mock drills and simulation exercises are conducted in collaboration with relevant agencies to test and enhance response capabilities. All incidents are subject to thorough investigation, with corrective and preventive actions implemented to mitigate recurrence. The overall framework undergoes periodic review and updates to maintain readiness, strengthen risk mitigation, and uphold the safety and continuity of business operations.

6. 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.

TAJ GVK recognises that value chain activities such as procurement, logistics, and vendor operations can have environmental impacts, including emissions, resource consumption, and waste generation. The company has instituted a Sustainable Procurement Policy and Supplier Code of Conduct that mandate responsible sourcing, environmental compliance, and ethical business practices. Vendors are required to submit relevant certifications and align with TAJ GVK's sustainability expectations. The Company also prioritises local procurement to minimise transportation-related emissions and actively collaborates with suppliers to reduce packaging waste, phase out single-use plastics, and adopt greener alternatives. Environmental risks are regularly assessed, and corrective measures are implemented to ensure responsible value chain practices in line with TAJ GVK's broader sustainability commitments.

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

100% of Tier I value chain partners required to submit compliance declarations aligned with applicable environmental regulations and the company’s Supplier Code of Conduct. In FY2024–25, TAJ GVK plans to initiate pilot projects to assess the environmental impacts of select supply chain partners.

8. How many Green Credits have been generated or procured:

- a. By the listed entity: Nil
- b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners: Information not available with us for FY 2024–25

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

TAJ GVK engages in public policy advocacy through structured, transparent interactions with policymakers, industry bodies, and regulatory authorities to promote sustainable and responsible practices in the hospitality sector. Collaborations focus on key issues such as tourism, environmental sustainability, labour, and customer welfare. Guided by its Public Advocacy Policy, the Company ensures all engagements are ethical, non-partisan, legally compliant and aligned with its core values. The policy reinforces transparency, accountability, and conflicts of interest avoidance while promoting industry development and community well-being.

ESSENTIAL INDICATORS

- 1. a) Number of affiliations with trade and industry chambers/ associations: 5
- b) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sr.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers / associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	Hotel Association of India (HAI)	National
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	Southern India Hotels and Restaurants Association (SIHRA)	National
5	Federation of Hotels and Restaurants Association of India (FHRAI)	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.

Name of Authority	Brief of the case	Corrective action taken
No adverse orders related to anti-competitive conduct have been issued against the company by any regulatory authorities.		

LEADERSHIP INDICATORS

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

S. No.	Public Policy Advocated	Method resorted for such advocacy	Whether information available in public domain?	Frequency of review by the board	Web link, if available
The GVK contributes to public policy advocacy through active participation in industry associations, sustainability forums, and Tata Group-led platforms. While the company does not independently advocate specific policies, it aligns with broader Group’s positions on sustainability, responsible tourism, environmental compliance, and labour rights. These engagements enable TAJ GVK to help shape sectoral standards norms and promote responsible business practices.					

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.

TAJ GVK is committed to inclusive growth and equitable development, guided by its Corporate Social Responsibility (CSR) Policy and the Tata Group’s philosophy of creating long-term societal value. The company focuses on building resilient communities and supporting sustainable livelihood through targeted interventions in areas such as skill development—particularly in hospitality for underprivileged youth—heritage preservation, environmental conservation, and community welfare. These initiatives are implemented in collaboration with local organizations and civil societies to ensure relevance and impact. Ethical business practices are reinforced through the Supplier Code of Conduct and Human Rights Policy, which promote responsible sourcing, and fair treatment across the value chain. Together, these efforts ensure that TAJ GVK’s growth remains socially responsible, and contribute meaningfully to national and global sustainable development priorities.

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					

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

Sr.	Name of project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount Paid to PAFs in the FY (in INR)
Not Applicable						

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

TAJ GVK has established structured channel for receiving and addressing community grievances as part of its CSR and stakeholder engagement framework. Concerns can be raised through social media, email, postal correspondence, or during outreach and volunteering initiatives. The CSR team monitors and evaluates these inputs in coordination with relevant departments to ensure timely resolution. Escalation mechanisms the CSR Committee and senior leadership reinforce transparency, responsiveness, and the company's commitment to inclusive development and social accountability.

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ Small producers	51%	42%
Directly from within India	98%	91%

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

Location	FY 2024-25	FY 2023-24
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100%	100%

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):

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

Sr.	State	Aspirational District	Amount Spent (in INR)
TAJ GVK's current CSR initiatives are not located in government-designated aspirational districts. However, the company remains committed to implementing high-impact projects in its operational areas, focussing on education, healthcare, livelihood, and infrastructure. It is also open to expanding its CSR footprint to aspirational districts based on future strategic and developmental priorities.			

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?

TAJ GVK's procurement policy promotes inclusive sourcing by extending business opportunities to marginalized and vulnerable groups, including self-help groups. While competitive pricing is maintained, the company recognises that supporting such partners may have a modest premium. This approach embeds social responsibility into procurement practices and contributes to the growth and empowerment of under represented communities.

Web Link: <http://tajgvk.in/i/TAJGVK%20Procurement%20policy.pdf>

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

The Company doesn't record the percentage of total procurement from the marginalised / vulnerable / groups.

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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/ No)	Basis of calculating benefit share
Not Applicable				

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.

Name of authority	Brief of the case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects.

Sr.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
Nil			

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in responsible manner.

TAJ GVK is committed to engaging with customers responsibly, upholding ethical, transparent and respectful interactions. The company emphasises clear communication, actively seeks feedback to improve services, and has structured grievance redressal processes to address concerns promptly and fairly. With strong safeguard for data privacy and cybersecurity, TAJ GVK aims to build lasting customer relationships anchored in trust, accountability, and service excellence.

ESSENTIAL INDICATORS

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

TAJ GVK has established a robust framework to effectively manage and respond to consumer feedback and complaints, enhancing customer satisfaction through various dedicated channels:

- a) Hotel-Level Feedback Tools:** Digital platforms such as Trust You and Front-line are used across properties to capture real-time guest feedback, enabling swift resolution of issues and continuous service quality enhancement.
- b) Social Media Engagement:** TAJ GVK maintains active presence on major platforms to engage with guests, address concerns promptly, and strengthen brand loyalty.
- c) TAJ Reservations Worldwide (TRW):** This centralized global touchpoint ensures consistent and responsive handling of guest feedback and complaints.
- d) Dedicated Service Desks:** Premium guests receive personalised support through specialized desks such as Members Gold & Service Platinum, Epicure Customer Care, Tata Neu Customer Care, and The Chambers Concierge.
- e) TAJ Live Chatbot:** The AI-enabled chatbot provides instant responses to frequently asked questions, enhancing guest convenience and enabling self-service.
- f) 'Write to Us' Portal:** This digital channel invite guests to share suggestions and experiences, which are systematically reviewed to drive service improvements.
- g) Care@ness Initiative:** This is a customer-centric program that leverages feedback to tailor offerings and proactively meet evolving guest expectations.
- h) Google Reserve Integration:** Integration with Google's table management system, streamlines restaurant bookings, reduces errors and improves efficiency.
- i) Guest Service Fulfilment Solution:** A cloud-based platform deployed across all properties to standardize service delivery and ensure consistent, high-quality guest experiences.

Through this integrated feedback ecosystem, TAJ GVK demonstrates its dedication to continuous improvement and delivering exceptional hospitality.

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

	As a percentage to total turnover
Environment and Social parameters relevant to product	Not applicable, since TAJ GVK operates in the hospitality sector and does not deal in consumer products.
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber-security	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Others	Nil	Nil	NA	Nil	Nil	NA

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

	Number	Reason for recall
Voluntary recalls	Not applicable, since TAJ GVK operates in the hospitality sector and does not deal in consumer products.	
Forced recalls		

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

Yes, TAJ GVK has adopted Cyber-Consolidated Policies that set out its approach to cyber security and data privacy across operations. The policies outline the framework for protecting IT assets, networks, and guest data, while ensuring compliance with applicable privacy and data protection laws. TAJ GVK follows a privacy-by-design approach and implement robust access controls, incident management protocols, and cloud security measures to safeguard stakeholder information.

Weblink: <http://tajgvk.in/i/TAJGVK%20Cyber-Consolidated-Policies.pdf>

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.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

Nil

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

Nil

c. Impact, if any, of the data breaches

NA

LEADERSHIP INDICATORS

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

All Information related to TAJ GVK's Products and services s readily available to the public through multiple channels.

1. **Company Website:** The official website (www.tajgvk.in) offers comprehensive details on hotel locations, amenities, CSR initiatives, sustainability practices, and contact information. It also enables direct bookings, showcases exclusive offers, and reflects the brand's commitment to luxury, trust, and service excellence.
2. **Third-Party Booking Platforms:** TAJ GVK's properties are listed on leading online travel agencies such as Booking.com, MakeMyTrip, and Expedia. These platforms provide real-time availability, pricing, guest reviews, and flexible booking options, ensuring ease of access and transparency.

Through its strong digital presence, TAJ GVK ensures service accessibility, builds trust, and empowers customer with informed choices.

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

The Company actively promotes the safe and responsible use of its services through the following initiatives:

1. **Transparent Communication:** Clear and comprehensive information is provided about service features, benefits, and safety guidelines to help consumers make informed decisions.
2. **Safety Guidelines:** Customers are provided with relevant safety instructions, and the premises are equipped with fire extinguishers, hose pipes, and prominently displayed emergence procedures boards to ensure preparedness and minimise risk.
3. **Educational Initiatives:** Workshops, webinars, and awareness sessions are conducted to educate guests on responsible usages and emergency protocols, encouraging informed and proactive behaviour.
4. **Digital Resources:** The Company's website and digital platforms offer articles, FAQs and instructional content to guide users on safe and effective service use.

Through these measures, the Company reinforces its commitment to consumer safety, awareness, and responsible engagement.

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

The Company has established a robust communication framework to promptly inform consumers about any potential risks of disruption or discontinuation of essential services. This framework includes:

1. **Email Alerts:** Critical information on service disruptions or discontinuations is promptly delivered to consumers via email.
2. **Website Announcements:** The official website serves as a central hub for real-time updates, featuring prominent announcements and guidance during disruptions.
3. **Digital Platforms:** WhatsApp and social media channels are used to share timely updates, ensuring rapid information dissemination and active consumer engagement.
4. **Call Center Support:** Dedicated call centers, including TAJ Call Centers, provide consumers with accurate, up-to-date information on service disruptions.
5. **On-Site Notifications:** For guests staying at the Company's hotels, timely updates and guidance are communicated through on-site channels.

Depending on the urgency and nature of the situation, the Company selects the most suitable channel or a combination of channels to ensure consumers are promptly informed and appropriately guided.

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)

TAJ GVK operates in the hospitality sector and does not manufacture or sell physical products that require statutory labeling. Therefore, the display of product information under packaging laws is not applicable.

Yes, Trust You surveys are conducted at both the hotel and brand level to assess consumer satisfaction. These surveys capture post-stay feedback and also aggregates reviews from multiple online consumer platforms.