

ORIENTAL HOTELS LIMITED

Corporate Office : No.47, Paramount Plaza, 3rd Floor, Mahatma Gandhi Road, Chennai - 600 034, Tamil Nadu, India

Ref: OHL:SEC: 2026 – 27: 024

July 07, 2026

The Manager – Listing

National Stock Exchange of India Ltd.

Exchange Plaza, 5th Floor, Plot No. C/1 G Block,

Bandra Kurla Complex

Bandra (E), Mumbai: 400051

Symbol: ORIENTHOT

The Manager – Listing Department

BSE Ltd.

II Floor, New Trading Ring

Rountana Building P J Towers,

Dalal Street, Mumbai: 400001

Scrip Code: 500314

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for FY 2025-26

Pursuant to Regulations 34(2) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for FY 2025-26, which forms part of the Annual Report FY 2025-26.

You are requested to kindly take the same on record.

Thanking you,

Yours faithfully,

For **ORIENTAL HOTELS LIMITED**

S Akila

Company Secretary

A15861

**Address: Taj Coromandel, No. 37, Mahatma Gandhi Road,
Nungambakkam, Chennai - 600034.**

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT [BRSR]

(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	:	L55101TN1970PLC005897
2	Name of the Listed Entity	:	Oriental Hotels Limited
3	Year of incorporation	:	1970
4	Registered office address	:	Taj Coromandel, No.37, Mahatma Gandhi Road, Nungambakkam, Chennai TN 600034
5	Corporate address	:	Paramount Plaza -III Floor, 47, Mahatma Gandhi Road, Chennai – 600034, India
6	E-mail	:	ohlshares.mad@tajhotels.com
7	Telephone	:	(91) (44) – 66172828
8	Website	:	www.orientalhotels.co.in
9	Financial year for which reporting is being done	:	April 2025-March 2026
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 17,85,99,180
12	Contact Person		
	Name of the Person	:	S. Akila, Company Secretary Mohammed Uvais, Area Director - Human Resource
	Telephone	:	+91 44-66002827
	Email address	:	s.akila@tajhotels.com mohammed.uvais@tajhotels.com
13	Reporting Boundary	:	Standalone Basis
	Type of Reporting (Standalone/Consolidated Basis)	:	The Business Responsibility and Sustainability Report (BRSR) is in conformance with The Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations 2015. The reporting boundary for BRSR covers 7 hotels under the Company's ownership and management.
14	Name of assurance provider	:	Not Applicable
15	Type of assurance obtained	:	Not Applicable

II. Product/Services

16 Details of business activities

S.No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
1.	Accommodation and Food Service	Resorts, Holiday homes, Food and Beverage services provided by the hotels, restaurants, caterers, etc.	100

17 Products/Services sold by the entity

S.No.	Product/Service	NIC Code	% Total Turnover contributed
1	Accommodation Services	551	53.48
2	Food and Beverage Services	561	39.90
3	Other Services	551 & 561	6.62

BRSR (Contd.)**III. Operations****18. Number of locations where plants and/or operations/offices of the entity are situated:**

Location	Number of Plants	No. of Hotels	Total
National	Not Applicable *	7	7
International	Not Applicable *	0	0

* The Company does not undertake any manufacturing activity.

19. Market served by the entity**a. No. of Locations**

Locations	Numbers
National (No. of States)	We have operations in 3 states in India - Tamil Nadu, Kerala, Karnataka.
International (No. of Countries)	-

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

0.5%

c. A brief on types of customers

OHL caters to a diverse customer base including:

- Business travellers seeking conveniently located hotels, premium amenities, and efficient services.
- Domestic and International tourists looking for unforgettable luxury experiences.
- Event and conference attendees including corporate clients utilising meeting spaces, banquet halls and conference facilities.
- Wedding guests and hosts as OHL hotels serve as preferred wedding destinations, offering curated venue experiences along with catering and comprehensive event planning services.
- Food and beverage patrons including in-house guests and local residents visiting signature restaurants, bars and speciality dining outlets.
- Crew members requiring short-term accommodation solutions.
- Long staying guests seeking extended stay options across key destinations.

IV. Employees**20. Details as at the end of Financial Year:**

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a.	Employees and workers (including differently abled)					
	Employees					
1	Permanent Employees (A)	314	256	81.53	58	18.47
2	Other than Permanent Employees (B)	0	0	0	0	0
3	Total Employees (A+B)	314	256	81.53	58	18.47
	Workers					
4	Permanent (C)	283	276	97.53	7	2.47
5	Other than Permanent Workers (D)*	375	246	65.60	129	34.4
6	Total Workers (C+D)	658	522	79.33	136	20.67

Note: *Other than permanent workers include only Fixed Term Contract (FTC) employees.

b. Differently abled employees and workers
Employees

1	Permanent Employees (E)	1	1	100	0	0
2	Other than Permanent Employees (F)	0	0	0	0	0
3	Total Employees (E+F)	1	1	100	0	0

Workers

4	Permanent (G)	1	1	100	0	0
5	Other than Permanent Workers (H)*	8	8	100	0	0
6	Total Differently Abled Employees (G+H)	9	9	100	0	0

Note: *Other than permanent workers include only Fixed Term Contract (FTC) employees.

21. Participation/Inclusion/Representation of women

S.No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors*	10	1	10
2	Key Management Personnel*	3	1	33.33

* Mr. Pramod Ranjan - MD & CEO is considered under both BODs and KMP

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Category	FY 2025-26 (Turnover rate in current FY) (%)			FY 2024-25 (Turnover rate in previous FY) (%)			FY 2023-24 (Turnover rate in the year prior to previous FY) (%)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	11.00	14.00	12.00	8.00	18.00	9.00	14.17	22.10	15.00
Permanent Workers	1.00	0.00	1.00	0.32	0.00	0.32	3.17	11.11	3.40

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23. Names of holding / subsidiary / associate companies / joint ventures**

Sl. No.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or 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	OHL International (HK) Ltd	Subsidiary	100.00	No
2	Taj Madurai Ltd	Associate	26.00	Yes
3	TAL Hotels & Resorts Ltd.	Joint Venture	21.74	No

Note: OHL International (HK) Ltd, wholly owned Subsidiary of the Company, holds 23.08% in Lanka Island Resorts Ltd, being its Associate Company.

VI. CSR Details**24 Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes**

Turnover - ₹ 43,762.24 Lakhs (FY 2024-25)

Net worth - ₹ 43,516.97 Lakhs (FY 2024-25)

BRSR (Contd.)

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 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
			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	Oriental Hotels Limited has a Whistle blower policy which is available to all the stakeholders. https://orientalhotels.co.in/investors/policies/	-	-	-	-	-	-
Investors (other than shareholders)	Yes		-	-	-	-	-	-
Shareholders	Yes		-	-	-	-	-	-
Employees and workers	Yes		-	-	-	-	-	-
Customers*	Yes		1	-	-	1	-	-
Value Chain Partners	Yes		1	-	-	-	-	-
Other: Ex-employee and other than above	Yes		-	-	-	-	-	-

* Complaints only at legal forum

OHL also has an independent third-party ethics helpline, Integrity Matters, to provide stakeholders with a confidential and multi-channel platform to report concerns.

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

Material Issue Identified	Indicate whether risk or opportunity	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)
Climate Strategy	Risk	Climate change is identified as a material risk to OHL's business due to its potential to adversely impact operations, assets, supply chains and overall financial performance. The Company faces transition risks arising from evolving environmental regulations, shift in customer preferences toward sustainable travel and hospitality, and increasing stakeholder expectations on decarbonisation. In addition, physical risks such as extreme weather events, rising temperatures, water scarcity and resource constraints may disrupt hotel operations, increase maintenance and insurance costs, and affect asset longevity and service continuity.	OHL has embedded its Climate Strategy within Paathya, IHCL's ESG+ framework aligned with the Tata Group's Project Aalingana. The strategy focuses on accelerating renewable energy adoption (solar, wind) to reduce fossil fuel use and emissions, and on modernizing facilities through advanced HVAC systems, energy-efficient lighting and intelligent building solutions. OHL has also instituted a Business Continuity and Disaster Response Plan to ensure uninterrupted critical operations and safeguard guests and employees during climate-related disruptions.	Negative implications

Material Issue Identified	Indicate whether risk or opportunity	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)
	Opportunity	Continued progress in clean energy adoption, green building certifications such as Leadership in Energy and Environmental Design (LEED) and EarthCheck, electric vehicle (EV) charging infrastructure and reduced reliance on fossil-fuel-based systems support stakeholder confidence, helps capture emerging climate-conscious demand and attracts sustainability-focused investors, thereby underpinning enduring shareholder value		Positive implications
Emission and Energy Management	Risk	The Company is exposed to risks arising from rising energy prices, evolving environmental regulations, carbon-related levies and enhanced disclosure requirements. Inefficient energy use or inadequate emission controls may lead to increased operating and capital expenditure, regulatory penalties and compliance burdens. Further, heightened scrutiny from investors, rating agencies and environmentally conscious guests may adversely affect brand perception and market competitiveness if performance does not align with emerging sustainability expectations.	OHL has implemented a range of energy optimisation and emission reduction initiatives across its portfolio, including solar hot water systems, heat pumps and waste heat recovery units to improve efficiency and reduce reliance on conventional energy sources. Properties have also transitioned to LED lighting, energy-efficient laundry systems and upgraded to modern, high-efficiency air conditioning infrastructure.	Negative implications
Waste Stewardship	Opportunity	Effective waste management is crucial for OHL, given the substantial amount of waste produced by its hotel activities. Poor waste management practices can lead to environmental degradation and community impact, as well as higher disposal expenses. By adopting robust waste minimization and recycling strategies, the company can cut expenses, keep its premises tidy, and showcase its dedication to sustainable practices. Key initiatives include the introduction of in-house glass water bottling to phase out single-use plastic bottles, the transition of bathroom amenities and key cards to biodegradable materials, and the installation of organic waste composting and biogas systems at selected hotels, with planned scale-up across the portfolio. Waste segregation at source is implemented across properties, with recyclable streams channelled to authorized vendors.		Positive implications

BRSR (Contd.)

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Food Safety and Quality	Opportunity	OHL leverages its strong food safety and quality framework to strengthen guest confidence, protect brand equity and enhance long-term customer loyalty. Structured safety protocols, trained culinary and operational teams, regular internal audits and strict FSSAI compliance ensure consistently high hygiene and quality standards across properties. Positioning food safety as a core service element safeguards guest well-being and reinforces OHL's competitive positioning and revenue resilience.		Positive implications
Talent Management and Retention	Risk	Given the service-intensive nature of hospitality, talent management and retention is a material area for OHL. Inability to attract, develop and retain skilled professionals, particularly in specialised roles such as chefs, concierge and senior operational leaders, can affect service quality, operational efficiency, guest experience and brand standards. High attrition or limited leadership pipeline development may also disrupt business continuity and growth plans.	OHL adopts a structured talent strategy focused on attracting skilled professionals, enabling career progression and building internal leadership capability. The Company offers competitive remuneration, clear development pathways and a strong learning and performance culture. Initiatives such as the Leadership Assessment and Development Centre (LADC), the Talent Identification and Development Initiative (TIDI) and formal succession planning help identify and develop future leaders across properties, strengthening the leadership pipeline.	Negative implications
	Opportunity	Effective talent management supports OHL's service quality by ensuring a skilled, engaged workforce that delivers consistent guest experiences and reinforces customer loyalty. Strategic workforce planning and retention efforts help preserve institutional knowledge and optimise hiring and training costs. The Success Factors platform enhances visibility across the employee lifecycle and improves access to learning via the Learning Management System (LMS). OHL also emphasises employee well-being and a supportive work environment through its employee value proposition, anchored in the pillars of Careers, Community, Care and Purpose, to strengthen engagement and sense of belonging.		Positive implications

Material Issue Identified	Indicate whether risk or opportunity	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)
Guest Experience	Opportunity	OHL views guest experience as a strategic lever to strengthen competitive differentiation and deepen customer loyalty. By prioritising exceptional service and personalised engagement, the Company drives repeat patronage. This is supported by advanced digital platforms such as the AI-enabled IHCL Response Assistant (IRA), the omnichannel engagement platform I-DOCS and the I-ZEST interface. These solutions, combined with locally rooted service anchored in “Tajness”, enable seamless communication, operational efficiency and curated experiences across properties. This integrated approach enhances guest satisfaction, brand affinity and long-term revenue growth.		Positive implications.
Supply Chain Management	Opportunity	OHL’s procurement and logistics processes, supported by a nationwide supplier network, help ensure consistent quality, cost and service standards across its hotels. Given the sector’s reliance on multiple vendors and service providers, any supply chain disruption can affect operations, service delivery and guest experience, making supplier management and resilience-building critical. The Company’s Sustainable Supply Chain and Responsible Sourcing Policy embeds environmental, social and ethical considerations into supplier selection, evaluation and engagement. Through structured risk assessments, preference for sustainability-aligned partners, collaborative performance improvement and ongoing monitoring, OHL promotes a transparent, resilient supply ecosystem that supports seamless operations, aligns with its sustainability commitments and strengthens stakeholder trust and long-term value creation.		Positive implications.

BRSR (Contd.)

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

P1 Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable

P2 Businesses should provide goods and services in a manner that is sustainable and safe

P3 Businesses should respect and promote the well-being of all employees, including those in their value chains

P4 Businesses should respect the interests of and be responsive towards all its stakeholders

P5 Businesses should respect and promote human rights

P6 Businesses should respect, protect and make efforts to restore the environment

P7 Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

P8 Businesses should promote inclusive growth and equitable development

P9 Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure 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, the policies have been approved by the Board.								
c. Web Link of the Policies, if available	https://orientalhotels.co.in/wp-content/uploads/2022/09/TATA-CODE-OF-CONDUCT.pdf https://orientalhotels.co.in/wp-content/uploads/2024/06/Sustainable-Procurement-Policy.pdf								
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.	Alignment with global standards OHL recognises the importance of aligning its operations with globally accepted management standards and frameworks. This includes: • ISO certifications • SA 8000 standards • Fairtrade certification • Food safety related certifications and standards (as applicable to hotel operations) • Sustainability and green building certifications - EarthCheck Certification, U.S. Green Building Council (USGBC) LEED Certification, EDGE (Excellence in Design for Greater Efficiencies), Hotel Sustainability Basics framework by World Travel & Tourism Council (WTTC) • Global Reporting Initiative (GRI) • United Nations Sustainable Development Goals (UN SDGs) Information Security and Data Protection To ensure the security and resilience of its business operations, OHL has implemented robust and comprehensive Information Technology (IT) policies and procedures. These include: • Certification to ISO 27001 for information security management • Compliance with the General Data Protection Regulation (GDPR) • Adherence to Payment Card Industry (PCI) requirements • Other relevant data protection and cybersecurity safeguards Safeguarding business continuity and protecting data security remain key priorities for the Company.								

- 5 **Specific commitments, goals and targets set by the entity with defined timelines, if any.** IHCL's comprehensive ESG+ framework, Paathya, serves as the Company's blueprint for sustainable and responsible hospitality. Paathya is based on the six strategic pillars that drive the Company's long-term sustainability vision:
- Environmental Stewardship
 - Social Responsibility
 - Excellence in Governance
 - Preserving Heritage
 - Partner Transformation
 - Sustainable Growth
- By 2030,
- 75% of all electricity will be consumed from renewable sources
 - Recycle 100% of wastewater
 - Eliminate single-use plastic beyond the list of 10 mandated items
 - 100% of the eligible hotels will be sustainability certified
 - 100% Business Meetings and Conferences to Go Green
- 6 **Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.** OHL remains dedicated to achieving its targets as per the strategies guided by Paathya.

Governance, Leadership and Oversight

- 7 **Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievement**

Our significant accomplishments in environmental sustainability include the certification of seven (7) hotels under Earth Check, with six (6) achieving the prestigious Platinum Certification. Throughout the year, we have diligently pursued the implementation of Paathya, IHCL's leading-edge ESG+ Program, setting formidable milestones for a range of ESG initiatives to be accomplished by 2030.

We continue to focus on decarbonizing our operations by implementing measures like phasing out single-use plastics and adopting other sustainability initiatives. Additionally, we have established green power arrangements for several of our properties and maintain a comprehensive program to collaborate with our supply chain partners.

We remain committed to prioritizing competitive solutions that foster livelihood creation across our entire value chain, all while promoting environmental benefits. Our employees are integral to our business's foundation and success.

We are immensely grateful to our colleagues for their dedication and care towards our community and customers. Empowering and enabling our employees to execute our strategic priorities, with sustainability as the guiding principle in all our endeavors, is paramount to achieving our long-term goals.

- 8 **Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).** Mr. Pramod Ranjan (DIN 00887569)
Designation: Managing Director & CEO
- 9 **Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.** Yes, the Corporate Social Responsibility Committee of the Board of Directors is responsible for decision making on Sustainability related issues. The Committee comprises Mr. Vijay Sankar, Mr. Pramod Ranjan and Mr. D Vijayagopal Reddy.

BRSR (Contd.)

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/Half yearly/Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Performance against above policies and follow up action										Yes, On a regular basis								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances										Yes, On a regular basis								

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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	No	No	No	No	No	No	No	No	No
Under the Tata Business Excellence Model (TBEM), as well as external assessments such as the Council for Fair Business Practices – Jamnalal Bajaj Award and the CII Industrial Innovation Award, OHL is subject to periodic independent evaluations of its key policies and their deployment. These assessments validate the effectiveness of the Company's governance, operational, and sustainability practices.									
OHL is also EarthCheck certified, which entails independent verification of compliance with environmental and social standards by accredited auditors. Additionally, the Company's Occupational Health and Safety Management System policies and practices are periodically reviewed and certified by an external agency.									

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

Not Applicable

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.

OHL integrates the highest ethical standards and sustainability principles throughout its operations, guided by the Tata Code of Conduct. This framework ensures stakeholder accountability while upholding Tata values across all business functions and maintaining compliance with national and global regulatory standards.

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	5	Overview of the Hospitality Industry and way forward, Hotels Business model and benchmarking. Insider Training and RPT Framework.	100
Key Management Personnel	5		100
Employees other than BODs and KMPs	214	FLS Protocols, IMBC, Fire & Safety, Safety at Workplace, Safety Policies, Emergency Preparedness plan, Fire Evacuation Drill, Tata Code of Conduct (TCOC) and Prevention of Sexual Harassment Policy (POSH)	98
Workers	232		84

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. No other penalty/fine, settlement, compounding fee, imprisonment, or other type of punishment was imposed on the Company or its KMPs during the financial year except the following:

a. Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies / Judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No/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/NA)
Imprisonment			NIL	
Punishment			NIL	

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
NIL	

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.

OHL is committed to conducting its business ethically, with integrity and in compliance with applicable laws and regulations. The Company's anti-bribery and anti-corruption framework is set out in the Tata Code of Conduct, which outlines the principles and standards expected of employees and those acting on behalf of the Company. The Code emphasizes a zero-tolerance approach towards bribery, corruption, and unethical business practices, and provides guidance on areas such as conflicts of interest, gifts and hospitality, dealings with government authorities, accurate record-keeping, reporting of concerns through the whistleblower mechanism, and accountability for non-compliance. Link: <https://orientalhotels.co.in/wp-content/uploads/2022/09/TATA-CODE-OF-CONDUCT.pdf>

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

Category	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

BRSR (Contd.)**6. Details of complaints with regards to conflict of interest:**

Topic	FY 2025-26 (Current Financial Year)		FY 2024-25 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Not Applicable	Nil	Not Applicable
Number of complaints received in relation to issues of Conflict of Interest of KMPs	Nil	Not Applicable	Nil	Not Applicable

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

Not Applicable

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Number of days of accounts payables	50	54

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 2025-26 Current Financial Year (%)	FY 2024-25 Previous Financial Year (%)
Concentration of Purchases*	a)	Purchases from trading houses as % of total purchases		0	0
	b)	Number of trading houses where purchases are made from		0	0
	c)	Purchases from top 10 trading houses as % of total purchases from trading houses		0	0
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)		20.01	17.92
	b)	Sales (Sales to related parties / Total Sales)		1.25	1.42
	c)	Loans & advances (Loans & advances given to related parties / Total loans & advances)		NA	NA
	d)	Investments (Investments in related parties / Total Investments made)		98.23	98.34

*Concentration of Purchases: The consideration of this parameter is with respect to import/ procurement of goods and materials through trading house.

OHL has not imported any good/ materials/ services directly through any trading house, hence the value reported is mentioned as Nil.

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

At OHL, we are committed to delivering the highest standards of service while managing our impacts responsibly across the value chain. We ensure that our service excellence is supported by sustainable sourcing, resource-efficient operations, and environmentally conscious practices. We continue to strengthen sustainable procurement, waste management, and circularity initiatives, while enhancing operational efficiency and guest experience. Through these efforts, we aim to minimize environmental and social impacts and promote responsible consumption across our operations.

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 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D) *	Nil	Nil	NA
Capital Expenditure (CAPEX)	8.5%	2.56%	Energy saving initiatives like installation of bottling plants, Variable Frequency Drive (VFD), Heat pumps and LED bulbs.

*OHL operates in the hospitality sector, where formal R&D investments are limited. However, OHL continues to invest in capital expenditure initiatives aimed at improving environmental and social performance across its properties.

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

Yes. OHL has established procedures for sustainable sourcing through its Sustainable Procurement Policy. The policy aims to integrate environmental, social and governance considerations into procurement decisions. All suppliers are encouraged to fully comply with the Supplier Code of Conduct. By identifying and mitigating risks, selecting responsible suppliers, collaborating for improvement, and maintaining rigorous monitoring and reporting processes, we aim to set a high standard for sustainability in our industry. The link to sustainable procurement policy: <https://orientalhotels.co.in/wp-content/uploads/2024/06/Sustainable-Procurement-Policy.pdf>

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

Unit of reporting (i.e., by Quantity or by Value) – please specify	Total No. of Inputs sourced (in crores INR)	No. of Inputs that were sourced sustainably (in crores INR)	Percentage of inputs that were sourced sustainably
Value	287.17	83.65	29.13

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.**

Product	Process to safely reclaim the product
a. Plastics (including packaging)	As a hospitality service Company, OHL assumes responsibility for managing operational waste in a safe compliant and environmentally responsible manner, with structured systems embedded across its portfolio.
b. E-Waste	Following are the steps taken to handle waste at OHL: Waste is segregated at source across all properties, with distinct streams monitored and channelled exclusively to authorised recyclers and disposal agencies focusing on circular economy.

BRSR (Contd.)

- c. Hazardous Waste
- Organic waste is processed through in-house composters, biogas systems and organic waste converters, reducing external landfill burden and enabling on-site resource recovery at 7 hotels. The Company is progressively scaling these systems across its portfolio.
- d. Other Waste
- OHL has also undertaken decisive measures to reduce plastic waste, including replacing plastic amenities and packaging with wood and paper-based alternatives, transitioning to biodegradable and compostable materials, and phasing out plastic key cards in favour of wooden alternatives by FY 2026-27. In-house water bottling plants are being deployed to eliminate single-use plastic bottles across hotels.
 - Electronic and hazardous waste streams are managed through structured engagement with authorised recyclers, ensuring regulatory compliance and safe disposal.
- Through these integrated measures, OHL is embedding circular economy principles into its operations and driving sustained waste reduction across its value chain with an aim to achieve Zero Waste to Landfill certification by 2030.

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

Not Applicable

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

At OHL, our people remain central to our growth and long-term success. We are committed to providing a safe, inclusive, and supportive workplace that promotes the well-being, safety, and professional development of employees and workers across our operations and value chain. OHL's practices extend to employees, contractual workforce, suppliers' workers, and aligned business partners, as applicable. The Company also invests in employee upskilling and fosters a supportive ecosystem for career progression.

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 Employees											
Male	256	256	100	256	100	NA	NA	256	100	256	100
Female	58	58	100	58	100	58	100	NA	NA	58	100
Total	314	314	100	314	100	58	100	256	100	314	100
Other than Permanent Employees											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

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	276	230	83.33	276	100	NA	NA	276	NA	276	100
Female	7	4	57.14	7	100	7	100	NA	NA	7	100
Total	283	234	83.00	283	100	7	100	276	100	283	100
Other than Permanent Workers											
Male	246	18	7.32	246	100	NA	NA	246	100	246	100
Female	129	8	6.20	129	100	129	100	NA	NA	129	100
Total	375	26	7	375	100	129	100	246	100	375	100

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Cost incurred on well- being measures as a % of total revenue of the company	0.72	0.73

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

Sr. No.	Benefits	FY 2025-26 (Current FY)			FY 2024-25 (Previous FY)		
		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.)
1	PF	100	100	Y	100	100	Y
2	Gratuity	100	100	Y	100	100	Y
3	ESI	100	100	Y	100	100	Y
4	Others-Please Specify	-	-	-	-	-	-

*The ESI coverage percentage includes only those employees and workers who are covered or entitled under the ESI Act.

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

Yes, OHL's premises and offices are designed to be accessible to persons with disabilities in line with the provisions of the Rights of Persons with Disabilities Act, 2016. Key areas, including workspaces, restrooms and common facilities, are equipped to enable ease of access and independent use. Accessibility considerations are integrated into both new developments and upgrades to existing infrastructure, supporting inclusive design across locations.

Beyond physical accessibility, OHL actively promotes an inclusive workplace culture through its Diversity, Equity and Inclusion (DE&I) initiatives. In partnership with the Tata Group, the Company has implemented organisation-wide sensitisation programmes aimed at addressing conscious and unconscious biases. Initiatives such as the "Walk in My Shoes" theatre-based programme for managers, along with simulation exercises conducted across hotels, help build awareness and strengthen employees' ability to create an inclusive work environment.

BRSR (Contd.)

Additionally, OHL encourages a buddy-mentor culture to support the integration and development of persons with disabilities (PwD) associates. This is further strengthened through the ABLE framework comprising Attract & Recruit, Belonging, Learning, and Empowerment which provides a structured approach to supporting PwD employees across their employment lifecycle. A majority of the workforce has also received training in basic sign language. OHL's efforts towards advancing inclusive practices across its properties have also received recognition from state authorities, with select properties being acknowledged for their contributions towards promoting accessibility and inclusive workplace practices.

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.

OHL promotes a workplace that provides equal opportunity, diversity, inclusion, and respect for all employees. These principles are reflected in the Tata Code of Conduct, which emphasizes fair treatment, non-discrimination, prevention of harassment, and equal opportunities in employment-related decisions. The Company also supports an inclusive work environment that values diversity, accessibility, and the professional development of its workforce. Link: <https://orientalhotels.co.in/wp-content/uploads/2022/09/TATA-CODE-OF-CONDUCT.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	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	Details of the mechanism in brief
Permanent Employees	Yes	OHL has established multiple mechanisms to receive and address grievances in a structured and transparent manner. The Company has partnered with an independent third-party ethics service provider that receives grievances through telephone, email, web portal, and physical mail. All concerns received are duly reviewed and appropriate actions are undertaken.
Other than Permanent Employees	Yes	
Permanent Workers	Yes	
Other than Permanent Workers	Yes	OHL has implemented a Whistleblower Policy that provides multiple reporting channels (detailed in General Disclosure, Question 25). This Policy is applicable to all OHL Personnel including permanent and temporary employees, consultants, contractors, trainees, interns, workers, and agents. Additionally, external stakeholders, including individuals or entities which are part of the value chain, customers/ clients, and the community can raise concerns through this mechanism. Employees may report concerns directly to their reporting manager, HR department, Chief Ethics Counsellor, or Ethics Counsellor. Drop boxes are also available at various locations for submitting concerns anonymously. The process for addressing Protected Disclosures includes a preliminary enquiry, investigation, and appropriate action, and is managed by the Chief Ethics Counsellor/ Ethics Committee, with oversight by the Audit Committee. Preliminary enquiry or investigation of Protected Disclosures concerning the Chief Ethics Counsellor or OHL personnel at the level of Assistant Vice President, Senior Leadership and above is supervised by the Chairman of the Audit Committee. The mechanism ensures strict confidentiality, data privacy, and protection from retaliation for those reporting concerns in good faith.

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

Category	FY 2025-26 (Current FY)			FY 2024-25 (Previous FY)		
	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)
Permanent Employees						
Male	256	0	0	262	0	0
Female	58	0	0	45	0	0
Others	0	0	0	0	0	0
Total	314	0	0	307	0	0
Permanent Workers						
Male	276	259	94	304	287	94.41
Female	7	7	100	6	4	67
Others	0	0	0	0	0	0
Total	283	266	94	310	291	94

8. Details of training given to employees and workers:

Category	FY 2025-26 (Current FY)					FY 2024 -25 (Previous FY)				
	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)
Permanent Employees										
Male	256	233	91	207	81	262	252	96.18	246	94
Female	58	52	90	43	74	45	42	93.33	42	93.33
Others	0	0	0	0	0	0	0	0	0	0
Total	314	285	91	250	80	307	294	96	288	94
Permanent Workers										
Male	276	245	89	211	76.45	304	248	82	230	76
Female	7	6	86	5	71.43	6	5	83.33	3	50
Others	0	0	0	0	0	0	0	0	0	0
Total	283	251	89	216	76.33	310	253	82	233	75.16

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

Category	FY 2025-26 (Current FY)			FY 2024 -25 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	% (D/C)
Permanent Employees						
Male	256	256	100	262	256	98
Female	58	58	100	45	41	91
Others	0	0	0	0	0	0
Total	314	314	100	307	297	97
Permanent Workers						
Male	276	276	100	304	304	100
Female	7	7	100	6	6	100
Others	0	0	0	0	0	0
Total	283	283	100	310	310	100

Note: Performance and career development reviews have been conducted during FY 2025-26 for all eligible employees and workers.

10. Health and safety management system:

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

Yes

- a.1 What is the coverage of such system?

The system covers all employees & workers and all hotels.

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

Routine Risk Assessment Processes

– **Regular Safety Audits and Inspections:** OHL conducts periodic safety audits and inspections across all properties. These audits are designed to identify existing hazards and potential risks in the daily operations of the hotels. The audits cover various aspects including fire safety, electrical installations, kitchen operations, and guest areas

– **Employee Reporting Mechanisms:** Employees are encouraged to report hazards immediately using an incident reporting system. This proactive engagement helps in early identification of routine risks that may arise during daily operations.

Non-Routine Risk Assessment Processes

– **Dynamic Safety Risk Assessments:** In response to specific incidents or external changes, such as construction activities or the introduction of new equipment, OHL conducts dynamic safety risk assessments. These assessments involve revisiting and analysing the potential impacts of the new variables on existing safety protocols (change management).

BRSR (Contd.)

– **Comprehensive Pre-Construction Risk Analysis:** Before the commencement of any new construction or major renovation projects, a thorough risk analysis is conducted. This analysis focuses on identifying potential hazards associated with new construction activities, including high-risk tasks and environmental impacts. It helps in planning safety measures and emergency responses tailored to the specific risks identified.

– **Incident Analysis and Investigation:** Any accidents or safety incidents are followed by a detailed incident analysis to determine the root causes. These investigations help in understanding non-routine hazards and in developing corrective measures to prevent recurrence.

Ongoing Improvements and Feedback Integration

– **Feedback Mechanisms:** Feedback from employees and safety audits are continuously analysed to update risk assessment methodologies. This integration ensures that both routine and non-routine processes are refined over time to enhance safety outcomes.

– **Best Practice Sharing:** Learnings from both routine and non-routine assessments are shared across the organisation through periodic updates and inter-hotel safety forums. This practice helps in standardising safety measures and improving risk assessments across all properties.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Yes, all sites have an established and structured Yellow Card process that enables workers to report work-related hazards and potential risks in a timely manner. Under this process, identified hazards are validated, assigned to a mitigation owner, and reviewed for approval. Upon approval, root cause analysis and risk identification are conducted, followed by implementation of corrective and mitigation actions. The process ensures systematic tracking, resolution, and closure of reported hazards, thereby empowering workers to proactively report risks and support preventive action.

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

Yes, all sites have access to medical and healthcare services for non-work-related needs, either on-site or through partnerships with trusted healthcare providers in the vicinity. Furthermore, employees receive training for on-site medical emergency response.

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

Safety Incident/Number	Category*	FY 2025-2026 Current Financial Year	FY 2024-2025 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.45	0
	Workers	1.37	0.64
Total recordable work-related injuries	Employees	1	3
	Workers	10	12
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

* Includes contract workforce

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

Safety Management

- **Tiered Safety Structure:** A structured Safety Committee, including management representatives and S&S professionals, meets periodically to review policy effectiveness and integrate latest safety trends and technologies.
- **Strategic Safety in Design and Operations:** The Safety and Security Head plays a crucial role in incorporating advanced safety features in the architectural design of new hotels and renovation projects, ensuring compliance with both national safety standards and international best practices.

Safety Protocols and Risk Management

- **Proactive Hazard Reporting and Review:** Implementation of a digital incident reporting system that allows real-time hazard notifications accessible directly by the hotel's General Manager and Safety Council, ensuring swift action.
- **Dynamic Safety Risk Assessments:** Continuous risk assessment processes are in place, with monthly safety evaluations and additional checks triggered by specific incidents or external changes in the operational environment.
- **Comprehensive Pre-Construction Risk Analysis:** Before any new construction, detailed risk analyses are conducted focusing on structural safety, fire hazards, and environmental impacts, with findings directly influencing project planning and execution.
- **Rigorous On-Site Safety Management:** Dedicated safety managers are stationed for all high-risk activities, particularly during construction and major renovations, employing standardised safety equipment and enforcing strict compliance protocols.
- **Progressive Consequence Framework:** A tiered disciplinary system for safety violations that scales penalties based on the severity and frequency of infractions, coupled with remedial training to prevent recurrence.

Physical Security Measures

- **Enhanced Surveillance and Access Control:** Installation of AI-powered surveillance cameras and biometric access systems across all properties to monitor and control site access dynamically.
- **Emergency Response Systems:** Comprehensive network of emergency alarms and communication devices, complete with routine drills coordinated with local emergency services to ensure readiness.

Employee Training and Wellness

- **Comprehensive Safety Training Programmes:** Mandatory periodic training sessions on updated fire safety protocols, modern emergency procedures, and workplace safety simulations.
- **Health and Wellness Initiatives:** Establishment of an in-house wellbeing initiative (called Well-Weing) that targets employee health, offering regular health check-ups, psychological counselling, and lifestyle coaching.

Compliance and Continuous Improvement

- **Adherence to Regulations:** Strict adherence to updated national and international safety regulations, with compliance ensured through regular reviews by S&S professionals.
- **Enforcement of Internal Safety Policies:** Dynamic updating of internal safety policies to reflect new regulations and findings from recent audits, ensuring all practices are current and effective.
- **Active Feedback Mechanisms:** Deployment of a company-wide digital feedback platform to gather and analyse employee suggestions on safety improvements.
- **Innovation in Safety Practices:** Going forward, integration of IoT sensors to monitor environmental conditions and AI analytics for predictive hazard identification and mitigation strategies are proposed.

Special Initiatives and Cultural Drives

- **Specialised Safety Initiatives:** Launch of targeted safety campaigns focusing on areas such as Fire Safety Month, Road Safety Workshops, Contractor Safety Trainings, and Electrical Safety Audits.
- **Successful Safety Focus Initiative:** A concerted safety campaign through intensified monitoring and staff engagement helped achieve reduction in reported injuries in the third and fourth quarters.
- **Culture and Awareness Drives:** Ongoing internal campaigns, such as periodic safety newsletters and interactive safety awareness workshops, to foster a proactive safety culture within OHL.

BRSR (Contd.)

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

Topic	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
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.

During the reporting period, all safety-related incidents were thoroughly investigated, with corrective actions implemented to address root causes and strengthen safety practices, processes, and training. OHL follows a structured, step-by-step approach to incident management:

Corrective Actions for Safety-Related Incidents

- **Immediate Response:** Upon any incident, the priority is swift containment — through evacuation, first aid, or shutting down affected systems — to prevent further harm.
- **Investigation:** A thorough root cause analysis is conducted, involving witness interviews, site examination, and review of surveillance footage and equipment logs.
- **Corrective Action Plans:** Findings from the investigation inform targeted corrective action plans, which may include equipment repairs or modifications, revised operating procedures, or updated safety training programmes.
- **Implementation:** Corrective measures are executed promptly, encompassing physical workplace changes, protocol updates, and staff retraining where required.
- **Monitoring and Follow-Up:** The effectiveness of corrective actions is tracked through follow-up audits and inspections to confirm resolution and prevent recurrence.

Addressing Significant Risks and Concerns from Safety Assessments

Beyond incident response, OHL proactively addresses risks identified through health and safety assessments:

- **Risk Prioritisation:** Identified risks are ranked by potential impact and likelihood, with the highest-threat risks receiving immediate attention.
- **Mitigation Strategies:** Tailored controls are developed for each risk — spanning engineering solutions, administrative adjustments, and personal protective equipment.
- **Training and Communication:** Employees are briefed on new safety measures, ensuring clarity around roles and responsibilities in maintaining a safe work environment.
- **Regular Review:** Mitigation strategies are periodically reviewed and refined, enabling OHL to manage health and safety risks in a dynamic and responsive manner.
- **Employee Engagement:** A culture of open reporting is actively fostered, where employees feel empowered to raise potential hazards without fear of reprisal.

BRSR (Contd.)

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

OHL places strong emphasis on transparency and accountability in its engagement with stakeholders. The Company actively engages with key stakeholder groups, including customers, employees, regulators, suppliers, shareholders, owners & partners and local communities, through multiple channels. These engagements enable effective risk and opportunity management, informed decision-making, regulatory compliance, and sustainable business performance.

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

OHL follows a structured and systematic approach to identify and prioritise its key stakeholder groups based on their influence on the Company and the extent to which they are impacted by its operations. The Company acknowledges that effective stakeholder involvement is essential for achieving its strategic objectives and therefore adopts an integrated and transparent approach to engagement. This approach seeks to maintain a balanced consideration of stakeholder requirements, interests, and expectations alongside business priorities.

OHL has identified and categorised its stakeholders into internal and external groups, recognising both their direct and indirect impact on the Company's operations.

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	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	• Real-time engagement through VConnect • Daily meetings and briefings • Monthly town halls • Timely internal communications • Published training calendar • Employee committees and union meeting	Continuous	• Communicate Company updates, performance priorities, and policy changes. • Discuss employee well-being, health & safety, and workplace matters. • Address employee feedback, grievances, and suggestions. • Support training, development, and career progression initiatives
Customers	No	• Direct feedback from guests during and after each experience • Loyalty programme • Real-time social media engagement • Periodic market research	Continuous	• Understand guest expectations and enhance service quality across OHL brands. • Strengthen customer loyalty and long-term relationships. • Gather feedback for continuous improvement in guest experience, products, and services. • Maintain brand distinctiveness and leadership in the hospitality sector.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	• Shareholder meetings, public and media announcements • Annual Report, stock exchange filings, website and sustainability disclosures • A dedicated investor relations department	Quarterly & annually	• Shareholder meetings • Investor communication through annual reports. • Address investor queries and expectations regarding growth, risk management, and longterm value creation. • Strengthen investor confidence.
Owners & Partners	No	• Ongoing communication from the business development department • Regular performance review meetings and business updates • Dedicated relationship managers for key partners	Continuous	• Align on operations & business performance and sustainability priorities. • Discuss business strategy, growth opportunities • Strengthen collaboration for efficient operations and long-term value creation • Update on annual performance for the enterprise • Best Practice sharing across portfolio of hotels
Suppliers	No	• Supplier development initiatives • Supplier feedback surveys throughout the year	Annually & Continuous	• Suppliers are an integral part of the supply chain, and their services and materials directly influence the quality of OHL's customers' experiences. • Positive supplier relationships ensure efficiency, quality, reliability, and an ethical value chain. • The key topic of concerns are Hygiene, ESG, Sustainability Initiatives, Safety & Renewable Energy.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Local Communities	No	• CSR partnerships • Annual Report, company website. • Community welfare programmes • Participation in neighbourhood associations • Annual volunteering calendar	Continuous	OHL aims to foster positive relationships and maintain its social licence to operate while supporting community development through CSR and welfare initiatives, and preserving local livelihoods, culture, and regional heritage in its areas of operation. The key topics discussed include local community needs, expectations and concerns, environmental impact aspects such as water use, waste management, and biodiversity, employment generation and livelihood opportunities for local communities and community development initiatives across education, healthcare, and skill development.
Government & Regulators	No	• Participation in government consultation programmes • Representation through trade bodies	Continuous	OHL ensures compliance with applicable laws, regulations, and governance standards while actively participating in policy consultations and industry representation through trade bodies, and collaborating on various policy and community improvement initiatives. The key topics discussed include adherence to legal and regulatory requirements, safety and security standards, sustainability initiatives, and community engagement efforts.

PRINCIPLE 5: Businesses should respect and promote human rights

OHL recognises human rights as a fundamental element of responsible business conduct. The Company maintains robust policies and processes to ensure that its operations respect human dignity and prevent exploitation or discrimination in any form. OHL remains committed to promoting fundamental rights, including the right to life and health, elimination of child labour, non-discrimination, and equality in the workplace, thereby contributing to the sustainable development of its stakeholders and communities.

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 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Total (A)	No. of employees /workers covered (B)	% (B / A)	Total (C)	No. of employees /workers covered (D)	% (D / C)
Employees						
Permanent	314	289	92.04	307	299	97.40
Other than permanent	0	0	0	0	0	0
Total Employees	314	289	92.04	307	299	97.40
Workers						
Permanent	283	243	86.00	310	271	87.42
Other than permanent	375	332	89.00	338	338	100.00
Total Workers	658	575	87.00	648	609	93.98

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

Category	FY 2025-26 Current Financial Year					FY 2024-25 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent Employees										
Male	256	0	0	256	100.00	262	0	0	262	100.00
Female	58	0	0	58	100.00	45	0	0	45	100.00
Other than Permanent										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Permanent Workers										
Male	276	0	0	276	100.00	304	0	0	304	100.00
Female	7	0	0	7	100.00	6	0	0	6	100.00
Other than Permanent*										
Male	246	0	0	246	100.00	224	0	0	224	100.00
Female	129	0	0	129	100.00	114	0	0	114	100.00

Note: *Other than Permanent workers include FTCs

BRSR (Contd.)

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)	9	9,70,000	1	-
Key Managerial Personnel*	2	-	1	-
Employees other than BoD and KMP**	256	8,92,427	61	7,51,398
Workers**	522	4,73,771	136	3,31,150

* Note: Median can not be calculated for KMP as the number is 1 and 2.

** Includes trainees and consultant.

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Gross wages paid to females as % of total wages	14	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)

OHL acknowledges the importance of upholding human rights and addressing any discrimination and unethical conduct. The Company has established multiple channels to address and resolve any reported issues pertaining to human rights violations. Employees can report concerns to their HR representatives, reporting managers, or the Chief Ethics Counsellor/ Ethics Counsellor through the Company's protected disclosure mechanism.

Protected disclosures concerning the Chief Ethics Counsellor or OHL personnel at the level of Assistant Vice President, Senior Leadership and above may be addressed to the Chairman of the Audit Committee through the Company's designated reporting channels. Additionally, department leaders, union representatives, HR heads, and welfare committee members support the identification and resolution of workplace concerns. Policies in line with the Prevention of Sexual Harassment (POSH) act are also implemented to address workplace sexual harassment.

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

OHL has established multiple internal mechanisms to receive and redress grievances, including those related to human rights matters:

- **Integrity Matters Portal:** A third-party administered whistleblower platform accessible through OHL's intranet. Grievances may be reported via telephone, email, web portal, or post (refer to General Disclosure, Question 25).
- **Visibility and Accessibility:** Details of the portal, including the URL, email ID, phone numbers, and postal address, are prominently displayed on hotel notice boards and on the OHL's intranet (myTAJ) to ensure widespread awareness.
- **Management Access:** Employees may approach the General Manager or HR Heads directly to raise grievances.
- **Senior Leadership Access:** Grievances may also be addressed directly to senior leadership of the Company.
- **Designated Ethics Leadership:** Contact details of the EVP – HR, in his capacity as Chief Ethics Counsellor, as well as the Chairman of the Audit and Compliance Committee, are available on the intranet.
- **Hotel-Level Ethics Committees:** Each hotel has an Ethics Committee; with contact details displayed on hotel notice boards.
- **Employee Engagement Forums:** Open Houses and Skip-Level meetings are conducted at hotels to provide employees with direct platforms to raise concerns.

These mechanisms collectively ensure accessible, transparent, and multi-channel avenues for raising and addressing human rights-related concerns.

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

	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	1	Investigation ongoing	0	0	NA
Discrimination at Workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	0
Complaints on POSH as a % of female employees / workers	1.16%	0
Complaints on POSH upheld	1	0

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

OHL adheres to the Tata Code of Conduct, which promotes a retribution-free environment and outlines provisions to protect individuals who raise concerns related to discrimination or harassment. Associates at OHL undergo a session on the Tata Code of Conduct at the time of joining and participate in annual refresher sessions thereafter.

The Code sets out the relevant provisions on maintaining a non-retaliatory environment, including Clause C11 and the clause titled "Raising Concerns," which enable associates to report instances of discrimination, harassment or unethical conduct without fear of adverse consequences.

OHL maintains a strict zero-tolerance stance towards discrimination and harassment. The leadership team remains committed to upholding these principles and ensuring that all reported concerns are addressed promptly and appropriately.

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

Yes. Human rights requirements are an integral part of the Company's Code of Conduct Code of Conduct, which is incorporated into all relevant business agreements, contracts, and purchase orders. It sets out the Company's expectations with respect to adherence to human rights standards across its value chain. This includes a strict prohibition on child labour and any form of forced or involuntary labour within its operations and those of its business partners.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	100
Forced/involuntary labor	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others – please specify	0

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

No significant risks or concerns have come to our notice as yet.

BRSR (Contd.)

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

OHL recognises the responsibility inherent in its business activities and their impact on the environment and society. Through periodic assessments of risks and opportunities, the Company identifies potential environmental impacts arising from its operations, products, and services. Based on these assessments, OHL implements structured environmental management practices, including waste and emission reduction, conservation of natural resources, and adoption of eco-friendly policies and processes. This proactive and systematic approach enables the Company to undertake targeted initiatives that effectively minimise its environmental footprint.

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

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
From renewable sources (in Gigajoule - GJ)		
Total electricity consumption (A)	57,392.03	48,358.88
Total fuel consumption (B)	63.05	41.38
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C)	57,455.08	48,400.26
From non-renewable sources (in Gigajoule - GJ)		
Total electricity consumption (D)	23,353.59	30,399.49
Total fuel consumption (E)	44,642.17	47,622.17
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	67,995.76	78,021.66
Total energy consumed (A+B+C+D+E+F)	1,25,450.84	1,26,421.92
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	255.27	288.88
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (GJ) (Total energy consumed / Revenue from operations adjusted for PPP)	5,840.63	6,609.66
Energy intensity in terms of physical output		
Energy intensity (optional) – the relevant metric may be selected by the entity (GJ/Guest night)	0.30	0.31

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency - Not applicable.

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.

S. No.	Location of operations/offices	Does hotel identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India?	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.
1	Taj Coromandel	Yes Target SEC - 48.77 TOE/1000 m ² Achieved- 48.09 TOE/1000 m ²	Yes
2	Taj Fisherman's Cove Resort & Spa	Yes Target SEC: 40.77 TOE/1000 m ² , Achieved SEC: 36.18 TOE/1000 m ²	Yes

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

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Water withdrawal by source (in kilolitres - KL)		
(i) Surface water	-	-
(ii) Groundwater	130693	1,28,901.00
(iii) Third party water	299602.96	2,92,518.39
(iv) Seawater / desalinated water		-
(v) Others (Rainwater storage)	2476	94.70
Total volume of water withdrawal (KL) (i + ii + iii + iv + v)	432771.96	4,21,514.09
Total volume of water consumption (KL)	414216.02	4,01,750.98
Water intensity per rupee of turnover (Total Water consumed / turnover) (KL per crore INR of revenue)	842.86	918.03
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	19284.70	21004.55
Water intensity in terms of physical output		
Water intensity (KL/guest night)*	0.98	0.99

* Includes guest staying in house

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency - Not applicable.

4. Provide the following details related to water discharged:

Parameter	FY 2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment		0
(iv) Sent to third-parties	0	
- No treatment	0	0
- With treatment – please specify level of treatment	6081	3845
(v) Others		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	6081	3845

BRSR (Contd.)

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

The organisation has begun the phased implementation of Zero Liquid Discharge (ZLD) with the aim of achieving 100% water recycling by 2030 with current recycling rate of more than 50%. Organization is also investing in new technologies for efficient wastewater treatment, and it is continuously improving its water usage efficiency to treat and recycle wastewater. Every unit is equipped with a wastewater treatment system for both sewage and laundry water. Most properties have separate Sewage Treatment Plants (STP) and Effluent Treatment Plants (ETP) to achieve ZLD through water treatment, recycling, and reuse on-site. The recycled water is utilised for gardening, flushing, cooling towers and laundry.

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

Parameter	Please specify unit	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
NOx	Tonnes/ year	4.39	10.38
SOx	Tonnes/ year	0.37	0.74
Particulate matter (PM)	Tonnes/ year	1.67	2.59
Persistent organic pollutants (POP)	NA	-	-
Volatile organic compounds (VOC)	NA	-	-
Hazardous air pollutants (HAP)	NA	-	-
Others – please specify	NA	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency - Not applicable.

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

Parameter	Unit	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
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	3739.13	3539.63
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	4605.85	6671.00
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/Crore INR	16.98	23.33
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/Crore INR	388.52	533.84
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/Guest Nights	0.020	0.025

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency - Not applicable.

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

OHL is committed to reducing energy consumption by enhancing efficiency and adopting innovative technologies and practices. All hotels have implemented various energy conservation initiatives tailored to their specific needs. Upgrading cooling tower infrastructure, installing energy efficient chiller plants, installing heat pumps for hot water requirement, implementing latest EC motors for AHU's, IOT based solutions, demand flow technology in HVAC system and implementing improvements like enhanced insulation of hot water lines have all contributed to energy conservation and improved efficiency. Use of Induction equipment's for efficient cooking. Furthermore, OHL currently sources more than 71% of its total electricity consumption from renewable resources.

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

Parameter	FY 2025-26 (Current Financial Year)	FY 2024-25 (Previous Financial Year)
Total Waste generated (in metric tonnes - MT)		
Plastic waste (A)	9.86	8.77
E-waste (B)	0.57	0.97
Bio-medical waste (C)	0.00	0.00
Construction and demolition waste (D)	3.20	7.42
Battery waste (E)	0.45	0.55
Radioactive waste (F)	0.00	0.00
Other Hazardous waste. Please specify, if any. (G)	2.03	5.35
Other Non-hazardous waste generated (H) Please specify, if any (Kitchen waste, Horticulture, Glass, Paper/ Cardboard, Linen/Cloth, Metal Scrap, Wooden Scrap, ETP/STP Slug Waste, Rejected/Discarded chemicals, Detergents, Etc.)	998.46	1021.71
Total (A+B + C + D + E + F + G+ H)	1014.57	1044.76
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	2.06	2.39
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	47.24	54.62
Waste intensity in terms of physical output Waste intensity (optional) – the relevant metric may be selected by the entity		
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	720.76	706.63
(ii) Re-used	3.22	1.41
(iii) Other recovery operations	0.00	1.70
Total	723.98	709.73
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0.00	0.00
(ii) Landfilling	243.09	308.08
(iii) Other disposal operations	43.66	28.53
Total	286.75	336.61

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency - Not applicable.

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

OHL is committed to a sustainable waste management system throughout the extent of its operations and locations. OHL has implemented the following measures in an effort to reduce usage of hazardous and toxic chemicals in all products and processes and the practices adopted to manage such wastes.

1. Phasing out plastic amenities and packaging: A goal has been set to entirely eradicate single-use plastics by 2030 via a series of incremental targets.
2. Diminishing the amount of waste transported to landfills: By setting up bottling facilities at all 7 hotels, all single-use plastic bottles have been replaced with glass ones to cut down on single-use plastics.
3. Working in tandem with authorised recyclers: To not just implement accountable waste management practices but also to enable utilisation or reclamation of the expended products.
4. Shifting towards Bio-compostable commodities: We have replaced plastic amenities and packaging with wooden and paper alternatives.
5. Management of wet waste: All the hotels under OHL's banner have on-site composting tools, and there are plans to establish an organic waste treatment system at every hotel by the year 2030.

For every stream of waste, segregation of waste is carried out at site, same is quantified, tracked and an optimum recycling method is followed as per the nature of waste.

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:

Sl.No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Taj Fisherman's Cove	Accommodation and Food service	Yes

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

Not Applicable

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

Yes, OHL complies with all applicable environmental law/regulations / guidelines applicable.

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

OHL adheres to the social, environmental, and economic guidelines established by regulators and legislative bodies. We demonstrate our commitment to responsible conduct by advocating for policies that reflect our core values.

ESSENTIAL INDICATORS

1. a) Number of affiliations with trade and industry chambers/ associations. 4

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

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/International)
1	Hotel Association of India	National
2	CII - Confederation of Indian Industry	National
3	Indo-German Chamber of Commerce	National
4	Federation of Indian Export Organisation	National

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

Not Applicable.

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

OHL prioritises community development as an integral part of its business approach, recognising inclusive growth as important for long-term value creation. We remain committed to contributing to a more equitable society through initiatives that create sustainable social impact. Our efforts focus on addressing the needs of vulnerable and marginalised communities while creating shared value across our areas of operation.

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)	Resulted communicated in public domain	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:

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

BRSR (Contd.)**3. Describe the mechanisms to receive and redress grievances of the community**

OHL operates across regions and locations with a vast employee and community connect. OHL connects with its people through multiple outreach programmes, activities, and volunteering initiatives. Social media platforms, emails, and postal letters are also utilized to receive and address all such feedback and grievance for OHL to continuously improve their services.

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

	FY 2025-2026 Current Financial Year	FY 2024-2025 Previous Financial Year
Directly sourced from MSMEs/ Small producers	29.13	31.00
Directly from within India	70% of inputs are domestically procured	69% of inputs are domestically procured

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 2025-2026 Current Financial Year (%)	FY 2024-2025 Previous Financial Year (%)
Rural	0	0
Semi-urban	0	0
Urban	25	25
Metropolitan	75	75

(Categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

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

Customer-centricity is at the core of OHL's operations, rooted in the values of the Tata Group and embodied through the philosophy of Tajness, seamlessly blending tradition with innovation to deliver exceptional experiences and uphold its legacy of excellence. Guided by accountability, transparency, and innovation, OHL remains steadfast in delivering safe, reliable, and ethical services that foster trust, loyalty, and long-term stakeholder value.

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

Being in the hospitality sector, customer satisfaction is fundamental to sustaining brand reputation, guest loyalty, and long-term growth; therefore, OHL places the highest priority on proactively listening to guests and addressing their concerns in a timely, transparent, and effective manner. OHL has the following mechanisms to receive and respond to consumer complaints and feedback:

- a) Hotel Level – Trust You & Frontline
- b) Social Media Platforms
- c) Taj Reservation Worldwide
- d) Dedicated desks - Members Gold & Service Platinum Desk, Epicure Customer Care, Tata Neu Customer Care, The Chambers Concierge
- e) Taj Live (LocoBuzz) Command Centre – A physical space to monitor the digital world where existing and potential consumers are engaged on a real-time basis. It acts as an Online Reputation Management hub
- f) Call To Action (CTA) - Taj Website
- g) Care@Tajness - An industry first initiative to listen, learn and leverage insights into building innovative product and service solutions.
- h) Data Protection Officer (DPO), Investor Relations, MD's Office
- i) Sales Team

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

Particulars	As a percentage to total turnover
Environment and Social parameters relevant to product • Installation of in-house glass water bottling plants, replacing single-use plastic bottles with reusable glass bottles across hotels. • Transition of bathroom amenities and key cards to biodegradable, wooden and paper-based alternatives, replacing plastic packaging and guest amenities. • Promotion of local sourcing and responsible food practices across properties.	100
Safe and responsible usage • Linen and towel reuse programmes encouraging guests not to replace linens daily unless requested. • Guest awareness initiatives including sustainability messaging and informative videos within hotel premises regarding energy, water conservation and waste education. • Innergise Green Meetings incorporating resource efficiency, reduced material use, responsible catering, waste management and guest and corporate engagement.	100
Recycling and/or safe disposal • Replacement of plastic packaging with recyclable and biodegradable materials. • Waste segregation and recycling programmes across properties.	100

OHL provides integrated hospitality services including accommodation, food & beverage, banquets, meetings and events, and luxury experiences. Therefore, this disclosure is interpreted in the context of hospitality services. OHL ensures that its offerings include guest-facing sustainability and responsibility information embedded across operations and service delivery.

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

Particulars	FY 2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Received during the year	Pending resolution at the end of year	Remark	Received during the year	Pending resolution at the end of year	Remark
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Others	0	0	NA	0	0	NA

BRSR (Contd.)**4. Details of instances of product recalls on account of safety issues**

Particulars	Number	Reason for recall
Voluntary recalls		
Forced recalls		Not Applicable

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

OHL recognizes the importance of protecting information and personal data. The Company's information technology systems, including the Property Management System (PMS), are managed by IHCL and are supported by cyber security, privacy and data protection policies and controls established by IHCL. These measures are designed to safeguard information, mitigate cyber risks and support compliance with applicable legal and regulatory requirements, while promoting responsible data management practices across the organization.

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.

During the reporting period, no issues were reported related to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; or penalties.

The Company, however, continues to adopt a proactive approach towards safeguarding its systems and data. It regularly conducts vulnerability assessments, penetration testing, and configuration reviews of its systems to proactively identify and address potential weaknesses before they can be exploited. All relevant stakeholders receive structured training sessions, ensuring they remain informed of the protocols required to safeguard the Company from potential threats. Further, the Company actively engages with third-party vendors who have access to organisational data to assess and validate their security controls.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches - 0
- b. Percentage of data breaches involving personally identifiable information of customers – 0
- c. Impact, if any, of the data breaches – Not applicable