



LEMON TREE HOTELS LTD. HEALTH & SAFETY POLICY

Health and safety (H&S) is a core value at Lemon Tree. It is our vision to sustain zero incidents and zero occupational health hazards for all our key stakeholders. Our approach to managing H&S is focused on employees, contractors, guests, communities and the public at large.

1. Compliance

We ensure our employees are provided with a safe and healthy work environment. In this regard, we strive to ensure compliance to all applicable laws and industry standards regarding working conditions across our operations.

2. Emergency Preparedness and Response

2.1. Fire Safety

We have taken several measures to minimize the risk and damage to people and property due to fire incidents. Our hotels are equipped with adequate fire safety equipment including automatic smoke detectors, audible alarms, fire extinguishers and hydrants, portable firefighting equipment, emergency lighting, etc. We have defined clear fire safety procedures¹ and responsibilities related to raising a fire alarm, containing/extinguishing the fire and evacuating the building in case of an incident. We conduct frequent emergency evacuation drills and regularly train our employees on fire safety measures.

2.2. Equipment Safety

We have designated trained operators at our hotels to ensure proper handling of all equipment. Our employees are advised to ensure that only such trained operators or maintenance persons may start up and operate any equipment. Further, we have established detailed safety procedures¹ for authorized personnel to follow to ensure proper use and maintenance of our equipment. The authorized personnel are regularly trained on these procedures and other relevant equipment safety considerations.

¹ Employees can refer to the Security Manual and Standard Operating Procedures document for required actions and responsibilities.

2.3. Security

To ensure the security of employees, guests and other visitors, we have employed trained security personnel and installed search and monitoring equipment at all our hotels. Further, we have established detailed procedures¹ for coordinated and consistent response to any security threats and incidents occurring at our hotels. The procedures provide details of steps to follow for security check, evacuation and coordination, to minimize loss to life and property due to security incidents. The hotel also maintains a list of prohibited items and has systems in place to ensure such items are not brought into the hotel premises.

3. Sanitization

Prompted by the global rise in outbreaks of infectious diseases such as Dengue, Typhoid, Cholera, Influenza, COVID-19, etc., we have established enhanced hygiene and cleanliness standards at our hotels. All surfaces including doorknobs, counters, tables, switches, room keys, EDC machines and common surfaces, etc., are wiped and cleaned regularly to remove dust and reduce germs. All public areas including restaurants, banquets, lobby, etc., are periodically sanitized using government approved, hospital grade chemicals to target a broad spectrum of viruses and bacteria.

4. Food Safety

We endeavor to ensure that the food and beverages prepared at our hotels are safe and healthy for consumption and enjoyment of our guests. LTH has a detailed Food Production Manual which describes training requirements and procedures applicable to all employees involved in receiving, handling, storing, freezing, cooking, thawing, reheating, preserving and serving food. We put great emphasis on maintaining personal hygiene for personnel who are involved in food handling in accordance with FSSAI guidelines.

5. Promotion of Employee Health

LTH places utmost emphasis on fostering good health and well-being of our employees. Our focus is on promoting employee wellness through initiatives such as health camps, smoking cessation programs, dietary advice, mental health workshops and physical fitness programs.

6. Community Health

We share a deep concern and have taken several measures to improve community health in areas around our hotels. Additionally, through our diversity and inclusion initiatives, we create employment for Opportunity Deprived Indians (ODIs) i.e.,

individuals who lacked opportunity to become self-sufficient members of society. This includes Employees with Disability (EWD) and Employees from Economically/Socially Marginalized (EcoSoc) backgrounds. By providing them means to a decent and dignified life, we enable them to gain confidence and reduce mental health challenges associated with unemployment. Further, we actively hire locally and strive to procure locally as well. The aim is to support local economic development leading to better health outcomes for the community.

7. Risk Management

We conduct regular reviews to identify, assess and control H&S hazards through proper design, engineering and administrative controls, preventative maintenance, comprehensive H&S procedures and safety trainings. Where hazards cannot be adequately controlled, we provide workers with appropriate, well-maintained personal protective equipment, together with training on when and how to use the equipment correctly. We also ensure our employees are informed about the risks associated with such hazards and the measures they are required to take to reduce and mitigate such risks.

To minimize H&S hazards at our hotels, we conduct routine inspections on:

- Fire detection and extinguishing equipment
- Electrical equipment
- Security scanners and monitors
- First aid box and equipment
- Cleanliness and hygiene of food storage, preparation and service areas
- Food and water samples

8. Responsibilities

We continuously work on improving our H&S performance and the well-being of our people. We have taken several measures to prevent, manage and track occupational injury and illnesses. We have established a central Occupational Health and Safety (OHS) Committee at the corporate level to constantly review OHS standards, rules and procedures that are required to be complied with at the workplace. We have also set up unit specific OHS committees to promote and monitor compliance with OHS regulations at the hotel level. We have also instituted a regular analysis of incident reports. The OHS committee is responsible for identification and prioritization of appropriate mitigation actions based on the incident analysis reports.



In addition to OHS committee, each hotel also has competent first aiders who are trained to attend to first aid needs of our employees, guests and other visitors. These first aiders are also responsible for keeping the first aid kits adequately stocked and maintain appropriate supplies at all our hotels.

To provide your suggestions or report any concerns on the aspects of this policy, write in to ESG@lemontreehotels.com.