



Business Responsibility and Sustainability Report

Section A: General Disclosures

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L74899DL1992PLC049022
2	Name of the Listed Entity	Lemon Tree Hotels Limited
3	Year of incorporation	1992
4	Registered office address	Asset No. 6, Aerocity Hospitality District, New Delhi-110037
5	Corporate address	Asset No. 6, Aerocity Hospitality District, New Delhi-110037
6	E-mail	Sectdeptt@Lemontreehotels.com
7	Telephone	+911146050101
8	Website	http://www.lemontreehotels.com/
9	Financial year for which reporting is being done	1 April 2023 to 31 March 2024
10	Name of the Stock Exchange(s) where shares are listed	BSE Ltd. and National Stock Exchange of India Ltd.
11	Paid-up Capital (in ₹)	₹ 7,92,24,64,640
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Aradhana Lal, Senior Vice President - Sustainability & ESG Telephone: +911146050101 E-mail: svp_sustainability@lemontreehotels.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Consolidated, except paid up share capital
14	Name of assurance provider	Not Applicable
15	Type of assurance obtained	Not Applicable

II. Products/services

16 Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Operating Hotels	Hotel service including accommodation/rooms, dining, bar, banquets, conference, meeting rooms, spa, fitness center, swimming pool, etc.	99.42%

17 Products/Services sold by the entity (accounting for 90% of the entity's Turnover)

S. No.	Product/Service	NIC Code	% of total Turnover contribute
1	Hotel service including accommodation/rooms, dining, bar, banquets, conference, meeting rooms, spa, fitness center, swimming pool, etc.	55101	99.42%

III. Operations

18 Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total*
National	103	1	104
International	2	0	2

* 41 owned hotels (Corporate Office based in 1 hotel itself), 63 managed and franchised hotels.

19 Markets served by the entity:**A. Number of locations**

Locations	Number
National (No. of States)	21
International (No. of Countries)	2

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

0%

C. A brief on types of customers

Lemon Tree caters to a diverse clientele, including business and leisure travellers, families, tourists, event attendees, wedding guests, food and beverage patrons and long-stay guests. Our hotels are strategically located with high-quality amenities, efficient services and a focus on comfort and convenience. Whether it's for business or leisure, we ensure our guests have a memorable experience during their stay with us.

IV. Employees**20 Details as at the end of Financial Year:****a. Employees and workers (including differently abled):**

S. No.	Particulars	Total (A)	Employees and workers			
			Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1	Permanent (D)	2,801	2,478	88%	323	12%
2	Other than Permanent (E)	763	646	85%	117	15%
3	Total employees (D + E)	3,564	3,124	88%	440	12%
WORKERS						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total workers (F + G)	-	-	-	-	-

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	133	120	90%	13	10%
2	Other than Permanent (E)	126	103	82%	23	18%
3	Total employees (D + E)	259	223	86%	36	14%
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total workers (F + G)	-	-	-	-	-

21 Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	2	20%
Key Management Personnel	2	1	50%

Includes Mr. Arindam Kumar Bhattacharya, who ceased to be director w.e.f 10th April 2024.



22 Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	Turnover rate in current FY (2023-24)			Turnover rate in previous FY (2022-23)			Turnover rate in the year prior to the previous FY (2021-22)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	35%	7%	41%	46%	7%	53%	54%	7%	61%
Permanent Workers	-	-	-	-	-	-	-	-	-

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

23 Names of holding/subsidiary/associate companies/joint ventures

S. no	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Fleur Hotels Private Limited	Subsidiary	58.91%	Yes
2	Canary Hotels Private Limited	Subsidiary	100.00%	Yes
3	Sukhsagar Complexes Private Limited	Subsidiary	100.00%	Yes
4	Oriole Dr. Fresh Hotels Private Limited	Subsidiary	100.00%	Yes
5	Manakin Resorts Private Limited	Subsidiary	100.00%	Yes
6	Carnation Hotels Private Limited	Subsidiary	100.00%	Yes*
7	Lemon Tree Hotel Company Private Limited	Subsidiary	100.00%	No
8	Red Fox Hotel Company Private Limited	Subsidiary	100.00%	No
9	Hamstede Living Private Limited	Subsidiary	100.00%	No
10	Nettle Hotels Private Limited (formerly known as Poplar Homestead Holdings Private Limited)	Subsidiary	100.00%	No
11	Arum Hotels Private Limited (formerly known as Jessamine Stays Private Limited)	Subsidiary	100.00%	No
12	Madder Stays Private Limited	Subsidiary	100.00%	No
13	Totally Foxed Solutions Private Limited	Subsidiary	100.00%	No
14	Celsia Hotels Private Limited	Subsidiary	58.91%	Yes
15	Iora Hotels Private Limited	Subsidiary	58.91%	Yes
16	Inovia Hotels and Resorts Limited	Subsidiary	58.91%	Yes
17	Berggruen Hotels Private Limited	Subsidiary	58.91%	Yes
18	Haycynth Hotels Private Limited	Subsidiary	58.91%	Yes
19	Bandhav Resorts Private Limited	Subsidiary	58.91%	Yes
20	Ophrys Hotels Private Limited	Subsidiary	58.91%	No
21	Mind Leaders Learning India Private Limited	Associate	36.56%	No
22	Pelican Facilities Management Private Limited	Associate	36.56%**	No
23	Glendale Marketing Services Private Limited	Associate	36.56%**	No

* All third party hotels operated by Carnation Hotels Private Limited, which is WOS are participating in Lemon Tree Hotels' business responsibility initiatives

** These companies are wholly owned subsidiaries of Mind Leaders Learning India Private Limited.

Note:

Valerian Management Services Private Limited, Grey Fox Project Management Company Private Limited, PSK Resorts & Hotels Private Limited and Dandelion Hotels Private Limited have been amalgamated with Lemon Tree Hotels Limited pursuant to order of Hon'ble NCLT dated 14.12.2023.

VI. CSR Details

24 (i). Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii). Turnover (in ₹): 10,71,12,29,000 (iii). Net worth (in ₹): 15,46,42,82,000

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/NA)	(If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
			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, we have grievance redressal mechanism for the stakeholder group.	All relevant policies of the Company are available at https://investors.lemontreehotels.com/#	0	0	-	0	0	-
Investors (other than shareholders)			0	0	-	0	0	-
Shareholders			0	0	-	0	0	-
Employees and workers			0	0	-	0	0	-
Customers			0	0	-	0	0	-
Value Chain Partners			0	0	-	0	0	-
Other (please specify)			0	0	-	0	0	-

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Health and Well Being	Opportunity	Lemon Tree can help employees maintain balance and good health	-	Positive
2	Regulatory Compliance	Risk	Deviation from a compliance is possible in a growing network	An internal audit system and software (Legatrix) is in place to monitor all compliances for all hotels	Negative
3	Customer Delight	Opportunity	By providing refreshing service and unbeatable VFM, Lemon Tree can deepen customer loyalty	-	Positive
4	Brand and Reputation Management	Opportunity	Lemon Tree's focus on ESG and talent and innovative products/services for guests is an opportunity to strengthen the brand	-	Positive
5	Diversity and Inclusion	Opportunity	Over ~2 decades, Lemon Tree has built a strong diversity initiative. We can keep widening and deepening it	-	Positive
6	Commitment to Human Rights	Opportunity	An opportunity to carry Lemon Tree's human rights approach to partners, suppliers and more	-	Positive
7	Water Management	Risk	Precious resource with scarcity in every destination that Lemon Tree is present in	Lemon Tree actively pursues initiatives that improve the efficiency of water consumption; recycling and reuse of all water used in the hotel; and rainwater harvesting	Negative



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Ethics and Transparency Risk		Deviation from ethical/transparent practices is possible in a growing network	Lemon Tree has instituted dual/multiple sign off process, especially for big ticket items; an active whistle blower policy; a strong ombudsman policy and handling mechanism	Negative
9	Data Privacy	Risk	Growing loyalty consumer database at Lemon Tree accompanied by innovation in hacking/breaching of data protection systems	Lemon Tree has defined a new data privacy policy in FY22 that follows global standards and Indian standards. Done in consultation with a Big 4 company	Negative
10	Economic Performance	Opportunity	Lemon Tree business model ensures the stability and growth of revenues during both peaks and troughs in the business cycle	-	Positive
11	Talent Management	Opportunity	Build a leadership bench within	-	Positive
12	Waste Management	Opportunity	Segregate better and reduce, reuse, recycle and dispose waste safely	-	Positive
13	Energy Management	Opportunity	Build greater energy efficiency. Transition to renewable energy and reduction in carbon footprint. Pathway to Net Zero	-	Positive
14	Sustainable Supply Chain	Opportunity	Integrate Lemon Tree's ESG focus backwards into the supply chain	-	Positive
15	Local Community Development	Opportunity	Harness the skills and abilities of the community. Provide sustainable jobs to marginalised communities	-	Positive
16	Biodiversity Protection	Opportunity	(For the limited biodiverse locations of Lemon Tree) Protect and preserve flora and fauna	-	Positive
17	Climate Change	Risk	Hospitality industry inherently has a high carbon footprint	Building a strong pathway to Net Zero	Negative

06

Sr. No.	Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No/NA)	Yes	No	No	Yes	No	No	No	Yes	Yes
	c. Web Link of the Policies, if available	Code of Conduct and Vigil Mechanism Policy Anti Bribery and Anti Corruption Policy Policy on Board Diversity	Supplier Code of Conduct Stakeholder Relations Policy	Health and Safety Policy Stakeholder Relations Policy	Stakeholder Relations Policy	Human Rights Policy	Waste Management Policy	Anti Bribery and Anti Corruption Policy	CSR Policy	Stakeholder Relations Policy
2	Whether the entity has translated the policy into procedures. (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No/NA)	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.	Code of Conduct; UN Sustainable Development Goals; Principle of Corporate Governance; GRI Standard	UN Sustainable Development Goals; GRI Standard	Universal Declaration of Human Rights of the United Nations; UN Guiding Principles on Business and Human Rights; UN Sustainable Development Goals; GRI Standard	UN Sustainable Development Goals; GRI Standard	Universal Declaration of Human Rights of the United Nations; UN Sustainable Development Goals; GRI Standard	Indian Green Building Council (IGBC); UN Sustainable Development Goals; GRI Standard	Universal Declaration of Human Rights of the United Nations; UN Sustainable Development Goals; GRI Standard	CSR Disclosures pursuant to Section 135 of the Companies Act 2013; UN Sustainable Development Goals; GRI Standard	UN Sustainable Development Goals; GRI Standard



Sr. No.	Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	-	-	-	-	-	*1 and refer page 52 to 54 in the FY24 Integrated Report (as per IIRC framework)	-	*2 and refer page 55 in the FY24 Integrated Report (as per IIRC framework)	-
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	-	-	-	-	-	LTHL_Integrated_Report_2023_2024.pdf (lemontreehotels.com)	-	LTHL_Integrated_Report_2023_2024.pdf (lemontreehotels.com)	-
*1										
1	15% reduction in Energy Consumption (intensity based) by FY26 over the FY19 baseline									
2	50% Renewable Energy (RE) usage, out of total energy consumption, by FY26									
3	40% reduction in GHG emissions (intensity based) by FY26 over the FY19 baseline									
4	10% reduction in water consumption (intensity based) by FY26 over the FY19 baseline									
5	100% certified Green Buildings (hotels) by FY26									
*2										
6	20% Opportunity Deprived Individuals (ODIs) in the workforce by FY26									
7	15% women across the workforce by FY26									
*3										
1	On target: 6.93% reduction in Energy Consumption (intensity based) in FY24 over the FY19 baseline									
2	Behind target: 10.75% Renewable Energy (RE) usage, out of total energy consumption, in FY24. The KWH supplied to us through Open Access (OA) has been unstable through the year and was down to zero in some months in Delhi and Maharashtra									
3	Behind target: 8.97% reduction in GHG emissions (intensity based) in FY24 over the FY19 baseline. The reduced supply of RE (explained above) impacted the GHG emissions in FY24 as well									
4	Above target: 28.56% reduction in water consumption (intensity based) in FY24 over the FY19 baseline									
5	Behind target: 29.27% certified Green Buildings (hotels) in FY24									
Note										
	• The FY19 data for Red Fox Hotel, Dehra Dun is from October 2018 to March 2019 i.e. 6 months only as the hotel opened in October and the data for Lemon Tree Premier, Pune is from January 2019 to March 2019 i.e. 3 months only as the hotel opened in January. This impacts the comparison of FY24 to FY19									
	• In the GHG calculations of FY24 and FY19, we have not included emissions from refrigerants as well as the consumption of petrol, HSD and CNG of owned cars, as this data was not available in FY19									
*4										
6	On target: 16.96% Opportunity Deprived Individuals (ODIs) in the workforce in FY24									
7	On target: 13% women across the workforce in FY24									

Governance, leadership and oversight

7 Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

Rooted in the spirit of Indian hospitality and innovation, Lemon Tree Hotels (LTH) has been on the path of responsible growth for approximately two decades now, harnessing our nation's dynamic energy and fulfilling the needs of an emerging class of aspirational consumers. Along the way, we have expanded our horizons to reach the length and breadth of India, while creating a sense of belonging and community for every guest. As India emerges as a prominent player on the global stage, it presents us with the opportunity to accelerate responsible growth, even beyond borders, while staying true to our ethos of responsibility and sustainability at every step. Reimagining the future of hospitality, with sustainability at the foundation of our brand, we are committed to blending the richness of India, our innovative spirit and passion for positive impact to deliver extraordinary guest experiences.

FY26 Targets

- 15% reduction in Energy Consumption (intensity based) by FY26 over the FY19 baseline | FY24 performance 6.93%
- 50% Renewable Energy (RE) usage, out of total energy consumption, by FY26 | FY24 performance 10.75%
- 40% reduction in GHG emissions (intensity based) by FY26 over the FY19 baseline | FY24 performance 8.97%
- 10% reduction in water consumption (intensity based) by FY26 over the FY19 baseline | FY24 performance 22.32%
- 100% certified Green Buildings (hotels) by FY26 | FY24 performance 29.27%
- 20% Opportunity Deprived Individuals (ODIs) in the workforce by FY26 | FY24 performance 16.96%
- 15% women across the workforce by FY26 | FY24 performance 13%

8 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Name of highest authority	Mr. Patanjali Govind Keswani
Designation	Chairman and Managing Director
DIN	00002974
Category	Executive Director

9 Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No/NA). If yes, provide details

Yes

There are two committees in the Board of Directors i.e. Corporate Social Responsibility committee and Sustainability committee responsible for sustainability related issues. In addition, there is an ESG Task Force in the management team that works closely on all future Sustainability and ESG initiatives.


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								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Committee of the Board	Committee of the Board	Committee of the Board	Committee of the Board	Director	Director	Director	Committee of the Board	Committee of the Board
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committee of the Board	Committee of the Board	Committee of the Board	Committee of the Board	Director	Director	Director	Committee of the Board	Committee of the Board

Subject for Review	Frequency								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action					Yearly				
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances					Quarterly				

11 Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
No								

Note: Internal audits of all hotels are done half yearly and discussed with the leadership teams. Corrective actions are taken where necessary.

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

N.A.

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

The company's approach towards the principle or rationale is to be mentioned here.



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	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	Overview of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, Policy formulation, CSR and sustainability related matters, changes in the regulatory scenario, SDD, SEBI (Prohibition of Insider Trading) Regulations, various policies etc.,	97%
Key Managerial Personnel	5	Overview of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, Policy formulation, CSR and sustainability related matters, changes in the regulatory scenario, SDD, SEBI (Prohibition of Insider Trading) Regulations, various policies etc.,	100%
Employees other than BoD and KMPs	5	Induction of new joiners, sensitization session, functional & behavioral training, Environment, Safety & Governance and health & fire safety.	100%
Workers	0	N.A.	0%

2 Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Penalty/Fine	-	Nil	Nil	Nil	N.A.
Settlement	-	Nil	Nil	Nil	N.A.
Compounding fee	-	Nil	Nil	Nil	N.A.
Non-Monetary					
NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	-	Nil	Nil	Nil	N.A.
Punishment	-	Nil	Nil	Nil	N.A.

Note: During the financial year, based on materiality test, no payment of penalty/fines/punishment/award/settlement was qualified for reporting under regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. However, the Company has received certain demand notices relating to service tax matters imposing certain fines/penalties (not crossing the materiality threshold) against which company has filed appeals and same have been intimated to Stock Exchanges under Regulation 30.



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.

N.A.

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
N.A.	N.A.
N.A.	N.A.
N.A.	N.A.

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

Yes. We have a strong commitment to upholding the highest standards of ethical conduct and integrity in all our operations. We adopt a zero-tolerance stance towards bribery and corruption, ensuring that we conduct ourselves professionally, fairly and with integrity in all our business dealings and relationships. This policy applies to all individuals associated with Lemon Tree, including directors, employees, officers, contractors, consultants, trainees, seconded staff, casual workers, volunteers, interns, agents, or any other person connected to our organisation.

Web Link Anti Bribery and Anti Corruption Policy https://www.lemontreehotels.com/factsheet/Policies/7_LTH_Anti_bribery_and_Anti_corruption_Policy_October_2021.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:

	FY 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6 Details of complaints with regard to conflict of interest:

	FY 2023-24		FY 2022-23	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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

N.A.

8 Number of days of accounts payables (Accounts payable *365)/Cost of goods/services procured)

	FY 2023-24	FY 2022-23
Number of days of accounts payables	57	58

9. Openness 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,

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a) Purchases from trading houses as % of total purchases	16.50%	18.32%
	b) Number of trading houses where purchases are made	27	27
	c) Purchases from top 10 trading houses as % of total purchases from trading houses	73.81%	76.41%
Concentration of Sales*	a) Sales to dealer/distributors as % of total sales (Dealer/distributor means Travel Agent)	9.51%	10.03%
	b) Number of dealers/distributors to whom sales are made (Dealer/distributor means Travel Agent)	3,080	3,339
	c) Sales to top 10 dealers/distributors as % of total sales to dealer/distributors (Dealer/distributor means Travel Agent)	19.56%	15.64%
Share of RPTs *1	a) Purchases (Purchases with related parties/Total Purchases)	1.66%	1.68%
	b) Sales (Sales to related parties/Total Sales)	23.77%	21.83%
	c) Loans & advances given to related parties/Total loans & advances	92%	68%
	d) Investments in related parties/Total Investments made	100%	100%

*Travel Agents (TAs) and Online Travel Agents (OTAs) taken together:

- Sales to dealers/distributors as % of total sales - 21.5% (2023-2024), 22.1% (2022-2023)
- Number of dealers/distributors to whom sales are made - 3606 (2023-2024), 3777 (2022-2023)
- Sales to top 10 dealers/distributors as % of total sales to dealers/distributors - 59.0% (2023-2024), 51.5% (2022-2023)

- *1
- Related Party Transactions are on a standalone basis
 - Purchases with Related parties = Training fees + lease rental on a standalone basis (13 hotels in LTHL)
 - Total Purchases = Total Expenses (including lease rentals)

Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
0	N.A.	N.A.

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

Yes, the company receives periodic/ongoing declarations from its Board Members regarding the entities they have an interest in and then ensures requisite approvals (as required under the statute as well as per company policy). Prior approval of the Audit Committee is mandatory for all transactions with Related Parties and for Material Related Party Transactions Shareholders approval is also taken. In cases where our members of the Board have an interest or a conflict of interest, the concerned director abstains from participating in the discussion during the Board Meeting.

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

The company's approach towards the principle or rationale is to be mentioned here.



Essential Indicators

1 Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	1.07%	1.83%	We have explored a number of initiatives in the environment and social arena during FY24. A number of these are featured under our CAPEX below.
Capex	1.47%	100%	<p>Initiatives that have impacted our energy efficiency, emissions and overall building management outcomes include:</p> <ul style="list-style-type: none"> • DF Kits (Dual Fuel Kit) were installed at five properties, enabling a dual fuel arrangement using piped natural gas (PNG) and high-speed diesel (HSD) in a 70:30 ratio. This modification significantly enhances exhaust quality, reducing emissions of pollutants such as CO₂ and SO₂ • Retrofit Emission Control Devices (RECD) have been installed at three properties to reduce emissions from existing DG sets, helping us meet stricter pollution control norms • 39 EV charging stations were installed in 3 cities i.e. Mumbai, Pune, Gurugram • CII/IGBC Green Building certification for 12 hotels (upto 31st March 2024). Our target is to certify all 41 owned/ leased hotels by FY26 • PNG supply in kitchens (switchover from LPG) to align with a cleaner fuel option • Installation of heat pumps that allows for energy efficient heating and cooling

In FY23 BRSR ESG CAPEX was stated on standalone basis.

In FY 24 BRSR ESG CAPEX has been re-stated as a percentage of total CAPEX at our hotels, including renovation. In both years any project work for new under-construction hotels have not been included.

2 Details on Sustainable Sourcing

a. Does the entity have procedures in place for sustainable sourcing?

Yes

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

0% We have established a robust procedure for sustainable sourcing. We actively promote our Supplier Code of Conduct and encourage all our suppliers to accept and adhere to its terms and conditions. We place a strong emphasis on suppliers and vendors adopting sound labour practices and treating their workers fairly in accordance with local laws. Currently, we have not calculated the percentage of inputs sourced sustainably, but we remain committed to continually improving our sustainable sourcing efforts.

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.

As a hospitality service provider, we do not engage in the manufacturing or selling of products. Nevertheless, we have implemented comprehensive waste management policies and practices for our own operations. For more details, please refer to Principle 6, Essential Indicator, Question 9.

- 4 i) Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No)? No
- ii) If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? Not Applicable
- iii) 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

The company's approach towards the principle or rationale is to be mentioned here.



Essential Indicators

1 a. Details of measures for the well-being of employees:

		% of employees covered by									
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
PERMANENT EMPLOYEES											
Male	2,478	2,478	100%	2,478	100%	0	0%	0	0%	2,478	100%
Female	323	323	100%	323	100%	323	100%	0	0%	323	100%
Total	2,801	2,801	100%	2,801	100%	323	12%	0	0%	2,801	100%
OTHER THAN PERMANENT EMPLOYEES											
Male	646	646	100%	646	100%	0	0%	0	0%	646	100%
Female	117	117	100%	117	100%	117	100%	0	0%	117	100%
Total	763	763	100%	763	100%	117	15%	0	0%	763	100%

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

N.A.

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

Category	FY 2023-24	FY 2022-23
Cost incurred on wellbeing measures as a % of total revenue of the company	0.90%	1.18%

Note: cost incurred on wellbeing has been calculated on a consolidated basis

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	N.A.	Yes	100%	-	Yes
Gratuity	78%	N.A.	Yes	75%	-	Yes
ESI	57%	N.A.	Yes	67%	-	Yes
Others – please specify	N.A.	N.A.	N.A.	-	-	-



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.

We take pride in designing all our hotels with universal access in mind. Our goal is to create barrier-free environments that cater to guests of all abilities, mobility levels and ages. By providing accessible public bathrooms and restaurants, we ensure that guests with disabilities feel welcome and included in our local community.

For our specially-abled guests, we offer well-designed rooms equipped with various features for their comfort and convenience. Starting from the entrance ramp that provides easy access to the lobby, our hotels are designed to be hassle-free for physically challenged guests. The lobby area seamlessly connects to elevators, specially designed public toilets and the coffee shop.

Our specially-abled rooms are thoughtfully equipped with features such as user-friendly elevators, close proximity to elevators (often on the first floor), wider main doors (1,000 mm) for wheelchair passage, a lower “magic eye” on the main door, lower luggage rack/table (below 450 mm), writing table at least 750 mm in height, bed height at 500 mm, no mini bar adjacent to the bed, key card fixture at a lower height, cordless phone, lower-fixed mirrors, audio-visual fire alarms, and direct emergency call bells at the Front Desk.

In the bathrooms, we ensure wash basins with adjustable heights, WC at 475 mm, shower seats at 475 mm width, knob-type shower mixer handles, hand showers without buckets or spouts, and stainless steel support railings for ease of movement. Additionally, we provide convex mirrors at lower levels and handicapped toilets in public areas with similar facilities.”

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

Yes https://www.lemontreehotels.com/factsheet/Policies/LTH_Human_Rights_Policy_October_2021.pdf

Further Details:

We are deeply committed to promoting diversity and gender equality within our organisation, recognising the value it brings in tapping into often overlooked talent pools. As an equal-opportunity employer, we prioritise building a diverse, safe, and inclusive work environment. Embracing individual differences and empowering every employee to reach their full potential is central to fostering innovation, employee satisfaction, and unique ideas.

Our efforts towards inclusivity are focused on creating a workplace where everyone, regardless of their background, can work collaboratively towards shared goals. We understand that equitable employment generation is essential for driving sustainable socio-economic development in our nation. To promote diversity and inclusion, we actively hire Opportunity Deprived Individuals (ODIs), encompassing Employees with Disability (EwD) and those from Economically and Socially Marginalised backgrounds (EcoSoc).

Employees with Disability (EwD)

We began our journey of hiring employees with special needs in 2007. Over the years, we have been strongly committed towards hiring individuals with special needs and creating an accessible and growth-oriented work environment for them. This includes individuals with:

1. Physical disabilities: Speech and Hearing Impaired (SHI), Orthopedically Handicapped (OH), Acid Survivors, Low Vision
2. Intellectual and Developmental Disability (IDD): Down Syndrome, Slow Learner, Mild MR, IDD and Autism

Across all our hotels, we have a significant presence of SHIs, followed by OH. Through our strategic partnerships with NGOs that focus on training of individuals with Intellectual and Developmental needs, we plan to continuously enhance and expand our traineeship model.

Economically and Socially Marginalised segment (EcoSoc)

We have focused on hiring people who belong to socially and economically weaker sections of society since 2016. This includes individuals who fall below the poverty line, widowed or destitute women, orphans/abandoned girls, transgender persons and those from select states that rank low on education and employment opportunities. By generating employment for these people, we effectively contribute towards poverty alleviation and social justice.

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	N.A.	N.A.	N.A.	N.A.
Female	83%	50%	N.A.	N.A.
Total	83%	50%	N.A.	N.A.

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.

	Yes/No	(If Yes, then give details of the mechanism in brief)
Permanent Workers	N.A.	N.A.
Other than Permanent Worker	N.A.	N.A.
Permanent Employees	Yes	We have implemented a stringent Sexual Harassment Policy, overseen by the Ombudsman, to ensure a safe and respectful workplace for all. Each of our hotels and the Corporate Office has a dedicated POSH committee in place at every location. Additionally, we have well-defined policies for Vigilance/Whistleblower, Prevention of Corrupt Practices and a comprehensive Code of Conduct. Upholding the utmost priority, we maintain anonymity for individuals raising complaints, ensuring their protection and confidentiality throughout the process. We have an open door policy where employees can discuss issues with any unit or corporate function head. We also conduct regular "Engagement Chat" at hotels so that employees can share their feedback, issues and grievances and ideas for improvement with their General Managers.
Other than Permanent Employees	Yes	-

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

Category	FY 2023-24			FY 2022-23		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	2,801	101	4%	3,125	76	2%
Male	2,478	90	4%	2,790	74	3%
Female	323	11	3%	335	2	1%
Total Permanent Workers	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

8 Details of training given to employees and workers:

	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation *1		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
EMPLOYEES										
Male	3,124	935	30%	4,204	135%	2,042	884	43	1,158	57
Female	440	266	60%	974	221%	405	188	46	217	54
Total	3,564	1,201	34%	5,178	145%	2,447	1,072	44	1,375	56

	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation *1		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
	WORKERS									
Male	N.A.	N.A.	N.A.	N.A.	N.A.	-	-	-	-	-
Female	N.A.	N.A.	N.A.	N.A.	N.A.	-	-	-	-	-
Total	N.A.	N.A.	N.A.	N.A.	N.A.	-	-	-	-	-

*1 Note: Skill Upgradation - the %age is more than 100% because an employee undergoes multiple training programs for his/her role (Room Boy, Public Area Attendant, Associate-F&B (Service), etc.). These can be at the basic level or at a higher and more complex (within the person's function) or behavioral skill upgradation.

Note: All training data above is the sum of employees trained in different programmes and in different months. It includes duplication of people and is not a unique data set. Eg. If Rajat attends the induction, ESG, Front Office 101 and Security in the same year, he is counted four times.

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

	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
EMPLOYEES						
Male	3,124	1,408	45%	2,790	1,341	48%
Female	440	141	32%	335	132	39%
Total	3,564	1,549	43%	3,125	1,473	47%
WORKERS						
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

10 Health and safety management system:

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

Yes

We have an occupational health and management system in place that encompasses all our employees and 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?

We have an Incident Tracking System that we use to identify work-related hazards and assess risks on both routine and non-routine bases. This system is implemented by our entity to ensure the safety and security of our operations and employees.

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

Yes

We have an Incident Tracking System in place for our employees and workers to report any work-related hazards promptly. This system enables us to take precautionary actions to avoid potential risks.

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

Yes, we provide health/personal accident and life insurance coverage for all our employees. We have established grievance committees, including the Ombudsman, to address any concerns or issues that may arise. We conduct health camps and workshops at the hotel level, creating awareness and supporting our employees' overall well-being to promote a healthy work-life balance. Our hotel designs also incorporate health and safety measures, benefiting both guests and employees. These measures include fire safety equipment and evacuation procedures, daylighting to enhance natural lighting and sandwich walls to minimise the building's heat envelope, ensuring a safe and comfortable environment for all.

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

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	N.A.	N.A.
	Workers	-	-
Total recordable work-related injuries	Employees	14	15
	Workers	-	-
No. of fatalities	Employees	0	0
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	3	2
	Workers	-	-

* Including in the contract workforce

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

We have implemented various measures to ensure a safe and healthy workplace. For a detailed insight into our safety practices, please refer to Principle 3, Essential Indicator, Question 10.

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

FY 2023-24			FY 2022-23		
Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
0	0		0	0	
0	0		0	0	

14 Assessments for the year:

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

We ensure that all employees are regularly trained on safety/security protocol across all units

Leadership Indicators**1 Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

Employees	Yes
Workers	N.A.

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

Lemon Tree makes sure that all the relevant clauses dealing with statutory compliance are validated and honoured by both sides.

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

	Total no. of affected employees/worker		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	3	2	3	2
Workers	-	-	-	-

4 Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

Yes. We re-employ recommended employees who have superannuated and who wish to continue working with us on a merit basis.

5 Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	0
Working Conditions	0

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

N.A.

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

The company's approach towards the principle or rationale is to be mentioned here.



Essential Indicators

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

Engaging with our stakeholders is vital as it enables us to comprehend and align with their expectations, ultimately leading to better satisfaction. Their diverse needs serve as valuable inputs that shape our goals and strategic decisions. We have identified twelve (12) distinct stakeholder groups, and we maintain clear commitments to each of them, ensuring we address their specific requirements effectively.

Stakeholder Category	Why we need to engage	How we engage
Employees	Our employees create guest experiences and ensure that their expectations are met and even exceeded. We rely on the service delivery of our employees to enhance our brand image through exceptional service.	We regularly engage with our employees through internal town halls and other mechanisms. Frequent team-building exercises foster harmony and bring synergy to our team. We also rely on forums including new employee "fresh-eyes" discussions and weekly engagement chats between hotel managers and employees on a one-on-one basis to assess their needs.
Customers	Our customers are key stakeholders who experience our service delivery. Our revenues are directly linked with the trust and relationships that we nurture with our customers. Their feedback is critical to our financial success. Our brand standards too evolve based on this ongoing feedback.	We invite direct feedback from our customers prior to departure from our hotels. We also track their comments on our services after they have left our premises i.e. through Online Relationship Management (ORM) platforms. We monitor our social media engagement to understand the live feedback of our customers. We update our customers about hotel launches, new services, and/or periodic offers, through our loyalty program (Lemon Tree Smiles) via emailers, newsletters, etc.

Stakeholder Category	Why we need to engage	How we engage
Regulatory Bodies and Government	Ongoing engagement with regulatory bodies and the federal/state/local governments. We seek their support in complying with applicable laws and regulations.	They issue operating licenses and permits, which are critical for us to conduct our business.
Investors and Shareholders	Our investors and shareholders are interested in the success and sustainability of our business. They have provided the foundation, by providing capital, for our business to grow. The motivation to meet/exceed the expectations of our investors inspires us to continuously improve and, in that process, also deliver better value to other stakeholders.	Our quarterly presentations and annual meetings serve as an opportunity to engage with investors and shareholders regarding our performance and get their feedback. We also invite their feedback on our annual disclosures.
Owners and Partners	Owners/partners who own managed hotels (run by Lemon Tree Hotels) are also responsible for maintaining our brand standards. This asset-light growth model is critical to our business success as it ensures quick geographic spread and penetration, and offers our customers a wide choice across the country.	Our business development team and marketing team engages with owners and partners to ensure they have the necessary tools and support to uphold and enhance our brand's reputation. We also have regular discussions through bilateral meetings with owners and partners.
Suppliers and Vendors	Engaging regularly with our suppliers and vendors is critical for our business, to ensure that the products and services they deliver to us meet our brand standards.	We engage with them frequently through informal interactions and periodical reviews. We discuss product quality, product specifications, timely supply, pricing and payment terms along with ethical and responsible sourcing.
Contractors	We are also supported by an outsourced workforce in providing quality services to our customers. This makes it critical for us to engage with our contractors who ensure the availability of trained staff who can deliver on our standards.	We engage with them frequently through informal interactions, meetings and periodical reviews to discuss matters pertaining to the well-being and engagement levels of our outsourced workforce.
Online Travel Agencies/ Portals	Online Travel Agencies support us in customer acquisition along with providing us insights into customer behavior and decision-making criteria. Reviewing customer feedback on their platforms is an important aspect of our business.	We maintain an open dialogue and conduct frequent meetings to stay connected with them.
NGOs	NGOs help us deliver on our commitment to being an equal opportunity employer by supporting us in selecting and training candidates with disability and candidates from economically/socially marginalised backgrounds (together called Opportunity Deprived Individuals (ODIs)). Moving forward, they will play a pivotal role in supporting the design and implementation of our CSR initiatives.	Our annual reports help our NGO partners assess our priorities and we engage with them regarding further opportunities for collaboration through regular meetings and specific engagement events.
Local Communities	We engage with local communities to understand their needs which helps us deliver greater impact through curated social welfare programs.	We engage with them through our NGO partners and/or local hotel teams.
Industry Associations	Industry associations serve as a platform for us to understand business trends and opportunities and collaborate with our peers in the travel and tourism industry.	We engage in multilateral meetings and events through industry associations and utilise these platforms to communicate our initiatives and learn about the initiatives of others.
Media	We leverage our relationship with media for brand building, engagement with local communities on different initiatives as well as release press notes on hotel launches, special promotions and offers.	We engage with media agencies and personnel regularly through press releases, press notes and briefings. The intent is to publicise our new hotel openings and initiatives. We curate news briefs exclusively for our media partners to keep them apprised of relevant updates about our 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 & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/Half yearly/Quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	Yes, employees who are Opportunity Deprived Individuals (including Employees with Disability and Employees from Economically/Socially marginalised segments)	<ul style="list-style-type: none"> Town halls meetings Team-building exercises Fresh-eyes discussion Weekly engagement chats 	<ul style="list-style-type: none"> Weekly Monthly Quarterly Annually 	<ul style="list-style-type: none"> Health, Safety and Well-Being Talent Management and Retention Diversity and Inclusion Ethics and Transparency Energy Management Water Management Waste Management Climate Change
Customers	No	<ul style="list-style-type: none"> Direct feedback from our customers (Guest Satisfaction Tracking System (GSTS)), hi@lemontreehotels.com) Online Relationship Management (ORM) platforms including Trip Advisor, makemytrip.com, booking.com Social media engagement E-mailers and newsletters 	<ul style="list-style-type: none"> Daily Need based 	<ul style="list-style-type: none"> Health, Safety and Well-Being Data Privacy Diversity and Inclusion Ethics and Transparency Climate Change
Regulatory Bodies and Government	No	<ul style="list-style-type: none"> One-on-one meetings Government portals and emails 	<ul style="list-style-type: none"> Quarterly 	<ul style="list-style-type: none"> Regulatory compliance
Investors and Shareholders	No	<ul style="list-style-type: none"> Quarterly presentations Annual meetings Feedback on annual disclosures 	<ul style="list-style-type: none"> Quarterly Need based 	<ul style="list-style-type: none"> Economic Performance Diversity and Inclusion Energy Management Water Management Waste Management Climate Change Customer Satisfaction Ethics and Transparency
Owners and Partners	No	<ul style="list-style-type: none"> Regular engagement Bilateral meetings 	<ul style="list-style-type: none"> Need based Quarterly Annually 	<ul style="list-style-type: none"> Economic Performance Regulatory Compliance Ethics and Transparency Diversity and Inclusion Energy Management Water Management Biodiversity Protection Waste Management Climate Change
Suppliers and Vendors	No	<ul style="list-style-type: none"> Informal interactions Periodic reviews Annual supplier audits 	<ul style="list-style-type: none"> Annually Need based 	<ul style="list-style-type: none"> Sustainable Supply Chain Commitment to Human Rights Customer Satisfaction
Contractors	No	<ul style="list-style-type: none"> Informal interactions Periodic reviews Annual supplier audits 	<ul style="list-style-type: none"> Annually Need based 	<ul style="list-style-type: none"> Sustainable Supply Chain Commitment to Human Rights Customer Satisfaction
Online Travel Agencies/Portals	No	<ul style="list-style-type: none"> Online access to feedback from travellers/guests One-on-one meetings with the management of OTA 	<ul style="list-style-type: none"> Daily Need based 	<ul style="list-style-type: none"> Customer Satisfaction Ethics and Transparency
NGOs	Yes	<ul style="list-style-type: none"> Regular meetings Specific engagement events Annual reports 	<ul style="list-style-type: none"> Annually Need based 	<ul style="list-style-type: none"> Diversity and Inclusion Local Community Development Climate Change
Local Communities	Yes, some sections	<ul style="list-style-type: none"> Engagement through NGO partners 	<ul style="list-style-type: none"> Quarterly Annually 	<ul style="list-style-type: none"> Diversity and Inclusion Skilling/training (Talent Management) Local Community Development Climate Change

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/Half yearly/Quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Industry Associations	No	<ul style="list-style-type: none"> Multilateral meetings 	<ul style="list-style-type: none"> Annually Need based 	<ul style="list-style-type: none"> Ethics and Transparency Regulatory Compliance Energy Management Water Management Diversity and Inclusion Skilling/training (Talent Management)
Media	No	<ul style="list-style-type: none"> Press releases Press notes and briefings 	<ul style="list-style-type: none"> Quarterly Annually Need based 	<ul style="list-style-type: none"> Footprint Growth Customer Satisfaction Regulatory Compliance Energy Management Water Management Diversity and Inclusion

Leadership Indicators

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

We have set up various committees on economic and ESG governance and performance monitoring. These committees are Nomination and Remuneration Committee, Share Allotment Committee, Audit Committee, Stakeholders Relationship Committee, Corporate Social Responsibility Committee and Risk Management Committee.

The Nomination and Remuneration Committee, Finance Committee, Share Allotment Committee, Audit Committee, Stakeholders Relationship Committee, Sustainability Committee, Corporate Social Responsibility Committee, General Management Committee and Risk Management Committee are constituted by the Board and are respectively chaired by an Independent Director. As per their respective terms of reference, the various Committees (statutory as well as internal) meet periodically to review the performance of the Company across various areas. A quarterly performance update and review is conducted by each committee (on the respective area) and consolidated reports/follow throughs are presented to the Board in the quarterly meeting. Also, the Company conducts the stakeholder engagement exercise on ESG topics, from time to time.

2 Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes

The outcomes of the materiality assessment/stakeholder engagement exercise help the company identify material topics in the area of sustainability/ESG. Based on key material topics, the company's policy setting and strategic approach are developed and implemented. Where required, goals are defined along with monitoring mechanisms and responsibility (for results) is assigned to members of the leadership team. As illustrations:

- **Energy management:** We endeavour to monitor and reduce our energy consumption on an ongoing basis. We have implemented several initiatives including the use of renewable energy (RE) as well as adopting energy efficient systems across operations
- **Water Management:** We acknowledge the need to ensure the most efficient use of water. We have implemented several initiatives to reduce our overall water consumption as well as adopt systems to effectively manage our water footprint
- **Customer Satisfaction:** Our customer-centric approach enables us to provide curated and customised experiences to our guests and cater to their requirements. We regularly conduct satisfaction surveys to obtain feedback on our services
- **Ethics and Transparency:** We ensure that we conduct our business in an ethical and transparent manner. This includes following a code of conduct as well as ensuring that we are guided by our Anti-Bribery and Anti-Corruption Policy, Whistleblower Policy and Vigil Mechanism

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

VULNERABLE GROUP	CONCERNS	ACTION TAKEN
ODI Employees	<ul style="list-style-type: none"> Integration in the team Training in a manner that they can understand/receive the training content Supervision and guidance in the early stages 	<ul style="list-style-type: none"> All our hotel teams are regularly sensitised about disability and inclusion/diversity. All employees learn Indian Sign Language at Lemon Tree and their knowledge of the language is tested as well Training for Employees With Disability (EWD) is conducted in a manner that is suitable for that disability i.e. deaf colleagues are trained in an integrated session where there is a 'speaking' trainer and an ISL interpreter who translates alongside; low vision colleagues are given content that is inclusive and accessible; employees with intellectual/developmental disability or autism are not taught in a classroom and are trained through a 6 month+ internship All supervisors and managers are trained to guide new EWD team members and to be patient with them for the first 6 months+ on the job
NGOs (in the disability sector)	<ul style="list-style-type: none"> Absence of an inclusive culture in society and the corporate sector Companies who are willing to hire Persons With Disability (PWD) Possibility of sustainable employment solutions 	<ul style="list-style-type: none"> Our hotels share extensive best practices with other companies in hospitality, restaurants, airlines, retail, BFSI, manufacturing, IT/ITES, and more. These sessions take place in-person and virtually within India and abroad (in-person in the UK (Glasgow), Singapore, and Switzerland and virtual in the UK, Japan, Europe, Israel, and more) We are an active employer of PWD and act as a strategic partner to NGOs working in the disability space. This is done across its 100+ hotels in India located in 60+ destinations. The inclusion initiative was started in 2007 and has continued through these 17 years (despite the pandemic) making it a highly sustainable endeavour.
Communities (segment of PWD)	<ul style="list-style-type: none"> Absence of an inclusive culture in society and the corporate sector Skilling and training to make PWD candidates employable Companies who are willing to hire Persons With Disability (PWD) 	<p>Similar to the above plus</p> <ul style="list-style-type: none"> The Chairman & Managing Director of Lemon Tree was the founding Chairperson of Skill Council for Persons with Disability (SCPWD) and served 2 terms over 5 years. SCPWD is a part of the National Skill Development Council (NSDC) and focussed on making training inclusive and implementable for PWD with different types of disability including Deaf, Visually Impaired, Orthopaedically Handicapped, Down Syndrome, Autism, etc. Lemon Tree has engaged regularly with the Ministry of Social Justice (MSJE) with the Department of PWD (DePWD) w.r.t. skilling methodology, making companies inclusive and more.

PRINCIPLE 5: Businesses should respect and promote human rights

The company's approach towards the principle or rationale is to be mentioned here.



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:

	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
EMPLOYEES						
Permanent	3,124	1,633	52	2,042	822	40
Other than permanent	440	409	93	405	250	62
Total Employees	3,564	2,042	57	2,447	1,072	44
WORKERS						
Permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other than permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total Workers	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
EMPLOYEES										
Permanent										
Male	2,478	95	4%	2,383	96%	2,071	125	6%	1,946	94%
Female	323	30	9%	293	91%	249	15	6%	234	94%
Other than Permanent										
Male	646	209	32%	437	68%	719	249	35%	470	65%
Female	117	55	47%	62	53%	86	36	42%	50	58%
WORKERS										
Permanent										
Male	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Female	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Other than Permanent										
Male	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A
Female	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A

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)	8	-	2	-
Key Managerial Personnel	1	-	1	-
Employees other than BoD and KMP	3,122	2,74,259/- pa	439	2,53,895/- pa
Workers	N.A.	N.A.	N.A.	N.A.

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

Category	FY 2023-24	FY 2022-23
Gross wages paid to females (Gross wages paid to females as % of total wages)	13.72%	13.50%

4 Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. The implementation of our Human Rights policy is jointly handled by Corporate HR and the ESG Task Force. This is done through all initiatives around recruitment, training, sensitisation, and diversity/inclusion.

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

All grievances are addressed as and when received by the respective Hotel General Managers/Executive Assistant Managers/Assistant Hotel Managers/Department Heads in coordination with HR and the Corporate Office team (HR, ESG, and relevant Corporate Function Head). All the grievances received are duly investigated and appropriate actions are taken to resolve the matter. Whenever required, disciplinary action is taken to ensure such inappropriate behaviour is not repeated by any employee. For example:

- Our Code of Conduct known as the 'LTH Code', acts as an important guiding force for ensuring that we all work collectively to function as a responsible and ethical organisation. Acting with integrity is key to our organisational growth as well as our future prospects. This code, applicable to all employees of the company, including members of the Board and Senior Management, outlines our commitment to upholding the core values of Lemon Tree including acting with integrity and transparency within the organisation. The Code is supported by a policy on the Prevention of Sexual Harassment (POSH) at the workplace. Any POSH-related complaints are handled by the Internal Complaints Committee.

- Our Whistleblower Policy encourages our employees and others to report violations or suspected violations of the LTH Code and/or any instances of misconduct. This policy provides a robust mechanism for investigating and resolving whistleblower complaints in a time-bound manner while ensuring that our employees are able to raise their concerns without any fear of victimisation and discrimination. We have an open-door policy in order to enable our employees to share their grievances with any member of the management team, apart from their direct supervisor.

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

	FY 2023-24			FY 2022-23		
	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	0	0	No Case filed	0	0	No Case filed
Discrimination at workplace	0	0	No Case filed	0	0	No Case filed
Child Labour	0	0	No Case filed	0	0	No Case filed
Forced Labour/Involuntary Labour	0	0	No Case filed	0	0	No Case filed
Wages	0	0	No Case filed	0	0	No Case filed
Other human rights related issues	0	0	No Case filed	0	0	No Case filed

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

	FY 2023-24	FY 2022-23
Total Complaints Data Needed under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees/workers	0%	0%
Complaints on POSH upheld	0	0

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

We have a stringent Sexual Harassment Policy in place, managed by the Ombudsman. Each of our hotels and the Corporate Office has a dedicated POSH committee. Additionally, we have policies for Vigilance/ Whistleblower, Prevention of Corrupt Practices and a comprehensive Code of Conduct. Ensuring a safe and transparent environment, we prioritise all complaints and maintain complete anonymity for the individuals who raise them.

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

Yes. Lemon Tree believes in the principles of the Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights and the International Labor Organisation (ILO) Core Conventions on Labor Standards, all of which include human rights clauses. These clauses are part of the agreements/ contracts with suppliers, partners and NGOs. They are now being extended across the supply chain in the form of the Supplier Code of Conduct.

10 Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0
Forced/involuntary labour	0
Sexual harassment	0
Discrimination at workplace	0
Wages	0
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 10 above.

Not applicable since we have no reported cases.

Leadership Indicators

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

No complaints were received for FY24 for Human Rights violations. Therefore, there were no modifications or introductions made to our business practices as a result of addressing human rights grievances or complaints. Our Human Rights policy is accessible on our brand website.

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

We adhere to the principles of the United Nations Global Compact (UNGC), which includes Human Rights clauses. These clauses are an integral part of our Company's contracts, such as the Supplier/Vendor Code of Conduct. We foster a culture of caring and trust, which is deeply embedded in our policies, including the Environment, Health & Safety Policy, Whistle-Blower policy and Code of Conduct (in the GSRR). We have established a comprehensive Code of Conduct applicable to both senior management and employees, with the objective of promoting ethical business conduct and instilling a strong sense of ownership within our team.

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

All Lemon Tree hotels are designed for universal access. Our approach is centred around creating barrier free environments that cater to guests of all abilities, mobility levels and ages. By ensuring accessibility in our public bathrooms and restaurants, we warmly welcome guests with disabilities into our local community. Moreover, our in-house specially-abled guests also enjoy the convenience and comfort of well-designed rooms tailored to their needs. For the majority of our hotels, the guest experience begins with a ramp at the entrance, providing easy access to the lobby and reception. The lobby area seamlessly connects to elevators, a specially designed public toilet for physically challenged guests and the coffee shop. We prioritise accessibility to ensure a hassle-free and enjoyable stay for all our valued guests.

4 Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	0
Forced/involuntary labour	0
Sexual harassment	0
Discrimination at workplace	0
Wages	0
Others – please specify	0

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

N.A.

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

The company's approach towards the principle or rationale is to be mentioned here.



Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A) in GJ	20,748	17,597
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C) in GJ	20,748	17,597



Parameter	FY 2023-24	FY 2022-23
From non-renewable sources		
Total electricity consumption (D) in GJ	1,72,294	1,42,860
Total fuel consumption (E) in GJ	76,030	69,178
Energy consumption through other sources (F)	0	0
Total energy consumed from renewable sources (D+E+F) in GJ	2,48,324	2,12,038
Total energy consumed (A+B+C+D+E+F) in GJ	2,69,072	2,29,635
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations) GJ/INR	0.000025121	0.00002622
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP) GJ/INR	0.00002512	0.00002622
Energy intensity in terms of physical output GJ/Total Rooms sold	0.1329	0.1270
Energy intensity (optional) – the relevant metric may be selected by the entity GJ/M2	0.4409	0.4279
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	Yes, the BRSR P6 data is assured as part of the Integrated Report by M/s Felix Advisory Pvt. Ltd.	

- 2 Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any**

No

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	2,68,250.10	2,56,197
(iii) Third party water	5,22,159.59	4,82,978
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7,90,409.69	7,39,175
Total volume of water consumption (in kilolitres)	7,90,409.69	7,39,175
Water intensity per rupee of turnover (Water consumed/Revenue from operations) KL/INR	0.00007379	0.00008440
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP) KL/INR	0.00007379	0.00008440
Water intensity in terms of physical output KL/Total Rooms Sold	0.54	0.59
Water intensity (optional) – the relevant metric may be selected by the entity KL/M2	1.81	1.97
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	Yes, the BRSR P6 data is assured as part of the Integrated Report by M/s Felix Advisory Pvt. Ltd.	

- 4 Provide the following details related to water discharged:**

Parameter	FY 2023-24	FY 2022-23
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	0
(iv) Sent to third-parties		
No treatment	0	0
With treatment – please specify level of treatment	45,404	2,655

Parameter	FY 2023-24	FY 2022-23
(v) Others		
No treatment	0	0
With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	45,404	2,655
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	Yes, the BRSR P6 data is assured as part of the Integrated Report by M/s Felix Advisory Pvt. Ltd.	

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

NO

6 Details of air emissions (other than GHG emissions) by the entity:

Parameter	Units	FY 2023-24	FY 2022-23
NOx	Units	Currently, we do not have a monitoring system in place to track air pollutants other than greenhouse gases (GHGs). However, we are planning to implement one in the coming years.	
SOx	Units		
Particulate matter (PM)	Units		
Persistent organic pollutants (POP)	Units		
Volatile organic compounds (VOC)	Units		
Hazardous air pollutants (HAP)	Units		
Others – please specify	Units		
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.			

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

Parameter	Unit	FY 2023-24	FY 2022-23
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)	Metric tonnes of CO ₂ equivalent	9,710	10,115
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)	Metric tonnes of CO ₂ equivalent	38,707	31,850
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/INR	0.000004520	0.000004792
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/INR	0.000004520	0.000004792
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO ₂ e/Total Rooms sold	0.0333	0.0332
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	TCO ₂ e/M ²	0.1106	0.1119
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	Yes, the BRSR P6 data is assured as part of the Integrated Report by M/s Felix Advisory Pvt. Ltd.		

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

Yes. We are measuring and monitoring our carbon emissions – Scope 1 and Scope 2, from energy consumption at our hotels and have explored ways to reduce our GHG impact through the following measures:

- Increasing share of renewable energy
- Use of energy efficient equipment
- Action plan to use EV vehicles in hotels
- Use of cleaner fuels (LPG, CNG)
- Phasing out of equipment using Chlorofluorocarbons (CFCs) from our operations
- Planting trees in the neighbourhood or on our premises across India



- Exploring the possibility of going for carbon offsets to further mitigate the adverse effects of emissions from our operations
- Bottling plant installed for drinking water to remove single-use plastic packaged water
- 10-11% reduction in expenditure on packaged water
- Reduction of plastic footprint
- The process incorporates all required cleaning, sanitizing, filling and packaging (date sticker) SOPs
- We have used new technology called CDI (Capacitive De-Ionization) which saves energy and water both. Capacitive Deionization (CDI) technology based water purifier and softener has high water recovery of up to 90%, TDS reduction of up to 90% and low electricity consumption of only 30% as compared to existing Reverse Osmosis (RO) technology.

Biogas Plant (Aurika Skycity) - Biogas plants simultaneously take care of waste management and act as a source of energy. It uses anaerobic digestion, a process where organic waste is broken down by bacteria in the absence of oxygen, thereby producing biogas. Benefits include: renewable energy source (zero emissions), reduce waste disposal costs, contribution to the circular economy.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	161.43	100.50
E-waste (B)	30.76	5.00
Bio-medical waste (C)	1.16	1.26
Construction and demolition waste (D)	1.66	16.08
Battery waste (E)	4.73	6.73
Radioactive waste (F)	0.81	0.04
Other Hazardous waste. Please specify, if any. (G)	3.14	2.82
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	426.76	171.74
Total (A+B + C + D + E + F + G + H)	630.44	304.16
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations) MT/INR	0.00000005886	0.00000003473
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP) MT/INR	0.00000005886	0.00000003473
Waste intensity in terms of physical output MT/Total Rooms Sold	0.0004341	0.0002408
Waste intensity (optional) – the relevant metric may be selected by the entity MT/M2	0.001440	0.000811
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	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-
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.	-	-

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.

Through our Waste Management policy, we intend to achieve the following objectives:

1. Deploy best-in-class practices for waste reduction, segregation and management of waste
2. Identify, classify and measure the amount of waste generated throughout the LTH portfolio of owned/ leased and managed/franchised hotels
3. Reduce, reuse and recycle various types of waste produced throughout the hotel premises across various areas of operations, guestrooms, restaurants, public areas, and back-of-the-house operations
4. Ensure all existing and new hotels are compliant with the environmental laws as outlined by the Ministry of Environment, Forest and Climate Change (MOEF&CC)
5. Through training and support, ensure that all employees are aware of their responsibilities as per company ESG policy, Waste Management policy and local laws (where applicable)
6. Achieve an optimal waste reduction and diversion rate to measure the performance of our waste management processes

Hazardous waste:

- Used lube oil from DG sets/blowers, etc. – Engineering department
- Used edible oils from kitchens – F&B Production department

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

S.No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
1	Bandhavgarh, Madhya Pradesh	Hotel	Yes, Forest NOC
2	Kochi, Kerala	Hotel	Yes, Coastal Regulation Zone
3	Muhhamma (Alleppey) Kerala	Hotel	Yes, Coastal Regulation Zone
4	Candolim, Goa	Hotel	Yes, Coastal Regulation Zone

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

Name and brief details of project	EIA Notification No.	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No)	Relevant Web link
Not Applicable, as no Environmental Impact Assessment was undertaken during the reporting period.				

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

Leadership Indicators

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

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

(i) Name of the area

Gurugram, Goa, Indore, Kaushambi/Ghaziabad, Aurangabad, Muhamma (Kerala), Ahmedabad, Chennai, Bengaluru, Jaipur, Delhi, Hyderabad, Chandigarh, Bandhavgarh, Dehradun, Pune, Mumbai, Kolkata, Udaipur, Thiruvananthapuram, Kochi, Ludhiana, Vishakhapatnam

(ii) Nature of operations

Hotel/Service Industry

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	2,68,250.1	2,56,197
(iii) Third party water	5,22,159.59	4,82,978
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7,90,409.69	7,39,175
Total volume of water consumption (in kilolitres)	7,90,409.69	7,30,549
Water intensity per rupee of turnover (Water consumed/turnover) KL/INR	0.0000738	0.00008695
Water intensity (optional) – the relevant metric may be selected by the entity KL/M2	1.805	1.951
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	0
(iv) Sent to third-parties		
No treatment	0	0
With treatment – please specify level of treatment	45,404	2,655
(v) Others		
No treatment	0	0
With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	45,404	2,655
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	Yes, the BRSR P6 data is assured as part of the Integrated Report by M/s Felix Advisory Pvt. Ltd.	

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

N.A.

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent		
Total Scope 3 emissions per rupee of turnover	Units		
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Units	N.A.	N.A.
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			

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

Lemon Tree's property in Bandhavgarh is located near a forest and the properties in Cochin, Muhamma/ Alleppey and Candolim, Goa are located in coastal regulation zones.

We recognise the impact of the development and operations of our hotels and accept our responsibility towards the surrounding environment, natural resources and biodiversity of the locations where we have our

properties. We try to ensure that none of our operations lie within the boundaries of designated protected areas, such as national parks and wildlife reserves. Further, we shall strive to integrate our commitment to conserving biodiversity and habitat into our development/acquisitions and operations strategy.

For example, at Bandhavgarh, some of the measures taken by us to minimise our environmental footprint include:

- **Waste Management:** We have discontinued the use of packaged drinking water, plastic cutlery, miniature toiletries, and single-use plastic. We have also selected a local partner to process and manage our kitchen waste and the compost generated through this is used in and around the reserve.
- **Water Management:** The water we use at the resort is treated at the Sewage Treatment Plant and reused to maintain the gardens at our hotel while ensuring no harmful water discharge in and around the resort.
- **Supporting Local Flora and Fauna:** We recognise our role in supporting the local forest division in managing forest fires near the resort. Furthermore, we have also planted over 100 trees within our premises to maintain the greenery of the surrounding areas.

These initiatives have helped us in ensuring that our operations are not in conflict with nature.

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

S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	LED Bulbs	Energy-efficient, long-lasting, eco-friendly lighting solution with versatile applications	80% Energy savings on lighting load, cost reduction, environmental benefits, improved lighting quality
2	Dual Flush	Water conservation, reduced utility bills, sustainable bathroom solution, environmental impact.	Reduced water usage by using 60% less water per flush, lower utility bills, environmental sustainability
3	VFD	Energy efficiency, precise motor control, cost savings, reduced environmental impact	10% Energy savings in the equipment VFD is installed, reduced electricity costs, improved process control, enhanced efficiency
4	Water Fixtures	Water Conservation, reduced water usage, cost savings, sustainable water management	Water outlets can be customised without diminishing guest experience, lower water bills, reduced strain on water resources
5	Bottling Plant	Sustainable packaging, controlled production, job creation, efficiency, Efficient production, safe distribution of bottled beverages	Ensuring water quality, Reduction in drinking water cost per litre, Reduced plastic waste, improved packaging, efficient production, economic opportunities
6	Heat Pump	Energy-efficient heating and cooling, reduced utility costs, environmental sustainability	Low payback period, Lower energy consumption, reduced carbon emissions, cost savings, enhanced comfort, By product is cool air which can be used at designated areas.
7	Solar Thermal	Renewable energy, reduced carbon footprint, cost savings, sustainable heating solution	Enhanced performance of Hot Water Generator, Clean energy, reduced reliance on fossil fuels, cost savings, environmental sustainability
8	RE onsite	Energy independence, sustainability, cost savings, reduced carbon footprint, environmental stewardship.	Clean energy, reduced reliance on fossil fuels, cost savings, environmental sustainability
9	RE offsite	Expanded renewable energy access, reduced grid dependency, carbon reduction, sustainability, supporting remote communities, environmental stewardship, innovation	Increased renewable energy generation, reduced carbon emissions, enhanced grid resilience, sustainable development



S.No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
10	STP	Protects water resources, prevents pollution, ensures public health, promotes environmental sustainability, wastewater management, community well-being.	Saves domestic water usage by using the treated water for secondary systems and applications viz.gardening/flushing. Cleaner water bodies, reduced pollution, improved public health, environmental protection
11	RECD (Retro Emission Control Device)	The primary purpose of RECDs is to enhance air quality by controlling the emission of hydrocarbons and carbon monoxide from diesel generators. RECDs are installed on generators and can control and reduce harmful emissions. The device, essentially a stainless steel box, is mounted on the generator's exhaust system. It operates on filter-less technology and captures and reduces specific particles from emissions. It captures carbon matter with an efficiency of more than 90%, significantly reducing the environmental impact of these generators.	
12	DF Kit (Dual Fuel Kit)	Dual Fuel kits are designed to enhance the efficiency and versatility of diesel generators. They allow a diesel generator to run on a combination of two fuels, typically diesel and a gaseous fuel like natural gas or propane. They serve two purposed (1) reduce operating costs (gaseous fuels cost less than diesel). (2) reduces the environmental impact/emits fewer pollutants.	
13	Bio gas Plant	Biogas plants simultaneously take care of waste management and act as a source of energy. It uses anaerobic digestion, a process where organic waste is broken down by bacteria in the absence of oxygen, thereby producing biogas. Benefits include: renewable energy source (zero emissions), reduce waste disposal costs, contribution to the circular economy.	
14	Bottling Plant	Lemon Tree installs water bottling plant (for drinking water) to remove single-use plastic packaged water and reduce our plastic footprint. We also see a benefit of 10-11% reduction in expenditure on packaged water. The plant's SOPs incorporate all required cleaning, sanitizing, filling and packaging (date stickers used). At Aurika Skycity (Mumbai), we have used a new technology called CDI (Capacitive De-Ionization) which saves energy and water both. The CDI based water purification process has a high water recovery of up to 90%, as well as a TDS reduction of up to 90% and low electricity consumption of only 30% as compared to the current Reverse Osmosis (RO) technology.	

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

Lemon Tree Hotels maintains a comprehensive business continuity and disaster management plan to ensure the safety and well-being of our guests and staff in unforeseen circumstances. Our plan encompasses protocols for natural disasters, emergencies and other disruptions to operations. It includes measures for guest evacuation, staff training, communication channels, and backup systems for essential services like power and water supply. Regular drills and updates are conducted to ensure readiness.

https://www.lemontreehotels.com/factsheet/Policies/Risk_Management_Policy.pdf?_ga=2.206396179.125232101.1684394259-1688743694.1684394259

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

No significant adverse impact has been reported by any value chain partner.

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

None

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

The company's approach towards the principle or rationale is to be mentioned here.



Essential Indicators

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

Ten

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

S.No	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	Federation of Hotel & Restaurant Associations of India (FHRAI)	National
3	Hotel Association of India (HAI)	National
4	Hotel and Restaurant Association of Northern India (HRANI)	State
5	Hotel and Restaurant Association of Western India (HRAWI)	State
6	South India Hotels and Restaurants Association (SIHRA)	State
7	Association of Domestic Tour Operators of India (ADTOI)	National
8	Indian Association of Tour Operators (IATO)	National
9	PHD Chamber of Commerce and Industry	National
10	Federation of Indian Chambers of Commerce and Industry (FICCI)	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.

N.A. as there were no instances of non-compliance reported during FY24

Leadership Indicators

1 Details of public policy positions advocated by the entity:

S.No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of review by Board (annually/half-yearly/quarterly/others- please specify)	Web link, if available
	Given our expertise in hospitality, inclusion/diversity, and sustainability/ESG, we regularly engage with various stakeholders, including government and regulators, associations and industry chambers. We actively provide our inputs on various areas, such as hotel construction and design, hotel services, inclusion/diversity, skilling of individuals with special needs, renewable energy and more. Over the last two decades, our leadership team has played a pivotal role in shaping public policy and has been invited to participate in numerous committees and task forces. We are committed to contributing to this process responsibly and ethically, ensuring a positive and meaningful impact.				

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development**Essential Indicators**

- 1 Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year 2023-24.**

Name and brief details of project	SIA Notification No	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link	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, in the following format:**

Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not applicable. No rehabilitation and resettlement were undertaken by the company.					

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

At our Company's hotel construction sites, we collect public complaints through mail/email. The projects team handles these complaints or grievances, with assistance from the Corporate Office when necessary. Additionally, any community member can send their complaint to hi@lemontreehotels.com, and we direct the matter to the appropriate Corporate Function Head for investigation and resolution.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers	50%	70%
Sourced directly from within the district and neighbouring districts	84%	85%

- 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 2023-24	FY 2022-23
Rural	84.64%	85.35%
Semi-urban	N.A.	N.A.
Urban	87.65%	86.71%
Metropolitan	87.50%	86.36%

(Place to be categorized as per RBI Classification System - rural/semi-urban/urban/metropolitan)

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
N.A.	

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

N.A.

S.No	State	Aspirational District	Amount spent (In INR)
This information is not currently available			

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

Lemon Trees' sourcing policy does not grant preferential treatment to marginalised or vulnerable suppliers. However, we actively promote procurement from such suppliers, such as acquiring Bastar art from tribal artists in Bastar, Madhya Pradesh.

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

We procure bronze statues and Bastar art directly from tribal artists in Bastar, Madhya Pradesh.

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

In FY24, our purchases accounted for 0% (as they were made in earlier years).

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

S.No	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
1	Aurika	Yes (owned)	Yes	0.25% of Gross Revenue
2	Lemon Tree Premier	Yes (owned)	Yes	0.25% of Gross Revenue
3	Lemon Tree Hotels	Yes (owned)	Yes	0.25% of Gross Revenue
4	Red Fox Hotels	Yes (owned)	Yes	0.25% of Gross Revenue
5	Keys Hotels (Prima, Select, Lite)	Yes (owned)	Yes	0.25% of Gross Revenue

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

Name of authority	Brief of the Case	Corrective action taken
	N.A.	

6 Details of beneficiaries of CSR Projects:

S.No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Muskaan PAEPID (skilling of PWD)	75	100%
2	Action For Autism (skilling of PWD)	50	100%
3	Action for Ability Development and Inclusion (AADI) (skilling of PWD)	30	100%
4	Aasra Trust (skilling of PWD)	30	100%
5	Noida Deaf Society (skilling of PWD)	50	100%
6	Sai Swayam Society (skilling of PWD)	75	100%
7	Sarthak Educational Trust (skilling of PWD)	30	100%

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner. The company's approach towards the principle or rationale is to be mentioned here.



Essential Indicators

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

We place significant emphasis on customer feedback and Online Reputation Management (ORM). A dedicated team focuses on this aspect across the group, aiming to promptly address any service errors or shortcomings through a well-organised process involving the Hotel Operations Team and the ORM team. We actively encourage our guests to provide feedback through various channels, viz. our Guest Satisfaction Tracking System (GSTS) online source like Tripadvisor and social media platforms and OTAs, including booking.com, makemytrip.com and many more. By valuing and attentively addressing their comments, we continually enhance our services and ensure that our guests' are content.

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

As a percentage to total turnover	
Environmental and social parameters relevant to the product	Not applicable as Lemon Tree does not have specific consumer products. We offer our guests a combination of products (hotel room, food, etc.) and services (check-in, dining, gym, spa, swimming pool). All ESG efforts by the Company get included in any service that we provide.
Safe and responsible usage	
Recycling and/or safe disposal	

3 Number of consumer complaints in respect of the following:

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	-	-	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	0	0	-	0	0	-

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

N.A.

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

Yes

Web link <https://www.lemontreehotels.com/privacy-policy>

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.

None

7 Provide the following information relating to data breaches:

- a. Number of instances of data breaches
NIL
- b. Percentage of data breaches involving personally identifiable information of customer
NIL
- c. Impact, if any, of the data breaches
NIL

Leadership Indicators

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

Lemon Tree's offerings and brand details can be found in the About Us section of our website.
www.lemontreehotels.com

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

We effectively communicate our sustainability efforts and initiatives to our guests through a number of channels including Lemon Tree's digital platforms, brochures and other collaterals in guest rooms. We find opportunities for our guests to engage in our sustainability activities, example, our half-glass water initiative; third-day linen change; tree plantation in the neighbourhood and more.

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

Any updates for our guests and customers and the risk of disruption/discontinuation (temporarily) of hotel services is always displayed on our brand website. For example, we had a COVID-19 update page where all safety protocols and hygiene processes were explained during the 2+ years of the pandemic.

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

N.A.