

LEMON TREE HOTELS LTD. WASTE MANAGEMENT POLICY

Our Commitment

Lemon Tree Hotels Ltd. (LTH) acknowledges that the hotel industry is a sizeable consumer of resources and generates a quantifiable amount of waste across all operational areas. Given the nature and scale of our operations, we intend to implement effective waste management practices that focus on waste reduction, reuse and recycling. We are committed to ensuring that all our operations are fully compliant with relevant waste management guidelines along with fostering best-in-class waste management processes in the hospitality industry. The policy is also applicable to all employees at the Corporate Office.

Our Key Objectives

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 and managed 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

Roles and Responsibilities

In order to ensure sound implementation of our waste management activities, well-defined roles and responsibilities for different departments at LTH are as outlined below:

- **Engineering (Corporate and hotel-level):** Responsible for ensuring proper working and maintenance of waste management equipment such as Organic Waste Convertor (OWC) and Sewage Treatment Plant (STP). Monitoring and measurement of engineering waste (as categorized under e-waste)
- **Operations:** Responsible for ensuring sound implementation of segregation, measurement, reduction and composting of waste generated at LTH. This includes Front Office, Housekeeping, Food & Beverage (Production) (F&B (P)) and Food & Beverage (Service) (F&B (S))
- **Finance/HGM/GM:** Responsible for doing a cost-benefit analysis w.r.t. resources, manpower and compliance requirements
- **IT (Corporate and hotel-level):** Responsible for ensuring adherence to the company e-waste policy and facilitating unit level e-waste management and disposal (as per applicable laws).

Waste Management at LTH

Waste management is an integral component of LTH's day-to-day functioning and is regarded as a key focus area of the company. LTH intends to reduce waste through appropriate and sustainable waste minimization techniques. Key components include:

1. Waste Segregation, Classification and Disposal

LTH understands that it is extremely critical to categorize the types and quantity of waste produced to ensure it is managed properly. To implement effective waste segregation and management, LTH has classified waste into different categories depending upon their composition and where they are generated. Further, LTH ensures that waste is handed over to authorized vendors in a legally compliant, safe and responsible manner.

2. General Waste Management and Disposal

As a sustainable and responsible hotel company, LTH believes in processing its own waste and contributing to the circular economy.

In alignment with our vision, we are working on a pilot towards sound on-site treatment of waste generated by us. We are evaluating the installation of a biogas plant at larger hotels i.e. based on the average daily organic waste generated. This is in addition to the currently operational OWC equipment that is used for composting (kitchen waste < 100 kgs per day).

3. E-Waste Management

Sound e-waste management plays a key role in preserving ecological balance and in reducing waste sent to landfills. LTH believes in safe recycling of outdated IT and electronics equipment along with ensuring safe management of toxic chemicals such as lead and mercury. LTH strives to ensure that all IT assets, throughout their lifecycle spanning from buying to disposal should be managed in compliance all environmental norms and best practices. Further, LTH endeavours to procure IT assets from certified partners who follow responsible e-waste management practices themselves.

Way forward

LTH to strengthen its commitment towards waste management and reduction of its environmental impact by undertaking the following:

- **Ownership:** Process formulation with Senior Vice President (SVP) Operations and Engineering/Housekeeping/F&B (Measurement/Production)
- **Employee Training:** Extensive Learning & Development (L&D) interventions to drive minimization, segregation and waste management across all levels – from the 'Chairman to the Doorman'
- **Guest Engagement:** Engage and communicate with guests regarding the waste management initiatives and impact on the environment
- **Communication:** Use of internal and external sources of communication to create awareness about the company's waste management initiatives

- **Waste-to-Wealth Models:** Strategically explore alternate revenue generation streams centred around waste management
- **Policymaking:** Regularly review implementation of waste management policies and requirements in the country as well as global trends
- **Behavioural Change:** Introduce innovative exercises such as gamification contests to foster good waste management habits and stakeholder consciousness.

Suggestions

As we strive to successfully implement our Waste Management policy, we encourage you to participate in the process. To provide your suggestions or report any concerns on the aspects of this policy, write in to ESG@lemontreehotels.com.