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# Highlights

**89%**  
Board Meeting Attendance

**22%**  
Female Representation on Board

**61,466 GJ**  
Renewable Energy Consumption

**2,014 MT**  
Waste Recycled

**16**  
Zero Liquid Discharge Hotels

**83%**  
Kincentric Employee Score

**17,831**  
Trainings Completed in FY 23

**16.42%**  
Employee Represented by Union

**₹14.6 million**  
Spent on donations





# ESG Targets and Commitments

## Achieve Net Zero by 2050

Water management through 100% recycling of wastewater and 20% reduction in freshwater consumption per available room night by 2030

## Achieve Zero Waste to Landfill by 2030

100% of permanent employees trained on mandatory and skill development courses by 2025

Aim to improve responsible sourcing through active engagement with suppliers to meet company's ESG vision, supported by regular supplier engagement and audits





# Governance





# Corporate Governance

## IMPORTANT POLICIES

Code of Conduct

Risk Management Policy

Health & Safety Policy

Whistleblower Policy

Corporate Social Responsibility Policy

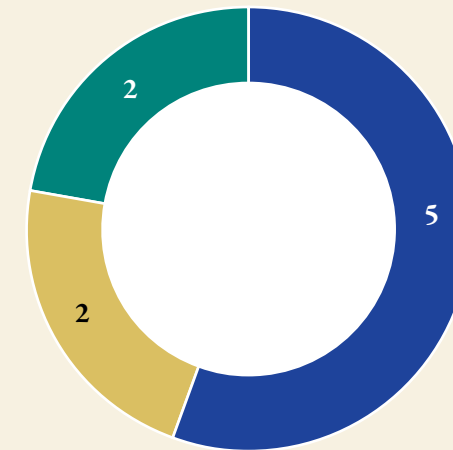
Supplier Code of Conduct

Information technology Policy

Privacy Policy

Stakeholder Engagement Policy

## BOARD COMPOSITION



- Independent Directors
- Non-Executive & Non-Independent Directors
- Executive Directors



## BOARD OF DIRECTORS

### Members

**Mr. Arjun Singh Oberoi**

Executive Chairman

AC | SRC | NRC | CSRC | RMC | ARC

**Mr. Anil Kumar Nehru**

Independent Director

AC | SRC | NRC | RMC

**Mr. Rajeev Gupta**

Independent Director

AC | NRC | CSRC | RMC

**Mr. Vikramjit Singh Oberoi**

Managing Director & Chief Executive Officer

SRC | CSRC | RMC | ARC

**Ms. Nita Mukesh Ambani**

Director

**Dr. (Ms.) Chhavi Rajawat**

Independent Director

CSRC

**Mr. Sudipto Sarkar**

Independent Director

AC | NRC |

**Mr. Manoj Harjivandas Modi**

Director

**Mr. Sanjay Gopal Bhatnagar**

Independent Director

AC

## BOARD COMMITTEES

● Chairperson ● Members

Audit Committee

(AC)



Corporate Social Responsibility Committee

(CSRC)



Stakeholders' Relationship Committee

(SRC)



Risk Management Committee

(RMC)



Nomination and Remuneration Committee

(NRC)



Authorisation Committee

(ARC)





### BOARD ATTRIBUTES

Particulars	
CEO and Chairperson	Mr. Arjun Singh Oberoi is the Executive Chairman of the company. Mr. Vikramjit Singh Oberoi is the Managing Director (MD) and the CEO.
Board Independence Statement	The Board's Independence Statement is publicly available in the Annual Report of EIH Limited, on Page-73.
Board Diversity	22% females
Average Board Meeting Attendance (In the reporting FY)	89%
Minimum of attendance for all members required	The Statutory requirement is to attend at least one Board meeting in a year by a Board member. In our case the Board members strive to attend each and every meeting of the Board as well of the Board Committee in which he/she is a member
Average tenure of board members (in years)	13.44

### BOARD MANDATES

Particulars	
Name of non-executive/ independent directors with 4 or less other mandates	Ms. Nita Mukesh Ambani Mr. Manoj Harjivandas Modi Mr. Rajeev Gupta Mr. Anil Kumar Nehru Mr. Sudipto Sarkar Mr. Sanjay Gopal Bhatnagar Ms. (Dr.) Chhavi Rajawat

### BOARD PERFORMANCE

Particulars	
Board Performance Review (Performance assessment of board of directors/ supervisory board members)	The Company has a Board Evaluation Policy for evaluation of the Chairperson, Individual Directors, Committees, and the Board. An independent external agency was engaged by the Company for the Board Evaluation for the Financial Year 2022-23. This has been publicly reported in the Annual Report of the company.

### GOVERNMENT OWNERSHIP

No governmental institutions own more than 5% of total voting rights in EIH Limited.

### BOARD INDUSTRY EXPERIENCE

Particulars	
Number of independent or non-executive members with industry experience (e.g., excludes executives)	2
Please list the independent or non-executive directors included in the above count	Dr. Chhavi Rajawat Mr. Sanjay Gopal Bhatnagar

### CEO-TO-EMPLOYEE RATIO

Mr. Vikramjit Singh Oberoi, Managing Director & CEO	
Directors Remuneration	46.76 Million INR
Median Employee Remuneration	0.35 Million INR
Ratio	134:1

### CODE OF CONDUCT: SYSTEM/PROCEDURE

Particulars	
Dedicated help desks, focal points, ombudsman, hotlines	<u>Whistleblower policy</u> states the procedure for reporting any incidences to the whistle officer by email or in writing directly to the chairperson of the audit committee.
Employee performance appraisal systems integrates compliance/codes of conduct	Performance and career development reviews are conducted as per Company's appraisal process/policy.
Disciplinary actions in case of breach, i.e., warning, dismissal, zero tolerance policy	Disciplinary actions in case of breach or non-compliance is stated in the <u>whistleblower policy</u> .

### REPORTING ON BREACHES

Particulars	Number of Breaches in FY 23
Corruption of Bribery	NIL
Discrimination or Harassment	19
Customer Privacy Data	NIL
Conflict of Interest	NIL
Money Laundering / Insider Trading	NIL



# Materiality Analysis

## MATERIALITY ANALYSIS CONDUCTED/REVIEWED

Parameter	Measure
Involvement of external stakeholders in identifying material issues	Yes
Material issues are prioritized in a materiality matrix	Yes
Materiality assessment results signed off by Board of Directors and Senior Management	Yes

## MATERIAL ISSUES FOR ENTERPRISE VALUE CREATION

Business Case		
Material Issue 1: Employee Engagement & development	Material Issue 2: Corporate Governance	Material Issue 3: Customer Satisfaction
Our employees are central to our business strategy. The exceptional conduct of our employees is what differentiates us as the frontrunners in the hospitality industry. Guests' experiences are predominantly shaped by employee behavior. Their sophistication and attention to details can remarkably enhance hospitality immersion. We realize the essence of building a diverse and contented workforce and therefore, aim to foster an inclusive environment where the growth of the employees and the growth of the organization are cohesive.	The legacy of the "The Oberoi Group" that spans across eight decades and continues to endure and thrive, reflects our robust governance, commitment to upholding the highest standards of ethics and acceptance and adherence to all the evolving statutory requirements.	Our incessant commitment to provide profound customer satisfaction is ingrained in our fundamental code of conduct that lays out the expectation of putting the customer first, the Company second and self-last. Through our exquisite stays, bespoke opulence, exceptional services, attention to detail, personalized experiences, culinary delights, and prioritization of customer privacy, we have adopted an all-encompassing approach to customer satisfaction.  Our excellence and exceptional competence are exhibited in the loyalty of our invaluable guests from across the world.

Business Impact		
Material Issue 1: Employee Engagement & development	Material Issue 2: Corporate Governance	Material Issue 3: Customer Satisfaction
The refinement and warmth that our employees extend through their conduct is amplified by instilling a sense of belongingness and fulfilment in them, reflecting positively in our financial growth.  Discontentment among employees can result in an increased attrition rate within the organization, significantly impacting our competence and continuity in our operations.	Through strong governance practices, we avoid any negative implications arising from non-compliance with governance regulations that pose the risk of reputational damage and has financial and legal implications attached to it.	Through enhanced customer satisfaction that has resulted in trust strengthening and unmatched credibility amongst our customers, we have emerged as the trusted partner of choice in the luxury hospitality industry. Overall, customer loyalty has directly accelerated company's financial performance and forged new avenues of growth. Our excellence is sustained by our commitment to guest satisfaction. Any unintended compromise with overall guest satisfaction can adversely impact guest loyalty.

Business Strategies		
Material Issue 1: Employee Engagement & development	Material Issue 2: Corporate Governance	Material Issue 3: Customer Satisfaction
We realize the essence of building a diverse and contented workforce and therefore, aim to foster an inclusive environment where the growth of the employees and the growth of the organization are cohesive. We impart regular skill development and skill enhancement training to our employees that can help them in their personal and professional development within and beyond the organization.	The Company maintains an organizational-wide integration of responsible business conduct through a strong governance architecture built on the bedrock of the principles of "The Oberoi Dharma".	In our unending pursuit of providing the utmost level of satisfaction, we aspire to venture into new avenues and formats to cater to their evolving demand.



1 Employee engagement and development	Very High	8 Water management	High
2 Corporate governance	Very High	9 Climate change	High
3 Customer satisfaction	Very High	10 Risk and crisis management	High
4 Energy and emissions	Very High	11 Waste management	High
5 Employee and customer health and safety	Very High	12 Impact on biodiversity and nearby communities	Moderate
6 Food quality and safety	High	13 Supply chain management	Moderate
7 Data privacy and cybersecurity	High	14 Community relations	Moderate



# Risk Management

## RISK GOVERNANCE

Particular	Name & Position	Reporting Line
Highest ranking person with dedicated risk management responsibility on an operational level (not CEO)	Mr. Anil Kumar Nehru Chairperson, Risk Committee	Board of Directors
Highest ranking person with responsibility for monitoring and auditing risk management performance on an operational level (not CEO)	Mr. Kallol Kundu Chief Risk Officer	Risk Management Committee

## RISK MANAGEMENT COMMITTEE

<b>Mr. Anil Kumar Nehru</b> (Chairperson)	<b>Mr. Arjun Singh Oberoi</b> (Member)	<b>Mr. Vikramjit Singh Oberoi</b> (Member)
<b>Mr. Rajeev Gupta</b> (Member)	<b>Mr. Kallol Kundu</b> (Member)	<b>Mr. Sameer Nayar</b> (Member)

## INFORMATION SECURITY

### Measures Undertaken to Tackle Cyber Threat

- We have developed a stringent and transparent method of how we collect, use and disclose information
- We have data protection personnel who are available to address data privacy concerns
- We adhere to the applicable data privacy regulations through the integration of various obligations, industry best practices and tools, which are outlined in our global Privacy Policy
- We provide access to information exclusively to authorized employees and trusted business partners/vendors who align themselves with our robust security controls during their operations

Information Provided to the Customers	Practices Followed
Nature of Information Captured	Yes
Use of Collected Information	Yes
How the Information is Protected	Yes
Third-Party Disclosure Policy (Private & Public Entities)	Yes

## EMERGING RISKS

Emerging Risk 1: Energy & Emission	Emerging Risk 2: Data Privacy & Cybersecurity
Risk Category	
Environmental	Technological
Risk Description	
To meet the essential needs of our guests and deliver exceptional guest experiences, a continuous and uninterrupted power supply is imperative. However, this reliance on uninterrupted power comes at a cost to our environment.	In today's digitalized world, there are inherent risks that we must address. We understand the importance of robust cybersecurity measures and the need to safeguard the interests of our stakeholders, making it a top priority in our operations. We are upholding our brand reputation and avoiding any financial or regulatory discrepancies by preventing data breaches.
Risk Impact	
The increased carbon emissions resulting from this necessity further adds to our carbon footprint, reinforcing the importance of addressing our environmental impact.	Cyberattacks and insufficient data security measures present significant threats to our stakeholders, with potential legal consequences for our Company.
Mitigation Measures	
<ul style="list-style-type: none"> <li>• We are actively benefitting from investments in green architecture as we strive to integrate green architecture across our buildings.</li> <li>• We are equipping our buildings with energy-efficient technologies to ensure we maximize the usage of our energy.</li> <li>• We are swiftly transitioning towards renewable energy sources to lower our reliance on traditional energy sources.</li> </ul>	<ul style="list-style-type: none"> <li>• We have developed a stringent and transparent method of how we collect, use, and disclose information.</li> <li>• We have data protection personnel who are available to address data privacy concerns.</li> <li>• We adhere to the applicable data privacy regulations through the integration of various obligations, industry best practices and tools, which are outlined in our global Privacy Policy.</li> <li>• We provide access to information exclusively to authorized employees and trusted business partners/vendors who align themselves with our robust security controls during their operations.</li> </ul>





# Economic Performance

## REVENUE & EMPLOYEES

Particulars	FY 2019-2020	FY 2020-2021	FY 2021-2022	FY 2022-2023
Revenue (₹ Million)*	15,963	4,971	9,853	20,188
Occupied Room Nights**	733,499	402,247	7,25,908	10,35,614
Total Employees (Permanent Employees)#	3,929	3,204	7,534	8,297

\*The Revenue from operations is reported on consolidated basis.

\*\*Occupied room nights does not include international hotels for all four years. For FY 2019-2020 and FY 2020-2021, the coverage is 87%

#Total Permanent Employees does not include international hotels for FY 2019-2020 and FY 2020-2021

## TAX REPORTING

EIH publicly reports on key business, financial and tax information for the applicable tax jurisdiction and complies to the statutory requirements

## EFFECTIVE TAX RATE

Financial Reporting	FY 2021-2022	FY 2022-2023
Earnings Before Tax* (₹ Million)	(823)	4,639
Reported Tax (Current + Deferred) (₹ Million)	(17)	1,247
Cash Taxes Paid (₹ Million)	36	513

\*Refers to the profit before tax for continued operations  
All figures are reported on consolidated basis.

## POLITICAL CONTRIBUTIONS

There have been no political contributions made by EIH Limited in the last four years.





# Environmental Stewardship





# Green Advocacy

## Energy & Emissions

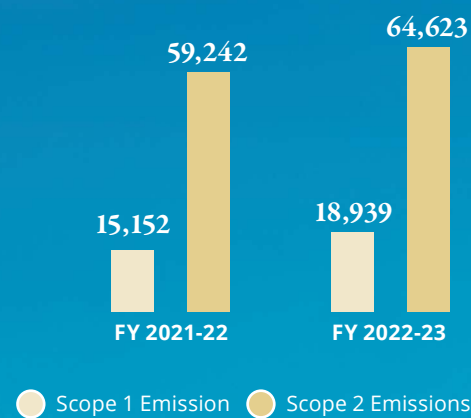
### GHG REDUCTION INITIATIVES

The organization, a leader in luxury hospitality, is committed to eco-consciousness and reducing its environmental impact. With 23 hotels and resorts, it acknowledges the significant energy usage in its operations and has implemented various eco-friendly measures. These include green architecture practices in construction, such as high thermal resistance insulation, reflective tiles, and the use of recycled materials.

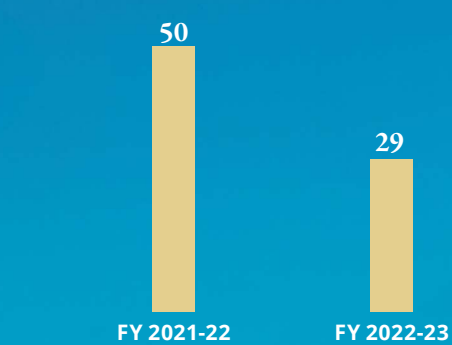
The company invests in energy-efficient technologies, including chillers, pumps, fans, and lighting, to minimize energy consumption. It utilizes renewable energy sources, with around 12% of electricity sourced from solar, hydro, and wind in FY 22-23. Solar panels are installed in several locations, meeting a significant portion of their electricity needs. The company aims to expand the use of clean energy across its hotels.

Energy conservation efforts involve optimizing major equipment based on occupancy and weather conditions, implementing operation and maintenance strategies, and temporarily taking guest floors out of service during periods of low occupancy. In FY 2022-23, the organization successfully reduced total absolute energy consumption by 3.4 million kWh compared to the pre-COVID period in FY 2019-20, leading to a carbon emissions reduction of about 500 tonnes.

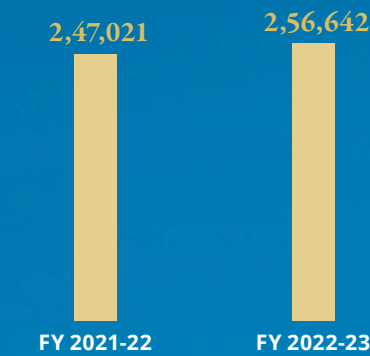
### Scope 1 & 2 Emissions (MT CO<sub>2</sub>e)



### Emissions Intensity (Total Scope 1 & Scope 2 / ₹ turnover)

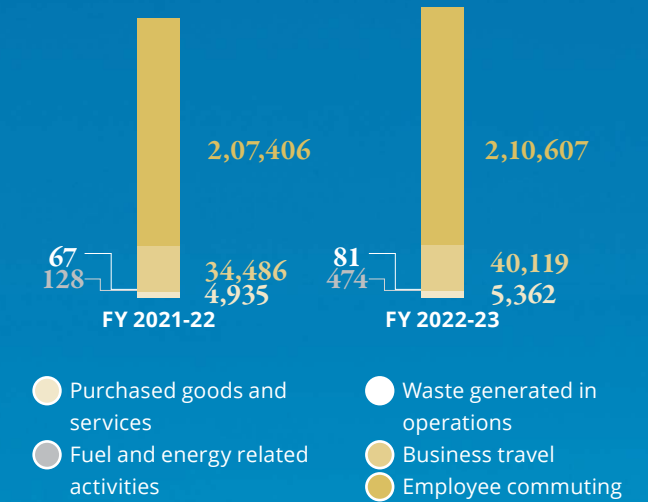


### Scope 3 Emissions (MT CO<sub>2</sub>e)

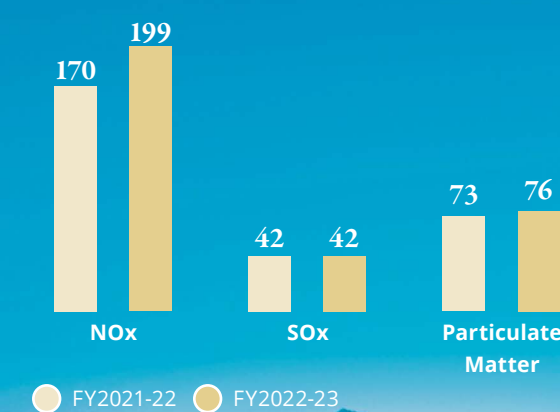


We are actively measuring our Scope 3 emissions across 5 out of 15 categories, specifically involving purchased goods & services, business travel, fuel and energy related activities, employee commute, and waste generated in operations.

### Scope 3: GHG Emissions By Category (MTCO<sub>2</sub>e)



### Air Emissions (mg/Nm<sup>3</sup>)



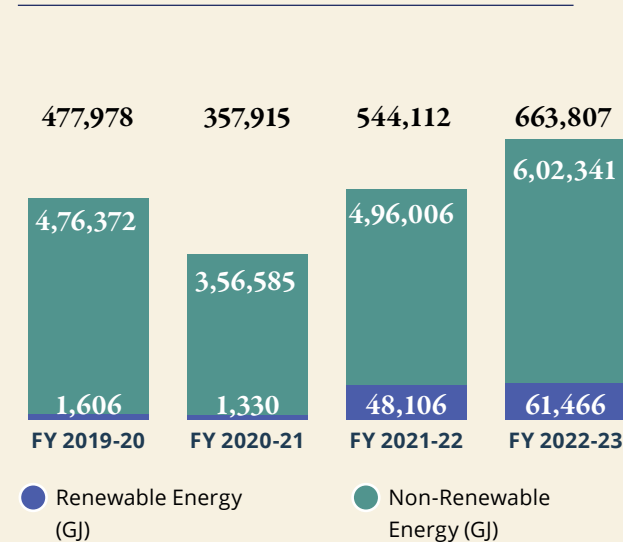


### ENERGY SAVING INITIATIVES

Recognizing the intrinsic importance of uninterrupted power supply in our operations, we acknowledge our reliance on it to deliver exceptional services to our esteemed guests. However, as staunch advocates of environmental sustainability, we actively seek innovative and responsible measures to align our operational excellence with our commitment to environmental stewardship. Our dedication to sustainable excellence has prompted us to take proactive steps towards transitioning to clean energy sources such as solar, wind and hydro power. As part of our endeavors, we have successfully installed captive solar photovoltaic systems in Trident, Udaipur; Trident, Agra; Trident, Gurgaon and The Oberoi, Gurgaon. Consequently, Trident, Udaipur and Trident, Agra meet up to 60% and 25% of their electricity requirements from in-house solar plants, respectively. Whereas Trident, Gurgaon and The Oberoi, Gurgaon meet approximately 90% of their electricity demand from solar energy. Trident, Chennai relies predominantly on wind energy, capitalizing on its favorable geographical location. Wildflower Hall and The Oberoi Cecil in Shimla obtains all its electricity from state-owned hydroelectric power plants, leveraging the benefits of its location.

Majority of our hotels operate partially or entirely on renewable energy sources. Through the collective efforts of our hotels, we have successfully sourced approximately 12% of our energy requirements from clean and sustainable sources. Undeterred in our commitment, we remain steadfast in our mission to further increase the proportion of renewable energy in our energy mix and concurrently reduce our carbon footprint. This transformative journey symbolizes our dedication towards creating a greener future for generations to come.

### Energy Management



## Waste Management

### TOTAL WASTE GENERATED (IN METRIC TONNE)

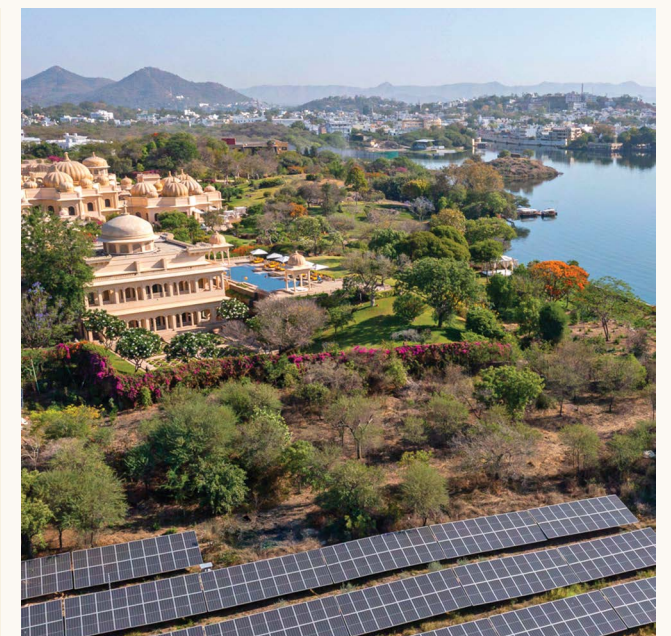
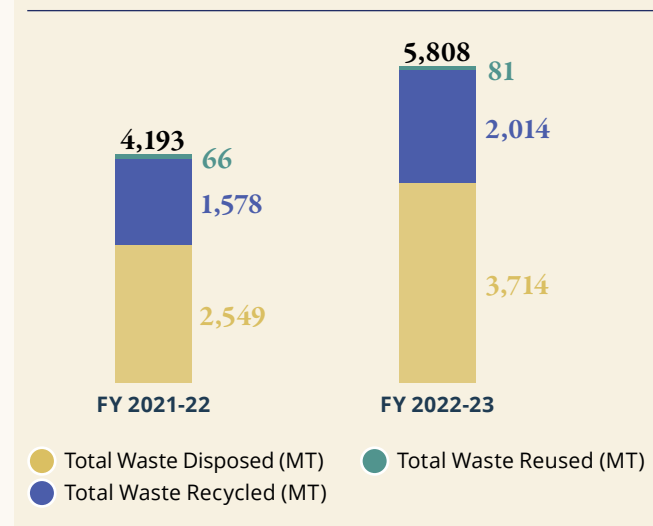
Parameter	FY 2021-22	FY 2022-23
Plastic Waste	189.31	298.15
E-Waste	7.05	9.94
Bio-Medical Waste	26.53	10.98
Construction & Demolition Waste	451.81	246.36
Battery Waste	3.55	6.00
Hazardous Waste	33.99	40.75
Other Non-Hazardous Waste	3,481.05	5,096.27
<b>Total Waste</b>	<b>4,193.28</b>	<b>5,708.45</b>

### WASTE REDUCTION INITIATIVES

The waste management strategy of the company is based on the '3R model: Reduce, Reuse, Recycle', which has successfully minimized waste generation. Various initiatives across hotels focus on reducing plastic usage, promoting reuse of materials, and implementing effective recycling practices. Notable measures include replacing plastic bags with eco-friendly alternatives, repurposing printed stationery, and responsibly handling different types of waste.

The company has achieved significant results in waste management, with 80.75 metric tons of waste reused and 2,013.64 metric tons recycled in FY23. As part of their commitment to environmental sustainability, the company is installing onsite bottling plants in hotels to reduce plastic waste. This initiative aims to replace all plastic bottles with RO-treated water in reusable glass bottles across 23 domestic hotels. The anticipated impact includes averting the use of approximately 10,000 plastic bottles per day, leading to a reduction of about 197 kilograms of plastic daily and avoiding approximately 254 tCO2e emissions annually, equivalent to the abatement provided by 10,000 trees per year. The company's efforts align with its environmental vision and contribute to a more sustainable waste management system.

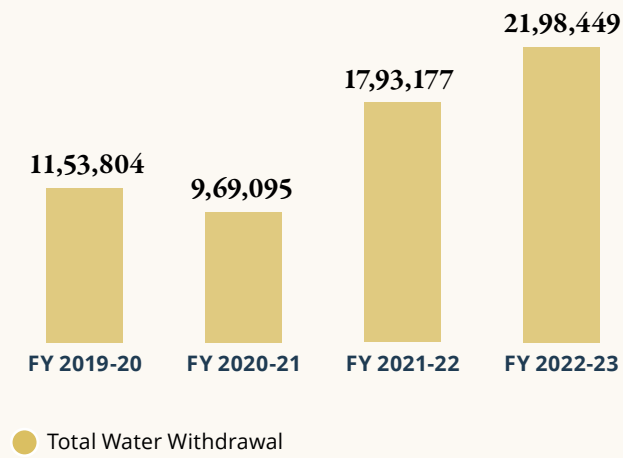
### Total Waste Reused/Recycled & Disposed (in Metric Tonne)



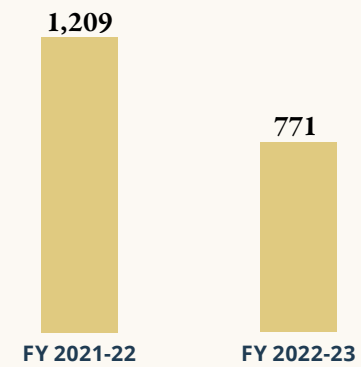


## Water Management

### WATER CONSUMPTION (IN KILOLITERS)



### WATER INTENSITY (TOTAL WATER CONSUMPTION/₹ TURNOVER)



### CONSERVATION OF WATER

With a profound acknowledgment of water's critical importance as a precious resource, we are unwaveringly committed to optimizing its usage within our operations. In response to the rapid depletion of global water resources, we have taken proactive measures to minimize our water consumption, continually exploring innovative solutions to enhance water efficiency.

To further elevate our water consumption practices, a comprehensive zero liquid discharge mechanism has been implemented across 16 of our hotels. These facilities leverage advanced sewage treatment plants to efficiently process sewage water, allowing us to recycle and reuse treated water for various purposes, including flushing and irrigation.

Additionally, our commitment extends to the active investment in the latest technologies to upgrade treatment plants, solidifying our dedication to sustainable water management.



# Social Responsibility





# Social Milestones

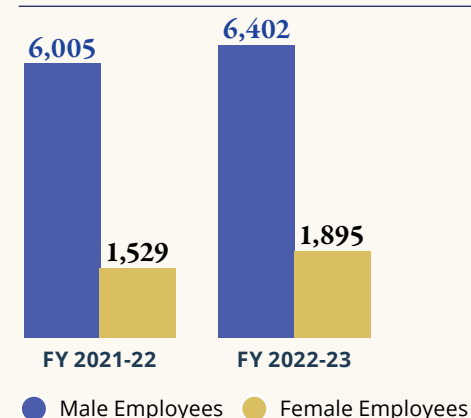
## Human Capital & Development

### FREEDOM OF ASSOCIATION

Percentage of employees represented by an independent trade union or covered by collective bargaining agreements

16.42%

### WORKFORCE BREAKDOWN: BY GENDER



### TRAINING & DEVELOPMENT

We are dedicated to nurturing the leaders of tomorrow. We cultivate a culture of continuous growth and offer comprehensive support to enhance the skills and competencies of our employees, ensuring their optimal performance both now and in the future. Through a variety of training programmes under the topics such as health & safety, upskilling and open-air sessions, we keep our team motivated and well informed on both technical and behavioral aspects. Additionally, we host monthly town halls to connect with our remote employees, recognize their efforts and provide updates on recent achievements, future goals and relevant topics.

7,874

Employees Received Training

2,850

Employees Received Trainings on Health & Safety Measures

5,921

Employees Received Training on Upskilling

17,831

Training Programs Completed in FY 2023

12.21

Average Training Hours Per Employee

86%

Learning & Development Kincentric Employee Survey

Employee Development Programs	Details and Impact
Post graduate Management Programmes in : - Guest Service Management (2 years) - Housekeeping Management (2 years) - Kitchen Management (2 years) - Sales Management (1.5 years)	Graduates of the Management Training Programmes are placed as Deputy Managers in the core departments of the hotel. The organisational benefits of running such programmes is as follows: a) Ensure all department managers have a shared understanding of the organisation's philosophy and objectives of the business. b) Ensure all aspects of operations in the core department are managed efficiently and effectively, thereby achieving the KPIs. c) All managers are groomed to provide delightful guest experiences in accordance with The Oberoi service philosophy. d) All managers are competent to achieve assigned profitability or business targets.
Executive Development Programme for all departments	The programme is such that a participant undergoes intensive three month training which is full time.

### HUMAN CAPITAL RETURN ON INVESTMENT

Particular	FY 2019-2020	FY 2020-2021	FY 2021-22	FY 2022-23
Total Revenue (INR Million)#	15,963	4,971	9,853	20,188
Total Operating Expenses (INR Million)#	15,081	9,674	11,457	15,832
Total employee-related expenses (salaries + benefits) (INR Million)#	4,692	3,519	3,737	4,312
Total Permanent Employees*	3,929	3,204	7,543	8,297

# Total Revenue, Total Operating Expenses, and employee related expenses are on consolidation basis.

\* Total Permanent Employees does not include international hotels for FY 2019-2020 and FY 2020-2021

### EMPLOYEE SUPPORT PROGRAM

#### Paid parental leave for primary caregiver

An 85% retention rate has been observed in the female employees who took parental leave.

### EMPLOYEE TURNOVER RATE

Particulars	FY 2019-2020	FY 2020-2021	FY 2021-22	FY 2022-23
Voluntary	30%	27%	41%	43%
Involuntary	18%	32%	28%	22%
Total Employee Turnover Rate	14%	51%	61%	60%

### GENDER PAY INDICATORS

Management wise	Male		Female	
	Average of Fixed CTC (INR)	Average of Variable Pay (INR)	Average of Fixed CTC (INR)	Average of Variable Pay (INR)
Executive Level	14,422,174	3,605,544	5,495,499	1,203,401
Management Level	2,097,863	293,875	1,659,126	174,971
Non-Management Level	338,440	15,943	257,353	15,683

Note:- Executive Level – Who reports to CEO/Chairman, Management level – all executives, Non-management – all staff.

### HIRING INDICATORS

Particulars	FY 2019-2020	FY 2020-2021	FY 2021-22	FY 2022-23
No. of new employee hires	2,944	1,168	2,951	3,980

### WOMEN IN ALL MANAGEMENT POSITIONS

Women at Management Level	%	Women at Management Level	Eng/IT	Revenue Generating
Top Management	5%	Top Management	0	1
Management Level	56%	Management Level	1	57
Jr. Management Level	38%	Jr. Management Level	0	26

Note: Top Management - L1 and above; Management Level - L2 to L4; Jr. Management Level - L5 to L7



## Occupational Health & Safety

### OHS PROGRAM

Employee health and safety is one of the strategic priorities for EIH Limited. We have adopted a comprehensive approach to occupational safety that involves identification of occupational health and safety risks for all existing/new/ modified activities, processes, services, including routine and non-routine activities and prioritization basis their severity. We focus on risk mitigation through the implementation of various safety-related policies and procedures. To ensure adherence with these policies, we conduct diligent and systematic safety audits. Once the audit is completed, a detailed safety audit report is created and shared with all concerned functional heads. We have a stringent safety-audit mechanism that facilitates conducting safety audits at multiple levels throughout the year:

Safety Supervisors  
Conduct Daily  
Inspection

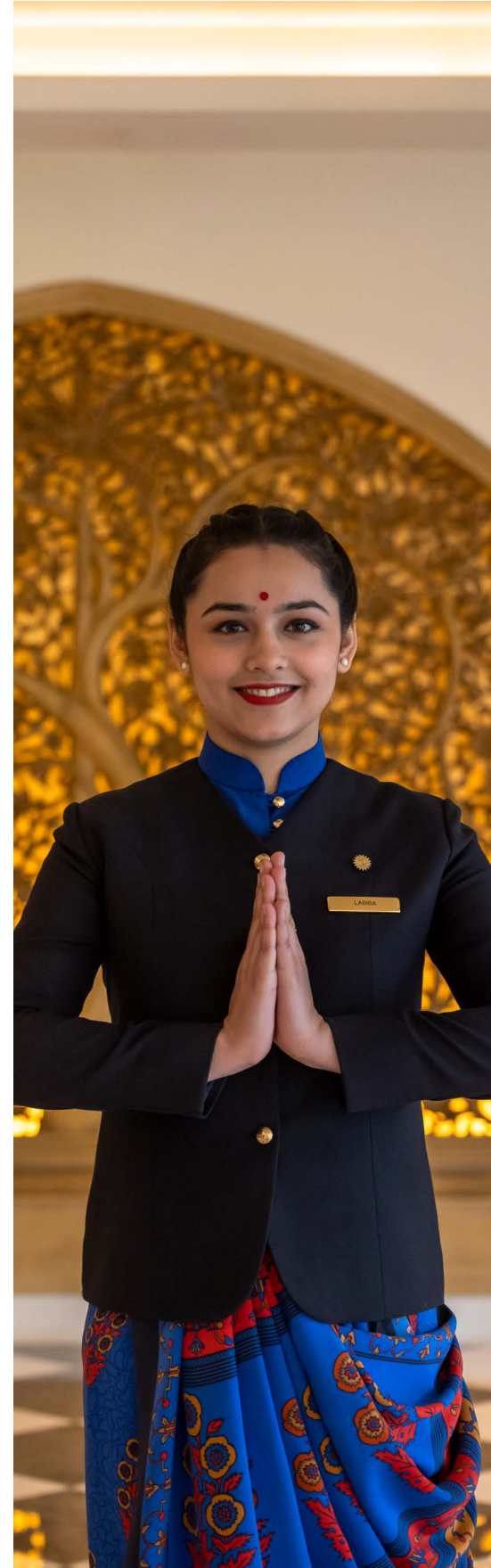
Monthly  
safety audits  
conducted by site  
Chief Security  
Officer(CSO)

Quarterly safety  
audit by general  
manager

Six monthly safety  
audit by Group  
(CSO)

Third party safety  
audits as required

Mandatory  
briefing and pre-  
work inspections  
before starting any  
work



### DETAILS OF SAFETY RELATED INCIDENTS

Safety Incident/Number	Category	FY 2021-22	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (Per One-Million-Person Hour Worked)	Employees	NIL	NIL
	Workers	NIL	NIL
Total Recordable Work-Related Injuries	Employees	26	35
	Workers		
Number of Fatalities	Employees	NIL	NIL
	Workers	NIL	1
High Consequence Work Related Injury or Ill Health (Excluding Fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

## Stakeholder Engagement

### STAKEHOLDER ENGAGEMENT GOVERNANCE

Policy/Procedure to Ensure that the Corporate Stakeholder Engagement Strategy is Applied Consistently Across all Organization

The Stakeholder Engagement Policy

Person Ultimately Responsible for Stakeholder Engagement

Mr. Anil Kumar Nehru  
Chairperson, Stakeholder Relationship Committee

## Customers

### CUSTOMER SATISFACTION

	FY 2020-2021	FY 2021-22	FY 2022-23
Net Promoter Score	92.35%	90.65%	78.00%





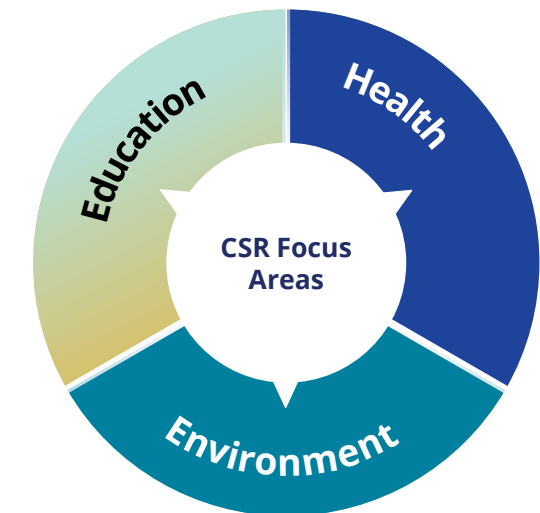
## Corporate Social Responsibility

### PROJECT SAKSHAM

In collaboration with SOS Children's Village, a non-governmental organization (NGO), we have extended our impact beyond our organization. Through this partnership, we are dedicated to supporting the education and well-being of underprivileged children. Our employees actively participate in these initiatives and have formed meaningful connections with the community. To promote transparency and accountability, we have implemented a clear communication process that enables our stakeholders to directly report any concerns or provide feedback. Together, we strive to create a positive and inclusive environment for all.

### Impact on Local Communities

We have collaborated with local communities to empower children and young adults with special abilities, enabling them to experience a better quality of life. Our efforts extend to various initiatives such as wildlife conservation, clothing donations for those in need and organizing blood donation drives. Through active engagement and support of local communities, we aim to make a positive and enduring impact on the lives of those around us.



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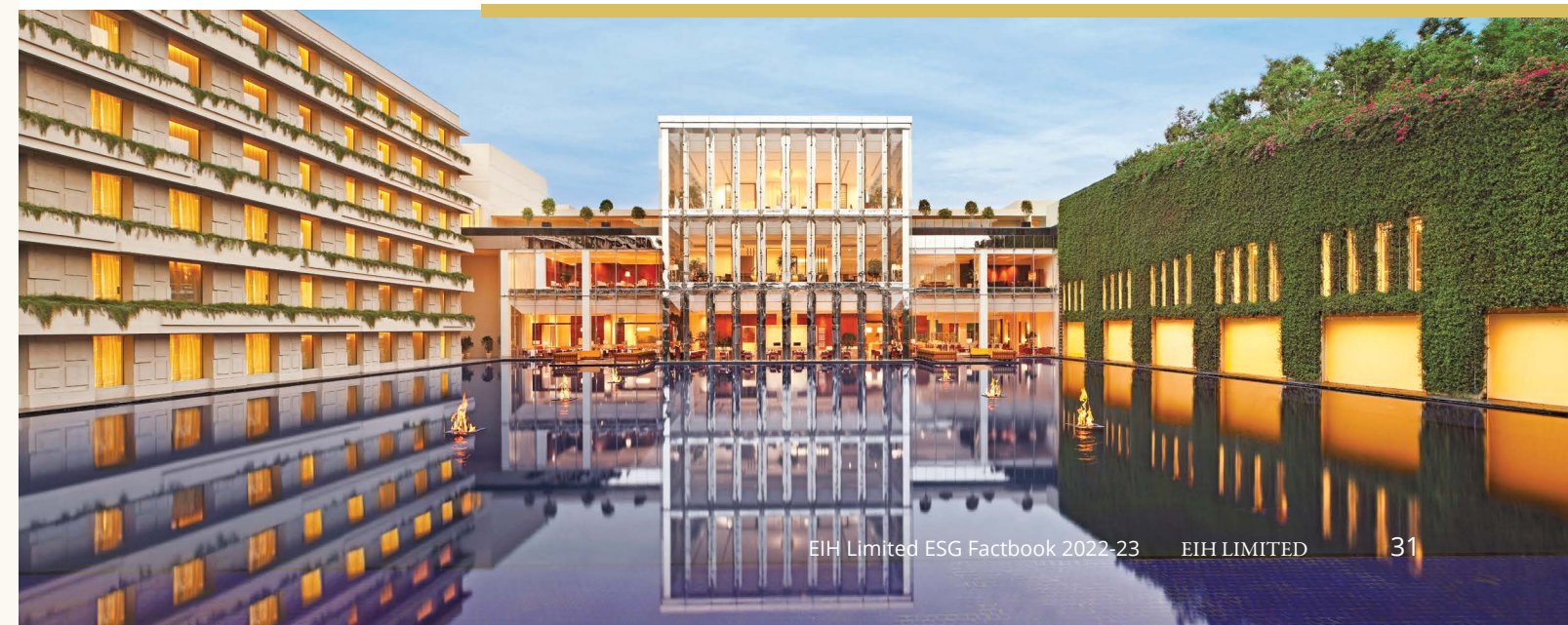
Family Homes Benefitted

96

Children Benefitted

₹14.6

Spent on Donations





*ElH Limited*  
A MEMBER OF THE OBEROI GROUP

CIN: L55101WB1949PLC017981

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