



CHALET
HOTELS

Environmental-
Social-Governance
(ESG) Highlights

FY2021-22

ABOUT CHALET HOTELS LIMITED

Part of the K Raheja Corp group, Chalet Hotels Limited is an owner, developer, asset manager and operator of high-end hotels and a hotel led mixed-use developer in key metro cities across India such as Mumbai Metropolitan Region, Hyderabad, Bengaluru, and Pune. The Company focusses on driving business efficiencies and sustainable growth right from the pre-development stage, through the entire lifecycle of assets, while maximising returns on every square foot owned and operated.

The Company's portfolio comprises seven fully operational hotels representing 2,554 keys, across mainstream and luxury segments, and two commercial spaces, representing ~0.9 mn sq.ft. in close proximity to the hospitality assets.

VISION



To create extraordinary shareholder value through enduring experiences for our guests, partners, colleagues and communities with a commitment to a sustainable future.



Intent: Keep shareholders as key focus for why we do business. Create value when we create lasting experiences for four key stakeholders – our guests, partners, colleagues and communities.

COMMITMENT



In line with its commitment to create a greener future, the Company has integrated aspects of ESG across the value chain into its business model, some of these initiatives include protecting the environment, uplifting our communities and demonstrating rightful business conduct.

ESG SCOPE AND REPORTING BOUNDARY

Chalet Hotels has highlighted the ESG Performance of 7 hotels as mentioned below.



JW Marriott Mumbai Sahar



The Westin Mumbai Powai Lake



Four Points by Sheraton Navi Mumbai



Bengaluru Marriott Hotel Whitefield



The Westin Mindspace Hyderabad

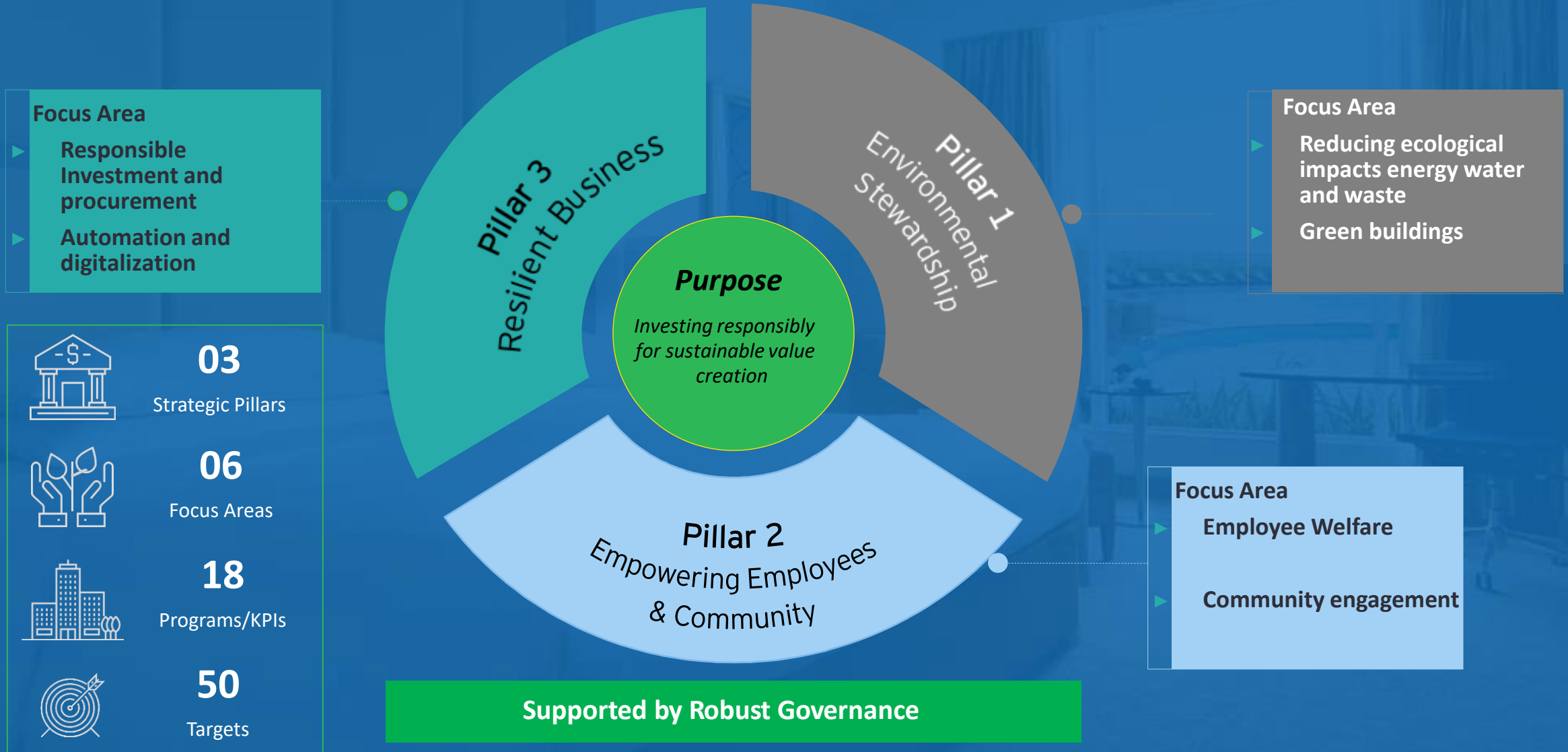


Novotel Pune Nagar Road



Marriott Executive Apartments

ESG STRATEGY



ESG HIGHLIGHTS



ENVIRONMENTAL HIGHLIGHTS

Energy Management



Chiller Plant Optimization

Optimizing air conditioning operations to reduce energy consumption and ensure ongoing operational efficiency



IoT Based Solutions

AI and ML assists in collecting data from various critical equipment and enable real-time root cause analysis



Low Approach Cooling Tower

Provides high rate of heat transfer and increased efficiency of cooling tower, reducing energy consumption



Building Management System (BMS)

Real-time operation of utilities like lighting and HVAC equipment remotely; better resource utilization



Heat Pumps

Replacement of HSD-powered hot water generators with electrically powered ones; reduced CO2 emissions



Heat Recovery Wheels (HRW)

HRW rotates between the air streams and transfers energy between fresh air and exhaust air; reduces HVAC load



Electronically Communicated EC Fans

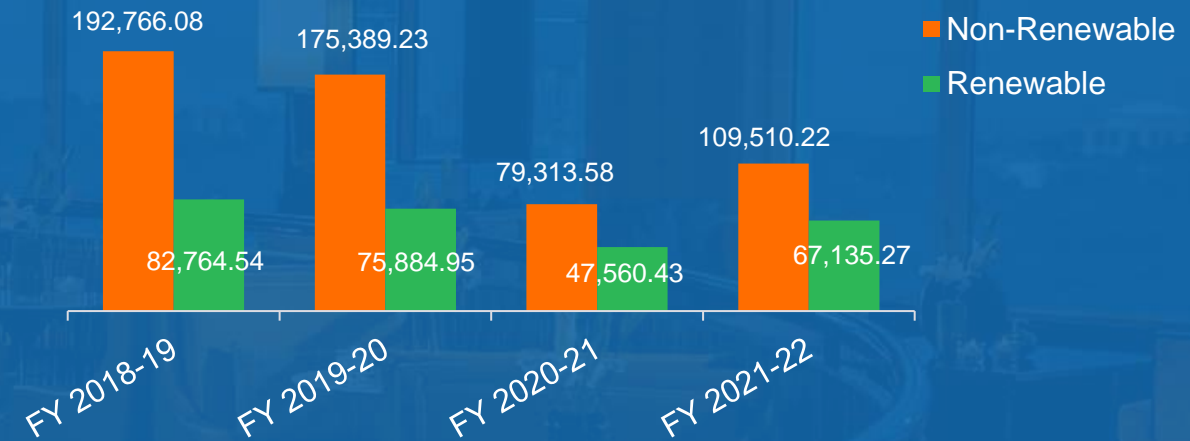
Used in Air Handling Units and reduces energy consumption by 16-18%



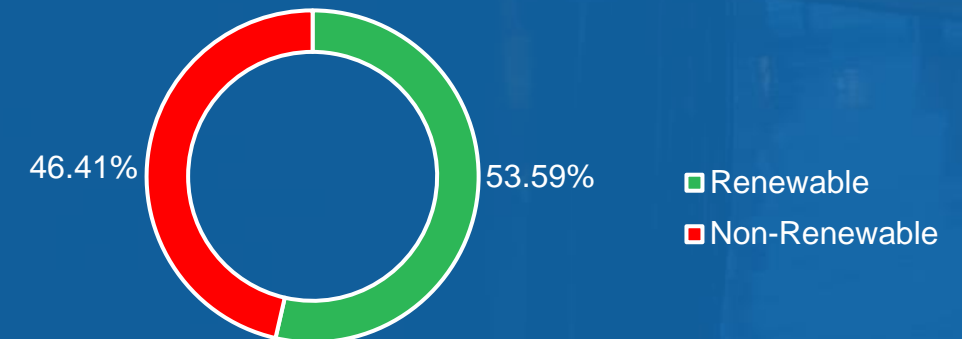
Pressure Independent Control Valves (PICV)

Controls chilled water for Air Handling Units; Implemented for Fan Coil units for accurate temperature control, thereby improving guest comfort and reduction in energy consumption.

Energy (Direct + Indirect) Consumption (GJ)



FY 2021-22 Indirect Energy Consumption (GJ)



Chalet Hotels have not paid any significant fines related to environmental or ecological issues in the past four fiscal years.

ENVIRONMENTAL HIGHLIGHTS



Conservation

Installed the below- water efficient units to Reduce Consumption and Reduce Wastage.

- Aerators in taps in public areas, guest rooms, back of the house areas
- Sensor-based taps
- Dual flushing in all WCs
- Waterless urinals
- Opt in-out option for daily linen change to guests



Recycling

- Zero Wastewater discharge policy with 100% water recycled- on premises. Properties equipped with:
 - Sewage treatment plant
 - Effluent treatment plant
 - Ultra-filtration plant
- Zero Wastewater Discharge: Recycled water is then reused for flushing, floor cleaning, cooling towers and gardening

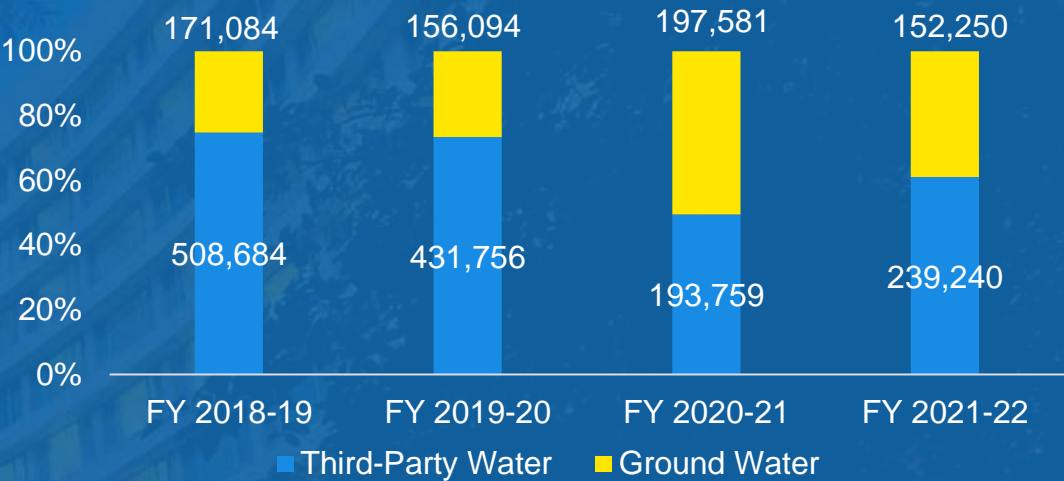


Harvesting

- Rainwater Harvesting
- Re-charging ground water by using ring well discharge system

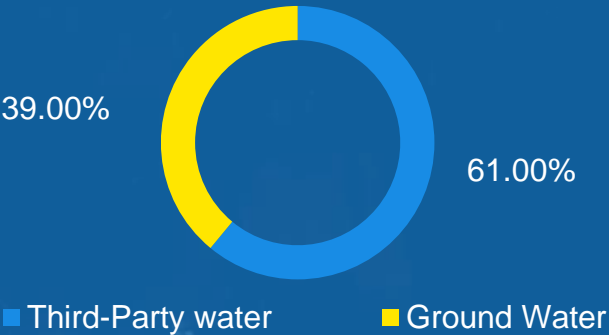
Water Management

Water Withdrawal (m3)



Year	2018-19	2019-20	2020-21	2021-22
Consumption kL/Available Room/Day	0.70	0.62	0.35	0.43

FY 2021-22 Water Withdrawal (m3)



ENVIRONMENTAL HIGHLIGHTS



Wet Waste

- Installed Natural Drum Waste Converters (OWC) across hotels to convert organic waste into compost which is then used in horticulture
- 100% wet waste converted to manure



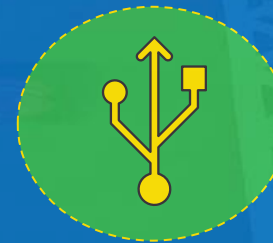
Cooking Oil Recycling

Partnered with MPCB-certified vendor to recycle used or waste cooking oil and converting it into biofuel – Emerging best practice, expanding throughout hotel portfolio



Reducing Food Wastage

1. Educate staff about food wastage – no dustbin day, daily monitoring of food wastage
2. Single diner portion available to in-house guests to avoid wastage
3. Minimize wastage in food preparation



E-Waste Management

Chalet Hotels ensures responsible disposal of e-waste through a certified vendor and continues to comply with the legal requirements of disposal of e-waste

Tackling the Single-Use Plastic Challenge

Chalet Hotels have set up water bottling plants using glass bottles and installed provisions for bulk amenities in the guest rooms of their hotels to reduce the usage of single-use plastic

SOCIAL HIGHLIGHTS

CHALET HOTELS CONCERNS AND INITIATIVES

Pride Policy

Zero discrimination on hiring, financial support for surgeries, adoption assistance, professional counselling and workshops on gender sensitization, embracing gender differences.

Aanchal Policy

Chalet Hotels have undertaken initiatives to support expectant mothers in achieving work-life balance and overcoming challenges.

Fab Women

Chalet Hotels offer expert consultation and circulars on making most of professional opportunities and better lifestyle choices.

Women Leadership Programs

Through these programs Chalet Hotels ensure that the leadership of their organization is diverse, well-represented and brings multiple perspectives.

Adoption Assistance Policies

Chalet Hotels also extend support and coverage for parents in the process of adoption.

Paternity Leave

Chalet Hotels provide 5-day fully paid leave policy to help new fathers fulfil their new parental duties.

Equal Opportunity Employer

Providing and maintaining equal opportunities at the time of recruitment as well as during the course of employment ignoring caste, creed, gender, disability or sexual orientation.

SOCIAL HIGHLIGHTS

Corporate Social Responsibility

CSR Policy

Our CSR philosophy is our commitment to our stakeholders to conduct business in an economically, socially and environmentally sustainable manner that is both transparent and ethical.

- The CSR Policy of Chalet enables it to embark on a CSR journey covering various initiatives
- Chalet had the continued focus on sustainability initiatives within the operating properties and the development pipeline
- Chalet extended its CSR program towards providing healthcare initiatives
- Livelihood creation for persons with disabilities by providing a vocational and skill enhancement programs
- CSR Spend During the Year is INR 0.7 million.

CSR Focus



Education

Access to quality education and skill development enhancement

Health

Healthcare and medical welfare for all

Environment

Environmental sustainability, ecological balance, conservation of natural resources

Disaster Response

Building capabilities for responding to disasters / mitigating the impact of disasters

SOCIAL HIGHLIGHTS

Workforce Breakdown

Achievements

Improved Ranking in **Great Place to Work** survey: #4 in India and #40 in Asia



Certified in 2022: 2nd year in a row



Ranked #40 in 2021



Recognized among 'Top 10 Mid-size India's Best Workplaces for Women 2021'

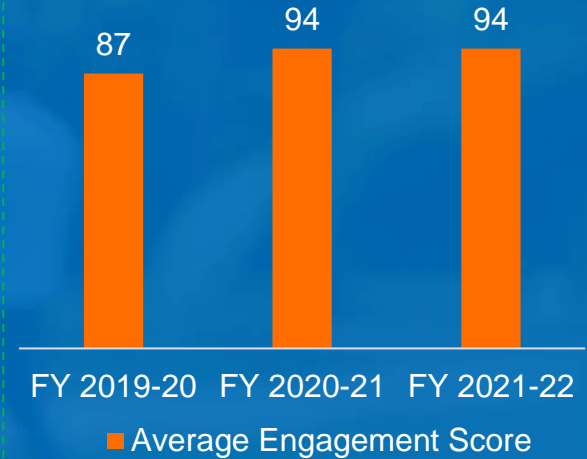


Certified in 2022: 3rd year in a row

Employee Engagement*

Scoring Parameters for Employee Engagement :

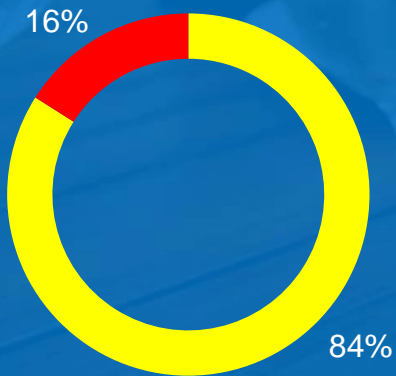
1. Trust Index
2. Management Credibility
3. Respect for People
4. Fairness at the Workplace
5. Pride
6. Employee Camaraderie



*Average engagement score is based on the survey scores of "Great Place to Work"

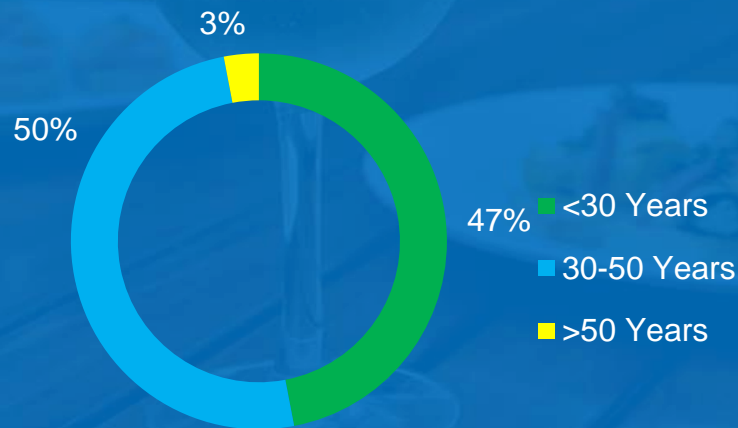
Chalet Hotels recorded a total of 1,969 employees as of 31 March 2022

Workforce



Gender-wise

■ Male
■ Female



Age-wise

■ <30 Years
■ 30-50 Years
■ >50 Years

SOCIAL HIGHLIGHTS

Employee Turnover Rate, New Hiring

Employee Engagement



Total Employee Training Hours- 1,30,257 Hours

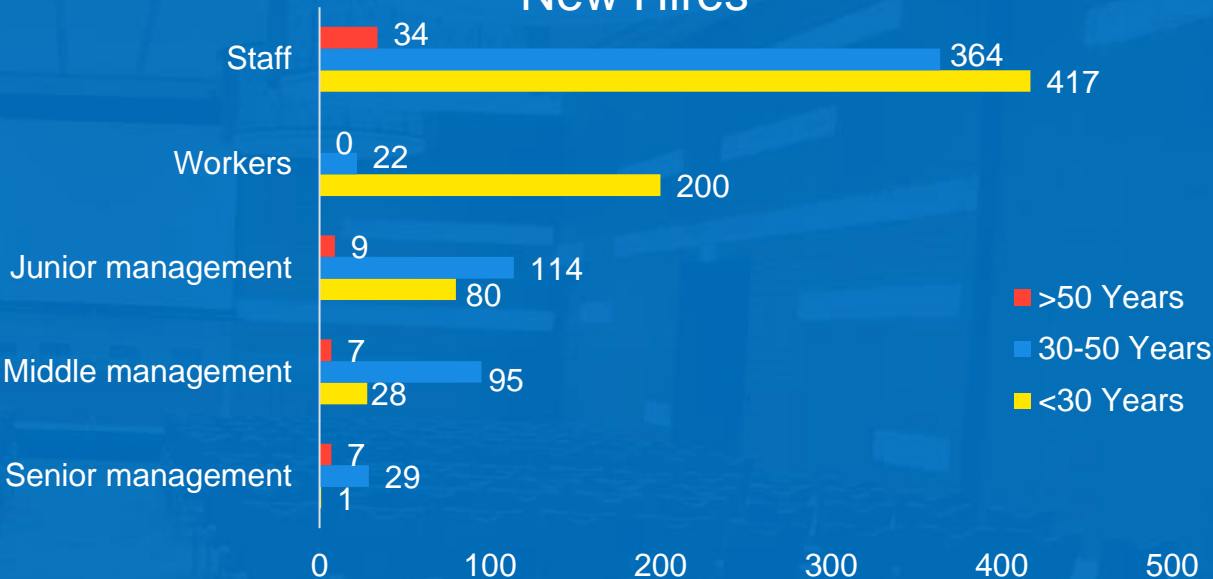


Average Hours per Full-Time Employee (FTE) of Training and Development: 58.41 Hours

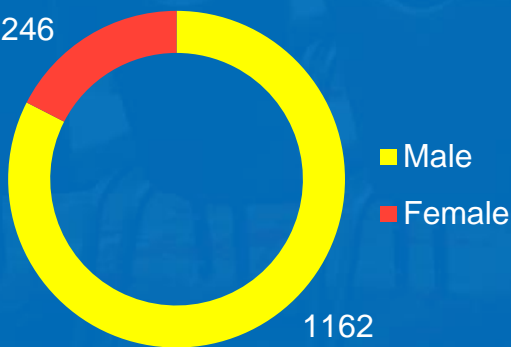


- Stride with Pride Workshop
- Disability Awareness Workshop

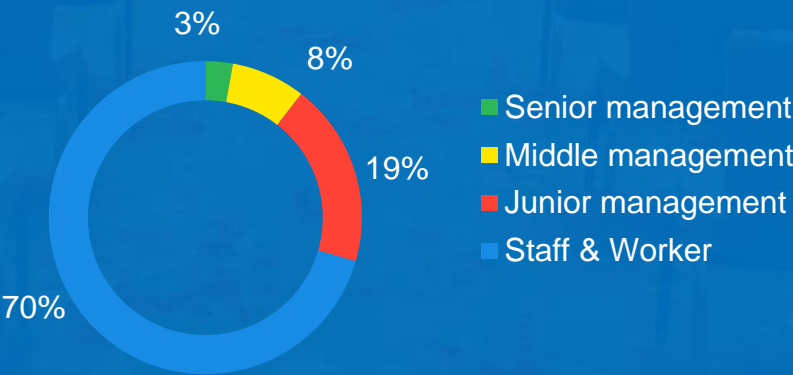
New Hires



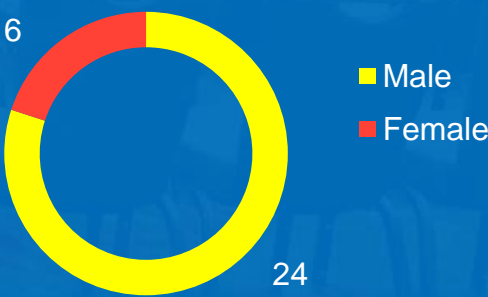
New Hires: Gender-wise



Employee Turnover Rate



Employee Turnover Rate: Gender-wise



SOCIAL HIGHLIGHTS

Employee Health and Safety

- High standards of health, safety and care for employees is led by the Health and Safety Committee
- During FY 2021-22, 16 work related injuries were recorded
- Zero fatalities were reported across all four financial years of FY 2018-19, 2019-2020, 2020-21 and 2021-22

Employee Development Programmes

Employee Well-being Assistance Program (EWAP)

Chalet Hotels provides employee care and assistance under it's high-quality Employee Well-being Assistance Program (EWAP)



Group
Mediclaim
Insurance



Personal
Accident
Insurance



Term Life
Insurance



Access to EWAP
24*7 Helpline
Number



Regular Health
and Dental
check-up camps



Display proper
signage and
hold safety
training for all
employees



Enhanced
cleaning and
sanitation
protocols



100%
employees have
received COVID-
19 vaccine shots

Chalet Hotels aspire to conduct Human Rights Due Diligence for two of our hotels by FY 2023.

GOVERNANCE HIGHLIGHTS

CHALET
HOTELS

Environmental-Social-Governance (ESG) Highlights FY2021-22

Board Members

1

Hetal Gandhi

Chairperson and Independent Director

2

Joseph Conrad D'Souza

Independent Director

3

Radhika Piramal

Independent Director

4

Arthur de Haast

Independent Director

5

Ravi C. Raheja

Promoter and Non-Executive Director

6

Mr. Neel C Raheja

Promoter and Non-Executive Director

7

Mr. Sanjay Sethi

MD & CEO



GOVERNANCE HIGHLIGHTS

IT Security Governance



Initiatives on IT Security Governance

Our IT endeavour is managed at group level. K. Raheja Group is certified with ISO 27001 which is applicable to all properties under Chalet Hotels as well.

No breaches and incidents have occurred for the last 4 financial years: FY 2018-19, FY 2019-20, FY 2020-21 and FY 2021-22.

Training related to IT Security and Data Privacy is provided to all the employees at corporate as well as in the hotels managed by us

Code of Conduct for Board, Senior Management, and Employees covers the compliance related to Information Security

Information Security policy and escalation process is internally available to employees at corporate as well as in the hotels managed by us

GOVERNANCE HIGHLIGHTS

Policies

Environment, Social and Governance (ESG) Policy

Corporate Social Responsibility (CSR) Policy

Related Party Policy

Code of Conduct for Board and Senior Management Policy

Policy for Determination of Materiality of Events

Code of practices & procedures for fair disclosure of unpublished price sensitive information

Supplier Code of Conduct*

Environment Policy

Prevention of Sexual Harassment (POSH) Policy

Risk Management Policy

Vigil Mechanism and Whistle Blower Policy

Policy on Familiarisation Programme for Independent Directors

Policy for Appointment of Directors & Remuneration of Director and Senior Management

Board Diversity Policy*

Business Responsibility Policy

Employee's Code of Conduct

Dividend Distribution Policy

Preservation of Documents & Website Archival Policy

Code of Internal Procedures & Conduct for Regulating, Monitoring & Reporting Trading by Designated Persons

Internal Audit Charter

Human Rights Policy*



CHALET

HOTELS

Environmental-Social-Governance (ESG) Highlights FY2021-22

Chalet Hotels Limited
Raheja Tower, Level 4,
Plot No. C-30, Block G,
Next to Bank of Baroda,
Bandra Kurla Complex,
Bandra (East),
Mumbai - 400 051.

