

# **Chalet Hotels Limited**

CIN: L55101MH1986PLC038538

Raheja Tower, Plot No. C-30, Block 'G', Next to Bank of Baroda, Bandra Kurla Complex, Bandra (E), Mumbai 400051  
Website: www.chalet-hotels.com Tel: 91-22-26564000

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## **BUSINESS RESPONSIBILITY POLICY**

This Policy on Business Responsibility ('BR Policy' or 'Policy') is framed by Chalet Hotels Limited ('the Company') in accordance with the requirements of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('Listing Regulations').

This Policy lays down the Company's commitment to the principles laid down in the National Voluntary Guidelines (Guidelines) on Social, Environmental and Economic responsibilities of Business published by the Ministry of Corporate Affairs.

This Policy is adopted by the Board of Directors at its Meeting held on February 10, 2020 and shall be reviewed by the Board from time to time.

Our Business Practices would be governed by the following guiding principles:

### **Principle 1: To conduct and govern our Business with Ethics, Transparency and Accountability, by way of:**

1. Development of governance structures, procedures and practices that ensure ethical conduct at all levels; and promote the adoption of this principle across its value chain
2. Communication of transparency and assuring access to information about decisions that impact relevant stakeholders
3. Not engaging in practices that are abusive, corrupt, or anticompetition
4. Truthful discharge of responsibility on financial and other mandatory disclosures.

### **Principle 2: To provide goods and services that assure safety and contribute to sustainability throughout their life cycle by:**

1. Assuring safety and optimal resource use over the life-cycle of the product
2. Raising the consumer's awareness through product labelling and helpful marketing communication,
3. Providing details of contents and composition and promotion of safe usage and disposal of their products and services.
4. Ensuring that manufacturing processes and technologies required to produce it are resource efficient and sustainable
5. Regularly reviewing and improving upon the process of new technology development, deployment and commercialization, incorporating social, ethical, and environmental considerations.
6. Recognizing and respecting the rights of people who may be owners of traditional knowledge, and other forms of intellectual property.
7. Recognizing that over-consumption results in unsustainable exploitation of our planet's resources, and should therefore promote sustainable consumption, including recycling of resources.

### **Principle 3: To promote the wellbeing of all employees by:**

1. Respecting the right to appropriate grievance redressal mechanisms.
2. Providing and maintaining equal opportunities at the time of recruitment as well as during the course of employment irrespective of caste, creed, gender, race, religion, disability or sexual orientation.
3. Businesses should not use child labour, forced labour or any form of involuntary labour, paid or unpaid.
4. Businesses should take cognizance of the work-life balance of its employees.

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5. Businesses should provide facilities for the wellbeing of its employees including those with special needs.
6. Communicating policies and training them on a regular basis.
7. Continuous skill and competence upgrading of all employees by providing access to necessary learning opportunities, on an equal and non-discriminatory basis. Promotion of employee morale and career development through enlightened human resource interventions.
8. Creation of systems and practices to ensure a harassment free workplace where employees feel safe and secure in discharging their responsibilities.

## **Principle 4: To respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized, by**

1. Systematically identifying stakeholders, understanding their concerns, defining purpose and scope of engagement, and commitment to engage with them.
2. Acknowledging and assuming responsibility and be transparent about the impact of their policies, decisions, product & services and associated operations on the stakeholders.
3. Giving special attention to stakeholders in areas that are underdeveloped.
4. Resolving differences with stakeholders in a just, fair and equitable manner.

## **Principle 5: To respect and promote human rights by,**

1. Understanding the human rights and acknowledging that, human rights are inherent, universal, indivisible and interdependent in nature.
2. Integrating and respecting the principles of human rights in management systems, in particular by way of assessing and managing human rights impacts of operations, and ensuring all individuals impacted by the business have access to grievance mechanisms.
3. Recognizing and respecting human rights of all relevant stakeholders, including that of communities, consumers and vulnerable and marginalized groups.
4. Promoting awareness and realization of human rights across the value chain, which is within the sphere of our influence.
5. Not being complicit with human rights abuse by a third party.

## **Principle 6: To respect, protect, and make efforts to restore the environment by,**

1. Utilizing natural and manmade resources in an optimal and responsible manner and ensuring sustainability of resources by reducing, reusing, recycling and managing waste.
2. Taking measures to check and prevent pollution and assessing environmental damage and bearing the cost of pollution abatement with due regard to public interest, wherever possible.
3. Ensuring that, benefits arising out of access and commercialization of biological and other natural resources and associated traditional knowledge are shared equitably.
4. Continuously seeking to improve environmental performance by adopting cleaner production methods, promoting use of energy efficient and environment friendly technologies and use of renewable energy.
5. Developing Environment Management Systems (EMS) and contingency plans and processes that help in preventing, mitigating and controlling environmental damages and disasters, which may be caused due to our operations or that of a member of our value chain.
6. Reporting our environmental performance, including the assessment of potential environmental risks associated with the operations, to the stakeholders in a fair and transparent manner.
7. Proactively persuading and supporting the value chain to adopt this policy.

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## **Principle 7: To behave responsibly when involved in influencing public and regulatory policy by:**

1. Ensuring that while pursuing policy advocacy, our advocacy positions are consistent with these Principles and core elements of the Guidelines.
2. Utilizing to the extent possible, trade and industry chambers and associations and other such collective platforms to undertake policy advocacy.

## **Principle 8: To support inclusive growth and equitable development by,**

1. Understanding the impact of inclusive growth and equitable development on social and economic development and responding through appropriate action to minimise the negative impacts.
2. Innovating and investing in products, technologies and processes that promote the wellbeing of society.
3. Making best efforts to complement and support the development priorities at local and national levels and assuring appropriate resettlement and rehabilitation of communities who have been displaced owing to our business operations.
4. While operating in regions that are underdeveloped, ensure sensitivity to local concerns.

## **Principle 9: To engage with and provide value to our customers and consumers in a responsible manner by,**

1. Ensuring that, while serving the needs of their customers, the overall well-being of the customers as well as society is taken into account.
2. Ensuring that we do not restrict the freedom of choice and free competition in any manner while designing, promoting and selling our products.
3. Making full disclosures of all information truthfully and factually, through labelling and other means, including the risks to the individual to society and to the planet from the use of the products (to the extent applicable), so that the customers can exercise their freedom to consume in a responsible manner. Where required, education of customers on the safe and responsible usage of products and services will be undertaken.
4. Ensuring that promotion and advertisements of our products do not mislead or confuse the consumers or violate any of these principles.
5. Exercising due care and caution while providing goods and services that result in over exploitation of natural resources or lead to excessive conspicuous consumption.
6. Providing adequate grievance handling mechanisms to address customer concerns and feedback.

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