

**AmbujaNeotia**

**Ambuja Housing & Urban  
Infrastructure Company Limited**

**Responsible Growth:  
Our Journey of Impact**



**Sustainability Report | FY 2023-24**

## ► Ambuja Housing & Urban Infrastructure Company Limited Directors

**Mr. Harshavardhan Neotia**  
Chairman and Non-Executive Director

**Mr. Umang Vikram Jain**  
Independent Director

**Mr. Pramod Ranjan Dwivedi**  
Whole-time Director

**Mr. Pradeep Lal Mehta**  
Non-Executive Director

**Mrs. Chandra Kanta Mitra**  
Independent Director

**Mr. Vikash Jaju**  
Nominee Director

## ► Registered Office

Ecospace Business Park Plot-II/F/11 Block - 4B,  
3rd Floor, New Town, Rajarhat Kolkata - 700160

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## Responsible Growth: Our Journey of Impact

At Ambuja Neotia, sustainability is not merely a philosophy—it is the heart of everything we build. For us, real estate development transcends bricks and mortar; it is about crafting inclusive communities where people thrive in harmony with their natural environment.

As custodians of the future, we are steadfast in our commitment to championing sustainable practices. Each project reflects our dedication to India's vision of a greener, cleaner, and more balanced tomorrow. By combining innovation, collaboration, and responsibility, we aim to redefine real estate development as a driver of environmental stewardship and societal well-being.

From thoughtfully designed residential communities offering panoramic vistas to state-of-the-art commercial spaces fostering growth and mixed-use developments blending convenience and lifestyle, our portfolio exemplifies architectural excellence and sustainable design.

Our sustainability ethos runs deep—manifested in environmentally conscious design strategies, eco-friendly construction practices, and robust community engagement. Every initiative is rooted in our vision to create resilient, vibrant spaces that uplift the quality of life for today's residents while safeguarding resources for generations to come.

At Ambuja Neotia, we don't just build spaces—we nurture ecosystems that embody the promise of responsible growth and sustainable living.



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# About the Report

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# ► About

## Ambuja Housing and Urban Infrastructure Company Limited

At Ambuja Neotia, we are dedicated to embedding sustainability across various facets of our business, ensuring that our initiatives align with both national and global priorities. As a meaningful step in this journey, we present our comprehensive Sustainability Report for the financial year 2023-2024. This report not only highlights our progress but also reaffirms our commitment to driving positive change and fostering a sustainable future for all.

### 1.1 Organisational details (GRI 2-1)

Ambuja Housing & Urban Infrastructure Co. Ltd. (referred herein after as “Ambuja”, “Ambuja Neotia”, “us”, “our”, “we”, “ours”, “We”, “Our”, “the Company”, “Company” or “The Company”) is a public company headquartered in Kolkata with operations spread across eastern part of India. Through this report we aim to communicate our efforts in sustainability across our real estate business to all our internal and external stakeholders.

This report discloses our performance against Key Performance Indicators (KPIs) which are aligned with the ‘Global Reporting Initiatives (GRI) Standards 2021’ and United Nations Sustainable Development Goals (UN SDGs). We have conducted comprehensive materiality assessment and have extensively engaged with our internal and external stakeholders, to assess the most vital sustainability considerations recognised by them. This report includes the sustainability performance of the company against the material topics that have been identified and acknowledged.

### 1.2 Entities included in sustainability reporting (GRI 2-2)

This report focuses on the sustainability performance of Ambuja Housing & Urban Infrastructure Co. Ltd. (AHUICL) and its subsidiaries as well as associate companies. These includes: Ambuja Realty Development Limited (ARDL), Quality

Maintenance Ventures Limited (QMVL), Ambuja Realty Events and Management Limited (AREML), Ambuja Neotia Teesta Development Private Limited (ANTDPL), Utkarsh Sfatik Limited (USL) and Bengal Ambuja Housing Development Limited (BAHDL).

This report encompasses environmental, social and governance performance across 19 project sites under AHUICL.

### 1.3 Scope and boundary of the report (GRI 2-3)

This report encompasses the annual Environmental, Social and Governance performance of our real estate business for the period from 1st April 2023 to 31st March 2024. It describes our business model, strategy, significant risks, opportunities, overall performance, related outcomes and prospects for the year under review.

The report presents our efforts towards undertaking sustainable and responsible business operations, creating value for our stakeholders, which includes bettering the lives of our employees as well as improving the livelihood conditions of our surrounding communities. The Company has made the best efforts to ensure the completeness and accuracy of the disclosed information.

## 1.4 Restatement of information

(GRI 2-4)

Upon review of the data from the previous reporting period, we confirm that no adjustments or restatements have been made to the reported figures.

### Forward looking statements

Certain statements in this report regarding our business operations may constitute forward-looking statements. These include all statements other than statements of historical facts, including those regarding the financial position, business strategy, management plans and objectives for future operations. Forward-looking statements can be identified by words such as 'believes', 'estimates', 'anticipates', 'expects', 'intends', 'may', 'will', 'plans', 'outlook' and other words of similar meaning in connection with a discussion of future operational or financial performance. Forward-looking statements are

necessarily dependent on assumptions, data or methods that may be incorrect or imprecise and that may be incapable of being realised and as such, are not intended to be a guarantee of future results, but constitute our current expectations based on reasonable assumptions. Actual results could differ materially from those projected in any forward-looking statements due to various events, risks, uncertainties and other factors. We neither assume any obligation nor intend to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

## 1.5 Accountability Statement

This report has been reviewed by the Board of Directors and the Senior Management of the Company. The Board confirms that this Sustainability report provides fair and necessary information on the Company's non-financial performance, business model and strategy.

## 1.6 Suggestions & Feedback

(GRI 2-3)

As a responsible business organisation, we aim towards the disclosure of the most accurate information and data pertinent to all our stakeholder groups. We welcome all feedbacks and suggestions to help us improve our reporting methods.

### Contact point for additional information and clarification:



**Mr. Saurabh Bang**



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# Leadership Message

## Contents of this section

- 2.1 Message from the Chairman
- 2.2 Sustainability Highlights





## ► 2.1 Message from the Chairman

### Dear Stakeholders,

As we stand at the threshold of a new era, where the contours of business success are no longer defined solely by financial performance but are intricately interwoven with social responsibility and environmental stewardship, I am pleased to share with you our journey and commitment towards a sustainable future.

At Ambuja Neotia, our ethos has always been rooted in our belief that success is meaningful only when it is inclusive, when it nurtures the environment and when it stands on the pillars of sound governance. As an organisation, we are committed to making a positive impact and adding value to the social and economic progress of the nation. Which is why, over the past 26 years, the Group has relentlessly strived to uphold the tenets of sustainability, accountability and inclusivity in creating a framework for a better future.

I am happy to present you our Corporate Environmental, Social and Governance (ESG) report - a testament to our unwavering commitment to creating value that extends beyond the balance sheet.

### Environment: Cultivating a Greener Tomorrow

From the tiniest of a hut to the most expansive of a castle, any human built structure is essentially a disruptive intervention in nature. The goal is to soften the scars of this intervention, seeking a delicate harmony - a balance between the echoes of disruption and the beauty we create. Because our planet is not just our home; it is the wellspring of our existence.

Recognizing the critical importance of environmental conservation, we have

embarked on ambitious initiatives aimed at minimising our ecological footprint. From implementing energy-efficient practices in our operations to embracing renewable energy sources, we are dedicated to ensuring that every step we take is in harmony with nature.



Furthermore, our commitment extends to sustainable architecture and responsible urban development. The spaces we create are not just structures; they are ecosystems that foster a symbiotic relationship between human habitation and the natural world.

## Society: Nurturing Communities, Empowering Lives

A business is only as strong as the communities it serves. At Ambuja Neotia, we understand that the well-being of our society is intrinsically linked to our success. Our social initiatives span education, healthcare and skill development, development and promotion of art and culture, with a singular focus on empowering lives.

From educational scholarships that light the path to knowledge to healthcare programmes that reach the farthest corners of need, we are committed to being catalysts of positive change. Our endeavour is to create communities that thrive, where the dividends of progress are shared equitably.

For us, every individual comes with a potential to make the world a better place. Our intention is to nurture such human potential through a well-planned, intelligent and thoughtful execution of a sound set of environmental, social and governing strategies.

## Governance: Upholding Values, Fostering Trust

Strong governance is the bedrock upon which

sustainable businesses are built. Our commitment to transparency, ethics and accountability is non-negotiable. It is our pledge to uphold the highest standards of corporate governance, ensuring that the trust placed in us is met with unwavering integrity.

As we navigate the complex landscape of business, we do so with a keen awareness of the responsibility that comes with leadership. The decisions we make today echo not just in boardrooms but resonate in the lives of the people we touch and the ecosystems we inhabit.

## A Collective Journey

In closing, I want to emphasize that our journey towards a sustainable future is not a solitary one. It is a collective endeavour and we invite you, our valued stakeholders, to walk this path with us. Your insights, feedback and partnership are integral to our growth and evolution.

At Ambuja Neotia, we don't just build structures; we strive to sculpt meaningful spaces and create heartfelt experiences. With your continued support, we aspire to redefine success, transcending the conventional metrics to create a legacy that resonates with compassion, responsibility and enduring value.

Thank you for being a part of our journey.

Warm regards,  
**Harshavardhan Neotia**  
Chairman, Ambuja Neotia Group



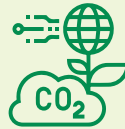
# 2.2 Sustainability Highlights

## Environmental



**579 tCO<sub>2</sub>e**

Scope 1 emissions in FY 2023-24:  
Facility Management and Hospitality



**19,285 tCO<sub>2</sub>e**

Scope 2 emissions in FY 2023-24:  
Facility Management and Hospitality

## Social



**759 Employees**

in FY 2023-24



**97%**

Procurement cost spent toward  
local suppliers in FY 2023-24



**ZERO**

Fatalities in FY 2023-24



**INR 39.83 Lakhs**

CSR Spent in FY 2023-24

## Economic and Governance



**~33%**

Independent directors  
on Board of Directors in  
FY 2023-24



**~17%**

Women participation  
in Board of Directors  
in FY 2023-24



**~INR 20,251  
Lakhs**

Revenue in FY 2023-24

# About: Ambuja Housing & Urban Infrastructure Company Limited

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- 3.2 Our Journey
- 3.3 Our Presence
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- 3.6 Business Value Chain
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- 3.8 Awards and Achievements
- 3.9 Memberships and Associations



## ▶ 3.1 Vision, Mission and Values

Our commitment to transparent and responsible business practices is deeply rooted in our vision, mission, values and organisation culture.



### Vision

#### Transforming Spaces, Enriching Lives

At Ambuja Neotia, we envision creating life-affirming environments that inspire and elevate living experiences. We aim to transform spaces into vibrant ecosystems where communities thrive. Our focus is on setting new standards in quality, sustainability, and innovation. Through thoughtful design, we strive to enrich lives and build a lasting legacy of excellence.



### Mission

#### Making a Difference to the Way People Live

Ambuja Neotia is dedicated to transforming lifestyles and enhancing the quality of life for individuals and communities. Our mission is to create spaces that go beyond conventional real estate, fostering growth, well-being, and a better future.

We aim to redefine modern living with thoughtful design, social responsibility, eco-stewardship, and a focus on long-term value creation for all we serve.



### Values



#### Quality

At Ambuja Neotia, quality is our unwavering commitment. Every project, every detail and every interaction reflect our dedication to delivering excellence.



#### Customer Centricity

Placing customers at our core, we go beyond spaces, aiming to understand and exceed expectations. Listening, innovating and creating enriching experiences define our commitment to valued customers.



#### Trust

Building trust is at the core of our ethos. We pride ourselves on transparent, integral and reliable relationships. Trust is not just the foundation for structures but lasting partnerships with clients, investors and communities.



#### Design

Design is our language and architecture is our expression. Crafting spaces that blend aesthetics, functionality and sustainability, our projects are a testament to our passion for inspiring and elevating the human experience.

## ▶ 3.2 Our Journey



### The Founder

Late Shri Suresh and Shri Vinod Neotia, with Late Shri Bimal Kumar Poddar, commenced entrepreneurial endeavours with Radhakrishna Bimal Kumar (RKBK), initially a Burma Shell franchise, branching out into diverse industries.



### The Genesis of Ambuja Cement

During the mid-1980s, the Neotia brothers partnered with Mr. Narotam Sekhsaria to launch Gujarat Ambuja Cements Limited (GACL), swiftly ascending to industry leadership. In this period they introduced Kolkata's inaugural business club, "The Conclave."



### New Horizons

In 2000, the Bhagirathi Neotia Women & Child Care Centre (BNW-CCC) marked the group's healthcare venture, providing cutting-edge medical services for women and children in Kolkata, while concurrently expanding hospitality ventures with "Swabhumi- the Heritage Plaza," a platform showcasing the rich crafts and cultures from various regions across the country.

1950

1970 - 1980

1980 - 1990

1990 - 2000

2000's

2004



### RKBK Expansion

After Bimal Kumar Poddar's passing, Suresh and Vinod Neotia expanded RKBK into cement, fertilisers and petroleum, reaching a 500 crores turnover by the early 1990s. Concurrently, the Neotia family ventured into textiles, owned collieries that were later nationalized and established Macmet India Limited for engineering contracts and software solutions.



### A Legend Emerges

Harshavardhan Neotia spearheaded the group's expansion into real estate and hospitality, pioneering Udayan~The Condoville, a benchmark in Public-Private Partnerships for social housing, overseeing the sprawling 100-acre hospitality venture, Raichak-on-Ganges and effectively rejuvenating Ambuja Cement Eastern Limited.



### Redefining Retail

In 2004, the group made its foray into the retail sector with City Centre Salt Lake, an iconic property conceptualized by the renowned architect Mr. Charles Correa.



### The Alliance

In 2005, Holcim, the world’s largest cement company, forged an alliance with the Ambuja Group, assuming command of ACC. Subsequently, the group divested a significant portion of their stake in GACL to Holcim, transferring its management control.



### Business Expansion

The group’s retail portfolio expanded with City Centre Haldia and City Centre Raipur, while commercial properties such as Ecostation and Ecosuite were developed. Additionally, the healthcare ventures included the establishment of Neotia Getwel Healthcare Centre, a multispecialty hospital and Genome, a fertility clinic.



### Thriving Together

With a focus on fostering premium experiences, Ambuja Neotia expanded its development portfolio with Urvisha – The Condoville and Utpala – The Condoville in Kolkata, Utsodhaara – Teesta Township, an 81-acre project in Siliguri, and Ecospace Business Towers. Collaborating with Taj, we rebranded Swissotel as Taj City Centre, introduced Taj Chia Kutir in Kurseong and Taj Guras Kutir in Gangtok, relaunched RaajKutir under IHCL SeleQtions, and further diversified by acquiring the Tree of Life chain of hotels.

2005

2005 - 2010

2010 - 2015

2015 - 2020

2020 - Present



### The Neotia Effect

Ambuja Neotia, following a rebranding initiative, diversified into residential, retail, hospitality, business parks, healthcare and education, featuring prominent projects like City Centre New Town, Swissotel, Ujjwala, Ecospace and expanded beyond Kolkata with Uttarayon, the initial residential township in Siliguri, in collaboration with Luxmi Township Ltd. In 2009, the group opened City Centre Siliguri and also merged brands ‘Ambuja’ and ‘Neotia’ to form Ambuja Neotia.

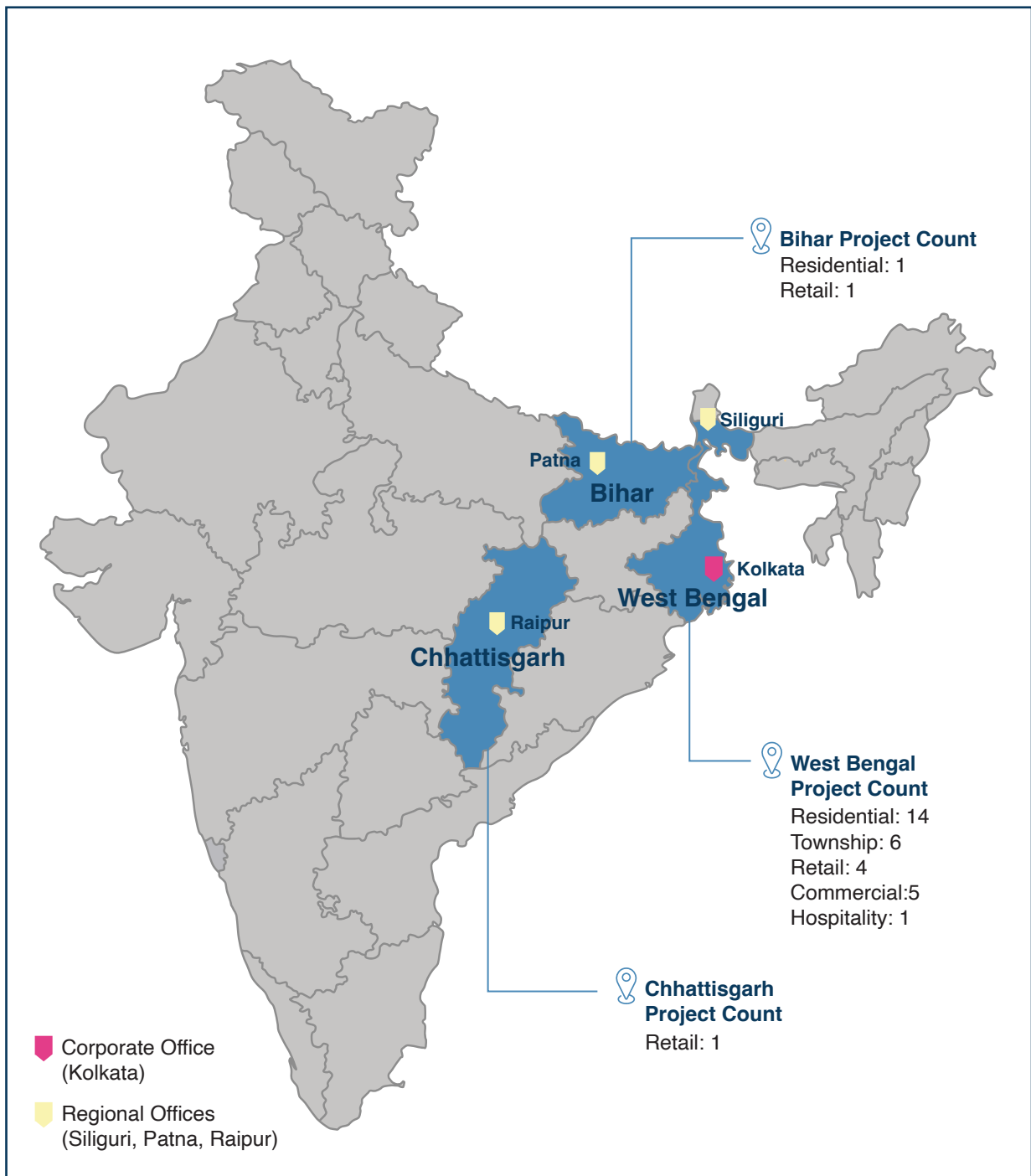


### Dawn of a New Era

After Suresh Neotia’s passing, Harshavardhan Neotia assumed leadership, overseeing the establishment of The Neotia University with modern courses, introducing the 20-acre luxury project Utalika Luxury - The Condoville, unveiling the boutique hotel AltAir and inaugurating Sonar Tori and The Orient at City Centre Salt Lake, relaunching Afraa at City Centre Salt Lake, opening BNWCC in New Town, inaugurating Raajkutir at Swabhumi. The Company also acquired the master franchise of UNO Chicago Bar & Grill for Pan India.

## ▶ 3.3 Our Presence (GRI 2-1)

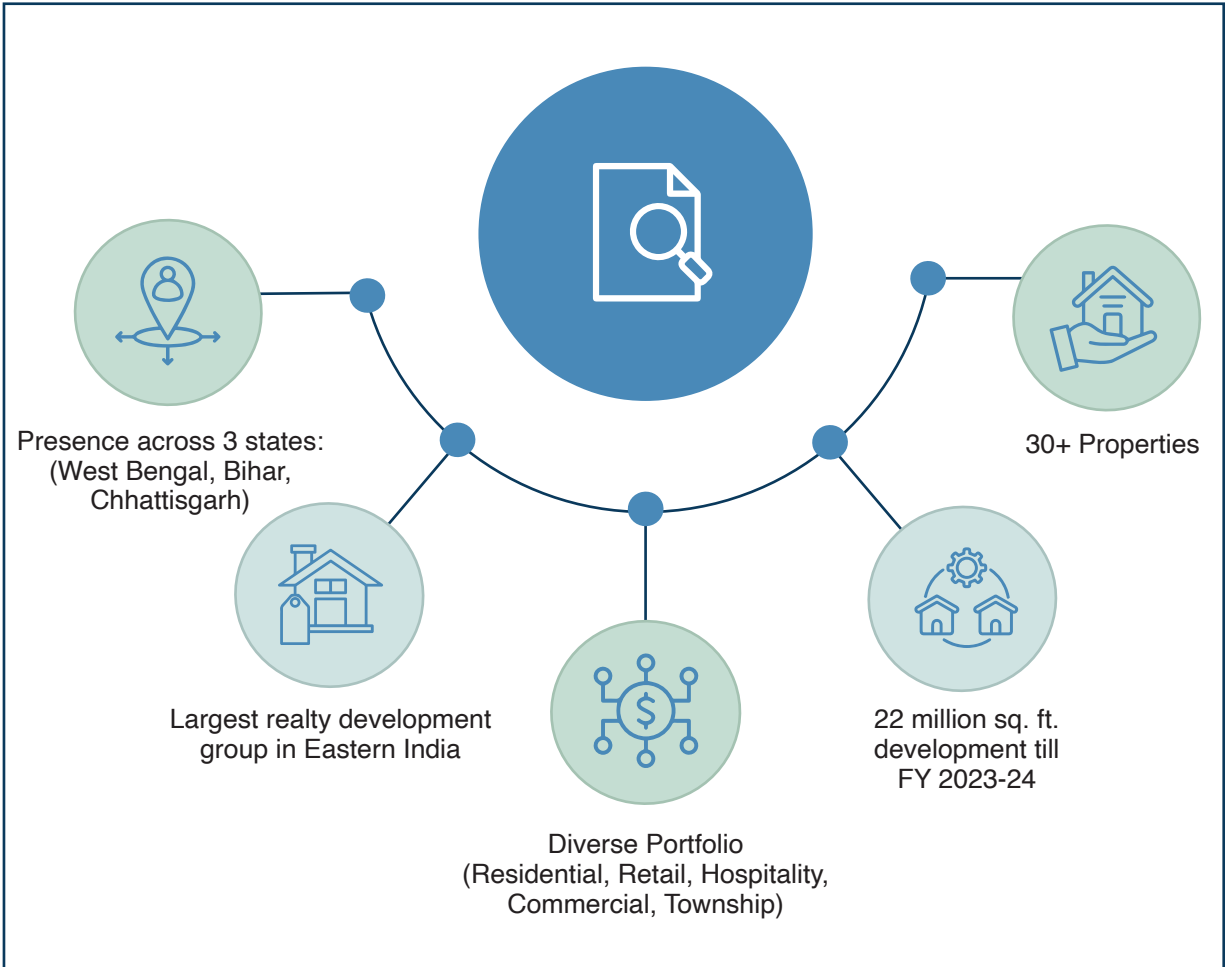

For decades, we have made our mark on the real estate industry, weaving our presence into the rich fabric of East India through our exceptional value proposition across real estate businesses.



Refer to Annexures section for details of projects across locations



# 3.4 Business Overview

## Property Development

As a renowned real estate company, we are firmly dedicated to sustainability and promoting green living. Our foundation rests on the core principles of integrity, modernization, and customer-centricity, where we aim to provide exceptional value and develop assets that endure through time.

With a presence across key states in India, we offer a diverse portfolio of projects, including luxury apartments, affordable housing, vibrant workplaces, and outstanding culinary and hotel experiences. We take great pride in our

cutting-edge designs, quality construction, and thorough attention to detail. Our mission is to cultivate sustainable communities that enhance the quality of life for both residents and professionals while minimising environmental impact.

We strive to create more than just buildings; we are committed to shaping a greener future for generations to come. Our commitment to excellence, innovation, and client satisfaction distinguishes us as a leading player in the market.

With a dynamic team of industry professionals, architects, and urban planners, we are devoted to creating visionary projects that elevate the standards of modern living and working spaces. Through our collaborative approach, we engage with clients, investors, and stakeholders to craft, design, and deliver tailored real estate solutions that align with their unique requirements and aspirations.

Building on a legacy of excellence in construction and a sharp understanding of market opportunities, we have broadened our portfolio to encompass a diverse array of real estate projects, including residential condominiums, townships, shopping malls, business parks, and high-rise towers.

Our journey began with Udayan-The Condoville, which pioneered affordable housing, leading us to develop several more condovilles, including Upohar, Utalika, Ujjwala, and Urvisha. We established townships such as Uttorayon and Utsodhaara in Siliguri and City Centre malls

across Kolkata, Haldia, Siliguri, Raipur, and Patna. Additionally, we expanded into commercial smart and green workspaces with projects like Ecospace Business Park and Eco Centre.

We aim to create more than mere physical spaces. Each of our projects is designed to be the cornerstone of a vibrant, connected, and enriching living experience. We emphasise the seamless integration of mental and physical well-being, with nature being an integral element rather than a mere addition. Ensuring safety and security remains a fundamental priority for us. Energy efficiency, conservation, and sustainability are integral to our ethos. We honour our commitments and cultivate trust. Our real estate designs are future-oriented, anticipating the needs and challenges of tomorrow.

Our diverse portfolio of properties embodies our commitment to creating spaces that seamlessly blend luxury, functionality, and sustainability. Our real estate portfolio includes both operational projects along with projects under development.





## Facility Management

In today's fast-paced world, managing properties isn't just about maintenance - it's about creating environments where people thrive. Our Facility Management division steps in with this very mission: to transform properties into dynamic spaces that are not only functional but also enhance the lives of those who inhabit them.

Great facility management is all about creating enjoyable experiences through thoughtful details. We ensure that every aspect - from a welcoming lobby to efficient air conditioning - contributes to a seamless and comfortable environment. Our approach blends cutting-edge technology with a personal touch, anticipating needs before they arise and integrating green practices to reduce our environmental footprint. Whether it's optimizing HVAC systems or implementing energy-saving measures, we're committed to enhancing the well-being of everyone who lives and works in the properties we manage.

In addition to managing our own developments, such as Ecospace, Eco Centre, and City Centre malls, we proudly oversee several prestigious properties for external clients. These include Coal Bhawan, the corporate office for Coal India, Biswa Bangla Convention Centre, and ML Acropolis Mall in Siliguri, Biswa Bangla Mela Prangan and Dhono Dhanyo Auditorium, among others. Our expertise

extends to maintaining these high-profile spaces to the highest standards, ensuring they reflect the quality and excellence expected by our clients.

Safety is a top priority, and our properties are protected by a robust security system that combines advanced technology with a personal touch, offering peace of mind to all occupants. Our security teams go beyond the technical aspects, providing warm, attentive service that ensures everyone feels safe and well-cared for. Additionally, our concierge and helpdesk services are always on hand, ready to assist with everything from everyday tasks to special requests, making daily life more convenient and stress-free.

Behind the scenes, our dedicated team works tirelessly to ensure every detail is perfect, tailoring our services to meet the unique needs of each property. Whether managing a bustling business park or a serene residential community, we focus on creating environments where people can truly thrive. By enhancing the quality of life in the spaces we manage, we're not just taking care of buildings - we're shaping vibrant, sustainable communities for a brighter future.



## Hospitality

Where luxury seamlessly blends with convenience, our 5-star hotel, managed by IHCL under the prestigious Taj brand, offers an elevated sanctuary in the heart of Kolkata. Located above City Centre New Town, the hotel provides guests with an opportunity to experience Taj's renowned signature hospitality. With 147 elegantly designed rooms and world-class amenities, every detail is curated for the ultimate comfort. Whether you are here for business or leisure, this exclusive retreat guarantees an extraordinary stay, offering the perfect combination of comfort, style, and accessibility in one of the city's most vibrant and dynamic locales.

# ▶ 3.5 Property Portfolio

		
Developed	Under-Development	External Clients

## Residential



**Ecospace Residencia**



**The Residency Patna**



**Udvita - The CondoVille**



**The Residency - Salt Lake**



**Ujaas - The CondoVille**



**Upohaar - The CondoVille**



**Udayan - The CondoVille**



**Uddipa - The CondoVille**



**Utsa - The CondoVille**

*All our properties—including commercial, retail, hospitality, and township projects—are managed by our in-house facility management team, with the exception of residential properties.*



**Ujjwala - The CondoVille**



**Utsang - The CondoVille**



**Utsodhara Residencia**



**Utalika Luxury - The CondoVille**



**Urvisha - The CondoVille**



**Usshar**

 **Commercial**



**EcoCentre**



**Ecospace Business Park**



**Ecospace Business Towers**




**EcoStation**



**EcoSuite**

		
Developed	Under-Development	External Clients

 **Retail**



City Centre Haldia



City Centre New Town



City Centre Siliguri



City Centre Raipur

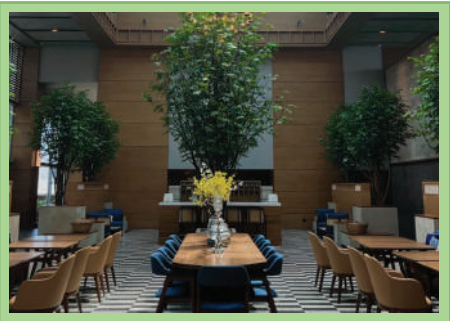


City Centre Salt Lake



City Centre Patna

 **Hospitality**



Taj City Centre - New Town



## Township



Utsav Park



Urvashi



Ulhaas



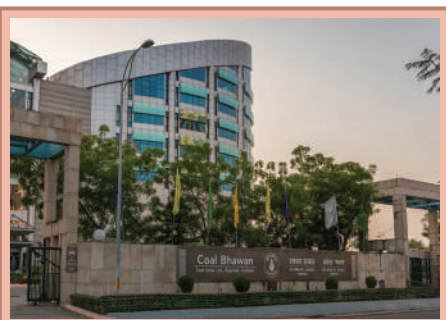
Uttorayon



Utsodhaara Teesta Township



## External Clients



Coal Bhawan, Newtown



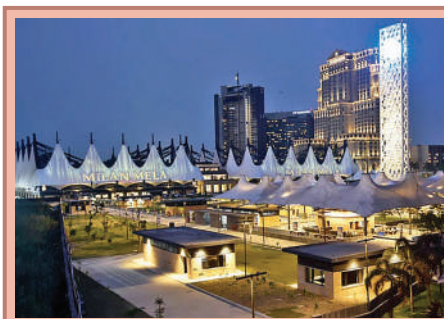
Biswa Bangla Convention Centre



ML Acropolis Mall, Siliguri



Dhono Dhanyo Auditorium



Biswa Bangla Mela Prangan

## ▶ 3.6 Business Value Chain (GRI 2-6, 2-7, 2-8)

### Creating value from concept to completion

A value chain represents the array of resources, activities, processes, and people essential to maintain and operate a thriving business. Our value chain encompasses a series of interconnected stages that work together to ensure the successful delivery of high-quality projects, uphold industry standards, and exceed client expectations, all while promoting sustainability and responsible practices in the real estate sector.

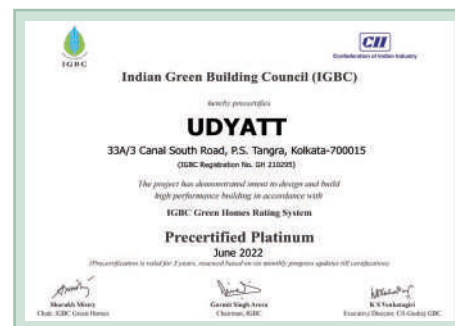
Our facility management and development projects value chain consists of -



## ▶ 3.7 Certifications



Green Building Certification - Utalika - The Condoville



Green Building Certification - Udyatt

\*Note: Facility management covers all our commercial, retail, hospitality, and township projects, managed in-house except for residential properties.





Green Building Certification -  
Utalika - Ecocenter



U.S. Green Building Certification -  
Ecospace New Town



ISO 14001:2015 (Environmental Management System)  
Ambuja Neotia Holdings Private Ltd



ISO 9001:2015 (Quality Management System)  
Ambuja Neotia Holdings Private Ltd



ISO 45001:2015 (Occupational Health & Safety Management System)  
Ambuja Neotia Holdings Private Ltd

## ▶ 3.8 Awards and Associations

Our dedication to meeting industry benchmarks, implementing robust management systems, and innovating unique value-added projects has led to numerous jury-based awards and recognitions this financial year, including several groundbreaking achievements. The following section highlights the awards we have received during the reporting period.



Shop FWD Awards 2024  
Shopping Mall Excellence in Social Media Marketing  
City Centre, Patna



Shop FWD Awards 2024  
Shopping Mall Integrated Development  
City Centre, Patna



Shop FWD Awards 2024  
Shopping Centre: Non-Metro - East City Centre, Patna



**India Brand Awards, 2024**  
Real Estate Construction  
Ambuja Neotia and Utalika Panchami Tower



**Franchise India Estate Awards**  
Best Hospitality Project - East  
Taal Kutir: Ambuja Neotia



**Realty Plus**  
Retail Project of the Year  
City Centre, Patna



**Realty Plus, 2024**  
Best Corporate Brochure  
Utalika Panchami



**Indian Institute of Architects**  
Architecture - Mixed Use  
City Centre, Patna



**Franchise India Estate Awards**  
Best Hospitality Project - East  
Taal Kutir: Ambuja Neotia

## ▶ 3.9 Memberships and Associations (GRI 2-28)

We actively engage with industry peers, non-governmental organisations, and government bodies to foster collective action and champion sustainable policies and practices within and beyond the real estate sector. Our memberships and affiliations provide access to crucial resources, keep us updated on industry trends, and play a key role in influencing the future of construction, innovation, and market growth.



# ESG Priorities

## Contents of this section

- 4.1 Stakeholder Engagement
- 4.2 Materiality Assessment
- 4.3 Our Sustainability Commitments

At Ambuja Neotia, we recognize that addressing material issues relevant within the real estate sector is not just our duty but also a chance to make a meaningful and enduring difference. By addressing these material issues, we can manage risks more effectively, attract investments, enhance value for our stakeholders, and pave the way for long-term sustainability.

## ▶ 4.1 Stakeholder Engagement (GRI 2-29)

At Ambuja Neotia, we prioritize building strong relationships with our stakeholders and fostering a sense of shared ownership. We recognize the importance of open and transparent communication and ensure regular engagement and reporting to provide comprehensive insights into our ESG performance, initiatives, and progress. By nurturing meaningful dialogue and collaboration, we aim to establish enduring relationships rooted in trust, mutual respect, and a shared commitment to sustainable development.

We regularly engage with our key stakeholders through a variety of methods and platforms to ensure effective communication. These methods include our website, social media channels, newsletters, emails, online communication tools, one-on-one meetings, physical or virtual conferences, and press releases, among others. This multifaceted approach enables us to maintain open and consistent engagement with all our stakeholders.

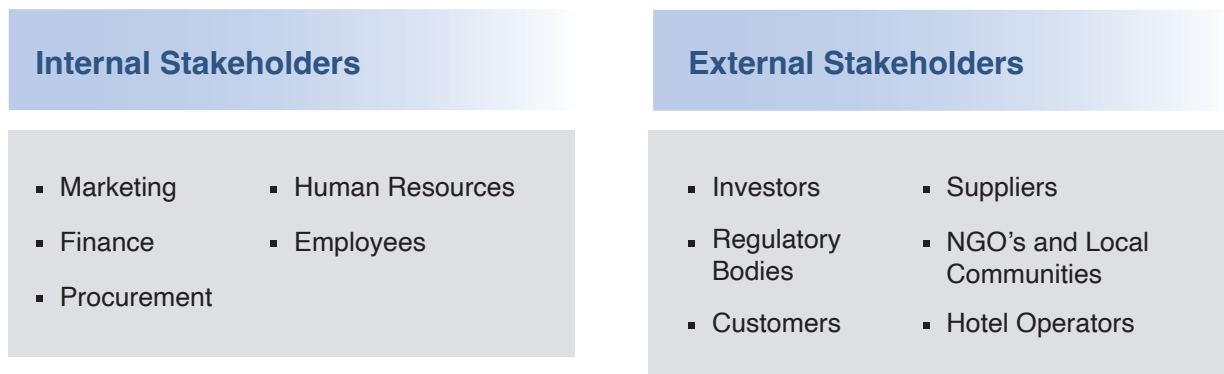
Stakeholder engagement offers a multitude of opportunities for us.










Our major stakeholder groups have been identified based on two key criteria:



- The influence of stakeholders on the value created by our organisation
- The impact of our business on these stakeholders

Our stakeholder groups include:



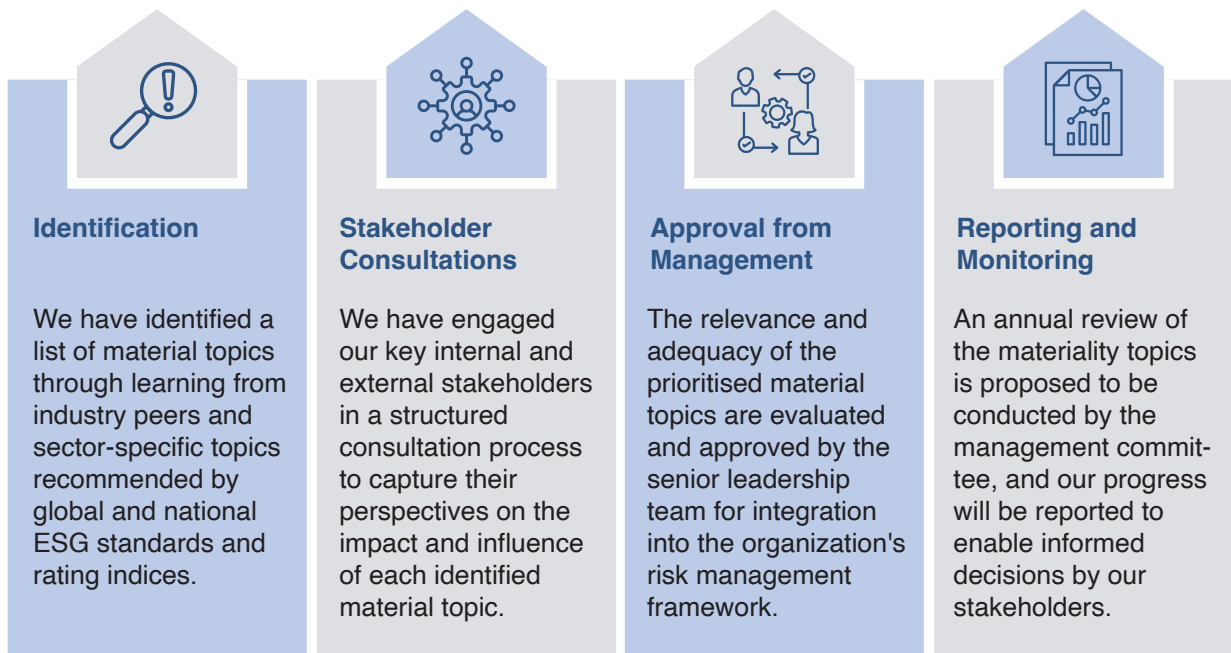
The table below summarises our key stakeholder groups, the purpose of our engagement with them, the methods of communication we use and the frequency of our engagement.

Our Key Stakeholders	Mode of Engagement	Frequency of Engagement	Purpose and Scope of Engagement
 <p><b>Senior Management &amp; Key Managerial Personnel (KMP)</b></p>	Emails, SMS, physical meetings and online platforms	Need based	Envisioning the organisation's growth within the sector while evaluating our fiduciary accountability to shareholders.
 <p><b>Employees</b></p>	Emails, SMS, physical meetings and online platforms	Daily	Employee engagement at the organisation is fostered through transparent and open communication channels.
 <p><b>Workers</b></p>	Safety meetings, notice boards and counselling	Daily	Worker engagement in the organisation is supported by transparent and open communication channels.
 <p><b>Communities</b></p>	Community meetings, website and Corporate Social Responsibility (CSR) Events	Quarterly and Need based	Inclusive growth across the communities living in the vicinity of project facilities.
 <p><b>Investors</b></p>	Emails, telephonic conversations, online platforms, meetings, website, newspaper advertisements and press releases	Quarterly and Need based	Communication regarding financial performance, growth outlook, project feasibility, and other material information.
 <p><b>Contractors and Suppliers</b></p>	Emails, telephonic conversations and meetings	Weekly and Need based	Maintaining strong relationships with value chain partners, helping to assess supply chain resilience, and addressing their concerns.
 <p><b>Customers</b></p>	Emails, telephonic conversations, physical meetings, online platforms, advertisements and website	Weekly and Need based	Understanding customer requirements, creating awareness about projects, and aligning business operations to meet those requirements.

Our Key Stakeholders	Mode of Engagement	Frequency of Engagement	Purpose and Scope of Engagement
 <b>Government and Regulators</b>	Telephonic Conversations & Physical Meetings	Annual and Need based	Communication with West Bengal Pollution Control Board (WBPCB) regarding the impact of current and forthcoming regulations, sector-related risks, and mapping of opportunities.
 <b>Hotel Operators</b>	Physical meetings	Monthly	Analysing financial performance and reviewing guest feedback.

## ▶ 4.2 Our Approach to Materiality Assessment (GRI 3-1, 3-2)

We have conducted materiality assessment exercise to evaluate high-priority risks and align opportunities associated with each identified material topic relevant to the real estate industry. The impact criteria are assessed across various dimensions by incorporating inputs from all business units, functions, and external stakeholders. This process includes:



As a result of the materiality assessment exercise, we identified the following sustainability focus areas, which are broadly categorized across three sustainability pillars.

# Sustainability Pillars



## ▶ 4.2 Our Sustainability Commitments (GRI 3-3)

### Environmental



#### Climate change, energy and emissions management

**Approach:** We are dedicated to evaluating more energy-conserving and energy-efficient measures by utilizing best-in-class technologies and exploring increased renewable energy sources to reduce our carbon footprint across operations.



#### Waste management

**Approach:** We are committed to sustainable waste management, ensuring proper waste segregation, collection, treatment, and disposal, while promoting circularity in our operations.



#### Water and effluent management

**Approach:** We recognize that water is a scarce shared natural resource. We make thorough efforts to minimize water consumption, promote efficient water use, reuse wastewater through sewage treatment plants (STPs), and engage in sustainable landscaping practices.



### Responsible operations

**Approach:** We are dedicated to transforming lives through sustainable building designs across our entire portfolio. Our focus is on implementing efficient building management systems, optimizing daylighting, reducing energy costs, ensuring effective waste management, and providing various nature-inspired amenities that promote good health.



### Materials management

**Approach:** We prioritize sustainable procurement of raw materials and actively support local sourcing. We are committed to enhancing resource efficiency at our sites by emphasizing the use of environmentally friendly materials whenever possible, promoting recycling, and exploring alternatives that reduce environmental impact.

## Social



### Employee and labour management

**Approach:** We recognize that our success is intertwined with the well-being of our people. Therefore, we are committed to improving the quality of life for our employees and workers, nurturing their potential, motivating them, and enhancing their productivity.



### Diversity and inclusion

**Approach:** We believe that upholding a diverse workforce and culture is not only a moral obligation but also a strategic advantage that fosters innovation, creativity, and improved decision-making. We are committed to promoting equal opportunities and non-discrimination throughout our value chain.



### Occupational health & safety

**Approach:** We are dedicated to evaluating more energy-conserving and energy-efficient measures by utilizing best-in-class technologies and exploring increased renewable energy sources to reduce our carbon footprint across operations.



### Customer relations

**Approach:** As a responsible corporate entity, we strive for zero harm to all individuals associated with us and take every precaution to prevent any untoward incidents across our operations.



### Community impact

**Approach:** We actively engage with local communities surrounding our operations and consistently work towards uplifting the social, economic, and environmental aspects of the community we serve.





### Supply chain management

**Approach:** We conduct a thorough assessment of the ESG performance of our vendors to gauge their sustainability maturity prior to handing over contracts. Additionally, we organize training and awareness sessions for them as part of our commitment to promoting a responsible supply chain.

## Economic and Governance



### Regulatory compliance

**Approach:** We ensure compliance to all applicable laws, regulations, and industry standards established by the Government and relevant authorities.



### Data security and privacy

**Approach:** We recognise that data security and privacy are vital concerns, given the handling of sensitive and personal information. We have developed internal controls, policies, and security measures to ensure effective management of data privacy for safeguarding information.



### Brand management

**Approach:** We believe that brand management entails maintaining transparency, surpassing expectations, ensuring an exceptional customer experience, and building relationships that resonate positively with our stakeholders.



### Corporate governance and ethics

**Approach:** We have a robust governance foundation led by a dynamic leadership team that is deeply engaged in strategic planning, risk mitigation, trust building, ensuring transparency, and continuously monitoring ethical business conduct.



### Business continuity and risk management

**Approach:** We have established a comprehensive risk management framework to evaluate our preparedness for business continuity and to develop risk mitigation plans for all risks pertinent to our industry.



### Innovation and digitalisation

**Approach:** We strongly believe that utilizing technology to implement structural changes will not only drive significant growth for the organization but also provide us with a sustainable competitive advantage by minimizing waste, optimizing resources, and fostering stronger connections with customers.

# Commitment to Ethical Business

## Contents of this section

- 5.1 Corporate Governance
- 5.2 Business Ethics
- 5.3 Regulatory Compliance
- 5.4 Economic Performance
- 5.5 Data Privacy and Security
- 5.6 Innovation and Digitalisation
- 5.7 Brand Management

## SDG's impacted



## ► 5.1 Corporate Governance (GRI 2-9, 2-10, 2-11, 2-12, 2-15, 2-18, 2-19)

### Group Overview

Corporate governance is a crucial facet in providing the legal, ethical, and organisational framework that enables a company to operate successfully while meeting stakeholder expectations. Good corporate governance helps us build an environment of trust, transparency, and accountability, which is essential for fostering long-term investment, financial stability, and business integrity. At Ambuja Neotia, we believe that maintaining high standards of corporate governance is key to supporting more inclusive societies, creating growth opportunities, and enhancing long-term stakeholder value.

Our Board of Directors holds the highest decision-making authority and plays a crucial role in shaping management guidelines, overseeing organisational governance, ensuring ethical corporate conduct, and safeguarding the interests of all stakeholders. The executive leadership team, including the Chairman and Management Committees, are responsible for implementing the strategic vision, managing day-to-day operations and executing key initiatives.

We have an optimum mix of Non-Executive, Independent and Whole time Directors, having extensive industry experience. The appointment of proposed individual as Director is recommended by the Nomination and Remuneration Committee. Based on such recommendation, the appointment is approved by the Board of Directors in the Board Meeting.

At Ambuja Neotia, we place significant emphasis on mitigating conflicts. We have established policies and codes of conduct to identify, manage, and resolve conflicts transparently. We prioritise ethical conduct, ensuring that business decisions align with the company's best interests over personal gains or external affiliations. Our goal is to uphold transparency, fairness, and ethical standards to maintain trust with our clients, stakeholders, and the broader community.

In accordance with the provisions of the Companies Act, 2013, the Nomination and Remuneration Committee conducts an annual performance evaluation of the Board as a whole, its committees, and each individual director of the Company. This evaluation is facilitated by a comprehensive questionnaire that captures the performance of the Board. The structure encompasses considerations along with inputs from the Directors, covering various aspects of the Board's functioning, such as the adequacy of the composition of the Board and its committees, board culture, execution and performance of specific duties, obligations, and governance. The performance evaluation is based on several parameters, including the level of engagement and contribution, independence of judgement, safeguarding the Company's interests and those of its minority shareholders, understanding the business of the Company, and many more.

### Our Board of Directors (BODs)

Our Board of Directors (BOD) comprises individuals with diverse expertise. They act as custodians, providing guidance, oversight, and governance to ensure the company operates ethically, complies with regulations, and achieves its objectives. The Board is also responsible for making critical decisions on business strategy, risk management, financial matters, and major investments.



Mr. Harshvardhan Neotia



Mr. Pramod Ranjan Dwivedi



Mrs. Chandrakanta Mitra



Mr. Umang Vikram Jain



Mr. Pradeep Lal Mehta



Mr. Vikash Jaju

## Board Structure

Our two-tier governance structure is designed to enhance decision-making efficiency, provide strategic oversight, and ensure seamless communication across all levels. The Whole Time Director (President – Projects) offers domain-specific recommendations, monitors the operational performance of our real estate functional departments, and reports directly to the Chairman.

The composition of the Board of Directors is as mentioned below-

Category	Number of Directors as on March 31, 2024	<b>Female Members on the Board</b>  17% Male Female	Board Attendance	83%
Independent Directors	2		Number of Board Meetings	6
Non - Executive Directors	3		Independence Ratio	33%
Whole Time Directors	1		Average Tenure (in years)	12

Our Board operates in a tiered structure, with specialised management committees dedicated to areas such as audit, finance, and compensation. These committees are responsible for monitoring and reviewing key functions and provide advisory support to the Board on critical matters.

## The committees include:

We have a two-tier governance structure designed to facilitate efficient decision-making, strategic oversight, and streamlined communication across various levels. The President – Projects offers domain-specific recommendations, reviews the operational performance of our real estate functional departments, and reports directly to the Chairman.

The composition of the Board of Directors is as mentioned below-

 <p><b>Audit Committee</b></p> <p>The committee convenes as needed to oversee the company's financial reporting process and the disclosure of financial information. It also evaluates internal financial controls, risk management systems, the performance of statutory and internal auditors, and reviews the functioning of the vigil mechanism.</p>	 <p><b>Nomination and Remuneration Committee (NRC)</b></p> <p>The committee meets as per requirement and is entrusted with the responsibility of nominating and appointing suitable candidates to represent the Board, as well as recommending appropriate remuneration to the Board based on their performance.</p>	 <p><b>Finance Committee</b></p> <p>The Committee meets as required to oversee the company's loans and borrowings. It plays a critical role in guiding and monitoring the organization's financial activities to support its mission and objectives.</p>
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Name	Audit Committee	Nomination and Remuneration Committee (NRC)	Finance Committee
Mrs. Chandra Kanta Mitra	▲	▲	
Mr. Umang Vikram Jain	▲	▲	
Mr. Pramod Ranjan Dwivedi	▲		▲
Mr. Vikash Jaju		▲	▲

▲ Chairman of the Committee

▲ Member of the Committee

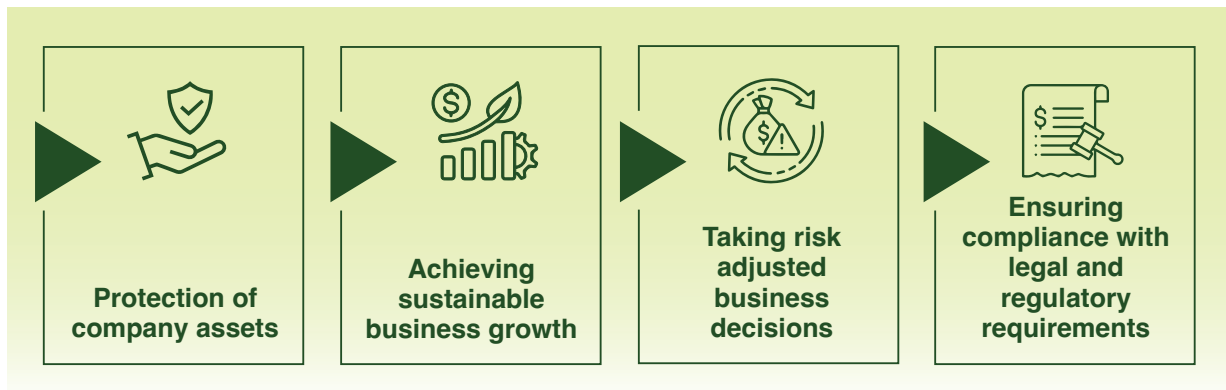
## Risk Management Framework

The Risk Management Policy is designed to enable AHUICL to adopt a structured process for ongoing risk management. Its key objective is to implement a comprehensive risk management framework that establishes a common understanding, language, and methodology for identifying, assessing, monitoring, and reporting risks. This policy provides management and the Board with the assurance that key risks are being effectively identified and managed.

In the initial rollout, the policy is approved by the Management Committee and not the Board. Subsequently, the policy will be presented for Board approval. The Management Committee has voluntarily adopted this Policy, which has been developed in accordance with regulation 17(9)(b) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('the Listing Regulations') and the Provisions of the Companies Act, 2013 ('the Act').

To safeguard the interests of our stakeholders, we have strategically developed a sustainable business model aimed at minimising exposure to market volatility, ensuring seamless business operations, and maximising growth opportunities.

**Our priorities include:**

















The Risk Management team ensures the highest level of executive oversight on risk-related matters and fulfills responsibilities assigned by the Board. The Chief Internal Auditor, who convenes the Risk Management team, is responsible for conducting initial risk identification workshops at the management committee level, followed by sessions across all functional levels. Risk owners are accountable for identifying risks and performing periodic risk reassessments, while the Company Secretary ensures that meetings on risk management are conducted semi-annually.

**Risk Management Process:**



The table below summarises our key stakeholder groups, the purpose of our engagement with them, the methods of communication we use and the frequency of our engagement.

Risks	Mitigation Steps
 <p><b>Economic Cyclicality Risk - Business</b></p>	<ul style="list-style-type: none"> <li>▪ Diversified revenue streams offset the impact of seasonality on the business.</li> <li>▪ The Company operates at a substantial scale.</li> <li>▪ Robust financial position.</li> <li>▪ Inventory retention capability.</li> </ul>
 <p><b>Business Development Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Strategic focus areas encompass clearances for existing land parcels and the acquisition of new land.</li> <li>▪ Consistent onboarding of projects through Development Management or Joint Ventures.</li> <li>▪ Strong track record and significant brand presence in West Bengal, including North Bengal (Siliguri), Patna, and Raipur.</li> <li>▪ Actively exploring opportunities in multiple locations.</li> </ul>
 <p><b>Interest Rate Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Treasury team closely monitors prevailing rates and market competition.</li> <li>▪ Engagement in rate renegotiations with banks.</li> <li>▪ Ensuring interest costs is restricted within budget.</li> <li>▪ Treasury Committee addresses unexpected macro-level increases.</li> <li>▪ Treasury Committee consists senior members of the organisation.</li> </ul>
 <p><b>Liquidity Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Residential projects are self-funded through proceeds from sales to buyers.</li> <li>▪ Projects are launched in phases.</li> <li>▪ Thorough due diligence is conducted on projected sales.</li> <li>▪ Ensuring complete funding tie-up.</li> <li>▪ Funding tie-ups arranged for an extended tenure.</li> </ul>
 <p><b>Financial Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Comprehensive study for large projects.</li> <li>▪ Concise Cost-Benefit Analysis (CBA) for smaller projects.</li> <li>▪ Viability assessment prior to resource allocation.</li> <li>▪ Meticulous monitoring of project costs and timelines.</li> <li>▪ Proactive measures to avert overruns.</li> <li>▪ Incorporation of sufficient contingencies.</li> </ul>
 <p><b>Land Related Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Monthly assessment of each land parcel.</li> <li>▪ Ensuring a vigilant and proactive stance.</li> <li>▪ Actively considering the Development Management Model.</li> <li>▪ Engaging in Joint Venture projects.</li> <li>▪ Aiming to offer a diverse portfolio of projects.</li> <li>▪ Mitigation of challenges associated with land-related consolidation and statutory matters.</li> </ul>
 <p><b>Commodity Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Long-standing relationships with vendors.</li> <li>▪ Established long-term fixed-rate contracts for certain cases.</li> <li>▪ Guaranteeing consistent supply at committed rates.</li> <li>▪ Actively monitoring of commodity price fluctuations.</li> <li>▪ Ensuring timely and strategic procurement practices.</li> </ul>

Risks	Mitigation Steps
 <p><b>Operational Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Thorough execution of research and planning.</li> <li>▪ Ability to manage all contingencies.</li> <li>▪ Ensuring compliance with established timelines.</li> <li>▪ Maintaining a robust system for regularly reviewing and monitoring project progress.</li> </ul>
 <p><b>Market and Competition Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Consistently providing high-quality products.</li> <li>▪ Introducing innovative ideas to meet customer expectations.</li> <li>▪ Establishing a distinct brand trust and niche.</li> <li>▪ Ensuring limited supplies in any micro-market at a given time.</li> <li>▪ Upholding premium pricing.</li> </ul>
 <p><b>Quality Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Quality ensured through documented policies, procedures, and processes.</li> <li>▪ Tests and inspections at construction sites facilitate effective quality management.</li> <li>▪ An independent quality audit team ensures compliance with standards.</li> <li>▪ Pre-approved specifications for raw materials uphold quality consistency.</li> <li>▪ A rating system reinforces our dedication to high-quality products.</li> <li>▪ The execution team undergoes continuous training.</li> </ul>
 <p><b>Reputational Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Agreements created for all Development Management (DM) and Joint Venture (JV) business arrangements.</li> <li>▪ Ensuring thorough control over construction and delivery processes.</li> <li>▪ Ensuring transparency and accountability in financial operations.</li> <li>▪ Detailing the management and utilisation of customer funds.</li> <li>▪ Incorporating a fully defined waterfall mechanism.</li> </ul>
 <p><b>Employee and Succession Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Employees remuneration benchmarked to industry peers.</li> <li>▪ Senior employees' remuneration linked with company performance.</li> <li>▪ Succession planning is in place for key leadership positions.</li> <li>▪ HR processes are automated for greater efficiency and a seamless user experience.</li> <li>▪ Employee engagement is fostered through curated events and interactions.</li> </ul>
 <p><b>Information Technology Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Substantial investment in and improvement of system security.</li> <li>▪ Routine security reviews.</li> <li>▪ Mitigation of cyber risks.</li> <li>▪ Security awareness programs.</li> <li>▪ Ensuring end users and system users comprehend their responsibilities in safeguarding proprietary data</li> <li>▪ Strategically transitioning to the cloud.</li> <li>▪ Cloud migration inherently offers adequate Disaster Risk Management (DRM) for the organisation.</li> </ul>
 <p><b>Legal and Regulatory Risk</b></p>	<ul style="list-style-type: none"> <li>▪ Seasoned legal team manages all facets and transactions.</li> <li>▪ Ensuring clear titles for acquisition and transfer of all real estate assets.</li> <li>▪ Implementation of a practice of securing back-to-back guarantees from contractors until the Defects Liability Period (DLP).</li> <li>▪ Actively overseeing the quality of supervision.</li> </ul>



## ► 5.2 Business Ethics (GRI 2-23, 2-24, 2-26)

Business ethics serve as the foundational principles guiding our operations, ensuring integrity, transparency, and responsible practices across all aspects of our real estate endeavours. We strongly emphasise our Code of Conduct, which outlines the internal guidelines, expected behaviours, and ethical standards for all Board members, Key Managerial Personnel (KMPs), and employees, while also functioning as an external declaration of our corporate values and commitments. The Code of Conduct is communicated to new hires through an induction program, and for existing employees, a revised or updated version is circulated through electronic mails,

posted on notice boards, and published on the company website. Every director is required to certify compliance with the Code within 15 days of the close of the financial year.

Our corporate policies ensure compliance to legal and regulatory requirements, minimising exposure to legal risks, complying with industry standards, and fostering a culture of accountability and professionalism throughout the organisation. These policies are periodically reviewed by relevant committees, including the CSR Committee, the Ethics Committee, and the Chairman of the Audit Committee.

### Our Policies include the following -

#### Key Policies



##### Prevention of Sexual Harassment (POSH) Policy:

The policy establishes a comprehensive framework that ensures a safe and harassment-free workplace for all employees. It aims to prevent, prohibit and address instances of sexual harassment, thereby promoting a culture of dignity, respect and equality within the organization.

##### Nomination and Remuneration Policy

The policy serves as a framework guiding the selection, appointment and compensation processes within an organisation. Its primary objectives are to establish transparent and accountable procedures for the nomination of directors, senior management and key personnel while ensuring fair and competitive remuneration structures.



##### Vigil Mechanism Policy

The policy establishes a structured framework aimed at providing employees and stakeholders with a confidential means to report legitimate concerns, unethical behaviour, or any wrongdoing observed within the organisation. Its main objective is to foster a safe and secure environment that encourages the reporting of sensitive issues without the fear of retaliation.

##### Corporate Social Responsibility Policy

The policy formalises and articulates the company's commitment to functioning as a responsible corporate citizen. It aims to outline the organisation's approach to making positive contributions to society, the environment, and the economy beyond its core business operations.





**Code of Conduct Policy**

The policy defines the ethical standards expected from all employees, focusing on integrity, honesty, and accountability. It promotes a culture of respect and professionalism, ensuring compliance with legal and ethical standards within the organization.

**Risk Management Policy**

The policy provides a framework for identifying, assessing, and mitigating risks that could affect the organization’s operations, reputation, or financial stability. It emphasizes proactive risk management to safeguard assets and ensure business continuity, and strengthen overall resilience.








We have also created departmental Standard Operating Procedures (SOPs) to standardise guidelines for each department's processes and workflows, while fostering a culture of continuous improvement. The functional managers are responsible for executing these procedures at the operational level. They provide weekly updates to their respective functional heads, who then report performance matters to the management committees.

At Ambuja Neotia, we place a high priority on stakeholder concerns and work towards real-time resolution of issues raised, aiming to build trust and maintain positive relationships. In the following section, we outline our stakeholder grievance mechanism in detail.

## Grievance Redressal Mechanism (GRI 2-25)

The stakeholder grievance redressal system we have implemented, acts as an organized and responsive platform aimed at addressing concerns and resolving issues raised by stakeholders, such as customers, investors, employees, suppliers, contractors, and the community.

Stakeholder	Existing Redressal Mechanism
 <b>Investors</b>	The grievances of our shareholders and investors are channeled through our secretarial department.
 <b>Customers</b>	Customer complaints are registered through customer care portal i.e., the Salesforce platform. This enables real time tracking of the status of the concerns raised. Customer Care Team addresses the concerns within two working days post raising of complaint. Unresolved cases are finally escalated to departmental heads.
 <b>Suppliers / Contractors</b>	We are evaluating to include a formal supplier / vendor grievance redressal mechanism as part of our internal procurement SOP. Presently, complaints are directly raised with project supervisors.

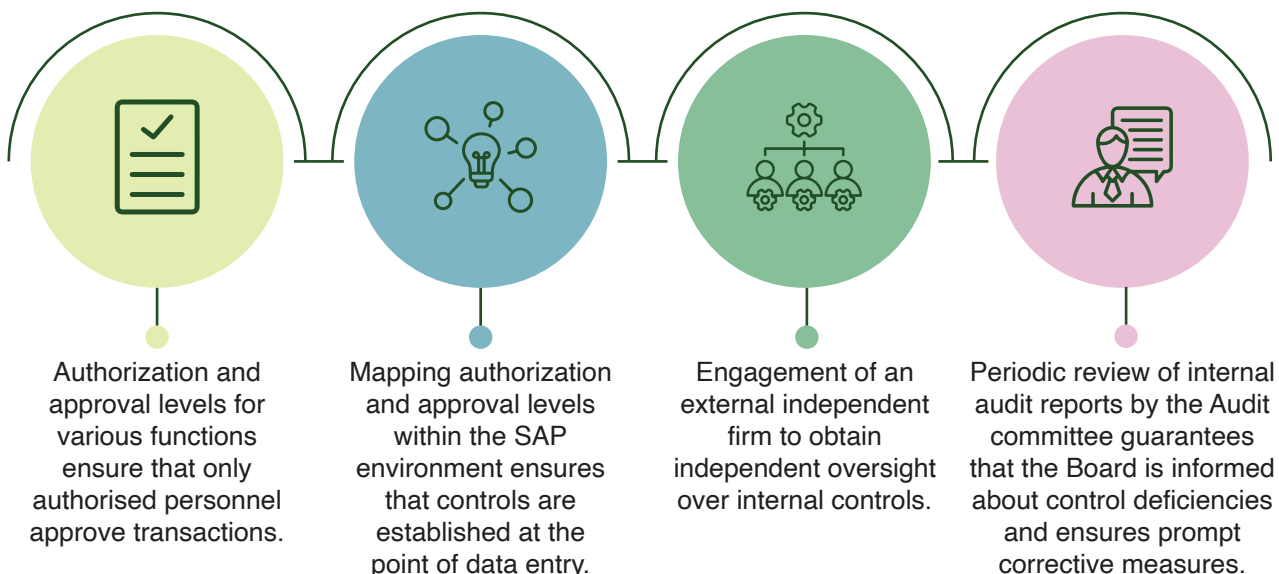
Stakeholder	Existing Redressal Mechanism
 <p>Community</p>	<p>We are assessing the inclusion of a formal community grievance redressal mechanism within our CSR policy. Currently, beneficiaries express their concerns verbally to local committee stakeholders during physical visits. The local committee members maintain strong relationships with the surrounding community and have successfully resolved all concerns amicably.</p>
 <p>Employees</p>	<p>Employees currently register their complaints manually. At the same time we are also working out a solution with “Darwin Box” to customise our web HR Portal to enable registering the complaints.</p>

## Internal Audit Process

Our internal audit function operates as an independent and objective assurance consulting activity, focused on adding value and enhancing the efficiency of our organisation’s operations. Reporting directly to the Audit Committee of the Board of Directors, this function is governed by a comprehensive framework of SOPs, policies, procedures, and professional standards, which ensures the integrity and reliability of their audit activities.

There are four types of internal audit, which are:

- **Planned Regular Audit:** Planned audits are carried out throughout the financial year in accordance with the calendar approved by the Audit Committee.
- **Follow-Up Audit:** An audit conducted to evaluate the implementation status of prior audits and compliance with SOPs.
- **Surveillance Audit:** An unexpected, surprise check or verification conducted as the need arises.
- **Special Audit:** Any special assignment given by top management which needs to be attended to on a priority basis.



## ► 5.3 Regulatory Compliance (GRI 2-27, 205-3, 206-1)

Regulatory compliance extends more than merely a legal necessity; it is a strategic priority that enhances our operational efficiency, safeguards employee well-being, and facilitates access to diverse markets, positioning the company for sustainable success in a complex and dynamic business landscape. Navigating the real estate industry requires adherence to a variety of compliance requirements and legal responsibilities for a company like ours. These requirements encompass land use and zoning approvals, environmental clearances, building and construction licenses, verification of title and ownership, tax and finance compliance, consumer protection laws, labour and employment laws and regulatory approvals from municipal authorities, airport authority, and housing boards, among others.

Within our governance framework, the Compliance Head plays a crucial role in managing all compliance-related issues, ensuring adherence to legal and corporate standards, and fostering a culture of high ethical conduct through a strong

compliance framework. There have been no instances of non-compliances concerning corruption, anti-competitive practices, anti-trust or monopoly practices reported, and we have not incurred any regulatory non-compliant penalty or fines during the FY 2023-24.

Our Vigil Mechanism Policy and Code of Conduct unequivocally prohibits all forms of bribery, corruption, and unethical behaviour by employees and directors. The effectiveness of this mechanism is reinforced by disseminating the policy terms to employees through electronic mails, publication on notice boards and the company website. We understand that the coverage of the existing policy should extend to include contractors, suppliers and anyone acting on behalf of the company, thus we are proactively working towards appending the existing framework mandating due diligence in all business dealings, including partnerships, acquisitions and transactions, to prevent involvement with entities or individuals engaged in corrupt practices.

## ► 5.4 Economic Performance (GRI 201-1)

The comprehensive assessment of our financial health and viability encompasses various aspects demonstrating our ability to effectively manage assets, generate revenue, achieve profitability and sustain growth amidst market fluctuations. A snapshot of our economic performance is illustrated below:

AHUICL	INR in lakhs	
	FY 2022-23	FY 2023-24
Revenue from Operations	21,589.0	20,251.0
Net Worth	32,521.1	38,182.0

## Direct Economic Value Generated and Distributed

### Economic Value Generated (INR)

We generate economic value through our diverse business operations, contributing to revenue growth and value creation for stakeholders. The following provides an overview of the income generated across our key business verticals.

INR in lakhs

AHUICL	FY 2022-23	FY 2023-24
Net Revenue from operations (Excluding GST)	21,589.0	20,251.0
Economic value generated from investment and other sources	1,988.8	3,085.5
Net Profit	5,289.0	5,703.0

### Economic Value Distributed (INR)

We allocate economic value to our employees through salaries, contributions to provident funds and welfare expenditures for our employees. The following section offers an overview of our employee compensation and benefits.

INR in lakhs

AHUICL	FY 2022-23	FY 2023-24
Operating Cost (includes cost of raw materials, depreciation and other expenses)	12,001.0	9,229.0
Employee wages and benefits	2,502.7	3,431.7
Interest payment to providers of credit	1,164.5	1,633.5
Payment to Government (taxes)	1,818.0	2,913.7
Retained earnings	16,204.4	21,866.8

## ► 5.5 Data Privacy and Security (GRI 418-1)

We prioritise the safeguarding of all personal data and information entrusted with us. Our dedicated data and security teams manage data privacy effectively, in accordance with the applicable existing and upcoming laws. We consistently adapt and adopt the best practices to identify and assess potentially relevant risks while monitoring our information systems and security controls. Our internal IT policy specifies the safe data collection, processing, storage, management of data, ensuring that there is no leakage of information, access to third parties, unauthorized access, or loss of any information or stored data.

In accordance with our policy, we obtain consent from third parties before collecting any personally identifiable information, including names, email addresses, age, and gender. Furthermore, we strictly prohibit the sharing of personal information

with any third party without their prior consent. In the current financial year, there were no data breaches in the company.

We intend to implement Next Generation Antivirus (CrowdStrike) to bolster our data security and endpoint security. We are planning actively to enhance our threat and attack monitoring efforts by upgrading our entire Wi-Fi network with the latest Cisco routers and switches. Additionally, we are installing Security Information and Event Management (SIEM) systems, along with Security Orchestration, Automation, and Response (SOAR) systems with managed Security Operations Center (SOC). The implementation of Manage Central will enable us to monitor all connected network devices and endpoints for security patch updates, vulnerabilities, and any unauthorized software or executable installations.

## Cybersecurity

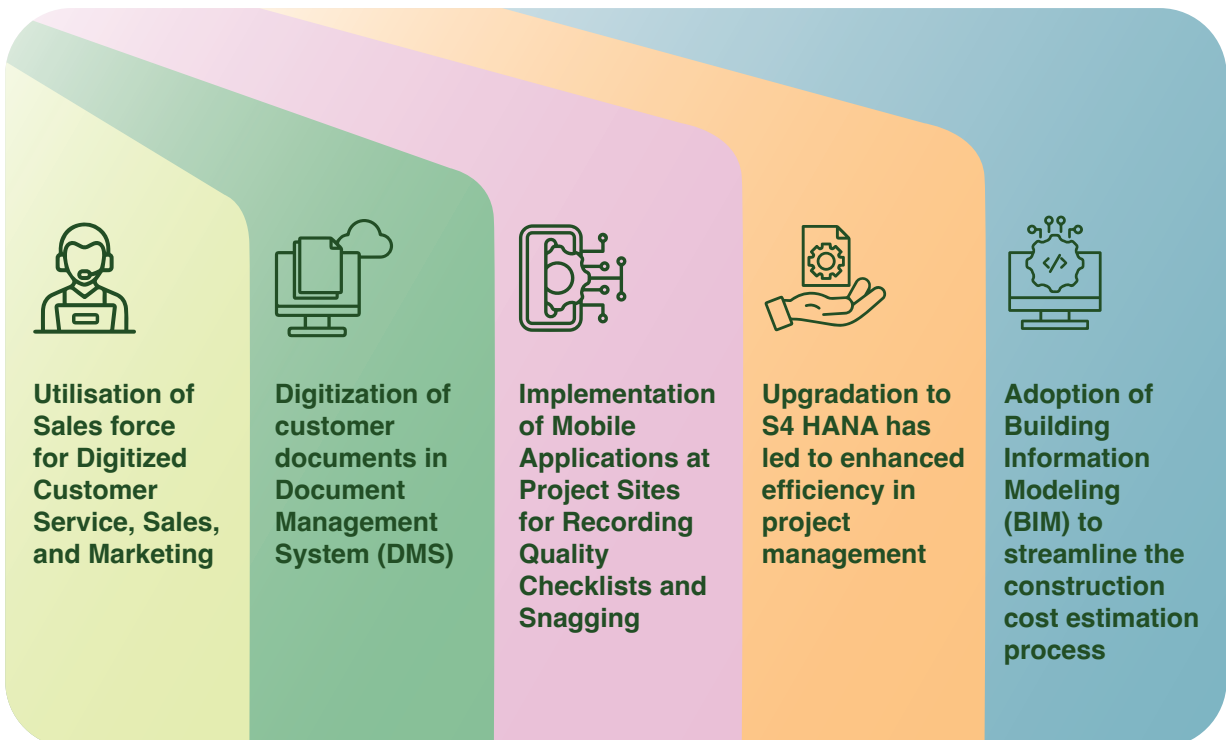
At Ambuja Neotia, our policies and guidelines ensure that our business processes are safeguarded against potential security breaches and prevent the misuse of personal data. We have deployed AI and machine learning applications to detect cyber threats through CrowdStrike. Our designated information security team, led by the Chief Information Officer (CIO), ensures continuous improvement by identifying gaps in our processes and enhancing our existing systems and processes. The CIO communicates the effective implementation of IT security and processes including improvement measures to the Management Committee which are then reported to the Board.

During the current reporting period, we conducted cybersecurity awareness training over six days to cover all employees. We affirm that there have been no breaches in information security or cybersecurity incidents in FY 2023-24. In our commitment to strengthening processes and ensuring robust information security, we have implemented the ISO 27001:2013 standards. As part of the process, we are proactively developing a Business Continuity Plan (BCP) that will ensure the company's ability to maintain critical operations during disruptions. This will also aid in risk management, bolster resilience, and contribute to the overall stability and reputation of the business.

## ► 5.6 Innovation and Digitalisation

In today's rapidly evolving business landscape, innovation and digitalisation are critical for us to be at par with our peers. The landscape is dynamic, influenced by technological advancements, market trends, and continuously evolving consumer behaviours. At Ambuja Neotia, we understand the importance of embracing innovation and digitalization to stay competitive, adapt to changes, improve operational efficiency, enhance customer experiences, and drive sustainable growth.

We strategically integrate innovation and digital technologies into our business models through various initiatives, including -



## ► 5.7 Brand Management (GRI 417-1, 417-2, 417-3)

At Ambuja Neotia, our brand management initiatives begin with crafting a compelling brand identity that reflects our core values, mission, and unique selling propositions. This process encompasses defining our vision, designing a memorable logo, developing clear messaging, and ensuring consistency across all communication platforms. We also prioritize customer experience and satisfaction, as these are integral to shaping the perception of our brand.

To further enhance our brand's appeal, we conduct market research in collaboration with third-party agencies. Our initiatives include publishing newsletters, managing blog channels, and producing engaging short videos and films on YouTube, all aimed at connecting with targeted audiences. Additionally, we actively participate in prominent exhibitions like Banga Sammelan and CREDAI fairs, as well as international campaigns to reach new audiences.

The Heads of Departments (HODs) in our sales, marketing, communication, and customer care teams continuously evaluate the effectiveness of

our strategies, using performance metrics such as lead conversion rates, referral sales, and channel-specific growth. These findings are reported to the President, who then communicates them to the Chairman.

We maintain a strong brand image through transparency, ensuring that our stakeholders - investors and customers—have access to accurate, comprehensive information. Our three-layer vetting process, involving key teams like project planning, architects, sales, customer care, and legal, helps uphold this standard.

Our brand positioning is grounded in the three Ps—People, Planet, and Process. By addressing social, environmental, and systemic challenges, we focus on creating a holistic impact, contributing to the broader economic and societal well-being. Through multiple communication channels such as websites, blogs, social media, exhibitions, customer trainings, and conferences, we ensure our brand remains aligned with our community-oriented philosophy.

# ZERO

**Instances of non-compliance  
concerning product and service  
information labelling in FY 2023-24**

# ZERO

**Instances of non-compliance  
concerning Marketing  
Communication in FY 2023-24**



**Company Website**  
<https://www.ambujaneotia.com/>



**LinkedIn**  
<https://www.linkedin.com/company/ambuja-neotia-group/>



**Facebook**  
<https://www.facebook.com/AmbujaNeotiaofficial>

# Conserving the Planet

## Contents of this section

- 6.1 Climate change, energy and emissions management
- 6.2 Waste management
- 6.3 Water and effluent management
- 6.4 Responsible operations
- 6.5 Materials Management

## SDG's impacted





# Overview: Conserving the Planet

The climate change crisis is accelerating, driven by rising greenhouse gas (GHG) emissions, and it's affecting every aspect of our lives including the economy, society, and the environment. Of all industries, the construction sector is the leading contributor to greenhouse gas (GHG) emissions. This industry accounts for over a third of the world's carbon emissions, uses 75% of the planet's material resources—like timber, gypsum, and water—and 40% of worldwide energy consumption. The industry plays a pivotal role in waste generation, contributing to 40% of global waste.

This presents a unique opportunity to transform the construction industry into a beacon of sustainability. By innovating and adopting eco-friendly practices, we can significantly reduce its environmental footprint and lead the way towards a

healthier, more sustainable future.

In addressing these critical challenges, India has set ambitious national climate goals: aiming to achieve Net Zero by 2070 and reduce emission intensity by 45% by 2030. As a responsible corporate entity, our core ethos is centred on adopting sustainable practices to minimise the environmental impact of our operations. Starting this year, we are committed to meticulously mapping and disclosing sector-specific issues to protect both the local and global environment.

This chapter delves into key environmental indicators, focusing on material priorities like climate change, energy and emissions management, waste management, water and effluent management, responsible operations and material management.

## ► Climate Change, Energy and Emissions Management (GRI 302-1, 302-3, 305-1, 305-2, 305-4)

Amid India's rapid urbanization, the real estate sector has emerged as a major contributor, accounting for 38% of the nation's annual energy usage and 31% of its electricity consumption (IEA 2017) (NITI Aayog and Prayas 2017).<sup>1</sup> Globally, the real estate industry is responsible for approximately 40% of greenhouse gas (GHG) emissions (WBCSD 2018). As conscientious stakeholders in this industry, we are committed to sustainable business practices, with a focus on mitigating climate change impacts, incorporating eco-friendly construction materials, optimizing energy consumption, reducing reliance on conventional energy sources, and increasing the share of renewable energy in our portfolio.

We have implemented a comprehensive Environmental Management System (EMS) aligned with the ISO 14001:2015 standard, enhancing accountability and enabling precise performance monitoring. Presently, the representative of the Chairman oversees environmental compliance and metrics.

For this year, we are monitoring energy consumption and emissions for our projects under Facility Management, Hospitality and Development. We are implementing a systematic process to ensure precise data collection across our projects under development.

*\*Source: Energy Conservation Building Code*



## Property Development

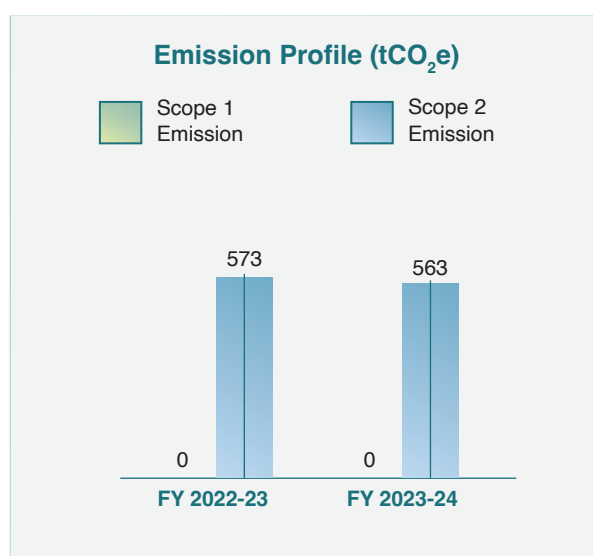
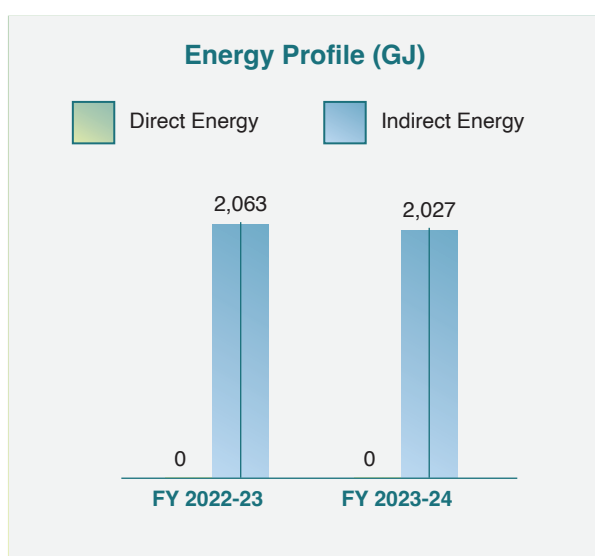
We have currently mapped our electricity consumption data for our development projects. Moving forward, we plan to implement a systematic process to ensure data collection for all projects in development.

### Our Energy Profile\*:

Topic Disclosures	Unit	FY 2022-23	FY 2023-24
Direct Energy	GJ	0	0
Indirect Energy	GJ	2063	2027
Total Energy	GJ	2063	2027
Energy Intensity	GJ/INR Lakh	0.075	0.067

### Our Emissions Profile\*:

Topic Disclosures	Unit	FY 2022-23	FY 2023-24
Scope 1 Emission	tCO <sub>2</sub> e	0	0
Scope 2 Emission	tCO <sub>2</sub> e	573	563
Absolute Emissions	tCO <sub>2</sub> e	573	563
Emission Intensity	tCO <sub>2</sub> e/INR Lakhs	0.020	0.018



\*Note: Accounted for projects that are currently in the development stage only.



## Facility Management

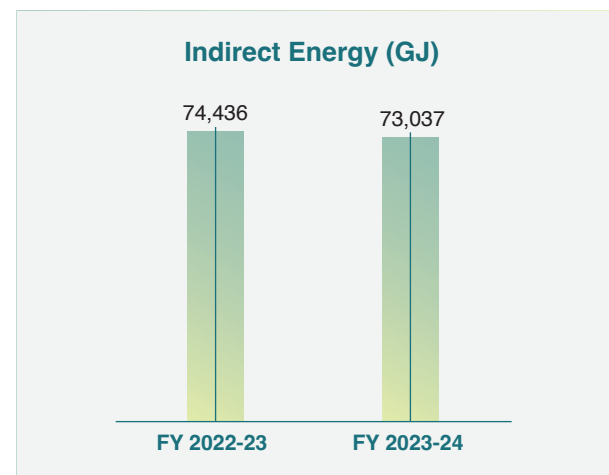
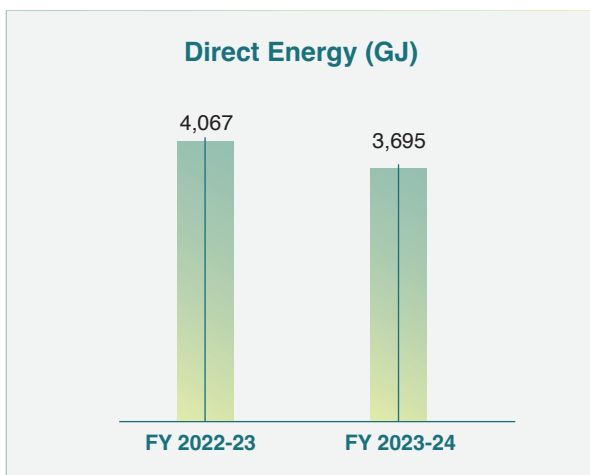
Aligned with our commitment to sustainable development, our buildings are designed to prioritize energy conservation and integrate renewable energy solutions. We continually implement innovative strategies to reduce our carbon footprint across our properties. Currently, over 99% of our energy is sourced indirectly, mainly from grid electricity. Our projects, such as Utalika and EcoCentre, feature solar rooftop panels that support our goal of diversifying energy

sources. This year, onsite renewable sources contribute 0.105% of our total electricity consumption.

The primary source of our energy consumption is indirect, mainly from electricity purchases, followed by direct energy from diesel in generator sets. Going forward, we aim to establish a systematic data collection process to broaden our scope and facilitate improved data disclosure.

### Our Energy Profile\*:

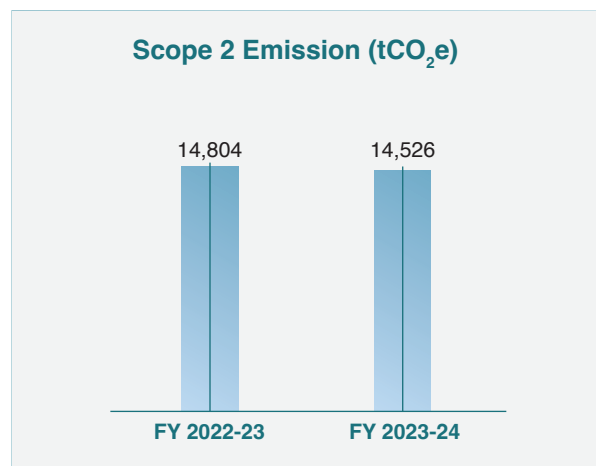
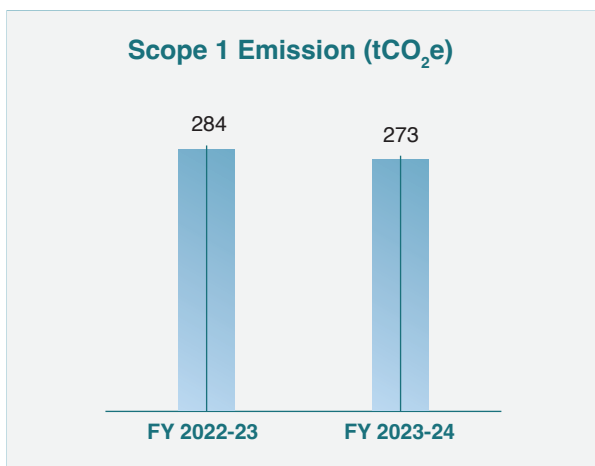
Topic Disclosures	Unit	FY 2022-23	FY 2023-24
Direct Energy	GJ	4,067	3,695
Indirect Energy	GJ	74,436	73,037
Total Energy	GJ	78,503	76,732
Energy Intensity	GJ/Sqft	0.027	0.030



### Our Emissions Profile\*:

Topic Disclosures	Unit	FY 2022-23	FY 2023-24
Scope 1 Emission	tCO <sub>2</sub> e	285	273
Scope 2 Emission	tCO <sub>2</sub> e	14,804	14,526
Absolute Emissions	tCO <sub>2</sub> e	15,090	15,682
Emission Intensity	tCO <sub>2</sub> e/Sqft	0.005	0.007

\*Note: Accounted for all retail, commercial, and township properties under our facility management portfolio.



## Hospitality

In our third-party managed hospitality property, Taj CCNT, energy usage fluctuates based on several factors, including weather patterns, guest demographics, building energy standards, occupancy rates, and available amenities such as wellness facilities and air conditioning. The Heat, Light, and Power (HLP) electricity system within our property provides essential utilities for heating, lighting, and operating appliances and machinery.

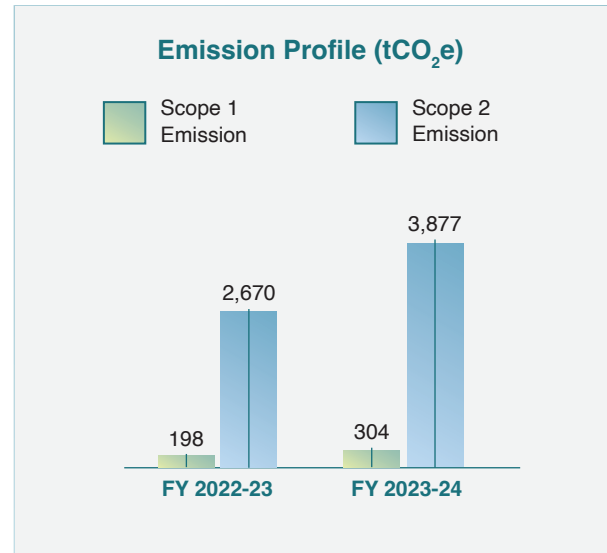
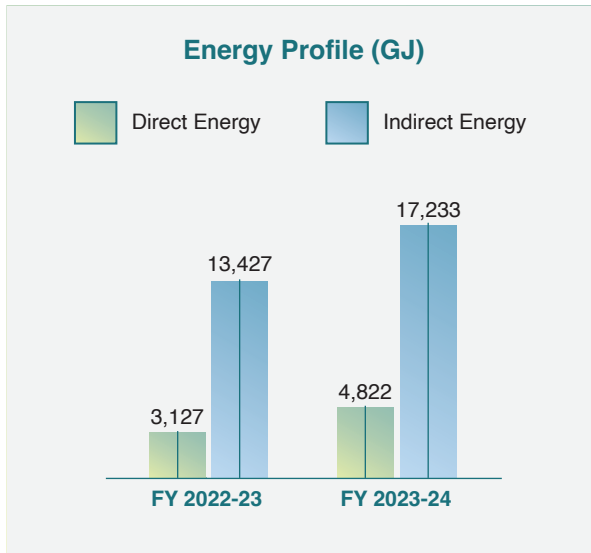
Taj CCNT is committed to energy conservation, and we continually implement innovative strategies throughout the hotel to minimize our carbon footprint. Our energy sources include direct inputs, such as LPG used in our kitchen, and indirect sources like grid electricity and DG power purchased from a third-party mall facility.

### Our Energy Profile:

Topic Disclosures	Unit	FY 2022-23	FY 2023-24
Direct Energy	GJ	3,127	4,822
Indirect Energy	GJ	13,427	17,233
Total Energy	GJ	16,553	22,055
Energy Intensity	GJ/Room Nights Sold	0.37	0.39

### Our Emissions Profile:

Topic Disclosures	Unit	FY 2022-23	FY 2023-24
Scope 1 emission	tCO <sub>2</sub> e	198	304
Scope 2 emission	tCO <sub>2</sub> e	2,670	3,877
Absolute Emissions	tCO <sub>2</sub> e	2,868	4,182
Emission Intensity	tCO <sub>2</sub> e/Room Nights Sold	0.06	0.09

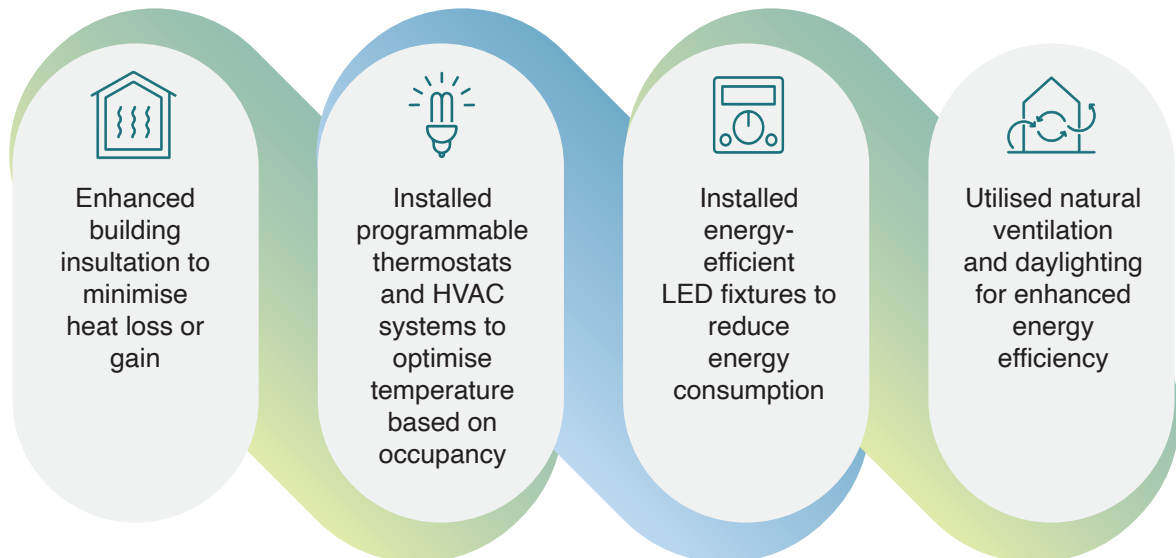


Initiatives across our business units are:

## 1. Energy Efficiency

### Development and Facility Management:

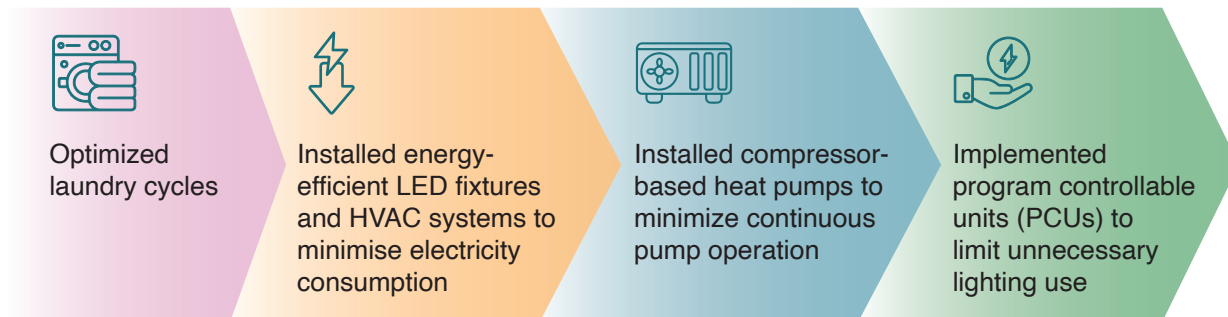
We have introduced several energy-efficient measures in our facility-managed and upcoming projects to reduce environmental impact, enhance comfort, lower operating costs, and contribute positively to the holistic sustainability of buildings and communities. Key initiatives undertaken include :




### Hospitality:

At our hotel property, we have implemented energy-efficient measures to lower our carbon footprint while boosting cost-effectiveness and guest satisfaction. This includes promoting sustainable practices like installing smart systems that automatically adjust lighting and temperature according to occupancy levels.

Some of the key initiatives undertaken include:





Heat Pump


### Heat Pump

In line with our energy savings and sustainability goals, we have installed heat pumps for hot water generation at our hotel. These pumps are also utilised for jacuzzi heating, offering 75% greater efficiency than electric heaters and 55% more than steam-operated generators.

## 2. EV Charging Infrastructure

### Development and Facility Management:

EV charging stations are essential for accelerating electric vehicle adoption and advancing sustainable transportation by reducing emissions, promoting energy independence, lowering costs, and enhancing infrastructure. They also improve convenience, public health, and strengthen grid resilience. To promote sustainable living, we have established EV charging stations at many of our offices, residential and hotel properties, ensuring easy access for employees, guests, and residents.



Utalika EV Charging Point

### Air Emission

#### Development:

Air emissions from construction sites raise significant environmental and public health concerns due to the release of particulate matter (PM), volatile organic compounds (VOCs), nitrogen oxides (NOx), sulfur dioxide (SO2), and other pollutants into the atmosphere. These emissions primarily stem from construction equipment, vehicles, material handling, and dust generated during excavation and demolition processes. To combat air pollution at our sites, we have implemented several measures:

Dust-producing construction materials are transported to job sites with appropriate covers.	Water sprays are used at dusty construction sites to reduce air pollution.	Construction boundaries are demarcated before construction, with a 3-meter high barrier installed.
Vehicles transporting construction waste are covered to minimize dust during transit.	Dusty construction materials like cement are stored on-site to reduce dust, with regular watering or mulching for in situ dust control.	Tire washing stations at the concrete plant entrances minimize dust outside the site.
Construction vehicle speed is limited to 10 km/h within the site, monitored by security.	Diesel generator set chimneys are placed at optimal height and orientation to safeguard operators and the surrounding environment.	Exhaust stack emissions testing for diesel generators occurs every six months across all our properties.

Since last year, we have solely concentrated on reporting our initiatives across multiple sites. Going forward, we will adopt a systematic approach to ensure the consistent collection of data on sulfur oxides (SOx), nitrogen oxides (NOx) and other particulate matters (PM) by identifying different sources of air emissions throughout our operations.

### Facility Management and Hospitality:

We are dedicated to preventing and alleviating air pollution by enhancing operational efficiency and minimising emissions. Various sources contribute to air emissions in our residential properties and hotels, including heating, ventilation, and air conditioning (HVAC) systems, on-site power generation, cooking facilities, transportation activities, and waste management. These emissions may consist of pollutants like particulate matter (PM), nitrogen oxides (NOx), sulfur dioxide (SO<sub>2</sub>), volatile organic compounds (VOCs), and carbon monoxide (CO). Our primary sources of air emissions include diesel generator sets and fugitive emissions.

We adhere strictly to environmental regulations by monitoring emissions through accredited third-party agencies endorsed by NABL and conducting Environmental Impact Assessments.

To combat dust pollution, we have proactively installed bag filters at diesel generator set stacks. Further we have implemented:

- Elevated diesel generators set chimneys with specific orientations to mitigate potential harm to operators and the surrounding environment.
- Semi-annual exhaust stack emissions testing for diesel generators across all our properties.

Since last year, we have focused on reporting our initiatives across our properties. Looking ahead, we plan to establish a systematic process for consistent data collection of sulfur oxides (SOx), nitrogen oxides (NOx), and other particulate matter (PM) by identifying various sources of air emissions throughout our operations.

## ▶ 6.2 Water and Effluent Management (GRI 303-2, 303-3, 303-4, 303-5)

At Ambuja Neotia, we understand the widespread concern about water scarcity in various regions of our country and recognize the interplay between the water cycle and climate change impacts. We are currently implementing tools that will enable us to continuously monitor water-related risks and opportunities through periodic water audits and water balance studies, both internally and with the support of third-party experts.

We are currently monitoring water consumption and withdrawal for our Facility Management and Hospitality properties. Our construction activities also involve stages that demand significant water usage, including curing, plumbing, and dust suppression. We intend to establish a systematic process to ensure precise data collection across all our development projects.

### Development and Facility Management:




For properties under our facility management, we have installed water meters at the majority of borewell extraction points to closely track water usage.

During the project inception stage, we conduct comprehensive assessments and water stress studies, considering factors such as rainfall, water scarcity, and distance from water sources.

In our property development projects, we prioritize sustainable water usage through rainwater harvesting, water-efficient fixtures, and advanced STPs. These initiatives ensure water conservation and eco-friendly developments, reflecting our commitment to sustainability. However, we are still in the process of implementing water consumption meters at the premises.

We routinely train our employees on responsible water usage and introduce various initiatives, such as using non-woven geotextile bags to protect water bodies from severe erosion and scouring. Additionally, we have implemented rainwater harvesting systems, Zero Liquid Discharge (ZLD) practices, and Sewage Treatment Plants (STPs) across many of our properties, reinforcing our commitment to sustainable water management practices.

To optimize our water usage, we implement various water conservation initiatives, including;

	<b>Engineering Control</b>	Curing agents are incorporated into concrete mixes to minimize water usage.
	<b>Efficient Structure</b>	Low-flow fixtures and sensor-activated taps are installed to regulate water consumption.
	<b>Storage Facility</b>	Underground sumps and overhead tanks are built to ensure adequate water supply in labor camps.

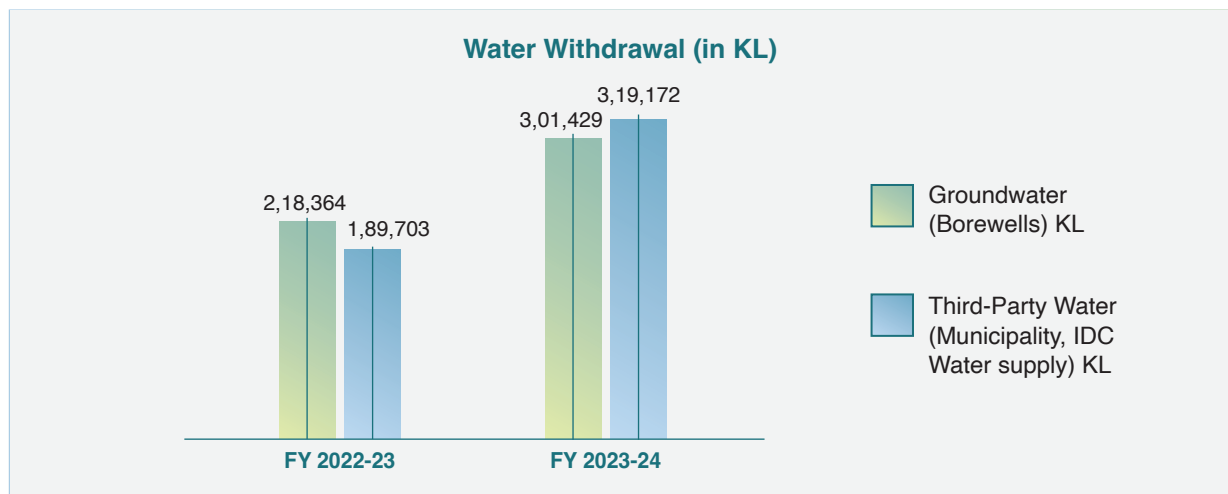
### Our Water Withdrawal Profile\*:

In FY2023-24, there was an increase in water consumption primarily due to the expansion of food outlets across our retail and commercial spaces, resulting in higher footfall and greater demand for water. Additionally, we are transitioning towards greater reliance on third-party water supply to ensure long-term sustainability and reduce the strain on groundwater resources.

Topic Disclosures	Unit	FY 2022-23	FY 2023-24
Groundwater (Borewells)	KL	2,18,364	3,01,429
Third-Party Water (Municipality, IDC Water supply)	KL	1,89,703	3,19,172
Total	KL	4,08,067	6,20,601
Water Intensity	KL/sqft	0.13	0.27

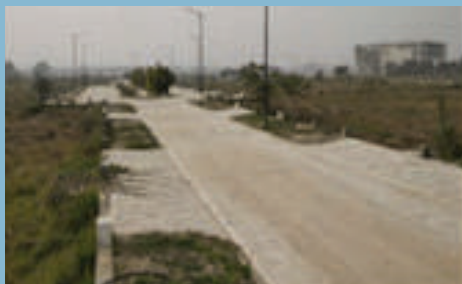
\*Note: Our water withdrawal profile is accounted for Facility Management only, as we are yet to implement a mechanism to track water consumption at our under-development properties.



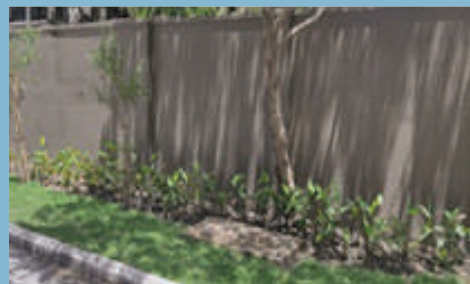


## Water Harvesting

Rainwater harvesting entails the collection and storage of rainwater for various non-potable purposes, such as irrigation, groundwater recharge, toilet flushing, and cleaning. At many of our properties, including Utalika - The CondoVille, we have installed recycled polypropylene rainwater harvesting systems to reduce our dependence on freshwater sources like groundwater. In addition, we use open swales connected to green areas to reduce the cost of recharge pits.



Open swales connected to greens



Utalika - The CondoVille

## Effluent Management

Wastewater generated by our residential properties is treated in Sewage Treatment Plants (STPs) and Effluent Treatment Plants (ETPs) to remove contaminants, pathogens, harmful chemicals, and toxic substances before it is released back into the environment or reused. The treated water is repurposed for various utility purposes, such as toilet flushing, irrigation, cooling, car washing, internal road cleaning, and landscaping. Subsequently, we utilize AC drain water in cooling towers to enhance efficiency and maintain ambient temperature balance.



STP at Utalika

## Introduced Organic Waste Composter (OWC) System, Utalika

At Utalika, we have introduced an innovative Organic Waste Composter system to optimize the recycling of organic waste. This system effectively converts organic waste materials into nutrient-rich compost, which serves as a valuable fertilizer. In our residential unit, our state-of-the-art organic waste converter machines primarily process wet organic waste, converting it into reusable, nutrient-dense manure.

These converters are self-contained units capable of multiple functions, such as waste segregation, grinding, and crushing. Once the waste is broken down, it undergoes filtering and dewatering to eliminate unwanted materials. This thorough process significantly reduces waste volume, and the processed matter is cured into a usable format, like manure. This initiative at Utalika plays a vital role in promoting sustainable waste management practices.

### Hospitality:

Water consumption at our hotel property is driven by factors essential for guest comfort and service provision. To meet the ongoing demands of our guests, which include the round-the clock operation of kitchens, air conditioning, swimming pools, and common areas, we have adopted various initiatives to mitigate the environmental impact of our operations. These initiatives include

utilizing water-efficient washing machines, installing low-flow faucets and showerheads, and implementing water reuse and recycling systems to minimize water consumption. Additionally, we use AC condensate in cooling towers to enhance efficiency by maintaining ambient temperature equilibrium. Some of our key initiatives include:



Guests are given the option to reuse soiled linens



Advanced filtration systems, including reverse osmosis and UV purification, ensure the water meets high quality standards

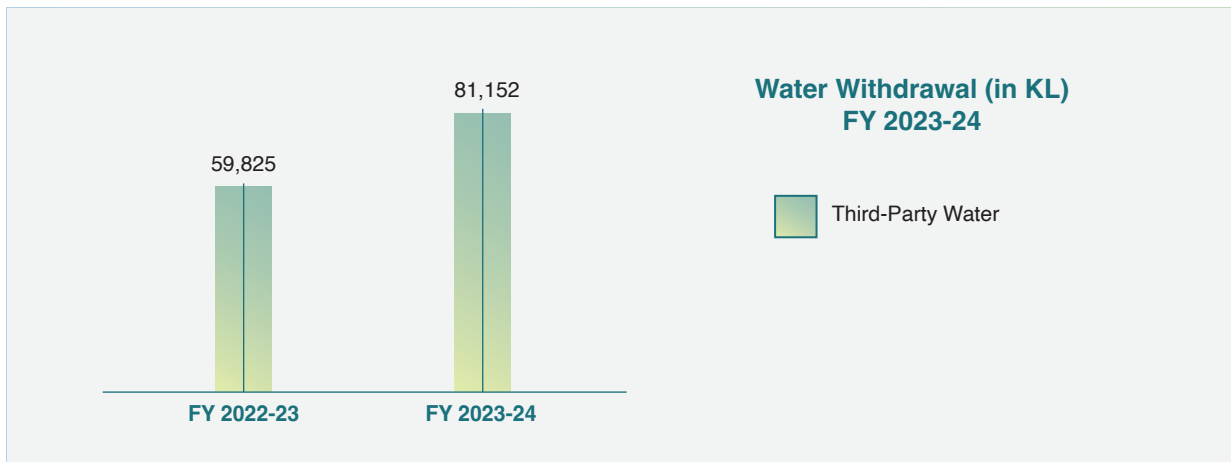


Low-flow faucets, aerators and water-saving showerheads facilitate efficient water usage

### Our Water Withdrawal Profile:

This year, we procured 81,152 KL of municipal water, the majority of which was responsibly discharged into municipal sewers. Additionally, we have implemented a rainwater harvesting system to support sustainable water management and reduce dependency on external sources. Moving forward, we are developing a structured approach to enhance data collection and reporting within our unit, ensuring more comprehensive insights into our water consumption and discharge practices.

Parameters	Unit	FY 2022-23	FY 2023-24
Third-Party Water	KL	59,825	81,152
Total	KL	59,825	81,152
Water Intensity	KL/Rooms Night sold	1.34	1.82



### Drinking water bottling plant at Taj CCNT

Our in-house water treatment plant utilizes cutting-edge technology and equipment to remove unwanted dissolved minerals, organic matter, and microbial contaminants, producing high-quality drinking water with an enhanced shelf life. The entirely automated facility handles bottle washing, filling, capping, date and batch coding, and testing.

With an existing capacity of 150 bottles per hour and a maximum production of 900 bottles per day, the plant effectively prevents thousands of kilograms of plastic waste generation.

Each batch of water sample is tested at an NABL-approved external lab for checking total plate count, E. coli, and total coliform levels. We adhere to the specifications for packaged drinking water outlined in IS 14543:2018 and follow HIRA procedures and control measures to ensure quality.

## 6.3 Waste Management (GRI 306-1, 306-2, 306-3)

With rapid urbanization and population growth, global waste production is anticipated to rise consistently, potentially reaching up to 3.4 billion tonnes over the next 30 years. In India, waste generation is projected to more than double by 2025, with estimates from the World Bank indicating a rise to 377,000 tonnes per day.

With millions of tons of waste still ending up in landfills annually and frequently leaking into the environment, improving waste management systems is essential for ensuring safe handling and disposal. Consequently, nations and corporations worldwide are increasingly implementing effective waste management practices to ensure a hazard-free environment.

In our first year of reporting, we have detailed our water withdrawal and discharge activities. This year, we procured 59,825 KL of municipal water, with 49,179 KL discharged into municipal sewers. Efficient waste management not only diminishes environmental impact but also reduces operational costs associated with waste disposal. In line with national commitments, we are dedicated to maintaining accountability and transparency in our waste management practices. Aligned with the 3R strategy (Reduce, Reuse, Recycle) and through forming strategic partnerships, we aim for optimal resource utilization and minimal waste generation across all our operations.

Most Preferred Highest Impact		Least Preferred Least Impact		
<b>Waste Avoidable</b>  <b>Avoid/Reduce</b> Minimize the total amount of waste generated from the outset		<b>Waste Management</b>  <b>Recycle</b> Transform waste into new products		
 <b>Reuse</b> Repurpose materials as many times as possible		 <b>Recovery</b> Extract energy from waste	 <b>Disposal</b> Manage remaining waste by sending it to landfills	

### Facility Management:

For properties under our facility management, our waste management strategy focuses on organized handling, reduction, recycling, and responsible disposal of waste generated after construction, including when units are handed over to customers or residents. This approach also encompasses waste from renovation work and the maintenance of common areas and equipment.

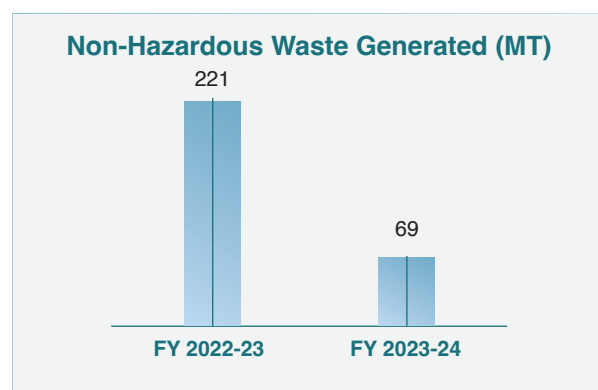
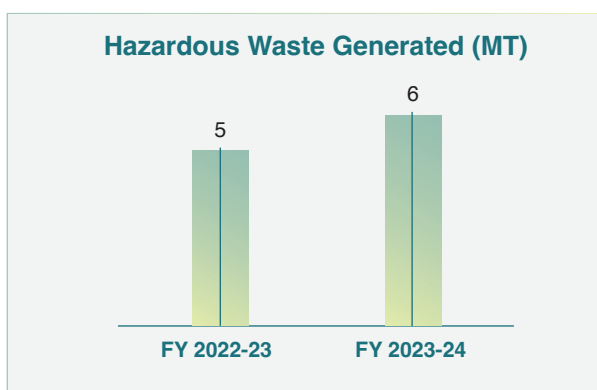
non-hazardous (e.g., scrap steel, paper, plastic, food waste) categories. Hazardous waste is carefully managed in accordance with Waste Management Rules and is handled by authorized vendors. Non-hazardous waste is subjected to thorough sorting and recycling processes or is directed to appropriate vendors, often handed over to third-party contractors such as municipal corporations, or treated in-house using the waste composter.

Waste generated is classified into hazardous (e.g., paint waste, cotton waste, used oil) and

### Our Waste Management Profile\*:

As footfall in our units increases and work-from-home practices gradually fade, waste generation is steadily rising. This uptick in activity has led to a noticeable rise in waste production, highlighting the need for enhanced waste management reporting.

Topic Disclosures	Unit	FY 2022-23	FY 2023-24
Hazardous waste generated	MT	5	6
Non-hazardous waste	MT	221	69
Total	MT	226	75
Waste Intensity	MT/sqft	0.00009	0.00003



\*Note: Accounted for all units, excluding EcoSuite and EcoCentre

## Hospitality:

At our hotel, we have implemented a comprehensive waste management system that includes meticulous monitoring, tracking, and conscious disposal and treatment of waste. We categorize the major types of waste into non-hazardous—such as kitchen, plastic, and paper waste and hazardous, such as burnt oil.

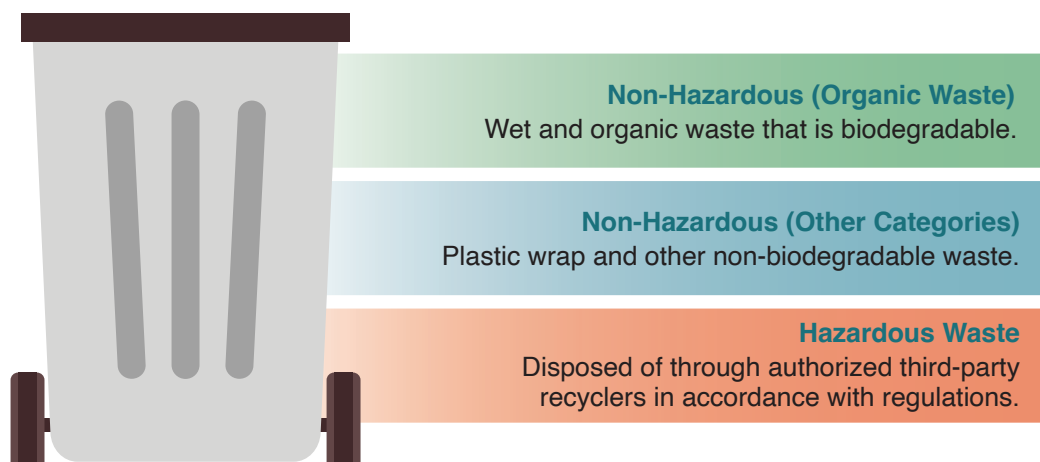
The waste generated is managed and disposed of carefully to minimize environmental impact. Hazardous and e-waste are entrusted to vendors authorized by the State Pollution Control Board, while organic waste generated on-site is composted and repurposed as manure after treatment in the organic waste composter.

To effectively manage the waste generated within the hotel premises, we have undertaken the following initiatives:

 <p><b>Organic Waste Composter</b></p> <p>We use a system to break down biodegradable waste, such as food scraps and garden clippings, into nutrient-rich compost, such as manure and biogas.</p>	 <p><b>Plastic Phase-Out</b></p> <p>We have discontinued plastic straws, PET bottles, and plastic-packaged laundry kits within hotel premises, making strides toward eliminating single-use plastics.</p>
<p><b>Waste Disposal</b></p> <p>Plastic waste is sold to approved recyclers. For e-waste and hazardous substances like burnt oil and waste lubricant oil, we collaborate with vendors sanctioned by the Pollution Control Board (PCB) for proper disposal.</p> 	<p><b>Eco-Friendly Procurement</b></p> <p>We opt for eco-friendly products, reduce packaging, and embrace sustainable materials to curb waste generation.</p> 

## Efficient Waste Management – Color-Coded Bins:

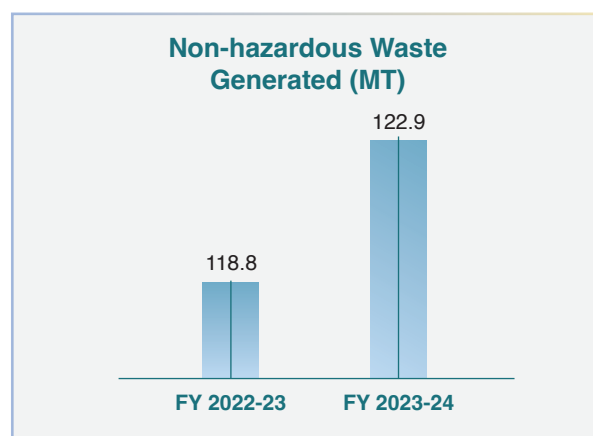
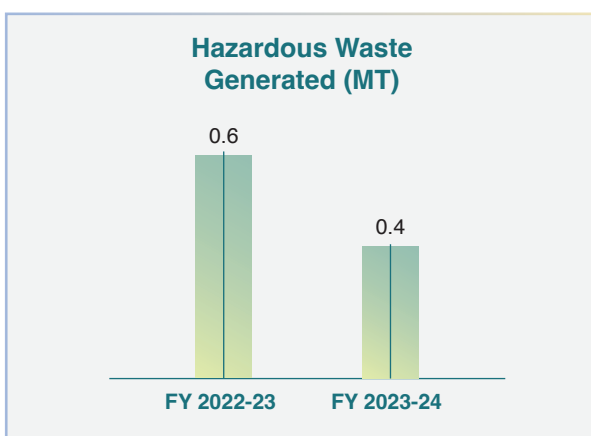
Our common area facilities feature strategically placed, color-coded bins to streamline waste collection and segregation. This straightforward yet effective measure encourages responsible waste disposal practices among our occupants.



### Our Waste Management Profile:

This year, our focus has been on accounting for specific sources of waste. Non-hazardous waste includes kitchen waste, plastic waste, and paper waste. Hazardous waste consists of burnt oil. The majority of waste generated is treated in-house, as detailed below:

Topic Disclosures	Unit	FY 2022-23	FY 2023-24
Hazardous waste generated	MT	0.6	0.4
Non-hazardous waste	MT	118.8	122.9
Total	MT	119.4	123.2
Waste Intensity	MT/sqft	0.0027	0.0028



### Development:

The construction industry is highly resource-intensive, accounting for about 40% of global waste. We implement several practices aimed at reducing, reusing, and recycling construction waste throughout various phases of the project. Subsequently, we prioritize educating and training our workforce to ensure effective management and responsible disposal of construction waste.

#### Contractor Engagement and Training

We actively promote sustainable practices among our contractors, encouraging the recovery, reuse, and recycling of building materials. This approach not only mitigates costs related to landfill disposal but also enables contractors to enhance their revenue through material recovery. We provide comprehensive training to both our employees and contractors, guiding them in effective waste management practices and providing assistance at our development sites as needed.

We prioritize material reuse and have incorporated a fixed wastage percentage into our contract rates to minimize waste. This strategy aims to boost profitability by ensuring optimal resource utilization.

Our hazardous waste comprises paint, cotton, and used oil, while non-hazardous waste includes construction and demolition debris, scrap steel, soil, and plastics. Hazardous waste is meticulously managed in accordance with Waste Management Rules and is handled by authorized vendors, whereas non-hazardous waste is rigorously sorted, recycled, or directed to appropriate vendors.

Moving forward, we are establishing a systematic approach to ensure thorough data collection for every waste type generated throughout our operations. We have been implementing the following waste management initiatives across all our properties:



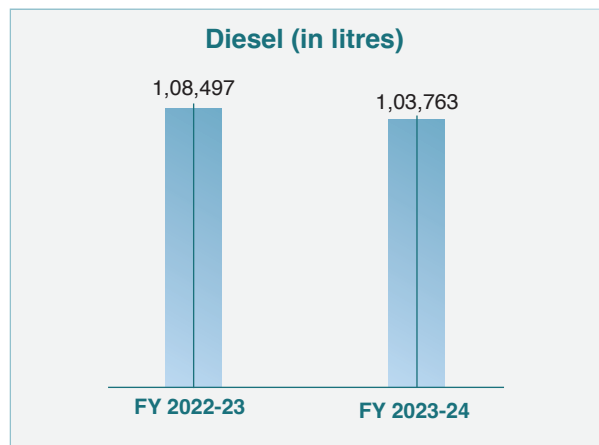
## ▶ 6.4 Material Management (GRI 301-1, 301-2)

The anticipated rise in global raw material consumption by 2060, driven by economic growth and improved living standards, intensifies environmental pressures and highlights the urgency of addressing these concerns. Our primary objective is to significantly reduce our environmental footprint by strategically optimizing

resource use and adopting circular economy principles throughout our operations. We are driving efforts towards achieving these objectives by integrating environmental considerations into both material procurement and operational phases of our projects.

### Facility Management:

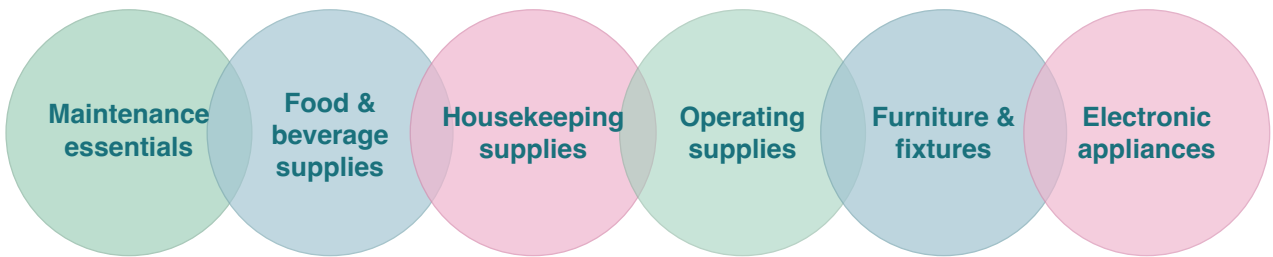
For properties under our facility management, such as malls and commercial spaces, our primary material requirements focus largely on facility maintenance. This encompasses a wide range of equipment, including lighting, HVAC systems, electrical and electronic devices, storage units, and cleaning supplies. Additionally, we use materials such as diesel, kitchen utilities and consumables, and toiletries.



Since we started reporting, our efforts have been directed towards identifying and categorizing material usage across different functions. While monitoring our diesel consumption annually, we are also improving our data management system to better streamline the collection and analysis of data for other material categories.

**Hospitality:**

Efficient management of material consumption entails optimizing procurement processes, minimizing waste, and maximizing material efficiency to maintain high-quality services, meet guest expectations, and support operational requirements. For our hotel property, Taj CCNT, the material requirements include the following:



**Our Material Management Profile:**

Currently, we have analyzed LPG usage within our Taj CCNT business unit. Moving forward, we plan to extend this analysis to cover all remaining material categories in a similar fashion.



LPG Consumption  
**1,01,954 KGs**

Our initiatives for efficient material consumption include:





## Development:

The material requirements for the real estate vertical differ across various phases of construction. Within the ever-evolving real estate sector, we acknowledge the unique material necessities intrinsic to each phase and bolster our environmental stewardship efforts accordingly. In the initial construction phase, fundamental raw materials such as cement, steel, aluminium, iron rods, and wood constitute the building's structural

foundation. This phase is succeeded by the transition to materials like electrical wires, plumbing pipes, fixtures, and paints during the fittings and finishing stage. Although all materials listed are externally sourced, we are acutely conscious of our environmental impact. Consequently, certain raw materials are recycled and reused, with the disclosed data for each material type based on direct measurements.

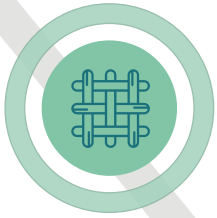
## Our Material Management Profile\*:

Acknowledging the resource-intensive demands of the construction industry, we are committed to optimizing resource efficiency. By embracing the principles of recycling and reuse, we have categorised recycled and reclaimed materials, such as fly ash, aluminium, and steel, into a distinct set. The tables below illustrate our material consumption:

Materials used by weight or volume			
Development property materials			
Materials	Unit	FY 2022-23	FY 2023-24
Ready mix concrete	MT	1,32,801	78,851
AAC blocks	MT	1,946	3,734
Wood (Shutter)	SQM	946	0
Wood (Frame)	CUM	30	0
Glass	SQM	5,876	525
Aluminium windows & panels	SQM	6,301	542
Pipes	NOS	49,180	418
Tor Steel	MT	6,116	9,106
Tiles	SQM	44,137	484
Laminated Wooden Flooring	SQM	10,050	0
CP & Sanitary ware	NOS	19,611	0
Recycled input materials used			
Flyash	MT	32,806	6,519
Steel	MT	1,690	3,182
Aluminium	SQM	40,796	542

\*Note: Accounted for projects that are currently in the development stage only.

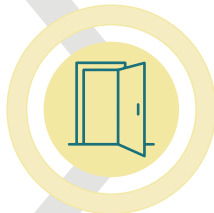
In our projects, we have integrated several sustainable approaches to material management, entailing:



Utilizing various fiber-reinforced plastic (FRP) products, like gates, light poles, louvers, pergolas, manhole covers, and grating.



Switching to breathable silicate-based mineral external paints instead of traditional external-grade elastomeric paints. These advanced paints are not only environmentally friendly and exceptionally durable, but they also protect health and the environment with their contaminant-free composition.



Implementing finger joint laminated (FJL) teak wood door frames, crafted from finger-jointed hardwood. The laminated veneer lumber (LVL) used is sourced from Malaysian hardwood, a naturally renewable material.



Incorporating non-structural reinforced cement concrete (RCC) walls with a thermocol infill layer, thereby reducing both dead load and concrete consumption. This innovative approach not only optimizes the use of concrete but also recycles thermocol effectively.



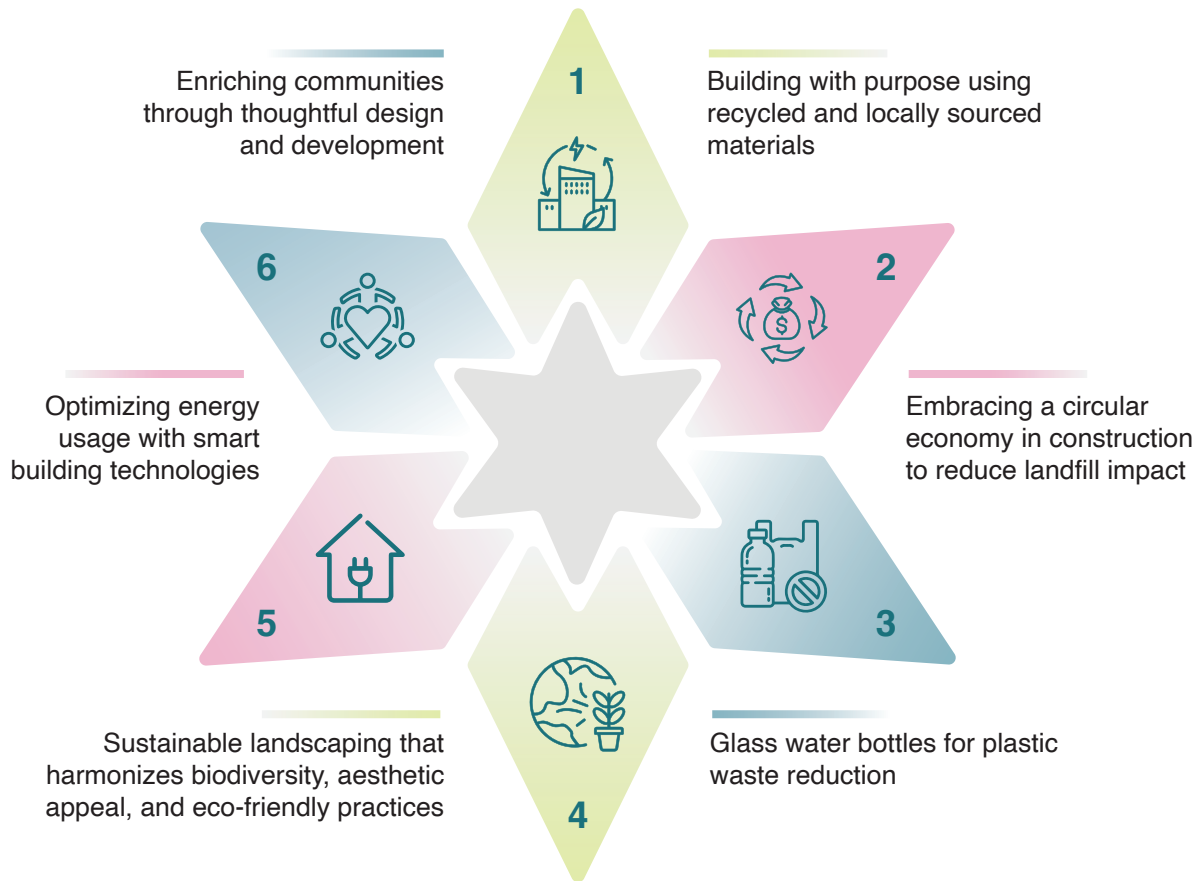
Integrating expanded polystyrene (EPS) foam blocks as a lightweight filling material. This method recycles EPS blocks while concurrently optimizing the consumption of earth and concrete.

## ► 6.5 Responsible Operations

Our dedication to responsible practices is demonstrated through our efforts aimed at reducing environmental impact, enhance safety, and champion sustainability throughout the construction process.

Our properties proudly hold the prestigious Green Building IGBC Certification, underscoring our unwavering commitment to environmental stewardship. By prioritizing responsible operations, we aim to minimize our environmental footprint while creating vibrant, efficient, and sustainable spaces that enrich the communities we serve.

## Commitment towards Responsible Operations :



## Sustainable Practices at Every Phase - Pre and Post Construction

We embrace sustainable practices throughout the construction phase, from pre-construction to post-construction. During the construction phase, we prioritize sourcing responsibly, choosing recycled and locally sourced materials whenever feasible. Our waste diversion strategies include repurposing construction debris, supporting a circular economy and minimizing landfill impact.

Post-construction, our commitment extends to properties managed by our facility management team. Here, we implement energy efficiency measures, water conservation initiatives, and waste reduction programs. We optimize energy usage through smart building technologies and enhance biodiversity and aesthetic appeal with sustainable landscaping practices.



### In Planning and Construction

Our planning and development portfolio exemplifies a steadfast commitment to green building practices. We prioritize energy efficiency, leverage renewable resources, and embrace eco-friendly materials. By integrating sustainable design principles, we aim to minimize our carbon footprint and enhance the overall quality of our properties.



### In Facility Management

We focus on delivering an exceptional customer experience rooted in environmental consciousness and social responsibility. From energy-efficient operations to pioneering waste reduction initiatives, we continuously seek innovative ways to blend quality service with sustainable practices. We firmly believe that responsible business operations are essential for long-term success and the well-being of both the planet and its inhabitants.

**Hospitality:**

Within our Taj managed hospitality operations, we ensure an exceptional guest experience by emphasizing energy efficiency, waste reduction, and water conservation. This commitment to sustainability is integral to the outstanding service we provide. We integrate innovative technologies and sustainable building designs to minimize our ecological footprint, blending environmental consciousness with luxury hospitality. Our initiatives include using advanced laundry chemicals for pristine linens, optimizing chiller plants for energy efficiency, adopting flameless burners for

cleaner culinary practices, transitioning to glass water bottles to reduce single-use plastic, and supporting local economies. These efforts collectively embody our dedication to responsible business conduct.

Nationwide, our eco-friendly initiatives, including the use of oxo-biodegradable wrappers and the adoption of digital operations with e-signatures, highlight our commitment to delivering an exceptional and environmentally conscious guest experience.

Our unit is enrolled in EarthCheck, and we are committed to continuously enhancing our operating practices to reduce our ecological footprint and contribute to the Sustainable Development Goals.



EARTHCHECK



# Concern for People, Partners and Community

## Contents of this section

- 7.1 Employee and Labour management
- 7.2 Diversity and Inclusion
- 7.3 Occupational Health and Safety
- 7.4 Community Welfare
- 7.5 Customer Relations
- 7.6 Supply Chain Management

## SDG's impacted



## ► 7.1 Employee Management (GRI 401-1)

### Employee Recruitment

Our employees play an essential role in propelling our growth and achievements, with their skills, dedication, and proficiency profoundly impacting our operational and financial performance. We uphold a transparent hiring process characterised by open communication throughout each phase, ensuring equity, trust, and authenticity. Engaging in campus recruitment drives and partnering with recruitment agencies, our meticulous recruitment strategy encompasses several critical steps. These include defining job requirements, advertising job vacancies on our corporate websites and through recruitment partners, reviewing resumes and applications for candidate shortlisting, conducting interviews, performing comprehensive background checks, and ultimately presenting offers to the selected candidates.

We have crafted comprehensive internal human resource (HR) policies for our hospitality vertical in addition to the IHCL policies, encompassing aspects like recruitment, onboarding, performance management, compensation and benefits, employee relations, training, development, labor law compliance, industry regulations, and ethical standards. This policy is accessible to all employees in our internal database system, Darwin Box. Meanwhile, employees at Taj properties have access to relevant policies through the IHCL portal, Taj IGNITE.

The Unit HR is responsible for managing and overseeing the entire HR function, ensuring alignment with the strategies outlined by the Management Committee and supports the organization's broader business objectives. This includes addressing key aspects of employee engagement, welfare, and operational efficiency. Supported by the Corporate HR team, the Unit HR plays a pivotal role in resolving employee grievances promptly and effectively. Furthermore, the Corporate HR contributes by providing detailed monthly updates and comprehensive quarterly reports on critical HR issues, offering valuable insights to the Management Committee and the Chairman.

We regularly conduct audits to verify the effective implementation of our HR policies and

processes, ensuring compliance and excellence across our operations.

Our real estate division is propelled by a dynamic team of industry experts, including engineers, designers, chartered accountants, and legal and compliance professionals, who are the chief architects in realising our vision to deliver exceptional value. Our permanent employees are categorized into:

- Senior Management (General Manager and above),
- Middle Management (Senior Manager to Deputy General Manager),
- Junior Management (Assistant Manager, Deputy Manager & Manager), and
- Staff (All executives, Assistants and Trainees), encompassing both technical and managerial roles.

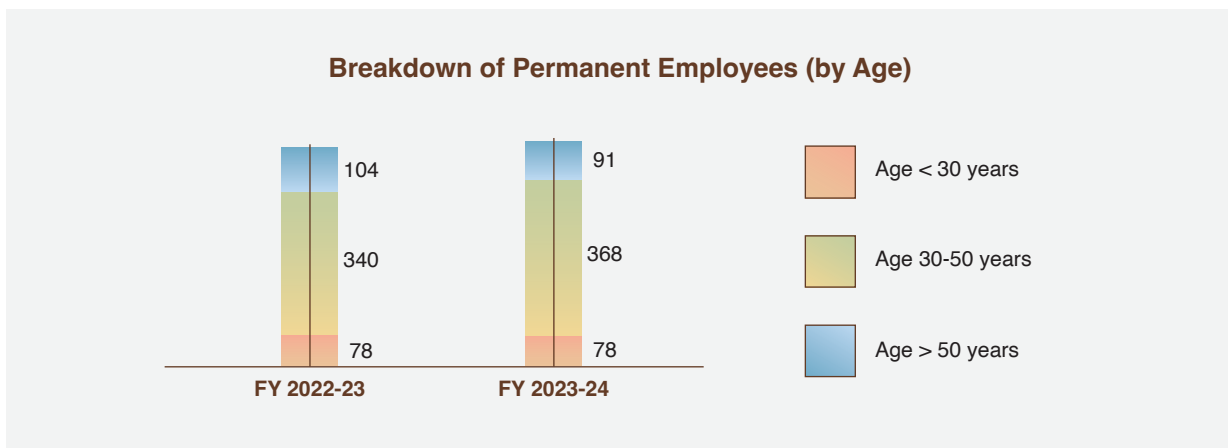
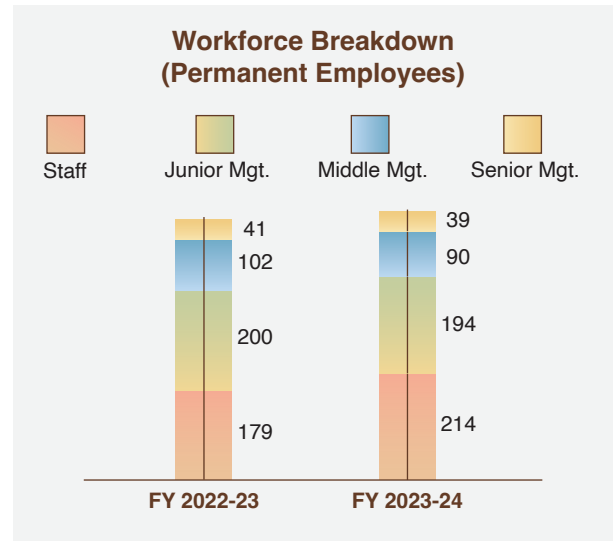
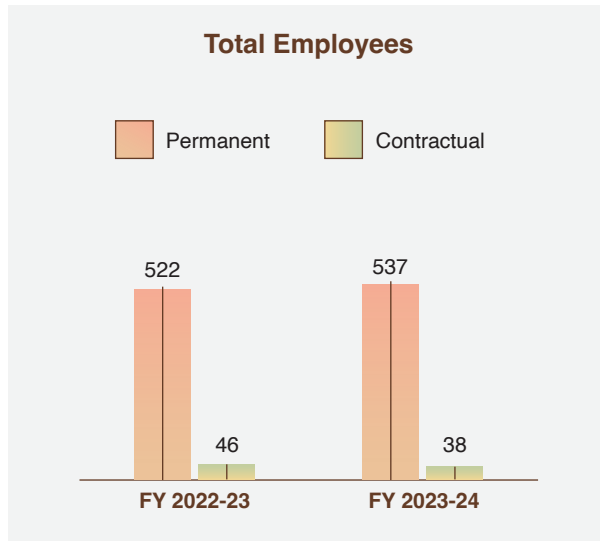
Additionally, we employ temporary contractors and labourers for project-specific tasks, with their contracts and benefits managed by our aligned service providers.

For FY 2023-24, our company's overall employee strength has grown to 759, demonstrating our ongoing expansion in capacity and our commitment to delivering quality services across all business areas. In the facility management and development division, we now have 537 permanent employees dedicated to maintaining high service standards and operational excellence. In our hospitality division, as our hotel continues to evolve and enhance its offerings, our workforce has increased by 26%, reaching a team strength of 184.

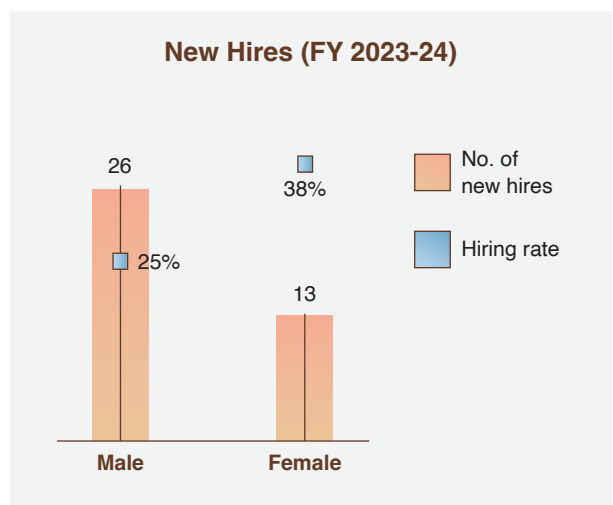
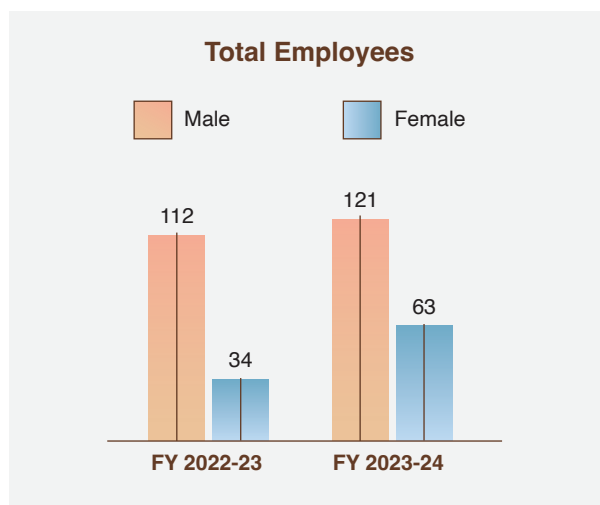
Our third-party managed hospitality operations demand diverse roles and expertise to provide outstanding customer service, maintain operational efficiency, ensure guest satisfaction, and uphold our brand's prestige. Our employees comprises front-of-house staff such as concierge personnel, receptionists, and guest service representatives, as well as the housekeeping and maintenance crew, F&B service team, event management unit, HR, finance, procurement, and engineering departments. We adhere strictly to the Taj hiring policy.

The broad classification of our workforce is given below.

## Development and Facility Management



## Hospitality:



## 7.2 Employee Development and Retainment

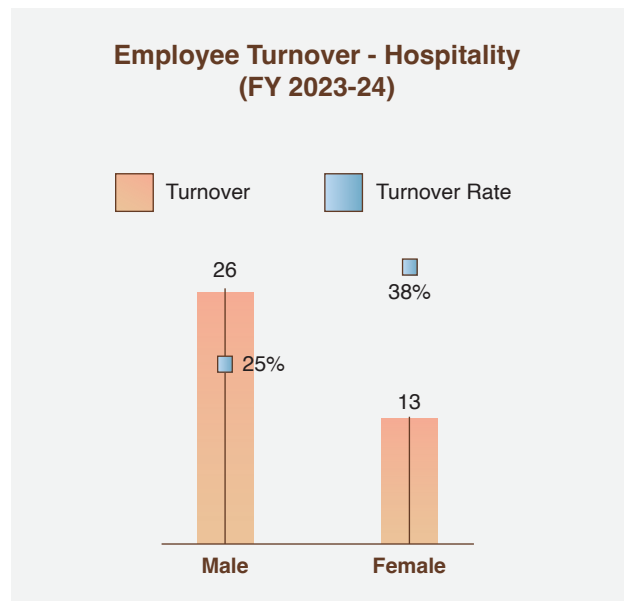
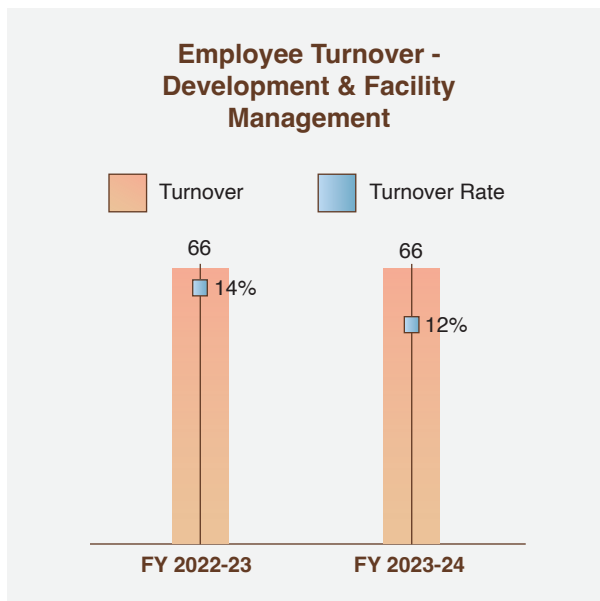
(GRI 401-1, 401-2, 402-1, 404-2, 404-3)

At Ambuja Neotia, we are committed to providing ample opportunities for professional growth for all our employees. We believe that skill development and recognition of contributions are key to boosting employee retention and fostering a sense of belonging and satisfaction. Our workforce is empowered to advance through structured performance feedback and robust Learning and Development (L&D) programs.

achievements and cultivate a positive workplace culture. By prioritising the physical, mental, and financial well-being of our employees, we aim not only to attract top talent but also ensure their retention and motivation.

Due to the nature of our operations, retaining semi-skilled workers proves to be difficult, as manpower requirements frequently vary in each construction project.

We have crafted recognition programs and employee appreciation events to celebrate



### Employee Skill Training

In the ever-evolving real estate sector, we embrace a progressive approach to employee Learning and Development (L&D). By investing in continuous training initiatives, we ensure alignment with industry trends, technological advancements, and evolving customer preferences. We provide customised courses, workshops, and certifications, empowering our employees with the essential skills for success in their roles. Our training portfolio includes technical, soft skills, and behavioural development programs.

approach, featuring in-person sessions, online modules, workshops, and specialized programs. Our goal is to foster a culture of curiosity and innovation, encouraging adaptability and continuous improvement. Personalised training plans are developed based on identified needs during performance evaluations. Through collaborations with industry experts and educational institutions, we ensure our employees have access to cutting-edge knowledge and best practices.

To accommodate diverse learning styles, the management has adopted a blended learning

Our Head of HR reviews the L&D plans crafted by HR professionals in consultation with subject matter experts and senior leadership.



We conduct periodic evaluations to assess the impact and ROI of our training programs, ensuring they drive both employee growth and organisational success.

We have developed an internal training portal, the Learning Management System (LMS), accessible to all employees. Through the LMS, employees can engage with assigned trainings, voluntarily enrol in additional modules, complete exams, and receive certificates upon completion.

Training objectives are assigned, which are tied to Key Responsibility Areas (KRAs). Mandatory sessions, including those on soft skills, behavioural, and technical training, are usually held in classroom settings.


Our property business division organises diverse training programs for employees, emphasising comprehensive development in leadership, skill enhancement, and health and safety awareness.

## Development and Facility Management

The total training hours and the number of permanent employees participating are segmented by designation levels, as given below:

Employees	Total Participants	No. of hours trained	Average hours
Staff	158	900	5.7
Junior Management	193	1460	7.6
Middle Management	90	575	6.4
Senior Management	34	81	2.4

We offer a variety of training programs for all our employees every year, including the following programs conducted in FY 2023-24:

 <p>POSH and safety management - Eduvista skill and power academy</p>	 <p>David Taylor Marketing masterclass - Confederation of Indian Industry (CII)</p>	 <p>Cybersecurity Awareness - External training agency</p>
 <p>Disruptive marketing strategy - Confederation of Indian Industry (CII)</p>	 <p>Mastering MS Project Software - Internal IT Head</p>	 <p>Values based leadership program - Inspire Coaching Systems</p>

## Hospitality

In the dynamic hospitality industry, we have implemented a forward-thinking strategy for employee Learning and Development (L&D). Our company invests in ongoing training programs that stay attuned to industry trends, technological advancements, and shifting customer preferences. We provide customized courses, workshops, and certifications to equip employees with the skills necessary for their roles. Our training offerings encompass technical, soft skills, and behavioral development.

Our aim is to cultivate a culture of curiosity and innovation, fostering adaptability and continuous improvement. To address diverse learning preferences, management has adopted a blended learning approach that includes in-person sessions, online modules, and workshops. Personalised training plans are crafted based on needs identified during performance evaluations. By collaborating with industry experts and educational institutions, we ensure that employees have access to cutting-edge knowledge and best practices.

Our third-party operations division conducts a variety of training programs for employees, focusing on areas such as skill enhancement, hygiene and safety protocols, exceptional customer service, service etiquette, leadership development, and sustainability practices. New hires are welcomed through the Taj Swagat, IET onboarding program. Our safety-specific training encompasses general safety, fire safety, and electrical safety modules, while compliance training includes sessions on the Tata Code of Conduct specific to IHCL's unit. We have also

curated vocational modules for front office and housekeeping, and project excellence modules tailored for F&B, stewarding, and front office.

New employees complete 12 hours of induction training, while current employees are required to undertake an average of 8 hours of mandatory training.



Taj Swagat Induction for PwD colleagues

## Performance and Career Management

### Development, Facility Management and Hospitality:

At Ambuja Neotia, we have established a comprehensive and standardised framework across all business units, dedicated to fostering employee development and ensuring abundant growth opportunities throughout their tenure with the organisation. To this end, we conduct regular performance assessments and interactive dialogue sessions to identify specific skill and performance-based gaps. Subsequently, we provide employee counselling sessions to aid in their pursuit of excellence and adaptability. Our semi-annual Performance Review (HPR) system for the real estate business meticulously evaluates the performance of employees at every level.

We have crafted a strategic action plan that delineates the necessary steps, objectives, and initiatives to achieve our organizational goals, effectively supporting the Key Result Area (KRA) setting process. This synergy between the action plan and KRAs is crucial in establishing SMART goals, which are systematically cascaded down to individuals across various departments. The management committee periodically redefines the KRAs to ensure the company stays competitive and adaptable in an ever-evolving market landscape, aligning with our updated organizational objectives.

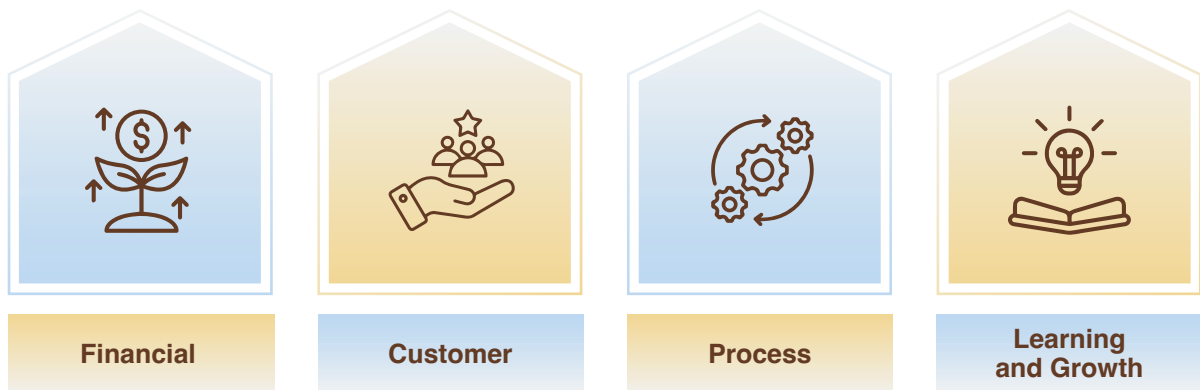
Our comprehensive multi-level performance management system, designed to evaluate employees across all organizational tiers, is outlined below:

**Management Cadre (Senior, Middle, and Junior Levels):** The evaluation considers both the 'what' and 'how' of performance, focusing on Key Result Areas (KRAs), key objectives, and role-specific competencies. The process begins with self-evaluation, followed by assessments from Managers (First-Level, Second-Level, and HoD). Review discussions address areas for improvement, development plans, and KRAs for the next year. Final ratings are determined after moderation by the Management Committee.

**Support Staff (L01 to L08):** Evaluations are conducted by Managers (First-Level, Second-Level, and HoD), assessing competencies and responsibilities through feedback from reporting supervisors and the HoD.

Our performance scorecard encompasses four core competency areas for evaluating performance. Department heads are responsible for determining the weightage of each area based on the employee's job role and position.

The competency areas are –



We have established performance-based rewards and recognition programs designed to acknowledge and celebrate outstanding employee achievements. These programs evaluate employees' performance and take into account recommendations from team leads, supervisors and managers. Employees who demonstrate exceptional performance, commitment, and the ability to meet or exceed job objectives ahead of schedule are also considered for fast-track promotions.

We are in the process of creating a mentorship model that pairs experienced professionals with employees seeking guidance, knowledge and advice. This mentor-mentee relationship is designed to foster the mentee's holistic personal and career development, facilitating both growth and advancement.



**100%**

Permanent employees are covered under performance management system

## Succession Planning

Our proactive organizational strategy focuses on identifying and nurturing talent within the company to ensure a smooth transition when key employees leave or retire. This involves a systematic approach to build and develop a pipeline of internal candidates, equipping them to assume crucial roles and responsibilities within the organization. The primary components of this strategy are illustrated below.

## Employee Benefits

At Ambuja Neotia, we offer a range of non-monetary benefits alongside regular salaries. These enhancements are offered as part of the overall compensation package and are crafted to attract, retain, and elevate our talented workforce, contributing to overall productivity. Our comprehensive benefits package includes:



### Group Mediclaim (GMC)

Group Mediclaim (GMC) is a comprehensive health insurance plan that offers financial protection against medical expenses for employees and their families.

**Eligibility:** Regular and FTC employees, excluding those covered under ESIC. Eligible family composition includes self, spouse, parents, and up to two children.



### Group Personal Accident (GPA)

Group Personal Accident (GPA) insurance provides monetary coverage to employees in the event of accidental injuries or death, ensuring support for their families during unforeseen circumstances.

**Eligibility:** Regular and FTC employees, excluding those covered under ESIC.



### Deputation Allowance

Deputation Allowance compensates employees assigned to work at locations away from their regular workplace.

**Eligibility:** All employees are covered, except management trainees, trainee engineers, and graduate trainees.



### Leave Travel Allowance

Leave Travel Allowance (LTA) provides financial support for travel expenses during employee leave, promoting rest and rejuvenation.

**Eligibility:** All regular employees of the company are covered under this policy.



### Wedding Gift Allowance

The company provides a special wedding gift to employees as a gesture of appreciation on their wedding day.

**Eligibility:** All employees, including FTC, who have completed two years of continuous service in the organization are eligible.

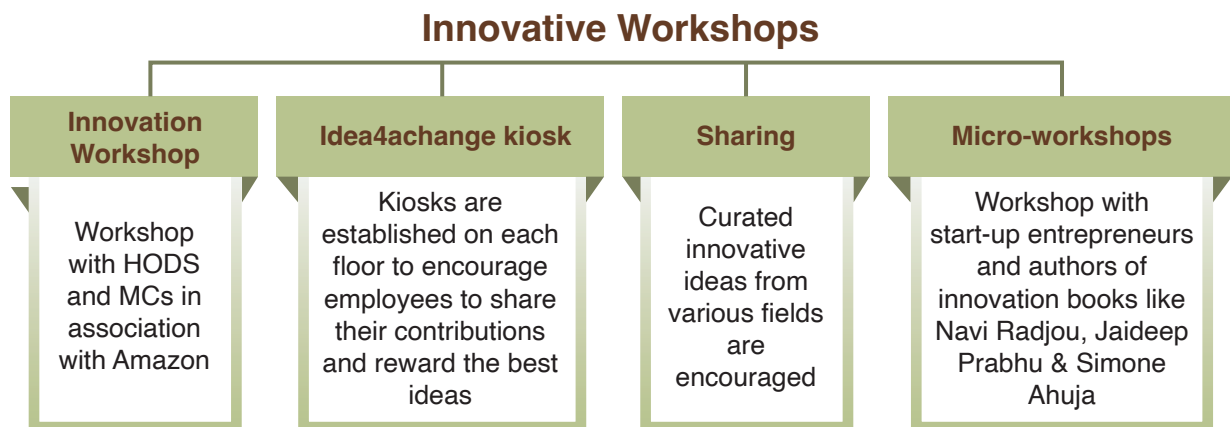
We provide comprehensive support to female employees throughout pregnancy, childbirth, and the postpartum period. Maternity benefits cover up to two living children under GMC. We are in the process of creating a mentorship model that pairs experienced professionals with employees seeking guidance, knowledge, and advice. Apart from the above-mentioned benefits provided to our employees, we focus on creating a dynamic workplace that promotes networking, connectivity, team synergy, and collaborative efforts.

## Employee Engagement

### Development, Facility Management and Hospitality:

We implement various initiatives to cultivate a supportive and dynamic workplace culture that prioritizes employee well-being, collaboration, and productivity. Our events encompass team-building activities, recognition and rewards programs, wellness initiatives, social activities, and celebratory occasions.

In FY 2022-23, we introduced several innovative workshops designed to foster a culture of creativity, encourage idea-sharing among employees, and emphasize the need for reinvention and adaptation in our business processes. Our four-pronged approach includes -



### Expected Result

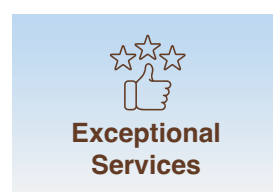
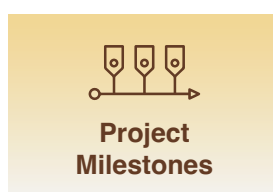
- Acceptance to change
- Lateral thinking
- Nurture change agent
- Achieve maxim of 'Making a difference to the way people live'

## Employee Recognition

### Development, Facility Management and Hospitality:

Our rewards and recognition programs are aligned with our core values and business goals, tailored to celebrate exceptional performance. We provide personalised recognition through awards, certificates, incentives, and public acknowledgment, aiming to enhance employee morale, motivation, and loyalty, thereby fostering a more engaged and productive workforce.

Our recognition programmes encompass –



## ► 7.3 Employee Well-Being (GRI 401-2)

### Development, Facility Management and Hospitality:

Our employee well-being initiatives are crafted to bolster physical, mental, and emotional health. These efforts aim to cultivate a positive work environment, support a healthy work-life balance, encourage team building, and enhance overall job satisfaction.

A few highlights from these activities are illustrated below:




## ► 7.4 Diversity, Equity and Inclusion (DE&I) (GRI 401-2)

### Development, Facility Management and Hospitality:

Diversity, equity, and inclusion are crucial for business success, as organizations with diverse cultures tend to outperform financially, drive high performance, and foster innovation. At Ambuja Neotia, we actively support cultural diversity across all positions, ensuring equal opportunities and non-discrimination regardless of gender, ethnicity, or socioeconomic background. By fostering these values, we not only align with societal norms but also enhance creativity, innovation, and customer satisfaction, thereby bolstering our resilience and success in the dynamic Indian market.

We proactively recruit from diverse backgrounds, offer inclusive training programs, uphold gender pay equity, and cultivate a workplace that values differences. Our recruitment prioritizes skills and expertise irrespective of their race, nationality, gender, birthplace, religion, disability, or age. Special occasions, like Women’s Day, provide an opportunity to acknowledge and celebrate the significant contributions of women to our success, with recognition including lunch vouchers and personalized wish cards.

Our commitment to fostering inclusivity transcends gender diversity, encompassing comprehensive accessibility for employees and stakeholders with disabilities. Our premises are thoughtfully designed to be accessible, featuring infrastructure such as ramps and wheelchairs to accommodate individuals with special needs.

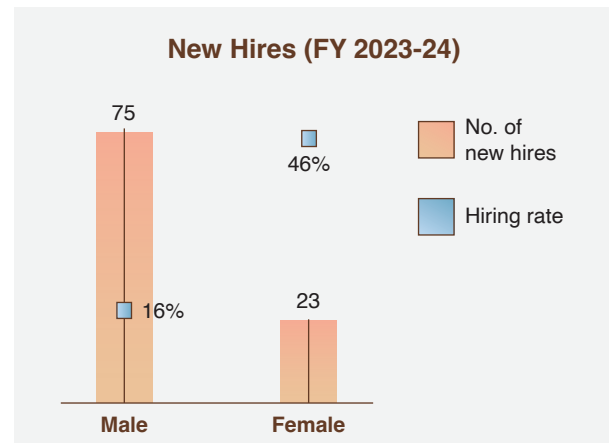
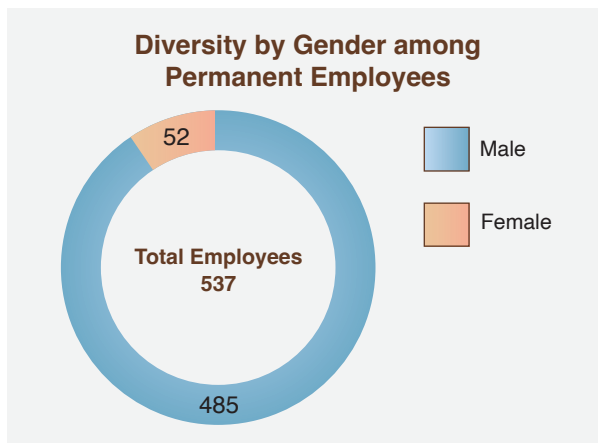


**Zero**  
Incidents of discrimination reported in FY 2023-24

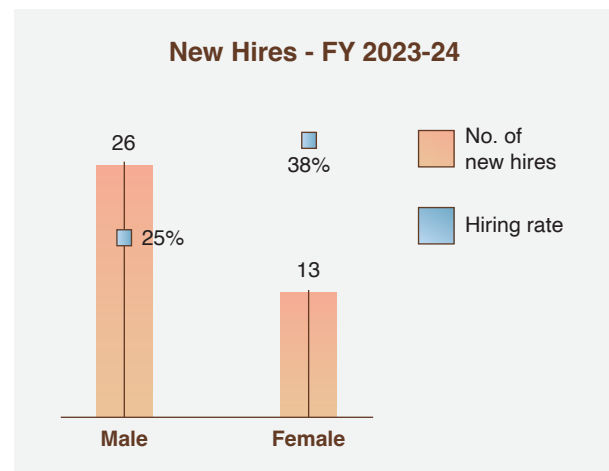
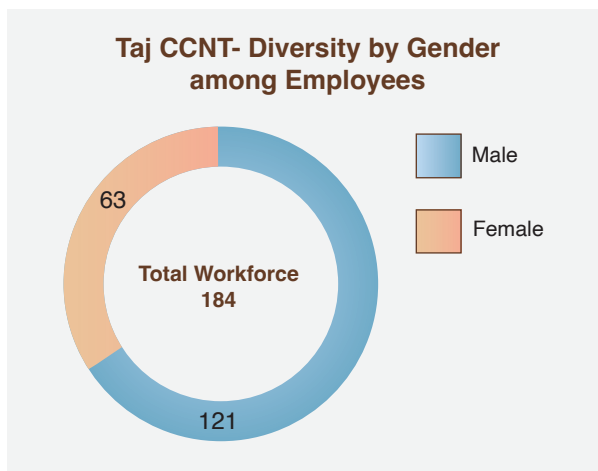
## Workforce Highlights

In FY24, we made remarkable progress in advancing gender diversity across our workforce, reflecting our commitment to an inclusive and equitable workplace. Female hiring rates surpassed male hiring rates in key verticals, with development and facility management teams recording a 46% hiring rate for women compared to 16% for men. Similarly, in our hospitality vertical, female hiring stood at 38%, outpacing the 25% hiring rate for men. Women now represent 15% of our overall workforce, underscoring our efforts to create opportunities and a supportive environment for women employees. We are actively working towards increasing this representation further, aligning with our vision of fostering diversity as a cornerstone of organizational growth and success.

### Development and Facility Management:



### Hospitality:



## Prevention of Sexual Harassment (POSH)

### Development, Facility Management and Hospitality:

We have developed a Prevention of Sexual Harassment (POSH) policy, serving as a detailed framework of guidelines and protocols aimed at preventing and addressing sexual harassment within the organization. This policy is designed to ensure a safe, inclusive, and respectful work environment for all our employees, including permanent employees, workmen, temporary workers, trainees, and contract employees at their respective workplaces and project sites. Starting next year, we plan to introduce a POSH learning course module via our Learning & Development IT platform.

Our Internal Complaints Committee (ICC) thoroughly investigates all formal written complaints of sexual harassment, taking decisive

remedial actions to address substantiated claims and prevent future incidents. We maintain the highest level of confidentiality throughout the investigation to safeguard the interests of the victim and the accused, and to prevent any form of retaliation.

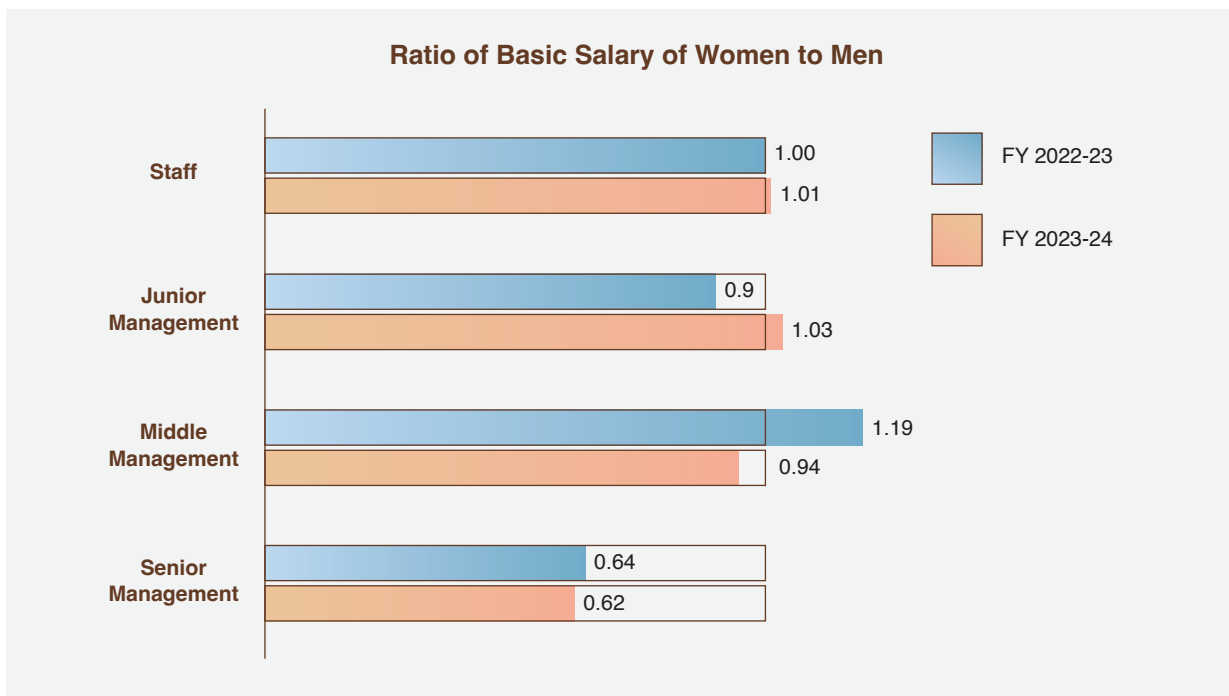
Upon receiving a complaint, the ICC initiates an inquiry at the request of the aggrieved person. The terms of settlement or a summary of the proceedings are documented in writing, signed by all ICC members, and submitted to the Head of HR. This written report details the ICC's conclusions and includes recommendations for disciplinary action against either the complainant or the respondent, based on the authenticity of the incident.

## Remuneration

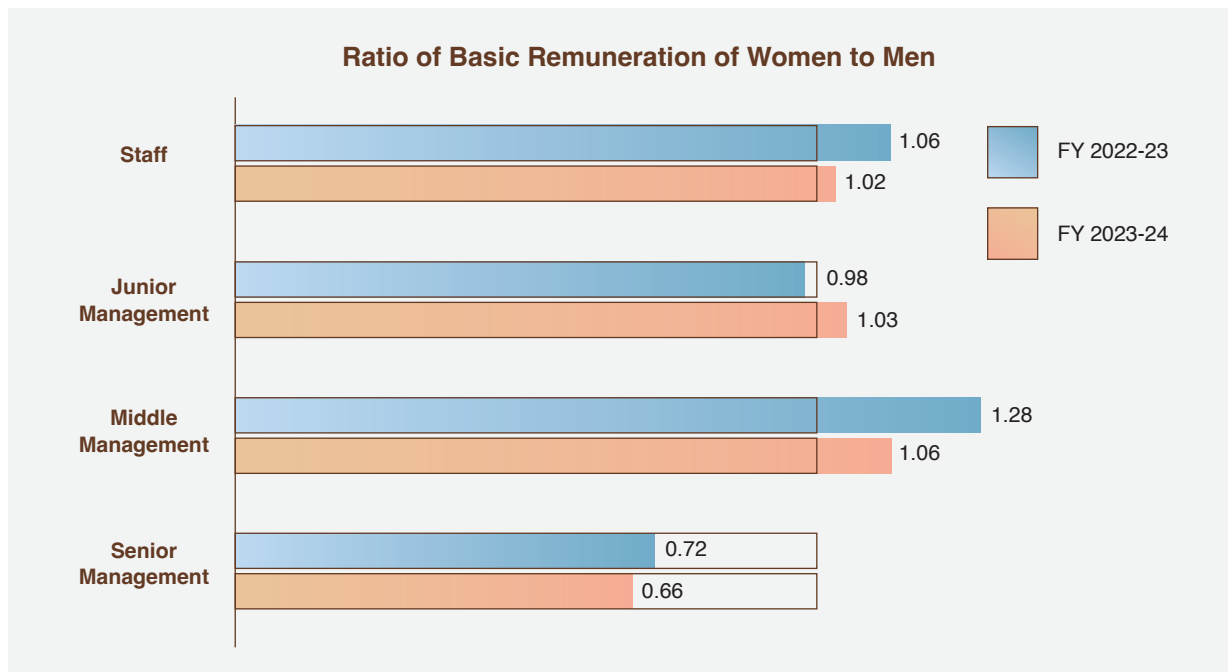
### Development, Facility Management and Hospitality:

At Ambuja Neotia, our remuneration structure is designed to ensure equitable compensation for all employees, regardless of gender. This principle of fairness will be incorporated into our existing Nomination, Remuneration, and Compensation (NRC) policy. However, variations in salary packages among individuals holding the same designation may occur, solely based on differences in experience and job responsibilities.

The ratio of basic salary and overall remuneration for women to men across various levels within our organization is as follows:







## ► 7.5 Occupational Health & Safety (GRI 403-1, 403-3, 403-5, 403-6, 403-8)

At Ambuja Neotia, the well-being of our employees and customers is our top priority. We have established a comprehensive Safety, Health, and Environment (SHE) system, guided by both national and international safety laws and best engineering practices. Our commitment extends to ensuring the safety of all employees, contractors, and customers, both on-site and within our premises, with a firm goal of achieving zero harm. In FY 2023-24, we implemented an Integrated Management System (IMS) in alignment with ISO 45001:2018 standards and achieved certification. This accomplishment further demonstrates our dedication to safeguard employee well-being and continuously enhancing our safety practices.

In our real estate business, AHUICL, each active project site is assigned dedicated SHE officers responsible for overseeing all safety-related matters. These officers submit monthly safety and manpower reports to the site-specific safety committee, which includes representatives from both our organization and our contractors. This committee periodically reviews safety performance and ensures the effective implementation of policies and standards across all projects. For sites under facility management, our oversight focuses on fire safety audits, electrical audits, and evacuation drill management. The head of the safety department is tasked with overseeing the safety practices implemented at each site.

At the corporate level, the Managing Director Secretariat (MDS) spearheads our safety culture initiatives. The Management Committee drives this vision forward, while the Health & Safety department champions and promotes these concepts. To enhance our understanding and implementation of safety standards beyond national borders, we have partnered with the British Safety Council (BSC). This collaboration aims to help us achieve safety excellence in the construction sector of the real estate industry.



**Hospitality:**

At our 3rd party managed hospitality business, safety risk assessments are conducted on a regular basis by the hotel Safety Committee. These assessments form the foundation for managing incidents within the hotels. The Executive Committee, serves as the leading Safety Council within the Company, provides overall guidance and direction for the company's safety initiatives. Updates to safety policies are regularly discussed during Executive Committee meetings, where additional feedback and direction are discussed. Any instances of safety non-compliance or hazards are reported to the relevant personnel for corrective action. The General Manager, along with members of the Hotel Safety Council, reviews these actions to ensure that the necessary measures are implemented effectively.

**Health and Safety Risk Management**

**Development and Facility Management:**

At our real estate business, AHUICL, we prioritise safety through comprehensive risk assessments designed to identify, evaluate, and mitigate risks, ensuring a secure environment for employees, contractors, and visitors. We conduct these assessments for both routine and non-routine activities, incorporating inputs from the Central Building and Other Construction Workers' (BOCW) Rules 1998, the SHE manual, details of construction activities, incident investigation reports, Hazard Identification Risk Assessment

(HIRA), and site-specific information. The corporate SHE team creates a central Hazard Identification Risk Assessment and Risk Control (HIRARC) based on observations provided by the Project-in-charge (PIC) / Project Coordinator (PC). This central HIRARC is then utilized by individual site project teams to identify risks, assess their likelihood and potential impact, and evaluate the effectiveness of existing control measures.

**Hospitality:**

In our third-party managed hospitality operations, our safety and security policies are meticulously crafted in alignment with the Tata Group's Safety Beliefs. These policies encompass critical areas such as fire and life safety, as well as food safety protocols. Our vehicle safety policy offers comprehensive guidelines on road safety and driving practices, while our contractor safety standards regulate the operations of third-party

service providers. Each of our hotels adheres to a robust safety training program designed to offer essential safety knowledge and serve both as an induction and ongoing refresher course for employees. To further enhance safety, we recommend that all hotels conduct safety audits a minimum of twice annually, with the objective of mitigating the risk of unforeseen incidents.

**Health and Safety (H&S) Measures**

**Development and Facility Management:**

At Ambuja Neotia, our Health and Safety (H&S) protocols are meticulously structured from both technical and procedural viewpoints. The technical dimension of H&S is systematically addressed through a centrally developed H&S Manual. This manual is crafted based on the framework outlined in the Standard Operating Procedure

(SOP) specific to the safety department, detailing the methodologies and approaches required for its creation. Conversely, the procedural aspect focuses on the execution of departmental functions, guided by a comprehensive SOP that governs all departmental operations.

### Some of the safety initiatives undertaken at construction sites include:



The double lanyard system enhances safety by linking the harness to the anchor point with two distinct lanyards. This setup ensures a swift and secure fall arrest, significantly reducing the potential fall distance and safeguarding workers from making contact with the ground.



Excavations that exceed a depth of 1.5 meters necessitate the implementation of protective systems such as shoring, sloping, or trench boxes. These measures are crucial to prevent cave-ins and ensure the safety of workers within the trench by facilitating secure access and egress.



Moving parts guards are physical barriers or protective enclosures designed for machinery and equipment with rotating, reciprocating, or otherwise moving components. Their primary function is to prevent accidental contact, entanglement, or injuries from these moving parts. These guards can take various forms, including barriers, enclosures, shields, or interlocking mechanisms, all aimed at enhancing safety and protecting users.



Scaffold structures must be vertically aligned and include approach ladders for safe access. To further enhance safety, it is essential to install guardrails, midrails, and toe boards on all open edges of the scaffold. These features help prevent falls and provide added protection for workers operating on elevated platforms.

### Hospitality:

Safety initiatives undertaken at hotels include –



Safety guidelines and policies set by the Tata Group Safety Office are prominently displayed at key strategic locations in Hindi, English, and relevant local languages.



Yellow cards play a crucial role in refining the Hazard Identification and Risk Assessment (HIRA) process by incorporating administrative controls. They provide valuable input that helps in identifying and mitigating risks more effectively.



A Progressive Consequence Framework has been established to manage safety violations effectively.

To enhance safety measures within the company, several additional initiatives have been undertaken, including:

- Revamping of the overall safety documentation system.
- Consolidating the existing safety policy into a comprehensive Safety and Security policy.

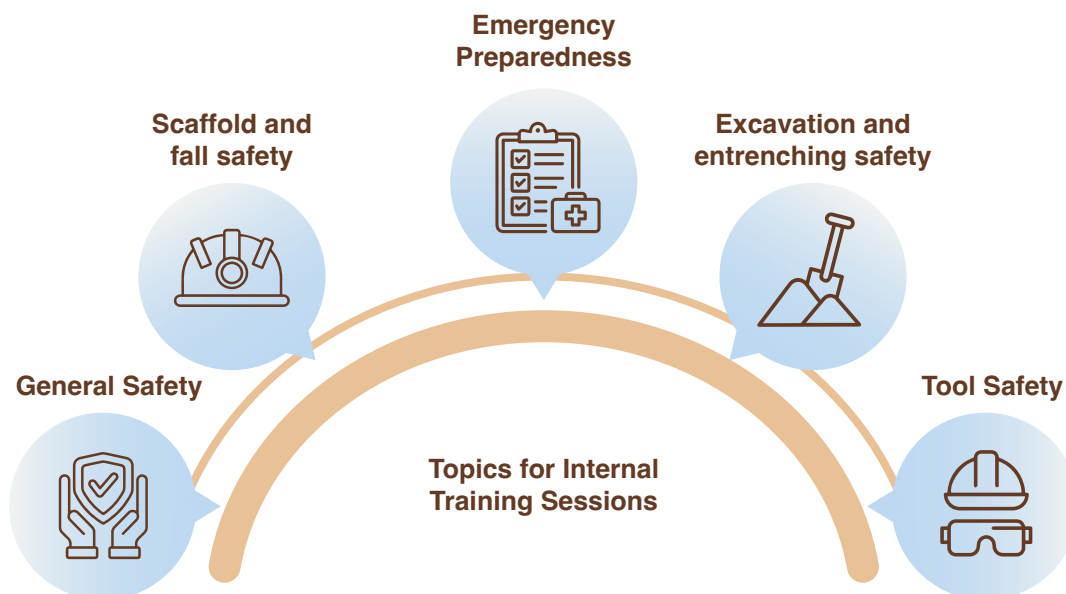
## Health and Safety (H&S) Training

### Development and Facility Management:

At Ambuja Neotia, we offer a variety of health and safety training programs designed to provide individuals with the essential knowledge and skills to identify and address workplace hazards, ensuring a secure work environment.

Our training modules focus on raising risk awareness, preventing injuries, preparing for emergencies, and cultivating a strong safety culture. We continuously assess the effectiveness of these programs to uphold our steadfast commitment to workplace safety.

These internal training sessions cover a broad spectrum of topics, including:



Employee Category	Description	Unit	FY 2022-23	FY 2023-24	Source
Permanent Employees	Safety Training Hours	Hours	30	11	Training Attendance Sheet
Permanent Employees	No.	No.	52	55	Training Attendance Sheet

A training by IOSH was organized for relevant corporate employees in FY 2023-24



Conference by IOSH



Training on Safety Awareness

By investing in safety training, we are fostering a pervasive culture of safety throughout our workplace, thereby enhancing the security and well-being of both employees and customers. We are committed to advancing this initiative by training at least 50 additional employees in IOSH-MS, a comprehensive 30-hour safety training course.

**Hospitality:**

In our third-party managed hospitality operations, we prioritize training in food safety and fire safety drills. By investing in these safety programs, we cultivate a pervasive culture of safety throughout our workplace, ensuring a secure and protective environment for both employees and guests.

**Safety Performance**

**Development and Facility Management:**

We rigorously monitor our safety performance through an extensive system that encompasses regular safety audits, incident reporting and analysis, safety meetings, and continuous training

programs. This multifaceted approach is designed to track compliance, pinpoint potential hazards, investigate the root causes of incidents, and uphold a proactive safety stance.

Parameters	FY 2022-23	FY 2023-24
Number of safety observations	730	1937
Fatalities	0	0
Percentage of contract workers covered under Safety, Health and Environment Audit (%)	100%	100%
Percentage of Ambuja Neotia employees covered under Safety, Health and Environment Audit (%)	7.3%	7.2%

Our enhanced safety protocols and vigilance mechanisms has led to a notable reduction in reported safety observations over the past year, reflecting the effectiveness of our continuous monitoring and improvement efforts.

**7.6 Customer Relations**

**Development and Facility Management:**

In our real estate business, customers span a wide demographic spectrum—from young professionals seeking contemporary urban residences to retirees in search of comfortable living spaces. We cater to middle-income individuals seeking affordable apartments as well as high-net-worth clients looking for cozy and expansive retreats.

Understanding customer needs is essential for customizing property designs, amenities, and marketing strategies to meet distinct lifestyle preferences. Our fundamental belief is to forge strong relationships with our valued customers. We recognise that our success is deeply intertwined with the satisfaction and loyalty of those who choose our properties.

**Hospitality:**

In our third-party managed hospitality business, we cater to a diverse array of guests—ranging from travelers seeking luxurious amenities or eco-friendly accommodations to vacationers looking for relaxation or adventure enthusiasts. Understanding these varied guest requirements

is vital for customizing property designs, amenities, and marketing strategies to suit specific lifestyle preferences. Our core belief revolves around fostering strong connections with our esteemed guests, acknowledging that our success is intrinsically tied to their satisfaction and loyalty.

**Customer Engagement**

**Development and Facility Management:**

At Ambuja Neotia, our dedication to customers goes beyond construction and excellent service; it is about nurturing enduring connections. Throughout the year, we organize various onsite activities designed to strengthen relationships, foster camaraderie, and deepen our understanding of our valued customers. From the vibrant festivities

of Diwali and Holi to green initiatives like plantation drives and the patriotic celebrations of Independence Day, each event underscores our commitment to meaningful engagement. Our thoughtfully crafted handover experiences mark not just the completion of a project but the beginning of a memorable and delightful journey for our customers.

Here are a few glimpses of customer engagement initiatives in our residential projects:



Own a tree initiative at Utalika Luxury



Apartment handover at Utalika Luxury



Utsodhaara-Teesta Township



## Hospitality:

At Ambuja Neotia, our dedication to guests transcends excellent service; it is about cultivating lasting relationships. In our third-party managed hospitality operations, we place guests at the heart of our business. We continuously enhance the guest experience by introducing new properties and upgrading existing services,

showcasing our commitment to prioritizing and refining customer satisfaction and engagement. Our focus is on meeting evolving customer aspirations and creating personalized experiences through operational and service excellence, crafting lifelong memories.

## Customer Satisfaction

### Development and Facility Management:

At Ambuja Neotia, we prioritize efficient management of customer and guest queries, with a steadfast commitment to ensuring satisfaction. In our residential projects, we conduct quarterly customer satisfaction surveys during both pre-handover and post-handover phases to identify areas for improvement and address any issues residents may face.

## Customer Feedback

### Development, Facility Management and Hospitality:

We are currently in the process of implementing a dedicated Salesforce Customer Care portal, which would enable customers to systematically communicate and log their queries. Additionally, we have established an internal SOP to ensure all customer queries are resolved within a stipulated timeframe. Should the provided resolution not meet customer expectations, they may escalate the issue to department heads.

For addressing customer issues post-construction, such as moisture content checks

and flooring concerns, our internal sales and project team conducts a three-layer inspection using the Falcon Bricks app.

Guests can register complaints and submit queries through the TrustYou platform. Dedicated team members handle these queries, providing resolutions within two working days. If the resolution is unsatisfactory, guests have the option to escalate the matter to department heads.

## ► 7.7 Supply Chain Management (GRI 204-1, 413-1, 414-1)

As a sustainable real estate developer, we emphasize responsible sourcing of construction materials. By actively engaging with our supply chain, we systematically enhance resource efficiency across our construction sites and proactively mitigate risks such as material supply disruptions, geopolitical instability, natural

disasters, economic fluctuations, and regulatory changes. Our stakeholder-focused approach prioritizes collaborating with reliable suppliers who deliver high-quality products, ensuring the organization is prepared to face unforeseen supply chain challenges.

Some of the practices we ensure our suppliers adhere to include:

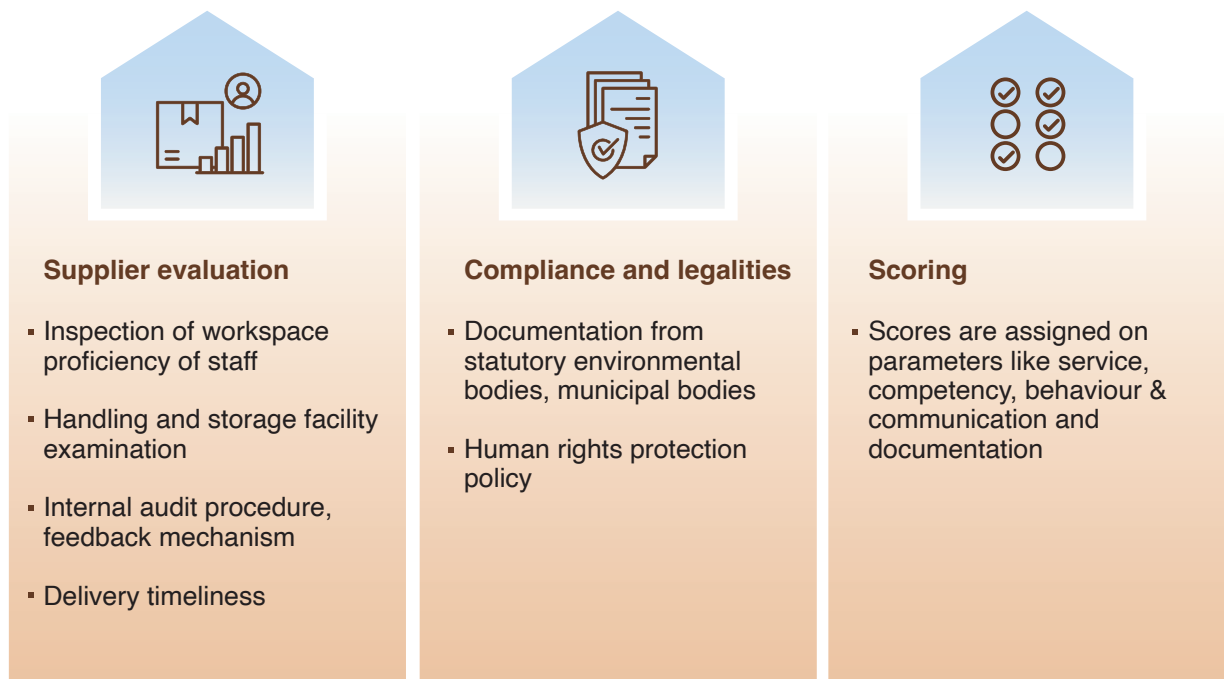


## Superior Evaluation Process

We conduct comprehensive supplier assessments to evaluate the performance, capabilities, and reliability of our partners, both during onboarding and throughout our engagement. Key criteria include quality, pricing, delivery times, responsiveness, financial stability, and compliance with regulations and ethical standards. Using a detailed vendor assessment form, we measure their adherence to our internal bench-

marks across various functional aspects, ensuring a meticulous review process.

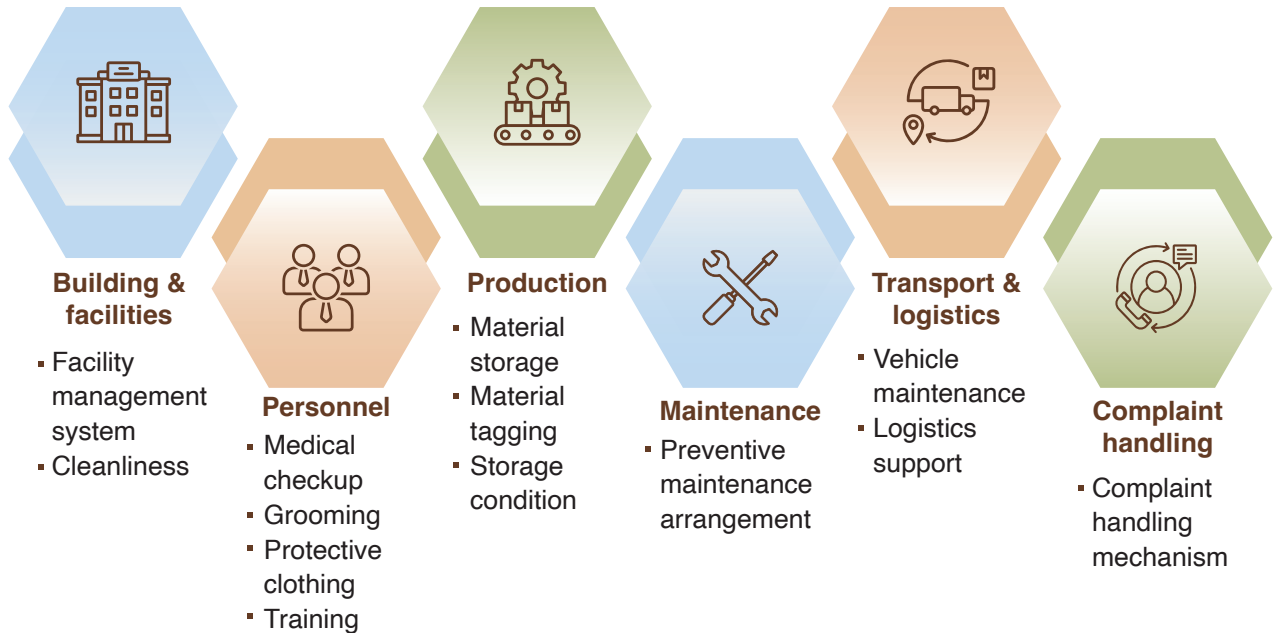
In cases where discrepancies in material specifications are identified, suppliers are promptly required to implement corrective actions within set deadlines. This rigorous evaluation process is vital for our supply chain due diligence, ensuring quality, reliability, and smooth operations.



\* A group of individuals with a specific condition or characteristic (e.g., economic, physical, political, social) that could experience negative impacts as a result of the organization's activities more severely than the general population



Some of the practices we ensure our suppliers adhere to include:



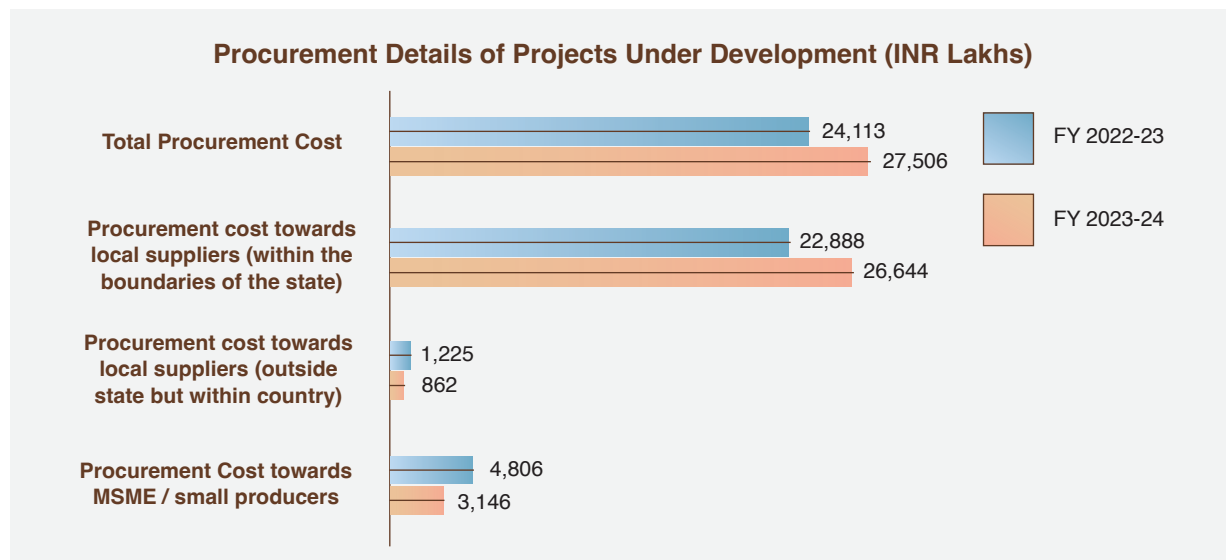
For the current financial year, we assessed and selected eight suppliers based on their adherence to environmental sustainability criteria, including: Carbon credits certified by the UNFCC, Approval from IGBC or Griha, Green certification or a sustainable supply chain, Recycling practices, Direct savings in water consumption and emission reductions and social factors, such as contributions to PF/ESI.

These criteria ensure that our suppliers align with our commitment to environmental responsibility and sustainability.

## Procurement Practices

We actively support local procurement from neighbouring districts, within the state, and Micro, Small, and Medium Enterprises (MSMEs), boosting the agility of our supply chain and incorporating diverse perspectives that bolster the local economy and uphold ethical business principles. This approach also mitigates the risks associated with over-reliance on a limited number of suppliers.

Approximately 20% of our total procurement budget is allocated to sourcing from MSMEs. To further enhance sustainability across our supply chain, we strive to source materials from at least 95% of the MSMEs in our vendor database that are from local and neighbouring districts.



## ► 7.8 Community Welfare (GRI 413-1)

At Ambuja Neotia, we believe that adopting an impactful community welfare strategy is crucial to enhance our Corporate Social Responsibility (CSR) and foster positive relationships with the local community. Making a difference to the way people live has always been our guiding philosophy and CSR has been deeply embedded within our operations since its very inception under the able guidance of our leadership.

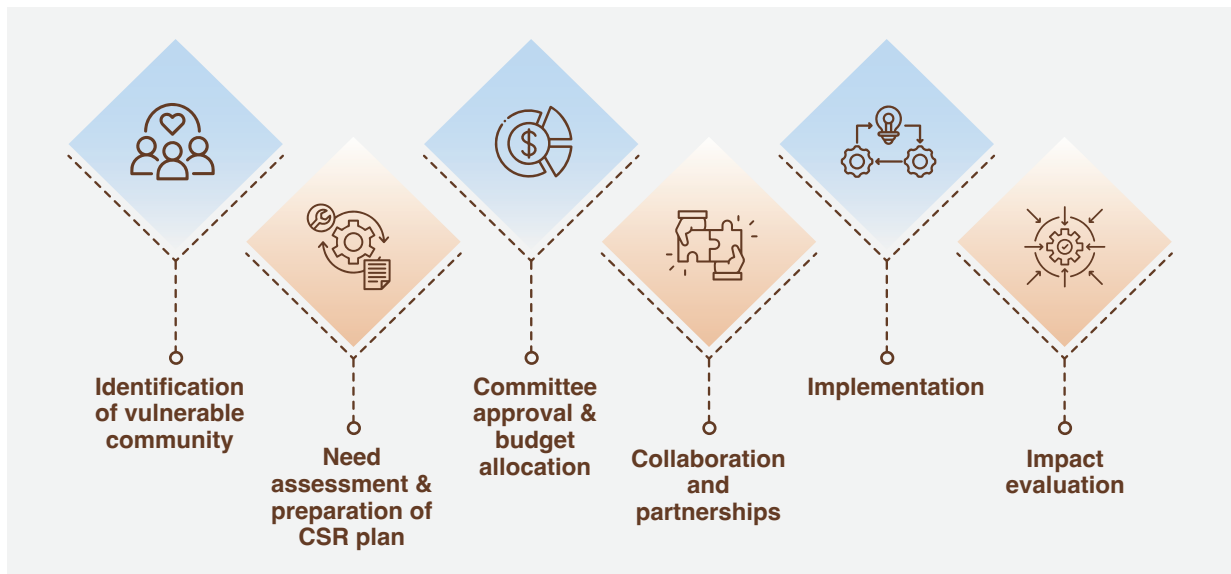
We have adopted a CSR policy, with every initiative meticulously planned and overseen by the dedicated CSR Committee. The CSR policy, in compliance with The Companies Act of 2013, involves methodical assessment of community

needs, creation of relevant CSR programs, and their effective implementation. Our CSR Committee makes key decisions regarding our initiatives and strategies after understanding the prevailing social needs within our communities.

We regularly evaluate our CSR policy, activities, and performance to identify areas for improvement and gather feedback from relevant stakeholders. This process empowers us to implement industry best practices and proactively update our CSR strategy, ensuring alignment with current social and environmental trends, and addressing the evolving needs of the hour.

### CSR Approach\*

We conduct numerous stakeholder meetings across project locations utilizing the Participatory Rural Appraisal (PRA) method. These engagements typically involve sharing perspectives, identifying societal and environmental challenges, aligning priorities with the company’s values, and defining measurable goals for CSR activities. Our needs assessment process entails:



### Collaborations and partnerships

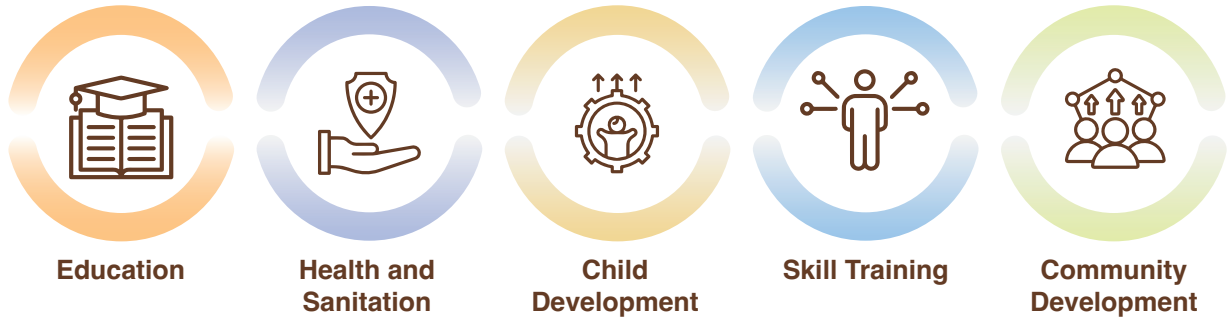
We are committed to effective collaborations that drive positive change in society. To this end, we collaborate with renowned NGOs such as Udayan Care, Development Action Society, and Towards Future, alongside institutions like Ramakrishna Mission, educational entities and multiple village panchayats for implementing a diverse array of community initiatives.

Our employees actively engage in volunteer activities, mentoring programs, and workshops, offering their expertise, time, and resources to strengthen our comprehensive CSR endeavours.

*\*Note: All Corporate Social Responsibility (CSR) initiatives are carried out at the group level under the aegis of the Neotia Foundation*

## CSR thematic areas

We approach community welfare under the auspices of several thematic areas, such as:



Education

Health and Sanitation

Child Development

Skill Training

Community Development



### Education

Education stands as a fundamental pillar in our core beliefs, recognized as a national imperative. At Ambuja Neotia, we have left no stone unturned in terms of channelizing all our efforts towards the development of children belonging to the underprivileged sections of society. We have dedicated unwavering efforts towards societal advancement, aiming to empower individuals, and equip them with knowledge and skill sets. This strategic focus not only fosters economic independence, combating poverty, but also addresses critical issues like gender inequality, and advocates for diversity and inclusivity.

Our commitment towards educating young minds intersects with our sustainability initiative, as access to quality education propels employability by nurturing a knowledgeable and competent future workforce.

Through strategic partnerships with local educational entities, NGOs, and schools, Ambuja

Neotia has established initiatives such as scholarship programs across West Bengal, after-school tutoring sessions, provision of learning resources, and infrastructural enhancements. These efforts aim to bridge educational divides, elevate literacy rates, and cultivate holistic development among children facing economic or societal hardships.

The Udayan Shalini Scholarship was launched in 2006, followed by the Utkarsh Scholarship in 2013, and later, the Suresh Neotia Scholarship in 2016. These three self-sustained programs have become powerful instruments of change, collectively supporting 2,941 bright yet disadvantaged students on their educational journeys. The doors remain open for new enrolments in all three programs, ensuring that every eager mind, regardless of their background, has the opportunity to pursue knowledge and realize their full potential. These scholarships continue to serve as a beacon of hope for those who are determined to overcome barriers to education.



Educational Programmes

### Educational Initiatives

- Utkarsh Educational initiative
- Udayan Shalini Scholarship
- Suresh Neotia Scholarship
- English and Mathematics tuitions for underprivileged children

**Empowering Girl’s Education in alignment with the ‘Beti Bachao Beti Padhao’ initiative**

In synergy with the 'Beti Bachao Beti Padhao' initiative, Ambuja Neotia launched the Utkarsh Educational Program in January 2013. The initiative focuses on providing educational support to underprivileged students from Mukundapur, South 24 Parganas. Students in the program participate in biannual mentoring sessions held at the Vishwakarma Building. They receive scholarships, access to a library, career counseling, and psychological support.

Additionally, annual educational tours are organized to enhance classroom learning and foster creativity and critical thinking.

The Utkarsh Educational Program has achieved notable success, as evidenced by its strong track record of accomplishment. Of the 400 female beneficiaries, many have successfully transitioned into diverse career paths, including sectors such as healthcare, IT, construction, public health, and law enforcement, among others.



**Smart Classroom Initiative at Hatgacha Haridas Vidyapith by Ambuja Neotia**

Ambuja Neotia supported Hatgacha Haridas Vidyapith, a government high school in Rajarhat near our corporate office, by enhancing its educational infrastructure. The school, serving over 3,700 students, is known for its student-friendly environment. To modernize teaching, the school requested help to establish a smart classroom for Standard IX and X students preparing for their 10+ Board examinations.

With 600 students in these crucial classes, Ambuja Neotia provided funding for the procurement of a 75-inch digital interactive whiteboard panel. Once operational, the smart classroom transformed the traditional learning environment. During a visit post-launch, we were thrilled to see the impact—students greeted us with gleaming eyes and broad smiles. The static blackboard was replaced with vibrant, engaging content, creating a dynamic learning experience.

Teachers reported a significant increase in student enthusiasm, with even previously disengaged students becoming eager learners. The positive feedback exceeded our expectations, showcasing the profound difference that digital learning tools can make in students’ lives.





## Health and Sanitation

We have established a robust program aimed at enhancing health and sanitation standards in underserved communities, prioritizing access to clean water, hygiene education, and healthcare services through strategic partnerships with local healthcare providers, NGOs, and community leaders.

We believe that our CSR initiatives are vital for fostering community well-being, strengthening resilience, and aligning business interests with societal welfare. By investing in healthcare, we seek to address challenges related to waterborne diseases, inadequate sanitation, and poor hygiene practices. Ambuja Neotia actively participates in health camps, medical check-ups, and vaccination drives, providing free or subsidized healthcare services to communities lacking access to quality medical facilities.

Regarding school infrastructure, we have constructed ICDS school buildings, kitchens, and classrooms, and have supported rural government schools with benches and green boards since 2013. To date, we have assisted around 21 government schools. Additionally, we have built over 625 concrete household toilets in rural West

Bengal, preventing approximately 3,175 individuals from open defecation and improving the quality of life for women and the community as a whole.

Furthermore, we have organized more than 290 mobile medical camps, focusing particularly on women, children, and senior citizens. Through these initiatives, 34,920 patients have received free medical treatment and medicines. By emphasizing health infrastructure, sanitation facilities, and educational programs, we aim to empower communities toward a healthier and more prosperous future.

### Health and Sanitation Initiatives

- Free paediatric surgeries
- Cancer awareness & prevention camp
- Sanitary household toilets
- Rural medical camps
- Infrastructure support for ICDS centre



Health Programmes

### Empowering Rural Communities Through Enhanced Healthcare Awareness and Access

Recognizing the healthcare disparities faced by rural communities, Ambuja Neotia has initiated programs aimed at raising awareness and promoting health education. Launched approximately eight years ago, these efforts focus on educating rural populations about preventive healthcare, sanitation practices, maternal and child health, nutrition, and disease management.

To further enhance accessibility, mobile health clinics and telemedicine services have been deployed, offering remote consultations and medical advice to individuals who may otherwise lack access to quality healthcare.

In the Rajarhat and Mukundapur regions, extensive campaigns have been organized on various health topics, including childcare, immunization, disease prevention, personal hygiene, and cervical and breast cancer screenings. These initiatives have involved the collaboration of specialist gynecologists, ensuring that the information and services provided are both accurate and effective.

**Impact:** Over 500 females and 250 children from villages like Gopalnagar and Daspara have benefited from these programs, empowering communities with essential health knowledge and access to care.



## Child and Youth Development

At Ambuja Neotia, we recognize the crucial importance of early childhood development. Hence, we have implemented multifaceted programs aimed at nurturing the physical, intellectual, emotional, and social well-being of children in alignment with global sustainability goals.

Through strategic collaborations with educational institutions, non-profit organizations, and child development experts, we have established initiatives focusing on early childhood education, skill-building workshops, nutrition programs, and extracurricular activities. Additionally, government

job training has been offered to graduates as part of our efforts to support their professional development. Since 2018, these programs have positively impacted around 280 students from marginalized communities, offering them access to quality education, mentorship, and holistic development opportunities.

The initiatives and programmes undertaken by us are curated to empower future generations, helping children unlock their full potential. We believe in leading through action and demonstrating our unwavering dedication to community upliftment.

Through our outreach endeavours, we strive to cultivate a positive corporate reputation, reinforcing the belief that businesses can serve as catalysts for positive changes in society.

Since the inception of our self-defence training program in 2012, we have offered self-defence training to high school girls, with approximately 1,950 students having acquired essential self-defence techniques to date.

### Child and Youth Development Initiatives

- Holistic support to orphaned children
- Self-defence training for girl students
- Special day celebration with children from marginalized communities.
- Offering students training for competitive examinations



Child Development Programmes

### Comprehensive Nutrition Program for Undernourished Children

Ambuja Neotia is dedicated to promoting comprehensive child development through a variety of educational, social, and health-focused programs, underscoring the significance of investing in children's futures. Since its inception, this initiative has played a vital role in supporting children's nutritional well-being, for the last 5 years.

**Impact:** 120 Grade IV malnourished children from various ICDS centres, participated in the nutrition programs and are now free from the malnutrition and poverty nexus.





## Skill Training

Ambuja Neotia has established comprehensive skill development initiatives tailored to provide training across a spectrum of trades, technical skills, soft skills, and entrepreneurship. These programs are designed to impart individuals with market-relevant skills, thereby bolstering their employability prospects and fostering entrepreneurial endeavours.

The focus on empowering women through skill training is instrumental in nurturing the essential skills and knowledge necessary to thrive in today's dynamic job market. More significantly, it plays a crucial role in cultivating economic independence among women and diminishing gender disparities.

The cascading impact of these initiatives extends beyond individual empowerment, benefiting families and communities alike. Educated and skilled women are inclined to prioritize investing in their children's education and well-being, thereby fostering a positive cycle of advancement.

In pursuit of social sustainability objectives, supporting women's skill development promotes workplace diversity and strengthens the societal

framework, creating a more inclusive and equitable future. Since its inception in 2009, our vocational training initiatives have equipped 1,720 young individuals with employable skills, facilitating their journey towards self-sufficiency.

Individuals of various backgrounds have been mentored and received guidance in a diverse array of fields, encompassing computer hardware & software, mobile handset repair, electrician work, beautician services, tailoring, physiotherapy, driving, and a range of other occupations.

### Skill Development Initiatives

- Tailoring courses for women from marginalised communities
- Digital literacy & English training programs
- Beautician training for underprivileged women
- LPG oven repair and maintenance workshops/training sessions



Skill Development Programmes



## Empowering Rural Women Through Tailoring and Skill Development

Ambuja Neotia has been organizing tailoring units in various village locations for the past 7-8 years with the goal of enhancing employability and fostering entrepreneurship among rural women. These units are currently operational in areas such as Gopalpur and Khudirabad, near Utalika-The Condoville, as well as in Shikharpur village near Rajarhat. Twenty rural women from Below Poverty Line (BPL) families, who were previously unskilled, have gained valuable tailoring skills.

In collaboration with Sammilani Mahavidhyalaya, diploma courses in tailoring are also offered to youth aged 20-25 near Utalika-The Condoville. The Rajarhat unit is developed in partnership with Ramakrishna Math, Bishnupur, further expanding the program's impact.

**Impact:** To date, 50 women have successfully completed the training, gaining essential skills for employment and entrepreneurship.



## Community Development

Ambuja Neotia's approach to community development builds trust, enhances brand reputation, and strengthens relationships with stakeholders. By aligning business goals with societal progress, we demonstrate our commitment to shared prosperity. Our initiatives focus on empowering communities through workshops on domestic waste upskilling in government schools, organizing clothes donation drives for the underprivileged, promoting youth sports like football, and supporting the renovation and upkeep of a 117-year-old orphanage. Starting in 2011 with aid for individual orphans, our support has since grown to include entire orphanage institutions, benefitting around 450 children in need.

Our focus on holistic community development aims to create lasting positive impacts, improving quality of life and building resilient communities that can better withstand challenges.

Since 2012, we've planted 6,350 trees as part of our environmental initiatives. Moreover, since 2018, we have supported a football academy for underprivileged children in Mukundapur, benefiting 660 children to date.

### Community Development Initiatives

- Community afforestation program
- Support for orphanages
- Clothes donation drive for underprivileged communities
- Mass awareness program for underprivileged communities on health and safety



Community Development Programmes

### Nurturing Community & Nature Through Collaborative Afforestation Efforts

Ambuja Neotia has partnered with Dr. APJ Abdul Kalam Government College, Sammilani Mahavidhyalaya, and local NGOs in the Rajarhat and Mukundapur areas to implement impactful afforestation programs aimed at creating a better tomorrow. Our commitment to sustainability reflects a deep understanding of the critical risks posed by environmental impact and climate change to both businesses and society. By fostering collaboration among educational institutions and community organizations, we aim to cultivate a culture of environmental stewardship.

**Impact:** Over the past four years, we have successfully planted 6,200 saplings in the Newtown area as part of our community afforestation drives. This initiative not only enhances local biodiversity but also contributes to cleaner air and a healthier environment for current and future generations.



Community Afforestation programme

In addition to our flagship CSR programs across various thematic areas, we run Jnana Pravaha, a center for cultural studies in Varanasi, dedicated to fostering the in-depth study, appreciation, and preservation of Indian art, culture, archaeology, and metaphysics. We also support artisans in preserving their hereditary handicraft skills, nurture cultural values among the youth, train novices for learned priesthood, and work on reviving Sanskrit theatre and Vedic Yajna, among other initiatives.

## Community Feedback

We aim to minimize disturbances to our neighboring communities during our operations, although occasional grievances may arise. To address these concerns, we utilize localized community grievance mechanisms. Additionally, we are actively working towards establishing a structured framework to manage potential impacts on local communities and mitigate associated social risks. In FY 2023-24, no significant negative impacts were observed on the local communities surrounding our properties.



# Annexure

## Contents of this section

- 8.1 ESG Performance Table
- 8.2 Alignment with GRI Content Index
- 8.3 Detailed Geography



Image: The Residency Patna

# ESG Performance Table

## Economic and Governance Performance Indicators

	Unit	FY 2022-23	FY 2023-24
<b>Governance</b>			
<b>GRI 2-21 Annual Total Compensation Ratio</b>			
Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual)	Ratio	-	-
<b>GRI 2-27 Compliance with Laws and Regulations</b>			
Total number of significant instances of non-compliance with laws and regulations	No.	0.0	0.0
Monetary value of fines for instances of non-compliance with laws and regulations that were paid	INR Crore	0.0	0.0
<b>Economic</b>			
<b>GRI 201: Economic Performance</b>			
<b>GRI 201-1 Direct Economic Value Generated and Distributed</b>			
<b>Direct Economic Value Generated</b>			
<b>Revenues</b>	<b>INR Lakhs</b>	<b>21,589.0</b>	<b>20251.0</b>
<b>Economic value generated from investment and other sources</b>	<b>INR Lakhs</b>	<b>1,988.8</b>	<b>3,085.5</b>
i. Interest income on financial assets measured at amortised cost	INR Lakhs	1,861.0	2,372.0
ii. Interest on other financial assets	INR Lakhs	2.3	475.9
iii. Commission received	INR Lakhs	51.1	39.4
iv. Liabilities/provisions no longer required written back	INR Lakhs	0.4	1.9
v. Provision for doubtful debts written back	INR Lakhs	34.9	136.5
vi. Interest on income tax refund	INR Lakhs	0.0	0.0
vii. Net gain on investment measured at fair value through profit and loss	INR Lakhs	0.0	0.5
viii. Profit on sale of investment in associate	INR Lakhs	0.0	14.3
ix. Miscellaneous income	INR Lakhs	39.1	45.1
<b>Economic Value Distributed</b>			
<b>Operating Costs (Expenses)</b>	<b>INR Lakhs</b>	<b>12,001.0</b>	<b>9,229.0</b>
i. Direct construction costs	INR Lakhs	11,697.0	15,821.0
ii. Changes in inventories of work-in- progress and finished units	INR Lakhs	(4,310.1)	(12,383.0)

	Unit	FY 2022-23	FY 2023-24
iii. Depreciation and amortisation	INR Lakhs	212.2	271.9
iv. Other expenses	INR Lakhs	4,401.9	5,519.2
<b>Employees wages and benefits</b>	<b>INR Lakhs</b>	<b>2,502.7</b>	<b>3,431.7</b>
i. Salaries, bonus, allowances, etc.	INR Lakhs	2,218.7	2,971.5
ii. Contribution to provident, gratuity and other funds	INR Lakhs	152.6	246.9
iii. Staff welfare expenses	INR Lakhs	131.4	213.4
<b>Payment to providers of capital</b>	<b>INR Lakhs</b>	<b>1,164.5</b>	<b>1,633.5</b>
i. Interest expense on financial liabilities measured at amortised cost	INR Lakhs	997.9	1,474.1
ii. Interest on others	INR Lakhs	74.5	67.0
iii. Other borrowing costs	INR Lakhs	92.1	122.3
<b>Payments to government (Tax) (Income taxes paid)</b>	<b>INR Lakhs</b>	<b>1,818.0</b>	<b>2,913.7</b>
Community Investments (CSR expenditure)	INR Lakhs	39.8	86.5
<b>Total economic value distributed</b>	<b>INR Lakhs</b>	<b>17,526.1</b>	<b>17,294.3</b>
<b>Economic Value Retained</b>			
Retained Earnings	INR Lakhs	16,204.4	21,866.8
<b>GRI 201-3 Defined benefit plan obligations and other retirement plans</b>			
Contribution to Provident Fund	INR Lakhs	152.6	246.9
Contribution to Superannuation Fund	INR Lakhs	0.0	0.0
Contribution to National Pension Scheme	INR Lakhs	0.0	0.0
Contribution to Gratuity Fund	INR Lakhs	0.0	0.0
Any other defined benefit schemes	INR Lakhs	0.0	0.0
Total defined benefit plan obligations and other retirement plans	INR Lakhs	315.5	523.3
<b>GRI 417: Marketing and Labeling</b>			
<b>GRI 417-1 Requirements for product and service information and labelling</b>			
Percentage of significant product or service categories covered by and assessed for compliance with marketing and labelling procedures	%	100	100
<b>GRI 418: Customer Privacy</b>			
<b>418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>			
Total number of substantiated complaints received concerning breaches of customer privacy	Nos.	0	0

## Social Performance Indicators

	Unit	FY 2022-23	FY 2023-24
<b>Activities and Workers</b>			
<b>GRI 2-7 Employees</b>			
<b>Development and Facility Management</b>			
<b>Permanent Employees</b>			
Male	Nos.	474	485
Female	Nos.	48	52
<b>Total</b>	<b>Nos.</b>	<b>522</b>	<b>537</b>
<b>Permanent Employees - Senior Management</b>			
<b>By Gender</b>			
Male	Nos.	38	36
Female	Nos.	3	3
<b>Total</b>	<b>Nos.</b>	<b>41</b>	<b>39</b>
<b>By Age</b>			
< 30	Nos.	0	0
30 - 50	Nos.	19	16
> 50	Nos.	22	23
<b>Total</b>	<b>Nos.</b>	<b>41</b>	<b>39</b>
<b>Permanent Employees - Middle Management</b>			
<b>By Gender</b>			
Male	Nos.	95	85
Female	Nos.	7	5
<b>Total</b>	<b>Nos.</b>	<b>102</b>	<b>90</b>
<b>By Age</b>			
< 30	Nos.	0	1
30 - 50	Nos.	68	60
> 50	Nos.	34	29
<b>Total</b>	<b>Nos.</b>	<b>102</b>	<b>90</b>
<b>Permanent Employees - Junior Management</b>			
<b>By Gender</b>			
Male	Nos.	180	170
Female	Nos.	20	24
<b>Total</b>	<b>Nos.</b>	<b>200</b>	<b>194</b>

	Unit	FY 2022-23	FY 2023-24
<b>By Age</b>			
< 30	Nos.	20	14
30 - 50	Nos.	151	153
> 50	Nos.	29	27
<b>Total</b>	<b>Nos.</b>	<b>200</b>	<b>194</b>
<b>Permanent Employees - Staff</b>			
<b>By Gender</b>			
Male	Nos.	161	194
Female	Nos.	18	20
<b>Total</b>	<b>Nos.</b>	<b>179</b>	<b>214</b>
<b>By Age</b>			
< 30	Nos.	58	63
30 - 50	Nos.	102	132
> 50	Nos.	19	19
<b>Total</b>	<b>Nos.</b>	<b>179</b>	<b>214</b>
<b>Contract Employees</b>			
Male	Nos.	40	36
Female	Nos.	6	2
<b>Total</b>	<b>Nos.</b>	<b>46</b>	<b>38</b>
<b>Hospitality</b>			
<b>Permanent Employees</b>			
Male	Nos.	112	121
Female	Nos.	34	63
<b>Total</b>	<b>Nos.</b>	<b>146</b>	<b>184</b>
<b>Contract Employees</b>			
Male	Nos.	0	0
Female	Nos.	0	0
<b>Total</b>	<b>Nos.</b>	<b>0</b>	<b>0</b>
<b>Total Workforce</b>			
Male	Nos.	626	642
Female	Nos.	88	117
<b>Total</b>	<b>Nos.</b>	<b>714</b>	<b>759</b>



	Unit	FY 2022-23	FY 2023-24
<b>GRI 204: Procurement Practices</b>			
<b>GRI 204-1: Proportion of Spending on Local Suppliers</b>			
Procurement cost towards local suppliers (within the boundaries of the state)	INR Lakhs	22,888	26,644
% of procurement cost towards local suppliers within state	%	94.9	96.9
Procurement cost towards local suppliers (within country)	INR Lakhs	24,113	27,506
% of procurement cost towards local suppliers within India	%	100.0	100.0
<b>Proportion of Spending on MSME Suppliers</b>			
Procurement cost towards MSME/small producers	INR Lakhs	4,806	3,146
% of procurement cost towards MSME/small producers	%	19.9	11.4
Note: We have quantified procurement materials only for projects under development			
<b>GRI 401: Employment</b>			
<b>GRI 401-1: New Employee Hires and Employee Turnover</b>			
<b>Overall Hiring and Hiring Rate</b>			
Number of new hires	Nos.	78	137
Hiring Rate	%	16	21
<b>Development and Facility Management</b>			
<b>Hiring and Hiring Rate by Employee Category</b>			
<b>Permanent Employees</b>			
Number of new hires	Nos.	78	98
Hiring Rate	%	16	18
<b>Permanent Workers</b>			
Number of new hires	Nos.	-	-
Hiring Rate	%	-	-
<b>Hiring and Hiring Rate by Gender</b>			
<b>Male</b>			
Number of new hires	Nos.	65	75
Hiring Rate	%	15	16
<b>Female</b>			
Number of new hires	Nos.	13	23
Hiring Rate	%	31	46

	Unit	FY 2022-23	FY 2023-24
<b>Hiring and Hiring Rate by Age</b>			
<b>Age &lt; 30</b>			
Number of new hires	Nos.	28	44
Hiring Rate	%	43	49
<b>Age Between 30-50</b>			
Number of new hires	Nos.	46	52
Hiring Rate	%	14	16
<b>Age &gt; 50</b>			
Number of new hires	Nos.	4	1
Hiring Rate	%	4	1
<b>Hospitality</b>			
<b>Hiring and Hiring Rate by Employee Category*</b>			
<b>Permanent employees</b>			
Turnover	Nos.	-	39
Turnover rate	%	-	28
<b>Permanent workers</b>			
Number of new hires	Nos.	-	0
Hiring Rate	%	-	0
<b>Hiring and Hiring Rate by Gender</b>			
<b>Male</b>			
Number of new hires	Nos.	-	26
Hiring Rate	%	-	25
<b>Female</b>			
Number of new hires	Nos.	-	13
Hiring Rate	%	-	38
<b>Hiring and Hiring Rate by Age</b>			
<b>Age &lt; 30</b>			
Number of new hires	Nos.	-	31
Hiring Rate	%	-	45
<b>Age Between 30-50</b>			
Number of new hires	Nos.	-	7
Hiring Rate	%	-	12
<b>Age &gt; 50</b>			
Number of new hires	Nos.	-	1
Hiring Rate	%	-	12

\*Note: For FY2022-23, data on hiring and hiring rates for Taj CCNT is unavailable as operations had just commenced, and proper records were not maintained.

	Unit	FY 2022-23	FY 2023-24
<b>Overall Turnover and Turnover Rate</b>			
Turnover	Nos.	66	105
Turnover rate	%	14	16
<b>Development and Facility Management</b>			
<b>Turnover and Turnover Rate by Employee Category</b>			
<b>Permanent Employees</b>			
Turnover	Nos.	66	66
Turnover rate	%	14	12
<b>Permanent Workers</b>			
Number of new hires	Nos.	-	-
Hiring Rate	%	-	-
<b>Turnover and Turnover Rate by Gender</b>			
<b>Male</b>			
Number of new hires	Nos.	60	50
Hiring Rate	%	14	10
<b>Female</b>			
Number of new hires	Nos.	6	16
Hiring Rate	%	14	32
<b>Turnover and Turnover Rate by Age</b>			
<b>Age &lt; 30</b>			
Turnover	Nos.	19	20
Turnover rate	%	29	22
<b>Age Between 30-50</b>			
Turnover	Nos.	40	38
Turnover rate	%	13	11
<b>Age &gt; 50</b>			
Turnover	Nos.	7	8
Turnover rate	%	7	8
<b>Hospitality</b>			
<b>Permanent Employees</b>			
Turnover	Nos.	-	39
Turnover rate	%	-	28
<b>Permanent Workers</b>			
Turnover	Nos.	-	-
Turnover rate	%	-	-

	Unit	FY 2022-23	FY 2023-24
<b>Turnover and Turnover Rate by Gender</b>			
<b>Male</b>			
Turnover	Nos.	-	26
Turnover rate	%	-	25
<b>Female</b>			
Number of new hires	Nos.	-	13
Hiring Rate	%	-	38
<b>Turnover and Turnover Rate by Age</b>			
<b>Age &lt; 30</b>			
Turnover	Nos.	-	31
Turnover rate	%	-	45
<b>Age Between 30-50</b>			
Turnover	Nos.	-	7
Turnover rate	%	-	12
<b>Age &gt; 50</b>			
Turnover	Nos.	-	1
Turnover rate	%	-	12
*Note: For FY2022-23, data on turnover and turnover rates for Taj CCNT is unavailable as operations had just commenced, and proper records were not maintained.			
<b>GRI 403: Occupational Health and Safety</b>			
<b>GRI 403-8: Workers Covered by an Occupational Health and Safety Management System</b>			
Total number of Employees covered under Safety, Health and Environment Audit	Nos.	52	55
Net total of Contract workers covered under Safety, Health and Environment Audit	Nos.	1,251	832
Gross total of contract workers covered under Safety, Health and Environment Audit	Nos.	1,371	832
<b>GRI 404: Training and Education</b>			
<b>GRI 404-1: Average Hours of Training Per Year Per Employee</b>			
<b>Average Hours of Training by Gender</b>			
Male	Hrs	-	6.3
Female	Hrs	-	6.8

	Unit	FY 2022-23	FY 2023-24
<b>Average Hours of Training by Designation</b>			
Senior Management	Hrs	-	2.4
Middle Management	Hrs	-	6.4
Junior Management	Hrs	-	7.6
Staff	Hrs	-	5.7
Note: Starting this year, a digital Learning Management System (LMS) has been implemented for Development & Facility Management vertical. Data from previous years is therefore not available.			
<b>GRI 404-3: Percentage of Employees Receiving Regular Performance and Career Development Reviews</b>			
<b>By Employee Category</b>			
Permanent employees	%	100.0	100.0
Permanent workers	%	-	-
<b>By Gender</b>			
Male	%	93.6	94.4
Female	%	93.2	98.3
Note: Contract employees (retainers) are not included in the Regular Performance and Career Development Review process.			
<b>GRI 405: Diversity and Equal Opportunity</b>			
<b>GRI 405-1 Diversity of Governance Bodies and Employees</b>			
<b>Governance Body Members</b>			
<b>Percentage by Gender</b>			
Male	%	83.0	83.0
Female	%	17.0	17.0
<b>Percentage by Age</b>			
< 30	%	0.0	0.0
30 - 50	%	33.0	17.0
> 50	%	67.0	83.0
<b>Development and Facility Management</b>			
<b>Permanent Employees</b>			
<b>Percentage by Gender</b>			
Male	%	90.8	90.3
Female	%	9.2	9.7
<b>Percentage by Age</b>			
< 30	%	14.9	14.5
30 - 50	%	65.1	67.2
> 50	%	19.9	18.2

	Unit	FY 2022-23	FY 2023-24
<b>Permanent Employees - Senior Management</b>			
<b>Percentage by Gender</b>			
Male	%	92.7	92.3
Female	%	7.3	7.7
<b>Percentage by Age</b>			
< 30	%	0.0	0.0
30 - 50	%	46.3	41.0
> 50	%	53.7	59.0
<b>Permanent Employees - Middle Management</b>			
<b>Percentage by Gender</b>			
Male	%	93.1	94.4
Female	%	6.9	5.6
<b>Percentage by Age</b>			
< 30	%	0.0	1.1
30 - 50	%	66.7	66.7
> 50	%	33.3	32.2
<b>Permanent Employees - Junior Management</b>			
<b>Percentage by Gender</b>			
Male	%	90.0	87.6
Female	%	10.0	12.4
<b>Percentage by Age</b>			
< 30	%	10.0	7.2
30 - 50	%	75.5	78.9
> 50	%	14.5	13.9
<b>Permanent Employees - Staff</b>			
<b>Percentage by Gender</b>			
Male	%	89.9	90.7
Female	%	10.1	9.3
<b>Percentage by Age</b>			
< 30	%	32.4	29.4
30 - 50	%	57.0	61.7
> 50	%	10.6	8.9
<b>Other than Permanent Employees</b>			
<b>Percentage by Gender</b>			
Male	%	87.0	94.7
Female	%	13.0	5.3

	Unit	FY 2022-23	FY 2023-24
<b>Percentage by Age</b>			
< 30	%	0.0	0.0
30 - 50	%	32.6	26.4
> 50	%	67.4	73.6
<b>Hospitality</b>			
<b>Permanent Employees</b>			
<b>Percentage by Gender</b>			
Male	%	-	66.0
Female	%	-	34.0
<b>Percentage by Age</b>			
< 30	%	-	62.0
30 - 50	%	-	35.0
> 50	%	-	3.0
<b>Permanent Employees - Senior Management</b>			
<b>Percentage by Gender</b>			
Male	%	-	100.0
Female	%	-	0.0
<b>Percentage by Age</b>			
< 30	%	-	0.0
30 - 50	%	-	0.0
> 50	%	-	100.0
<b>Permanent Employees - Middle Management</b>			
<b>Percentage by Gender</b>			
Male	%	-	67.0
Female	%	-	33.0
<b>Percentage by Age</b>			
< 30	%	-	0.0
30 - 50	%	-	67.0
> 50	%	-	33.0
<b>Permanent Employees - Junior Management</b>			
<b>Percentage by Gender</b>			
Male	%	-	100.0
Female	%	-	0.0
<b>Percentage by Age</b>			
< 30	%	-	0.0
30 - 50	%	-	67.0
> 50	%	-	33.0

	Unit	FY 2022-23	FY 2023-24
<b>Permanent Employees - Junior Management</b>			
<b>Percentage by Gender</b>			
Male	%	-	100.0
Female	%	-	0.0
<b>Percentage by Age</b>			
< 30	%	-	0.0
30 - 50	%	-	100.0
> 50	%	-	0.0
<b>Permanent Employees - Staff</b>			
<b>Percentage by Gender</b>			
Male	%	-	62.0
Female	%	-	38.0
<b>Percentage by Age</b>			
< 30	%	-	73.0
30 - 50	%	-	26.0
> 50	%	-	1.0
*Note: Permanent workers are not employed in regular operational roles within our organization.			
<b>Total Workforce</b>			
<b>Percentage by Gender</b>			
Male	%	-	84.6
Female	%	-	15.4
<b>Percentage by Age</b>			
< 30	%	-	25.5
30 - 50	%	-	57.9
> 50	%	-	16.6
<b>GRI 405-2 Ratio of Basic Salary and Remuneration of Women to Men</b>			
<b>Ratio of Basic Salary Women to Men</b>			
Senior Management	Ratio	0.64	0.62
Middle Management	Ratio	1.19	0.94
Junior Management	Ratio	0.90	1.03
Staff	Ratio	1.00	1.01
Overall	Ratio	0.80	0.73



	Unit	FY 2022-23	FY 2023-24
<b>Ratio of Remuneration Women to Men</b>			
Senior Management	Ratio	0.72	0.66
Middle Management	Ratio	1.28	1.06
Junior Management	Ratio	0.98	1.03
Staff	Ratio	1.06	1.02
Overall	Ratio	0.86	0.77

## Environment Performance Indicators

	Unit	FY 2022-23	FY 2023-24
<b>GRI 301-1: Materials Used by Weight or Volume</b>			
<b>Facility Management*</b>			
Diesel	L	1,08,497	1,03,763
<b>Hospitality</b>			
LPG	KGs	66,105	1,01,954
<b>Development Projects**</b>			
Ready mix concrete	MT	1,32,801	78,851
AAC blocks	MT	1,946	3,734
Wood (Shutter)	SQM	964	0
Wood (Frame)	CUM	29	0
Glass	SQM	5,876	525
Aluminium windows & panels	SQM	6,301	542
Pipes	NOS	49,180	418
Tor Steel	MT	6,116	9,106
Tiles	SQM	44,137	484
Laminated Wooden Flooring	SQM	10,050	0
CP & Sanitary Ware	NOS	19,611	0
<b>Recycled Input Materials Used</b>			
Flyash	MT	32,806	6,519
Steel	MT	1,690	3,182
Aluminium	SQM	40,796	542

\*Note: For Facility Management, we have categorized the types of materials procured within our units. However, we did not have a structured format to capture these data.

\*\*Note: The reported material quantity pertain only to properties currently under development.

\*\*Note: Material consumption varies significantly each year, as projects under development progress through different stages at different times. Consumption depends on the specific phase each property is in.

<b>GRI 302: Energy</b>			
<b>Facility Management</b>			
<b>GRI 302-1: Energy Consumption Within the Organisation</b>			
Total direct energy (A)	GJ	4,067	3,695
Total indirect energy (B)	GJ	74,436	73,037
Total renewable energy (C)	GJ	241	37
Total non-renewable energy (A+B-C)	GJ	78,262	76,695
<b>Total energy consumed (A+B)</b>	<b>GJ</b>	<b>78,503</b>	<b>76,732</b>

	Unit	FY 2022-23	FY 2023-24
<b>GRI 302-3: Energy Intensity</b>			
Energy intensity per sqft of built-up area (Total energy consumed/Total built-up area)	GJ/Sqft	0.027	0.03
<b>Hospitality</b>			
<b>GRI 302-1: Energy Consumption Within the Organisation</b>			
Total direct energy (A)	GJ	3,127	4,822
Total indirect energy (B)	GJ	13,427	17,233
Total renewable energy (C)	GJ	0	0
Total non-renewable energy (A+B-C)	GJ	16,553	22,055
<b>Total energy consumed (A+B)</b>	<b>GJ</b>	<b>16,553</b>	<b>22,055</b>
<b>GRI 302-3: Energy Intensity</b>			
Energy intensity per room nights sold (Total energy consumed/Total room nights sold)	GJ/Room nights sold	0.37	0.39
<b>Development</b>			
<b>GRI 302-1: Energy Consumption Within the Organisation</b>			
Total direct energy	GJ	0	0
Total indirect energy	GJ	2,063	2,027
Total non-renewable energy	GJ	0	0
Total renewable energy	GJ	2,063	2,027
<b>Total energy consumed</b>	<b>GJ</b>	<b>2,063</b>	<b>2,027</b>
<b>GRI 302-3: Energy Intensity</b>			
Energy intensity per INR Lakh of turnover (Total energy consumed/Total turnover in INR Lakh)	GJ/INR Lakhs	0.075	0.067
<b>GRI 303: Water and Effluents</b>			
<b>Facility Management</b>			
<b>GRI 303-3: Water Withdrawal</b>			
Groundwater withdrawal	KL	2,18,364	3,01,429
Surface water withdrawal	KL	0	0
Third-party water withdrawal	KL	1,89,703	3,19,172
<b>Total water withdrawal</b>	<b>KL</b>	<b>4,08,067</b>	<b>6,20,601</b>
<b>GRI 303-4: Water Discharge</b>			
Total water discharge*	KL	-	-
<b>GRI 303-5: Water Consumption</b>			
Total water consumption	KL	4,08,067	6,20,201

	Unit	FY 2022-23	FY 2023-24
<b>Water Intensity</b>			
Water intensity per sqft of built-up area (Total water consumed/Total built-up area)**	KL/Sqft	0.13	0.27
<b>Hospitality</b>			
Groundwater withdrawal	KL	0	0
Third-party water withdrawal	KL	59,825	81,152
<b>Total water withdrawal</b>	<b>KL</b>	<b>59,825</b>	<b>81,152</b>
<b>GRI 303-4: Water Discharge</b>			
Total water discharge*	KL	-	-
<b>GRI 303-5: Water Consumption</b>			
Total water consumption	KL	59,825	81,152
<b>Water Intensity</b>			
Water intensity per room nights sold (Total water consumed/Total room nights sold)	KL/Room nights sold	1.34	1.82
*Note: We have not implemented water discharge meters at any of our premises; therefore, water discharge tracking is not recorded.			
**Note: This year we have not captured water consumption for projects under-development.			
<b>GRI 305: Emissions</b>			
<b>Facility Management</b>			
<b>GRI 305-1: Direct (Scope 1) GHG emissions</b>			
Gross direct (Scope 1) GHG emissions	tCO <sub>2</sub> e	285	273
<b>GRI 305-2 Energy Indirect (Scope 2) GHG emissions</b>			
Gross location-based (Scope 2) emissions	tCO <sub>2</sub> e	14,804	14,526
<b>GRI 305-4: GHG Emissions Intensity</b>			
GHG emissions intensity	tCO <sub>2</sub> e/Sqft	0.005	0.007
<b>Hospitality</b>			
Gross direct (Scope 1) GHG emissions	tCO <sub>2</sub> e	198	304
<b>GRI 305-2 Energy Indirect (Scope 2) GHG Emissions</b>			
Gross location-based (Scope 2) emissions	tCO <sub>2</sub> e	2,670	3,877
<b>GRI 305-4: GHG Emissions Intensity</b>			
GHG emissions intensity	tCO <sub>2</sub> e/Room nights sold	0.06	0.09

	Unit	FY 2022-23	FY 2023-24
<b>Development</b>			
<b>GRI 305-1: Direct (Scope 2) GHG Emissions</b>			
Gross direct (Scope 2) GHG emissions	tCO <sub>2</sub> e	573	563
<b>GRI 305-4: GHG Emissions Intensity</b>			
GHG emissions intensity	tCO <sub>2</sub> e/ INR Lakhs	0.02	0.02
Note: This year we have only quantified purchased electricity. Moving forward we are setting up a systematic data management plan, for proper disclosing other parameters			
<b>GRI 306: Waste</b>			
<b>Facility Management</b>			
<b>GRI 306-3: Waste Generated</b>			
<b>Total waste generated</b>	<b>MT</b>	<b>226</b>	<b>75</b>
<b>Hazardous Waste Generated</b>			
Engine oil disposed	MT	5	6
<b>Non-hazardous Waste Generated (unit wise)</b>			
CCNT	MT	35	4
CCSL	MT	37	6
CCRP	MT	29	11
CCHD	MT	11	11
CCSG	MT	28	2
CCPT	MT	14	30
Ecostation	MT	2	1
Ecospace*	MT	65	0.5
Ecocenter	MT	0	3
<b>Total Non-Hazardous Waste**</b>	<b>MT</b>	<b>221</b>	<b>69</b>
<b>Other Wastes Generated</b>			
E-waste***	MT	-	-
Battery waste***	MT	-	-
<b>Waste Intensity</b>			
Waste intensity	MT/Sqft	0.00009	0.00003

	Unit	FY 2022-23	FY 2023-24
<b>Hospitality</b>			
<b>Total waste generated</b>	<b>MT</b>	<b>119.40</b>	<b>123.20</b>
<b>Hazardous Waste Generated</b>			
Burnt oil	MT	0.6	0.4
<b>Non-hazardous Waste Generated</b>			
Kitchen waste	MT	74.1	76.2
Horticulture waste	MT	2.0	0.0
Wastepaper cardboard	MT	4.6	6.0
Glass bottles	MT	1.0	1.9
Plastic waste	MT	37.1	38.7
<b>Total Non-Hazardous Waste</b>	<b>MT</b>	<b>118.8</b>	<b>122.9</b>
<b>Waste Intensity</b>			
Waste intensity	MT/Room night sold	0.0027	0.0028
<b>Waste Treated</b>			
<b>Total waste treated</b>	<b>KG</b>	<b>1,19,335</b>	<b>1,22,870</b>
<b>Hazardous Waste Treated</b>			
Burnt oil	KG	541	316

\*Note: In Ecospace, a waste disposal mechanism was implemented in FY21. Over the FY21–FY23 period, a substantial amount of cumulative construction waste was removed, resulting in minimal waste generation in FY24 compared to previous years.

\*\*Note: Waste generated from residential properties that have been developed, handed over, and are no longer under our facility management has not been included.

\*\*\*Note: The e-waste and battery waste are handed over to the PCB authorized vendors. Starting from next year, we will be quantifying the waste categorically.

Moving forward, we are establishing a systematic data management plan to ensure proper disclosure of data for projects under development.

<b>Factors used for Intensity Calculation</b>			
Development - Throughout (or construction expense) consolidated	INR in Lakhs	29,000	23,600
Taj CCNT-Room night sold	Guest nights	44,576	44,185
Facility Management*	Sq ft	29,62,072	28,07,658

\*Note: The area under facility management has decreased due to the handover of residential properties.

# ► Alignment with GRI content index

Statement of use – AHUICL has reported in accordance with the GRI Standards for the period 1 April 2022 to 31 March 2023

## GRI used - GRI 1: Foundation 2021

Disclosure	GRI standards	Page No. / Comments
<b>GRI 2: General Disclosures 2021</b>	2-1 Organisational details	
	2-2 Entities included in the organisation's sustainability reporting	
	2-3 Reporting period, frequency and contact point	
	2-4 Restatements of information	
	2-6 Activities, value chain and other business relationships	
	2-7 Employees	
	2-8 Workers who are not employees	
	2-9 Governance structure and composition	
	2-10 Nomination and selection of the highest governance body	
	2-11 Chair of the highest governance body	
	2-12 Role of the highest governance body in overseeing the management of impacts	
	2-15 Conflicts of interest	
	2-18 Evaluation of the performance of the highest governance body	
	2-19 Remuneration policies	
	2-21 Annual compensation ratio	
	2-23 Policy commitments	
	2-24 Embedding policy commitments	
	2-25 Processes to remediate negative impacts	
	2-27 Compliance with laws and regulations	
2-28 Membership associations		
2-29 Approach to stakeholder engagement		
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	
	3-2 List of material topics	
	3-3 Management of material topics	
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	

Disclosure	GRI standards	Page No. / Comments
<b>GRI 204: Procurement Practices 2016</b>	204-1 Proportion of spending on local suppliers	
<b>GRI 205: Anti-Corruption 2016</b>	205-3 Confirmed incidents of corruption and actions taken	
<b>GRI 206: Anti-Competitive Behaviour 2016</b>	206-1 Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	
<b>GRI 301: Materials 2016</b>	301-1 Materials used by weight or volume	
	301-2 Recycled input materials used	
	301-3 Reclaimed products and their packaging materials	
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organisation	
	302-3 Energy intensity	
<b>GRI 303: Water and Effluents 2018</b>	303-3 Water withdrawal	
	303-4 Water discharge	
	303-5 Water consumption	
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	
	305-2 Energy indirect (Scope 2) GHG emissions	
	305-4 GHG emissions intensity	
<b>GRI 306: Waste 2020</b>	306-3 Waste generated	
	306-4 Transport of hazardous waste	
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	
	403-3 Occupational health services	
	403-5 Worker training on occupational health and safety	
	403-6 Promotion of worker health	
	403-8 Workers covered by an occupational health and safety management system	
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	
	404-2 Programmes for upgrading employee skills and transition assistance programmes	
	404-3 Percentage of employees receiving regular performance and career development reviews	



Disclosure	GRI standards	Page No. / Comments
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-2 Ratio of basic salary and remuneration of women to men	
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments and development programmes	
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	
<b>GRI 417: Marketing and Labeling 2016</b>	417-1 Requirements for product and service information and labeling	
	417-2 Incidents of non-compliance concerning product and service information and labeling	
	417-3 Incidents of non-compliance concerning marketing communications	
<b>GRI 418: Customer Privacy</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	

## Detailed geography

REALTY		
Residential / Second Homes		
Project Name	Location	State
Udayan - The CondoVille	Near EM Bypass, Kolkata	West Bengal
Uddipa - The CondoVille	Sinthee More, Kolkata	West Bengal
The Residency, Patna	Buddh Marg, Patna	Bihar
Utsa - The CondoVille	New Town, Kolkata	West Bengal
Ujjwala - The CondoVille	New Town, Kolkata	West Bengal
Ujaas - The CondoVille	Lake Town, Kolkata	West Bengal
Upohaar - The CondoVille	Chakgaria, Kolkata	West Bengal
The Residency, Salt Lake	Salt Lake, Kolkata	West Bengal
Udvita - The CondoVille	Manicktala, Kolkata	West Bengal
Utalika Luxury - The CondoVille	Mukundapur, Kolkata	West Bengal
Usshar - The CondoVille	Batanagar, Kolkata	West Bengal
Urvisha - The CondoVille	New Town, Kolkata	West Bengal
Ecospace Residencia	New Town, Kolkata	West Bengal
Utsang - The CondoVille	New Town, Kolkata	West Bengal
Utsodhara Residencia	Noukaghat More, Siliguri	West Bengal

TOWNSHIP		
Project Name	Location	State
Urvashi	Durgapur	West Bengal
Ulhas	Bardhaman	West Bengal
Uttorayon	Siliguri	West Bengal
Utsav Park	Dhulagarh	West Bengal
Utsodhaara Teesta Township	Siliguri	West Bengal

**RETAIL**

Project Name	Location	State
City Centre, Salt Lake	Sector 1, Saltlake	West Bengal
City Centre, New Town	Action Area 2, New Town	West Bengal
City Centre, Siliguri	Matigara, Siliguri	West Bengal
City Centre, Haldia	Haldia	West Bengal
City Centre, Raipur	Vidhan Sabha, Raipur	Chhattisgarh
City Centre, Patna	Buddh Marg, Patna	Bihar

**COMMERCIAL**

Project Name	Location	State
Ecospace Business Park	New Town, Kolkata	West Bengal
Ecocentre	New Town, Kolkata	West Bengal
Ecostation	Salt Lake, Kolkata	West Bengal
Ecosuite	Rajarhat, Kolkata	West Bengal
Ecospace Business Towers	New Town, Kolkata	West Bengal

**HOTEL**

Project Name	Location	State
Taj CCNT	New Town, Kolkata	West Bengal





