



THE LEEEA

PALACES HOTELS RESORTS

CRAFTING TIMELESS LUXURY WITH A SUSTAINABLE LEGACY

Sustainability Report FY 2024-25



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CRAFTING TIMELESS LUXURY WITH A SUSTAINABLE LEGACY

At The Leela Palaces, Hotels and Resorts, 'Mindful Luxury' serves as our guiding principle, transforming every aspect of our operations into purposeful action. Every decision we make, every experience we craft, becomes an act of conscious creation that elevates not just moments, but resonates in the hearts and minds of our guests. Our philosophy transforms luxury from indulgence into inspiration, where extraordinary experiences become catalysts for –

- **Creation and Maintenance of Assets with Intent:** Every property, every amenity, and every facility we develop is conceived through the lens of purposeful design and passionate execution. Our assets are not just built—they are thoughtfully crafted to minimize environmental impact while maximizing guest delight.
- **Environmental Reverence:** Through innovative conservation practices, renewable energy initiatives, and ecosystem protection programs, we create profound connections with nature that enhance the beauty around us.
- **Guest Centricity:** We passionately craft every moment to not only exceed expectations but to inspire our guests to become ambassadors of sustainable luxury.
- **Human Excellence and Meaningful Connections:** We invest in human excellence as we believe that sustainability begins with people—their growth, their well-being, and their connection to our mission. Our purpose empowers our team to deliver luxury experiences that create genuine connections with guests, communities, and the environment.



ABOUT THE REPORT



Organizational Details

The Schloss Bangalore Limited (hereafter referred to as “The Leela,” “us,” “our,” “we,” “ours,” “the Company,” or “The Company”) including the brand name ‘The Leela Palaces, Hotels and Resorts’ is pleased to present the Annual Sustainability Report for the Financial Year 2024-25.

This report outlines the continued progress we are making in integrating Environmental, Social, and Governance (ESG) principles into our business strategy as we pursue responsible and resilient growth. It reflects our steadfast commitment to leading with purpose—balancing business excellence with our responsibility towards people and the planet.

Anchored in our service philosophy of ‘Atithi Devo Bhava’ (Guest is God), we continue to uphold our tradition of delivering exceptional guest experiences, while advancing sustainability at every step of our journey.

Reporting Boundary

The scope of this report covers our owned and managed* properties as represented by the following entities:

Owned portfolio and subsidiaries

- The Leela Palace New Delhi (Schloss Chanakya Pvt. Ltd.)
- The Leela Palace Udaipur (Schloss Udaipur Pvt. Ltd.)
- The Leela Palace Bengaluru (Schloss Bengaluru Pvt. Ltd.)
- The Leela Palace Jaipur (Tulsi Palace & Resorts Pvt. Ltd.)
- The Leela Palace Chennai (Schloss Chennai Pvt. Ltd.)

Managed portfolio

- The Leela Bhartiya City Bengaluru (Bhartiya Urban Pvt. Ltd.)

- The Leela Ambience Convention Hotel Delhi (Aman Hospitality Pvt. Ltd.)
- The Leela Gandhinagar (Gandhinagar Railway and Urban Development Corporation Limited)
- The Leela Ashtamudi, A Raviz Hotel (Kollam Royal Park Hotels and Resorts Pvt. Ltd.)
- The Leela Kovalam, A Raviz Hotel (Kovalam Resorts Pvt. Ltd.)
- The Leela Ambience Gurugram Hotel & Residences (Ambience Hotels & Resorts (P) Ltd.)

Reporting Period

1st April 2024 to 31st March 2025

Reporting Principles

This report has been prepared with reference to the Global Reporting Initiative (GRI) Universal Standards 2021, reflecting our intent to align with globally recognized frameworks.

Additionally, the report aligns with the United Nations Sustainable Development Goals (UN SDGs), the National Guidelines on Responsible Business Conduct (NGRBC), and India’s Nationally Determined Contributions (NDCs).

External Assurance

The information presented in the report has been reviewed further internally by our management. The credibility to the report is added by the independent external assurance provided by TÜV SÜD South Asia Pvt Ltd based on ‘Limited Assurance’ criteria in accordance with the International Standards on Assurance Engagements 3000 (revised). The assurance statement is annexed on Page No. 124

Forward Looking Statements

This report may include forward-looking statements that reflect our

current expectations, projections, and assumptions about future events and developments. These statements are inherently subject to risks, uncertainties, and changes in circumstances beyond our control. As such, actual outcomes may vary significantly from those anticipated.

Feedback

We value your insights as we continue to evolve our Environmental, Social, and Governance (ESG) journey with purpose and precision. We invite you to share your thoughts, questions, or suggestions with us at: esg.desk@theleela.com

This report outlines the continued progress we are making in integrating Environmental, Social, and Governance (ESG) principles into our business strategy as we pursue responsible and resilient growth.

*The Leela Hyderabad (managed) and The Leela Mumbai (franchised) are not part of this year’s reporting boundary.

MESSAGE FROM CEO'S DESK



For over three decades, we have been privileged to be part of India's vibrant hospitality landscape—celebrated for our architectural grandeur, cultural richness, and the gracious service that defines Indian tradition.

Dear Stakeholders,

It is with great pride and humility that I present to you The Leela Palaces, Hotels and Resorts Sustainability Report for FY 2024-25—a reflection of our steadfast dedication to embedding sustainability at the heart of everything we do. This year marks a significant milestone in our journey, as we proudly announce our listing on both the National Stock Exchange and the Bombay Stock Exchange of India. It marks our renewed pledge to sustainable luxury—one that strengthens our values, amplifies our purpose, and aligns seamlessly with our ethos, “Mindful Luxury”.

For over three decades, we have been privileged to be part of India's vibrant hospitality landscape—celebrated for our architectural grandeur, cultural richness, and the gracious service that defines Indian tradition. Yet, our most profound transformation began when we realized that luxury today must resonate with authenticity, environmental stewardship, and social consciousness.

Sustainability Anchored in Strong Governance

Our corporate governance practices are deeply rooted in integrity, transparency, and the guiding strength of the eight Leela Values. We are committed to ethical leadership, prudent risk management, and decision-making that upholds the best interests of our guests, partners, employees, and communities. Through strong governance, we continue to build a foundation of trust, resilience, and long-term value for all our stakeholders.

Innovating Hospitality through Sustainable Design and Resilient Infrastructure

Our properties have transcended their role as mere places to stay.

They are living expressions of sustainability, design intelligence, and cultural preservation. As a founding member of the Indian Green Building Council, we take pride in having over 285,000 square metres of certified green building space. In FY 2024-25, all our palace properties earned IFC EDGE Advanced certification—an affirmation of our commitment to resource efficiency and sustainable construction.

Advancing a Resilient and Responsible Future

As the world confronts the escalating challenges of climate change, I am proud to share our forward-looking roadmap to carbon neutrality. Our journey to Net Zero is not just a vision – it is a strategic commitment with clear, measurable milestones. Anchored in FY 2023-24 as the baseline year, we are targeting a 35% reduction in Scope 1 and Scope 2 emissions from owned assets by 2030, and Net Zero emissions by 2050. In this year's sustainability report, we have strengthened our data monitoring and reviewing mechanisms, enabling more accurate reporting across all properties.

Aligned with India's national Net Zero commitment by 2070, we continue to improve biodiversity across our properties through native landscaping and green space integration. We have also transformed our renewable energy mix significantly. In FY 2024-25, our 5 Palace properties continued to lead The Leela's renewable energy transition, meeting 55% of their total electricity requirements through clean energy sources and resulting in an avoidance of 17,206 metric tonnes of CO₂ equivalent emissions. Across all owned and managed properties, renewable sources contributed 26% of total electricity consumption.

In today's hospitality landscape, creating an inclusive and equitable workplace is as essential as delivering exceptional guest experiences. This year, we have deepened our investment in inclusion, learning, and wellbeing.

Our collaboration with Phool has grown, upcycling 3.21 metric tonnes (MT) of floral waste into incense sticks in this fiscal. Our plastic elimination efforts removed 6.73 metric tonnes (MT) of single-use plastics from guest-facing amenities. Through Aujasya by The Leela, our in-house water bottling initiative, we have eliminated over 30 metric tonnes (MT) of plastic bottles annually, reflecting a 11% increase from FY 2023-24. We have been successful in diverting 100% of our operational waste from the landfills.

Investing in People, Empowering Potential

In today's hospitality landscape, creating an inclusive and equitable workplace is as essential as delivering exceptional guest experiences. This year, we have deepened our investment in inclusion, learning, and wellbeing. Women form 25% of the permanent workforce at our Palace properties, leading the way in gender diversity. Across all 11 properties, female representation stands at 22%, marking consistent progress toward our inclusion goals. Our signature programmes like 'The Leela Leadership Development Programme' and 'Shefs at The Leela' continue to create pathways for women to thrive in hospitality.

Training and development remain key to our success. The average annual training hours per employee rose from 60 in previous year to 83 in FY 2024-25, reinforcing our culture of continuous learning and excellence. Our enduring commitment to safety is reflected in our continued record of 'Zero Harm' across all properties. These efforts are mirrored in guest experience, with our Net Promoter Score reaching 84/100 in 2024—a powerful testament to our service ethos.

Ethical Alliances for Sustainable Growth

Our commitment to sustainable procurement continues to create ripple effects across the value chain. In FY 2024-25, 66% of our total procurement value was sourced locally, reinforcing regional economies and responsible supply chains. Our Palace properties also advanced ethical sourcing practices through globally certified programs such as the Marine Stewardship Council and the New Zealand Farm Assurance Programme.

Our social impact extended through our continued partnership with the Satyarthi Movement, positively impacting over 10,600 children directly since 2021 by supporting access to education and ending child labour and early marriage. These partnerships reflect our belief that the hospitality of tomorrow must be anchored in compassion, equity, and community upliftment.

Our Promise Moving Forward

As we step into this exciting new chapter as a publicly listed company, our resolve remains unwavering: every decision we make will be guided not just by profit, but by purpose—the smile of a guest, the empowerment of an employee, the revival of an ecosystem, and the preservation of a culture.

We are immensely grateful for the trust and faith our stakeholders have placed in us. Together, we will continue to transform transactions into relationships, operations into impact, and stays into stories that inspire a better tomorrow.

With sincere gratitude and unwavering commitment.

Anuraag Bhatnagar
Whole-Time Director and
Chief Executive Officer





REFLECTIONS OF A REMARKABLE YEAR

Palace Properties - Owned

Environment



Social



Governance



All Properties

Environment



26%
Share of renewable electricity



0.11
Greenhouse gas (GHG) intensity
(MtCO₂e per guest nights sold)



40%
Wastewater recycled



0.84
Energy intensity
(GJ per guest nights sold)



100%
Waste recycled and reused



37 MT
Plastics eliminated in operations

Social



4,426
Permanent employees*



385,171
Hours of training recorded



Zero
Lost Time Injury Frequency
Rate (LTIFR)



22%
Female diversity in
permanent workforce

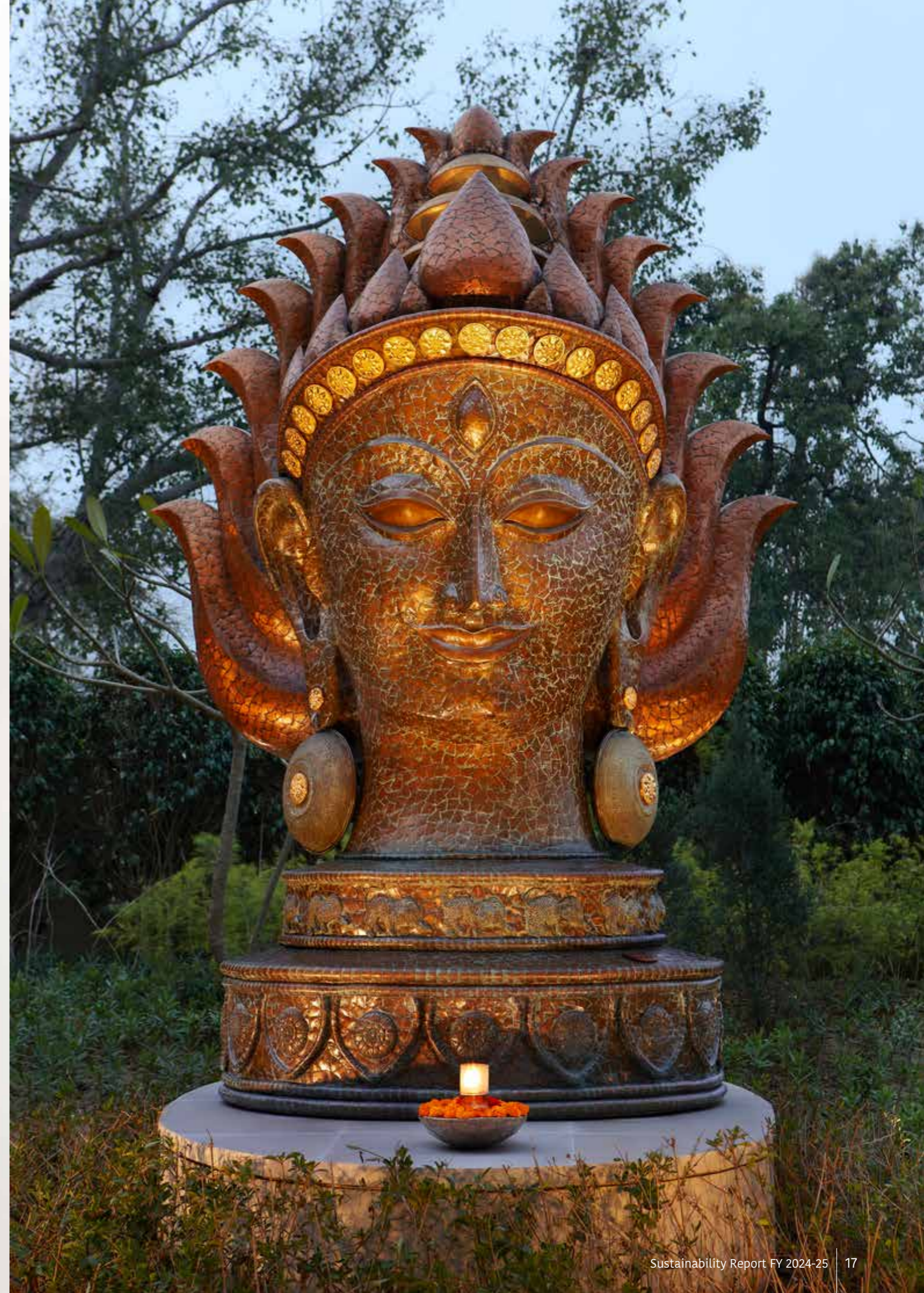


87
Average hours of training per
permanent employees*



70%
Sourced locally of total
procurement value

* This refers to all permanent and other than permanent employees across The Leela's owned and managed properties. In the case of managed hotels, employees are employed by the respective hotel owners. The only exception is The Leela Gandhinagar, where employees are on our payroll, and all employment-related expenses are reimbursed by the hotel owner in accordance with the terms of the management agreement.



UNVEILING WHO WE ARE



Our Brand History, Vision, Values


Founded in 1986 by the Late Capt. C.P. Krishnan Nair, The Leela Palaces, Hotels and Resorts was born out of a deep admiration for the rich cultural heritage and timeless charm of India. Rooted in the philosophy of *'Atithi Devo Bhava'* – *'The Guest is God'*, The Leela embodies warmth, grace, and thoughtful hospitality that transcends cultural boundaries.

Set amidst lush, natural surroundings, each of The Leela's properties reflects a strong commitment to environmental stewardship and resource conservation. Nature, grace, and luxury form the cornerstone of our brand—woven seamlessly across all our destinations.

Headquartered in Mumbai, The Leela Palaces Hotels and Resorts is owned and operated by Schloss Bangalore Limited, a company owned by Brookfield Corporation, and operates thirteen award-winning properties (owned,

managed and franchised) across India's key cities and leisure destinations, offering 3,553 keys and employing over 4,400 permanent staff both on direct payroll and third-party hotel owner payroll. Our portfolio includes iconic hotels in New Delhi, Bengaluru, Chennai, Udaipur, Jaipur, Gurugram, East Delhi, Mumbai, Gandhinagar, Kovalam and Ashtamudi in Kerala and the recently added Hyderabad. In FY 2024-25, there has been a 5% growth in the total keys in operation.

Each property reflects the unique spirit of its location—through distinctive architecture, art, and design that celebrate India's cultural legacy. With immersive experiences, curated rituals, and a focus on regional art, cuisine, and heritage, The Leela offers guests an authentic and unforgettable experience that captures the true essence of India.



Our Vision

To be the definitive expression of Indian luxury hospitality – admired for our timeless elegance, purpose-led service and iconic experiences.

We envision a world where Indian traditions, values and craftsmanship are celebrated on the global stage. At The Leela, we aspire to lead this narrative by curating soul-stirring stays and becoming the brand of choice for discerning travellers, guests and all our stakeholders alike.

Key facts about our properties:



* This is inclusive of The Leela Hyderabad (managed) with 156 keys and The Leela Mumbai (franchised) with 398 keys as of March 31, 2025.

The Leela Hyderabad (managed) and The Leela Mumbai (franchised) are not part of this year's reporting boundary.

This refers to all permanent and other than permanent employees across The Leela's owned and managed properties. In the case of managed hotels, employees are employed by the respective hotel owners. The only exception is The Leela Gandhinagar, where employees are on our payroll, and all employment-related expenses are reimbursed by the hotel owner in accordance with the terms of the management agreement.



Our Service Philosophy

The Leela embodies the quintessence of India's grandest traditions, extending a warm welcome rooted in the timeless Indian philosophy of **'Atithi Devo Bhava' – 'The Guest is God.'** This ancient philosophy permeates our approach to luxury, transforming mere accommodation into a profound cultural immersion that honours India's rich heritage while delivering contemporary refinement. Our commitment transcends traditional service to create meaningful connections that reflect the depth of Indian hospitality, where generosity of spirit, reverence for guests, and celebration of cultural authenticity converge to craft experiences that resonate long after departure.

Our award-winning properties across the country's most captivating destinations are guided by a core set of values, which every associate is expected to uphold in their interactions—with guests and with one another.

The Leela Dharmas

The Guiding Principles

The Leela Dharmas are eight core principles that guide how we lead, serve and interact with our guests, associates and communities. Inspired by the ancient wisdom of the Upanishads, the concept of Dharma signifies duty, purpose and right conduct. These values reflect our deep-rooted belief in Atithi Devo Bhava – Guest is God.

Practised across all our properties, The Leela Dharmas are a way of life that shapes our service culture and defines how we create meaningful, lasting experiences.



Prathama Dharma
We shall place the guest first and foremost, the organisation second and the self last, while performing our duties to the finest standards.

Dvitya Dharma
Everything we do shall be laced with courtesy and consideration for others, upholding the highest standards of conduct.

Tritya Dharma
It shall be our constant endeavour to understand, anticipate and satisfy the needs of our guests with warmth and attention to detail.

Chaturtha Dharma
Trust and team spirit will be the foundation stones upon which we raise our company's future and success.

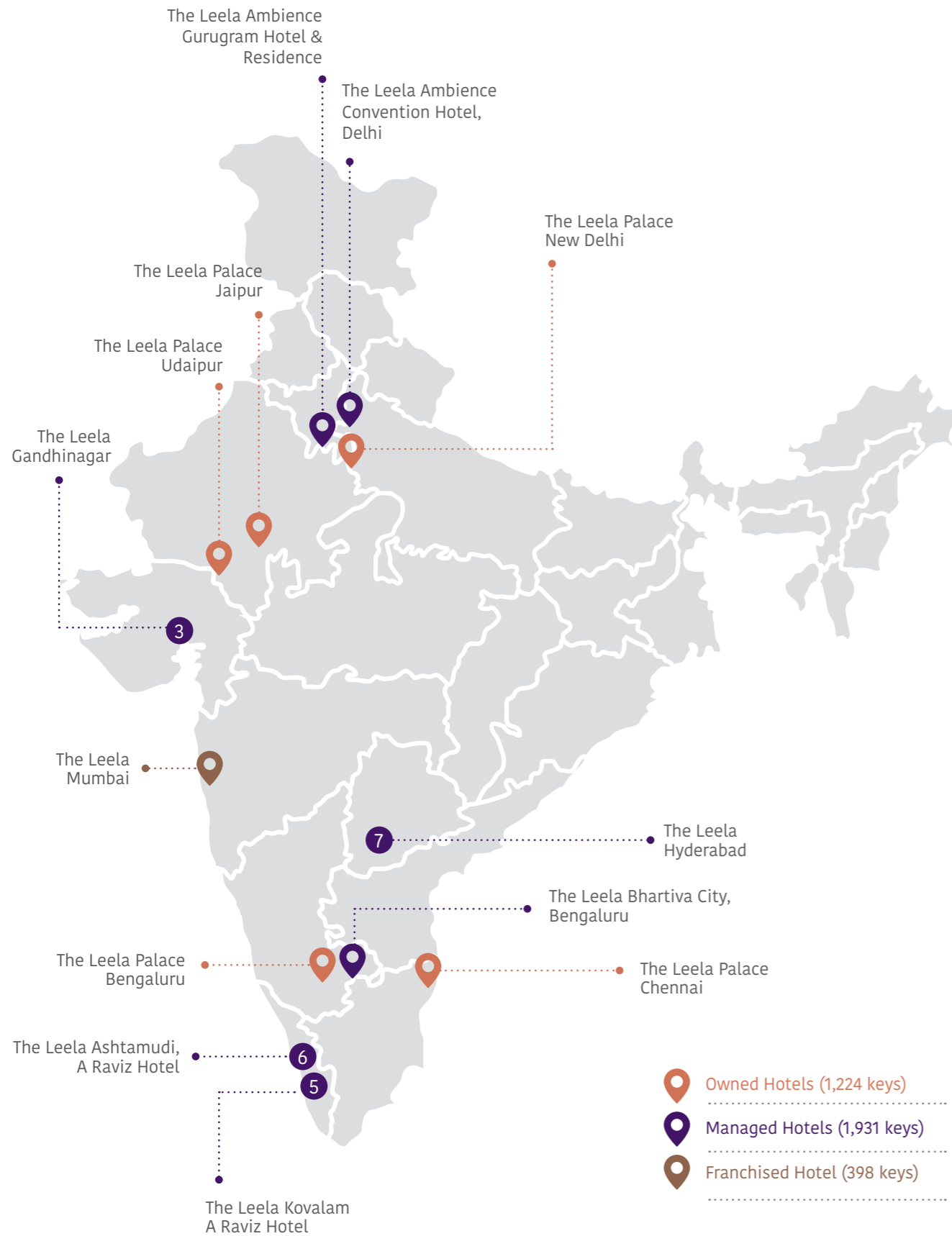
Panchami Dharma
We shall be fearless in performing our duties with conviction and pride.

Sashti Dharma
We respect each other as much as we cherish our guests.

Saptami Dharma
Like Mother Nature, we seek to nurture and protect.

Ashtami Dharma
We believe in the Dharma of fairness in thought, word and action.

Our Portfolio



Our Signature Brands

Global Specialty

Megu

Le Cirque

Indian Specialty

Jamavar

All-day Dining

Citrus

Spectra

The Qube

Bars and Lounges

ZLB23

The Library Bar



Jamavar



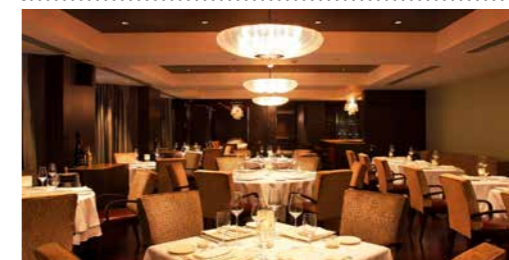
MEGU
Modern Japanese Cuisine



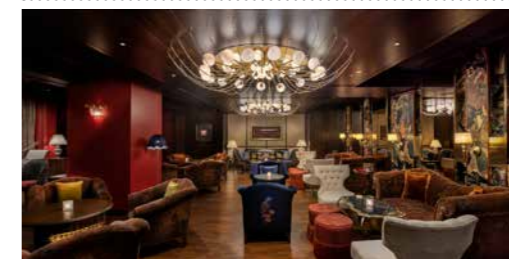
THE QUBE
A Contemporary Veil



ZLB23



Le Cirque



THE LOBBY LOUNGE



THE LIBRARY

Journey of The Leela

● The Leela Palaces ● The Leela Hotels ● The Leela Resorts



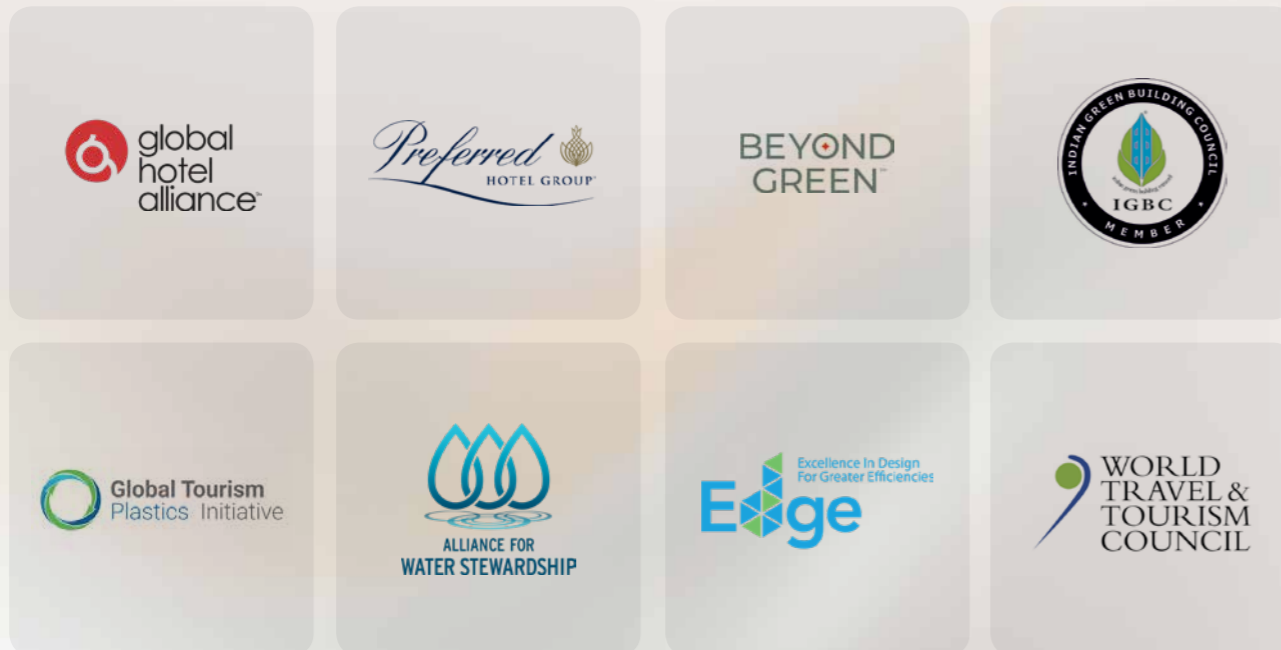
*Brookfield Corporation (Formerly known as Brookfield Asset Management Inc.) and its affiliates

Alignment with Global Standards/Memberships

Frameworks and Standards



Associations and Memberships



Certifications

In luxury hospitality, environmental stewardship has evolved from an operational consideration to a defining element of authentic excellence. Our premium properties integrate globally recognized green certifications and innovative environmental technologies as hallmarks of refined hospitality, recognizing that today's discerning travellers view responsible luxury as the ultimate expression of thoughtful service.

Indian Green Building Council-
Platinum certification under
the Green Existing Building
rating system

Indian Green Building Council-
Net Zero Waste Platinum
(Operations) in accordance
with the Net Zero Waste to
Landfill rating system

ISO:14001,
ISO:22001, ISO:45001

- ISO: 9001
- ISO: 14001
- ISO: 22001
- ISO: 45001



The Leela Palace
New Delhi



The Leela Palace
Bengaluru



The Leela Palace
Chennai



The Leela Palace
Jaipur



The Leela Palace
Udaipur



The Leela Ambience
Gurugram Hotel &
Residences



The Leela Ambience
Convention Hotel



Awards and Recognitions

The Leela Palace Bengaluru

International Sustainability Awards 2024 - Chosen as one of the Top 100 Sustainable Hotels & Resorts of the World

Awarded the National sustainability Award 2023 - Gold by the SEEM National Energy Management Awards

Honoured with EDGE Advanced certification (A green building certification system focused on making buildings more resource efficient)

Recognised as hospitality for a cause (sustainability initiative) by IIHM & IHC

Honoured with EDGE Advanced certification (A green building certification system focused on making buildings more resource efficient)

The Leela Palace Chennai

National Safety Council, India Safety Awards-2023 - 2nd Level Award: SHRESHTHA SURAKSHA PURASKAR (Silver Trophy)

The Leela Palace New Delhi

Honoured with EDGE Advanced certification (A green building certification system focused on making buildings more resource efficient)

National Safety Council, India Safety Awards-2023 - 2nd Level Award: SHRESHTHA SURAKSHA PURASKAR (Silver Trophy)

The Leela Palace Jaipur

Awarded the National Energy Management Award 2023 - Gold by the SEEM National Energy Management Awards

Honoured with EDGE Advanced certification (A green building certification system focused on making buildings more resource efficient)

The Leela Palace Udaipur

Honoured with EDGE Advanced certification (A green building certification system focused on making buildings more resource efficient)

OUR MINDFUL LUXURY ETHOS

Our ESG Vision and Philosophy

At The Leela, we believe that true luxury is more than an experience – it is a profound connection that touches the soul and endures in memory. It resides in the thoughtful nuances, the intuitive gestures, and the quiet elegance that transforms a stay into a lasting memory.

With guests at the heart and people and planet at centerstage, we redefine luxury as a shared, sustainable experience—one that is as compassionate as it is curated, as meaningful as it is magnificent.

Rooted in our commitment to Service Excellence and The Leela Values, we are elevating our brand through an ESG lens – integrating environmental consciousness,

cultural reverence, and inclusive growth into the soul of every guest journey. Our efforts are guided by a robust Sustainability Framework, shaped by continuous stakeholder dialogue and refined through materiality insights that ensure our actions remain relevant, strategic, and future-ready.

Our Sustainability Framework

At the heart of our ESG strategy lies a purpose-driven Sustainability Framework – a compass that shapes culture, decisions, empowers action, and aligns luxury with long-term value creation. Designed with governance at its foundation and the guest at its core, this framework anchors our ambition to deliver experiences that are not only exquisite, but also ethically grounded.

Our four strategic pillars are:



Each pillar is supported by defined focus areas and performance metrics, enabling us to translate ambition into measurable progress. This framework ensures that luxury at The Leela is a force for good – thoughtful, future-focused, and inherently responsible.

Stakeholder Engagement

Listening to What Matters Most

Our stakeholder philosophy is grounded in the Indian principle of 'Seva' (selfless service) and The Leela's core value of 'Respect for All'. We view our stakeholders – guests, employees, investors, regulators, partners, suppliers, and

communities – not as audiences, but as collaborators in our journey towards mindful luxury.

Through structured engagement channels, surveys, and dialogue platforms, we actively listen to evolving needs and integrate feedback into our decision-making. This culture of inclusion

enables us to remain agile, responsive, and aligned with both guest expectations and societal imperatives.

Stakeholder insights are not treated as static inputs; they shape how we innovate, refine operations, and set ESG priorities that are rooted in reality and purpose.

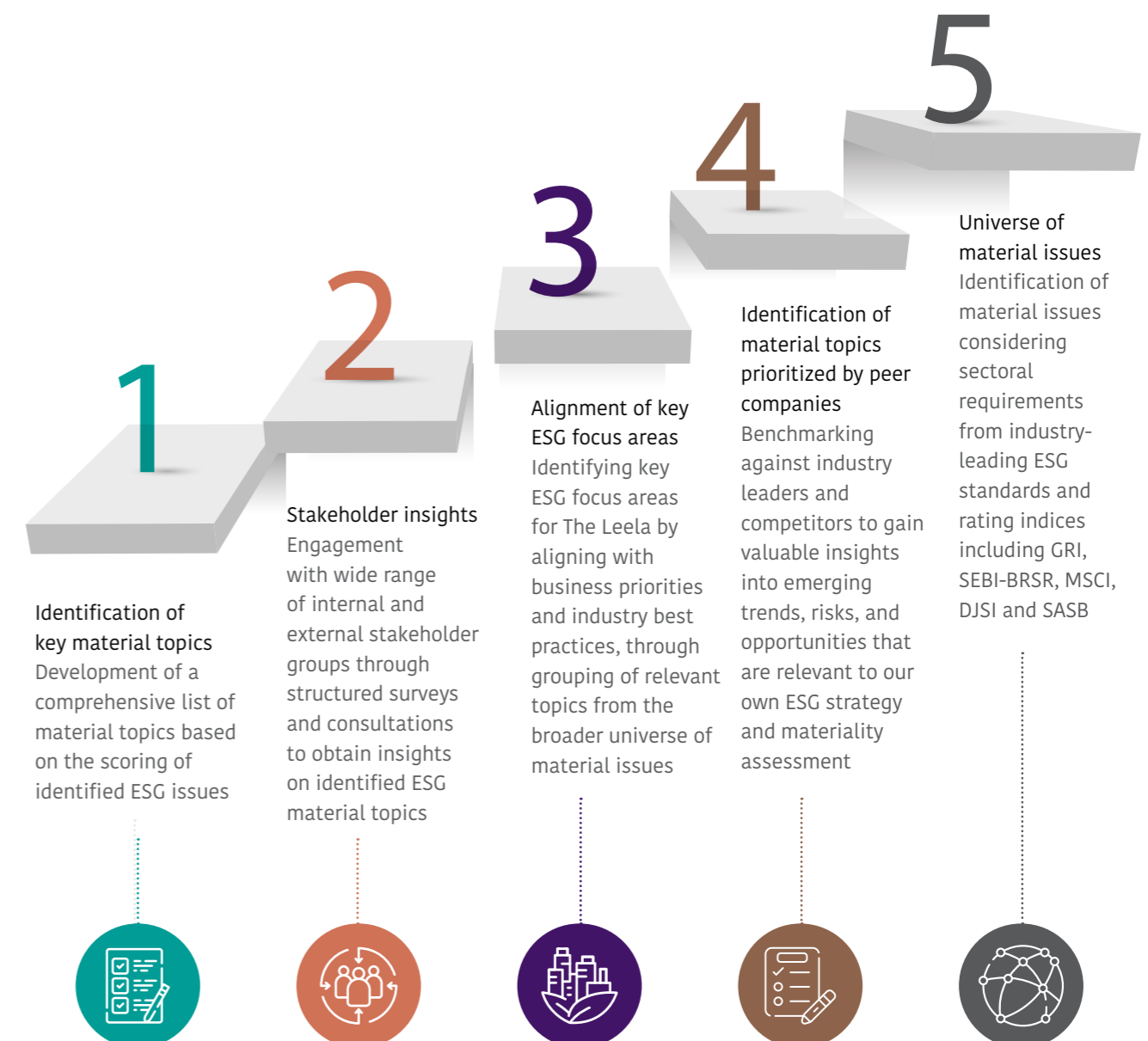
Stakeholder group	Mode of engagement	Frequency of engagement	Purpose of engagement
Shareholders and Investors	Emails, physical meetings, virtual platforms, website, board meetings, digital and print media	<ul style="list-style-type: none"> • Monthly • Need-based 	<ul style="list-style-type: none"> • Good governance • Shareholder confidence • Regulatory compliance • Greater transparency and disclosures • Company performance, both financial and non-financial
Employees	<ul style="list-style-type: none"> • Intranet • Townhalls • Training programmes and e-learning modules 	Daily	<ul style="list-style-type: none"> • Talent development and career progression • Trainings • Employee engagement • Workplace inclusion • Health and safety
Guests and Corporate customers	<ul style="list-style-type: none"> • Websites (The Leela's, aggregator platforms and travel booking sites) • Customer calls • Sustainability webpage • SMS, WhatsApp, social and print media 	Daily	<ul style="list-style-type: none"> • Customer satisfaction • Wellness programmes • Customized travel itineraries • Culinary experiences • Health and safety • Ceremonial rituals • Sustainability measures
Government and Regulators	Reporting as per frameworks, website and print media	<ul style="list-style-type: none"> • Quarterly • Need-based 	<ul style="list-style-type: none"> • Socio-environmental clearances • Permits and license renewals • Regulatory filings
Industry Associations	<ul style="list-style-type: none"> • Sustainability disclosures • Websites and print media • Award functions • Group meetings 	<ul style="list-style-type: none"> • Quarterly • Need-based 	<ul style="list-style-type: none"> • Public advocacy • Discussion on industry best practices • Awards and recognitions
Suppliers and Partners	<ul style="list-style-type: none"> • Corporate email • SMS and WhatsApp, social and print media, telephonic engagements 	<ul style="list-style-type: none"> • Weekly • Need-based 	<ul style="list-style-type: none"> • Awareness of supplier guidelines • Ethics and transparency • Timely payment • Safety management
Community	<ul style="list-style-type: none"> • Community meetings • Local print and social media 	<ul style="list-style-type: none"> • Monthly • Need-based 	<ul style="list-style-type: none"> • CSR partnership • Community welfare programmes • Promotion of cultural heritage

Materiality Assessment

We recognise that achieving sustainable development requires more than aligning our corporate strategy with material operational challenges—it also calls for a clear understanding of the concerns and priorities of our diverse stakeholders. In response to

evolving regulatory frameworks, shifting market dynamics, emerging stakeholder expectations, and insights from peer benchmarking, we conducted a fresh materiality exercise to reflect the current business environment and sustainability context.

As part of this process, we engaged a broad spectrum of stakeholders—including employees, guests, suppliers, investors, and community representatives—through structured surveys and consultations. The process involved a series of carefully designed steps as illustrated below:

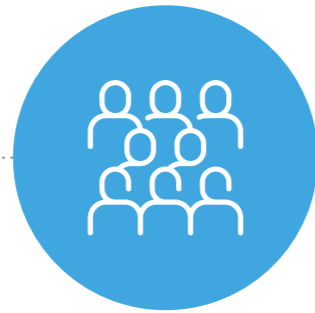


The following critical topics have been identified from the materiality review process conducted in FY 2024-25:



ENVIRONMENT

Climate Change and Emissions
Water Management
Circular Economy
Biodiversity Management
Sustainable Infrastructure



SOCIAL

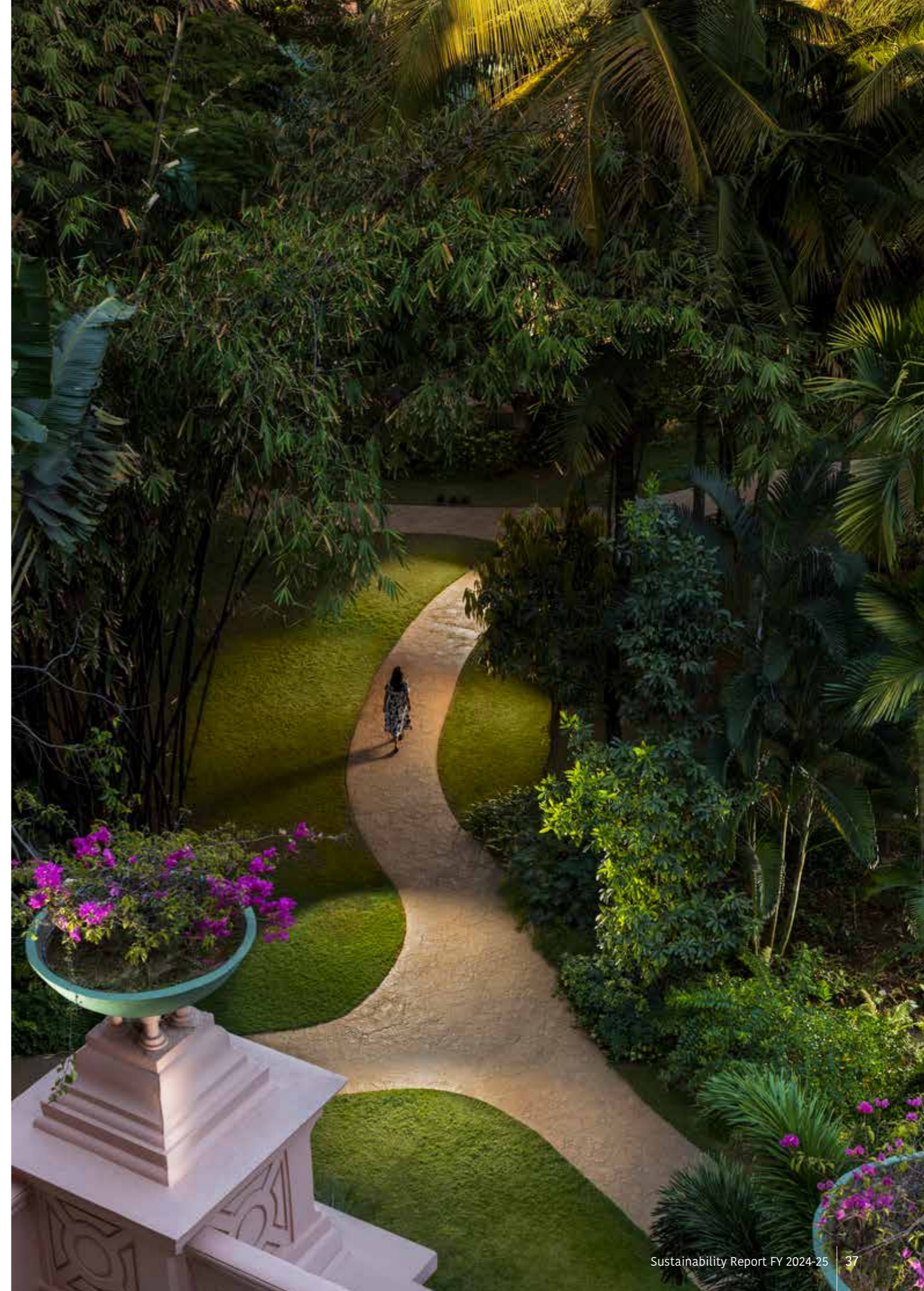
Workplace inclusion
Human Capital Development
Health, Safety and Wellness
Community Welfare
Human Rights



GOVERNANCE

Corporate Governance and Ethics
Risk Management
Data Privacy and Cybersecurity
Digitalization
Growth and Scale
Responsible Supply Chain
Guest Relations

As we move ahead, we plan to strengthen our materiality approach by fostering more meaningful dialogue—ensuring our ESG focus remains relevant, strategically aligned, and benchmarked against leading industry and peer practices.



DRIVING PURPOSE WITH INTEGRITY

Our exemplary governance serves as the foundation of our enduring legacy. Rooted in timeless values, it ensures every decision is guided by integrity, transparency, and accountability. This unwavering commitment cultivates trust among our guests, associates, and stakeholders, while driving sustainable growth and lasting value.

Our Material issues and their progress in FY 2024-25

Corporate
Governance
& Ethics

8-Member

Board led by an Independent
Chairman

2

Female Directors
on Board

Data
Privacy & Cyber
security

100%

Employees covered under training on cybersecurity

Risk
Management

Three-tier

ESG Governance framework

100%

Adherence to the
Code of Conduct

Digitalization

Accelerating digital integration

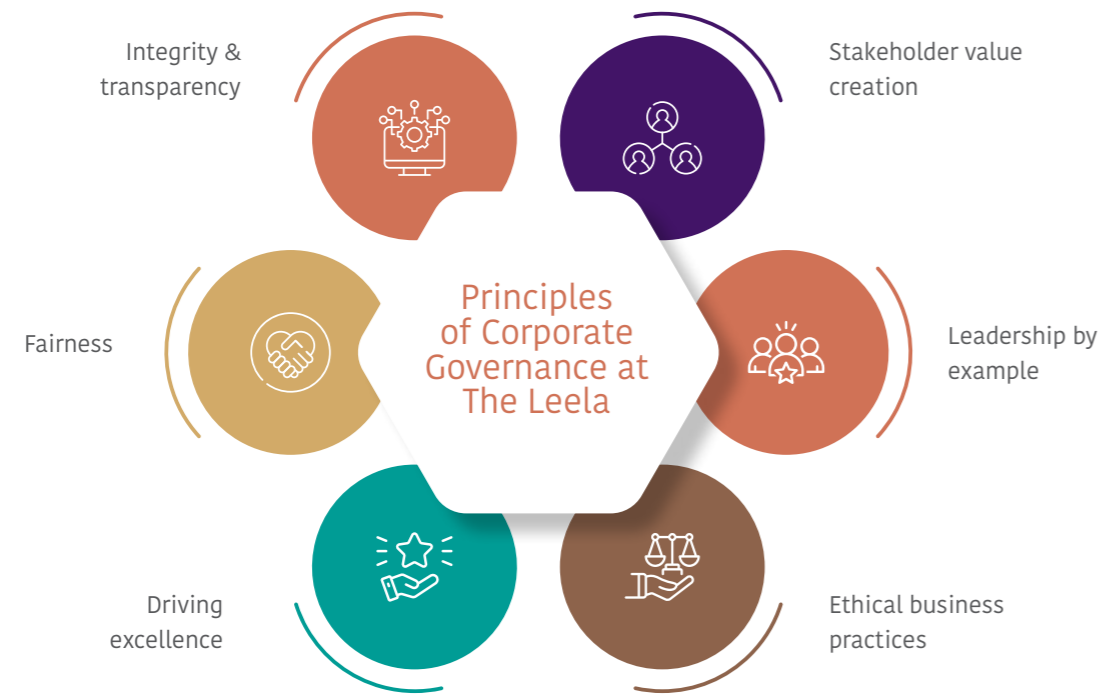
to elevate guest experience through smart data management systems



Responsible Leadership and Governance

At The Leela, our corporate governance practices are deeply rooted in integrity, transparency, and the guiding strength of the eight Leela Values. We are committed to ethical leadership, prudent risk management, and decision-making that upholds the best interests of our guests, partners, employees, and communities. These principles reflect not just our values, but our enduring promise to operate responsibly, sustainably, and with purpose.

Our Corporate governance philosophy is rooted in the following core principles:

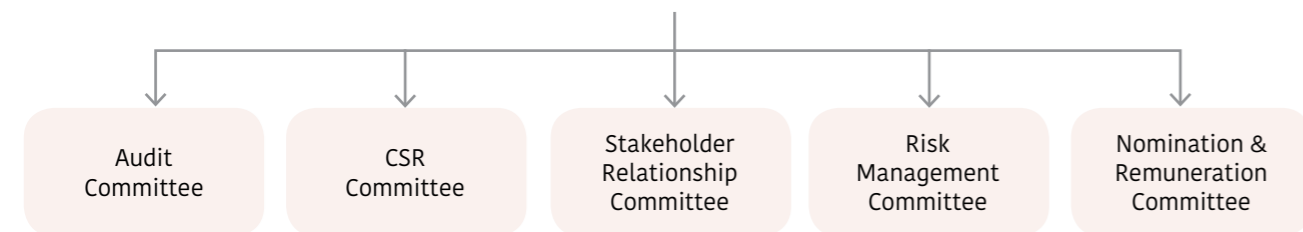


Board of Directors

A highly engaged and diverse Board, bringing together a wide range of skills, experiences, and perspectives-grounded in integrity, and enriched by gender and ethnic representation

Board Committees

The Board Committees have clearly defined roles and responsibilities, each established to provide focused oversight on key areas of strategic and operational significance



Compliant with The Leela's Code of Conduct (CoC) underpinned by various policies, processes, framework, audits and The Leela Values

Board of Directors



Deepak Parekh
Chairman and Independent Director

A N S



Anuraag Bhatnagar
Whole-time Director and Chief Executive Officer

C



Ankur Gupta
Non-executive Director

A S



Ananya Tripathi
Non-executive Director

A S



Ashank Kothari
Non-executive Director

N S R C



Shai Zelering
Non-executive Director

R



Mukesh Butani
Independent Director

A N R



Apurva Purohit
Independent Director

A N C

- Chairperson
- Member
- A Audit Committee
- C CSR Committee
- S Stakeholder Relationship Committee
- R Risk Management Committee
- N Nomination & Remuneration Committee

25%

Women representation on the Board

100%

Board Level Committees chaired by Independent Directors

38%

Independent Directors on the Board

50%

Non-executive Directors on the Board

Our Key Managerial Personnel and Senior Management also embody The Leela Values, providing strategic direction and operational excellence while upholding the highest standards of integrity and accountability.



Anuraag Bhatnagar
Chief Executive Officer



Ravi Shankar
Chief Financial Officer Head,
Asset Management



Vikram Choubal
Senior Vice President Technical
Services



Isha Goyal
Senior Vice President and Head of
Human Resources Operations



Sougata Kundu
Vice President Legal and
Compliance



Jyoti Maheswari
Company Secretary and
Compliance Officer

The Leela Code of Conduct (CoC)

ZERO

Complaints and legal actions for anti-competitive behaviour

Our Code of Conduct and Vigil Mechanism serve as cornerstones of ethical governance, fostering a culture of transparency, accountability, and zero tolerance for misconduct through clearly defined principles and a confidential reporting channel. The Code of Conduct also includes provisions for the Prevention of Insider Trading and Corporate Disclosure Practices, restricting Directors, Senior Executives, and other designated persons from engaging in activities such as accepting gifts or payments and mandates full compliance with

applicable laws. These standards reflect the values we uphold and are evident in how our employees conduct themselves—always striving to enhance stakeholder trust and experience. A suite of supporting policies and procedures reinforces our commitment to integrity and helps prevent any form of unprofessional behaviour.

Policies – Driving Governance Excellence

Our comprehensive policies serve as the foundation for governance excellence, embedding integrity, accountability, and compliance into every facet of our operations. The Leela Code of Conduct and Ethics Policy is integrated into employee contracts at the time of onboarding as well as in the agreements signed by our suppliers and business partners. Each year, executives reaffirm their commitment to our

Anti-Bribery and Anti-Corruption Policy, while our Prevention of Sexual Harassment Policy is strictly enforced and reinforced through regular training. All employees have easy access to policies via the Company's intranet and are trained on them as part of their annual learning and development program. During FY 2024-25, we reported zero incidents of corruption, discrimination and harassment across our operations. Our Whistleblower Policy allows for confidential reporting to the Chief Compliance Officer or the Chairperson of the Audit Committee, with an additional hotline monitored by the Chief Human Resources Officer to report concerns related to fraud, malpractice, misconduct, discrimination, harassment or violations of equal opportunity principles.

Our Corporate Policies

- Environment and Energy Policy
- Occupational Health and Safety Policy
- Human Rights Policy
- Gender Based Violence Policy
- Equal Opportunity Policy
- Positive Work Environment Policy
- Corporate Social Responsibility Policy
- Business Continuity Policy
- Prevention of Sexual Harassment at Workplace (POSH) Policy
- Code of Business Conduct and Ethics
- Anti-Corruption and Anti-Bribery Policy
- Whistle Blower Policy & Vigil Mechanism Policy
- Risk Management Policy
- Dividend Distribution Policy
- Nomination and Remuneration Policy
- Policy on Board Diversity
- Policy on Related Parties Transactions

ESG Governance

The ESG governance framework is built on a strong, multi-layered structure that integrates sustainability and responsible business practices throughout the organisation. Oversight starts with the Executive Leadership team, including the Chief Executive Officer (CEO) and Chief Financial Officer (CFO), who have empowered a dedicated cross functional ESG

Core Committee chaired by the ESG Head. This committee shapes long-term strategy, ensures compliance with regulatory requirements and stakeholder expectations, drives the ESG roadmap, monitors performance, and embeds ESG considerations into critical business decisions.

This is complemented by ESG Action

Committee at each hotel unit which is responsible for translating strategy into action through localized programs, data collection, and continuous improvement. This governance architecture ensures cohesive direction, accountability, and execution, enabling The Leela to lead with purpose and deliver on its commitment to sustainable luxury.



Composition of ESG Committees	
Core Committee	Functional Heads - ESG (Chair), Sales and Marketing, HR, Design and Technical Services, Real Estate, Corporate Finance, Procurement, Audit and Risk Management and IT
Action Committee	Unit Level Implementation Team - GM (Chair), Engineering, HR, Hotel Manager, Food and Beverage (F&B), Housekeeping, Finance Controller, and Procurement

Roles and responsibilities

ESG Core Committee

Defining the long-term ESG vision aligned with the company's values and strategic objectives.

Facilitating the integration of ESG considerations into day-to-day business decisions and planning.

Identifying, assessing and responding to material ESG risks and opportunities across the value chain.

Monitoring progress against ESG targets and key performance indicators (KPIs).

Overseeing ESG disclosures to stakeholders, including regulatory bodies, investors, and partners.

ESG Action Committee

Driving the execution of ESG initiatives at the hotel level, aligned with corporate ESG goals including tracking of performance indicators across areas such as energy, water, waste, diversity, safety, and community engagement.

Implementing company-wide ESG standards, including those related to health, safety, diversity, and environmental management.

Providing regular updates and data-driven reports on ESG progress and challenges to the corporate ESG Core Committee.



Cybersecurity and Data Protection

ZERO

Instances of data breach

At The Leela Palaces, Hotels and Resorts, cybersecurity and data protection are fundamental components of our governance strategy. With growing reliance on digital infrastructure and sensitive customer data, we have established comprehensive mechanisms to

safeguard information, ensure operational continuity, and maintain stakeholder trust.

Our cybersecurity framework is supported by robust internal policies including the IT Policies and The Leela Data Protection and Privacy Policies.

As we expand our digital footprint, we have implemented robust IT and Data Protection Policies, supported by firewalls, VPNs, web filters, and advanced technologies. A 24*7 Security Operations Centre

proactively monitors threats and mitigates risks, while periodic reviews of our policies and frameworks ensure that we remain compliant with national regulations and evolving privacy norms.

We regularly assess emerging threats and integrate risk mitigation into strategic planning and day-to-day operations. Periodic reviews of our policies and frameworks ensure that we remain compliant with national regulations and evolving privacy norms.

The Leela's cybersecurity & data protection framework

Risk factors	<ul style="list-style-type: none"> • Privacy and IT laws across countries/continents • Social media accounts of hotels, awareness amongst the employees • Penalty clauses in the legislations
Mitigation measures	<ul style="list-style-type: none"> • 24*7 security operation centre - for proactively identifying threats • Threat intelligence integration - to stay abreast of latest cyber threats • Data Loss Prevention (DLP) tools - unauthorized data exfiltration • Vulnerability and patch management - to detect and remediate security weaknesses • Dark web monitoring - detect any exposed credentials or data leaks associated with our brand or employees
Training and awareness	<ul style="list-style-type: none"> • Continuous awareness and training initiatives for all employees on data privacy protection, cyber security training for new hires and refresher training for all the employees • Quarterly phishing of simulation exercises are conducted to test employees' vigilance • Dissemination of security updates, tips, and alerts through internal communication channels

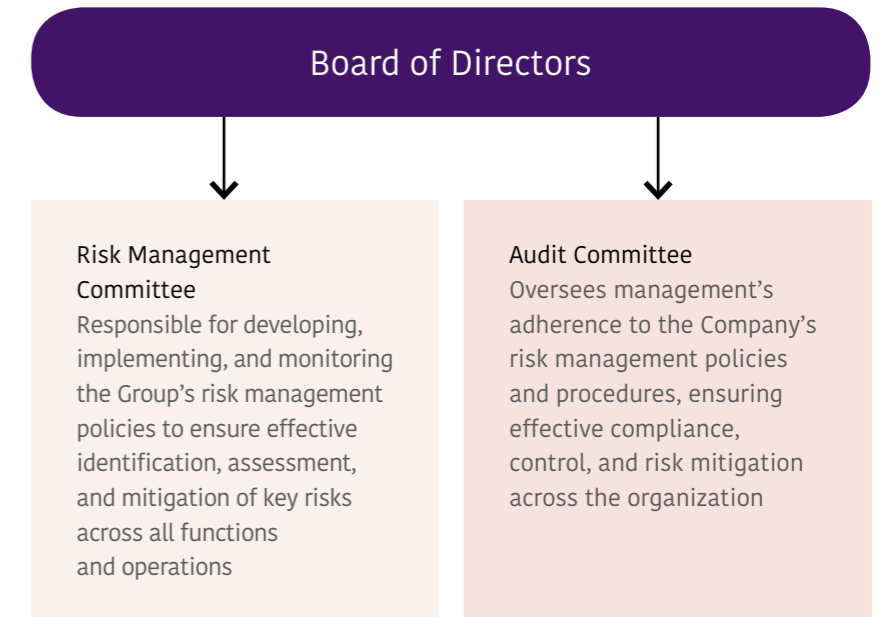


Risk Management

At The Leela, we manage physical, financial, and operational risks through a robust risk management framework guided by our Risk Management Policy.

Our risk management is supported by a strong governance structure with clearly defined roles. This multi-tiered oversight structure ensures proactive risk identification, effective mitigation, and strict compliance, protecting our brand reputation and guest trust.

Risk Governance Framework



Risk Management Framework



Growth and Scale

We remain committed to expanding our presence in premier gateway markets across India and select international destinations that embody the refined tastes of the modern luxury traveller and reflect enduring demand for exceptional hospitality. This growth will be thoughtfully driven through a combination of greenfield developments, strategic acquisitions, and

bespoke hotel management agreements. Our focus includes iconic locations such as Maldives, Dubai, Mumbai, and Goa. Through these efforts, we aspire to deepen the emotional connection with discerning travellers by unveiling new and distinctive expressions of The Leela experience across carefully curated touchpoints.

Arq-The Leela Club

We are introducing exclusive members-only clubs under the banner of Arq at select palace locations including The Leela Palace Bengaluru, Chennai, and New Delhi. These clubs will offer tailored privileges including private events, personalised service, and access to elite spaces.



The Leela Branded Serviced Residences

To meet the rising demand for luxury living experiences, we are introducing The Leela branded serviced residences. Integrated with our hotel properties, these limited-edition residences will exemplify gracious living, reflecting our exceptional service standards and aesthetic finesse. They are thoughtfully designed for connoisseurs who seek the familiarity of home, elevated by the stature and warmth of The Leela name.

The Leela Branded Serviced Apartments

As the market for extended-stay luxury expands, we are entering the segment of high-end serviced apartments. These bespoke residences will seamlessly blend the intimacy of home with the sophistication of five-star hospitality, catering to the needs of long-stay guests. Our debut project in this space, The Leela Luxury Residences & Club, Mumbai, is strategically located beside a 1.25 million sq. ft. office campus being developed by Brookfield affiliates in the heart of Andheri, near the international airport.



Internal Control and Compliance Framework

100%

Compliance with no fines or legal issues

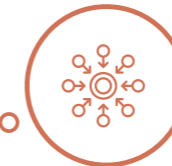
Aligned with our operational scale and complexity, we have established a robust internal control framework to ensure operational excellence, financial integrity, and full regulatory compliance. Our internal audit function regularly evaluates controls, identifies risks, and

recommends improvements, with findings reported to senior leadership and the Board's Risk Management Committee for prompt action. Controls are maintained through clear authorization levels, embedded system controls, independent external audits, and active Board oversight.

Digitalization

Our digital transformation combines advanced technology with personalized hospitality to enhance the human touch of luxury. Innovations like in-room tech, virtual tours, mobile concierge, and contactless services elevate the guest experience while ensuring data privacy and cybersecurity. This integration empowers our teams, strengthens guest relationships, and delivers memorable, tailored stays through valuable insights.

Key initiatives include:



Central reservations system

The Leela Reservations Worldwide is a 24*7 central system accessible via dedicated email and toll-free numbers, managed through the OPERA property management system for real-time multi-property booking and reporting.



Guest-experience enhancement tools

We use advanced Property Management System (PMS) and Point of Sale System (POS) like Oracle Opera and Symphony, along with guest ID scanning and electronic registration for seamless, paperless check-ins. Customer Relationship Management (CRM) tools such as Salesforce, Revinat, and Hotlync help us personalize guest interactions and enhance experiences.



Employee efficiency tools

We use the cloud-based HR system, ZingHR to streamline workforce productivity, talent acquisition, and employee engagement, with modules for attendance, payroll, learning, and surveys.



Revenue management tools

We use integrated revenue management systems like Insights, along with analytics tools such as OTA Insights, Agency 360, and Intouch, to dynamically optimize pricing and occupancy by analysing real-time market data, booking trends, and local events.

ENVIRONMENTAL STEWARDSHIP

With 'Inclusivity', as one of our Values, we draw inspiration from Mother Nature to nurture and protect the environment and all other stakeholders. We recognize that true luxury is inextricably linked to preserving and enriching the natural splendour that surrounds our iconic properties. Even as we invite our guests to experience the pinnacle of luxury amidst breathtaking landscapes and pristine surroundings, we assure them of our conviction to tread lightly on the Earth, acting with care and responsibility.

Our Material issues and their progress in FY 2024-25

Climate Change and Emissions

55%
of total electricity consumed from renewable sources across palaces

100%
Palaces have EV charging station

Water Management

40%
Wastewater recycled

Circular Economy

100%
Palaces have Organic Waste Composters (OWC)

100%
Palaces have in-house water bottling plants

Biodiversity Management

Plantation of native trees
to revive natural habitats and support flora and fauna

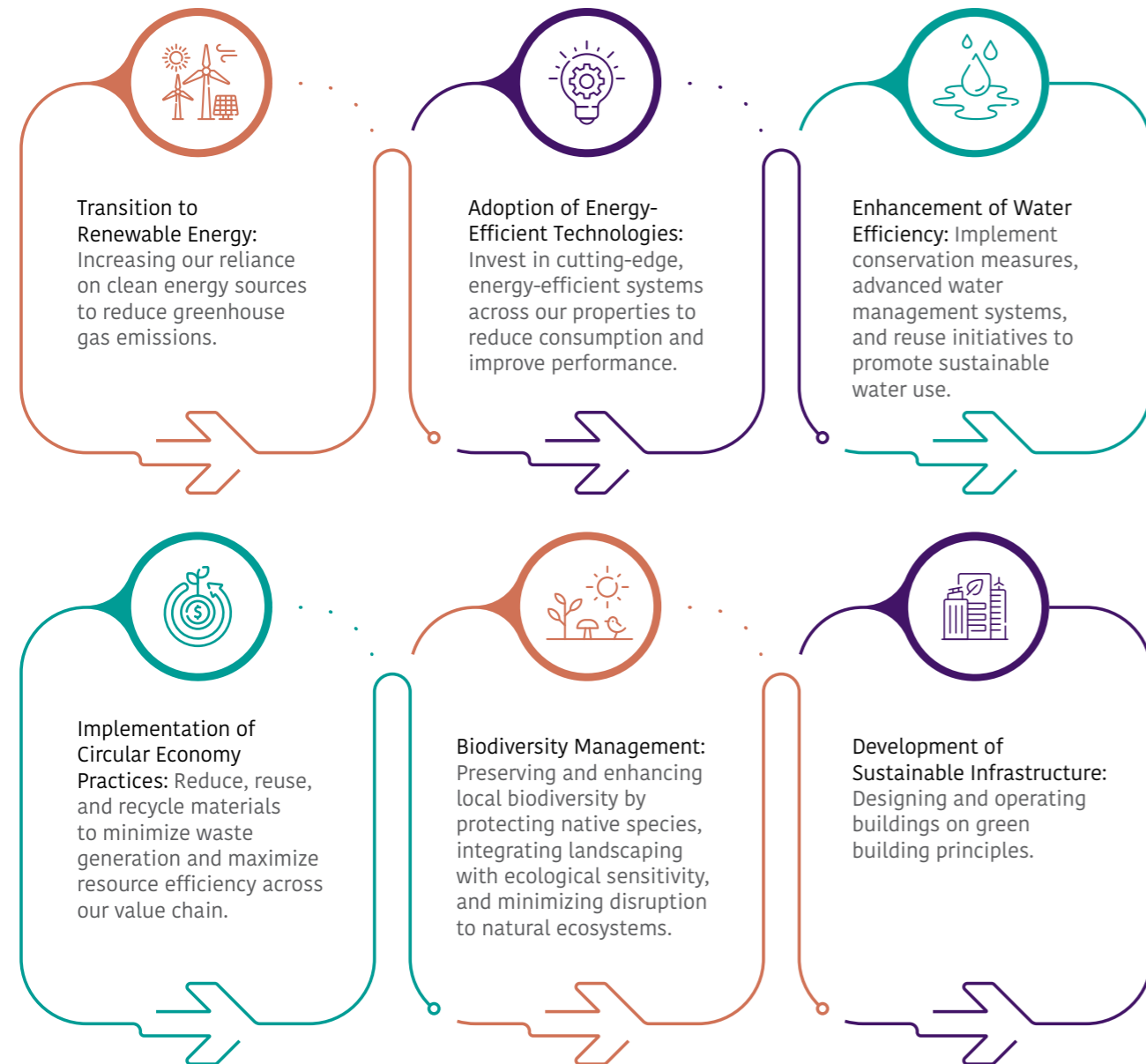
Sustainable Infrastructure

2.87 lakh square metres
of certified green building footprint



Preserving Natural Resources

At The Leela, our Environmental Policy reflects our deep commitment to responsible stewardship of natural resources and climate action. We are dedicated to minimizing our environmental footprint and promoting sustainable practices across our operations. Our approach is anchored in the below strategic pillars:



Climate Strategy

At The Leela, climate stewardship is an integral part of our commitment to Mindful Luxury— translating our commitment to responsible hospitality into a focused, measurable, and science-aligned pathway toward a low-carbon future. Guided by our Net Zero 2050 Roadmap, we are embedding decarbonisation, renewable energy transition, and climate resilience into every facet of our operations and design ethos.

systematic energy audits, digital energy and emissions tracking dashboards, and property-level action plans embedded within engineering and ESG functions. Through these sustain efforts, we aim to contribute meaningfully to global climate stabilization, while advancing business sustainability and operational excellence across our portfolio.

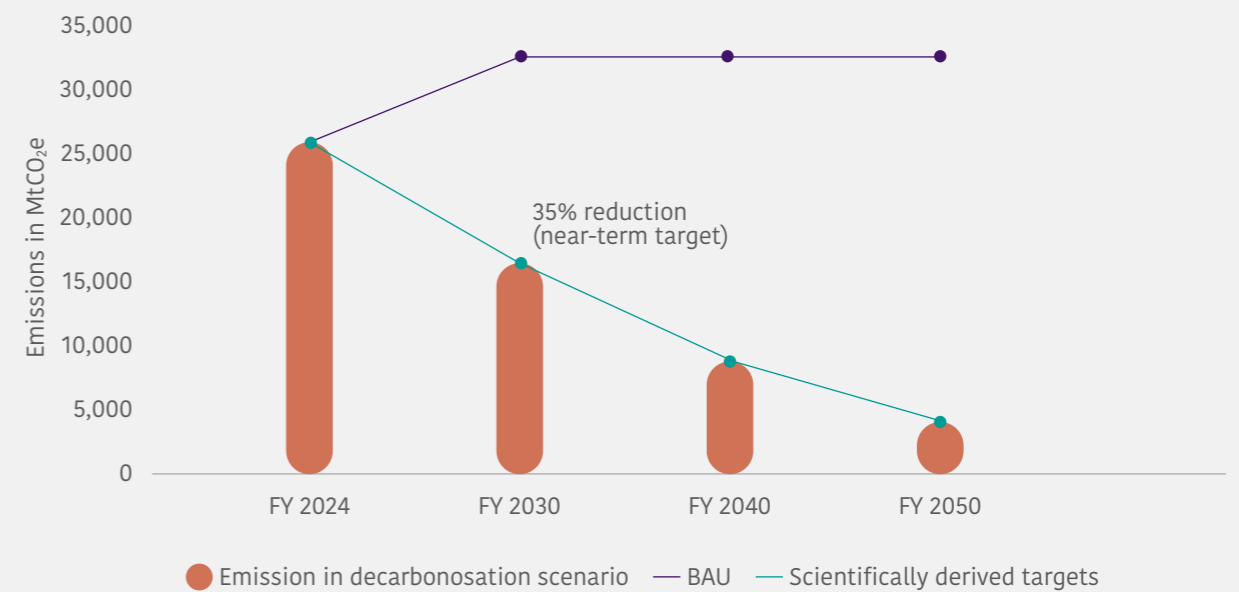
35%
Scope (1+2) Emissions
Reduction by 2030

NET ZERO
by 2050

Our decarbonisation pathway sets a near-term science-aligned target of 35% reduction in Scope 1 and 2 emissions by 2030, with FY 2023-24 as baseline year and long term taraget of achieving Net Zero by 2050. This trajectory is benchmarked against the Business-As-Usual scenario to ensure measurable progress, accountability and transparency. The roadmap is reinforced through



Our Decarbonisation Roadmap

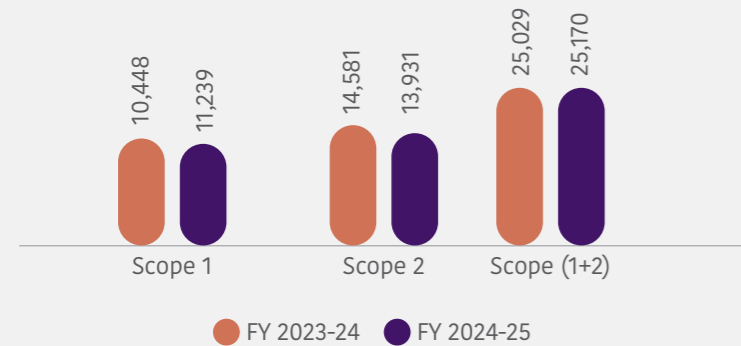


Energy and Emissions Management

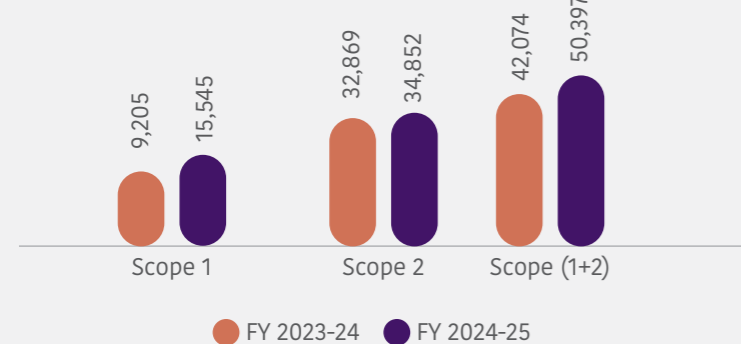
Energy efficiency and emissions reduction form the backbone of The Leela's Climate Strategy. Our approach focuses on decarbonising operations through technological upgrades, clean-energy sourcing, and data-driven monitoring across all properties.

We apply the GHG Protocol as our principal accounting framework and reference emission factors from DEFRA and the Central Electricity Authority (CEA) for accuracy and comparability. Scope 2 emissions are calculated using a market-based methodology, ensuring that renewable energy procurement and contractual instruments are transparently reflected in our results.

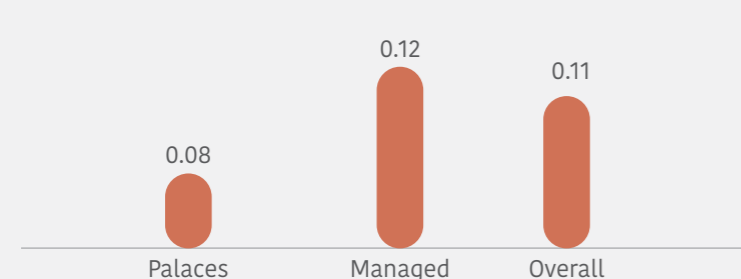
GHG Emissions in MtCO₂e (Palace Properties)



GHG Emissions in MtCO₂e (Managed Properties)

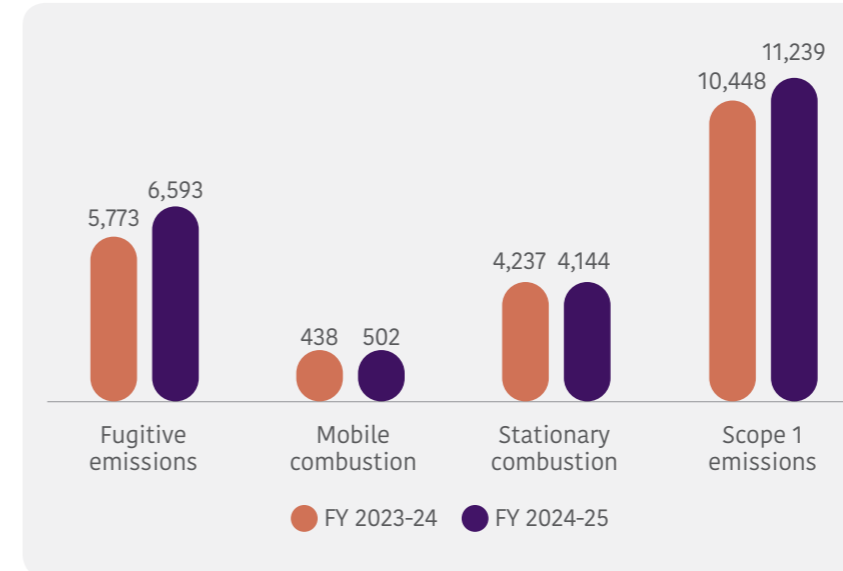


GHG Intensity (MtCO₂e/guest nights sold)



In FY 2024-25, our Palace properties reported 25,170 MtCO₂e with an intensity of 0.08 MtCO₂e per guest night, while managed properties recorded 50,397 MtCO₂e at 0.12 MtCO₂e per guest night.

The overall Scope 1 emissions of the Palace properties increased by approximately 8% compared to FY 2023-24, primarily due to temporary increases in fugitive emissions linked to cold-storage renovation activities. At The Leela Palace Chennai, refrigerant replacement during renovation led to fugitive emissions increasing from 2,981 MtCO₂e to 5,130 MtCO₂e, while at The Leela Palace Jaipur, similar cold-storage refurbishment caused emissions to rise from 55 MtCO₂e to 189 MtCO₂e. These short-term spikes are attributable to maintenance-related refrigerant discharge and will normalise following completion of system upgrades.



On the other hand, Scope 2 emissions reduced by 4% in FY 2024-25 compared to FY 2023-24, due to the integration of additional 3.10 MWp installed solar capacity for the Leela Palace Jaipur and The Leela Palace Udaipur further strengthening our overall clean energy mix.

As per our decarbonisation plan, identified key interventions to reduce our Scope 1 and Scope 2 emissions are as following -

Scope 1 Emissions Reduction Strategies	Scope 2 Emissions Reduction Strategies
Adoption of alternate green fuels to replace conventional fossil-based energy sources	Green Power Procurement/ Integration
Transition of laundry and kitchen operations to electrified systems to reduce direct fuel use	Replacement of conventional chillers with high-efficiency chillers
Installation of dual-fuel conversion kits to enhance operational flexibility and reduce emissions intensity	Deployment of advanced AC energy management systems
Systematic phase-out of high-GWP refrigerants, replacing them with environmentally friendly alternatives	Cooling tower optimization to improve operational efficiency
Gradual transition to electric vehicles (EVs) across palace operations	Installation of electronically commutable (EC) fans in Air Handling Units

Recognizing the need for holistic climate action, we are in the process of developing a comprehensive Scope 3 emissions inventory to strengthen the accuracy and completeness of our climate strategy. This initiative ensures that no significant emission source remains unaddressed in our pathway to Net Zero.

Reducing fugitive emissions through precision leak control

At The Leela Palace, Bengaluru, a focused initiative to identify and rectify refrigerant leakages resulted in a remarkable 73% reduction in fugitive emissions during FY 2024-25 compared to the previous year.

Key interventions include:

- Conducting a detailed assessment of HVAC systems to identify concealed refrigerant leakages
- Implementing robust maintenance and monitoring protocols for early detection and prevention of leaks
- Rectifying R-404 refrigerant leakages through targeted technical interventions
- Achieving a significant reduction in R-404 refrigerant consumption, leading to the 73% decline in fugitive emissions
- Enhancing operational efficiency and reinforcing our commitment to environmental stewardship



Renewable Energy Transition

Renewable energy forms the cornerstone of The Leela's decarbonisation roadmap, reflecting our long-term vision to achieve 100% renewable electricity by 2030. We are strategically expanding our clean-energy portfolio through both on-site installations and off-site green power procurement, backed by sustained capital investment and partnerships with credible renewable developers.

In FY 2024-25, 55% of total electricity consumption across all palaces and 26% across all properties was sourced from renewable energy, resulting in 17,206 MtCO₂e emissions avoided and 85,205 GJ of clean energy generated.

85,205 GJ

Total energy consumed from renewable sources across operations

17,206 MtCO₂e

Total emissions avoided through Renewable Energy

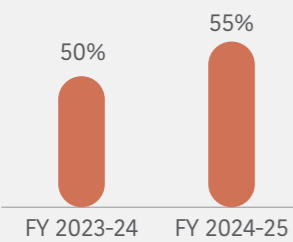
Adoption of Energy Efficient Technologies

15,946 GJ

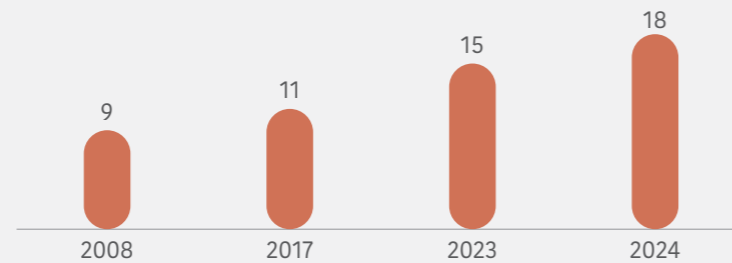
Annual energy savings across palaces through energy efficiency initiatives

Complementing our renewable energy transition, The Leela continues to invest in advanced technologies, electrification, and system retrofits to enhance efficiency and accelerate decarbonisation across its portfolio. These projects translate strategic commitments into measurable, on-ground outcomes - integrating sustainability into asset management while advancing operational excellence and strengthening the long-term resilience of our portfolio

% RE share in total electricity consumption



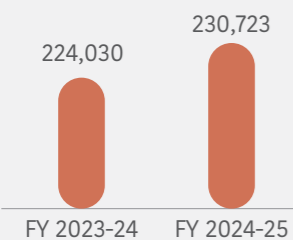
Installed Renewable Energy (Solar+Wind) Capacity (MWp)



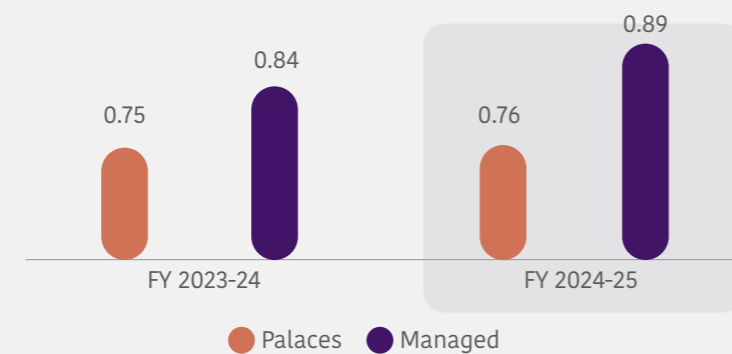
In FY 2023-24, the total energy consumption was 575,412 GJ, of which managed properties consumed 351,382 GJ and the remaining energy was consumed by palace properties.

In FY 2024-25, the total energy consumption was 603,688 GJ, of which managed properties consumed 372,302 GJ, the corporate office consumed 663 GJ, and the remaining energy was consumed by palace properties.

Total Energy Consumed by Palace Properties in GJ



Energy Intensity (GJ/ guest nights sold)



The Leela Palace Chennai



- ✓ Achieved a renewable energy share of 79% in FY 2024-25
- ✓ Completed Laundry electrification in April 2025, expected to save ~15,000 litres of diesel per month.
- ✓ Completed 21% of cold-storage unit replacements under Phase 1; remaining 79% are under implementation, targeted for completion by end of FY 2025 - 26, ensuring improved efficiency and reduced refrigerant leakage.
- ✓ High efficiency chiller and cooling-tower optimisation, scheduled for installation in FY 2025-2026.
- ✓ Continued renewable-energy capacity enhancement through the planned integration of 2.25 MWp solar and 0.75 MWp wind projects in FY 2025-26 to further increase the share of clean energy in the property's electricity mix.

The Leela Palace Jaipur



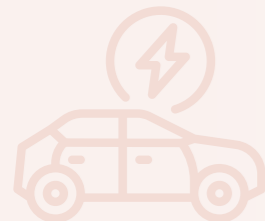
- ✓ Achieved a renewable energy share of 39% in FY 2024-25
- ✓ Initiated kitchen electrification in two phases –Hawa Mahal kitchen by end of 2025, and basement kitchen by end of 2026, transitioning from LPG to electricity
- ✓ Planned boiler replacement in two phases – Phase 1 (diesel boiler) to be completed by December 2025, expected to save approximately 5,000 litres of diesel per month; Phase 2 to include conversion of selected steam equipment to electric operation by 2026
- ✓ Continued installation of Variable Frequency Drives (VFDs) and Electronically Commutated (EC) fans for Air Handling Units (AHUs) to improve energy efficiency, targeted for completion by end of 2025

The Leela Palace Udaipur



- ✓ Achieved a renewable energy share of 55% in FY 2024-25
- ✓ Completed laundry electrification in August 2024, which can result in an annual diesel saving of approximately 43,000 litres
- ✓ Added two electric vehicles and one electric tempo traveller in FY 2024-25 as part of the property's ongoing EV transition to facilitate employee and goods movement
- ✓ Ongoing cold-storage refrigerant replacement, with 62% of units targeted for completion by FY 2025 - 26, ensuring improved efficiency and reduced emissions
- ✓ Scheduled installation of Electronically Commutated (EC) fans for three Air Handling Units (AHUs) by March 2026 to enhance HVAC efficiency

The Leela Palace Bengaluru



- ✓ Achieved a renewable energy share of 81% in FY 2024-25
- ✓ Cold-storage refrigerant replacement completed for 78% units in FY 2024-25 to enhance energy efficiency and minimise fugitive emissions.
- ✓ Ongoing laundry electrification, transitioning from LPG to electricity, targeted for completion by March 2026
- ✓ Scheduled installation of EC fan and AC energy saver in FY 2026 to optimise energy performance

The Leela Palace New Delhi



- ✓ Added 3 electric BMW cars in FY 2024-25 as part of EV transition
- ✓ Chiller replacement completed to enhance energy efficiency
- ✓ EC fan upgrades are in progress, with 50% of replacements completed and the remaining 50% scheduled for installation by March 2026

The Leela Palace Udaipur: A Beacon of Sustainable Luxury

Nestled on the peaceful banks of Lake Pichola, The Leela Palace Udaipur has long been a beacon of luxury and elegance, offering guests an unforgettable experience. In a bold move towards combating climate change and advancing sustainable tourism, the palace has set a new industry benchmark by becoming the first palace property in India to introduce electric boats for guest commutes.

As the flagship property for The Leela's climate action strategy, it leads the way with groundbreaking green initiatives. From harnessing solar energy for hot water, using heat pumps, installing energy efficient dishwashers to fully electrifying its laundry operations from Liquefied Petroleum Gas

(LPG), the property has embraced renewable energy at every turn. The introduction of electric boats further underscores its leadership in sustainability.

These efforts have resulted in impressive outcomes: 2,000 gigajoules (GJ) of energy saved annually, 160 MTCO₂e of emissions avoided, and 22,000 liters of High Speed Diesel (HSD) saved each year. Additionally, CO₂ emissions per room night have been halved, and electricity consumption reduced by 28%. The Leela Palace Udaipur demonstrates that sustainable luxury is a transformative process, offering guests a serene experience on Lake Pichola while helping create a more sustainable future.

At The Leela Palace Udaipur, sustainability is seamlessly integrated into the luxury experience. A recent upgrade to the refrigeration systems, where temperature sensors now track actual food temperatures instead of fluctuating air temperatures, has significantly optimized energy use. This change reduced the energy consumption of walk-in units by 33.3% and deep refrigeration units by 23%, saving 146.8 units per day.

These improvements translate into 53,582 kilo-watt hour (kWh) or approximately 192.9 gigajoules (GJ) of energy saved annually, equating to ₹317,088 in cost savings and a rapid return on investment within just 13 months. By embracing innovative solutions like these, The Leela Palace Udaipur not only enhances operational efficiency but also reinforces its commitment to sustainable luxury.



Championing Water Stewardship

We are aligned with globally recognised sustainability standards in water management, focusing on reduction, reuse, and efficient treatment. Water use optimisation and sewage, and effluent treatment measures are implemented across our entire portfolio. Rainwater harvesting further supports our sustainable water strategy. Sourcing from groundwater, municipal supply, and tankers, we closely monitor the entire water cycle to ensure responsible use and minimal environmental impact.

We have adopted several advanced water-saving measures across our properties to ensure efficient and responsible usage:



Smart irrigation systems that adjust water use based on real-time needs.



Landscaping with native and drought-resistant plants that require minimal irrigation while maintaining visual appeal.



The Leela Hotels Palaces and Resorts is a proud member of the Alliance for Water Stewardship (AWS).

The Leela Palace Jaipur has saved 4,350 KL of water by the installation of the main porch and lotus waterbody filtration system.

The Leela Bhartiya City has saved 390 KL of water by installing a Pressure Reducing Valve (PRV) for the domestic water line in Back-of-House (BOH) areas.

Wastewater recycled
40%
across all properties

33%
across palace properties

Water Withdrawal and Consumption
1,070,239 KL
across all managed properties

709,030 KL
across all palace properties

Water Intensity in Terms of Guest Nights Sold
2.47
across all properties

2.34
across all palace properties



Pioneering water efficiency at The Leela Palace Chennai

The Leela Palace Chennai has implemented the Scale and Bio-Removal system (SBR) system in its cooling tower operations, —a cutting-edge, non-chemical solution that enhances the efficiency of our cooling tower operations. This fully automated system not only optimizes cooling performance but also significantly reduces water consumption, embodying our dedication to preserving the planet without compromising on the exquisite guest experience we are known for.

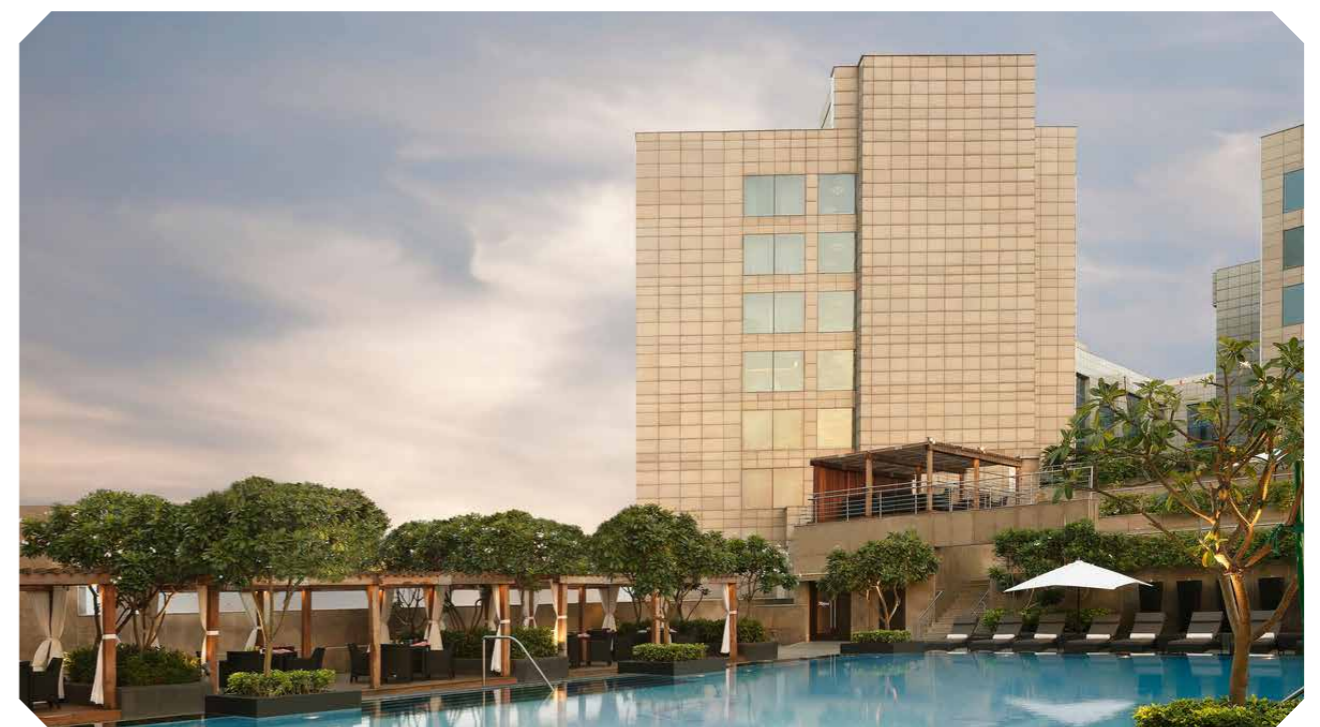
By eliminating the need for chemical treatments and continuously removing scale, the SBR system improves water recycling, prevents corrosion, and extends the lifespan of our equipment. This innovation has resulted in a remarkable 2.8 KL of water saved annually and ₹ 657,000 in cost savings, reinforcing our leadership in sustainable luxury.



Digital Paani – Innovating STP Management at The Leela

At The Leela, we are committed to responsible water stewardship, and as part of this commitment, we introduced Digital Paani, an Artificial Intelligence (AI) and Internet of Things (IoT) based wastewater management platform, at our properties in Jaipur and Udaipur. This innovative system allows us to monitor sewage treatment plant (STP) operations in real-time, improving water reuse and supporting our transition to circular water practices.

With Digital Paani, we have seen remarkable results. In Jaipur, we have achieved a 35% improvement in energy efficiency, and at Udaipur, we have reduced water intensity per ₹10 million turnover by 15% (2024 vs. 2023). The system also ensures the treated water is of high quality, allowing us to safely reuse it for landscaping and non-potable purposes. This initiative has helped us reduce our dependence on freshwater sources and sets a new benchmark for sustainable luxury in hospitality.



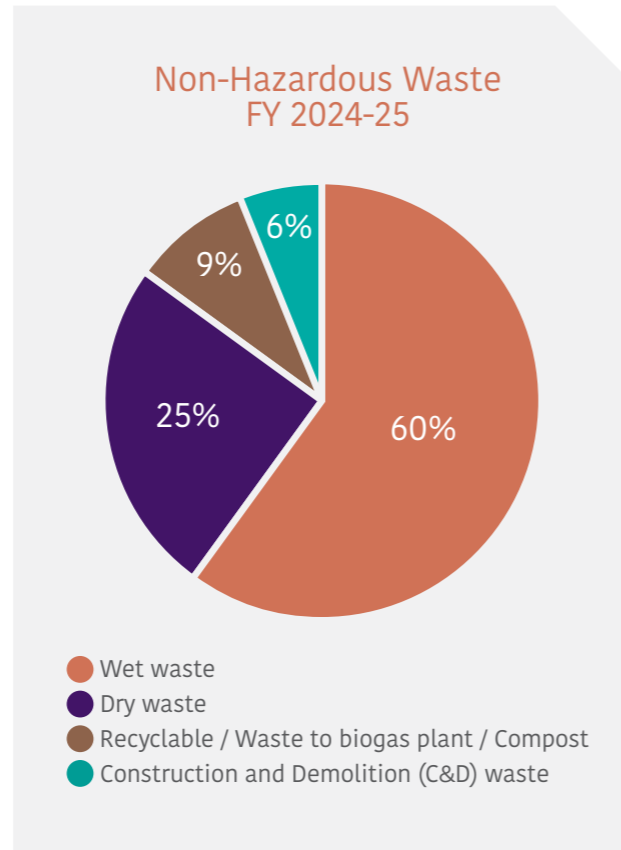
Waste Management: Creative Value through Circularity



100%
(6,555) MT
Waste recycled and diverted from landfill across all properties



100%
palace properties are Net Zero Waste – Platinum certified buildings under IGBC

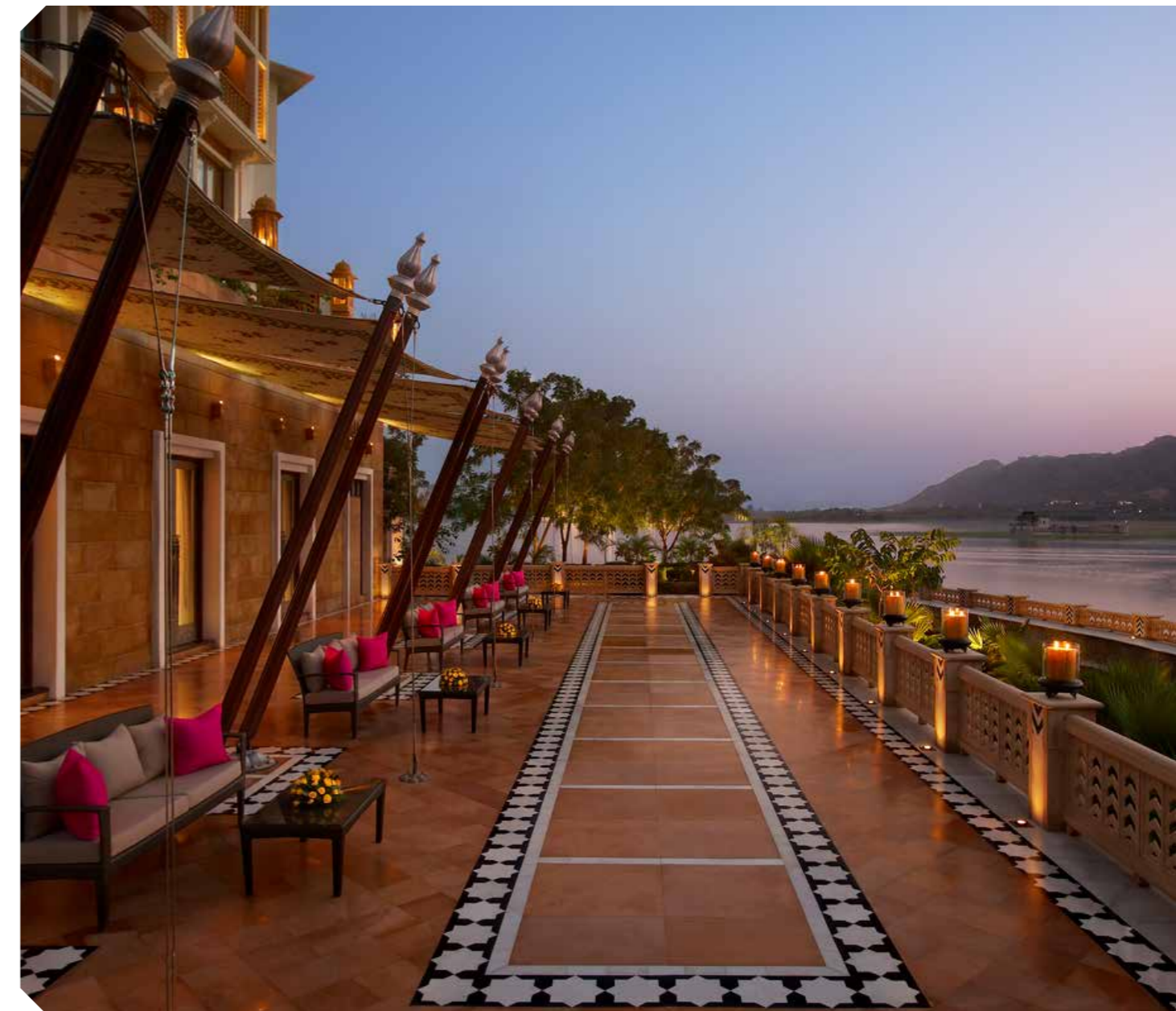


At The Leela, waste management is an integral part of our sustainability framework, implemented through industry-leading practices and a commitment to regulatory compliance. Our strategy is centered around the principles of circular economy, focusing on reducing waste generation at the source through optimized procurement, packaging reduction, and collaboration with sustainable suppliers.

We prioritize extending the lifecycle of materials through initiatives like furniture repurposing, linen upcycling, and composting organic waste for garden use. Waste is systematically segregated into dry, wet, e-waste, battery, and hazardous waste categories, with each stream being

disposed of by authorized recyclers in full compliance with local and global environmental regulations. Through this comprehensive approach, we aim to drive efficient waste diversion, minimize landfill dependence, and advance circular economy practices across our operations.

All our palace properties have adopted Organic Waste Converters (OWC), enabling us to efficiently process organic waste into compost. In FY 2024-25, this initiative was instrumental in managing 3,890 metric tonnes (MT) of wet waste, reflecting our ongoing commitment to reducing landfill reliance and promoting sustainable practices throughout our operations.



At The Leela, we actively promote the 4R principles – Reuse, Repurpose, Reduce, and Recycle – across our entire operations and value chain:

Reuse

Our properties integrate creative reuse practices into daily operations transforming discarded florals into guest amenities

Key initiatives:

Leela ke Phool-A floral revival

In collaboration with Phool, a social enterprise, we have embraced an innovative initiative that transforms floral waste into purposeful products. Using Phool's patented Flowercycling technology, flowers from our properties are converted into charcoal-free incense sticks and cones. Beyond reducing waste, this partnership empowers women entrepreneurs and gives new life to what would otherwise be discarded. Since May 2023, we have upcycled 9.44 metric tonnes (MT) of dried petals and leaves into incense infused with our signature Tishya by The Leela fragrance.

Reduce

We proactively minimize single use plastic generation across our properties

Key initiatives:

Aujasya by The Leela-Water bottling initiative

Our in-house water bottling plants, set up under the Aujasya by The Leela programme have significantly reduced the use of plastic bottles. This initiative has avoided the use of 30 metric tonnes (MT) of plastics during the reporting period.

Biodegradable in-room amenities

Furthermore, till date we have replaced 6.73 metric tonnes (MT) of plastic items within in-house room amenities such as ear buds, dental kits, shaving kits combs, and shower caps with biodegradable alternatives across our palace properties and managed properties.

Repurpose

We actively promote upcycling initiatives by creatively transforming retired items into functional value-added products

Key Initiatives:

Linen Upcycling Program

The Leela Palace Bengaluru successfully upcycled 37,500 pieces of linen, showcasing our commitment to sustainable practices and responsible resource management.

ZLB 23 - A Kyoto Speakeasy Bar at The Leela

Palace Bengaluru, has been designed with furnishings that have been crafted using repurposed materials. This includes our collection of furniture and fittings ranging from rustic wooden tables to eclectic bar stools and opulent couches.

Recycle

We are committed to maximizing recycling efforts throughout our properties

Key initiatives:

Zero waste menu

Our Zero-Waste Menu redefines culinary innovation by transforming vegetable peels into crispy garnishes, fruit rinds into signature cocktail infusions, grain husks into artisanal breads, protein bones into nutrient-rich broths, and herb stems into flavourful house-made oils and vinegars.

Biodiesel at the Leela Kovalam

The Leela Kovalam has installed a biogas plant with a capacity to recycle 500 kgs of wet waste per day. The plant produces methane gas, which is stored separately and used for slow-cooking burners in the cafeteria. Approximately 30 cubic metres of gas is consumed every month in the cafeteria kitchen.



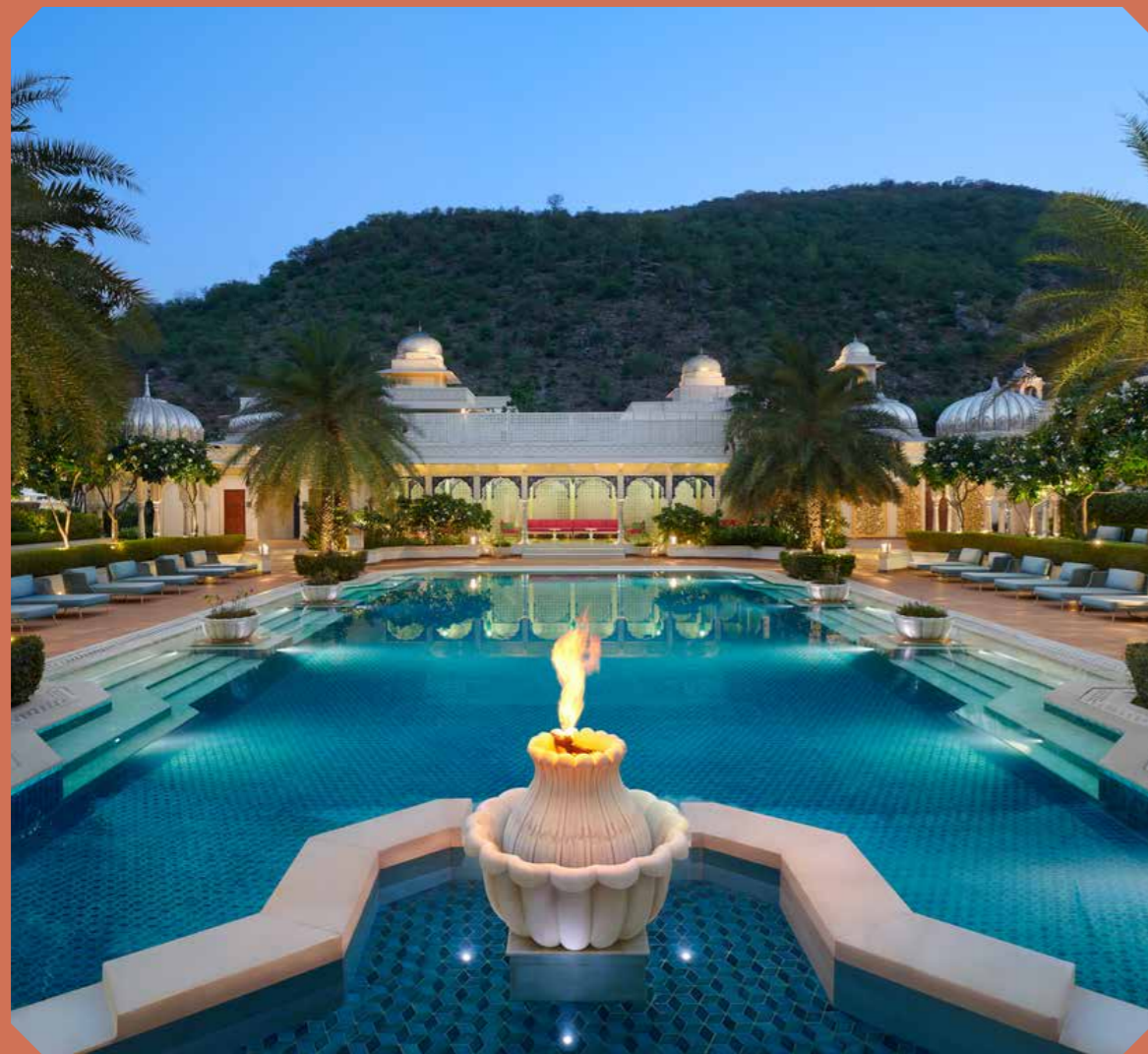
Biodiversity Management

At The Leela, we recognize the critical role of biodiversity in maintaining ecological balance and building climate resilience. As stewards of luxury and nature, we strive to integrate biodiversity management into our operations, ensuring our properties coexist harmoniously with the natural environment while contributing to climate goals and ecosystem health. By incorporating indigenous and climate-resilient plant species, we reduce the need for irrigation and support natural habitats that attract and nurture local wildlife.

Aravalli Forest Restoration Initiative at The Leela Palace Jaipur

At The Leela Palace Jaipur, we blend luxury with environmental stewardship through a robust forest plantation at the foothills of the Aravalli range. Over 1,500 native trees have been planted as part of this initiative, which is complemented by continuous ecological

maintenance. This project not only supports local biodiversity and restores natural habitats but also enhances climate resilience, underscoring our commitment to sustainable development in harmony with nature.



Sustainable Design Excellence

At The Leela, sustainable design is an integral component of our commitment to both luxury and environmental stewardship, with our properties constructed in line with globally recognized green building standards.

We integrate renewable energy solutions, prioritize energy efficiency, focus on water conservation and build with eco-friendly locally sourced materials to minimize environmental impact.

Our design incorporates sustainable practices such as efficient cooling systems, reflective roofing, water-saving fixtures, and the use of low-carbon materials like sustainably sourced timber and recycled content, ensuring that our properties exceed global sustainability benchmarks while harmonizing sustainable design with the elegance and luxury that define The Leela.

ESG Advanced (South Asia's case study)

In FY 2024-25, The Leela set an unprecedented standard by securing EDGE Advanced Final Certification for five of its iconic Palace properties, collectively forming South Asia's largest EDGE Advanced certified hotel portfolio, spanning nearly 2 million sq. ft. Aligned with The Leela's Mindful Luxury framework, these properties achieved

- ▶ over **41%** energy savings
- ▶ **30%** water savings
- ▶ up to **70%** embodied carbon reduction,
- ▶ resulting in a total carbon savings of **2,454 MtCO₂e**

The features include smart energy management, high-performance building envelopes, water-efficient fixtures, and low-carbon construction materials.



LISTENING TO THE VOICE

Driven by our Value, 'Guest First', we engage with empathy, warmth, and attention to detail. Aligned with 'Excellence', we continuously enhance our service by listening, anticipating needs, and exceeding expectations.

Our Material issues and their progress in FY 2024-25

Guest Relations

1,141,557
Total guest footfall

718,503
Guest nights sold

Zero

Incidents of non-compliance concerning the health and safety impacts of services

Zero

Incidents of non-compliance concerning labeling, service information and marketing

Elevating Guest Experience

At The Leela, our differentiating edge lies in deeply understanding our guests and delivering beyond expectations. Today's travellers seek more than a stay—they seek connection, comfort, and authenticity. Drawing from the richness of ageless Indian traditions, we offer experiences steeped in warmth and reverence, creating a sense of homecoming that defines The Leela's timeless hospitality. Through real-time feedback and thoughtful

engagement, we craft hallmark moments that become lasting memories.

Guest Journey Mapping

Every interaction—from pre-booking to post-stay feedback—is part of the guest journey. We carefully map these touchpoints to identify opportunities for enhancing a seamless and memorable experience.

The guest experience is shaped through the following key interactions:



Cultivating Guest Satisfaction Memories That Last

Our commitment to guest experience goes beyond hospitality—it's about creating moments that leave a lasting impression. We actively foster guest wellbeing, continuously monitor our performance, and refine our services to meet evolving expectations.

Our approach is anchored in four key principles:



Melodies by The Leela

The Soundcape of Indian Luxury

Curated by sarod virtuosos Amaan and Ayaan Ali Bangash, Melodies by The Leela is a signature expression of the brand's deep-rooted connection with Indian art, culture and classical music.

The compositions – Raaga and New Delhi – A Journey along with many others, have become an integral part of the guest experience, playing across hotel lobbies to

create a serene and immersive atmosphere that reflects the soul of India and the spirit of each destination. The Bangash brothers, representing the seventh generation of a musical lineage, lend their refined artistry to this collaboration, weaving elegant lyricism with technical mastery. This partnership is an extension of Icons of India by The Leela, an initiative that celebrates India's cultural custodians. Melodies by The Leela is more than just music, it is a sensory journey that evokes emotion, connection and a sense of place.



Moments by The Leela

For Everlasting Memories

Special occasions deserve thoughtful gifts, and the most meaningful ones often go beyond the box.

Moments by The Leela is a bespoke E-Gift Card that invites guests to gift signature experiences across The Leela's iconic hotels in India. From luxurious stays and indulgent dining to rejuvenating spa therapies, this card unlocks a world of unforgettable moments. Secure, flexible, and contactless, Moments offers instant digital delivery and can be used across multiple transactions. Guests can personalize their gifting experience, allowing recipients to enjoy India's finest hospitality on their own terms. With a one-year validity, "Moments by The Leela" is not just a gift—it is an invitation to celebrate life's most cherished memories in the palatial spirit of The Leela.

Moments
by THE LEELA



Signatures by The Leela

The Joy of Gifting

Signatures
by THE LEELA

An ode to the season of warmth and celebration, Signatures by The Leela is a thoughtfully curated collection of festive gourmet hampers. Rooted in India's rich tradition of gifting, each hamper blends artisanal indulgence with refined aesthetics—from chocolate pralines, cookies and Indian sweets to scented candles, Lord Ganesha idols and more.

Guests can personalise their gifts with bespoke offerings presented in intricately designed boxes and leatherette bags. This year's edition also includes a wellness-inspired selection from Aujasya by The Leela. Evoking the brand's 'Atithi Devo Bhava' philosophy, every hamper is a celebration of thoughtful craftsmanship, cultural richness and the joy of giving. Signatures by The Leela reflects the timeless Indian tradition of sharing festive cheer, now reimagined for the discerning global connoisseur.



INCLUSIVE CULTURE

Our Value, 'Respect for all' invokes us to extend this respect not only to our cherished guests but also, to one another, fostering a harmonious and inclusive work environment. Aligned with our Value, 'Fairness', we understand that challenges may arise from differences in opinions. We remain steadfast in upholding a healthy code of conduct ensuring a level playing field for all, regardless of age, gender, experience, or expertise.

Our Material issues and their progress in FY 2024-25

Workplace Inclusion

25%
Permanent female employees in palaces

22%
Increase in employment of differently abled workforce

Human Capital Development

52%
New hiring

87 hours
Average hours of training per permanent employee

100%
Eligible employees received performance review

Health, Safety and Wellness

Zero
Lost Time Injury Frequency Rate

Zero
Fatalities reported



Nurturing Diversity, Fostering Inclusion

Our inclusive culture approach centers on creating an environment where diverse talent thrives through comprehensive human capital development, equitable advancement opportunities, and unwavering commitment to employee wellbeing and safety. We have implemented structured diversity recruitment strategies, mentorship programs that bridge cultural and generational gaps, and leadership development pathways that reflect our global guest demographics. Our workplace safety protocols extend beyond

compliance to encompass mental health support and work-life balance support, that honour individual needs while fostering collective excellence. Through employee resource group discussions, and transparent pay equity reviews, we ensure that our commitment to employee wellbeing translates into measurable outcomes—creating a workplace where every team member feels valued, empowered, and equipped to deliver the exceptional hospitality experiences that define our brand's legacy.

Our Commitment to The Leela Workforce

100%

of The Leela's senior management (CEO, CFO, Senior VPs, VPs and AVPs) are hired locally

Talent Acquisition and Onboarding

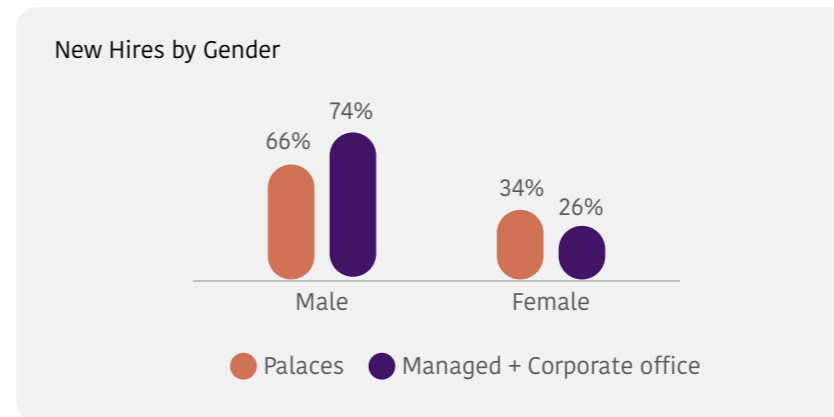
At The Leela, our people are the heart of our promise—delivering timeless luxury through meaningful, personalized experiences. Our recruitment strategy focuses on merit-based selection of talent from diverse backgrounds—across race, gender, age, sexual orientation, and persons with special abilities. We actively engage with leading hospitality institutions, industry networks, and professional forums, to ensure that we onboard individuals who embody the values of service excellence, and innovation—ranging from seasoned professionals to high-potential graduates with a passion for creating exceptional guest experiences.



We believe a thoughtful beginning shapes a lasting journey. Our signature onboarding programme, *"Aarambh at The Leela,"* ensures every new team member is welcomed in The Leela family with deep reverence. The 90-day onboarding journey combines personal touchpoints like buddy systems, family engagement with structured training and feedback loop to make new hires feel valued, aligned with our culture of timeless luxury, service and technical skills excellence.



Fresh Eyes Sessions allow new recruits to share ideas early on, while the **Pride Pin** Ceremony marks their formal inclusion into The Leela community.



52%
Hiring rate

Permanent employees: These are individuals who are on the payroll of the company and work on a full-time basis with a confirmed employment status. All personnel employed at the hotels owned by us and at the corporate office are our direct permanent employees, while all personnel employed at the hotels we operate under hotel management agreements are the permanent employees of the third-party hotel owner, except for at The Leela Gandhinagar, where employees are under our direct payroll, and we are reimbursed by the hotel.

Other than permanent employees: This category refers to individuals who are employed by the company on a temporary, contractual, or part-time basis. These include the Full-time contractors (FTCs) who enjoy similar benefits as that of permanent employees. All personnel employed at the hotels owned by us are our direct temporary employees, while all personnel employed at the hotels we operate under hotel management agreements are the temporary employees of the third-party hotel owner, except for at The Leela Gandhinagar, where employees are under our direct payroll, and we are reimbursed by the hotel.

Permanent workers: Permanent workers are full-time workers who are directly employed by the third-party hotel owner for the hotels we operate under hotel management agreements.

Other than permanent workers: This refers to workers engaged by the company on a contractual, temporary, or casual basis, usually through third-party contractors or agencies. All personnel employed at the hotels owned by us are our other than permanent workers, while all personnel employed at the hotels we operate under hotel management agreements are the other than permanent workers of the third-party hotel owner, except for at The Leela Gandhinagar, where contractual workers are under our direct payroll, and we are reimbursed by the hotel.

We Believe in Workplace Inclusion

Workplace Inclusion is the foundation of our identity and embedded in our core values and practices. We have implemented pragmatic policies, structured sensitization training, and awareness initiatives that deepen understanding and empower our people to adapt and grow in an evolving environment.

As part of this effort, we are also proud to have introduced a Gender-Based Violence (GBV) policy, reinforcing our zero-tolerance

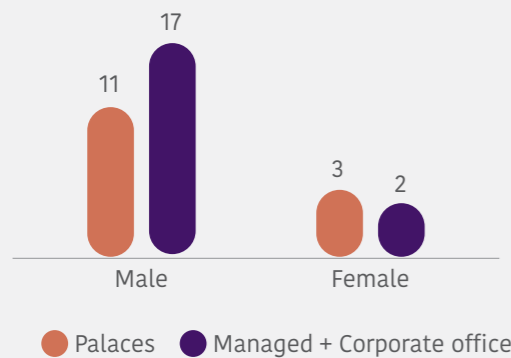
approach to discrimination, harassment, and any form of misconduct in the workplace.

We actively promote gender equity by increasing representation of women across roles and leadership positions. We are equally focused on integrating differently abled individuals into our workforce. Our multigenerational teams bring together the dynamism of youth and the wisdom of experience, fostering continuous learning, mentorship, and cross-generational exchange.

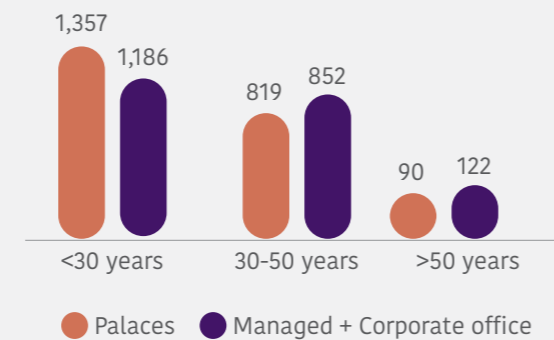
We safeguard human rights as a core element of our Workplace Inclusion commitment—ensuring every individual, regardless of background or identity, is respected, protected, and empowered within our workplace. In line with our values, all employees receive equal access to benefits and development opportunities across our properties.

We have made significant progress in promoting cultural inclusivity at The Leela.

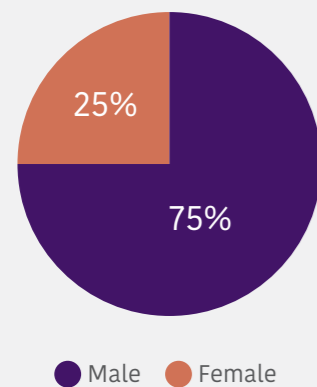
Differently-abled Employees across Workforce



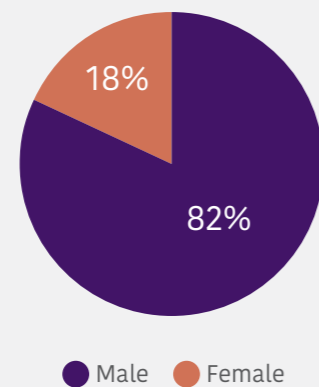
Permanent Employees Diversity by Age across all Leela Properties*



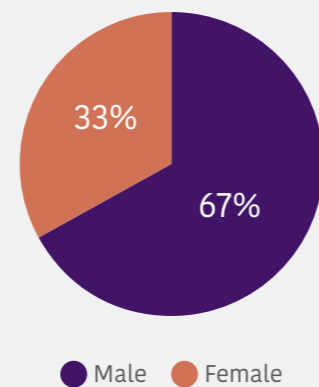
Permanent Employees Diversity by Gender across Palace Properties



Permanent Employees Diversity in Managed Properties



Permanent Employees Diversity in Corporate Office



* All personnel employed at the hotels we operate under hotel management agreements are the employees of the third-party hotel owner, except for at The Leela Gandhinagar, where employees are under our direct payroll, and we are reimbursed by the hotel. All personnel employed at the hotels owned by us and at the corporate office are our direct employees.



Shefs at The Leela: Weaving diversity into the hearts of our kitchens

We celebrate the power of diversity in every aspect of our hospitality—including our kitchens. “Shefs at The Leela” is our initiative to empower aspiring women chefs through hands-on training, mentorship, and curated culinary experiences.

Launched as a structured programme in 2024, it offers women from hospitality backgrounds a pathway to build rewarding careers in the culinary arts, with specialization options across Indian, continental, oriental, and confectionery cuisines, where participants train under expert chefs while gaining real-world experience.



Onboarded 8

talented Shefs - 4 at The Leela Palace Chennai and 4 at the Leela Palace Bengaluru



Beacon Of Hope: Transformative Journey Of Young Women

We empower young aspiring women through a curated internship programme that offers immersive exposure to the hospitality industry, helping them build confidence, skills, and a foundation for future careers.

A meaningful partnership with Hope Works Foundation in Bangalore

Accessibility – Our commitment to inclusive hospitality

At The Leela, we are committed to ensuring every guest enjoys unmatched comfort and luxury, with inclusive infrastructure thoughtfully designed for specially abled guests and associates. From accessible rooms with ramps, wider

doorways, and adapted amenities to personalized wheelchair assistance from arrival to check-in, we create a seamless and dignified experience. Our inclusion efforts extend to our workforce, as we actively recruit specially abled individuals in

collaboration with organizations like Sai Swayam Society and Noida Deaf Society, matching talent with meaningful roles. For us, inclusion is not just a value—it’s a lived experience for every guest and team member.

Creating Diverse Career Opportunities

Employee training and development

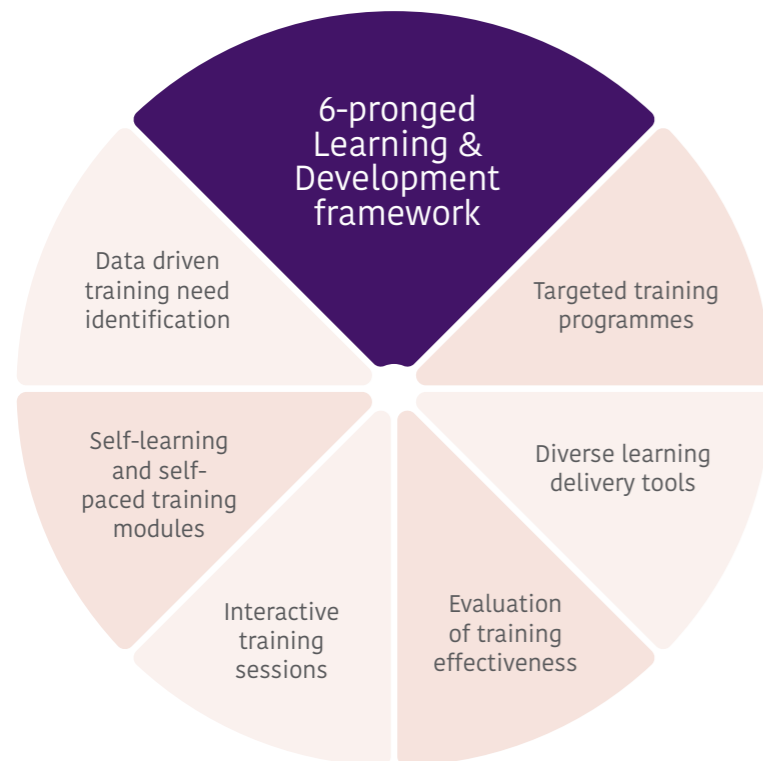
We are dedicated to nurturing a culture of continuous learning and development for our valued workforce. Our people strategy prioritizes ongoing skill enhancement, empowering individuals to grow, adapt, and thrive in a dynamic, future-ready workplace.

Our structured and thoughtful learning and development approach is guided by The Leela's 6-pronged Learning and Development framework, which is overseen by our executive leadership team, with regular monitoring of key

performance indicators including retention rates, internal promotion percentages, and employee satisfaction scores to ensure our talent management practices drive both business performance and positive workplace outcomes.

99%
Return to work rate of permanent employees

80%
Retention rate of permanent employees



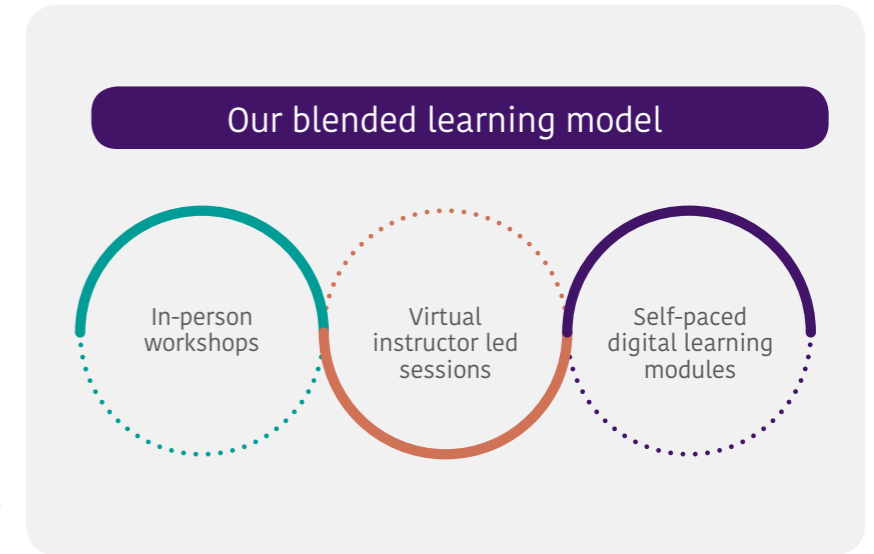
Learning is not confined to classrooms - it is embedded in The Leela culture

Daily Coaching Circles (DCCs) offer peer-based, role-specific learning for operational teams

Pocket Tools (like Dharma Cards, SOP booklets, and a digital library) enable self-directed learning on the floor



Our blended learning model combines thoughtful training need identification—guided by guest feedback, service audits, and industry benchmarks—with inclusive, adaptable formats tailored to diverse learning styles and operational realities. For extended workshops, we conduct post-training evaluations to measure effectiveness and knowledge retention. To ensure continued relevance and impact, our training content is regularly refreshed in line with evolving employee needs, market trends, and shifting guest expectations.



Key Initiatives

Physical Aids and Tools for Learning
Pocket Tools
Some property specific pocket tools to reinforce learning and organisation frameworks include-Dharma Cards, Monthly knowledge capsule, Bite size learning videos, Grooming cards etc.
Wall of Learning
Visual reinforcement of learning takeaways, accessible to all.

Cross-Functional and Cross-Unit Exposure
Structured Cross-Functional Exposure
Enables employees to understand the workings of allied departments, fostering empathy, collaboration and holistic growth.
Cross-Unit Exposure
Opportunities for team members to experience practices at other Leela properties.
Industry Collaborations
Encouraged to provide two-way exposure to employees.

Leadership and Development Programmes
Train-the-Trainer (TTT) Programme
Departmental trainers are certified as Trainers to impart training to members of their teams to build internal capability and deliver quality on the job learning.

Specialised and Advanced Trainings
Annual Butler Training Programme
Intensive service training for butlers to maintain Leela's luxury service standards.
International Exposure for Operations
Selected associates are exposed to global best practices through international visits.
STAR Training for Sales
Sales-specific training programme focussed on strategy, relationship-building and customer centricity.

Property-Specific Learning Initiatives

In-house Learning Arm
Delivering bespoke content on service excellence, emotional intelligence, problem-solving and language enhancement classes to improve communication skills.
Daily Coaching Circles (DCCs)
Peer-led learning sessions held during pre-shift briefings to reinforce operational excellence.
Structured Learning Programs:
Formalized learning journeys offered at various levels across the organisation.

- Leela Emerging Leadership Development Program (LELDP):**
Leela Emerging Leadership Development Program (LELDP) is a curated journey to build future hospitality leaders through immersive learning, case studies and values-led leadership. In partnership with One Rep Global and iLEAD Academy, the program culminates in a final assessment.
- Leader-Initiated Learning Sessions:**
These are knowledge-sharing forums led by senior leaders.

Shaping Tomorrow's Leaders

The Leela Executive Accelerated Development Program

At The Leela, we are committed to cultivating a strong pipeline of exceptional leaders who will carry forward our legacy of excellence. The Leela Executive Accelerated Development Programme, launched in 2022, is a strategic initiative aimed at identifying, developing, and retaining high-potential talent across our properties.

This cross-functional leadership programme is designed to prepare future General Managers and Hotel Managers through a combination of

role expansion, intensive development, and strategic exposure. Participants engage in a robust learning journey that blends classroom sessions, online modules, and hands-on capstone projects to build essential leadership competencies.

A cornerstone of the programme is our collaboration with the Indian School of Hospitality and Les Roches. Participants benefit from a four-month cross-exposure experience, culminating in a six-day immersive bootcamp featuring

in-depth classroom learning and leadership coaching.

Key highlights for FY 2024-25:
In FY 2024-25, through a meticulous selection process, we identified 44 high-potential candidates from across our properties:

- 13 Senior Executive Committee members groomed for General Manager roles
- 31 candidates being developed for key area leadership positions

The Leela Leadership Development Program

Launched in May 2022, The Leela Leadership Development Programme is our flagship initiative to nurture the next generation of luxury hospitality leaders. Developed in collaboration with the Indian School of Hospitality and Les Roches, Switzerland, the 15-month programme blends

world-class classroom learning with hands-on training across our iconic properties.

Focused on specializations such as general management, housekeeping, kitchen management, sales, revenue, and HR, the programme identifies and prepares exceptional talent for leadership roles.

In 2023, we proudly celebrated the graduation of our inaugural batch, with 23 young associates stepping into Assistant Manager roles, marking a successful transition from trainees to future leaders of The Leela. In FY 2024-25, 42 associates have successfully graduated through this programme.



FY 2024-25 Batch Stats

1,400
Applications received

81
Graduates have completed the programme till date and have assumed roles across hotels

41%
Women graduates

88%
Overall Alumni Retention Rate

Signature Service Excellence

The Leela Palace Services

A cornerstone of The Leela's commitment to delivering unparalleled luxury experiences is our flagship programme—The Leela Palace Services. Designed to cultivate a cadre of highly trained butlers, the programme ensures personalized and intuitive service tailored to the unique preferences of each guest.

Rooted in our core value of 'Guest Foremost', The Leela Palace Service associates are ambassadors of our brand promise—delivering refined elegance, warm engagement, and unforgettable memories through every guest interaction.

The programme features an intensive 18-month training curriculum that blends rigorous on-the-job learning with specialized modules covering service etiquette, cultural sensitivity, and luxury service protocols. It is open to both fresh hotel management graduates and experienced professionals looking to excel in personalized guest service.

This focused investment in talent development has had a tangible impact on guest satisfaction, with consistent acknowledgment of the exceptional service provided by our butlers—reinforcing The Leela's standing as a benchmark in luxury hospitality.

Key Highlights (as of FY 2024-25)

572
Active associates deployed across properties under The Leela Palace Services programme

107
Female associates across properties under The Leela Palace Services programme

24
Executives graduated from the programme

Supervisory Development Program (SDP)

A structured 6-month programme designed to build a strong pipeline of supervisory talent by bridging knowledge, skill and mindset gaps. It enables a smooth transition from associate to supervisory roles and is open to associates with a minimum of one year of service.



126
Active associates deployed across properties under The Leela Palace Services programme

107
Female associates across properties under The Leela Palace Services programme

24
Executives graduated from the programme

Earn While You Learn – From Classroom to Career

The ‘Earn While You Learn’ programme at The Leela is a strategic initiative aimed at bridging the hospitality industry’s skill gap. In collaboration with leading hospitality institutes across India, the programme offers interns, apprentices, and students a platform to gain hands-on experience through live projects at our properties.

Each trainee is paired with a dedicated mentor and is immersed in real-time operations, enabling them to apply academic knowledge in a practical setting. All participants receive a monthly stipend, reinforcing our commitment to supporting emerging talent.

By integrating education with practical exposure, the programme helps build a robust talent pipeline, preparing students for seamless transitions into full-time roles within the hospitality industry.

cultivates collaboration and accountability through integrated financial and non-financial metrics that drive measurable impact, with customer satisfaction serving as the primary indicator of success. The performance evaluation process begins with collaborative goal setting between employees and managers, ensuring alignment with organizational goals that cascade from top-level to functional and individual objectives.

All eligible employees receive regular performance reviews*, reinforcing a culture of accountability and continuous growth. Additionally, The Leela provides equal benefits and pay to all employees regardless of gender and ensures compensation well above the minimum wage requirements set by the respective state authorities.

Building Careers That Last – Rewards and Recognition

We celebrate and reward the exceptional efforts of our employees through a comprehensive rewards and recognition programme. This includes annual increments, performance bonuses, structured performance appraisals, and clear pathways for career growth and progression—ensuring our team members feel valued, motivated, and empowered to advance within the organization.

100%

Eligible employees across all properties received performance appraisal

Performance Evaluation

Our performance management system, mobilised through The Leela Performance Management Tool,



* Note- Our performance cycle runs from January to December and all employees who join before or on 30th September are eligible to be appraised. Those joining from 1st October are part of the next year’s performance cycle



Celebrating achievements Big and small

We have implemented a multi-tiered approach to acknowledge and celebrate employee contributions. Our Reward and Recognition programme encompasses various categories across our properties, including:

- Exceptional Trainer
- Floor Champion
- Upsell Champion
- Reward for care for associates
- Reward for care for guests
- Reward for care for business
- Guest Review Champion
- Reward for guest delight
- Outstanding Manager
- Reward for guest recommendation
- Internal recognition-complimenting another team member
- Reward for unique ideas and suggestions
- Hygiene Champion - Culinary
- One Dish Wonder

Employee Empowerment

As a luxury hospitality brand, we recognize that exceptional guest experiences begin with empowered and engaged employees. We are committed to deeply listening to our people, understanding their needs, and fostering a culture of connection, purpose, and belonging. By creating an environment where our teams feel valued, inspired, and supported, we enable them to deliver the personalized, heartfelt service that defines our brand.

Engagement chats and General Manager Round Table

We foster open dialogue through informal cross-functional chats and a round table with the General Manager, where employees share their journeys, experiences, and milestones at The Leela—strengthening connection and mutual appreciation across teams.

Leela Pathways: Enabling Internal Growth

Leela Pathways reflects our commitment to making career growth accessible, transparent, and inclusive. This programme promotes internal hiring and advancement, giving employees the opportunity to explore new roles within The Leela.

Open positions are shared weekly across platforms, with a fair and structured process that aligns talent with opportunity. Many team members have already

progressed into new roles and leadership positions through this initiative.

By supporting internal mobility and smooth transitions, Leela Pathways reinforces our belief in nurturing talent from within and investing in our people’s long-term success. Since its launch, around 40 employees have been transferred, and several managers have been promoted through the programme. The programme has been well-received and has led to significant internal promotions.

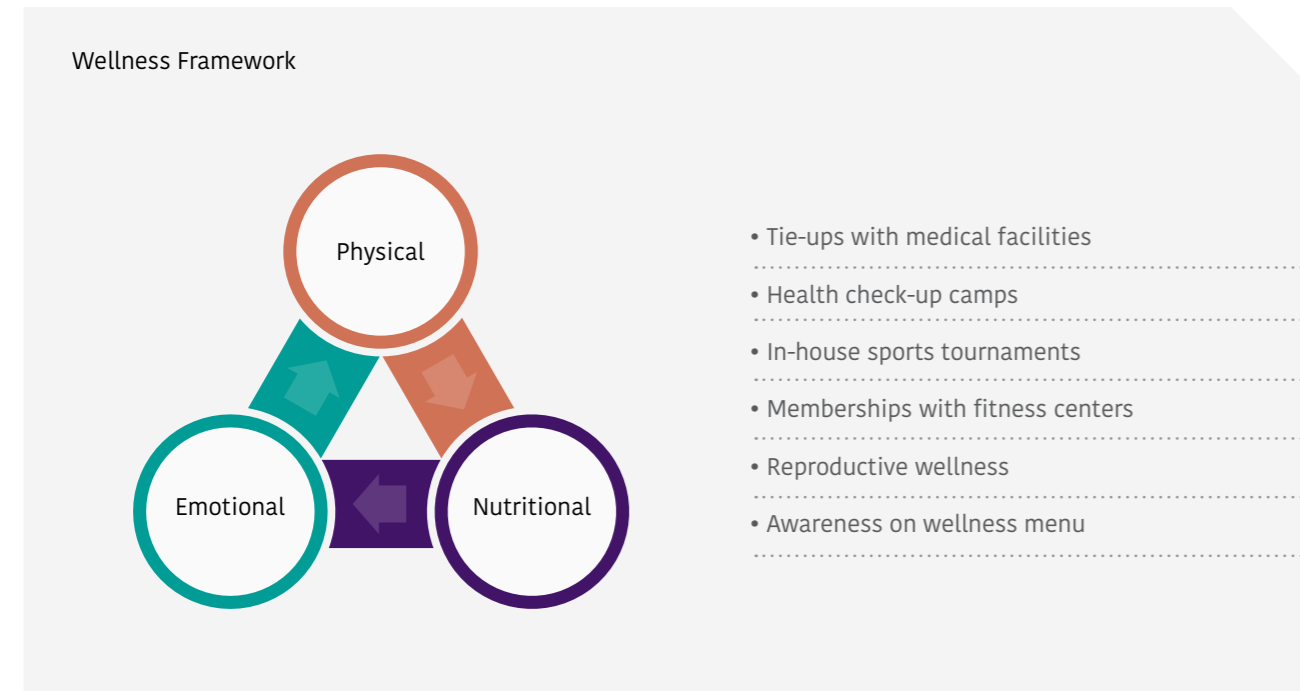
Leela Listens - Our employees’ voice matters

Leela Listens is our ongoing commitment to understanding our employees through a weekly pulse survey focused on culture, capability, and commitment. This real-time feedback enables managers to act swiftly and thoughtfully, supported by dashboards and sensitization workshops that promote empathetic leadership.

Safeguarding our People's Health and Safety

Employee Wellness and Wellbeing

We support comprehensive wellbeing measures and wellness programs that nurtures physical, mental, and emotional wellness of our workforce through curated initiatives such as on-site health check-ups, fitness and mindfulness sessions, access to mental health professionals, and nutrition-focused programmes.



The Leela's "Wellness Wednesday Series-Empowerment through Wellness" testifies our efforts to further the holistic wellbeing of our employees. The bi-monthly wellness programme held in The Leela Palace Bengaluru is crafted in association with esteemed professionals from the Manipal Hospital. It focuses on enhancing both mental and physical health. The guidance provided by the trained experts nurtures a deeper awareness of lifestyle choices and mental wellbeing. The outcome of these sessions have been nothing short of transformative, as evidenced by glowing feedback from participants who have accorded the programme a rating of 4.9 out of 5, for the relevance of the sessions in positively impacting their lifestyles.



Wellness Wednesday benefited nearly

61 Female Associates

at The Leela Palace Bengaluru



Supporting Holistic Health across The Leela Properties

We champion holistic wellbeing through a diverse range of health and wellness initiatives designed to nurture the physical, emotional, and mental health of our teams. From energizing Zumba sessions and mindful eating workshops to expert-led health talks, we foster a culture of balance and vitality. A visiting psychologist is available twice a week at some of our properties to support mental wellness. We also conduct dedicated wellness sessions covering nutrition, mental health, and preventive care especially for our women employees. In addition, free quarterly on-site health check-ups and dental screenings are offered at some of our properties to ensure proactive care and continuous wellness for all.

Bistro 2.0 – Our Reimagined Staff Café

Our new, exclusive cafeteria at the The Leela Ambience Convention and Hotel—Bistro 2.0 is a reflection of our belief that exceptional service begins with self-care and appreciation. Designed to elevate the employee dining experience, it offers a warm, inviting atmosphere reminiscent of a premium café—complete with contemporary interiors, cozy seating, and thoughtfully curated menus. More than just a dining space, Bistro 2.0 nurtures everyday wellbeing, setting a new benchmark in hospitality by creating one of the most refined and inspiring staff dining environments in the industry.



Aujasya By The Leela – A Philosophy of Wellbeing and Conscious Luxury

We believe that true luxury is not only defined by elegance and experience, but by intention, balance, and wellbeing. Aujasya by The Leela, derived from the Sanskrit word for “vigour of life,” is our signature wellness programme, thoughtfully designed to restore energy, promote holistic health, and elevate the guest experience through purposeful indulgence.

In response to the evolving expectations of the modern luxury traveller, Aujasya by The Leela was envisioned as a comprehensive wellness offering that builds brand distinction, guest loyalty, and long-term value.

Guided by the principle: Inform >> Educate >> Inspire, the programme is anchored on four key pillars:

- 1. Restore (Food):** Wellness-led menus curated with nutritionist Dr. Ankita Jalori, offering personalised nutrition, millet-based dishes, plant-forward cuisine, and antioxidant-rich ingredients—all sourced locally and seasonally.
- 2. Revitalize (Spa):** Signature therapies and rituals inspired by Indian traditions and global

techniques, complemented by healthy spa teas and snacks, crafted to nourish and rejuvenate.

3. Recharge (Movement): Dynamic wellness through yoga, pilates, personal training, zumba, and movement therapies—designed to energise and realign the body.

4. Renew (Mindfulness): Experiences that foster emotional wellbeing, including meditation, sound and colour therapies, and access to sleep and mindfulness specialists.

From curated high teas and À la carte offerings to spa journeys and mindful rituals, Aujasya by The Leela extends across every guest touchpoint. Furthering our sustainability efforts, in-house water bottling plants are now operational in 75% of our properties, reducing single-use plastic and ensuring clean, consciously sourced hydration.

Aujasya by The Leela is not just a wellness programme—it is a commitment to conscious living and a healthy approach to modern luxury. It reflects our belief that true hospitality nurtures not just the body, but the spirit and the world we share.



Workplace Flexibility

100%
Permanent employees covered under health insurance, accident insurance, life insurance and parental leave

98%
Return to work rate from parental leave for female employees across palace properties

100%
Female permanent employees entitled to maternity benefits

We offer parental leave benefits to all our employees that provide ample time for both maternity (26 weeks) and paternity leave (1 week), ensuring our team members can bond with their newborns or adopted children without worry.

Our flexible work arrangements, where operationally feasible, promote work-life integration. Regular wellbeing surveys and focus groups ensure our initiatives remain responsive to evolving needs, while our wellness committees—comprising representatives from all departments and levels—drive continuous improvement in our support offerings.

To ensure fairness and preparedness during role transitions, operational requirements and end of employment relationship with The Leela, we provide a minimum notice period of 12 weeks for all associates and executives, supporting a smooth and respectful process for all.

At The Leela, we go beyond competitive compensation by offering a holistic benefits package that safeguards the long-term wellbeing and financial security of our employees. Our coverage includes medical, accident, and term life insurance, along with access to healthcare services through the Employee State Insurance Corporation (ESIC) to support employees during medical emergencies. We further reinforce financial stability through Provident Fund and Gratuity provisions. To empower our people in planning for both today and tomorrow, we also offer financial literacy sessions and lifestyle wellness programmes—ensuring their wellbeing is supported at every stage of life.



Celebrating Mothers at Work

At The Leela, we recognise the daily balancing act of our working mothers. On Mother’s Day, we invite them to bring their children to work, offering a unique opportunity for their children to experience their mother’s workplace and bond with her and her colleagues—honouring both motherhood and meaningful careers.

Concierge services

To ensure efficiency and effective time management, we offer one-stop support services that cater to a wide range of needs—from resolving technical issues to managing day-to-day requests. Whether it’s booking travel tickets, arranging events, or even organizing cricket matches, our dedicated concierge services are designed to make life easier, allowing our employees to focus on what they do best.



Fire, Life, Health and Safety (FLHS) – A Zero-Harm commitment

Zero
Fatalities

Zero

Lost Time Injury Frequency Rate (LTIFR) for employees and workers

At The Leela, fire, life, health and safety of our employees, guests, and partners is a non-negotiable priority. Guided by a Zero Harm philosophy, we are committed to fostering a safe and secure workplace across all our properties. Our ISO 45001:2018 certification reflects this commitment, ensuring our occupational health and safety (OHS) management system meets globally recognized standards. Backed by a robust internal OHS policy and clearly defined Standard Operating Procedures (SOPs), we proactively identify, assess, and mitigate risks. Regular safety audits, training sessions, and continuous process improvements are embedded into our operations to create a culture of accountability, awareness, and prevention—where safety is everyone’s responsibility.

Approach to mitigating safety risks

At The Leela, we are committed to building and maintaining a safe and secure workplace through a structured, proactive, and continuously improving safety framework. Our approach is grounded in prevention, accountability, and awareness across all levels of the organization.

Proactive Risk Assessment:

We implement Hazard Identification and Risk Assessment (HIRA) as a core component of our safety management system. Our corporate safety team, in collaboration with property-level teams, conducts formal HIRA periodically and during any change in management, process, or infrastructure. These assessments help identify potential hazards, evaluate risks, and develop targeted control measures to prevent incidents before they occur.

Comprehensive Safety Training:

All employees and workers undergo role-specific safety training, supported by periodic sessions led by trained team members. These sessions cascade critical safety knowledge and skills across departments, ensuring every employee understands how to operate safely within their role. Additionally, we maintain clear and consistent safety communication through briefings, signage, and digital communication channels. This ensures that critical safety information is regularly reinforced and accessible to all employees.

12.81

Average hours of safety training per full-time employee

864

Safety observations across all properties among employees and contractual workers

Open Communication and Reporting:

We foster a culture of openness and proactive reporting. Employees and workers are encouraged to report potential hazards, near misses, and unsafe practices.

Continuous Improvement:

We view safety as an ongoing journey. Through regular audits, incident reviews, and feedback integration, we continuously refine our SOPs and safety systems, aligning with best practices and ensuring compliance with ISO 45001:2018 standards.

56,727

Hours of training on health and safety delivered to permanent employees across all properties

Emergency Response

At our properties, robust emergency response guidelines are in place to ensure the safety and wellbeing of our employees, guests, and on-site workers. Our protocols are designed to respond swiftly and effectively to a range of scenarios—including fire, medical emergencies, natural disasters, and security threats. All staff undergo regular training and mock drills to stay prepared and act with confidence in critical situations. Guests are informed of emergency procedures through in-room materials and staff guidance, while designated response teams are trained to manage evacuations and assist vulnerable individuals. We also



Fire Safety Week

We observe an annual Fire Safety Week to raise awareness on fire prevention and emergency preparedness. The week features specialized training sessions, mock drills, and interactive activities designed to equip employees with the knowledge and confidence to respond effectively in fire-related emergencies.

collaborate with local authorities and medical services to ensure rapid external support when required. These comprehensive measures

reflect our unwavering commitment to creating a secure, responsive environment where safety underpins every luxury experience.



RESPONSIBLE SOURCING

Valued for the 'Trust' we bring to our stakeholders, we build partnerships based on transparency, mutual respect, and a commitment to fairness, ensuring that our actions benefit both our partners and society. Through ethical partnerships, we are able to secure necessary products and services rooted in principles of environmental stewardship and societal considerations.

Our Material issues and their progress in FY 2024-25

Responsible Supply Chain

70%

Local procurement by value across properties



Building a Sustainable and Ethical Supply Chain

100%

Adherence to the Code of Conduct and Anti-Bribery and Anti-Corruption Policy by all suppliers

ZERO

Incidents of Human Rights violation across the value chain

At The Leela, our philosophy of luxury is rooted in cultural authenticity, and value chain partner empowerment. We collaborate with a diverse network of value chain partners who share our commitment to responsible practices, ensuring

quality, and social equity. From consciously sourcing local, hygienic produce and sustainable materials to supporting artisans and communities, we ensure our impact is meaningful and inclusive.

Our ethical procurement principles guide The Leela's procurement decisions and supply chain operations, ensuring compliance with legal requirements and sustainability standards. Human Rights protection is central to our supplier onboarding, with all vendors required to adhere to our Supplier Code of Conduct and submit relevant certifications. We also conduct periodic site visits to validate such claims.

Supplier Identification and Management

We follow a meticulous supplier assessment process during

onboarding. Each prospective vendor undergoes a thorough evaluation based on criteria such as quality standards, ethical practices, environmental compliance, financial stability, and alignment with our sustainability goals. We prioritize local and regional suppliers who demonstrate transparency, integrity, and a commitment to fair labor practices.

Digital Initiative - Sky Jana

With the implementation of Sky Jana, a cloud-based materials management tool, across all our palace properties we have managed to streamline our procurement process and inventory management by minimizing over-purchasing, supporting waste reduction, and creating audit-ready digital records. Key features of the tool include –

Role-based access ensures data security	Stock and store management supports optimized resource utilization	Automated requisition and approval workflows enhance process efficiency
E-procurement minimizes paper usage	Real time analytics facilitates data driven decision making	Cost control dashboards help to monitor and manage expenses

Our supplier grievance mechanism allows suppliers to confidentially report concerns or misconduct. All grievances are addressed through a structured review process, ensuring fair and timely resolution.

Partnerships for Ethical and Local Sourcing

Our commitment to responsible and sustainable sourcing is deeply embedded across every facet of our operations—spanning from mindful construction and design choices to the thoughtful curation of culinary experiences that reflect both luxury and responsibility.

Ethical Sourcing for Sustainable Construction Materials

All paper and wood products are sourced from FSC-certified suppliers

Use of reclaimed and recycled wood

At Zia's Legendary Bar (ZLB) 23-a Kyoto-inspired speakeasy at The Leela Palace Bengaluru - design meets purpose through conscious creativity. Every element, from bespoke furniture to ambient lighting and accents crafted from reclaimed wood and recycled materials, reflects a deep respect for heritage and sustainability. This thoughtful approach blends storytelling with environmental responsibility, creating a space that is both visually striking and rooted in mindful innovation.

Use of durable, low-maintenance materials with minimal environmental impact

Selection of ceramic, glass tiles, and local natural stones for external cladding and hardscape flooring

At The Leela Palace Udaipur, New Delhi, Bengaluru, and Chennai, our design ethos blends sustainability with regional authenticity and artisanal excellence. Each property showcases a curated selection of materials and finishes that are locally sourced, environmentally responsible, and deeply rooted in India's rich cultural heritage. Our material palette include:

- Locally sourced natural stones and surfaces like Jaisalmer stone, makrana marble, granite, kota stone, blue lapis
- Traditional techniques and artisanal finishes include kayatiri work, ghutai plastering, tekri work

Ethical Sourcing for Culinary Excellence

Our commitment to sustainable sourcing and animal welfare is reflected in every ingredient we choose. By selecting certified, ethically sourced food, we not only uphold the highest standards of quality and safety, but also ensure our culinary offerings are aligned with our environmental and ethical values.

We source our salmon exclusively from Marine Stewardship Council (MSC)-certified fisheries, ensuring responsible practices that protect marine ecosystems, support ocean conservation, and prevent overfishing-while maintaining premium quality for our guests

92%

of the total value of salmons sourced are certified by Marine Stewardship Council

Lambs are sourced from New Zealand Farm Assurance Programmes (NZFAP)-certified farms that uphold strict standards of animal welfare, hygiene, and responsible production, ensuring traceable, safe, and sustainably produced red meat without compromising on taste or quality



We have initiated the transition to cage-free eggs across our properties to encourage more responsible and traceable farming practices



Local Sourcing

In support of local communities, we actively source sustainably produced, locally made products, fostering regional economies while reducing environmental impact. Also, we actively seek to partner with vendors from a variety of backgrounds, including women-led businesses and Micro, Small, and Medium Enterprises (MSMEs).

₹2,098 (Mn)
Procurement cost across palace properties towards local suppliers

66%
of procurement by value from local suppliers across all palace properties



carbon-neutral, organic-certified tea gardens, is a reflection of this philosophy.

Renowned for its single-origin organic Crush, Tear, Curl (CTC) and green tea, Jalinga's commitment to regenerative farming and low-impact production aligns with our vision of mindful luxury. Our wellness tea, featured across properties, are sourced from Jalinga — delivering not just flavour, but purpose. With over 80% of its workforce comprising women, the estate promotes economic inclusion and empowerment at scale. By choosing Jalinga, we support a supply chain that is as ethically rooted as it is environmentally responsible.

A Taste of Purpose: Partnering with Jalinga Tea Estate

At The Leela, excellence in sourcing extends beyond taste — it embraces sustainability, traceability, and social impact. Our partnership with Jalinga Tea Estate, one of the world's first

During FY 2024-25, 28% of the total value of tea sourced across our palace properties came from the Jalinga Tea Estate— reinforcing our commitment to conscious consumption — one cup at a time.



JMGU : Stitching Stories of Empowerment

At The Leela, we believe that responsible sourcing is a conscious act of inclusion — one that elevates communities while enhancing guest experience. The Leela proudly partners with Jodhpur Mahila Griha Udyog (JMGU) — a women-led cooperative in Rajasthan dedicated to transforming artisanal craft into dignified livelihoods. In FY 2024-25, we proudly procured 1.35 lakh embroidered jute bags, directly supporting the livelihoods of 37 women. These women, many of whom are first-generation income earners, create from their homes — enabling them to balance work with familial responsibilities, while gaining financial independence and recognition for their craft.

This initiative:

Preserves traditional Marwari embroidery techniques

Strengthens rural livelihoods through dignified, home-based employment

Infuses our sourcing with authenticity, regional identity, and purpose



Consciously Created Products - Tishya by The Leela

Our dedication to sustainability is reflected in every detail, including our exclusive range of bath amenities, Tishya by The Leela. These products are 100% vegan, paraben- and Sodium Lauryl Sulfate (SLS)-free, and packaged in 100% recyclable materials. By choosing Tishya by The Leela, we estimate a reduction of 2.2 million plastic bottles annually, resulting in a significant reduction of 108 tonnes in carbon emissions. Additionally, they are certified by People for the Ethical Treatment of Animals (PETA), a globally recognized leader in animal rights advocacy.

Inspired by the ancient Sanskrit word for joy and happiness, Tishya by The Leela embodies our commitment to mindful luxury. This signature collection features a fragrance drawn from India's sacred Kumud (lotus) and the rare Neelakurinji, a flower that blooms once every 12 years. These elements together symbolize timeless beauty and the essence of India's soul.

Crafted with pure essential oils, natural floral fragrances, and eco-conscious packaging, Tishya by The Leela brings together luxury and sustainability in every detail.

This aligns with the values of our environmentally conscious guests, who prioritize compassionate, sustainable choices as part of their luxurious experience.



HERITAGE AND COMMUNITIES

Driven by a deep sense of responsibility and cultural appreciation, we foster meaningful connections with communities and honour the heritage that shapes our identity. Rooted in deep sense of responsibility and cultural appreciation, we foster meaningful connections with communities and honour the heritage that shapes our identity. Through inclusive initiatives, we promote well-being, shared growth, and a sense of belonging. Simultaneously, we preserve and celebrate tradition by thoughtfully integrating local arts, architecture, and customs—ensuring our spaces reflect both cultural legacy and future inspiration.

Our Material issues and their progress in FY 2024-25

Community Welfare

82%

Properties undertake CSR programmes aimed at empowering the communities surrounding its operations

Zero

Complaints received from communities around the properties



At The Leela, luxury is not just about indulgence—it's about meaningful connection. We immerse our guests in India's rich cultural tapestry through curated experiences that showcase regional cuisine, local art, and time-honoured traditions. From live performances by folk musicians to sacred rituals and storytelling, every moment reflects the soul of the destination and the timeless elegance of Indian hospitality.

The Leela's Cultural Rituals and Celebrations

At The Leela, we believe that true luxury lies in meaningful connection. Our immersive evening rituals offer guests a rare window into the cultural and spiritual richness of India. Blending performance, symbolism, and sensory experience, these curated moments honour regional traditions while bringing communities and guests together in celebration.

Every element—from hand-carved jharokhas and regionally sourced artefacts to the presence of live local performers—is thoughtfully designed to reflect the spirit of the destination. These rituals do not just preserve heritage—they empower it.

Key Initiatives

Daily Cultural Performances

Across our properties, we engage and support ~50 local artists every day, including musicians, dancers, and storytellers—ensuring continued livelihood and cultural visibility.

Partnership with Local Artisans

Restoration and decor feature heritage craftsmanship, including frescoes, stonework, and textiles created by regional artisans.

Immersive Evening Rituals

Each evening, guests are invited to participate in a bespoke cultural experience that includes:

- *Lighting of the ceremonial lamp* – symbolising welcome and prosperity
- *Infusion of "Tishya by The Leela"* fragrance – enhancing the ambience with signature scent and music
- *Live classical or folk performances* – rooted in local traditions
- *Regional delicacy tasting* – a gesture of hospitality and connection



The Leela Ceremonial Ritual across our properties

At The Leela, each property curates bespoke evening rituals that honour the spirit of its region. These daily cultural experiences blend classical and folk performances, ceremonial elements, and artisanal ambience—bridging India's timeless traditions with contemporary hospitality.

The Leela Palace New Delhi

Graceful Kathak performances (performed five days a week from Wednesday to Sunday), accompanied by flute, jaltarang, and tabla during the ceremonial aarti.

The Leela Palace Bengaluru

Karnataka's vibrant Yakshagana theatre interwoven with elegant Bharatanatyam, blending folk energy with classical grace.

The Leela Palace Chennai

A striking ritual with four women lighting mashaals around a central waterbody, followed by a live Carnatic concert featuring violin, mridangam, and tambura on a warmly lit open-air stage.

The Leela Kovalam, A Raviz Hotel

Seaside performances of Bharatanatyam and Kuchipudi, connecting classical dance with the rhythm of the ocean.



The Leela Palaces in Jaipur & Udaipur

A rotating showcase of Rajasthani folk traditions such as Ghoomar, Chari, Kalbelia, and Bhavai, supporting and engaging local performing communities.

The Leela Ambience Convention Hotel, Delhi

A serene evening koi fish feeding ritual, symbolising harmony, reflection, and prosperity.

The Leela Gandhinagar

Lively Garba performances, celebrating Gujarat's vibrant folk culture and festive spirit.

The Leela Ashtamudi, A Raviz Hotel

A soulful celebration of Kerala's cultural identity, featuring Bharatanatyam, Kuchipudi, and live performances with traditional instruments like the Edakka and Kombu.

Community Development

At The Leela, we believe true luxury extends beyond indulgence – it touches lives, nurtures the planet, and uplifts communities. Our CSR philosophy is rooted in conscious giving – giving back to the societies we operate in and the planet we share.

Our CSR approach is guided by The Leela’s CSR Policy, which aligns with Section 135 of the Companies Act,

2013 and Schedule VII. The policy governs projects and programs that go beyond our core business activities, aiming to create long-term social value.

Through strong governance and strategic partnerships, we aim to create meaningful change. Every CSR initiative is driven by integrity and accountability, reflecting our enduring purpose to enrich lives beyond our properties.



CSR Vision

To create ripples of positive impact that foster inclusive growth, ecological balance, and human dignity.

CSR Mission

We aim to positively impact 100,000 lives through our CSR initiatives by 2030 with efforts centered around:



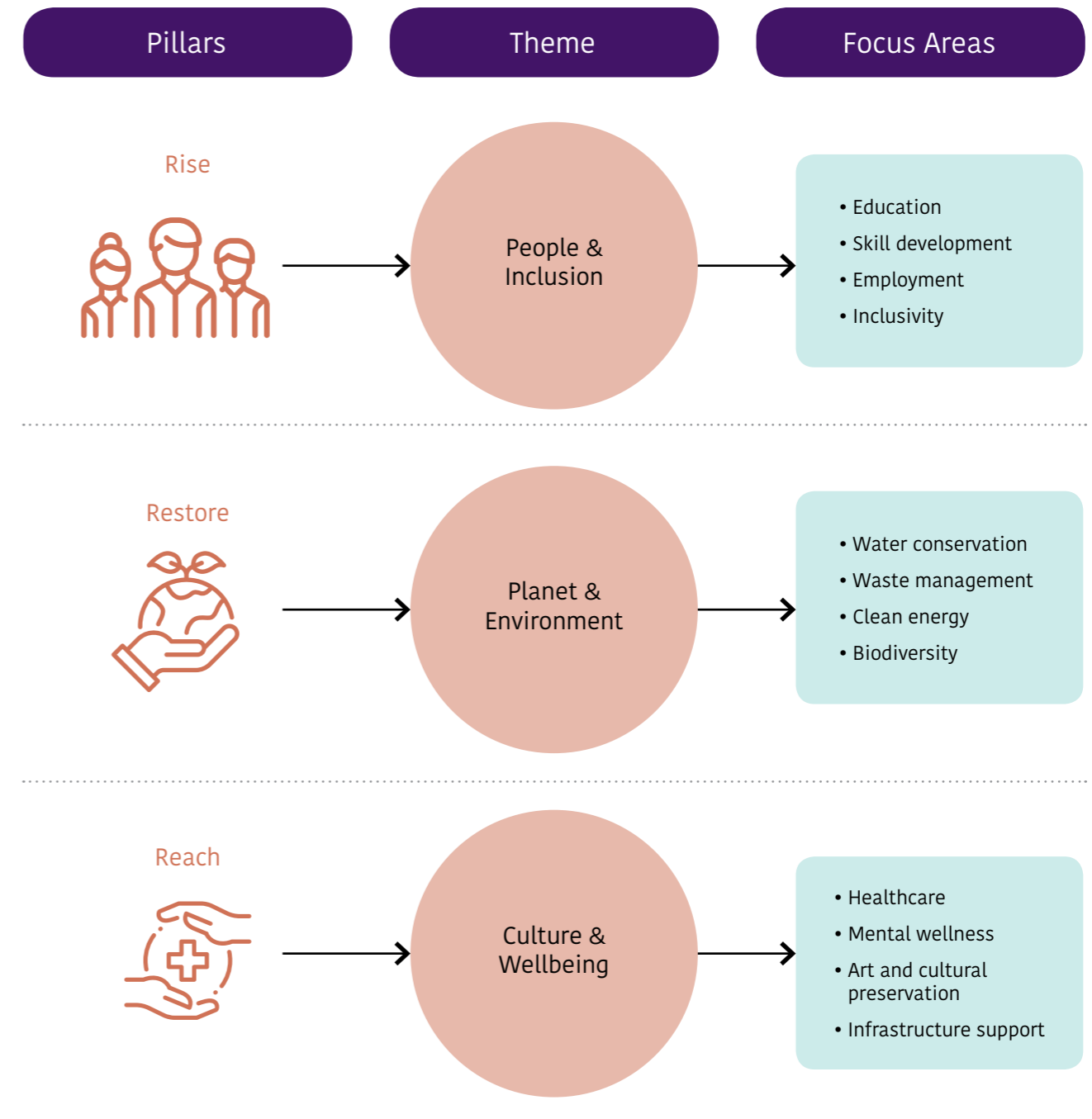
Rise – Empowering communities through education, skill development, and livelihood opportunities

Restore – Sustaining the planet through conservation, waste reduction, and climate action

Reach – Caring with compassion for wellbeing, heritage preservation, and social harmony

Our CSR Framework

At The Leela, we believe that even the smallest ripple can create waves of meaningful change. Our CSR framework captures this belief and anchors our commitment to social responsibility. Guided by national priorities and our core values, we strive to design initiatives that are locally relevant, outcome-focused, and impactful. The framework is built on three core pillars: Rise, Restore, and Reach.



Each pillar reflects our deep-rooted dedication to people, the planet, and culture, shaping a holistic and purpose-driven approach to sustainability and positive social impact.

Core Tenets of Giving Back

Choosing to Care

We see CSR not as compliance but as a natural extension of our hospitality, where care flows beyond our guests, to touch communities and the planet.

Sustainability Woven into Service

Environmental stewardship and inclusion are part of our fabric, ensuring the most vulnerable share in progress.

Crafting Lasting Impressions

Just as every guest experience is curated with precision, so are our CSR projects – built to inspire, endure, and create measurable change.

Partnering for Greater Good

We collaborate with changemakers, artisans, and organisations to multiply impact and extend our reach.

From Courtyard to Community

We listen to local voices, honour cultural heritage, and address real needs while aligning with the local and nation's growth aspirations.

People as Catalysts

Through #LeelaCares, our associates step forward as mentors, volunteers, and changemakers – turning compassion into action.

Story in focus



Kailash Satyarthi Children's Foundation



Over **7,273** children benefited in FY 2024-25

Since 2021, The Leela, in partnership with the Kailash Satyarthi Children's Foundation, has been driving transformative change in 15 villages of rural Rajasthan through the Bal Mitra Gram (Child-Friendly Villages) programme.

Our approach addresses the root causes of exploitation by equipping children and youth with education, vocational skills, and access to essentials such as water and sanitation.

Through awareness campaigns and community empowerment, we break cycles of poverty and create lasting change—ensuring every child can grow up in freedom, safety, and opportunity.

Key outcomes in FY 2024-25

47

Young women (18–25 years) engaged in Yuva Mandals to promote youth leadership and community participation

230

Women marked International Women's Day with activities fostering self-expression, confidence, and positivity

249

Women participated in Women's Groups, a key platform for child protection and community interventions

60

Community members linked to government schemes, receiving benefits worth ₹ 527,700

25,083

Households reached with awareness on child marriage prevention, child labour, and government schemes

#LeelaCares – Employee Volunteering

Our people are our greatest changemakers. Through #LeelaCares, employees across all properties contribute their time, skills, and compassion to create a direct and personal impact. In FY 2024-25 following are the key initiatives our palaces, hotels and resorts contributed towards, reaffirming that service from the heart is as vital as service in our hotels.

The Leela Palace Chennai Beach cleaning drive with the Greater Chennai Corporation

On, World Environment Day, June 5, 2024, employees of The Leela Palace Chennai participated in a beach clean-up drive at Besant Nagar Beach.

With over 65 enthusiastic volunteers, the team collected and segregated 112 kilograms of plastic waste—raising environmental awareness and contributing to a cleaner, healthier shoreline for the local community.



The Leela Ambience Convention Hotel, Delhi Strengthening Communities with Anugraha

Partnering with Anugraha, a non-profit organization, the hotel supported 750 underprivileged individuals monthly through financial aid and resource donations. Festivals and special events were organized to spread happiness and community spirit.



The Leela Palace Jaipur Sharing smiles among underprivileged children

Throughout the year, The Leela Palace Jaipur hosted joyful celebrations for underprivileged children, featuring meals and engaging activities.

The hotel also supported the government school “Chappar ki Dhani” by donating school supplies and uniforms to 35 students.



The Leela Kovalam, A Raviz Hotel Spreading warmth at Sree Chithra

The Leela Kovalam invited children from local orphanages for festive celebrations, including Children’s Day and the annual cake-mixing ceremony.

In 2024, 40 children from Sree Chithra Homes participated in games, activities, and a cake-mixing event, fostering joy and inclusivity.

The Leela Palace Udaipur Uplifting lives through meaningful giving

In 2024, The Leela Palace Udaipur continued its annual collaboration with Asha Dham Ashram, a shelter for 275 underprivileged individuals, by donating essential toiletries. Additionally, the hotel contributed approximately ₹ 30,000 to animal aid.



The Leela Ashtamudi, A Raviz Hotel A day of comfort and care

In 2024, the team at The Leela Ashtamudi welcomed 35 cancer patients for a day of relaxation, including a houseboat cruise, lunch, and high tea, offering comfort and joy to those in need.





The Leela Bhartiya City Bengaluru
Easter celebration with Hope Place

As part of its Easter festivities, the hotel invited 24 children from Hope Place for an afternoon of egg painting and bunny crafting. Chef Roberto Apa shared his stories from Italian Easter traditions, and each child received a thoughtful Easter hamper.

These thoughtful packages included decorated easter eggs filled with sweet treats like marshmallows and candies, and teddy bears.



Our Commitment Ahead

We recognise that meaningful change requires continuity, collaboration, and creativity. Going forward, we will:

- Expand Taraang to new communities
- Enhance impact measurement through data-driven CSR metrics
- Deepen employee engagement in CSR, making volunteering an integral part of our culture

At The Leela, every ripple matters – because when luxury and responsibility converge, waves of change follow.



CARVING OUR PATH TO A SUSTAINABLE FUTURE

At The Leela, we proudly embrace our responsibility to lead luxury hospitality towards a more sustainable and harmonious future. As guardians of India's rich heritage and natural beauty, we pledge to protect the Earth so she may continue to nurture generations to come.

Inspired by timeless Indian wisdom and empowered by modern innovation, we are reimagining luxury in balance with nature. From transitioning to renewable energy and offsetting emissions, to building low-carbon resorts that honour their natural surroundings—we are embedding sustainability at every level.

Our new properties will embody regenerative design, using eco-conscious materials, energy-efficient systems, and circular waste practices. Every guest experience will reflect not just opulence, but a deep respect for the planet.

As we step into this new era, The Leela remains committed to setting global benchmarks in sustainable luxury—preserving India's landscapes and traditions while shaping a more conscious world of hospitality.



Environment performance indicators

Particulars	UoM	Palace Properties						Managed Properties						Corporate Office	Grand total
		TLPB	TLPC	TLPJ	TLPND	TLPU	Total	TLKOV	TLASH	TLACH	TLAG	TLGN	TLBCB		
GRI 302: Energy															
GRI 302-1: Energy consumption within the organization															
BRSR Principle 6: Essential Indicators 1- Details of total energy consumption and energy intensity															
Total non-renewable energy	GJ	24,608	26,250	29,480	53,811	12,003	146,152	30,991	15,133	84,150	83,251	119,902	38,876	30	372,332
Total renewable energy	GJ	31,356	36,257	9,544	28	7,386	84,571	-	-	-	-	-	-	633	85,205
Total energy consumption	GJ	55,964	62,507	39,025	53,839	19,388	230,723	30,991	15,133	84,150	83,251	119,902	38,876	663	603,688
302-3: Energy intensity															
Energy intensity	GJ/ Million rupees of turnover	17.74												-	17.74
Energy intensity	GJ/Guest nights sold	0.62	0.71	1.01	0.80	1.20	0.76	0.70	0.89	0.67	0.69	2.71	0.60	-	0.84
Total electricity	GJ	7,288	9,669	14,718	31,271	6,064	69,011	21,490	10,492	41,468	44,342	27,523	27,268	-	241,594
Renewable electricity %	%	81%	79%	39%	0.10%	55%	55%	-	-	-	-	-	-	100%	26%
GRI 305: Emissions															
GRI 305-1: Direct (Scope 1) GHG emissions															
BRSR Principle 6: Essential indicator 7- Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity															
Direct (Scope 1) GHG emissions	MtCO ₂ e	1,211	6,147	1,147	1,972	762	11,239	1,362	309	3,163	2,859	6,794	1,056	2	26,784
Biogenic emissions	MtCO ₂ e	228	242	165	-	1,404	2,039	84	33	165	306	91	138	-	2,856
GRI 305-2 Energy indirect (Scope 2) GHG emissions															
Gross location based Scope 2 emissions	MtCO ₂ e	1,472	1,953	2,972	6,310	1,225	13,931	4,340	2,119	8,374	8,955	5,558	5,507	-	48,784
Total scope 1 and scope 2 emissions	MtCO ₂ e	2,683	8,100	4,119	8,283	1,987	25,171	5,702	2,428	11,537	11,813	12,352	6,562	2	75,567
305-4: GHG emissions intensity															
GHG intensity*	MtCO ₂ e/ Million rupees of turnover	1.94												-	1.94
GHG intensity*	MtCO ₂ e/ Guest nights sold	0.03	0.09	0.16	0.12	0.12	0.08	0.12	0.14	0.09	0.10	0.28	0.10	0.12	0.11
*All estimations are basis emission factors of DEFRA 2023 and IPCC.															
GRI 303: Water and effluents															
GRI 303-3: Water withdrawal															
BRSR Principle 6: Essential Indicators Q3- Provide details of the following disclosures related to water															
Borewell water	KL	40,301	-	57,411	-	37,548	135,260	16,701	63,477	-	-	70,954	2,826	-	289,218
Third-party water withdrawal (including municipal water supply)	KL	12,424	43,209	-	39,209	-	94,842	76,648	-	-	185,756	-	8,163	-	365,409
Tanker intake	KL	45,060	116,934	24,047	58,976	-	245,017	1,214	-	91,560	3,885	-	70,134	-	411,810
STP output water	KL	69,090	41,001	51,104	33,628	39,088	233,911	-	2,415	97,318	317,047	33,250	28,891	-	712,832



Particulars	UoM	Palace Properties						Managed Properties						Corporate Office	Grand total
		TLPB	TLPC	TLPJ	TLPND	TLPJ	Total	TLKOV	TLASH	TLACH	TLAG	TLGN	TLBCB		
Water withdrawal	KL	166,875	201,144	132,562	131,813	76,636	709,030	94,563	65,892	188,878	506,688	104,204	110,014	-	1,779,269
GRI 303-5: Water consumption															
Water consumption	KL	166,875	201,144	132,562	131,813	76,636	709,030	94,563	65,892	188,878	506,688	104,204	110,014	-	1,779,269
Water intensity	KL/ Million rupees of turnover	54.51												-	54.51
Water intensity	KL/ Guest nights sold	1.84	2.27	3.43	1.95	4.74	2.34	2.14	3.88	1.51	4.19	2.35	1.69	-	2.56
GRI 306: Waste															
306-3 Waste generated															
BRSR Principle 6: Essential Indicators Q9- Provide details related to waste management by the entity															
Dry waste	Kg	377,002	63,594	115,707	29,508	4,742	590,553	45,839	18,321	179,129	203,898	310,624	104,296	-	1,452,660
Wet waste	Kg	532,005	166,397	314,320	634,026	40,644	1,687,392	356,489	30,545	673,476	360,247	342,761	439,699	-	3,890,608
E-waste	Kg	3,014	-	1,052	8,934	1,750	14,750	7,500	-	3,791	-	-	-	-	26,041
Battery waste	Kg	-	-	530	334	-	864	-	49	-	-	-	3,360	-	4,273
Other non-hazardous waste	Kg	125,791	69,453	-	710,588	-	905,832	99,300	-	48,157	-	43,994	14,549	-	1,111,831
Other hazardous waste	Kg	-	-	3,530	-	-	3,530	-	-	-	-	-	-	-	3,530
Sludge waste	Kg	-	-	57,009	-	-	57,009	-	-	-	-	-	-	-	57,009
Used oil- DG	Kg	-	2,156	-	-	1,295	3,451	3,850	-	1,430	-	-	-	-	8,731
Total waste generated	Kg	1,037,812	301,600	492,148	1,383,390	48,431	3,263,381	512,978	48,914	905,983	564,145	697,379	561,904	-	6,554,683
306-4 Waste diverted from disposal															
Waste recycled and reused	Kg	1,037,812	301,600	492,148	1,383,390	48,431	3,263,381	512,978	48,914	905,983	564,145	697,379	561,904	-	6,554,683
306-5 Waste directed to disposal															
Other waste disposal methods															
Waste diverted to landfill	Kg	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Social performance indicators

Particulars	UoM	Palace Properties						Managed Properties						Corporate Office	Grand total
		TLPB	TLPC	TLPJ	TLPND	TLPD	Total	TLKOV	TLASH	TLACH	TLAG	TLGN	TLBCB		
Activities and Workers															
2-7 Employees															
Permanent employees	Number	640	510	378	515	223	2,266	215	86	500	688	258	328	85	4,426
2-8 Workers who are not employees															
Contract workers	Number	138	120	139	184	89	670	290	45	154	-	58	-	15	1,232
Other than permanent employees	Number	-	-	3	33	-	36	160	76	11	287	11	3	-	584
Permanent workers	Number	-	-	-	-	-	-	-	-	-	-	-	109	-	109
Total employees	Number	778	630	520	732	312	2,972	665	207	665	975	327	440	100	6,351
204: Procurement Practices 2016															
Total number of suppliers	Number	14,989	163	2,012	11,378	18,576	47,118	-	-	2,305	2,616	-	1,171	-	53,210
Total number of local suppliers	Number	9,652	155	1,461	6,629	8,820	26,717	-	-	1,801	2,615	-	798	-	31,931
Total procurement spend	INR Crore	785,683,938	558,709,666	695,142,810	646,827,172	512,756,330	3,199,119,916	-	-	467,844,670	825,008,275	-	755,845,783	-	5,247,818,644
Procurement cost towards local suppliers (within the boundaries of the state)	INR Crore	634,053,477	227,991,953	551,523,250	499,509,125	185,513,467	2,098,591,271	-	-	383,279,860	746,758,207	-	425,549,651	-	3,654,178,988
Total value of salmons procured	INR Crore	2,538,576	2,551,357	1,297,075	3,532,972	356,181	10,276,162	-	-	459,332	2,857,278	-	1,617,118	-	15,209,891
Total value of Marine Stewardship Council certified salmons procured	INR Crore	2,538,576	2,404,969	891,937	3,532,972	38,190	9,406,645	-	-	-	15,000	-	1,617,118	-	11,038,763
% of Marine Stewardship Council certified salmons procured by value	Percentage	100%	94%	69%	100%	11%	92%	-	-	-	1%	-	100%	-	73%
Total value of tea procured	INR Crore	1,447,509	4,669,771	807,442	889,054	101,088	7,914,864	-	-	592,240	977,851	-	666,292	-	10,151,247
Total value of tea sourced from certified carbon neutral and organic tea estates	INR Crore	653,395	596,312	400,700	543,427	-	2,193,833	-	-	-	-	-	-	-	2,193,833



Particulars	UoM	Palace Properties						Managed Properties						Corporate Office	Grand total
		TLPB	TLPC	TLPJ	TLPND	TLPU	Total	TLKOV	TLASH	TLACH	TLAG	TLGN	TLBCB		
% Tea sourced from certified carbon neutral and organic tea estates	Percentage	45%	13%	50%	61%	-	28%	-	-	-	-	-	-	-	22%
Total value of red meat procured	INR Crore	31,965,037	24,932,340	9,007,689	10,002,447	1,317,228	77,224,741	-	-	11,684,541	15,573,165	-	7,529,820	-	112,012,267
Total value of certified red meat procured(NZ-lamb)	INR Crore	2,005,621	439,268	1,365,561	2,732,332	929,552	7,472,334	-	-	249,912	501,050	-	456,517	-	8,679,813
% of certified red meat procured(NZ-lamb) by value	Percentage	6%	2%	15%	27%	71%	10%	-	-	2%	3%	-	6%	-	7%
GRI 401: Employment															
401-1 New employee hires and employee turnover															
Overall hiring and hiring rate															
Number of new hires	Number	302	244	214	197	123	1,080	140	41	183	352	202	247	24	2,245
Hiring rate	Percentage	47%	47%	57%	38%	58%	48%	66%	47%	38%	55%	79%	75%	32%	52%
Hiring and hiring rate by gender															
Male	Number	175	172	146	129	91	713	112	36	142	247	159	170	15	1,579
	Percentage	38%	44%	50%	32%	54%	42%	64%	47%	34%	46%	76%	69%	47%	47%
Female	Number	127	72	68	68	32	367	28	5	41	105	43	77	9	675
	Percentage	71%	56%	80%	59%	71%	67%	78%	36%	63%	91%	91%	96%	20%	71%
401-1 New employee hires and employee turnover															
BRSR Section A, 22. Turnover rate for permanent employees and workers															
Overall turnover and turnover rate															
Number of employees left	Number	264	171	195	173	109	912	126	84	182	238	179	220	11	1,952
Turnover rate	Percentage	42%	33%	52%	34%	51%	40%	60%	97%	38%	37%	70%	67%	14%	45%
Turnover and Turnover Rate by gender															
Male	Number	175	118	133	127	74	627	106	66	139	161	141	165	6	1,411
	Percentage	38%	30%	46%	32%	44%	37%	61%	90%	33%	30%	68%	67%	19%	41%
Female	Number	89	53	62	46	35	285	20	19	43	77	38	55	5	542
	Percentage	50%	42%	73%	40%	78%	52%	56%	11%	66%	67%	81%	69%	11%	56%
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees															
BRSR Principle 3, 1. a. Details of measures for the wellbeing of employees and 2. Details of retirement benefits, for Current FY															
Health insurance															
Male	Number	447	387	291	400	177	1,702	176	73	430	561	209	248	57	3,456
	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Female	Number	193	123	87	115	46	564	39	13	70	127	49	80	28	970
	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total	Number	640	510	378	309	223	2,060	215	86	500	688	258	328	85	4,135
	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Accident insurance															
Male	Number	447	387	291	400	177	1,702	176	73	430	561	209	248	57	3,456
	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Particulars	UoM	Palace Properties						Managed Properties						Corporate Office	Grand total
		TLPB	TLPC	TLPJ	TLPND	TLPJ	TLPND	TLPJ	TLPND	TLPJ	TLPND	TLPJ	TLPND		
Female	Number	193	123	87	115	46	564	39	13	70	127	49	80	28	970
	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total	Number	640	510	378	515	223	2,266	215	86	500	688	258	328	85	4,426
	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Maternity benefits															
Female	Number	193	123	87	115	46	564	39	13	70	127	49	80	28	970
	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Paternity benefits															
Male	Number	447	387	291	400	177	1,702	176	73	430	561	209	248	57	3,456
	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other employee benefits															
Provident funds	Number	640	510	378	515	223	2,266	215	86	500	688	258	328	85	4,426
	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Gratuity	Number	640	510	378	515	223	2,266	215	86	500	688	258	328	85	4,426
	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Employee State Insurance	Number	262	164	103	67	75	671	70	67	-	-	123	80	-	1,011
	Percentage	41%	32%	27%	13%	34%	30%	33%	78%	0%	0%	48%	24%	0%	23%
401-3 Parental leave															
BRSR Principle 3, 5. Return to work and Retention rates of permanent employees and workers that took parental leave															
Total number of employees that took parental leave, by gender															
Male	Number	8	11	12	18	5	54	2	-	19	17	-	7	3	99
Female	Number	-	-	-	2	-	2	-	1	1	-	-	1	-	5
Total number of employees that returned to work in the reporting period after parental leave ended, by gender															
Male	Number	8	11	12	18	5	54	2	-	19	17	-	7	3	102
Female	Number	-	-	-	1	-	1	-	1	1	-	-	1	-	4
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender															
Male	Number	5	4	6	11	3	29	2	-	27	17	-	7	-	82
Female	Number	-	-	-	-	-	-	-	-	1	-	-	1	-	2
Return to work rate, by gender															
Male	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Female	Percentage	0%	0%	0%	50%	0%	50%	0%	100%	100%	0%	0%	100%	0%	80%
Total	Percentage	100%	100%	100%	95%	100%	98%	100%	100%	100%	100%	100%	100%	100%	99%
Retention rate, by gender															
Male	Percentage	50%	50%	55%	85%	50%	60%	100%	0%	100%	100%	0%	100%	0%	81%
Female	Percentage	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	50%
Total	Percentage	50%	50%	55%	85%	50%	59%	100%	0%	100%	100%	0%	100%	0%	80%
GRI 403: Occupational Health and Safety 2018															
403-5 Worker training on occupational health and safety															
Total	Training hours	22,356	5,376	371	8,279	5,453	41,834	3,427	3,385	2,658	2,473	1,279	1,672	-	56,727
	Training hours per employee	35	11	1	16	24	18	16	39	5	4	5	5	-	13
403-9 Work related injuries															
BRSR Principle 3, 11. Details of safety related incidents															
Number of safety observations	Number	13	133	104	95	-	345	38	38	298	26	5	-	-	750

Particulars	UoM	Palace Properties						Managed Properties						Corporate Office	Grand total
		TLPB	TLPC	TLPJ	TLPND	TLPJ	TLPND	TLPJ	TLPND	TLPJ	TLPND	TLPJ	TLPND		
Number of first-aid cases	Number	-	-	49	-	8	57	6	6	1	4	3	-	-	77
Medical treatment cases	Number	4	-	3	8	1	16	-	-	4	11	4	-	-	35
Number of near misses	Number	-	-	7	5	5	17	-	-	21	11	1	-	-	50
Number of High Potential Incident case	Number	-	-	-	-	2	2	-	-	-	-	1	-	-	3
Lost time injury frequency rate	Ratio	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GRI 404: Training and Education 2016															
404-1 Average hours of training per year per employee															
BRSR Principle 3, 8. Details of training given to employees and workers															
Total	Training hours	83,775	58,768	15,387	48,880	30,979	237,789	15,669	6,605	38,257	52,677	8,783	25,390	-	385,171
	Training hours per employee	131	115	41	95	139	105	73	77	77	77	34	77		87
404-3 Percentage of employees receiving regular performance and career development reviews															
BRSR Principle 3, 9. Details of performance and career development reviews of employees and worker															
Male	Percentage	89%	77%	69%	81%	74%	79%	50%	100%*	73%	74%	24%	69%	100%	73%
Female	Percentage	72%	72%	51%	70%	65%	67%	33%	100%*	53%	51%	29%	66%	100%	63%
*Data received resulted in performance review more than 100%, therefore the permanent headcount is considered															
GRI 405: Diversity and equal opportunity															
405-1 Diversity of governance bodies and employees															
BRSR- Section A: 20. Details as at the end of Financial Year															
Permanent employees by gender															
Male	Number	447	387	291	400	177	1,702	176	73	430	561	209	248	57	3,456
	Percentage	70%	76%	77%	78%	79%	75%	82%	85%	86%	82%	81%	76%	67%	78%
Female	Number	193	123	87	115	46	564	39	13	70	127	49	80	28	970
	Percentage	30%	24%	23%	22%	21%	25%	18%	15%	14%	18%	19%	24%	33%	22%
Permanent employees by age															
<30 years	Number	436	301	224	258	138	1,357	115	35	251	377	182	213	13	2,543
	Percentage	68%	59%	59%	50%	62%	60%	53%	41%	50%	55%	71%	65%	15%	57%
30-50 years	Number	170	181	149	238	81	819	68	47	226	282	74	103	52	1,671
	Percentage	27%	35%	40%	46%	36%	36%	32%	54%	45%	41%	28%	31%	61%	38%
>50 years	Number	34	28	5	19	4	90	32	4	23	29	2	12	20	212
	Percentage	6%	5%	1%	4%	2%	4%	15%	5%	5%	4%	1%	4%	24%	5%
Differently abled employees by category															
Male	Number	-	3	-	7	1	11	1	-	6	10	-	-	-	28
Female	Number	-	3	-	-	-	3	-	-	-	2	-	-	-	5
Total employees	Number	-	6	-	7	1	14	1	-	6	12	-	-	-	33
405-2 Ratio of basic salary and remuneration of women to men															
Women to men	Ratio	For more information, please refer to page 179 of Annual Report FY 2024-25 of Schloss Bangalore Limited.													



Assurance statement on third-party verification of sustainability information

To
The Directors and Management of Schloss Bangalore Ltd

Unique identification no.: 3153121163

TÜV SÜD South Asia Pvt Ltd. (hereinafter TÜV SÜD) has been engaged by Schloss Bangalore Limited Tower 4, Third Floor, Equinox Business Park Kurla West, Mumbai 400070 India to perform a limited assurance verification of sustainability information in the Sustainability Report by Schloss Bangalore Limited (hereinafter “Company”) for the period from 01 April 2024 to 31 March 2025. The verification was carried out according to the steps and methods described below.

Scope of the verification

The third-party verification was conducted to obtain limited assurance about whether the sustainability information is prepared “with reference to” the reporting criteria of the Sustainability Reporting Standards of the Global Reporting Initiative 2021 version (hereinafter “Reporting Criteria”).

The following selected sustainability disclosures, as presented in the Sustainability Report for the reporting period from 01 April 2024 to 31 March 2025, are included within the scope of the assurance engagement.

Topic	GRI Disclosure
Procurement Practices	GRI 204-1
Anti-Corruption	GRI 205-2, 205-3
Anti-competitive Behavior	GRI 206-1
Energy	GRI 302-1, 302-3, 302-4
Water	GRI 303-3, 303-5
Emissions	GRI 305-1, 305-2, 305-4, 305-5
Waste	GRI 306-1, 306-2, 306-3, 306-4, 306-5
Employment	GRI 401-1, 401-2, 401-3
Labour/Management Relations	GRI 402-01
Occupational health and safety	GRI 403-1,403-02 403-3, 403-4, 403-5,403-6,403-7, 403-8, 403-9
Training and Development	GRI 404-1, 404-2, 404-3
Diversity and Equal Opportunity	GRI 405-1, 405-2
Non-Discrimination	GRI 406-1
Child Labour	GRI 408-1
Forced or Compulsory Labour	GRI 409-1
Public Policy	GRI 415-1
Marketing and Labelling	GRI 417-3
Customer Privacy	GRI 418-1

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the Sustainability reporting, and accordingly, we do not express a conclusion on this information. It was not part of our engagement to review product- or service-related information, references to external information sources, expert opinions and future-related statements in the Report.

Responsibility of the Company

The Management of the Company is responsible for the preparation of the sustainability information in accordance with the Reporting Criteria. This responsibility includes in particular the selection and use of appropriate methods for sustainability reporting, the collection and compilation of information and the making of appropriate assumptions or, where appropriate, the making of appropriate estimates. Furthermore, the Management of the Company is responsible for necessary internal controls to enable the preparation of a sustainability report that is free of material - intentional or unintentional - erroneous information.

Verification methodology and procedures performed

The verification engagement has been planned and performed in accordance with the verification methodology developed by the TÜV SÜD Group, which is based upon the ISAE 3000, and ISO 17029. The applied level of assurance was “limited assurance”. Because the level of assurance obtained in a limited assurance, the engagement is lower than in a reasonable assurance engagement, the procedures the verification team performs in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. A limited assurance engagement consists of making inquiries, primarily of persons responsible for the preparation of the Sustainability information and applying analytical and other limited assurance procedures.

The verification was based on a systematic and evidence-based assurance process limited as stated above. The selection of assurance procedures is subject to the auditor’s own judgment.

The procedures included amongst others:

- Inquiries of personnel who are responsible for the stakeholder engagement und materiality analysis to understand the reporting boundaries.
- Evaluation of the design and implementation of the systems and processes for compiling, analysing, and aggregating sustainability information as well as for internal controls
- Inquiries of company’s representatives responsible for collecting, preparing and consolidating sustainability information and performing internal controls
- Analytical procedures and inspection of sustainability information as reported at group level by all locations.
- Assessment of local data collection and management procedures, along with control mechanisms, through onsite and offsite verification and Below sites are selected for Onsite Visit.

Sl. No.	Company Name	Site Address
1	Schloss Bangalore Limited	The Leela Palace New Delhi Diplomatic Enclave, Chanakyapuri New Delhi- 110023 India
2		The Leela Bhartiya City, Bengaluru 6/2 Thanisandra Main Road Tirumanahalli, Bengaluru-560064 India
3		The Leela Palace Jaipur NH11, Kukas, Jaipur, 302028, Rajasthan, India
4		The Leela Palace Chennai Adyar Seaface,175 Satya Dev Avenue ext, MRC Nagar Chennai – 600 028 Tamil Nadu, India

Conclusion

On the basis of the assessment procedures carried out from 2025-06-11 - 2025-06-21, TÜV SÜD has not become aware of any facts that lead to the conclusion that the selected sustainability information has not been prepared, in all material aspects, in reference to the Reporting Criteria.

Limitations

The assurance process was subject to the following limitations:



The subject matter information covered by the engagement are described in the “scope of the engagement”. Assurance of further information included in the Sustainability reporting was not performed. Accordingly, TÜV SÜD do not express a conclusion on this information.

Financial data were only considered to the extent to check the compliance with the economic indicators provided by the GRI Standards and were drawn directly from independently audited financial accounts. TÜV SÜD did not perform any further assurance procedures on data, which were subject of the annual financial audit.

The assurance scope excluded forward-looking statements, product- or service-related information, external information sources and expert opinions.

Use of this Statement

The Company must reproduce the TÜV SÜD statement and possible attachments in full and without omissions, changes, or additions.

This statement is by the scope of the engagement solely intended to inform the Company as to the results of the mandated assessment. TÜV SÜD has not considered the interest of any other party in the selected sustainability information, this assurance report or the conclusions TÜV SÜD has reached. Therefore, nothing in the engagement or this statement provides third parties with any rights or claims whatsoever.

Independence and competence of the verifier

TÜV SÜD South Asia Pvt Ltd. is an independent certification and testing organization and member of the international TÜV SÜD Group, with accreditations also in the areas of social responsibility and environmental protection. The assurance team was assembled based on the knowledge, experience and qualification of the auditors. TÜV SÜD South Asia Pvt Ltd hereby declares that there is no conflict of interest with the Company.

Place, Mumbai,
Date 24th July 2025

Prosenjit Mitra
General Manager- Verification, Validation and Audit
Management System Assurance

Sanjeev Sharma
Verification Team Leader, TÜV SÜD
Management System Assurance

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