

IHCL

The Indian Hotels Company Limited
An EarthCheck Certified Story



EARTHCHECK

September 2020



Lifetime
Experiences.

Walking the Talk

Group Performance.



Energy

A total of 1,132,209,374 MJ of energy has been saved since joining the EarthCheck Certified program in 2008. This saving is the equivalent of powering 47,530 households for a year.



Emissions

Since joining EarthCheck Certified, IHCL's emissions savings has been 216,822,310 kg of CO₂e, which is comparable to taking 72,759 cars off the road.



Water

2,743,682 KL in water savings were realised, which is equivalent to 1,097 Olympic sized swimming pools.



Waste

The group's efforts made since joining the EarthCheck Certified program has stopped 15,741 cubic metres of waste from going into landfills, which is the equivalent of 476 standard 20 ft shipping containers.

EarthCheck

the planet deserves more than half measures



A COMMITMENT RESTRENGTHENED



GETTING BETTER WITH BEST PRACTICES

The renewed and heightened safety protocols have been developed in accordance with the norms laid down by World Health Organization (WHO), Food Safety and Standards Authority of India (FSSAI) and the Government of India.



TRAINING TO DELIGHT, SAFELY

Associates at IHCL are extensively trained on safety, hygiene and physical distancing norms to ensure guests' wellbeing and delight, every time.



FROM TOUCH TO TECHNOLOGY

Technology is used for seamless, yet personalized check-ins, check-outs and dining experiences. With digital payments and non-invasive thermal screening, the touch of care replaces the physical one.



ADDED ROOM..

Layouts for seating and guest / associate movement have been altered to enable physical distancing in vehicles, lobbies, elevators, banquets, restaurants, service areas and common areas.

About The Indian Hotels Company Limited

The Indian Hotels Company Limited (IHCL) (formerly known as Taj Hotels, Places and Resorts) is among Asia's leading hospitality companies encompassing 165 hotels located around 80 locations globally, with over 20,000 rooms and 25,000 employees.

Launched in 1903 by Mr. Jamshedji Tata founder of the TATA group, IHCL offers a fusion of warm Indian hospitality and world-class service through a portfolio of hotels, resorts, jungle safaris, palaces & spas. Anchored to the pillars of Trust, Awareness and Joy, the group is focused on growing sustainably to bring about a positive change to the economy, society and environment and create value for all its stakeholders.

The Journey - The EarthCheck and IHCL Partnership

IHCL always strives to bring about a positive change to the economy, society, and environment, often going beyond the conventional boundaries and call of duty.

As a business operating in several places of touristic and historical importance, as well as in major cities, IHCL took a step forward to operate in a responsible manner in 2008 by joining the EarthCheck Certified Program to safeguard the environment and become the flagbearers of responsible tourism.

The journey began with the certification for 10 hotels and as of 2020 a total of 78 hotels are consciously working towards sustainable development, focusing on organic growth, conservation of energy, environment, and its resources, and community outreach. All properties follow TATA Group's core values of integrity, excellence, unity, responsibility, pioneering spirit ingrained and their soul culture of 'Tajness' in everything they do.

So far 11 of the participating hotels have achieved an EarthCheck Platinum Certification, representing 10 continuous years of measuring, and monitoring social and environmental impact to ensure sustainable tourism management practices. The group has 61 EarthCheck Gold Certified hotels, the highest number of Gold Certified hotels in the program and four hotels that have achieved EarthCheck Silver Certification.

Dr P.V. Murthy, Executive Vice President & Global Head HR, IHCL

“IHCL is proud of its track record to reduce its impact on the environment and privileged to be associated with an organisation as prestigious as EarthCheck,”



ACHIEVEMENTS

IHCL has been a proud recipient of numerous awards in the sustainability space including:

- Golden Peacock Award for Excellence in Corporate Governance 2019
- Golden Peacock Award for Corporate Social Responsibility 2019
- Finalist in the World Hospitality Awards 2019
- National Award for Best Environment Sustainability at The World CSR Congress 2018
- Award for Outstanding Contribution towards Best Sustainable Business Practices by the Indo German Chamber of Commerce (2018)
- Recognition for Supply Chain Sustainability by the Indo German Chamber of Commerce (2018)
- Recognition for Project on Circular Economy at Tata Innovista 2019.



Strategic Approach - Growing Sustainably and Making an Impact

IHCL is firmly committed towards improving the triple bottom line indicators and constantly expanding on environmental and social initiatives. Programs include developing skills in local communities, and rolling out initiatives for employee well-being. With the Indian hospitality sector being one of the largest sectors in terms of economic growth and employment generation, its impact on society and the environment is also significant. Since Hospitality is highly resource intensive, the consumption of energy, water, food, and waste generation have significant impacts on society and the environment. By joining the EarthCheck Certification program IHCL was able to understand and establish policies and programs that contribute successfully to society and the environment.

In the endeavour to achieve increasingly sustainable operations, IHCL has aligned with International Standards such as the United Nations Global Compact which reflects their commitment for a sustainable future and their communication on environmental progress. The group supports the United Nations Sustainable Development Goals (SDG's), specifically Goal 8 (decent work and economic growth) and Goal 12 (responsible consumption and production) which positions the groups environmental and social programmes within the larger global context and sustainability agenda.

The group are also a member of India's Carbon Disclosure Leadership Index under the Carbon Disclosure Project.

8 DECENT WORK AND ECONOMIC GROWTH

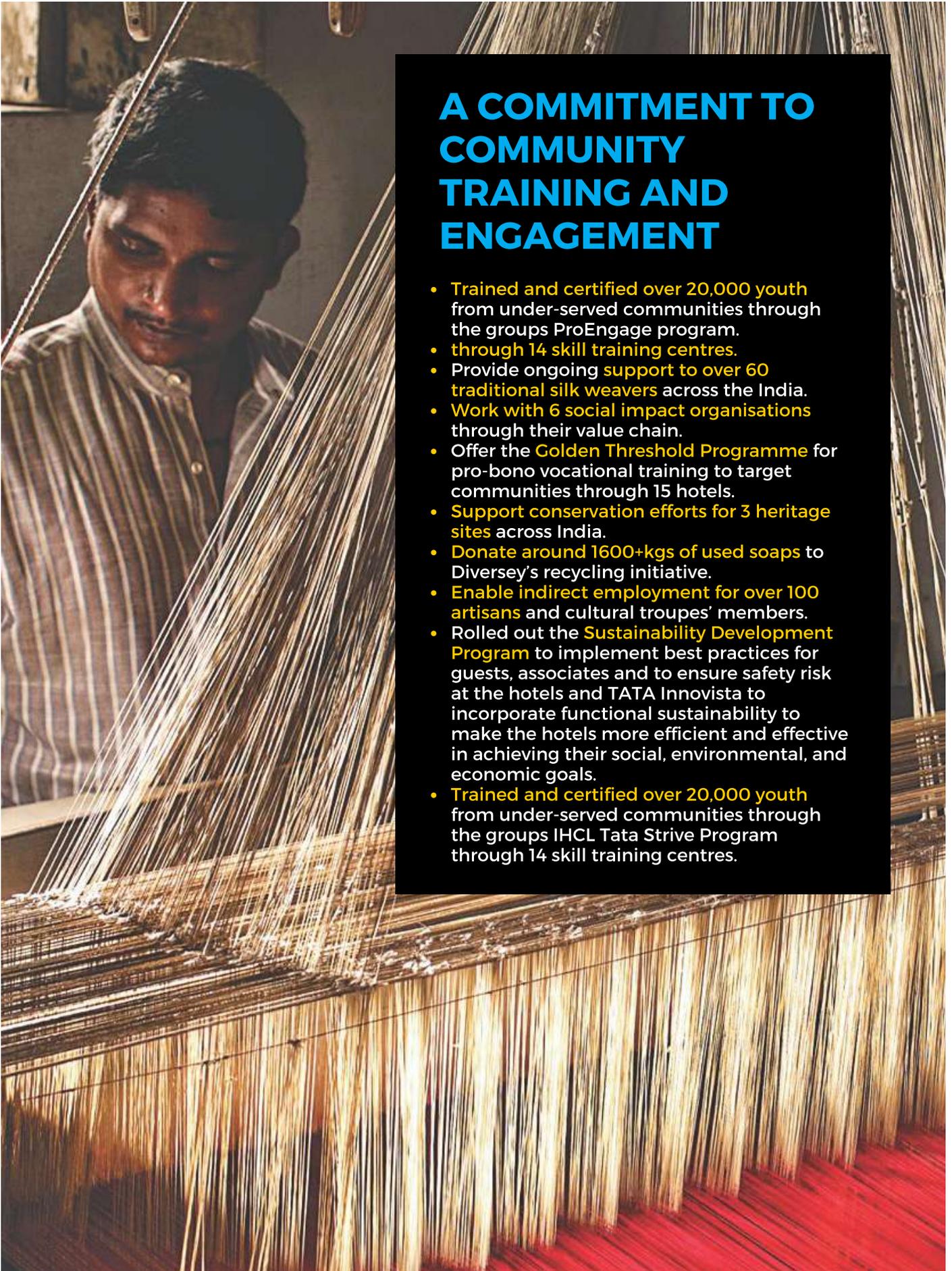


12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Dr P.V. Murthy, Executive Vice President & Global Head HR, IHCL

"Our sustainability goals have evolved with the changing world that we live in. At IHCL, it is our constant endeavour to grow responsibly and contribute to preserving the environment in a meaningful way."



A COMMITMENT TO COMMUNITY TRAINING AND ENGAGEMENT

- Trained and certified over 20,000 youth from under-served communities through the groups ProEngage program.
- through 14 skill training centres.
- Provide ongoing support to over 60 traditional silk weavers across the India.
- Work with 6 social impact organisations through their value chain.
- Offer the Golden Threshold Programme for pro-bono vocational training to target communities through 15 hotels.
- Support conservation efforts for 3 heritage sites across India.
- Donate around 1600+kgs of used soaps to Diversey's recycling initiative.
- Enable indirect employment for over 100 artisans and cultural troupes' members.
- Rolled out the Sustainability Development Program to implement best practices for guests, associates and to ensure safety risk at the hotels and TATA Innovista to incorporate functional sustainability to make the hotels more efficient and effective in achieving their social, environmental, and economic goals.
- Trained and certified over 20,000 youth from under-served communities through the groups IHCL Tata Strive Program through 14 skill training centres.



Walking the Talk

At the heart of IHCL's growth story lie many small but impactful stories and initiatives that have helped shape the group's vision for sustainable development. Since joining the EarthCheck Certification program, the group have stayed committed to nurturing a culture of responsibility and care towards the planet. IHCL have upped their sustainability quotient with focused efforts on conserving water, reducing carbon emissions, enhancing renewable energy use and phasing out of single-use plastics.

Water

Water conservation is another frontier on which IHCL is rather active. IHCL Pledges to Reduce Water Intensity by 5% by 2021 across all its hotels. As the majority of the hotels are in India where potable water cannot be delivered, the hotels have created their own catchments and treat water onsite.

The group has deployed a strategy of educating the staff and encouraging them to identify best practices for water-saving.

Seven of IHCL's award-winning hotels have eliminated PET bottles entirely. Today, all seven hotels have their own in-house bottling units. The company has also launched a Water SMART contest wherein all hotels participate to initiate a water intensity reduction project for three months and the model of the winning hotel / hotels is scaled across all hotels as a best practice.

Waste

On Earth Hour 2018, IHCL pledged to phase out single-use plastics from all its hotels. Waste management is an integral part of the groups environment management endeavours, with 24 properties achieving 100% recycling, resulting in no waste being sent to landfill. The hotels that are located away from the city in some very challenging environments, have built their own sewerage treatment plants and waste management systems to dispose waste efficiently.

Puneet Chhatwal, Managing Director
& Chief Executive Officer, IHCL

"This strong foundation of IHCL, rooted in Indian hospitality and expressed through authentic experiences has uniquely established us as South Asia's largest hospitality-focussed company."



Energy

There has been considerable growth in the use of renewable energy, IHCL has scaled up the renewable energy quotient from 7% to 23% over the years after joining the EarthCheck Certified Program and have reduced their carbon footprint by 18%.

All the hotels also participate in the Earth Hour initiative every year to raise their voice for nature through the symbolic action of switching off lights. Each year the hotels are assigned performance targets to reduce environmental impact. The progress for these targets is reviewed annually through the delivery of the EarthCheck benchmarking and certification program.

Performance Highlights

In its journey to sustainability IHCL has achieved EarthCheck Certification for 78 of its hotels which have generated significant savings through participating in the EarthCheck Certified programme.

- A total of 1,132,209,374 MJ of energy has been saved since joining the EarthCheck Certified programme. **This saving is the equivalent of powering 47,530 households for a year.**
- Since joining EarthCheck Certified, IHCL's emissions savings has been 216,822,310 kg of CO₂e, which is **comparable to taking 72,759 cars off the road.**
- 2,743,682 KL in water savings were realised, which is **equivalent to 1,097 Olympic sized Swimming Pools.**
- Waste management is an integral part of the groups environment management endeavours, with **24 properties achieving 100% recycling resulting in no waste being sent to landfill.** The group's efforts made since joining the EarthCheck Certified programme has reduced 15,741 cubic metres of waste from going into landfills, which is the **equivalent of 476 standard 20 ft shipping containers.**

Stewart Moore, CEO & Founder,
EarthCheck

"IHCL is setting a global standard for best practice in sustainability in the travel and tourism industry. Its waste management program has set a benchmark for other groups to follow."



COMMUNITY STORIES

IHCL ensures constant engagement with people in the regions they work in, helping them hone their skills, even employing them in their hotels. IHCL is helping the women from the weaving community to break through the glass ceiling and enter the weaving profession through a Female Weavers' Training programme. [Equally rewarding is IHCL's work with the Pardhi tribes](#), once reviled as one of India's 'hunting tribes' by providing training of Pardhis, to leverage their natural tracking talent to offer an immersive and interactive wilderness experience to the travellers.



As part of the program, IHCL properties are required to measure, monitor and make ongoing improvements in the key performance areas outlined below:



Energy efficiency, conservation and management



Management of freshwater resources



Management of environmentally harmful substances



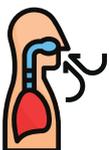
Greenhouse gas emissions



Ecosystem conservation and management



Cultural and social management



Air quality protection



Land use planning and development



Waste water management



Solid waste management

WILDLIFE

Conservation and preservation of the wild habitat and its equally wild denizens are at the core of IHCL's sustainability policies. The group works with forest officials, local authorities, and communities to ensure habitat conservation. They also adopt the policy of cutting no trees while building the hotels in ecologically fragile habitats and harness the three Ts—tigers, tribes and tourism to create a successful sustainable initiative across all the Taj Safari Hotels to protect wildlife in National Parks. The hotels in environmentally sensitive areas near natural parks, forests and fragile coastlines are constructed using local materials and eco-friendly design. IHCL provides their guests with the opportunity to participate in preserving the natural beauty of the locations they visit, through projects for turtle conservation and coral reef restoration.





Culture & Heritage

For over a century, IHCL has been inextricably linked to preserving India's heritage, as well as providing a sustainable platform that preserves and promotes Indigenous art and culture.

The Palaces, historically known to be the home of the Kings and the royal families that lived in India, are gracefully transitioned into hotels by the group. IHCL has been leading the refurbishment of the palaces and have taken the leadership to conserve these historical monuments. IHCL add value to the destination's in which they operate by preserving old architecture and promoting local culture and traditions and constantly design meaningful and diverse experiences to engage guests.

IHCL is often credited for the creation of tourism squares at The Gateway of India in Mumbai. The group's flagship hotel The Taj Mahal Palace overlooks this important landmark. IHCL has collaborated with municipal authorities, local police and coast guard teams to ensure traffic management, maintenance and cleanliness of this heritage precinct.

Alok Vijayvergiya, Associate Vice
President - Sustainability & CSR

"We have a multi-pronged approach to CSR and sustainability, which straddles the environment, the community, wildlife and heritage. We are enablers for community development and environment preservation. We have touched several lives through our social projects."



COMMUNITY VOLUNTEERING

Volunteering is the primary channel through which CSR & Inclusion initiatives are undertaken at IHCL.

Proengage, is a **skill-based volunteering format**, which brings together non-profits and motivated professionals.

It is designed to leverage volunteers' **professional and personal skills** and rich experience to help non-profits build and sustain their capacity.

The project length is between **3 month to 12 months**. An employee applies for a specific project depending on his/her interest & skills.

The NGO then selects the desired employee from the list of applicants.

Since the programme's launch in December 2014, over **900 volunteers** have worked for **440 skill-based projects** across **16 cities** and over **50 NGOs** have benefitted through these engagements.

Tata Volunteering Week

Tata Volunteering Week (TVW), celebrated in March and September every year, **brings together Tata employees, their family members and retired Tata colleagues worldwide to participate in small acts of volunteering**. The volunteering activities are curated by companies and offered to volunteers, who participate in groups. A typical TVW activity lasts half a day and is done on official time. Each TVW witnesses around **350 volunteering activities globally** in 2018-19, **4,098 volunteers** from IHCL have **contributed over 30,000 hours of volunteer effort in local communities**.





TAJ PUBLIC SERVICE
WELFARE TRUST

TAJ PUBLIC WELFARE TRUST

In the aftermath of the unprecedented attacks on Mumbai in November 2008, Tata Group and IHCL set up the Taj Public Welfare Trust to provide immediate relief to individuals and families affected by the 26/11 Mumbai Terror attacks.

The Trust has supported not only those impacted by 26/11, but also 13/7 Mumbai terror attack victims & their families. One of the main aims of the Trust is to also aid victims of terror and natural disasters, as well as members of the armed forces and other public services. Throughout the past 11 years the Taj Public Service Welfare Trust has enabled support to 1,994 terror victims' by paying school fees of the kids, tuition fees & other education expenses, medical expenses, pension for the widows, elderly & monthly sustenance for disabled victims.



TAJ PUBLIC WELFARE TRUST

The Trust partnered with Queen Mary Technical Institute, Pune to support the livelihood skill training of 272 disabled and injured soldiers which will help them secure a dignified livelihood post retiring from Armed Services.

The Trust has also supported more than 20,000 flood-affected families in Gujarat, Bihar and Rajasthan to access emergency relief, including safe drinking water, medical attention, emergency shelter and basic amenities. Along with the Tata Sustainability Group, The Trust provided support for flood affected victims with relief kits & other essential supplies in Uttarakhand floods - 2013, J&K Floods -2014 & Earthquake -2015, Assam Floods - 2016, Kerala & Coorg Flood - 2018, Odisha & Maharashtra Flood -2019.



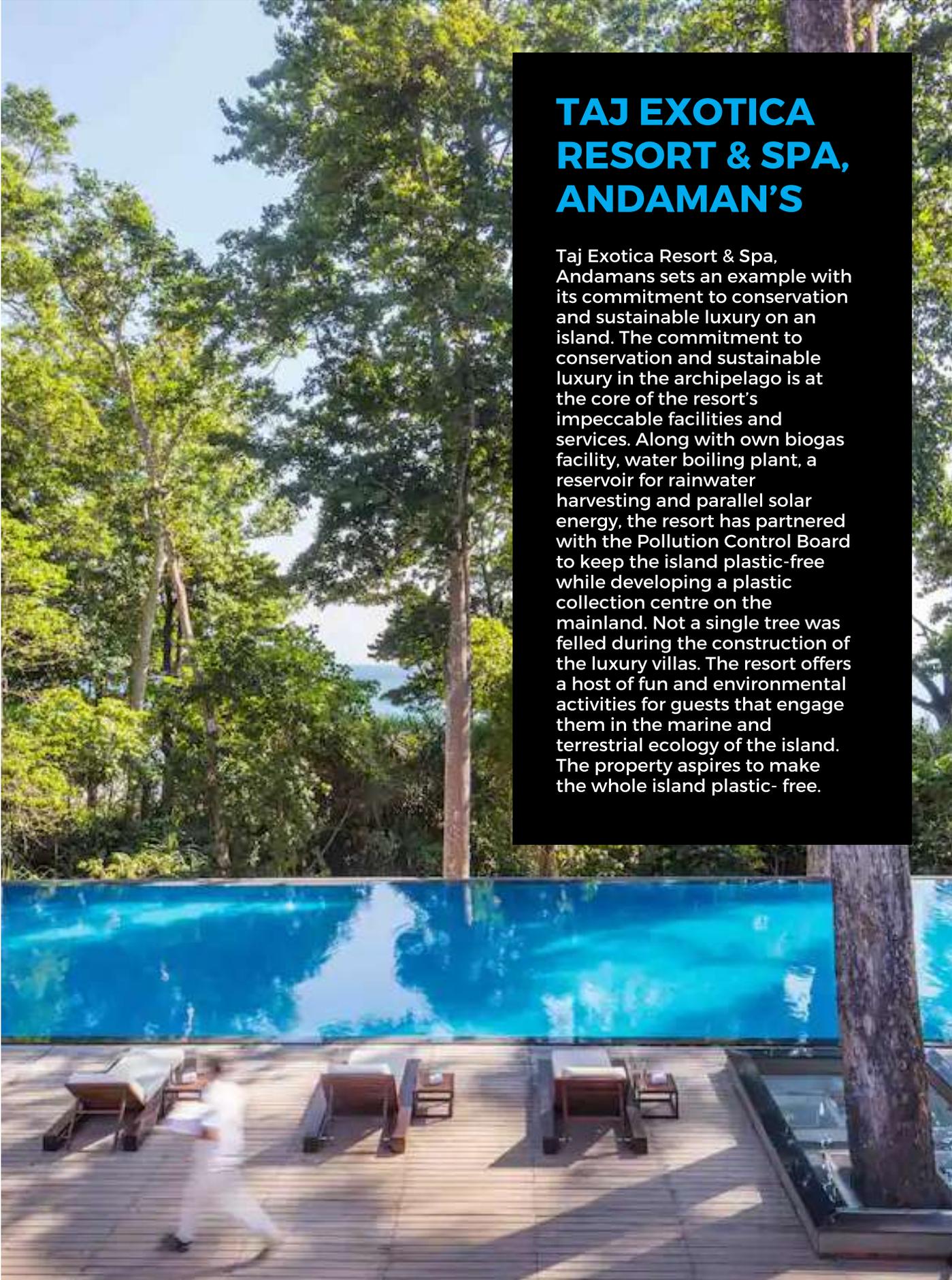
Outcomes

IHCL is confident that the culture of collaboration, inclusion and commitment to create shared value among all stakeholders will help them achieve the sustainability goals for their business.

Through participating in the EarthCheck Certified Program, the group has eliminated two million plastic straws across all its properties. Their renewable energy proportion has taken a leap of 24% from 7% in the past three years. The group has invested in water efficient infrastructure and has constantly worked towards ambitious targets for emissions reduction. The hotels located in environmentally sensitive areas have a range of projects that include turtle conservation and coral reef conservation, protecting heritage sites and supporting neighbours through needs-based activities.

IHCL have taken significant steps to implement best practices for Guest and Associate Safety, the key one being their collaboration with a premier institute NITIE, to enhance the skills & leadership capabilities for Sustainability by training their Chief Engineers on a specific module developed jointly by IHCL & NITIE. This initiative is also a step towards mitigating the safety risk at the hotels as IHCL continues to play a leading role within the hospitality sector.

"In 2018 IHCL committed to removing single use plastic items and replacing them with biodegradable options. The group has eliminated 2 million plastic straws across all its properties and created a "Zero Single Use Plastic Hotel" at the Taj Exotica Resort & Spa, Andamans."



TAJ EXOTICA RESORT & SPA, ANDAMAN'S

Taj Exotica Resort & Spa, Andamans sets an example with its commitment to conservation and sustainable luxury on an island. The commitment to conservation and sustainable luxury in the archipelago is at the core of the resort's impeccable facilities and services. Along with own biogas facility, water boiling plant, a reservoir for rainwater harvesting and parallel solar energy, the resort has partnered with the Pollution Control Board to keep the island plastic-free while developing a plastic collection centre on the mainland. Not a single tree was felled during the construction of the luxury villas. The resort offers a host of fun and environmental activities for guests that engage them in the marine and terrestrial ecology of the island. The property aspires to make the whole island plastic-free.



What's Next

In this rapidly transforming world, sustainability goals will certainly evolve as the industry grows and new needs arise in the society.

However, the group is committed to creating shared value for all the stakeholders and communities, with the planet to continue to remain the bedrock of their strategy.

From baby steps to giant strides for a brighter future, IHCL is set to march ahead with a relentless pursuit of excellence, innovation and story of nurturing, sustaining and empowering sustainability as they continue to raise the standards in luxury and hospitality. With inclusion and business responsibility embedded in their DNA, IHCL continue to weave a 'thread of intent' by making a difference in communities where the hotels operate.

Puneet Chhatwal, Managing Director
& Chief Executive Officer, IHCL

"We live in an era of transformations. Our world is changing rapidly with the rise of new technologies, growing environmental concerns and a renewed, collaborative understanding of economic and social value. We remain deeply rooted in history, with the great legacy of the 150-year old TATA Group keeping us anchored to our core values of integrity, excellence, unity, responsibility and pioneering spirit."

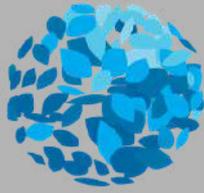
TAJ CONNEMARA, CHENNAI

The 120-year-old Taj Connemara is a legacy of the colonial era and is named after Lord Connemara, the then Governor of Chennai. Dating back to 1854, the newly renovated Taj Connemara draws on the hotel's legendary history bringing to life fresh and modern sensibilities.

Puneet Chhatwal, managing director and chief executive officer at the Indian Hotels Company, said, "Taj Connemara is another jewel in the Taj portfolio of iconic heritage hotels. We are committed to continuing our century-old legacy of restoring historical treasures across the globe for our guests. The newly renovated Taj Connemara draws on the hotel's illustrious past whilst offering patrons a distinctive, modern and individualistic experience. We are happy to announce that Taj Connemara will resume its place in the cultural heart of Chennai."

The hotel is located in Chennai, a city that was recently declared as a creative city by UNESCO, for its many strengths including its cuisine, architecture, culture and musical heritage. The hotel's concierge team curate exclusive experiences, including heritage tours retracing the city's colonial past and opportunities to engage with the thriving performing arts scene, textile industry, the Mahabalipuram temple complex declared a UNESCO heritage site and the fragrant and flavourful Tamil street food.





EARTHCHECK

EarthCheck is the world's leading business advisory group specialising in sustainability and destination management for the travel and tourism industry. EarthCheck's holistic approach to responsible tourism and its world leading science enables destinations and operators to benchmark and certify their performance with confidence and surety.

Through its Total Tourism Management™ platform, EarthCheck works in partnership with clients to help plan for the future and guide the design, construction and operation of smart buildings and the responsible management of tourism destinations.



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