

## BUSINESS RESPONSIBILITY REPORT FOR THE FINANCIAL YEAR 2016-17

[Pursuant to the Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015]

### Section A: General Information about the Company

Sr. No.	Particulars	Company Information
1.	Corporate Identity Number (CIN) of the Company	L55101TN1996PLC036595
2.	Name of the Company	MAHINDRA HOLIDAYS & RESORTS INDIA LIMITED
3.	Registered address	Mahindra Towers, 2 <sup>nd</sup> Floor, 17/18, Patullos Road, Chennai – 600002, India
4.	Website	www.clubmahindra.com
5.	E-mail id	investors@mahindaholidays.com
6.	Financial Year reported	April 1, 2016 – March 31, 2017
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	Codes:55– Accommodation and 56 - Food & Beverages service activities
8.	List three key products/services that the Company manufactures/provides (as in balance sheet)	(i) Sale of vacation ownership memberships (ii) Sale of Food and Beverages
9.	Total number of locations where business activity is undertaken by the Company	
	A. Number of International Locations (details of major 5)	The Company has marketing office in Dubai. Further, the Company manages and operates hotel properties in Kuala Lumpur (Malaysia), Bangkok (Thailand) and Dubai.
	B. Number of National Locations	The Company has its business activities and operations spread across the country which includes 44 resorts / hotels and 115 branches and channel partners.
10.	Markets served by the Company – Local/ State/National/International	The Company mainly serves the Indian markets in addition to marketing of vacation ownership membership in United Arab Emirates through its marketing office located at Dubai.

### Section B: Financial Details of the Company

(₹ in lakh)

No.	Particulars	Amount
1.	Paid up Capital	8,878
2.	Total Turnover*	1,10,593
3.	Total profit after taxes*	13,065
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (2%)#	288
5.	List of activities in which expenditure in 4 above has been incurred:- CSR expenditure has been incurred mainly in the activities related to (a) promotion of education, (b) health care, (c) rural development and (d) environment sustainability. Further details are available in Annexure III of the Directors' Report on CSR Activities in the Annual Report.	

\* As per standalone financial statements for the financial year 2016-17

### Section C: Other details

1. Does the Company have any Subsidiary Company/ Companies?

Yes. The Company has 35 Subsidiary Companies (including 33 foreign subsidiaries) as on March 31, 2017.

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s).

The Company for the first time is releasing a Business Responsibility Report. The Company has a code of conduct for Employees and Directors as well as set of Governance policies. Two domestic subsidiaries of the Company are yet to commence its operations and remaining are foreign subsidiaries. In view of the above scenario, subsidiary companies are not included in the report.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

No

### Section D: Business Responsibility (BR) Information

#### 1. Details of Director/Directors responsible for BR

##### a. Details of the Director/Director responsible for implementation of the BR policy/policies

No	Particulars	Details
1	DIN Number (if applicable)	06994031
2	Name	Mr. Kavinder Singh
3	Designation	Managing Director & CEO

##### b. Details of the BR head

No.	Particulars	Details
1	DIN Number (if applicable)	Not Applicable
2	Name	Mr. Pratik Roy
3	Designation	Chief Human Resources Officer
4	Telephone number	+91 22 3368 4722
5	Email ID	Pratik.Roy@mahindraholidays.com

#### 2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

The Business Responsibility Policy ("BR Policy") addresses the following 9 principles as per the National Voluntary Guidelines on Social, Environmental & Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs, duly approved by the Board of Directors of the Company has been adopted by the Company. These briefly are as follows:

NVGs Principle:

- P1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
- P2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
- P3: Business should promote well-being of all employees.
- P4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.
- P5: Business should respect and promote Human Rights
- P6: Business should respect, protect, and make efforts to restore the environment
- P7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.
- P8: Businesses should support inclusive growth and equitable development
- P9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.

The responses regarding the above 9 principles (P1 to P9) are given below:

No.	Questions	Ethics and Transparency	Products Responsibility	Wellbeing of employees	Stakeholder Engagement	Human Rights	Environment Health and Safety	Responsible advocacy	Inclusive Growth and Equitable Development	Providing Value to Customers and Consumers
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have policy/policies for:	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with relevant stakeholders	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy confirm to any national / international standards? If yes specify(50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Has the policy been approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director	N (Note 1)	N (Note 1)	N (Note 1)	N (Note 1)	N (Note 1)	N (Note 1)	N (Note 1)	N (Note 1)	N (Note 1)
5.	Does the Company have a specified committee of the Board / Director / Official to oversee the implementation of the Policy	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online	Y (Note2)	Y (Note2)	Y (Note2)	Y (Note2)	Y (Note2)	Y (Note2)	Y (Note2)	Y (Note2)	Y (Note2)
7.	Has the policy been formally communicated to all relevant internal and external stakeholders	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the Company have in-house structure to implement the policy/policies	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholder's grievances to the Policy/policies	Y	Y	Y	Y	Y	Y	NA (Note 3)	Y	Y
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

Note 1 – These Policies have been signed by Mr. Pratik Roy, Chief Human Resources Officer post review with Mr. Kavinder Singh, Managing Director & CEO.

Note 2 – It has been Company's practice to upload all policies on the intranet site for the information and implementation by the internal stakeholders. The Code of Conduct for Directors, the Code of Conduct for All Employees, Business Responsibility Policy and CSR Policy are available on the Company's website i.e. [www.clubmahindra.com](http://www.clubmahindra.com).

Note 3 – This question is not applicable for influencing public and regulatory policy.

### 3. Governance related to Business Responsibility (BR)

Information with reference to BR framework:

- (1) Frequency of review, by the BR committee to assess the BR performance:

The BR Committee reviews BR performance of the Company periodically during a period of 3-6 months.

- (2) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The Company is publishing the BR Report for the first time and the same will be available on the website of the Company at [www.clubmahindra.com](http://www.clubmahindra.com). While no standalone sustainability report is published by the Company, Mahindra Group Sustainability Report as per the GRI framework is published annually. All Sustainability Reports from 2007-08 till 2015-16 are accessible on the Mahindra & Mahindra website <http://www.mahindra.com/about-us/sustainability>.

## SECTION E: PRINCIPLE-WISE PERFORMANCE

### Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/ Joint Ventures/ Suppliers/Contractors/NGOs /Others?

The Company has defined Code of Conduct for Directors as well as all employees of the Company that covers issues, inter alia, related to ethics, bribery and corruption. It also covers all dealings with suppliers, customers and other business partners and other stakeholders. The Code of Conduct for Senior Management and Employees forms an integral part of the induction of new employees.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

During the reporting year, 8 complaints were received from the shareholders, all of which were attended to/resolved till date.

The Company has different mechanisms for receiving and dealing with complaints from various stakeholders like Investors, Customers, Employees and Suppliers, etc.

### Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1. List upto 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

The Company endeavours to embed the principles of sustainability, as far as practicable, into the various stages of product or service life-cycle, including procurement of raw material, manufacturing of food products in the resorts or delivery of service and disposal by consumers. The Company also ensures environmental sustainability by building green spaces, responsible use and measures to rejuvenate natural resources and responsible waste management.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

- (a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

- (b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

The Company efforts are focused towards building green spaces that ensure the well-being of Vacation Ownership Members. All ongoing projects undergo pre-certification under the Indian Green building Council (IGBC) rating system. The Company identifies the significant environmental aspects arising from the activities and adopt mitigation plan to minimize the impact. The appearance of a Green Building will be similar to any other building. However, the difference is in the approach, which revolves round a concern for extending the life span of natural resources, provide human comfort, safety and productivity. This approach results in reduction in operating costs like energy and water, besides several intangible benefits.

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

- (a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

The Company has crafted extensive strategies to ensure sustainable consumption of energy, water and other resources in its businesses. This exemplary performance has been achieved by reducing specific energy consumption, continued efforts towards increasing share of renewable energy sources in total energy consumption, bringing marginal and low-productivity land under forest cover, recycling and reusing waste generated.

- Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

(a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The Company's Triple Bottom Line commitment to concurrently build economic, social and environmental capital has spurred innovation to compose a symphony of efforts that address some of the most challenging societal issues including widespread poverty and environmental degradation. These concerted efforts of the Company over the years have led to the creation of sustainable livelihoods for local people in the vicinity of our Business units, many of whom represent the most disadvantaged in society.

The Company's Vendors/Service providers and large outsourced facilities are encouraged to follow practices detailed under the ISO 9001, ISO 14001, OHSAS 18001 and Company's Corporate Environment Health and Safety (EHS) Guidelines. Contract manufacturing agreements provide for compliance with the Company's Guidelines on issues related to EHS, human rights and labour practices.

- Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Yes. The Company endeavours to integrate sustainability in the procurement process for its products and services across its business. It encourages resource efficiency in the supply chain and provides guidance to supply chain members and partners to adopt sustainable practices.

Further, Resource efficiency is integrated into product and process design and is a critical component in the creation of physical infrastructure, operations phase, logistics, water management, energy management and waste management.

**Principle 3: Businesses should promote the wellbeing of all employees –**

- Please indicate the Total number of on roll employees: 4,615 (including 19 international employees)
- Please indicate the Total number of employees hired on temporary / casual basis: 1647
- Please indicate the Number of permanent women employees:623
- Please indicate the Number of permanent employees with disabilities: 46
- Do you have an employee association that is recognized by management: Non
- What percentage of your permanent employees is members of this recognized employee association? NA
- Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

S. No:	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1	Child labour/forced labour/involuntary labour	Nil	Nil
2	Sexual harassment	3	1
3	Discriminatory employment	Nil	Nil

- What percentage of your under mentioned employees were given safety & skill upgradation training in the last year?
  - Permanent Employees : 73%
  - Permanent Women Employees : 77%
  - Casual/Temporary/Contractual Employees : 57%
  - Employees with Disabilities : 65%

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

- Has the company mapped its internal and external stakeholders? Yes/No: Yes
- Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders: Yes
- Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.

The Company approach for identifying and engaging with stakeholders includes shareholders, customers, employees, suppliers, communities, civil society and the government. The Company believes that an effective stakeholder engagement process is necessary for achieving its sustainability goal of inclusive growth. The Company has signed MOU with NGOs like Kautilya Sansthan, Disha, Sewa Bharat and also liaisons with community.

Further, the Company has implemented mechanisms to facilitate effective dialogues with all stakeholders across businesses, identify material concerns and their resolution in an equitable and transparent manner. These measures have helped the Company to develop strong relationships, which have withstood the test of time. These collaborative partnerships with communities manifest in the Company's CSR programmes such as rural development, social forestry, livestock entrepreneur projects and providing a facelift to rural schools, animal husbandry projects and women's empowerment. These initiatives augment the natural resource base of the nation and create sustainable rural livelihoods.

### **Principle 5: Businesses should respect and promote human rights**

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Business Responsibility Policy covers the aspects on Human Rights for the Company. Human Rights issues are a part of the supplier selection process and are also included in the contracts drawn up with them. The policy and its implementation are directed towards adherence to applicable laws and to uphold the spirit of human rights, as enshrined in existing international standards such as the Universal Declaration and the Fundamental Human Rights Conventions of the International Labour Organisation (ILO). The Company requires its employees and business partners to subscribe and adhere to this Policy.

The Company encourages and guides its supply chain partners to be human rights compliant in their operations. Company plays a positive role in building awareness on human rights for its key stakeholders and encourages respect for human rights of the local communities with specific focus on vulnerable and marginalised groups.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

During the last year 6 complaints were received under the Whistle blower mechanism and the same were resolved by the Company.

### **Principle 6: Business should respect, protect, and make efforts to restore the environment**

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

The Company has various policies related to environmental protection. The Green Supply Chain Management Policy includes environment protection and covers suppliers.

The Company has various policies related to environmental protection. The Policies on Life cycle assessment of products and services, Environment, Health and Safety and Responsible Sourcing provide the necessary direction towards climate change mitigation and adaptation efforts as well as natural resource replenishment initiatives. The subsidiaries/Joint Ventures are not covered under the Company's environmental policies for the reasons mentioned earlier.

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.?

Yes. The Company has direct measures across business units to ensure waste minimisation, segregation at source and solid waste recycling including Tree plantation. Use of recyclable products and those with recycled material content is encouraged. Reuse of building components, equipment, and furnishings. Minimization of construction waste and demolition of debris through reuse and recycling. Minimization of sanitary waste through reuse of greywater and water-saving devices. Rain water is harnessed for internal usage. Water is conserved through various techniques adopted during carrying out building operations. Sewage Treatment Plant (STP) are set up for treatment of wastewater and the treated water is reused for gardening purpose.

3. Does the company identify and assess potential environmental risks?

Yes, the Company has 22 resorts under the scope of Global Reporting Initiatives.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

The Company continually strives to conserve water and improve the efficiency of water utilization across our resorts by following 5 R principle (Reduce, Reuse, Recycle, Recharge and Rain water harvesting). Water Meters, using aerators and

prismatic taps water efficient showerheads installed at most of our resorts to address responsible water consumption. Installation of new bath fittings/flush tanks with less water usage. Installed signage boards in guest rooms and common area to create awareness amongst staff and guest to use water responsibly. Promoting laundry on alternative days. Auto sensors are installed in public area toilets across all resorts. The Company has joined EP100, making the commitment to double its energy productivity by 2030 and became the first global hospitality company to take on a leadership role in energy productivity and actively supporting India's national commitments to mitigate the impacts of climate change.

5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

Refer point No(s). 6(2) & 6(4) above.

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Yes

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year:

None

#### **Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner**

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

- (a) All India Resorts & Development Authority (AIRDA)
- (b) Bombay Chamber of Commerce and Industry
- (c) The Federation of Hotels and Restaurants Association of India
- (d) Confederation of Indian Industry

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

The Company participates as a Stakeholder of AIRDA on policies relating to vacation ownership (timeshare industry). Apart from participation in other industry associations related to economic reforms and skill developments.

#### **Principle 8: Businesses should support inclusive growth and equitable development**

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

The Company believes in the transformational capacity of strategic context of business to create game-changing development models by unleashing their power of entrepreneurial vitality, innovation and creativity enterprises possess, beyond mere financial resources. In line with this belief, the Company has crafted unique models to generate livelihoods and environmental capital. Such Corporate Social Responsibility (CSR) projects are far more replicable, scalable and sustainable, with a significant multiplier impact on sustainable livelihood creation and environmental replenishment. The Company's CSR programmes are guided by the Board approved CSR Policy.

The Company's high impact social development projects are aimed at enhancing environmental and natural capital; supporting rural development; promoting education; promoting healthcare, providing sanitation and drinking water; creating livelihoods for people, especially those belonging to the disadvantaged sections of society, in rural and urban India; preserving and promoting traditional art and culture and promoting sports.

#### **Livestock & Dairy Development – Providing Supplementary Incomes**

Owning, controlling and benefiting from livestock production will increase women's self-esteem and strengthen their role as producers and income generators within the household and in the community. Women's ability to manage their income is vital to the survival of many households. Women are more likely than men to use their incomes to improve their children's nutrition, health care, and schooling. Thus, financial freedom leads to women empowerment and build their capacity to be able to fend for their families and later become a vehicle for social change.

Goatery Project visualizes to facilitate Bhil Tribal women from below poverty line strata at Kumbhalgarh and Corbett to strengthen their income generating means by developing animal husbandry initiative which is their main means of survival



and occupation. Many of them are so poor that they are not able to buy a ram even and are living in abject poverty. Dairy farming has been initiated in Kumbhalgarh with a farmer's club.

### **Economic Empowerment of Women – Providing Social Dignity to Rural Women**

The Company's Women's Empowerment Programme, which creates supplementary incomes for rural women, is aimed at providing social dignity and economic independence to rural women through micro-enterprises and self-employment.

The programme currently supports operational Self Help Groups (SHG) with 340 members and have spent over ₹ 11, 30,500/- for microfinancing their enterprises.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/ any other organization?

### **Supporting Primary Education & Skills Development – Community Development Nanhi Kali Project –**

It has been Company's mission to encourage girl child education for which the Company has been regular donors to KC Mahindra trust providing the 50% of Company's CSR budget for Nanhi Kali. The contribution has helped the Company to support 4,531 girls from disadvantaged families in rural and urban areas in India for the academic year 2016-17.

Till date over 52,224 students have benefitted from the Company's school projects from 2006 till 2016 across 8 States of India and 9 cities. Rs. 298.77 Crores has been spent till date to provide a facelift to the derelict Government Schools. Locations where this transformation has been brought about are Ashtamudi, Binsar, Corbett, Ooty, Dharamsala, Jaisalmer, Kandaghat, Udaipur, Manali, Munnar and Kanha. All of them are Government Schools which have been neglected for years because the funds received from the Government are not adequate.

Separate toilets were made for the boys and girls with water facility. This was a novel experience for the students. Bore wells were dug to provide drinking water. Sintex Tanks, Aquaguard with RO system was made available for children to have safe clean drinking water. Water stations were constructed. Hand washing facilities were provided.

As most of the Schools ran the Midday Meal programme, the Company sponsored the renovation of kitchens by constructing kitchen platforms with tiles, tiled utensil washing areas with proper water facility.

As a part of skill development initiatives, more than 100 youths from Mahindra Pride School were provided on job training this year, of which most belonged to the marginalised communities, thus contributing to the Company's affirmative action commitment.

Company signed an MOU with NGO Sewa Bharat and started a Sewa Resource Centre at Mussoorie. 25 students were inducted for Hospitality training of which 19 continued. 10 students joined MHRIL in the month of February in Udaipur, Mussoorie, Binsar, Kanatal and Hatgad. 2nd batch of 60 students completed training at the end of April with 100% placement. 250 students received career counselling. 30 students received training for Beauty & Wellness at Sewa Resource Centre Mussoorie.

3. Have you done any impact assessment of your initiative? –

Yes. The Company had conducted an impact assessment of the School Project at Hejamadi Kody in Mangalore, Skill Development Project with Sewa Bharat in Mussoorie, Bal Panchayat at Pondicherry, a small scale enterprise Areca leaf plate making microfinance project in Chennai and Rural Development Project with Disha NGO in Maharashtra.

4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.

The Company's contribution to community development projects amounts to ₹ 288 lakh during the Financial year 2016-17. Details of the major projects undertaken are available in the Annual Report on CSR Activities – Annexure III to Directors Report.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so. –

The Company involves the community in decision-making process right from problem identification through planning and implementation. The extensive engagement with the community establishes joint ownership of projects. All concerns are addressed amicably and the initiatives are adopted since they are designed as per the identified and prioritized needs of the community by means of Participatory Rural Appraisal technique to garner the support and acceptance of the development projects identified. The Projects are implemented with active participation of the communities and progress is jointly evaluated with the community representatives. Regular monitoring and verification is conducted by teams to ensure that initiatives implemented are sustained. While feedback provided by the community is incorporated and the learning cycle is mapped for each initiative.



**Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner**

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.  
The Company follows a robust way of tracking vacation ownership member (customer) complaints and focus has been to make it easy for customer voices to be heard and accordingly, a well-established escalation matrix has been published on Company's website. The Company is also having servicing platform on its mobile app (introduced during last year) through which customers can raise their issues. The Company also keeps its eyes open to the social media and any customer complaints on any website is picked up immediately. All customer complaints are attended to with utmost seriousness and the entire organization focusses on addressing and reducing complaints. Of the total customer complaints, 3% were pending at the end of the year.
2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)  
Since the Company is not into manufacturing of products, the requirement of displaying product labeling is not applicable to its service offerings directly to its vacation ownership members/guests. However, the information relating to the entitlement, benefits, usage terms etc. of the vacation ownership membership are detailed in the Membership Rules stated in the Member Application Forms. In addition to that, the Company's resorts have safety information as deemed appropriate and all vacation ownership members / guests are duly informed about the various activities at the resorts which can be enjoyed after complying with the necessary safety measures.
3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year? If so, provide details thereof, in about 50 words or so.  
None
4. Did your company carry out any consumer survey/ consumer satisfaction trends?  
Being a long-term relationship & experiential product, the Company monitors vacation ownership members loyalty across all key lifecycle touch points, post every transaction of the member with the brand. This is done through the CAPS metric. Every feedback also has supplementary questions that guide the Company to understand positive & negative experiences and act accordingly. The Company also captures sentiments on member comments on the various feedback forms through Artificial Intelligence and acts on it regularly. The Company's CAPS score was 60 at the end of FY17. An organization's score of above 50 is considered exceptional based on this methodology.  
Further, the Company had carried out a consumer survey through U&A (Usage and Attitude) Study conducted by Drshti Strategic Research Services Pvt. Ltd and Brand Track Study conducted by Nepa India Private Limited.

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