



Food Loss & Waste Policy

Purpose:

Mahindra Holidays & Resorts India Limited (“MHRIL”) recognises that responsible food management is integral to sustainable hospitality operations. Minimising food loss and food waste reduces environmental impact, supports community well-being, improves operational efficiency and contributes to national and global sustainability objectives.

This Policy sets out MHRIL’s approach to systematically measuring, reducing and responsibly managing food loss and waste across its resort and hotel dining operations, while maintaining food safety, quality and guest experience.

Scope:

This Policy applies to all offices, managed resorts and hospitality operations, covering food sourcing, storage, preparation, service and handling activities. It includes restaurants, buffets, banquets, cafés, bars, in-room dining and team dining facilities, as well as all employees involved directly or indirectly in food handling.

The Policy also extends to suppliers, vendors and partners involved in the sourcing, delivery and handling of food, to the extent relevant to MHRIL’s operations.

Commitment to Reducing Food Loss and Waste:

MHRIL is committed to reducing food loss and waste across its resorts through prevention at source, operational efficiency, responsible sourcing and awareness-building. The Company seeks to actively support responsible consumption among guests and employees while ensuring that unavoidable food waste is managed in an environmentally responsible manner.

Measurement, Monitoring & Reporting:

MHRIL shall maintain structured programmes to measure and monitor food loss and waste across resort kitchens and dining operations. Monitoring shall cover key stages of the food lifecycle, including procurement, storage, preparation, cooking, buffet and banquet service, and post-consumption plate waste.

Food loss and waste data shall be reviewed across broad food categories such as fruits and vegetables, grains and cereals, bakery items, dairy products, meats, seafood and prepared dishes, as well as by operational stage. Insights generated through monitoring and periodic reviews shall be used to identify trends, inform operational improvements,

support staff training and strengthen decision-making across resorts.

Over time, MHRIL will continue to enhance consistency and robustness in data capture and internal reporting in line with evolving business needs and sustainability reporting expectations.

Food Loss Prevention Across Operations:

MHRIL shall seek to prevent food loss through improved planning, forecasting and operational practices appropriate to resort environments. This includes optimised procurement and inventory management, appropriate storage conditions, adherence to First-In, First-Out (FIFO) and First-Expiry, First-Out (FEFO) inventory management practices, and menu planning aligned with occupancy patterns and guest preferences.

Kitchen operations shall emphasise efficient preparation practices, standardised recipes, portion-controlled batch cooking and regular yield analysis, and promote approaches such as nose-to-tail and root-to-stem utilisation of ingredients, where appropriate, to minimise avoidable food loss while maintaining food quality and safety. Buffet and banquet services shall focus on demand-based menu design, small-batch replenishment and live or made-to-order service formats to reduce overproduction, while maintaining a high-quality guest experience.

Targets and Continuous Improvement:

MHRIL shall establish measurable, annual food loss and waste reduction objectives at the resort level, with a focus on year-on-year improvement, and shall implement standardised food loss and waste management practices across all resorts to enable Net Zero Waste outcomes. Progress shall be reviewed periodically at the individual resort level and, where appropriate, at an aggregated level to inform management oversight and continuous improvement.

Operational practices, infrastructure and processes shall be reviewed and refined on an ongoing basis based on annual performance outcomes, operational learnings and emerging best practices in hospitality food management.

Responsible Use of Unavoidable Food Waste:

Where food waste cannot be avoided, MHRIL shall prioritise responsible utilisation and recovery options. These include composting for landscaping or horticultural use within resorts, conversion of food waste to biogas for on-site energy use, and other appropriate recovery pathways in accordance with applicable regulations.

Responsible and Localised Sourcing:

MHRIL recognises that responsible sourcing plays a critical role in reducing food loss and waste while supporting environmental stewardship, sustainable food systems and community well-being. The Company shall support local and regional sourcing from farmers, growers, artisans and fisheries to improve freshness, reduce transportation-related losses and strengthen local livelihoods.

In evaluating sourcing options, MHRIL may consider alignment with recognised sustainability principles and credible certification frameworks for food and agricultural products, such as those relating to responsibly sourced seafood, sustainably managed forest-based products, animal welfare practices and low-impact agricultural methods. Preference shall be given to seasonal produce and ingredients suited to local ecological conditions, while ensuring food safety, quality, affordability and guest satisfaction remain paramount.

Collaboration with Supply Chain Partners:

MHRIL will work collaboratively with suppliers and service providers to reduce food loss and waste across the value

chain. This includes improving handling and storage practices, reducing damage and spoilage during transport, aligning packaging choices to minimise food loss, and exploring joint initiatives that enhance efficiency and sustainability outcomes.

Training, Awareness and Engagement:

MHRIL shall build capability and awareness among employees involved in food procurement, preparation and service. Training and awareness programmes shall support responsible food handling, waste reduction practices and alignment with the principles of this Policy.

The company may engage guests, where appropriate, through awareness initiatives that encourage responsible consumption while preserving the overall guest experience.

Governance and Accountability:

The Corporate Chef shall be responsible for overall implementation, training and monitoring of this Policy across all

resorts. Resort Managers shall be accountable for property-level execution, while the Corporate Purchasing General Manager will ensure alignment of sourcing practices with Policy principles.

Progress under this Policy shall be reviewed periodically to ensure effectiveness, consistency and continuous improvement.

Review:

This Policy shall be reviewed periodically and updated as necessary to reflect changes in business operations, regulatory requirements, sustainability standards and evolving best practices in the hospitality sector.

Manoj Bhat
Managing Director & CEO

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THANK YOU!

