

DLF LIMITED

DLF Gateway Tower, R Block,
DLF City Phase – III, Gurugram – 122 002,
Haryana (India)
Tel.: (+91-124) 4396000, investor-relations@dlf.in



16th July 2024

To, The General Manager Dept. of Corporate Services BSE Limited P.J. Tower, Dalal Street, Mumbai 400 001	To, The Vice-President National Stock Exchange of India Limited Exchange Plaza, Bandra Kurla Complex, Bandra (E), Mumbai-400051
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Sub: Business Responsibility and Sustainability Report for Financial Year (FY) 2023-24

Dear Sir/Madam,

This is to inform you that in terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report (BRSR) for FY 2023-24 along with Reasonable Assurance Report for BRSR Core Indicators.

The BRSR also forms part of the Annual Report of the Company for FY 2023-24, submitted to the exchange vide letter dated 16th July 2024.

This is for your kind information and record please.

Thanking you,

Yours faithfully,
for **DLF Limited**

R. P. Punjani
Company Secretary

Encl.: As above

For Stock Exchange's clarifications, please contact:-
Mr. R. P. Punjani – 09810655115 / punjani-rp@dlf.in
Mr. Amit Kumar Sinha - 09810988710/ sinha-amit@dlf.in

Section A: GENERAL DISCLOSURES
I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the Listed Entity:** L70101HR1963PLC002484
2. **Name of the Listed Entity:** DLF Limited (‘DLF’)
3. **Year of incorporation:** 1963
4. **Registered office address:** Shopping Mall, 3rd Floor, Arjun Marg, Phase – I, DLF City, Gurugram - 122 002 (Haryana)
5. **Corporate address:** DLF Gateway Tower, R Block, DLF City, Phase - III, Gurugram - 122 002 (Haryana)
6. **E-mail:** corporateaffairs@dlf.in
7. **Telephone:** 0124-4334200 and 0124-4396000
8. **Website:** <https://www.dlf.in>
9. **Financial Year (FY) for which reporting is being done:** 2023-24
10. **Name of the Stock Exchange(s) where shares are listed:** BSE Limited (BSE), National Stock Exchange of India Limited (NSE)
11. **Paid-up Capital:** ₹ 495.06 crore
12. **Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report:**

Name: Mr. R.P. Punjani
 Designation: Company Secretary & Compliance Officer

Telephone: 0124-4396000

E-mail Id: punjani-rp@dlf.in

13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).**

The disclosures under this report are made on a consolidated basis i.e. for DLF Limited and its subsidiaries, including joint ventures and associates (including joint ventures and associates which are not consolidated as per the applicable accounting standards).

14. **Name of assurance provider:** SGS India Private Limited
15. **Type of assurance obtained:** Reasonable Assurance for BRSR Core Indicators

II. List of Products/ Services

16. **Details of business activities (accounting for 90% of the entity’s turnover):**

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Real Estate	Real Estate Activities with own or leased property	100%

17. **Products/ Services sold by the entity (accounting for 90% of the entity’s Turnover):**

S. No.	Product/ Service	NIC Code	% of total Turnover contributed
1	Real Estate Development	681	100%

III. Operations

18. **Number of locations where plants and/ or operations/ offices of the entity are situated:**

Location	Number of plants	Number of offices	Total
National	Not applicable	17 ¹	17
International	Not applicable	0	0

19. **Markets served by the entity:**

a. Number of locations

Locations	Number
National (Nos. of States and Union Territories)	13 ²
International (Markets Served)	Nil

- b. **What is the contribution of exports as a percentage of the total turnover of the entity?**

Not Applicable

c. A brief on types of customers

DLF is one of the leading real estate companies in India, that has been contributing towards sustainable urbanization with its diverse portfolio of assets including residential, commercial and retail properties, designed to meet the requirements of both, businesses and individual customers. The Company’s dedication to sustainable urbanization is clearly reflected in its wide range of offerings, which plays a significant role in developing lively and environment friendly urban areas throughout the nation.

- i. **Development portfolio** of DLF encompasses residential housing projects, designed to meet the needs of residential customers (including under construction projects).
- ii. **Rental portfolio** of DLF comprises operational commercial office spaces, retail offering, encompassing malls, shopping complexes and recreational spaces; and
- iii. **Hospitality portfolio** of DLF includes hotels and clubs.

1 Includes own offices of DLF Group and project offices that are part of rental portfolio.

2 Includes 10 States and 3 Union Territories.

IV. Employees**20. Details as at the end of Financial Year:****a. Employees and Workers (including differently abled):**

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/ A)	No. (C)	% (C/ A)
EMPLOYEES						
1.	Permanent (D)	2,507	2,223	89%	284	11%
2.	Other than Permanent (E)	Not Applicable ³				
3.	Total employees (D+E)	2,507	2,223	89%	284	11%
WORKERS						
4.	Permanent (F)	Not Applicable ⁴				
5.	Other than Permanent (G)					
6.	Total workers (F+G)					

b. Differently abled Employees and Workers:

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/ A)	No. (C)	% (C/ A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	Not Applicable ³				
3.	Total differently abled employees (D+E)	0	0	0	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Not Applicable ⁴				
5.	Other than Permanent (G)					
6.	Total differently abled workers (F+G)					

21. Participation/ Inclusion/ Representation of Women

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B/ A)
Board of Directors	13	4	30.77%
Key Managerial Personnel⁵	1	0	0

22. Turnover rate for permanent employees and workers

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	18%	29%	19%	19%	18%	17%	14%	8%	22%
Permanent Workers	Not Applicable ⁴								

3 DLF does not have any 'Other than Permanent' employees. Hence, in all the sections, details sought for 'Other than Permanent' employee category are not applicable to DLF.

4 All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

5 As on 31 March 2024, out of 4 KMPs, 2 Managing Directors and 1 Whole-time Director designated as the Chairman, are part of the Board of Directors. As Mr. Ashok Kumar Tyagi, Managing Director is also the Chief Financial Officer of the Company, hence his details have been mentioned under Board of Directors. Further, as Mr. Vivek Anand was the Group Chief Financial Officer of the Company up till 29 February 2024, hence his details have not been mentioned.

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding/ subsidiary/ associate companies/ joint ventures

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participated in the Business Responsibility initiatives of the listed entity? (Y/ N)
1	Rajdhani Investments and Agencies Private Limited	Holding	61.53	<p>Yes</p> <p>The Company's Policies on Code of Conduct, Corporate Governance and principles of BRSR are applicable and followed across the Company and its Subsidiaries.</p> <p>The Joint Ventures and Associates do not participate in the Business Responsibility initiatives of the Company.</p>
2	Amishi Builders & Developers Private Limited	Subsidiary	100.00	
3	Angelina Real Estates Private Limited	Subsidiary	100.00	
4	Breeze Constructions Private Limited	Subsidiary	100.00	
5	Dalmia Promoters and Developers Private Limited	Subsidiary	100.00	
6	Delanco Realtors Private Limited	Subsidiary	100.00	
7	Deltaland Buildcon Private Limited	Subsidiary	100.00	
8	DLF Aspinwal Hotels Private Limited	Subsidiary	100.00	
9	DLF Cochin Hotels Private Limited	Subsidiary	100.00	
10	DLF Property Developers Limited	Subsidiary	100.00	
11	DLF Home Developers Limited	Subsidiary	100.00	
12	DLF Homes Goa Private Limited	Subsidiary	100.00	
13	DLF Info Park (Pune) Limited	Subsidiary	100.00	
14	DLF Luxury Homes Limited	Subsidiary	100.00	
15	DLF Projects Limited	Subsidiary	100.00	
16	DLF Recreational Foundation Limited	Subsidiary	99.74	
17	DLF Residential Partners Limited	Subsidiary	100.00	
18	DLF Southern Towns Private Limited	Subsidiary	100.00	
19	DLF Universal Limited	Subsidiary	100.00	
20	DLF Utilities Limited	Subsidiary	100.00	
21	Domus Real Estate Private Limited	Subsidiary	100.00	
22	Edward Keventer (Successors) Private Limited	Subsidiary	100.00	
23	Galleria Property Management Services Private Limited	Subsidiary	100.00	
24	Isabel Builders & Developers Private Limited	Subsidiary	100.00	
25	Lodhi Property Company Limited	Subsidiary	100.00	
26	Niobe Builders & Developers Private Limited	Subsidiary	100.00	
27	Paliwal Developers Limited	Subsidiary	100.00	
28	Riveria Commercial Developers Limited	Subsidiary	100.00	
29	DLF Builders and Developers Private Limited	Subsidiary	100.00	

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participated in the Business Responsibility initiatives of the listed entity? (Y/ N)
30	Shivaji Marg Maintenance Services Limited	Subsidiary	100.00	
31	DLF Info City Hyderabad Limited	Subsidiary	100.00	
32	Kolkata International Convention Centre Limited	Subsidiary	99.90	
33	DLF Homes Panchkula Private Limited	Subsidiary	99.94	
34	Ananti Builders & Construction Private Limited	Subsidiary	100.00	
35	Atherol Builders & Developers Private Limited	Subsidiary	100.00	
36	Blanca Builders & Developers Private Limited	Subsidiary	100.00	
37	Cadence Builders & Constructions Private Limited	Subsidiary	100.00	
38	Damalis Builders & Developers Private Limited	Subsidiary	100.00	
39	Demarco Developers and Constructions Private Limited	Subsidiary	100.00	
40	Garv Developers Private Limited	Subsidiary	100.00	
41	Karida Real Estates Private Limited	Subsidiary	100.00	
42	Kokolath Builders & Developers Private Limited	Subsidiary	100.00	
43	Milda Buildwell Private Limited	Subsidiary	100.00	
44	Mohak Real Estate Private Limited	Subsidiary	100.00	
45	Mufallah Builders & Developers Private Limited	Subsidiary	100.00	
46	Naja Estates Developers Private Limited	Subsidiary	100.00	
47	Nadish Real Estate Private Limited	Subsidiary	100.00	
48	Raeks Estates Developers Private Limited	Subsidiary	100.00	
49	Skyrise Home Developers Private Limited	Subsidiary	100.00	
50	Talvi Builders & Developers Private Limited	Subsidiary	100.00	
51	Uncial Builders & Constructions Private Limited	Subsidiary	100.00	
52	Verano Builders & Developers Private Limited	Subsidiary	100.00	
53	Zima Builders & Developers Private Limited	Subsidiary	100.00	
54	Cyrano Builders & Developers Private Limited	Subsidiary	100.00	
55	Hathor Realtors Private Limited	Subsidiary	100.00	
56	Hesper Builders & Developers Private Limited	Subsidiary	100.00	
57	Ken Buildcon Private Limited	Subsidiary	100.00	
58	Baal Realtors Private Limited	Subsidiary	100.00	

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participated in the Business Responsibility initiatives of the listed entity? (Y/ N)
59	Gaynor Builders & Developers Private Limited	Subsidiary	100.00	
60	Hurley Builders & Developers Private Limited	Subsidiary	100.00	
61	Muriel Builders & Developers Private Limited	Subsidiary	100.00	
62	Rujula Builders & Developers Private Limited	Subsidiary	100.00	
63	Senymour Builders & Constructions Private Limited	Subsidiary	100.00	
64	Adana Builders & Developers Private Limited	Subsidiary	100.00	
65	Ati Sunder Estates Developers Private Limited	Subsidiary	100.00	
66	DLF WellCo Private Limited (formerly Ethan Estates Developers Private Limited)	Subsidiary	100.00	
67	First India Estates and Services Private Limited	Subsidiary	100.00	
68	Musetta Builders & Developers Private Limited	Subsidiary	100.00	
69	Niabi Builders & Developers Private Limited	Subsidiary	100.00	
70	Pegeen Builders & Developers Private Limited	Subsidiary	51.00	
71	Sugreeva Builders & Developers Private Limited	Subsidiary	100.00	
72	Tatharaj Estates Private Limited	Subsidiary	100.00	
73	Zebina Real Estates Private Limited	Subsidiary	100.00	
74	DLF Office Developers Private Limited	Subsidiary	85.00	
75	DLF Lands India Private Limited	Subsidiary	66.66	
76	DLF Assets Limited	Subsidiary	66.66	
77	DLF City Centre Limited	Subsidiary	66.66	
78	DLF Cyber City Developers Limited	Subsidiary	66.66	
79	DLF Emporio Limited	Subsidiary	66.66	
80	DLF Info City Developers (Chandigarh) Limited	Subsidiary	66.66	
81	DLF Info City Developers (Kolkata) Limited	Subsidiary	66.66	
82	DLF Info Park Developers (Chennai) Limited	Subsidiary	66.66	
83	DLF Power & Services Limited	Subsidiary	66.66	
84	DLF Promenade Limited	Subsidiary	66.66	
85	Nambi Buildwell Limited	Subsidiary	66.66	
86	Paliwal Real Estate Limited	Subsidiary	66.66	
87	DLF Info City Chennai Limited	Subsidiary	66.66	
88	Fairleaf Real Estate Private Limited	Subsidiary	66.66	
89	Atrium Place Developers Private Limited (formerly Aadarshini Real Estate Developers Private Limited)	Subsidiary	67.00	

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participated in the Business Responsibility initiatives of the listed entity? (Y/ N)
90	DLF Midtown Private Limited	Subsidiary	50.00	
91	DLF Urban Private Limited	Subsidiary	50.00	
92	Amon Estates Private Limited	Subsidiary	100.00	
93	Calista Real Estates Private Limited	Subsidiary	100.00	
94	Hestia Realtors Private Limited	Subsidiary	100.00	
95	Chevalier Builders & Constructions Private Limited	Subsidiary	100.00	
96	Erasma Builders & Developers Private Limited	Subsidiary	100.00	
97	Laraine Builders & Constructions Private Limited	Subsidiary	100.00	
98	Snigdha Builders & Constructions Private Limited	Subsidiary	100.00	
99	Alankrit Estates Limited ^{SA}	Subsidiary	0.02	
100	Kirtimaan Builders Limited ^{SA}	Subsidiary	0.00	
101	Ujagar Estates Limited ^{SA}	Subsidiary	0.11	
102	DLF Estate Developers Limited ^A	Subsidiary	100.00	
103	Tiberias Developers Limited ^A	Subsidiary	100.00	
104	DLF IT Offices Chennai Private Limited	Subsidiary	100.00	
105	DLF Garden City Indore Private Limited	Subsidiary	100.00	
106	DLF Residential Developers Limited	Subsidiary	100.00	
107	Latona Builders & Constructions Private Limited	Subsidiary	100.00	
108	Livana Builders & Developers Private Limited	Subsidiary	100.00	
109	Chamundeswari Builders Private Limited	Subsidiary	100.00	
110	Bhamini Real Estate Developers Private Limited	Subsidiary	100.00	
111	Chandrajyoti Estate Developers Private Limited	Subsidiary	100.00	
112	DLF Exclusive Floors Private Limited	Subsidiary	100.00	
113	Nellis Builders & Developers Private Limited	Subsidiary	100.00	
114	Rochelle Builders & Constructions Private Limited	Subsidiary	100.00	
115	Urvasi Infratech Private Limited	Subsidiary	100.00	
116	Oriel Real Estates Private Limited	Subsidiary	100.00	
117	Afaaf Builders & Developers Private Limited	Subsidiary	100.00	
118	Aaralyn Builders & Developers Private Limited	Subsidiary	100.00	
119	Akina Builders & Developers Private Limited	Subsidiary	100.00	

^S Subsidiary Companies by virtue of control over the composition of the Board of Directors of these Companies.

^A These companies stand merged with DLF Utilities Limited vide order dated 16.04.2024 of the Hon'ble National Company Law Tribunal, Chandigarh.

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participated in the Business Responsibility initiatives of the listed entity? (Y/ N)
120	Arlie Builders & Developers Private Limited	Subsidiary	100.00	
121	Cadence Real Estates Private Limited	Subsidiary	100.00	
122	Hoshi Builders & Developers Private Limited	Subsidiary	100.00	
123	Jayanti Real Estate Developers Private Limited	Subsidiary	100.00	
124	Naja Builders & Developers Private Limited	Subsidiary	100.00	
125	Ophira Builders & Developers Private Limited	Subsidiary	100.00	
126	Qabil Builders & Developers Private Limited	Subsidiary	100.00	
127	Sagardutt Builders & Developers Private Limited	Subsidiary	100.00	
128	Unicorn Real Estate Developers Private Limited	Subsidiary	100.00	
129	Vamil Builders & Developers Private Limited	Subsidiary	100.00	
130	Zanobi Builders & Constructions Private Limited	Subsidiary	100.00	
131	Tane Estates Private Limited	Subsidiary	100.00	
132	Invecon Private Limited [§]	Subsidiary	5.22	
133	Uni International Private Limited [§]	Subsidiary	3.24	
134	Vikram Electric Equipment Private Limited [§]	Subsidiary	4.48	
135	Prewitt Builders & Constructions Private Limited [§]	Subsidiary	0.00	
136	Berit Builders & Developers Private Limited [§]	Subsidiary	0.00	
137	Adoncia Builders & Developers Private Limited [§]	Subsidiary	0.00	
138	Amandla Builders & Developers Private Limited [§]	Subsidiary	0.00	
139	Murdock Builders & Developers Private Limited [§]	Subsidiary	0.00	
140	Manini Real Estates Private Limited [§]	Subsidiary	0.00	
141	Arizona Globalservices Private Limited	Associate	48.94	
142	Designplus Associates Services Private Limited	Associate	42.49	
143	DLF SBPL Developers Private Limited	Associate	50.00	
144	GHL Hospital Limited	Associate	50.00	

VI. CSR Details

24. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: (Yes/ No):

Yes.

(ii) Turnover (in ₹): 3,242.58 crore

(iii) Net worth (in ₹): 29,472.19 crore

[The Turnover (Revenue from Operations) and Net-Worth have been mentioned based on the Standalone financial statements of DLF Limited w.r.t. CSR details].

§ Subsidiary Companies by virtue of control over the composition of the Board of Directors of these Companies.

VII. Transparency and Disclosures Compliances**25. Complaints/ Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes (Refer Point 1)	0	0	-	0	0	-
Investors (other than shareholders)	Yes (Refer Point 2)	0	0	-	0	0	-
Shareholders	Yes (Refer Point 3)	6	0	Complaints pertained to the rematerialisation request, request for transmission of shares, IEPF related requests and request for annual report. All investor grievances received were promptly resolved.	6	0	Complaints pertained to matters including payment of unclaimed dividend, request for Annual Report etc. All investor grievances received were promptly resolved.
Employees and Workers ⁴	Yes (Refer Point 4)	0	0	-	0	0	-
Customers	Yes (Refer Point 5)	924	43	Complaints pertained to matters including delivery of services in DLF's rental buildings (Provision of electricity, security, plumbing, elevator services etc.) that are closed within the turnaround time, else are escalated/ parked for appropriate closure. Also include consumer complaints filed with judicial forums.	1013	82	Complaints pertained to matters including delivery of services in DLF's rental buildings (provision of electricity, security etc.) and consumer complaints filed with judicial forums.
Value Chain Partners	Yes (Refer Point 6)	0	0	-	0	0	-

Every stakeholder group has a grievance redressal platform in the organization, details of which are present on the Company's website.

1. Communities

DLF engages with community members via its social arm i.e. DLF Foundation. The community stakeholders can report their concerns and grievances to DLF through dedicated channels provided on the website of DLF Foundation i.e. <https://www.dlffoundation.in/contact.php>, including contact number, e-mail and office address. Additionally, community members can e-mail their concerns or grievances, directly to DLF Foundation's official e-mail ID **dlf-foundation@dlf.in**.

In addition, DLF is closely connected with communities

as part of its CSR programmes. The respective programmes team engages with community stakeholders through field visits and community meetings, to receive and redress their concerns.

2. Investors

Investors have access to the Company Secretary of DLF Limited through a dedicated e-mail i.e. **investor-relations@dlf.in**, to report any concerns or grievances.

Additionally, the website of DLF Limited also hosts a dedicated section for the Institutional Investors to post their queries.

⁴ All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

3. Shareholders

Shareholders have access to the Company Secretary of DLF Limited through a dedicated e-mail i.e. **investor-relations@dlf.in**, to report any concerns or grievances.

Refer link for Shareholders Rights Policy

4. Employees

DLF has a formal mechanism under its Whistle Blower Policy, that allows employees to report any concerns or grievances to the Whistle Blower Committee or otherwise as mentioned under the Whistle Blower Policy.

Refer link for Whistle Blower Policy

In addition, employees can report their grievances to HR Business Partners assigned to each employee. Further, there are internal processes in place for the employees to report their concerns.

5. Customers

A dedicated team of trained customer service personnel is in place to address customer complaints. A robust complaint management system has been implemented through a digital application, where customers can register their complaint. Every customer issue is recorded in the application for tracking and resolving within a defined resolution timeframe.

Customers can also report any concerns or grievances through the Customer Support portal on DLF website at **<https://www.dlf.in/customer-Support>**.

In addition to the above, DLF's Customer Satisfaction Policy reflects the commitment of DLF towards continuous enhancement of customer experience and products/ services across its products portfolio traversing the operational boundary of the Company including all its subsidiaries/ associates.

Refer link for Customer Satisfaction Policy

6. Value Chain Partners

DLF's Whistle Blower Policy allows value chain partners, including suppliers, contractors and vendors carrying out business(es) with the Company, to report any complaints or concerns to the Whistle Blower Committee. The Whistle Blower Policy is an extension of the Company's Code of Conduct through which the Company seeks to provide a mechanism for its value chain partners to disclose any unethical and/ or improper practice(s) taking place in the Company for appropriate action and reporting. Through this policy, the Company provides the necessary safeguards to all Whistle Blowers for making disclosures in good faith.

Refer Link for Whistle Blower Policy

26. Overview of the entity's material responsible business conduct issues.

Indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to the business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (positive or negative implications)
1	Regulatory Compliance	Risk	Refer to Point 1 below	Refer to Point 1 below	Negative
2	Impacts of Climate Change	Risk	Refer to Point 2 below	Refer to Point 2 below	Negative
3	Health and Safety	Risk	Refer to Point 3 below	Refer to Point 3 below	Negative
4	Water and Wastewater Management	Risk	Refer to Point 4 below	Refer to Point 4 below	Negative
5	Energy Efficiency	Opportunity	Refer to Point 5 below	Refer to Point 5 below	Positive

1. Regulatory Compliance

Risk:

The potential failure to adhere to rapidly evolving regulatory requirements poses a significant threat to the Company, risking adverse consequences and undermining stakeholders' trust. The continuously changing landscape of environmental and social regulations increases the likelihood of non-compliance, which could result in financial penalties and adverse impact on the brand's reputation.

Mitigation Measures:

DLF is dedicated to fostering a culture of compliance throughout the organization, supported by a zero-tolerance policy and a comprehensive set of policies addressing environmental, social and governance concerns. Compliance risks at DLF are regularly assessed, with constantly evolving procedures and practices to meet compliance obligations in accordance with current regulations and market dynamics.

- Management upholds rigorous processes through a dedicated governance structure to ensure all necessary statutory and regulatory approvals are obtained prior to launching of any project;
- Disciplinary procedures are in place which are supplemented by training and awareness initiatives on the Company's Code of Conduct, aimed at preventing instances of non-compliance;
- Compliances across all businesses are monitored at specified intervals/frequencies, including annual third-party audits to identify and rectify any instances of non-conformities;
- DLF has established a robust, institutionalized and integrated compliance framework to provide management and the Board with reasonable assurance regarding the effectiveness of its compliance management systems; and
- DLF has in place a Compliance Management Tool to enhance internal controls through automation;

2. Impacts of Climate Change

Risk:

The escalation in the severity of extreme weather phenomena, such as natural disasters, along with the rising mean temperatures and sea level poses risk to our real estate portfolio. This entails potential future repercussions, including financial burden of repairing and replacing assets damaged by natural calamities, as well as subsequent property downtime. Moreover, there is a significant transition risk arising from the adaptation of technology, sustainable energy practices and availability of capital to combat climate change.

DLF's rental business portfolio has conducted a Climate Change-related Risk Assessment (CCRA) to comprehend the consequences of climate change while evaluating risks from energy and water management. This has been conducted through a thorough scenario analysis wherein transition risks such as policy and legal, technological and market risks have been identified.

Under each of these categories, the following **transition risks** were detected:

- Policy and legal risks:** Enhancing emissions reporting obligations and regulation of existing products and services;
- Technological risks:** Costs of transfer to lower emissions technology; and
- Market risks:** Changing customer behaviors.

In addition to transition risks, **physical risks** such as the following have also been identified through the CCRA:

- Acute hazards:** Flash floods, river floods, storm surges and tropical cyclones; and
- Chronic stressors:** Drought stress, heat stress, precipitation stress, rising mean temperatures, rising sea levels.

Mitigation Measures:

To address these challenges, DLF has devised a mitigation strategy that involves the comprehensive mapping of physical risks associated with both, its existing portfolio and forthcoming projects. Subsequently, DLF has integrated physical adaptation and mitigation measures tailored to safeguard assets which are deemed vulnerable. DLF has also undertaken the following measures:

- DLF's buildings are engineered to withstand seismic activity beyond the designated zone of their construction, ensuring heightened resilience in the event of earthquakes. Furthermore, rainwater harvesting wells have been installed to mitigate the risk of flooding at sites.
- The majority of DLF's buildings are being designed to adhere to the LEED Green Building Certification standards. The Company has earned accolades such as LEED Platinum Certification from the U.S. Green Building Council (USGBC) and the Sword of Honour Award from the British Safety Council. Compliant with these regulations, DLF's buildings are meticulously designed to foster the efficient utilization of energy and resources.
- To effectively address the potential consequences arising from climate change-related physical risks, DLF's rental portfolio has implemented a range of measures. These include the adoption of flood resilience measures, storm water management strategies, water-efficient processes, third-party insurances, energy-efficient technology and establishment of Standard Operating Procedures (SOPs) as emergency response plans. By employing both structural and non-structural approaches, the rental portfolio aims to mitigate the impact of climate change and ensure the sustainability of its operations.

3. Health and Safety

Risk:

DLF is engaged in construction and management of a significant real estate portfolio. Owing to the nature of its operations, DLF acknowledges health and safety as a potential risk to its operations. Recognizing the direct impact of Occupational Health and Safety (OHS) performance on productivity, ensuring the well-being of employees, contractors and local communities neighboring the Company's project sites remain paramount.

Additionally, the Company is committed to provide secured facilities to all its customers and tenants, inhabiting DLF's leased properties.

Mitigation Measures:

Health and Safety (including Fire Safety) represents core focal points for DLF and the Company has established partnerships with external specialists from some of the top Health and service providers who support assurance through audits and assessments. Some of the measures undertaken are as under:

- DLF has instituted a Health and Safety Management System, conforming to ISO 45001 standards, underpinned by rigorous safety protocols, earning it a Five Star Rating for Occupational Health and Safety from the British Safety Council;
- Comprehensive safety, health and well-being programmes and training sessions are conducted for DLF's entire workforce, contractors and tenants, occupying its leased properties;
- DLF's objective is to achieve zero harm on an annual basis, striving for zero fatalities stemming from its operations, encompassing both portfolio maintenance and asset development activities; and
- Targeted action plans are put into effect to continually enhance the performance of the Company's OHS management system.

4. Water and Wastewater Management

Risk:

With an increasing population and erratic monsoon patterns, water scarcity has emerged as a pressing concern. Numerous Indian cities have been categorized as 'critical' or 'over-exploited' in national groundwater assessments. Water scarcity presents an imminent risk to the business operations of DLF's real estate portfolio, including its rental portfolio. Given that a portion of DLF's real estate portfolio is situated in water-stressed regions, efficient water management, focusing on its conservation and reuse, is imperative for ensuring business sustainability, optimizing operational costs and fostering sustainable communities around its properties and townships.

Mitigation Measures:

- DLF has employed the 4R (Reduce, Recycle, Reuse & Replenish) strategy to enhance water-use efficiency and conservation;
- Water recycling initiatives have been instituted across all properties to diminish freshwater withdrawal, while rainwater harvesting is practiced replenishing groundwater;

- All rental and residential developments are planned with zero liquid discharge in mind. The implementation of on-site wastewater treatment facilities in managed properties have led to a significant decrease in freshwater consumption by around 40% in recent years. The treated wastewater is utilized for various purposes such as gardening, toilet flushing and in cooling towers for Heating, Ventilation and Air Conditioning (HVAC) and Diesel Generators (DG) sets. Additionally, the incorporation of dual pipe plumbing systems in buildings allows for the utilization of recycled or treated water for flushing;
- Additional actions involve implementing high-efficiency fixtures, low-flow water taps with sensors, leak detection systems in bathrooms and drip irrigation in gardens, all contributing to the advancement of water conservation efforts;
- DLF's rental portfolio has successfully obtained 'LEED Zero Water' Certification for all its properties. This prestigious Certification, awarded by the USGBC, acknowledges DLF's achievement in maintaining a perfect balance of zero potable water-use. Additionally, five Malls of DLF have also been granted this esteemed Certification; and
- Further, in response to the CCRA carried out, various proactive measures have been implemented under DLF's rental portfolio, including the installation of pressure reducing valves, automated tank filling systems, aerators and more to mitigate risks arising from water scarcity.

5. Energy Efficiency

Opportunity:

India's green infrastructure has experienced rapid expansion, propelled by Government policies, incentives and targeted initiatives. This growth aligns with global trends favoring sustainable urban infrastructure and energy-efficient buildings, with LEED-certified structures in high demand among environmentally conscious consumers. Recognizing this, promoting energy-efficient buildings becomes imperative for DLF to anticipate climate policy shifts, tap into the burgeoning green infrastructure market and maintain its competitive advantage. Moreover, initiatives like LEED Certification for the Company's rental buildings not only address climate change, but also cater to the rising demand from the multinational and large corporate tenants, conscious of environmentally sustainable workspaces.

Measures:

- DLF's buildings are designed to comply with LEED Green Building norms. The Company has received LEED Platinum Certification from the

USGBC for ~44.55 million square feet (msf) of its rental portfolio, which includes ~40.40 msf under LEED Platinum Building Operations and Maintenance (O+M) as well as ~4.90 msf under LEED Platinum Building Design and Construction (BD+C) for its rental portfolio;

- DLF has taken various energy efficiency and decarbonization initiatives to mitigate carbon emissions transition related risks. These include designing of the building in a manner to promote energy conservation, demand-side energy management and greening its power consumption mix, through adoption of renewable energy. DLF's rental portfolio buildings are designed in conformance with the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) 90.1-2010 standard as per green building certification schemes like USGBC LEED. DLF has implemented several measures to bolster energy conservation through deploying high efficiency equipment and appliances including LED lights, motion sensors for lighting control, high efficiency HVAC systems, automatic tube cleaning system in chillers, wall and roof insulation etc. In its rental portfolio, DLF has also emphasized on the greening of the electricity supply through onsite renewable energy generation including on-site roof top solar plants along with procurement of solar

energy through open access for consumption at few retail properties;

- DLF has undertaken various measures to reduce the carbon footprint of its portfolio through energy efficiency measures and adoption of renewable energy;
- DLF has adopted on-site renewable energy generation including solar and wind energy. Rooftop solar plants of 4 MW capacity have been installed across DLF's rental buildings. DLF Cyber City at Hyderabad, has incorporated 100% renewable electricity in its energy mix, whereas Chennai IT Park and Mall of India, Noida, have incorporated 85% and 50% renewable electricity, respectively, in their energy mix. Wind power is used at the Company's commercial buildings to cater to electrical energy requirements. Additionally, the Company also uses open access power from solar power plants in few retail properties;
- The USGBC recognizes DLF's rental business as a global partner in leading the transformation & regeneration of the built environment across India and throughout the World; and
- DLF's rental portfolio has been granted Green Star Rating in both, Development and Standing Investment category in the latest ESG Scores announced by the Global Real Estate Sustainability Benchmark (GRESB).

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. [Yes/ No (Y/ N)]	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Y/ N)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web link of the policies, if available.	DLF's Business Responsibility and Sustainability Policy (BRSR Policy) is aligned with all the 9 Principles of NGRBC. The BRSR Policy can be referred at https://www.dlf.in/pdf/DLF-BusinessResponsibility-Policy.pdf . In addition to the BRSR Policy, the Company also has in place additional policies that align with these principles. Please refer to Table 1 below for details								
2. Whether the entity has translated the policy into procedures. (Y/ N).	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Y/ N).	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/ certifications/ labels/ standards adopted by your entity and mapped to each principle.	Y	Y	Y	Y	Y	Y	N	Y	Y
Please refer to Table 2 below for details									
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Please refer to Table 3 below for details								
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.									

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9			
Governance, leadership and oversight												
7. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements. As one of the leading real estate companies, DLF engages with key stakeholders, to reduce the environmental footprint of its real estate operations and promote safe and sustainable ecosystems. DLF designs its buildings to comply with LEED Green Building norms and have received LEED Platinum Certification from the USGBC for ~44.55 msf of its rental portfolio. DLF's rental assets have achieved a unique milestone of LEED Zero Waste Certification, LEED Zero Water Certification and LEED Certification for Cities and Communities from the USGBC. Further, the USGBC has stated that DLF's rental business is the World's largest LEED Zero Water certified portfolio. DLF has also been awarded WELL Health Safety Certification for Facility Operations and Management by the International WELL Building Institute, in addition to the Sword of Honour Award from the British Safety Council for initiatives to maintain the highest standards of safety in its buildings. DLF is determined to put enhanced focus for further strengthening out its ESG initiatives, as the Company becomes a future-ready enterprise that continues to realize operational excellence, while creating enduring environmental and social value.												
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policies.					Mr. Ashok Kumar Tyagi Managing Director and CFO DIN: 00254161			Mr. Devinder Singh Managing Director DIN: 02569464				
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Y/ N). If yes, provide details.					At DLF, 3 Board Committees are responsible for decision making on sustainability related issues: Risk Management Committee Mr. Pramod Bhasin (Chairman), DIN: 01197009 (up to 31.03.2024) [§] Mr. Ashok Kumar Tyagi, DIN: 00254161 Mr. Devinder Singh, DIN: 02569464 Mr. Ved Kumar Jain, DIN: 00485623 (up to 31.03.2024) [§] Mr. A.S. Minocha, DIN: 00010490 Mr. Vivek Mehra, DIN: 00101328 [#] Lt. Gen Ajai Singh (Retd.), DIN: 10540436 (w.e.f 01.04.2024) Corporate Social Responsibility Committee Ms. Pia Singh (Chairperson), DIN: 00067233 Mr. Ved Kumar Jain, DIN: 00485623 (up to 31.03.2024) [§] Mr. Pramod Bhasin, DIN: 01197009 (up to 31.03.2024) [§] Ms. Priya Paul, DIN: 00051215 Mr. Vivek Mehra, DIN: 00101328 (w.e.f. 01.04.2024) Lt. Gen. Ajai Singh (Retd.), DIN:10540436 (w.e.f 01.04.2024) Corporate Governance Committee Mr. A.S. Minocha (Chairman), DIN: 00010490 Ms. Priya Paul, DIN: 00051215 (up to 31.03.2024) [^] Late Rajiv Krishan Luthra, DIN: 00022285 (up to 10.05.2023)* Late G.S. Talwar, DIN: 00559460 (up to 27.01.2024)* Lt. Gen. Aditya Singh (Retd.), DIN: 06949999 (w.e.f. 01.04.2024) Dr. Umesh Kumar Chaudhary, DIN: 10263441 (w.e.f. 01.04.2024)							
[§] Ceased to be members of the Committee(s) subsequent to the completion of their second term as Independent Directors. [#] Mr. Vivek Mehra was designated as Chairman of the Risk Management Committee w.e.f. 01.04.2024. [^] Ms. Priya Paul ceased to be a member of the Corporate Governance Committee due to the committee reconstitution. [*] Late Rajiv Krishan Luthra and Late G.S. Talwar demised on 10.05.2023 and 27.01.2024, respectively.												

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow-up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Quarterly								
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances ⁶	Y	Y	Y	Y	Y	Y	Y	Y	Y	Quarterly								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Y/ N). If yes, provide name of the agency.										P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
										N	N	N	N	N	N	N	Y*	N

* Price Waterhouse Chartered Accountants, LLP

⁶ Statutory Compliance Certificate on applicable laws is provided by the Company Secretary and Compliance Officer to the Board of Directors on a quarterly basis.

12. If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated:

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the principles material to its business (Y/ N)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Y/ N)									
The entity does not have the financial or/ human and technical resources available for the task (Y/ N)									
It is planned to be done in the next financial year (Y/ N)									
Any other reason (please specify)									

Table 1 - Annexure to 1(c) DLF Policies

Principle	DLF Policy	Principle	DLF Policy
P1	Code of Conduct	P6	Environment Policy
	Whistle Blower Policy		Supplier Code of Conduct
	Supplier Code of Conduct	P7	Code of Conduct
P2	Environment Policy	P8	CSR Policy
	Supplier Code of Conduct		Stakeholder Engagement Policy
P3	Human Rights Policy	P9	Customer Satisfaction Policy
	Supplier Code of Conduct		Code of Conduct
P4	Stakeholder Engagement Policy		Environment Policy
P5	Human Rights Policy		Human Rights Policy

Table 2 - Annexure to 4 - National and International standards

Principles	Name of the national and international codes/ certifications/ labels/ standards
P1	Reporting on non-financial indicators aligned to GRI standards.
P2	ISO 14001:2015 Environment Management System. LEED Platinum Certification in Operations and Maintenance Category from USGBC. LEED Pre-Certification for 'Platinum' rating (Core and Shell Development) from USGBC. LEED Zero Water Certification from USGBC. LEED Zero Waste Certification from USGBC for DLF Cyber City – Hyderabad. LEED Platinum Certification – World's largest residential development from USGBC for 'The Crest', Gurugram.
P3	ISO 45001 Occupational Safety Management System. Sword of Honour from the British Safety Council – Five Star safety rating system, awarded to DLF's commercial, retail and hospitality properties. WELL Health and Safety Certification for Facility Operations and Management by International WELL Building Institute.
P4	Materiality assessment and Stakeholder Engagement in line with GRI Standards.
P5	DLF's Human Rights Policy is governed by Protection of Human Rights Act, 1993 and guided by international standards and principles, including UN Guiding Principles on Business and Human Rights.
P6	ISO 14001:2015 Environment Management System. LEED Platinum Certification in Operations and Maintenance Category from USGBC. LEED Pre-Certification for 'Platinum' rating (Core and Shell Development) from USGBC. LEED Zero Water Certification from USGBC. LEED Zero Waste Certification from USGBC for DLF Cyber City - Hyderabad. LEED Platinum Certification – World's largest residential development from USGBC for 'The Crest', Gurugram.
P7	-
P8	DLF's Corporate Social Responsibility Policy is in accordance with the provisions of Section 135 of the Companies Act, 2013 and the Rules made thereunder.

Principles	Name of the national and international codes/ certifications/ labels/ standards
P9	ISO 14001:2015 Environment Management System; ISO 9001 certified Quality Management System. WELL Health and Safety Certification for Facility Operations and Management by International WELL Building Institute. Sword of Honour from the British Safety Council - Five Star safety rating system, awarded to DLF's commercial, retail and hospitality properties.

Table 3 - Annexure to 5 and 6 - Progress on Targets

Material Topic	Targets	FY 2024 Progress	Target Status
Environmental Stewardship	Ensure compliance with the green building certification guidelines while designing and developing new buildings.	In FY 2023-24, projects ensured to adhere to the guidelines for green building certification. <ul style="list-style-type: none"> LEED Zero Water achieved by DLF Cyber City, Gurugram, DLF Cyber City, Chennai, Hyderabad, Kolkata and Chandigarh along with 5 Malls, making DLF as the global leaders in LEED Zero water. DLF Cyber City, Hyderabad and Cyber City, Chennai have been awarded TRUE Platinum Certification and DLF Cyber City, Hyderabad has been awarded LEED Zero Waste. 	In-Progress ⁷
	By 2030, to reduce energy intensity in DLF's rental assets (energy consumption per sq. ft. of rental portfolio) by 15%, using FY 2019-20 as baseline.	Intensity reduced by 32.6% per sq. ft. energy intensity in rental assets (energy consumption in MWh per sq. ft. of rental portfolio) in FY 2023-24.	Achieved ⁷
	By 2025, increase renewable energy intensity in DLF's rental assets by 20%, using FY 2019-20 as baseline.	0.0016 MWh/ sq. ft. renewable energy intensity in rental assets (energy consumption from renewable sources in MWh per sq. ft. of rental portfolio).	In-Progress ⁷
	By 2025, reduce water intensity in DLF's rental assets (freshwater consumption per sq. ft. of rental portfolio) by 10%, using FY 2019-20 as baseline.	0.0650 KL/ sq. ft. water intensity in the rental assets (freshwater consumption in KL per sq. ft. of rental portfolio) in FY 2023-24, which decreased by 22.82% from the baseline.	Achieved ⁷
Social Stewardship	To ensure zero harm each year i.e. zero fatalities, resulting from operations each year, including operation and maintenance of portfolio and development of assets (construction).	Zero harm status maintained in FY 2023-24 i.e. there were no fatalities or lost time injuries resulting from operations, including both operation and maintenance of portfolio and development of assets (construction).	Achieved ⁷

⁷ This is an annual target which was achieved for FY 2023-24.

Sustainable Business	Ensure compliance with all regulatory requirements.	Compliance with all regulatory requirements maintained in FY 2023-24.	Achieved ⁷
	By 2030, ensure that at least 90% of total rental portfolio is Green Building certified.	~44.55 msf of rental portfolio is LEED Platinum Certified as on 31 March 2024.	Achieved ⁷

SECTION C: PRINCIPLE WISE DISCLOSURES

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	16	<ul style="list-style-type: none"> Regulatory Updates Risk Management Business Development Project updates 	100%
Key Managerial Personnel (KMPs)	2	<ul style="list-style-type: none"> Prevention of Sexual Harassment at Workplace (POSH). SEBI (Prohibition of Insider Trading) Regulations, 2015. 	100%
Employees other than BoD & KMPs	17	<ul style="list-style-type: none"> Health, Safety, Security & Environment - New joinee induction Graduate Engineer Trainee (GET) Aspire journey Work at Height Awareness on Standard Operating Procedures Electrical Safety Emergency Management Environment Management Health, Safety, Security & Environment Policy Code of Conduct Prevention of Sexual Harassment at Workplace (POSH) Hazard Identification & Risk Assessment (HIRA) Responsibility Accountability Consulted Informed (RACI) Soft Skills Trainings Leadership & Technical Trainings Finance & Real Estate/ Project Finance Sustainable Safety and Security, Audit and Action Tracking, Compliance to Standards, Hazard Identification, Emergency Management & Training (SACHET) Permit To Work 	100%
Workers		Not Applicable ⁴	

⁴ All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

⁷ This is an annual target which was achieved for FY 2023-24.

2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by Directors/ KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Penalty/ Fine	Nil	-	Nil		Not Applicable
Settlement	Nil	-	Nil		Not Applicable
Compounding fee	Nil	-	Nil		Not Applicable
Non-Monetary					
Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/ No)
Imprisonment	Nil	-			Not Applicable
Punishment	Nil	-			Not Applicable

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web link to the policy.

Yes, DLF guidelines on anti-corruption and anti-bribery forms part of the Code of Conduct and BRSR Policy. These policies can be referred at <https://www.dlf.in/pdf/Code-of-Conduct.pdf> and <https://www.dlf.in/pdf/DLF-Business-Responsibility-Policy.pdf>.

The Code of Conduct is applicable to all employees and Board of Directors of DLF, including its subsidiaries, associates and Joint Venture partners. DLF is committed to conduct its business with the highest standards of integrity and as per the policy guidelines, DLF, its Directors and employees are expected to be aware of and follow all applicable anti-corruption and anti-bribery laws wherever DLF does business. The Company, its Directors and employees are prohibited to receive, offer or make directly/ indirectly any illegal payments, gifts, donations, or benefits which are intended to obtain business or unethical favors.

All the Directors and employees of DLF undergo training on the Code of Conduct, which covers anti-corruption and anti-bribery guidelines. Furthermore, all Directors and Senior Management Personnel are obligated to submit an annual compliance declaration to confirm their comprehension and adherence to the specified guidelines.

DLF has implemented a Whistle Blower mechanism to enable employees, Directors and third parties to report any unethical business practices, such as bribery and corruption, to the Whistle Blower Committee or in exceptional circumstances, to the Chairman of the Audit Committee, for necessary corrective measures.

5. Number of Directors/ KMPs/ employees/ workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Not Applicable ⁴	

⁴ All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

6. Details of complaints with regards to conflict of interest:

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
No. of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
No. of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

7. Provide details of any corrective action taken or underway on issues related to fines/ penalties/ action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable.

8. Number of days of accounts payables (Accounts payable *365)/ Cost of goods/ services procured) in the following format:

	FY 2023-24	FY 2022-23
Number of days of accounts payables	163.65	315.74

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	Nil	Nil
	b. Number of dealers/ distributors to whom sales are made	Nil	Nil
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	Nil	Nil
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties/ Total Sales)	1.86%	5.79%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	8.68%	30.03%
	d. Investments (Investments in related parties/ Total Investments made)	95.91%	95.62%

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year :

Total number of awareness programmes held	Topics/ principles covered under the training	%age of value chain partners covered under the awareness programmes
11	<ul style="list-style-type: none"> Health, Safety, Security and Environment Code of Conduct (covered as part of General Contract Conditions); SACHET Modules: Sustainable Safety and Security, Audit and Action Tracking, Compliance to Standards, Hazard Identification, Emergency Management & Training Work at Height Awareness on Standard Operating Procedures (SOPs) for safety. Electrical Safety Crisis Management Management System Framework (MSF) Health, Safety, Security and Environment (HSSE) Policies Code of Conduct Permit to Work Hazard Identification and Risk Assessment (HIRA) 	90%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/ No). If yes, provide details of the same.

Yes, DLF holds a steadfast commitment to managing conflicts of interest effectively. Embedded within its corporate governance framework, DLF's policy and guidelines on **Code of Conduct** provides clear directives for identifying, disclosing and mitigating conflicts of interest across all levels of the organization, including members of the Board and other employees. As per the guidelines, Directors are required to disclose any potential conflicts of interests to the Board of Directors or any Committee thereof and abstain from participating in the decision-making, voting or in influencing the decision on the areas which could result in potential conflict of interest.

Further, DLF prioritizes the management of conflicts of interest within Related Party Transactions through its robust **Policy on Related Party Transactions**. This policy lays down the guidelines to be followed for identification, approval and disclosure of all transactions with the related parties. The Policy inter-alia prohibits any Director who may have a potential conflict of interest in any Related Party Transaction, to participate in discussions or vote on such transactions. By fostering transparency and accountability, DLF ensures that decisions are made in the best interests of the stakeholders and upholds integrity of its operations.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made.

	FY 2023-24	FY 2022-23	Details of improvements in the environment and social impacts
R&D	-	-	-
Capex⁸	2.30%	3.66%	Environmental Impacts <ul style="list-style-type: none"> DLF's commercial and retail properties are designed to comply with LEED Green Building norms and have received LEED Platinum Certification from the USGBC - the highest recognition for adopting environmentally sustainable practices in building's design and operation; Indoor air quality improvement through: <ul style="list-style-type: none"> Installation of High Efficiency Particulate Air ('HEPA') filter-based air purification systems in DLF Malls (retail properties).

⁸ The capital expenditure investment values have been duly updated to consider the expenditures throughout the DLF group portfolio.

	FY 2023-24	FY 2022-23	Details of improvements in the environment and social impacts
			<ul style="list-style-type: none"> • Installation of Merv 14 filters for all Air Handling Units (AHUs) and fresh air circulation from 1 ACPH to 2 ACPH in office spaces (commercial properties). • Reduction in energy consumption and Green House Gas (GHG) emissions through installation of energy efficient equipment in commercial properties, retail properties (DLF Malls) and hospitality portfolio (DLF Clubs and Hotels), such as automatic tube cleaning system in chillers, LED lights and motion sensors for lighting optimisation, energy efficient HVAC, installation of Variable Frequency Device (VFD) in hydropneumatic pumps etc.; • Provision of electric charging stations in our rental, commercial and office spaces; • Wet food waste conversion to Manure for plants; • Reduction in air pollution through use of anti-smog guns and construction of wheel wash bay to control dust from vehicles exiting the construction site; • Water use efficiency through installation of low flow water taps and high efficiency fixtures in commercial properties; • Reduction in waste generation through installation of Organic Waste Converter (OWC) machines in commercial and hospitality portfolio; • Increasing lake aeration by acquiring additional aerators; and • Dual fuel kits in DGs to transition from HSD to PNG. <p>Health and Safety Impacts</p> <p>Fire safety enhancement through measures including:</p> <ul style="list-style-type: none"> • 'Two-hour' - rated fire doors installed in office spaces (commercial properties); • Basement compartmentation for fire separation between the basement and upper storeys; • Lift Lobby pressurization that prevents smoke from flowing into elevator shafts; and • Installation of fire suppression system and LPG gas detection system in DLF Clubs.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/ No)

Yes, DLF's Supplier Code of Conduct/ General Conditions Contracts and the ESG criteria verified at site promotes integration of sustainability into its supply chain.

b. If yes, what percentage of inputs were sourced sustainably?

Presently, DLF has not carried out an evaluation/ assessment on the percentage of inputs that were sourced sustainably.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging), (b) E-waste, (c) Hazardous waste and (d) other waste.

DLF is involved in real estate development sector, encompassing construction, operation and maintenance of real estate properties. Its range of products include residential properties, commercial office spaces, retail establishments (Malls) and hospitality ventures (Hotels and Clubs). As the lifecycle of such developments is long-term (>50 years), DLF is not involved in reuse or recycling of the developed products. Therefore, the reclamation of products at the end of life, does not pertain to the Company's operations.

DLF has established procedures to ensure that waste produced within its projects during building operation and maintenance is either recycled, reused, or handled in accordance with the relevant regulations. Paper, plastic and metal scrap, which are non-hazardous solid waste, are recycled by authorized recyclers. Organic waste from sites is turned into manure through Organic Waste Converters (OWC). E-waste and other hazardous waste are disposed of safely by authorized vendors.

The majority of DLF's buildings have been awarded LEED Platinum Certification in either the 'Operations and Maintenance' category or the 'Design and Construction' category. This demonstrates DLF's commitment to meeting all the requirements of LEED Green Building standards for waste reuse, recycling and disposal. Additionally, DLF Cyber City in Hyderabad has achieved LEED Zero Waste Certification from USGBC.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

EPR does not apply to DLF's operations due to its engagement in real estate development. Nevertheless, DLF has established protocols to ensure proper management of waste generated during the construction, operation and maintenance of buildings. This is achieved through responsible recycling, reuse, or treatment in compliance with regulatory standards.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective/ Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Yes

S. No.	NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link
1.	681	Commercial building	N.A. ⁹	<p>A preliminary cradle to grave Life Cycle Assessment for 60 years' service life, will be conducted for the project's structure and enclosure of current design stage to demonstrate the impact of the proposed design in comparison to the ASHRAE 90.1-2010 Baseline building, on the six impact categories:</p> <ul style="list-style-type: none"> - Global warming potential (greenhouse gases), in CO₂e; - Depletion of the stratospheric ozone layer, in kg CFC-11; - Acidification of land and water sources, in moles H⁺ or kg SO₂; - Eutrophication, in kg nitrogen or kg phosphate; - Formation of tropospheric ozone, in kg NO_x, kg O₃, or kg ethene; and - Depletion of non-renewable energy resources, in Mega Joules (MJ). 	Yes	No

2. If there are any significant social or environmental concerns and/ or risks arising from production or disposal of your products/ services, as identified in the Life Cycle Perspective/ Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product/ Service	Description of the risk/ concern	Action Taken
Not Applicable ⁹		

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or reused input material to total material	
	FY 2023-24	FY 2022-23
Fly ash	2.84%	2.22%
Ground Granulated Blast Furnace Slag used in RCC and PCC works	0.90%	0.27%
Steel scrap	-	0.01%

⁹ The Life Cycle Assessment is being undertaken for one of the commercial properties of the Company, by a third-party consultant. The process is ongoing.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled and safely disposed, as per the following format:

Material	FY 2023-24			FY 2022-23		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable			Not Applicable		
E-waste						
Hazardous waste						
Other waste						

DLF is involved in the business of real estate development, including construction, operation and maintenance of real estate properties. Hence, reclamation of products and packaging material is not applicable to its business.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Applicable	

DLF is involved in real estate development, encompassing construction, operation and maintenance of real estate properties. Its range of products include residential properties, commercial office spaces, retail establishments (Malls) and hospitality (Hotels and Clubs). Hence, reclamation of products and packaging material does not apply to the Company.

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.

Essential Indicators

1. a. Details of measures for the well-being of employees:

% of employees covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		No. (B)	% (B/ A)	No. (C)	% (C/ A)	No. (D)	% (D/ A)	No. (E)	% (E/ A)	No. (F)	% (F/ A)
Permanent employees											
Male	2,223	2,223	100%	2,223	100%	-	-	-	-	-	-
Female	284	284	100%	284	100%	284	100%	-	-	284	100%
Total	2,507	2,507	100%	2,507	100%	284	100%	-	-	284	100%
Other than Permanent employees											
Male	Not Applicable ³										
Female											
Total											

3 DLF does not have any 'Other than Permanent' employees. Hence, in all the sections, details sought for 'Other than Permanent' employee category are not applicable to DLF.

b. Details of measures for the well-being of workers:

% of workers covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent workers											
Male		Not Applicable ⁴									
Female											
Total											
Other than Permanent workers											
Male		Not Applicable ⁴									
Female											
Total											

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.10%	0.07%

2. Details of retirement benefits, for Current FY and Previous FY.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/ N/ N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/ N/ N.A.)
PF	100%	N.A.⁴	Y	100%	N.A.⁴	Y
Gratuity	100%		Y	100%		Y
ESI	-		N.A.	-		N.A.

3. Accessibility of workplaces

Are the premises/ offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

DLF has placed a strong emphasis on ensuring that its facilities are readily accessible for individuals with disabilities, as per the Rights of Persons with Disabilities Act, 2016. DLF has undertaken significant initiatives to make sure that all new offices and premises are planned with accessibility, safety and convenience for People with Disabilities. Furthermore, DLF is proactively working towards fulfilling the essential regulatory standards in its existing offices and premises.

As an organisation, DLF understands the concerns posed for People with Disabilities and have transformed its offices, facilities and buildings in the following manner:

- **Physical accessibility:** DLF has incorporated strategies into the architectural designs to ensure a barrier-free environment within the DLF premises. Few of the features of DLF's facilities are mentioned below:
 - i. Parking spots are designed in a convenient manner with well-defined signages and access to the lift lobby;
 - ii. Inclusion of ramps at all entry and exit points with anti-slip features and handrails on both sides to ensure appropriate support;
 - iii. Lifts are equipped with Braille and audio assistance to aid visually impaired individuals;
 - iv. Separate washroom facilities for differently abled with easy-access doors;
 - v. Availability of wheelchairs at all atriums and malls;

⁴ All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

- vi. Adequate width is ensured for the main walkways and pathways in the exterior areas, allowing for unobstructed movement; and
- vii. Leveled-floor maintained uniformly throughout, ensuring smooth and barrier-free movement.

- **Communication:** Ensuring effective communication with individuals who have disabilities, to make sure that the information provided is accessible to them. This includes offering written materials in alternative formats, such as Braille or audio formats;
- **Training:** Provision of regular training on disability awareness and ensuring effective support for individuals with disabilities; and

- **Continuous Improvement:** Reviewing ongoing process for assessing the organization's progress in meeting workplace requirements for individuals with disabilities and identifying areas for improvement.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide the link to the policy.

Yes, at DLF, we have created a culture of trust and respect, which promotes a positive work environment. DLF is committed to provide equal opportunities in employment and the same is also referred in the Company's Human Rights Policy and the BRSR Policy, which can be referred at <https://www.dlf.in/pdf/Human-Rights-Policy.pdf> and <https://www.dlf.in/pdf/DLF-Business-Responsibility-Policy.pdf>, respectively

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	N.A.	N.A.	Not Applicable ⁴	
Female	100%	100%		
Total	100%	100%		

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

	Yes/ No (If yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable ⁴
Other than Permanent Workers	
Permanent Employees	Yes, Grievances redressal mechanism is available at respective Project site establishments. Further, complaints can be raised through HR Business Partners via e-mail or phone. Complaints received through other platforms, if any, are also addressed and resolved. DLF also has a Whistle Blower Policy , that provides a formal mechanism for all employees to report any concerns or grievances to the Whistle Blower Committee.
Other than Permanent Employees	Not Applicable ³

7. Membership of employees and worker in association(s) or Union(s) recognized by the listed entity:

Category	FY 2023-24			FY 2022-23		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union(s) (B)	% (B/ A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union(s) (D)	% (D/ C)
Total Permanent Employees	0	0	0	0	0	0
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Total Permanent Workers	Not Applicable ⁴					
Male						
Female						

³ DLF does not have any 'Other than Permanent' employees. Hence, in all the sections, details sought for 'Other than Permanent' employee category are not applicable to DLF.

⁴ All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and Safety measures		On Skill upgradation		Total (D)	On Health and Safety measures		On Skill upgradation	
		No. (B)	% (B/ A)	No. (C)	% (C/ A)		No. (E)	% (E/ D)	No. (F)	% (F/ D)
Employees										
Male	2,223	1,890	85.02%	1,669	75.08%	2,139	1,745	81.58%	1,150	53.76%
Female	284	184	64.78%	206	72.54%	278	187	67.27%	147	52.88%
Total	2,507	2,074	82.73%	1,875	74.79%	2,417	1,932	79.93%	1,297	53.66%
Workers										
Male	Not Applicable ⁴									
Female										
Total										

9. Details of performance and career development reviews of employees and workers:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/ A)	Total (C)	No. (D)	% (D/ C)
Employees						
Male	2,223	1,890	85.02%	2,139	1,727	80.74%
Female	284	232	81.69%	278	202	72.66%
Total	2,507	2,122¹⁰	84.64%	2,417	1,929¹⁰	79.81%
Workers						
Male	Not Applicable ⁴					
Female						
Total						

10. Health and safety management system:

- a. **Whether an occupational health and safety management system been implemented by the entity? (Yes/ No). If yes, the coverage of such system?**

Yes. Occupational health and safety management system has been implemented by the Company. It covers the entire business including project sites, operational premises and hospitality division. In line with DLF's vision, objective and policies, the management system has been implemented in accordance with the best international standards. The Company has HSSE Management System Framework which is aligned with ISO 45001.

- b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

- **Incident Investigation and Risk Analysis:**

DLF has implemented a comprehensive procedure throughout the organization to

identify work-related hazards. This process is carried out regularly, both, on routine and non-routine basis, in accordance with the Management System Framework (MSF) established by DLF. The responsibility for identifying safety hazards lies with all levels of leadership within their respective areas of responsibility.

During the risk evaluation phase, the likelihood and severity of consequences resulting from the identified hazards are assessed. This evaluation is conducted against the standard Health, Safety and Environment (HSE) and Security risk threshold parameters. To aid in this process, DLF utilizes a 5x5 Risk Matrix, which allows for the mitigation of risks, including those related to health, safety, environment and security. This matrix follows a hierarchy of controls to effectively manage and reduce risks.

⁴ All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

¹⁰ Certain employees were not eligible for annual performance review based on their date of joining. All eligible employees as on the date of FY ending, have received performance and career development reviews.

In addition to these measures, DLF conducts weekly walkthroughs and scheduled safety observations. These activities are carried out by trained employees of DLF, as well as construction contractors and Facility Management (FM) Partners. Occupational Health and Safety (OHS) observations resulting from OHS risk assessments and audits, along with the reporting of leading and lagging indicators, are included in the assurance process. These observations and indicators are periodically reviewed to ensure ongoing safety and compliance.

• **Health and Safety Audits:**

Health and safety audits are performed for DLF's rental properties by independent agencies following the ISO 45001:2018 standard. In addition, surprise safety performance audits are carried out by external agencies. Risk assessments are evaluated annually for any incidents reported, requirements from enforcement agencies, insurers, or auditors, requests from the safety committee, changes in processes or safety standards, or legal obligations. Recommendations are put into effect across the business units to prevent the recurrence of similar incidents.

c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/ No)**

Yes, DLF has implemented a comprehensive Standard Operating Procedure (SOP) to handle the reporting, classification and investigation of incidents pertaining to health and safety. This systematic approach enables employees to promptly report any work-related hazards and provides a framework for recording and investigating incidents. Additionally, it facilitates the identification of corrective and preventive actions and ensures that the lessons learned are effectively communicated to prevent the recurrence of similar incidents. To address these hazards, DLF follows a standardized hierarchy of controls, aiming to minimize risks to an 'As Low As Reasonably Practicable' (ALARP) level. Furthermore, numerous efforts have been made to encourage the reporting of workplace hazards and risky circumstances, including:

- **Safety Inspector of the Day (SIOD):** Every day, a designated employee at a specific location is appointed as the SIOD. Their responsibility entails conducting a thorough inspection of the premises to identify any potential hazards or unsafe conditions. Subsequently, they are required to compile a detailed report and

submit it to the building manager to address and rectify the identified issues.

- **Safety Suggestion Scheme:** This programme offers employees the chance to contribute their ideas for enhancing safety protocols or to report any work-related dangers and risky situations, ultimately aiming to create a safer working environment at DLF.

- **Spot the Hazard Scheme:** Within this scheme, workers are responsible for identifying and reporting potential dangers and risky scenarios to enhance the effectiveness of the entire system.

d. **Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**

Yes, DLF provides access to non-occupational medical and healthcare services through the following schemes:

- Each project is furnished with emergency response equipment and paramedics are available round the clock to address both work-related and non-work-related injuries and illnesses;
- Health camps are coordinated in partnership with medical professionals;
- Workshops are regularly scheduled with the assistance of HR to encourage overall health and wellness;
- DLF has partnered with external healthcare providers to offer access to medical consultations via tele-calling or in-person appointments;
- Medications are offered at discounted prices;
- Employees are granted access to both yearly and monthly gym memberships; and
- All employees are included under health insurance coverage.

11. **Details of safety related incidents, in the following format:**

Safety Incident/ Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	Not Applicable ⁴	
Total recordable work-related injuries	Employees	0	0
	Workers	Not Applicable ⁴	
No. of fatalities	Employees	0	0
	Workers	Not Applicable ⁴	
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	Not Applicable ⁴	

⁴ All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

DLF holds the safety and security of its people as central to the way it does business. DLF is committed to create and maintain safe, healthy and well protected workplaces, that conform to and where possible exceed all relevant codes and standards. DLF is committed to conduct its business while pursuing Zero Harm. In this regard, the Company has maintained a robust HSSE Management System Framework which is designed to continuously improve the Company's performance while minimizing the HSSE related risks. HSSE Management System and Plans, Competent Resourcing, Periodic health Surveillance, Trainings, Audits and Periodical Management Review are few of the measures taken to ensure a safe and healthy workplace.

To ensure all the employees follow health and safety practices, DLF provides a variety of health and safety trainings such as:

- Permit to Work Safety Standard;
- Confined Space Entry Safety Standard;
- Lockout & Tagout Safety Standard;
- Electrical Safety Management Standard;
- Management of Change Standard;
- Hot Work Safety Standard;
- Work at Height & Façade Cradle Safety Standard;

- Safety Observations;
- Incident Investigation;
- Scaffolding Safety Standard;
- Excavation;
- Emergency Response Standard;
- Fit-out Standard;
- Personal Protective Equipment Standard;
- Office Safety;
- Barricading Standard;
- Management of Change Standard; and
- Contractor Safety Management Standard.

Further, DLF provides training to all employees via professional trainers on Occupational Health and Safety Standards (OHSS) such as:

- Use and handling of lifting equipment;
- Use and handling of pressure system;
- Safe use and handling of work equipment;
- Management of noise and vibration;
- Handling and storage of materials;
- Personal Protective Equipment;
- Display Screen Equipment Risk Assessment (DSERA);
- Fire Risk Assessment (FRA); and
- Control of Substances Hazardous to Health (COSHH).

13. Number of Complaints on the following made by employees and workers:

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/ concerns arising from assessments of health & safety practices and working conditions.

There were no significant safety related incidents or concerns, that are required to be reported.

However, there were a few near misses/ first aid cases which were investigated and closed with necessary Corrective and Preventive Actions (CAPA). Furthermore, DLF has undertaken the following measures during FY 2023-24:

- i. All sites were advised to prepare an activity plan, which was then translated to have an internal, second party and third-party verification audits;
- ii. Stage gates were laid down for HSE interventions at different stages of the building/ asset lifecycle;
- iii. Project walkthrough led by senior leadership was mandated and observed to have better coverage and actions on the ground, based on life savers defined by risk analysis;

- iv. Horizontal deployment of learnings in sites; and
- v. Digital data base (SACHET: Sustainable Safety and Security, Audit and Action Tracking, Compliance to Standards, Hazard Identification, Emergency Management & Training) management for real time reporting and implementation.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of the death of (A) Employees (Yes/ No); and (B) Workers (Yes/ No).

(A) **Employees (Yes/ No):** Yes, employees are entitled to the Group Personal Accidental Death Insurance.

(B) **Workers (Yes/ No):** Not Applicable⁴

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

DLF has onboarded an external payroll service provider to ensure timely deposit and deduction of statutory obligations. This process is verified by cross-referencing the challans/ receipts provided by the contractors.

3. Provide the number of employees/ workers having suffered high consequence work related injury/ ill-health/ fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/ workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	2023-24	2022-23	2023-24	2022-23
Employees	0	0	0	0
Workers	Not Applicable ⁴			

4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No).

No

4 All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

11 Value chain partners include contractors and vendors engaged in construction projects and Facility Management partners engaged in management of the rental properties.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed ¹¹
Health and safety practices	100%
Working Conditions	100%

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Corrective and Preventive Action (CAPA): DLF has a robust internal audit process in line with the internal management system framework and it covers all construction projects, operational buildings and other facilities in the business. All observations and non-compliances are properly recorded and notified for closeout. Corrective and Preventive Action (CAPA) report is generated for all second and third-party audits and the same is reviewed periodically at different levels.

Compliance: DLF has developed a detailed compliance register covering all statutory requirements. Third-party verification of compliance reports is ongoing on a periodical basis.

HSSE Performance Review: DLF places great importance on health and safety in all aspects of its operations, including its value chain. Consequently, contractors involved in the construction of DLF properties must comply with the Company's Health and Safety Manual and designate a Site Safety Officer to execute a Site Safety Plan. The Company diligently assesses Key Performance Indicators and promptly addresses any areas that require improvement.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

DLF emphasizes the importance of engaging stakeholders as a key aspect of its operations. The Company aims to generate enduring, sustainable value for all parties involved in its business, such as investors, employees, customers, suppliers, business partners, communities and the Government.

Stakeholder engagement at DLF follows a decentralized process, with respective departments responsible for engaging with the internal and external stakeholders relevant to their functions.

DLF's stakeholder engagement approach is guided by its Stakeholder Engagement Policy available on the Company's website at <https://www.dlf.in/pdf/Stakeholder-Engagement-Policy.pdf>. The Stakeholders Engagement Policy outlines criteria

for identifying key stakeholder groups including individuals, groups or organizations that are directly or indirectly dependent on DLF's activities, real estate portfolio, or services and those with whom DLF has legal, commercial, operational or ethical/ moral, responsibilities.

Additionally, this policy identifies and highlights its key stakeholders which includes investors, customers, employees, communities, business partners, etc.

2. List stakeholder groups identified as key for the entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually/ Half-Yearly/ Quarterly/ Others)	Purpose and scope of engagement including key Topics and Concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> E-mails Direct customer calls Advertisements Customer satisfaction surveys Promotion of sustainability programmes and initiatives Customer engagement meetings Customer newsletters 	Ongoing	<ul style="list-style-type: none"> Product launch awareness; Customer service delivery; Seeking customer feedback; and Customer query and complaint resolution.
Investors and Shareholders	No	<ul style="list-style-type: none"> Annual General Meetings Regular interaction with investors/ shareholders through Conferences and meetings Periodic disclosures including Quarterly presentations Press releases and newsletters Corporate Announcements uploaded on the Stock Exchange(s) Websites and Company's Website Quarterly Analyst Calls 	Ongoing	<ul style="list-style-type: none"> Economic performance and growth; Shareholders awareness on business developments; Key risks related to the Company, such as competition and market risk; and Dividend payments.
Suppliers and Contractors	No	<ul style="list-style-type: none"> E-mails Phone calls Meetings 	Others – depending on the project requirements	<ul style="list-style-type: none"> Timely delivery of material and work completion; Enhancing the deployment of resources and manpower; Timely payment issues (if any); Issuing of contract amendments (if any); Environment, Health and Safety (EHS) Performance of the contractors; and Ensuring regulatory compliance.
Employees	No	<ul style="list-style-type: none"> Employee newsletters Intranet portal E-mail and other written communication Performance review meetings 	Ongoing	<ul style="list-style-type: none"> Keep employees updated on organizational goals, vision, mission and objectives and also align with the business plans; Learning and development; Career advancement opportunities;

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of Engagement (Annually/ Half-Yearly/ Quarterly/ Others)	Purpose and scope of engagement including key Topics and Concerns raised during such engagement
		<ul style="list-style-type: none"> • Various functional committee meetings • Cultural events • Offsites • Skip Meetings 		<ul style="list-style-type: none"> • Health and safety; • Transparent communication and grievance redressal; • Performance evaluation; and • Rewards and Recognition.
Regulatory Bodies	No	<ul style="list-style-type: none"> • Electronic and physical correspondence with regulatory bodies • Face to face meetings • Through industry chambers • Annual Report 	Ongoing	<ul style="list-style-type: none"> • Regulatory compliance; • CSR activities and compliance of spending; and • Deliberations and inputs on regulations and policies that have bearing on DLF's operations and businesses.
Community	Yes	<ul style="list-style-type: none"> • Awareness on sustainability programs and initiatives through e-mailers, newsletters and website • Stakeholder engagement meetings with Community and partner NGOs 	Ongoing	<ul style="list-style-type: none"> • CSR activities and Programme implementation; • Programme related regular monitoring, evaluation and reporting; • Need and Impact Assessment; • Training and Development; • Engagement and Feedback; and • Volunteering and Advocacy Initiatives.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

DLF periodically engages in consultations with key internal and external stakeholders as part of its materiality assessment process. This exercise aims to identify and reassess significant economic, environmental and social topics relevant to its business. The responsibility for this process has been delegated by the Board to the management. During this exercise, the stakeholders are consulted to gather their feedback for prioritizing material topics and to incorporate their concerns and expectations into the materiality assessment.

The feedback received from stakeholder consultations is analyzed to prioritize Environmental, Social and Governance (ESG) issues important for the business. The results of the assessment are presented to the Board and are considered in defining the ESG targets and initiatives of the Company. Furthermore, various departments at DLF regularly engage with key internal and external stakeholders associated with their respective functions to gather feedback and understand their needs and expectations. This feedback is regularly shared with senior management to support informed decision-making.

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes/ No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into the policies and activities of the entity.

Yes, DLF conducts periodic consultations with key stakeholder groups as part of its materiality assessment exercise. This involves seeking feedback from stakeholders to identify and prioritize significant ESG issues and integrating their concerns and expectations into the materiality assessment.

The feedback gathered through stakeholder consultations is analyzed to prioritize important ESG issues for the business. The outcome of the materiality assessment exercise influences DLF's ESG strategy, including policies, goals and objectives. For example, DLF has put in place ESG policies to align with emerging stakeholder concerns, ESG trends and international standards, such as environmental management, human rights, sustainability in the supply chain and customer engagement.

Additionally, DLF has set long-term ESG targets to address key environmental and social impacts related to its portfolio, including targets for health and safety, water conservation, energy efficiency and emission reduction. Moreover, community stakeholders provide inputs through needs

assessments, which help shape DLF's Operational and Social Responsibility (OSR) strategy. This has contributed to strengthening community development programs to address the most pressing needs of communities residing around DLF's operational areas.

3. Provide details of instances of engagement with and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

DLF engages with vulnerable and marginalized communities through its social arm - DLF Foundation. The Foundation periodically conducts need assessments to identify community needs around its operational areas, which forms the design of CSR and community development programs. Additionally, it regularly interacts with marginalized communities as part of its programs to understand their concerns and evaluate the impact of its interventions, thereby strengthening these initiatives. Few of the instances of engagement with the vulnerable/ marginalized stakeholder groups are illustrated as under:

i. Underprivileged communities residing around DLF's operational areas often lack access to basic healthcare services. DLF is addressing this issue by implementing several initiatives to provide affordable and accessible healthcare to marginalized groups such as daily wage earners, slum dwellers and the underprivileged. These initiatives are carried out in partnership with organizations possessing expertise in the healthcare

domain. As part of these efforts, DLF has organized health camps across Delhi-NCR, offering free medical consultations, diagnostic tests and medicines to community members, improving access to quality healthcare;

- ii. To tackle the lack of affordable healthcare services in rural areas near Gurugram, DLF Foundation has established a Family Health Centre in partnership with Adharshila Trust. This Centre offers free quality healthcare services including diagnostics, medical consultations and medication to underprivileged rural communities. Upon discovering a significant prevalence of cancer among communities in surrounding villages, the Foundation organized cancer screening camps and conducted awareness campaigns and detection programs. Financial aid was also provided to support vulnerable patients in urgent need of medical care; and
- iii. To aid in the rehabilitation of homeless individuals in New Delhi, DLF Foundation partnered with the Society for Promotion of Youth and Masses (SPYM) to initiate a rehabilitation project. Throughout the project, various community concerns were identified, such as the need for healthcare education, skills development, nutrition, basic amenities and safety. These concerns were addressed through additional interventions focused on providing clothing, stationery, food and medicines.

PRINCIPLE 5: Businesses should respect and promote human rights.

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B/ A)	Total (C)	No. of employees/ workers covered (B)	% (D/ C)
Employees						
Permanent	2,507	2,507	100%	2,417	2,417	100%
Other than Permanent	Not Applicable ³					
Total Employees	2,507	2,507	100%	2,417	2,417	100%
Workers						
Permanent	Not Applicable ⁴					
Other than Permanent						
Total Workers						

3 DLF does not have any 'Other than Permanent' employees. Hence, in all the sections, details sought for 'Other than Permanent' employee category are not applicable to DLF.

4 All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	2,507	0	-	2,507	100%	2,417	0	-	2,417	100%
Male	2,223	0	-	2,223	100%	2,139	0	-	2,139	100%
Female	284	0	-	284	100%	278	0	-	278	100%
Other than Permanent	Not Applicable ³									
Male										
Female										
Workers										
Permanent	Not Applicable ⁴									
Male										
Female										
Other than Permanent	Not Applicable ⁴									
Male										
Female										

3. Details of remuneration/ salary/ wages, in the following format:**a. Median remuneration/ wages:**

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹ in lakhs per annum)	Number	Median remuneration/ salary/ wages of respective category (₹ in lakhs per annum)
Board of Directors (BoD)*	11	50.00	4	50.00
Key Managerial Personnel (KMP)*	1	261.96	-	-
Employees other than BoD and KMP	2,219	13.96	284	12.00
Workers	Not Applicable ⁴			

* For the purpose of calculating median remuneration, total number of directors during the financial year (including those who ceased to be on the Board as on financial year end date) have been considered.

Directors who are also KMPs have been considered under 'Board of Directors'.

Median Remuneration of KMP includes remuneration paid to the Group Chief Financial Officer, who was associated with the Company till 29 February 2024.

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	2023-24	2022-23
Gross wages paid to females as % of total wages	11.26%	10.53%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/ No).

Yes, DLF has an institutionalized mechanism to allow for reporting and remediation of all human rights violations as addressed under the Company's Human Rights Policy and Whistle Blower Policy. This allows the stakeholders

including employees, suppliers, customer, business partners and communities to report any human rights related concerns. The Company endeavours that all reported allegations are addressed and any human rights issues are resolved at the earliest and on priority basis. All substantiated violations are dealt seriously with remediation actions depending upon the severity of violation and can also include termination of employees and business contracts.

3 DLF does not have any 'Other than Permanent' employees. Hence, in all the sections, details sought for 'Other than Permanent' employee category are not applicable to DLF.

4 All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

DLF has implemented a formal system that enables individuals to report and address any human rights concerns through its Whistle Blower Policy. By utilizing this mechanism, DLF ensures that all complainants are provided with the necessary protection to disclose their concerns in good faith. This system is accessible to all stakeholders, including employees, suppliers, customers and vendors. Any violations are treated with the utmost seriousness and confidentiality. The Policy provides that once substantiated, appropriate disciplinary actions are taken based on the severity of the violation, which may include warnings, penalties, legal measures and even termination of employment or business contracts.

All employees, vendors and collaborators are urged to reach out to the office if they come across any indication of DLF's obligation to prevent any violation of human rights or its connection to the human rights related matter. All interested parties such as customers, shareholders, vendors, collaborators and the general public have the option to connect with the Company or file grievances through the process outlined in the Company's Whistle Blower Policy.

Additionally, the Company has an Internal Complaints Committee (ICC) which is accountable for addressing cases and grievances pertaining to sexual harassment. The ICC provides a platform for individuals to report such incidents by adhering to the procedures specified in DLF's Policy on Prevention of Sexual Harassment.

6. Number of Complaints on the following made by employees and workers:

Complaints	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other Human Rights related issues	0	0	-	0	0	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	2023-24	2022-23
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees/ workers	0	0
Complaints on POSH upheld	0	0

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Whistle Blower Policy implemented by DLF allows employees, contractors and vendors to report human rights concerns or complaints without the risk of reprisal. This Policy states that individuals making disclosures in good faith are given the essential support and security. The principles set-forth in the Policy are designed to protect the rights and welfare of the individual raising the concern. Through the Policy, the Company ensures that:

- a) The confidentiality of the complainant’s identity is always maintained, apart from the duration of legal proceedings. A disclosure or statement is also submitted to meet the specific requirements of Statutory Bodies;
- b) The complainant faces no retaliatory action upon the filing of any concerns. Under the provisions of the **Human Rights Policy**, the Company encourage all employees, suppliers and partners to contact the Company in case they have encountered any evidence of failure of DLF’s responsibility to avoid any harm of human rights or its involvement in a human rights issue;
- c) The Company, as a Policy, strongly condemns any kind of discrimination, harassment or any

other unfair employment practice being adopted against the Whistle Blowers for Disclosures made under this Policy. The Whistle Blower will not face any unfair treatment for reporting a disclosure and the Company ensures full protection for them against:

- i. Unfair employment practices like retaliation, threat or intimidation of termination/ suspension of services etc;
- ii. Disciplinary action including transfer, demotion, refusal of promotion etc.; and
- iii. Direct or indirect abuse of authority to obstruct the complainant’s right to continue to perform his duties during routine operations.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/ No).

Yes, the DLF’s Supplier Code of Conduct / General Conditions Contracts includes the expectations from the suppliers on matters related to human rights such as child labour, forced labour, remuneration, working hours among others. The Code is agreed upon with the value chain partners (such as suppliers, contractors, service providers and other business partners), which encompass obligations pertaining to human rights.

10. Assessments for the year:

Complaints	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/ involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

11. Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessments at Question 10 above.

No case of any violation/ incident of sexual harassment, discrimination at workplace, child labour, forced labour, non-payment of minimum wages has been observed in FY 2023-24 from assessments on human rights related issues.

Leadership Indicators

1. Details of a business process being modified/ introduced as a result of addressing human rights grievances/ complaints.

There have not been any significant human rights concerns or complaints. DLF has enhanced its protocols to handle any possible human rights risks within its operations and throughout the value chain. The organization has established a Supplier

Code of Conduct with guidelines related to human rights for all partners in the value chain, such as suppliers, contractors, vendors, service providers and other business associates. Moreover, key suppliers, including contractors involved in development/ construction of the Company’s projects/ sites/ other assets, are assessed based on their employment policies to mitigate any potential human rights problems or related breaches in the supply chain.

2. Details of the scope and coverage of any human rights due diligence conducted.

DLF maintains a robust internal system to ensure compliance with all relevant laws and policies pertaining to human rights across its entire operations. Furthermore, external agencies conduct yearly audits that cover all aspects of DLF’s activities, including an

evaluation of its employment practices and adherence to labor laws by an independent third party. This comprehensive approach enables the identification of any potential risks or impacts related to human rights, which are promptly addressed through appropriate corrective actions. The progress made in addressing these issues is closely monitored to ensure continuous improvement.

3. Is the premise/ office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

DLF ensures that its premises and offices are easily accessible to differently abled individuals, in compliance with the Rights of Persons with Disabilities Act, 2016. Various measures have been put in place by DLF to ensure accessibility, safety and convenience for persons with disabilities in all new offices and premises. Moreover, steps are being taken in its existing offices and premises to meet the requirements of the applicable regulatory provisions.

- **Physical accessibility:** DLF has implemented measures in buildings design to ensure there are no physical barriers at the workplace, including:
 - i. Appropriately designed parking spaces with signages for differently abled people, having an easy access to the lift lobby;

- ii. Provision of ramps at all entry and exit points, including non-slippery ramps with handrails on both sides;
- iii. Main walkways/ pathways with adequate width in exterior areas;
- iv. Uniformity in floor level for hindrance free movement;
- v. Braille and audio assistance in lifts for visually impaired people;
- vi. Separate washroom facility for differently abled people; and
- vii. Availability of wheelchairs at all atriums.

- **Communication:** Measures to communicate and provide information to differently abled individuals, that is accessible to them. This includes providing written materials in alternative formats, such as braille and audio formats.
- **Training:** DLF provides training on disability awareness to ensure that its employees, including FM Partners can effectively work with individuals with disabilities.
- **Continuous Improvement:** DLF periodically assesses the organization’s progress in meeting workplace requirements for individuals with disabilities, to identify areas for improvement.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed¹²
Sexual Harassment	Nil
Discrimination at workplace	Nil
Child Labour	Nil
Forced Labour/ Involuntary Labour	Nil
Wages	Nil

5. Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessments at Question 4 above.

No significant risks or concerns were identified from assessments of value chain partners on human rights related issues.

¹² DLF promotes its value chain partners to adopt environmentally and socially sustainable practices by incorporating environment impact related clauses in the General Conditions Contacts/ Service Level Agreements. However, presently, there is no formal assessment being undertaken in this regard.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**Essential Indicators****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format¹³:**

Parameter	Unit	FY 2023-24	FY 2022-23
From renewable sources [in Giga Joules (GJ)]			
Total electricity consumption (A)	GJ	3,66,666.16	2,95,708.62
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)	GJ	-	-
Total energy consumed from renewable sources (A+B+C)	GJ	3,66,666.16	2,95,708.62
From non-renewable sources [in Giga Joules (GJ)]			
Total electricity consumption (D)	GJ	16,51,557.06	16,66,375.76
Total fuel consumption (E)	GJ	2,60,114.50	3,10,853.10
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non-renewable sources (D+E+F)	GJ	19,11,671.57	19,77,228.87
Total energy consumed (A+B+C+D+E+F)	GJ	22,78,337.73	22,72,937.49
Energy intensity per rupee of turnover ¹⁴ (Total energy consumed / Revenue from operations)	Total energy consumption in GJ/ turnover in rupees	0.000035	0.000040
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) ¹⁵		0.000811	0.000913
Energy intensity in terms of physical output		-	-
Energy intensity per area of total portfolio	Total energy consumption in GJ/ area of portfolio (including total leasable and saleable area) in sq. mtr.	0.273	0.301

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/ No). If yes, name of the external agency. **Yes, SGS India Private Limited.**

2. Does the entity have any sites/ facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Yes/ No) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable.

¹³ For data reported under Principle 6, the boundary includes all DLF's rental portfolio, hospitality portfolio and those development/ residential projects where construction was ongoing in FY 2023-24. Accordingly, such projects, where construction was completed in FY 2022-23 (saleable properties), have not been included in this boundary. DLF continues to further strengthen its data monitoring systems across its projects.

¹⁴ Turnover is total 'Revenue from Operations'. However, it may be noted that as per the accounting standards, the revenue of DLF Cyber City Developers Limited (DCCDL), a material subsidiary of the Company is not consolidated in the Consolidated Turnover and is accounted as a Joint Venture. This is in alignment with the reporting made for FY 2022-23.

¹⁵ The turnover has been adjusted to the Purchasing Power Parity prices as published by Organisation for Economic Co-operation and Development (OECD).

3. Provide details of the following disclosures related to water, in the following format¹³:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source [in kilolitres (KL)]		
(i) Surface water [§]	71,179.00	4,98,697.10
(ii) Groundwater	7,11,909.83	4,51,376.00
(iii) Third party water [§]	41,04,130.71	32,78,126.01
(iv) Seawater/ desalinated water	-	6,041.00
(v) Others	-	-
Total volume of water withdrawal (in KL) (i + ii + iii + iv + v)	48,87,219.54	42,34,240.11
Consumption from Recycled STP Water ¹⁶	23,54,064.53	23,65,888.90
Total volume of water consumption¹⁷ (in KL)	72,41,284.07	66,00,129.01
Water intensity per rupee of turnover¹⁴ (Total water consumption / Revenue from operations) (Water consumed in KL/ turnover in rupees)	0.000113	0.000116
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)¹⁵ (Total water consumption / Revenue from operations adjusted for PPP)	0.002578	0.002652
Water intensity in terms of physical output¹⁸	-	-
Water intensity per area of total portfolio (Total water consumption in KL/ area of portfolio (including total leasable and saleable area) in sq. mtr)	0.87	0.87

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/ No). If yes, name of the external agency. **Yes, SGS India Private Limited.**

4. Provide the following details related to water discharged¹⁹:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment [in kilolitres (KL)]		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

- § Due to re-classification of source of water withdrawal from Surface Water to Third Party Water, the quantity of surface water withdrawal has reduced. Further, third party water source is the largest source of water withdrawal for DLF.
- 13 For data reported under Principle 6, the boundary includes all DLF's rental portfolio, hospitality portfolio and those development/ residential projects where construction was ongoing in FY 2023-24. Accordingly, such projects, where construction was completed in FY 2022-23 (saleable properties), have not been included in this boundary. DLF continues to further strengthen its data monitoring systems across its projects.
- 14 Turnover is total 'Revenue from Operations'. However, it may be noted that as per the accounting standards, the revenue of DLF Cyber City Developers Limited (DCCDL), a material subsidiary of the Company is not consolidated in the Consolidated Turnover and is accounted as a Joint Venture. This is in alignment with the reporting made for FY 2022-23.
- 15 The turnover has been adjusted to the Purchasing Power Parity prices as published by Organisation for Economic Co-operation and Development (OECD).
- 16 Recycled Water from STP is procured from Municipal authorities in some of the Development portfolio projects.
- 17 This includes water recycled from on-site sewage treatment plants and consumed within facilities.
- 18 The indicator is not applicable to the real estate sector, however DLF provides water intensity per area of its total portfolio.
- 19 Boundary of this data covers DLF's own offices, rental portfolio, hospitality portfolio and construction/ development portfolio. In FY 2022-23 this data was available for Rental and Development portfolio. However, due to enhanced reporting mechanism, the Hospitality portfolio is reporting the data this year onward. Accordingly, the numbers are on a higher side for FY 2023-24.

Parameter	FY 2023-24	FY 2022-23
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	1,16,575.80	6,720.00
- No treatment	1,16,575.80	6,720.00
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in KL)	1,16,575.80	6,720.00

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/ No). If yes, name of the external agency. **Yes, SGS India Private Limited.**

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

DLF has successfully integrated Zero Liquid Discharge (ZLD) mechanisms across its rental properties, clubs and select development/residential projects, showcasing its commitment towards sustainable water management.

Through the installation of Zero-discharge Sewage Treatment Plants (STPs), treated water is repurposed for surface cooling, flushing, gardening and sanitation needs. The Company's dedication to water conservation is exemplified by its achievements such as the prestigious 'LEED Zero Water' Certification for all its rental properties, marking a significant milestone as India's first real estate organization to do so. Moreover, all rental portfolio along with 6 of the clubs in the Hospitality portfolio have implemented successful ZLD mechanisms.

Additionally, DLF is spearheading innovation with the adoption of advanced STP technologies like Moving Bed Biofilm Reactor (MBBR) and Ultra Filtration (UF), to ensure that the treated wastewater is suitable for residual applications including flushing, cooling tower top-ups and gardening. Complementing these efforts are initiatives focused on enhancing water-use efficiency, such as regular maintenance of plumbing fixtures and the implementation of rainwater harvesting systems in DLF Hotels, which are aimed at reducing freshwater consumption.

Through these comprehensive measures, DLF continues to lead the industry in fostering sustainable practices and environmental

stewardship. Furthermore, DLF has undertaken various measures to promote water-use efficiency and water reuse at its operations. Following are the highlights of few of the DLF's sites across the Rental and Hospitality businesses:

- Meter and sub-meter installations at every consumption point for regular monitoring and improvement;
- Leak detection systems and timely repair of leakage and overflows;
- Reuse of Air Handling Unit's (AHU) condensed drain water as make-up water in cooling towers and regular cleaning and maintenance of all plumbing fixtures;
- Sensor-based and high efficiency fixtures used for urinals and taps in wash basins, along with waterless urinals in common areas of commercial buildings;
- Low flow taps and faucets with aerators to reduce the flow rate by 50-60%;
- Pressure Reducing Valve (PRV) settings of 1.5–2 kg/ cm²;
- Aerator with a maximum flow of 2.8 litres per minute and 6 litres per minute installed in wash basin taps and pantry taps, respectively;
- Regular cleaning and maintenance of all plumbing fixtures;
- Optimum efficiency of Reverse Osmosis (R.O.) plant through reject recirculation; and
- Rainwater harvesting systems in DLF Hotels to reduce dependency on freshwater.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format¹³:

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	(mg / m3)	107.79	154.17
SOx	(mg / m3)	30.15	22.42
Particulate Matter (PM)	(mg / m3)	15.54	27.69
Persistent Organic Pollutants (POP)	(mg / m3)	0.025	0.011
Volatile Organic Compounds (VOC)	(mg / m3)	-	0.013
Hazardous Air Pollutants (HAP)	(mg / m3)	0.02	-
CO	(mg / m3)	30.09	73.60
NH3	(mg / m3)	0.02	0.017
O3	(mg / m3)	0.02	-

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/ No). If yes, name of the external agency.

Yes, Laboratories approved and accredited by National Accreditation Board Limited/ Ministry of Environment Forest and Climate Change (MOEFCC) carried out Independent Assessment for Rental Assets.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format¹³:

Parameter	Unit	FY 2023 – 24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) ²⁰	Metric Tonnes of CO2 equivalent	28,539.90	20,440.28
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) ²¹	Metric Tonnes of CO2 equivalent	3,28,476.35	3,28,646.33
Total Scope 1 and Scope 2 emissions per rupee of turnover¹⁴ (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric Tonnes of CO2 equivalent per rupee of turnover	0.0000056	0.0000061
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)¹⁵ (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		0.0001271	0.0001403
Total Scope 1 and Scope 2 emission intensity in terms of physical output²²		-	-
Total Scope 1 and Scope 2 emission intensity Total Scope 1 and Scope 2 emissions per area of total portfolio	Metric tonnes of CO2 equivalent per sq. mtr. of portfolio (including total leasable and saleable area in sq. mtr.)	0.043	0.046

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/ No). If yes, name of the external agency. **Yes, SGS India Private Limited.**

13 For data reported under Principle 6, the boundary includes all DLF's rental portfolio, hospitality portfolio and those development/ residential projects where construction was ongoing in FY 2023-24. Accordingly, such projects, where construction was completed in FY 2022-23 (saleable properties), have not been included in this boundary. DLF continues to further strengthen its data monitoring systems across its projects.

14 Turnover is total 'Revenue from Operations'. However, it may be noted that as per the accounting standards, the revenue of DLF Cyber City Developers Limited (DCCDL), a material subsidiary of the Company is not consolidated in the Consolidated Turnover and is accounted as a Joint Venture. This is in alignment with the reporting made for FY 2022-23.

15 The turnover has been adjusted to the Purchasing Power Parity prices as published by Organisation for Economic Co-operation and Development (OECD).

20 DLF's Scope 1 GHG emissions include emissions from stationary and mobile combustion of fuels consumed including Diesel, PNG, LPG, Acetylene, Petrol, Coal and CNG. Emissions from Refrigerants and Fire extinguishers used on sites have also been considered.

21 DLF's Scope 2 GHG include emissions from the generation of purchased electricity i.e. electricity purchased from grid as well as purchase of DG units not owned or operated by DLF.

22 The indicator is not applicable to the real estate sector, however DLF provides GHG emissions intensity per area of total portfolio.

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

DLF is dedicated to enhancing energy efficiency and reducing greenhouse gas (GHG) emissions throughout its managed assets and real estate portfolio. Through a strategic approach, DLF has implemented a range of initiatives to promote energy conservation and sustainability across its properties. One key strategy involves adhering to LEED Green Building norms, with many of DLF's buildings achieving LEED Platinum certification from the USGBC. These certifications underscore the Company's commitment to integrating energy-efficient designs and technologies into its developments. To achieve these goals, DLF prioritizes the use of high-efficiency equipment and appliances, such as LED lighting, motion sensors for lighting control and advanced HVAC systems, etc. In some of the locations, DLF has implemented the following measures:

(a) Increasing the inclusion of renewable energy generation to reduce reliance on fossil fuels

DLF is installing onsite renewable energy generation, such as solar to further reduce

its carbon footprint. To complement these efforts, DLF has implemented innovative technologies like automatic tube cleaning systems in chillers to conserve energy and reduce CO2 emissions.

(b) Demand side management, to improve energy efficiency across managed assets

- The Company has made significant investments in upgrading infrastructure, including replacing outdated pumps, replacement of cooling towers and replacement of refrigerant units with R22 gas with more energy efficient R134A gas in the chillers etc;
- DLF is also harnessing renewable energy sources to reduce reliance on fossil fuels;
- Automatic tube cleaning system have been installed in chillers to conserve energy and reduce CO2 emissions; and
- Investments are being made in wall and roof insulation to improve energy efficiency across properties.

9. Provide details related to waste management by the entity, in the following format¹³:

Parameter	FY 2023-24	FY 2022-23
Total Waste Generated [in metric tons (MT)]		
Plastic waste (A)	560.10	725.95
E-waste (B)	20.64	13.89
Bio-medical waste (C)	1.49	-
Construction and demolition waste (D)	2,34,766.27	3,62,207.87
Battery waste (E)	65.34	71.05
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)		
I Used Lube Oil	19.36	42.10
II Others (used DG Filters, Cotton waste and cooking oil)	2.88	6.52
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)		
I. Paper Waste	1,913.18	1,075.42
II. Scrap Metal ²³	588.25	330.15
i. Aluminium	113.29	-
ii. Iron	140.34	-
iii. Other Scrap Metal	334.62	330.15
III. Organic Waste	4,891.78	3,252.28
IV. Miscellaneous ²⁴	1,532.62	1,476.85
Total (A+B+C+D+E+F+G+H)	2,44,361.87	3,69,202.07

¹³ For data reported under Principle 6, the boundary includes all DLF's rental portfolio, hospitality portfolio and those development/ residential projects where construction was ongoing in FY 2023-24. Accordingly, such projects, where construction was completed in FY 2022-23 (saleable properties), have not been included in this boundary. DLF continues to further strengthen its data monitoring systems across its projects.

²³ DLF is continuously improving its mechanism to improve its data management systems and has provided segregation for scrap metal for FY 2023-24.

²⁴ Miscellaneous waste comprises of glass, wood, cotton and cardboard waste.

Parameter	FY 2023-24	FY 2022-23
Waste intensity per rupee of turnover¹⁴ (Total waste generated/ Revenue from operations)	0.0000038	0.0000069
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)¹⁵ (Total waste generated/ Revenue from operations adjusted for PPP)	0.000087	0.000148
Waste intensity in terms of physical output	-	-
Waste intensity per area of total portfolio	0.0293	0.0470
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	7,466.23	27,574.99
(ii) Reused ²⁵	1,18,242.65	3,36,372.92
(iii) Other recovery operations ²⁶	68,351.86	80.46
Total	1,94,060.74	3,64,028.37
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	1.75	0.78
(ii) Landfilling	434.36	-
(iii) Other disposal operations ²⁷	48,178.96	4,289.43
Total	48,615.06	4,290.20

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/ No) If yes, name of the external agency. **Yes, SGS India Private Limited.**

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

DLF is committed to waste minimization and resource efficiency across all stages of construction and portfolio management. Through a multifaceted approach, the Company implements various measures to reduce, reuse and recycle waste generated from its business activities.

- Prior to commencing construction, DLF develops project-specific plans to optimize resource utilization and implement waste recycling systems;
- Contractors involved in construction are advised to reclaim and repurpose building materials;
- The organization provides training to its employees, renters and service providers on proper waste disposal methods and assists

service providers in raising awareness about waste management at its project locations, as needed; and

- All waste produced through business operations is recycled, reused, composted, subjected to energy recovery treatment or appropriately handled by authorized recyclers.

Waste Collection, Segregation and Management Measures

- All the DLF's rental sites have a 'zero waste policy' and to ensure zero waste to landfill, it implements innovative strategies for waste collection, segregation and management at its managed sites, such as the waste generated at site is properly segregated making sure that there is no contamination. DLF has implemented specialized waste collection zones and waste segregation facilities at its managed locations. The solid waste is carefully sorted in designated areas, where it is then directed towards either reuse, recycling, or energy recovery, depending on its specific type. Three types

14 Turnover is total 'Revenue from Operations'. However, it may be noted that as per the accounting standards, the revenue of DLF Cyber City Developers Limited (DCCDL), a material subsidiary of the Company is not consolidated in the Consolidated Turnover and is accounted as a Joint Venture. This is in alignment with the reporting made for FY 2022-23.

15 The turnover has been adjusted to the Purchasing Power Parity prices as published by Organisation for Economic Co-operation and Development (OECD).

25 The excavation activity for some of the projects at DLF's development sites have reduced this year, hence showing a decrease in reuse of excavated earth, as compared to last year.

26 This year, other recovery operations include 68,344.66 MT of excavated earth which is used for various purposes including land levelling in the development portfolio.

27 This year, other disposal operations include 41,499 MT of C&D Waste from a new construction project under DLF's development portfolio. This waste was handed over to HUDA Authorized third party vendors.

of waste are segregated and monitored as mentioned below:

- a. **Green Bin:** Biodegradable organic waste, like food scraps, is collected in bins and then transferred to on-site composters for processing. The resulting manure is utilized as fertilizer for landscaping in horticulture.
- b. **Blue Bin:** Additional recyclable materials that are not hazardous, including plastic, paper and metal waste, are sorted as dry waste and then either reused, recycled by approved vendors or sent to waste-to-energy facilities.
- c. **Black Bin:** Government authorized vendors ensure the safe disposal of hazardous waste items, including sanitary waste and e-waste. Residential sites collect e-waste in separate waste bags from residents. They adhere to regulatory requirements and responsibly handle e-waste, used lube oil and batteries.

Further, dry waste is disposed through Government authorized vendors who have agreements with different companies for recycling the waste. Wet waste is converted to manure through Organics Waste Converter (OWC) and is used for the horticulture purpose in the building. The e-waste and hazardous waste are taken by Government authorized vendors. In addition to the above, at one of the locations in the Hospitality business, the waste from OWC is used in the clubhouse premises to cultivate vegetables and fruits. In all properties of the rental portfolio, the manure made in the OWC is used for the landscaping purposes.

Construction and demolition waste, such as concrete and plastering materials, is collected, segregated and reused in various applications including road-filling, minimizing landfill disposal. Additionally, steel scrap is repurposed in non-structural building elements to further reduce waste. The construction and demolition of infrastructure can produce a surplus of excavated earth/ soil and the same is managed by reusing the same on-site for the purpose of land leveling.

Measures to reduce use of hazardous materials

Hazardous waste, including e-waste and sanitary waste, is safely disposed of through Government approved vendors in compliance with regulatory standards. DLF also prioritizes the reduction of hazardous material usage through the implementation of Material Safety Data Sheets (MSDS) for construction materials. MSDS provides comprehensive information on potential hazards, enabling safe handling and disposal practices. Green cleaning chemicals approved by environmental standards are utilized in managed buildings, ensuring environmental sustainability and occupant safety.

- **Green Cleaning Chemicals**

All properties under the portfolio, being green building-certified, ensure to use green cleaning chemicals. A few clubs in our hospitality portfolio ensure the usage of environmentally friendly products of brands such as Diversey chemicals in functions of Housekeeping and Food & Beverage (F&B). The cleaning products utilized in the buildings under its management adhere to the approval criteria set by one of the specified standards mentioned below:

- a. Environmental Choice.
- b. Environmental Protection Agency (EPA) comprehensive procurement guideline.
- c. Eco-labelling on the product such as Green Seal.

- **Standardization of insecticides**

DLF adheres to stringent standards for insecticides, utilizing Central Insecticide Board (CIB) approved products and implementing integrated Pest Management Systems to minimize environmental impact in line with LEED approved pesticide list.

By integrating these initiatives into its operations, DLF demonstrates its unwavering commitment to environmental stewardship and sustainable development.

11. If the entity has operations/ offices in/ around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/ clearances are required, please specify details in the following format:

S.No.	Location	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Yes/ No) If no, the reasons thereof and corrective action taken, if any.
Not Applicable ²⁸			

²⁸ None of DLF's operations are located around ecologically sensitive areas.

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No)	Relevant Web link
Expansion of Proposed Commercial Building "Atrium Place" in Vanija Nikunj, Udyog Vihar, Phase V, Gurugram, Haryana by Atrium Place Developers Private Limited (formerly Aadarshini Real Estate Developers Private Limited)	Proposal number 459061	Proposal submitted: 17-01-2024	Yes	Yes	https://parivesh.nic.in/newupgrade/#/trackYourProposal
Commercial Building on 9.14,375 acres In Sector 74 A, Gurugram, Haryana	5E560212-7E14-4651-9A1F-8DF1A0B968D1	EC granted: 30-11-2023	Yes	No	-
Proposed Expansion of Group Housing Project (25.087 acres), Village Maidawas, Sector-63, Gurugram, Haryana	EC23B039HR116175	EC granted: 24-04-2023	Yes	Yes	https://www.dlf.in/homes/luxury/thearbour/compliance
DLF IT Park by DLF Info Park Developers (Chennai) Limited	SEIAA-TN/F.6645/EC/8(b)/689/2020 dated: 22-01-2020	Compliance Report submitted in June'23	Yes	No	-

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Yes/ No). If not, provide details of all such non-compliances, in the following format:

Yes, DLF is compliant with all applicable environmental laws, regulations and guidelines in India. Further, as a principle, DLF strives to be compliant with the applicable environment related regulations, as its normal business practice.

S. No.	Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
Not Applicable				

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress¹³ (in kilolitres): For each facility/ plant located in areas of water stress, provide the following information:

- Name of the area:** DLF has operations across the locations of North Capital Region (Gurugram, New Delhi, Noida) Chennai and Hyderabad
- Nature of operations:** Construction and Infrastructure Development, Hospitality for clubs and hotels and Rental of commercial properties as mentioned in Section A.19(c)
- Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source [in kilolitres (KL)]		
(i) Surface water [§]	71,179.00	4,98,697.10
(ii) Groundwater	2,02,018.00	2,95,376.00
(iii) Third party water [§]	22,58,983.06	19,98,074.00
(iv) Seawater/ desalinated water	-	6,041.00
(v) Others	-	-
Total volume of water withdrawal (in KL)	25,32,180.06	27,98,188.10

§ Due to re-classification of source of water withdrawal from Surface Water to Third Party Water, the quantity of surface water withdrawal has reduced. Further, third party water source is the largest source of water withdrawal for DLF.

13 For data reported under Principle 6, the boundary includes all DLF's rental portfolio, hospitality portfolio and those development/ residential projects where construction was ongoing in FY 2023-24. Accordingly, such projects, where construction was completed in FY 2022-23 (saleable properties), have not been included in this boundary. DLF continues to further strengthen its data monitoring systems across its projects.

Parameter	FY 2023-24	FY 2022-23
Consumption from Recycled STP Water ¹⁶	2,786,488.00	23,65,888.90
Total volume of water consumption¹⁷ (in KL)	52,02,292.26	44,78,485.00
Water intensity per rupee of turnover¹⁴ (Water consumed/turnover)	0.000081	0.000079
Water intensity (optional) – the relevant metric may be selected by the entity	0.62	0.59
Water discharge by destination and level of treatment¹⁹ (in KL)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	1,16,575.80	6,720.00
- No treatment	1,16,575.80	6,720.00
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in KL)	1,16,575.80	6,720.00

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/ No). If yes, name of the external agency. **Yes, SGS India Private Limited**

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2023 – 24	FY 2022 - 23
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	N.A.	N.A.
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO2 equivalent	N.A.	N.A.
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO2 equivalent	N.A.	N.A.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/ No). If yes, name of the external agency. **Not Applicable.**

14 Turnover is total 'Revenue from Operations'. However, it may be noted that as per the accounting standards, the revenue of DLF Cyber City Developers Limited (DCCDL), a material subsidiary of the Company is not consolidated in the Consolidated Turnover and is accounted as a Joint Venture. This is in alignment with the reporting made for FY 2022-23.

16 Recycled Water from STP is procured from Municipal authorities in some of the Development portfolio projects.

17 This includes water recycled from on-site sewage treatment plants and consumed within facilities.

19 Boundary of this data covers DLF's own offices, rental portfolio, hospitality portfolio and construction/ development portfolio. In FY 2022-23 this data was available for Rental and Development portfolio. However, due to enhanced reporting mechanism, the Hospitality portfolio is reporting the data this year onward. Accordingly, the numbers are on a higher side for FY 2023-24.

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable²⁸

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/ effluent discharge/ waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Green Energy Solutions	<ul style="list-style-type: none"> We promote the use of renewable sources for energy generation across our real estate portfolio. Rooftop solar plants of capacity 4 MW have been installed across DLF's rental business buildings. Further some development sites have covered up to 1/3rd of the terrace area with solar panel for renewable power generation; Wind power is used at our commercial buildings to cater to electrical energy requirements; and Procurement of renewable energy through open-access solar power in retail properties and hydropower in DLF hotels. 	Reduction in GHG emissions.
2	Energy Efficiency Measures	<p>Measures undertaken to promote energy efficiency across the Company's portfolio including:</p> <ul style="list-style-type: none"> Use of energy efficient equipment such as LED lights, motion sensors, high efficiency HVAC systems, replacement of refrigerant units with R22 gas with energy efficient R134A gas, hydro-pneumatic pumps with Variable Frequency Drive (VFD); Replacement of vapour absorption machines with energy efficient chillers; Automatic tube cleaning system installed in chillers to conserve energy and reduce GHG emissions; New advanced cooling tower with energy efficient motors which reduce electricity consumption & water loss; Smart grid/ smart building technologies installed in our properties; Wall and roof insulation; and Dual Fuel kit installation in Diesel Generators. 	Improved energy efficiency and reduced GHG emissions
3	Water Efficiency Measures	<p>Measures undertaken to promote water efficiency across our portfolio including:</p> <ul style="list-style-type: none"> Sensor based and high efficiency fixtures used for urinals and taps in wash basins, as well as waterless urinals in common areas of commercial properties; Low flow taps and faucets with aerators to reduce the flow rate by 50-60%; Pressure Reducing Valve (PRV) have been installed in the domestic waster lines; Aerator for a maximum flow of 2.8 litres per minute and 6 litres per minute installed in wash basin taps and pantry taps, respectively; Automation of the tank filling and supply has been ensured to achieve DLF's water conservation strategies to make buildings water efficient. DLF only uses 20 litres per capita per day (lpcd) instead of 45 lpcd as per the National Building Council (NBC); Metering and Sub – metering is done for improved water monitoring and conservation, & utilization of RO discharge is ensured; To improve the efficiency of Sewage Treatment Plant, high-efficiency volute systems have been installed in place of traditional sludge dewatering systems such as filter press and centrifuge; 	Improved water use efficiency and water conservation

²⁸ None of DLF's operations are located around ecologically sensitive areas.

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
		<ul style="list-style-type: none"> Treated STP water is used for dust suppression, i.e., sprinkling and wheel washing, instead of fresh water sourced from municipality. This helps in reusing treated water, thereby reducing dependency on the planet's fresh water sources; DLF uses STP water for dust suppression in and around site premises which is necessary for improving the ambient air quality; and Rainwater harvesting pits have been designed as part of the building plan in some sites, to facilitate ground water recharge. 	
4	Air Quality Improvement Measures	<ul style="list-style-type: none"> High Efficiency Particulate Air ('HEPA') filter-based air purification systems installed in DLF Malls (retail properties) to enhance indoor air quality and reduce pollution; Air quality improvement through installation of Merv 14 filters for all Air Handling Units (AHUs) and fresh air circulation from 1 ACPH to 2 ACPH in office spaces (commercial properties); Use of anti-smog guns at construction sites to reduce air pollution; and Construction of wheel wash bay to control dust from vehicles exiting the construction site. 	Indoor air quality improvement and reduction in air pollution
5	Waste Management	<ul style="list-style-type: none"> Installation of organic waste converters (OWC) at our managed sites to recycle organic waste into nutrient-rich compost, which is then used for horticultural purposes, eliminating the use of chemicals for gardening purposes; Concrete savings due to Post Tension (PT) slab design. Compared to conventional slab design, PT slab design reduces slab thickness by ~50 mm, this results in reduction of embodied carbon footprint of concrete and also in cost saving; Fly ash is considered in the design mix of concrete instead of cement. Hence, reducing the embodied carbon footprint of concrete and resulting in cost saving; Use of steel scrap in non-structural members, hence using steel scrap quantity during construction phase; and Collection & segregation of construction and demolition waste, into reusable & not usable material. Reusable material reused in filling underneath stich slab. 	Waste reduction
6	LEED Certifications	<ul style="list-style-type: none"> DLF's Rental business, achieved 'LEED Zero Water' Certification for properties across Hyderabad, Kolkata, Gurugram, Chandigarh and Chennai from the USGBC, by achieving a potable water use balance of zero. Five of DLF's Malls have also obtained this Certification; DLF designs its buildings to comply with LEED Green Building norms and have received LEED Platinum Certification from USGBC for ~44.55 msf of its rental portfolio; DLF Cyber City, Hyderabad has received LEED Zero Waste Certification from the USGBC, dedicated to measuring, improving and recognizing waste management. Additionally, DLF Cyber City Chennai has achieved the TRUE Platinum Certification along with LEED Zero Waste this year; and LEED Platinum Certification received for World's largest residential development, awarded to 'The Crest' by USGBC. 	Reduced environmental footprint, improved energy and water efficiency.

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

DLF has proactively established a comprehensive business continuity plan, encompassing Preparedness, Emergency Response and Planning (ERPP), to effectively manage any potential emergencies within its operations, spanning construction activities and portfolio maintenance.

The ERPP meticulously identifies a range of potential emergencies, including natural disasters and human-induced incidents such as fire outbreaks, gas leaks, earthquakes, floods, cyclones, power outages, terrorist threats, civil unrest, foodborne illnesses and epidemics. With the overarching goal of ensuring orderly emergency management, the plan is structured to promptly notify and escalate emergencies to the appropriate levels for swift response and resolution, thereby minimizing adverse implications for stakeholders. Key elements and features of the ERPP include:

- The establishment of dedicated emergency response teams across managed sites, aligned with Safety Management Systems compliant with ISO 45001:2018 standards;
- Regular training sessions and awareness campaigns equip employees with the necessary skills and knowledge to effectively respond to emergencies;
- Robust fire safety protocols, including early warning detection systems and automatic sprinklers, are implemented across all buildings to enhance safety measures.;
- Dedicated emergency response team is available at all managed sites to address such situations and minimize any adverse impacts;
- System has been implemented at all managed assets and disaster management system adopted for all rental and construction sites;
- Periodic emergency preparedness training and awareness generation is carried out for all employees;
- Robust fire safety management systems in all buildings (including early warning fire detection, automatic sprinkler system, fire suppression systems etc.);

- All real estate projects are developed one level above seismic zone requirements to enhance building safety in case of earthquakes. Additionally, rainwater harvesting wells have been built to prevent flooding at site;
- At all construction sites, common assembly points and maps at various places have been set-up, so that in case of any emergency, all the engaged workers can gather immediately at the assembly point; and
- Safety team is available at all construction sites for monitoring and assuring that there are no lapses in any of the safety measures.

Through these initiatives, DLF prioritizes safety, continuity and stakeholders well-being, underscoring its steadfast commitment to emergency preparedness and effective response.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Real estate is an energy intensive sector, with construction and operation of buildings contributing significantly towards global GHG emissions, making energy and resource efficiency essential to business operations, building designs as well as throughout the value chain. However, in FY 2023-24, there has been no significant adverse impacts to the environment arising from any of the DLF's projects. Instilling climate resilient building practices at the design stage, maintaining compliance to all applicable regulatory requirements, responsible development practices, promoting use of renewable energy and procuring sustainable construction material are a few ways that DLF ensures minimization of adverse impacts and risks arising from the value chain. Additionally, preventive or mitigative measures are undertaken in cases of high risks, if detected.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

DLF promotes its value chain partners to adopt environmentally sustainable practices by incorporating environment impact related clauses in the General Conditions Contacts/ Service Level Agreements. However, presently, there is no formal assessment being undertaken in this regard.

PRINCIPLE 7: Businesses when engaging in influencing public and regulatory bodies, should do so in a transparent and responsible manner.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

DLF maintains affiliations with 12 trade and industry chambers/ associations, spanning national and state levels. It actively collaborates with these organizations to advocate for sector-specific policy reforms and enhance transparency and governance standards.

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations
1	Confederation of Indian Industry (CII)	National
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
4	PHD Chamber of Commerce and Industry (PHDCCI)	National
5	National Real Estate Development Council (NAREDCO)	National
6	World Travel & Tourism Council, India Initiative	National
7	Confederation of Indian Industry (CII), New Delhi	State
8	The Confederation of Real Estate Developers' Associations of India (CREDAI), NCR	NCR
9	NAREDCO, Haryana	State
10	CREDAI, Goa	State
11	Asia Pacific Real Estate Association, Singapore	International

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

There were no incidents of anti-competitive conduct by DLF during FY 2023-24, hence this is not applicable.

Name of authority	Brief of the case	Corrective action taken
Not Applicable		

Leadership Indicators

1. Details of public policy positions advocated by the entity

S.No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of review by Board (Annually/ Half yearly/ Quarterly/ Others)	Web Link, if available
1	Applicability of Green Building Incentives or Green Blue Factor as per the Ratings for Integrated Habitat Assessment (GRIHA) in the Master Plan of Delhi 2041.	Through trade chambers	No	Monthly	-
2	Fast Track Clearance of the appeal cases filed with the Appellate Committee for grant of height permission of High-rise building projects from Airports Authority of India.	Through trade chambers	No	Monthly	-

S.No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of review by Board (Annually/ Half yearly/ Quarterly/ Others)	Web Link, if available
3	Issuance of desired height permission during the initial stage of height No-Objection Certificate from Airports Authority of India.	Through trade chambers	No	Monthly	-
4	Clarification regarding OC & CC Act as per RERA Act (In ref to Supreme Court Writ Petition Civil No. 1216/2020; Interim Order dated 9-Jan-2023).	Through trade chambers	No	Monthly	-
5	Suitable amendments in policy with respect to Addl. FAR Charges for Hotel Plots in NCT of Delhi.	Through trade chambers	No	Monthly	-

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No)	Relevant Web Link
Not Applicable					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	Name of Project for which R&R is ongoing	Date of notification	State	District	No. of Project Affected Families	% of PAFs covered by R&R	Amounts paid to PAFs
Not Applicable							

3. Describe the mechanisms to receive grievances of the local community.

DLF interacts with the community through its social arm, DLF Foundation. Community members can voice their concerns and grievances through various channels listed on DLF Foundation's website at <https://www.dlffoundation.in/contact.php>, including contact numbers, e-mail and office address. Additionally, they can e-mail their concerns directly to DLF Foundation's official e-mail ID dlf-foundation@dlf.in. This structured approach ensures that community grievances are addressed promptly and fairly. Furthermore, DLF maintains close ties with the community through its CSR initiatives, engaging with stakeholders through meetings and feedback sessions to address their concerns effectively.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ Small Producers	38.40%	37% ²⁹
Directly from within India	99.96%	99.93%

²⁹ Data is provided on the basis of proportion of suppliers covered from the total supplier base (by supplier count).

5. **Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers⁴ employed on a permanent or non-permanent/ on contract basis) in the following locations, as % of total wage cost.**

Location	FY 2023-24	FY 2022-23
Rural	-	-
Semi-Urban	-	-
Urban	77%	74%
Metropolitan	23%	26%

Leadership Indicator

1. **Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators):**

Details of negative social impact identified	Corrective action taken
Not Applicable	

2. **Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

S. No.	State	Aspirational District	Amount spent (In ₹)
1	Haryana	Mewat	60,000
2	Bihar	Aurangabad, Begusarai, Gaya, Jamui, Khagaria, Mujaffarpur, Navada, Sitamarhi	7,00,049
3	Rajasthan	Baran, Dholpur, Karauli	60,000
4	Uttar Pradesh	Chandauli, Fatehpur	40,000
5	Jharkhand	Chatra	31,000

3. (a) **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/ vulnerable groups? (Yes/ No)**

No.

- (b) **From which marginalized/ vulnerable groups do you procure?**

Not applicable.

- (c) **What percentage of total procurement (by value) does it constitute?**

Not applicable.

4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:**

Not applicable. DLF does not have any intellectual properties owned or acquired based on traditional knowledge.

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired	Benefit shared	Basis of calculating
Not Applicable				

5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**

Name of authority	Brief of the Case	Corrective Action Taken
Not Applicable		

⁴ All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	<p>DLF CARES Education Support Programme:</p> <p>Supports the education of underprivileged students across 20 states in India, through a scholarship scheme which focusses on academic learning and support to selected scholars coming from low-income families. It also provides counselling, remedial learning and handholding support throughout their school journey.</p>	1,808	80%
2	<p>Supporting a Primary Health Centre in Gurugram:</p> <p>This programme supported people from low-income backgrounds for multiple health treatments including OPD and Diagnostics. Under the Program, awareness sessions on Eye flu, Physiotherapy, Hygiene & Gyneac health issues were conducted in association with Adharshila Family Health Centre.</p>	4,778	100%
3	<p>Naturopathic & Acupressure Therapy:</p> <p>The Project provided access to healthcare services through naturopathy concepts like magnet therapy, colour therapy and acupressure in collaboration with the Institute of Global Development (IGD), in Delhi and Gurugram.</p>	6,780	40%
4	<p>Aiding Eye-care:</p> <p>Free cataract surgeries were conducted for the underserved coming from rural areas of Uttar Pradesh and Haryana in partnership with ICARE Eye Hospital, Noida.</p>	700	100%
5	<p>24x7 Ambulance Services:</p> <p>In order to make emergency healthcare services accessible to underserved communities, DLF Foundation provided 24*7 free emergency ambulance services for the general public in multiple locations of Delhi-NCR. The Foundation has deployed 6 ambulances in Gurugram, Delhi & Noida.</p>	General Public	N.A.
6	<p>Medical Assistance to People in Need:</p> <p>Supported patients in need requiring critical medical treatments, including kidney transplants, brain tumors, cancer, glaucoma, COPD, accidents, liver issues and autism spectrum disorder. Additionally, the Foundation facilitated the screening of marginalized individuals for tuberculosis (TB).</p>	248	100%
7	<p>Healthcare Screening Camps:</p> <p>DLF Foundation in partnership with Fortis supported free health screening camps to provide quality healthcare including OPD and diagnostics in Gurugram, Delhi & Noida.</p>	631	100%
8	<p>Golf Excellence Programme:</p> <p>DLF Foundation supported talented and aspiring golfers i.e. young boys and girls through intensive coaching to ensure they emerge as professionals in the sport of Golf. The players won 65+ awards/ certificates at national & international level during the year.</p>	10	10%
9	<p>Welfare of Homeless:</p> <p>DLF Foundation supported the rehabilitation of the Homeless by shifting them to the Shelters in Nizamuddin Colony and Sarai Kale Khan in Delhi, run by Society for Promotion of Youth and Masses (SPYM). SPYM provided formal, non-formal education & vocational training in Stitching and General Duty Assistant as well as computer training at the Shelters.</p>	174	100%

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
10	Upgradation of rural roads in collaboration with Atulya Foundation: DLF Foundation supported the upgradation & construction of 1,800 meters village roads in the Jugsana Kalan Village catering to over 3,000 residents of the village.	3,195	100%
11	DLF Engage, a programme to drive volunteering (activities and skill-based) across communities: 774 Volunteers contributed 2,021 volunteering hours across 29 opportunities including both, activity and skill-based opportunities in partnership with 16 NGO Partners.	General Public	N.A.
12	Environment Sustainability: In partnership with local Government authorities, DLF Foundation adopted and maintained total green area of 5,45,004 sq.mtrs. across multiple public green belts and parks pan India.	General Public	N.A.
13	Urban Afforestation: DLF Foundation partnered with One Step Greener to create a forest belt adjoining Bhondsi Village, spanning a stretch of 8 kms.	General Public	N.A.
14	Har Ghar Tiranga: DLF Foundation provided 24,500 National Flags, which were distributed to households under the Government of India initiative.	General Public	N.A.
15	Saving lives through Safer Roads: Pedestrian walkways have been developed in Gurugram in partnership with Gurugram Metropolitan Development Authority (GMDA) to ensure safety of pedestrians from road accidents.	General Public	N.A.
16	Women Safety by installation of CCTV Cameras: To ensure women's safety, 23 CCTV cameras have been installed on the Nelson Mandela Road in Delhi and handed over to the police department.	General Public	N.A.
17	Shanti Sthaan Crematorium with the Government of Haryana: DLF Foundation, in partnership with the Government of Haryana, is developing a modern and state-of-the-art, environmentally sustainable and culturally sensitive crematorium as a benchmark project spread over 6.2 acres in Sector 72A, Gurugram. It is a civic amenity that will cater to around 12 lakh residents of Gurugram.	General Public	N.A.
18	Development of a Skill Centre for Youth in Samalkha: The Skill centre has been developed in association with Shri Madhav Jan Sewa Nayas (SMJSN) for providing employment-linked skilling in multiple trades including electrical, plumbing, computers, agriculture and more. The Centre is spread across 29,309 sq ft. and has 25 Classrooms and 12 Toilets.	more than 55,000 households at Samalkha, with training and employment.	100%
19	Development of a Physiotherapy and Hydrotherapy Centre for small animals: DLF Foundation is supporting the development of Physiotherapy and Hydrotherapy Centre along with a Feline Centre in partnership with the CGS Public Charitable Trust at the CGS Veterinary Care Hospital in Gurugram.	2,219 sq.ft. Physiotherapy and Hydrotherapy Centre being developed for the welfare of dogs and cats.	N.A.
20	Animal welfare through All Creatures Great and Small (ACGS): Provided shelter and medical care to animals through an NGO - All Creatures Great and Small (ACGS).	12,710 (Animal beneficiaries)	N.A.

PRINCIPLE 9: Business should engage with and provide value to their customers in a responsible manner.

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

At DLF, customer feedback and complaints are managed transparently and efficiently through the customer relationship management (CRM) team. All new customers are apprised of this process via the contact details provided in the initial correspondence. Additionally, through

DLF's digital complaint management system, it is ensured that every customer issue is logged and tracked for resolution within a specified timeframe. Customers of leased properties also have the option to submit complaints through a dedicated application and monitor the status of their complaints. Furthermore, customers can also reach out to the Company through DLF's customer support portal on the DLF website at <https://www.dlf.in/customer-Support>, where the CRM team addresses each query or complaint promptly.

2. Turnover of products and/ services as a percentage of turnover from all products/ service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	
Recycling and/ or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services ³⁰	861	0	These included complaints related to provision to essential services in DLF's rental buildings (e.g. provision of electricity, plumbing, elevator services etc.) that were promptly resolved.	904	0	These included complaints related to provision to essential services in DLF's rental buildings (e.g. provision of electricity, security, etc.) that were promptly resolved.
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	0	0	-	0	0	-

4. Details of instances of product recalls on account of safety issues

	Number	Reasons for recall
Voluntary recalls	Not Applicable	
Forced recalls		

Considering the nature of DLF's business and operations, product recalls on account of safety issues are not applicable.

³⁰ By the nature of business of DLF, this field is applicable only to our rental business (leased properties), hence the data has been provided accordingly.

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/ No) If available, provide a web-link of the policy.

Yes, DLF has a comprehensive information security policy, accessible internally to all employees, which prioritizes safeguarding information assets to prevent theft, tampering and unauthorized access. The IT Security Policy is available on the Company's intranet and circulated to all employees.

Prioritizing Information security by protecting information against theft, tampering and unauthorized access, is a key priority in business processes. This emphasizes the importance of maintaining the integrity and confidentiality of sensitive data. DLF deploys appropriate technology, processes and resources to enforce security controls. This ensures compliance with relevant laws and industry standards and mitigating potential security risks.

- The Company places a strong emphasis on data privacy of its customers, employees and other stakeholders. It collects only essential customer information necessary for providing products or services;
- It provides regular security updates to protect the collected data against emerging threats. Employees undergo training on information security and data privacy protocols to ensure they are equipped to handle sensitive information securely;
- DLF obtains consent from the concerned party(ies) before collecting or sharing their data with any third parties. This demonstrates a commitment to respecting customer privacy preferences;
- DLF also implements robust security system for data leakages and incident management. Measures such as continuous Security log monitoring, multi-factor authentication for network access, end point device security & disk encryption, periodic software audit by IT department to safeguard data. These measures help prevent unauthorized access and data breaches; and
- An incident management process is established for promptly reporting and resolving security incidents. Employees are encouraged to report any security incidents or observations around misuse or improper use of equipment, software or sensitive information for timely resolution and mitigation of potential risks.

6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/ action taken by regulatory authorities on safety of products/ services.

DLF has received complaints related to the delivery of essential services in its rental properties, encompassing grievances regarding electricity, housekeeping and parking allocation etc. These concerns were attended and promptly resolved through remedial actions which involved reinstating services and performing the required repairs and other activities.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches:** Nil.
No such incident occurred during FY 2023-24
- b. Percentage of data breaches involving personally identifiable information of customers:** Nil
- c. Impact, if any, of the data breaches:** Not applicable

Leadership Indicators

1. Channels/ platforms where information on products and services of the entity can be accessed (provide web link, if available)

Details of all the products and services are provided on the Company's website: <https://www.dlf.in/> and www.dlf.in/offices/.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/ or services.

DLF informs consumers about safe and responsible building usage through various measures during building handover and during ongoing operations. Few of the steps taken in this regard are mentioned as under:

- Environmental and social parameters related to the building are detailed in the allotment letter for residential and commercial units, or within lease agreements for leased assets;
- Customers receive a user handbook at the time of possession/ handover of buildings, containing guidelines for safe and responsible usage of the building including fire safety, electrical safety and responsible appliance usage;
- Measures to prevent accidents and injuries are also outlined in the user handbook;
- For leased properties, the FM team raises awareness through e-mail communication

and notices and safety guidelines, such as those formulated by Fire Safety Consultants, are emphasized for consumer safety;

- To raise awareness of protocols for natural disaster preparedness, DLF offers guidance on actions to be taken during natural disasters like earthquakes;
- DLF organizes safety events such as National Safety Week and Fire Service Week. Regular mock drills are conducted to enhance preparedness for emergencies. Other mediums such as online quizzes are circulated to increase awareness of the fire safety week; and
- DLF engages tenants through various initiatives. Building communication feedback sessions are held with individual tenants. Feedback on efficient energy and water consumption is provided to tenants.

3. Mechanisms in place to inform consumers of any risk of disruption/ discontinuation of essential services.

DLF informs its customers and tenants of disruption of essential services. Additionally, the tenants are also informed of any disruptions caused due to weather, movements of VIPs or closure of any public areas. Post handover of the projects in the development portfolio, the FM Agency/ Resident's Welfare Association keep customers informed about every possible disruption of essential services at all points of time.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/ No/ NA) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/ No).

DLF's diverse portfolio encompasses the development of residential homes, commercial office spaces, retail properties (Malls) and hospitality projects (Hotels and Clubs). Pertinent product details are incorporated into the appropriate documentation provided to customers during building handovers or lease agreement signings. Additionally, customers receive a comprehensive user handbook containing information on building features and guidelines for ensuring safe and responsible building usage. Furthermore, a significant portion of DLF's buildings have earned LEED Certifications in either the Operations and Maintenance or Design and Construction categories by the USGBC. Information regarding these LEED Certifications is prominently showcased in all leased buildings.

DLF administers a Net Promoter Score (NPS) survey to evaluate customer satisfaction and collect feedback from both, tenants in leased buildings and customers purchasing the properties, through engagement of a third party. The survey spans all significant clusters of the real estate portfolio. This initiative aids in gaining insights into customer perceptions, enabling continuous enhancement of product and service offerings.

INDEPENDENT REASONABLE ASSURANCE STATEMENT

Independent Reasonable Assurance Statement to DLF Limited on its BRSR for the FY 2023-24

The Board of Directors
 DLF Limited
 8th Floor, DLF Gateway Tower
 R-Block, DLF City
 Phase-III, Gurugram- 122002

Nature of the Assurance

SGS India Private Limited (hereinafter referred to as 'SGS India') was engaged by DLF Limited (the 'Company' or 'DLF') to conduct an independent assurance of the Company's Business Responsibility and Sustainability Reporting (BRSR) (the 'Report') pertaining to the reporting period of 1 April 2023 to 31 March 2024. The Report has been prepared following the National Guidelines for Responsible Business Conduct of the BRSR Framework, covering the performance of the Company across environmental, social and governance (ESG) indicators. This reasonable assurance engagement was conducted in accordance with 'International Standard on Assurance Engagements (ISAE) 3000 (Revised)'.

Responsibilities

The information in the report and its presentation are the responsibility of the management of the Company. SGS India has not been involved in the preparation of any of the material included in the report.

Our responsibility is to express an opinion on the text, data and statements within the defined scope of assurance, aiming to inform the management of the Company and in alignment with the agreed terms of

reference. We do not accept or assume any responsibility beyond this specific scope. The Statement shall not be used for interpreting the overall performance of the Company, except for the aspects explicitly mentioned within the scope. The Company holds the responsibility for preparing and ensuring the fair representation of the assurance scope.

Assurance Standard

SGS has conducted Reasonable level Assurance w.r.t BRSR core parameters under 9 ESG Attributes with reference to the Securities and Exchange Board of India's BRSR Core – Framework for Assurance and ESG Disclosures issued vide circular no. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12 July 2023. This engagement was performed in accordance with the International Standard on Assurance Engagement (ISAE) 3000 (Assurance Engagements other than Audits or Reviews of Historical Financial Information). Our evidence-gathering procedures were designed to obtain a 'Reasonable' level of assurance, which is a high level of assurance but is not absolute certainty. It involves obtaining sufficient appropriate evidence to support the conclusion that the information presented in the report is fairly stated and is free from material misstatements.

Scope of Assurance

The assurance process involved assessing the quality, accuracy and reliability of BRSR Core Indicators (KPIs) within the report for the period 1 April 2023 to 31 March 2024. The reporting scope and boundaries include projects and sites spread across the Development, Rental and Hospitality verticals of the Company. The assurance covered the following sample locations for the assessment:

- Gateway Tower, Gurugram
- Building 14, Gurugram
- DLF Cyber Park, Gurugram
- Building 8, Gurugram
- DLF Promenade, Goa
- The Atrium Place, Gurugram
- DLF Golf Club, Gurugram
- The Lodhi Hotel, Delhi

Assurance Methodology

The assurance comprised a combination of desk research, interaction with the key personnel engaged in the process of developing the report, on-site visits and remote verification of data. Specifically, SGS India undertook the following activities:

- Assessment of the suitability of the applicable criteria in terms of its comprehensiveness, reliability and accuracy.
- Interaction with key personnel responsible for collecting, consolidating and calculating the BRSR core KPIs and assessed the internal control mechanisms in place to ensure data quality.
- Application of analytical procedures and verification of documents on a sample basis for the compilation and reporting of the KPIs.
- Assessing the aggregation process of data at the Head Office level.
- Critical review of the report regarding the plausibility and consistency of qualitative and quantitative information related to the KPIs.

Limitations

SGS India did not come across any limitation to the agreed scope of the assurance engagement for BRSR Core indicators. SGS India verified data on a sample basis; the responsibility for the authenticity of data entirely lies with the Company. Any dependence placed by any person or third party on the BRSR Report w.r.t. BRSR Core indicators is entirely at its own risk. The assurance scope excluded forward-looking statements, product or service-related information, external information sources and expert opinions.

Findings and Conclusions

Based on the procedures we have performed and the evidence we have obtained, we are satisfied that the information presented by the Company in its report, on the specified KPIs (listed below) is accurate, reliable, has been fairly stated in all material respects and is prepared in line with the BRSR requirements.

The list of BRSR Core Indicators that were verified within this assurance engagement is given below:

S.No.	BRSR Core Attribute	BRSR Core Indicator
1	Greenhouse gas (GHG) footprint	<ul style="list-style-type: none"> Total Scope 1 emissions Total Scope 2 emissions GHG Emission Intensity (Scope 1+2)
2	Water footprint	<ul style="list-style-type: none"> Total water consumption Water consumption intensity Water Discharge by destination and levels of Treatment
3	Energy footprint	<ul style="list-style-type: none"> Total energy consumed % of energy consumed from renewable sources Energy intensity
4	Embracing circularity	<ul style="list-style-type: none"> Plastic waste E-waste Bio-Medical Waste Construction and Demolition waste Battery waste Other hazardous waste Other non-hazardous waste Total waste generated Waste intensity Total waste recovered through recycling, re-using or other recovery operations Total waste disposed by nature of disposal method
5	Employee well-being and safety	<ul style="list-style-type: none"> Spending on measures towards well-being of employees as a % of total revenue of the Company Details of safety related incidents for employees
6	Enabling gender diversity in business	<ul style="list-style-type: none"> Gross wages paid to females as % of wages paid Complaints on POSH
7	Enabling inclusive development	<ul style="list-style-type: none"> Input material sourced from MSMEs/ small producers as % of total purchases Job creation in smaller towns - Wages paid to persons employed in smaller towns as % of total wage cost
8	Fairness in engaging with customers and suppliers	<ul style="list-style-type: none"> Instances involving loss/ breach of data of customers as a percentage of total data breaches or cyber security events Number of days of accounts payable
9	Open-ness of business	<ul style="list-style-type: none"> Concentration of purchases & sales done with trading houses, dealers and related parties Loans and advances & investments with related parties

Statement of Independence and Competence

SGS India affirms our independence from DLF Limited, being free from bias and conflicts of interest with the organization, its subsidiaries and stakeholders. Our work was performed in compliance with the requirements of the IFAC Code of Ethics for Professional Accountants, which provides a comprehensive framework that guides assurance practitioners in maintaining professional integrity, objectivity and ethical conduct. The assurance team has the required competencies and experience to conduct this engagement.

For and on behalf of SGS India Private Limited

Ashwini K. Mavinkurve,
Head – ESG & Sustainability Services,
Pune, India
26 June 2024