

## DLF LIMITED

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



13<sup>th</sup> July 2023

To, The General Manager Dept. of Corporate Services <b>BSE Limited</b> P.J. Tower, Dalal Street, Mumbai 400 001	To, The Vice-President <b>National Stock Exchange of India Limited</b> Exchange Plaza, Bandra Kurla Complex, Bandra (E), Mumbai-400051
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### **Sub: Business Responsibility and Sustainability Report for Financial Year (FY) 2022-23**

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 the FY 2022-23.

The BRSR also forms part of the Annual Report for the FY 2022-23, submitted to the exchange vide letter dated 13<sup>th</sup> July 2023.

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 / <a href="mailto:punjani-rp@dlf.in">punjani-rp@dlf.in</a> Mr. Amit Kumar Sinha - 9810988710/ <a href="mailto:sinha-amit@dlf.in">sinha-amit@dlf.in</a>
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**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
3. **Year of incorporation:** 1963
4. **Registered office address:** Shopping Mall 3<sup>rd</sup> 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](mailto: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:** 2022-23
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:** ₹ 4,95,06,23,412.00
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](mailto: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).

**II. Products/ Services**
**14. 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%

**15. 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**
**16. 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	21 <sup>1</sup>	21
International	Not applicable	0	0

**17. Markets served by the entity:**
**a. Number of locations**

Locations	Number
National (No. of States)	14 <sup>2</sup>
International (No. of Countries)	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 to sustainable urbanization with its diverse portfolio of assets, including residential, commercial and retail properties, that cater to businesses as well as individual customers. DLF's real estate portfolio comprises of the following:

- i. **Residential** including housing projects that serve residential customers;
- ii. **Offices** including commercial office spaces for industrial customers;
- iii. **Retail** including malls, shopping complexes and recreational spaces; and
- iv. **Hospitality** including hotels and clubs.

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

2 Includes 12 States and 2 Union Territories.

**IV. Employees****18. Details as at the end of FY:****a. Employees and Workers (including differently abled):**

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/ A)	No. (C)	% (C/ A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	2,417	2,139	88.50%	278	11.50%
2.	Other than Permanent (E) <sup>3</sup>	0	0	0	0	0
3.	<b>Total employees (D+E)</b>	<b>2,417</b>	<b>2,139</b>	<b>88.50%</b>	<b>278</b>	<b>11.50%</b>
<b>WORKERS</b>						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	<b>Total workers<sup>4</sup> (F+G)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**b. Differently abled Employees and Workers:**

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

**19. Participation/ Inclusion/ Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/ A)
<b>Board of Directors</b>	14	4	28.60%
<b>Key Managerial Personnel<sup>5</sup></b>	2	0	0%

**20. Turnover rate for permanent employees and workers**

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	10%	7%	17%	14%	8%	22%	8%	6%	14%
<b>Permanent Workers</b>	Not Applicable <sup>4</sup>								

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 categorised 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 Out of 5 KMPs, 3 including Chairman and CEO and Whole-time Directors are part of the Board of Directors.

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

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

<b>S. No.</b>	<b>Name of the holding/ subsidiary/ associate companies/ joint ventures (A)</b>	<b>Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture</b>	<b>% of shares held by listed entity</b>	<b>Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Y/ N)</b>
1	Rajdhani Investments & Agencies Private Limited	Holding	61.53	Yes The Company's policies on Code of Conduct, Corporate Governance and principles of BRSR are applicable and followed across the Company and its subsidiaries.
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 (formerly DLF Emporio Restaurants 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	85.00	
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, participate 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, participate 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	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	100.00	
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, participate 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	Jesen Builders & Developers Private Limited	Subsidiary	100.00	
93	Jingle Builders & Developers Private Limited	Subsidiary	100.00	
94	Gavel Builders & Constructions Private Limited	Subsidiary	100.00	
95	Keyna Builders & Constructions Private Limited	Subsidiary	100.00	
96	Morgan Builders & Developers Private Limited	Subsidiary	100.00	
97	Morina Builders & Developers Private Limited	Subsidiary	100.00	
98	Morven Builders & Developers Private Limited	Subsidiary	100.00	
99	DLF Golf Resorts Limited	Subsidiary	100.00	
100	DLF Homes Services Private Limited	Subsidiary	100.00	
101	Amon Estates Private Limited	Subsidiary	100.00	
102	Calista Real Estates Private Limited	Subsidiary	100.00	
103	Hestia Realtors Private Limited	Subsidiary	100.00	
104	Chevalier Builders & Constructions Private Limited	Subsidiary	100.00	
105	Erasma Builders & Developers Private Limited	Subsidiary	100.00	
106	Laraine Builders & Constructions Private Limited	Subsidiary	100.00	
107	Snigdha Builders & Constructions Private Limited	Subsidiary	100.00	
108	Alankrit Estates Limited*	Subsidiary	0.02	
109	Kirtimaan Builders Limited*	Subsidiary	0.00	
110	Ujagar Estates Limited*	Subsidiary	0.11	
111	DLF Estate Developers Limited	Subsidiary	100.00	
112	Tiberias Developers Limited	Subsidiary	100.00	
113	DLF IT Offices Chennai Private Limited	Subsidiary	100.00	
114	DLF Garden City Indore Private Limited	Subsidiary	100.00	
115	DLF Residential Developers Limited	Subsidiary	100.00	
116	Latona Builders & Constructions Private Limited	Subsidiary	100.00	
117	Livana Builders & Developers Private Limited	Subsidiary	100.00	
118	Chamundeswari Builders Private Limited	Subsidiary	100.00	
119	Bhamini Real Estate Developers Private Limited	Subsidiary	100.00	

\* Refer statement containing salient features of the financial statements of subsidiaries, associate companies and joint ventures as at 31 March 2023 forming part of the Annual Report.

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, participate in the Business Responsibility initiatives of the listed entity? (Y/ N)
120	Chandrajyoti Estate Developers Private Limited	Subsidiary	100.00	
121	DLF Exclusive Floors Private Limited (formerly Delanco Home and Resorts Private Limited)	Subsidiary	100.00	
122	Nellis Builders & Developers Private Limited	Subsidiary	100.00	
123	Rochelle Builders & Constructions Private Limited	Subsidiary	100.00	
124	Urvasi Infratech Private Limited	Subsidiary	100.00	
125	Oriel Real Estates Private Limited	Subsidiary	100.00	
126	Afaaf Builders & Developers Private Limited	Subsidiary	100.00	
127	Aaralyn Builders & Developers Private Limited	Subsidiary	100.00	
128	Akina Builders & Developers Private Limited	Subsidiary	100.00	
129	Arlie Builders & Developers Private Limited	Subsidiary	100.00	
130	Cadence Real Estates Private Limited	Subsidiary	100.00	
131	Hoshi Builders & Developers Private Limited	Subsidiary	100.00	
132	Jayanti Real Estate Developers Private Limited	Subsidiary	100.00	
133	Naja Builders & Developers Private Limited	Subsidiary	100.00	
134	Ophira Builders & Developers Private Limited	Subsidiary	100.00	
135	Qabil Builders & Developers Private Limited	Subsidiary	100.00	
136	Sagardutt Builders & Developers Private Limited	Subsidiary	100.00	
137	Unicorn Real Estate Developers Private Limited	Subsidiary	100.00	
138	Vamil Builders & Developers Private Limited	Subsidiary	100.00	
139	Zanobi Builders & Constructions Private Limited	Subsidiary	100.00	
140	Tane Estates Private Limited	Subsidiary	100.00	
141	Arizona Globalservices Private Limited	Associate	48.94	No
142	Designplus Associates Services Private Limited	Associate	42.49	
143	DLF SBPL Developers Private Limited	Associate	50.00	
144	Joyous Housing Limited	Associate	37.50	

## VI. CSR Details

### 22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Y/ N).

Yes.

(ii) Turnover (in ₹): 3,979.18 crore

(iii) Net worth (in ₹): 28,803.61 crore

**[Turnover (Revenue from Operations) and Net Worth have been mentioned on Standalone basis of DLF Limited]**



**VII. Transparency and Disclosures Compliances****23. Complaints/ Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC):**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Y/ N) (If yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		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	Y Refer Point 1	0	0	-	0	0	-
Investors (other than shareholders)	Y Refer Point 2	0	0	-	0	0	-
Shareholders	Y Refer Point 3	6	0	Complaints pertained to matters including payment of unclaimed dividend, request for Annual Report etc. and were promptly resolved.	2	0	Request received from shareholders pertained to the process for claiming unclaimed dividend/ equity shares transferred to the Investor Education and Protection Fund.
Employees and Workers	Y Refer Point 4	0	0	-	1	1	Complaint pertained to sexual harassment, which was resolved in FY 2022-23 with necessary corrective actions, in line with the process defined in DLF's Policy on Prevention and Redressal of Sexual Harassment of Women at Workplace (PoSH).
Customers	Y Refer Point 5	1,013	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.	727	54	Complaints pertained to matters including reimbursement of property tax, delivery of services in DLF's rental buildings (provision of electricity, security, etc.) and consumer complaints filed with judicial forums.
Value Chain Partners	Y 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 - DLF Foundation. 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. Community members can

also send any concerns or grievances by writing to the official e-mail address of DLF Foundation at [dlf-foundation@dlf.in](mailto:dlf-foundation@dlf.in).

In addition, DLF is closely connected with communities as part of its CSR programmes. The respective programme 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 to report any concerns or grievances i.e. [investor-relations@dlf.in](mailto:investor-relations@dlf.in)

### 3. Shareholders

Shareholders have access to the Company Secretary through a dedicated e-mail to report any concerns or grievances. i.e. [investor-relations@dlf.in](mailto:investor-relations@dlf.in)

**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.

**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

Customer complaints are addressed by a dedicated team of trained customer service personnel. DLF has implemented a robust complaint management system, implemented through a digital application (app), where customers can register their complaints. Every customer issue is recorded in

the app 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: <https://www.dlf.in/customer-Support>. DLF's Customer Satisfaction Policy provides the guidelines for addressing any customer grievances in a timely, objective and fair manner.

**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.

**Refer Link here for Whistle Blower Policy**

### 24. 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 your 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 (R/ O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Regulatory Compliance	Risk	Refer to Point 1 below	Refer to Point 1 below	Negative
2	Physical 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:**

Failure to comply with rapidly changing regulatory requirements can result in adverse impact for the Company and erode stakeholders' trust. Evolving environmental and social regulations present a risk of potential non-compliance which, if not met, can result in fines, penalties and adverse impact on brand reputation.

#### **Mitigation Measures:**

DLF is committed to promote a culture of compliance within the organization supported

by a zero-tolerance policy and has a robust set of environmental, social and governance related policies in place. At DLF, compliance related risks are reviewed at regular intervals and procedures and practices constantly evolve to fulfil compliance requirements based on extant rulings and changing market conditions.

- The management supports leading processes through a dedicated governance structure ensuring the availability of all statutory and regulatory approvals before launch of any development project;

- Disciplinary procedures have been defined and measures are undertaken such as training and awareness generation on Company's Code of Conduct to prevent incidents of non-compliance;
- Regulatory compliances across businesses are monitored at defined frequencies, including annual third-party audits to identify and correct any non-conformities;
- DLF has developed a robust, institutionalised and integrated compliance framework to provide a reasonable assurance to the management and Board about the effectiveness of its compliance management systems; and
- Implementation of Compliance Management Tool to strengthen internal controls through automation.

## 2. Physical Impacts of Climate Change

### **Risk:**

Increased severity of extreme weather events including natural disasters, rising mean temperatures and sea levels pose a risk of damage to real estate portfolio. It can result in adverse impacts in future in the form of costs to repair and replace damaged assets in case of any natural disasters and subsequent property downtime.

### **Mitigation Measures:**

As part of its mitigation strategy, DLF maps physical risks for its current portfolio and future development projects, followed by incorporation of physical adaptation and mitigation measures for assets that are identified at risk. Few of the measures undertaken are:

- All DLF buildings are designed for a seismic zone higher than the zone of the area they are built in, to ensure greater resilience in an earthquake. Additionally, rainwater harvesting wells have been built for water conservation and to prevent flooding at site; and
- Most of DLF buildings are being designed to comply with LEED Green Building Certification norms and have received LEED Platinum certification by U.S. Green Building Council (USGBC) and Sword of Honour from the British Safety Council. In accordance with these norms, DLF buildings are designed to promote efficient use of energy and resources.

## 3. Health and Safety

### **Risk:**

DLF is engaged in construction of buildings and management of a significant portfolio of real estate assets. Owing to the nature of the operations, health and safety is identified as a potential risk for business. As productivity can be adversely affected or significantly improved based on Occupational Health and Safety

(OHS) performance, ensuring the safety of its employees, contractors and the local communities surrounding project sites is its top-most priority. Further, it is a constant endeavour to provide safe and secured facilities to all customers and tenants occupying DLF's leased properties.

### **Mitigation Measures:**

Health and safety is one of the key priorities for DLF. The Company has partnership with external experts including DSS Sustainable Solutions India Private Limited and ERM India Private Limited to strengthen health and safety systems and processes for preventing any safety incidents. Few of the measures undertaken are:

- DLF has a Health and safety management system aligned with ISO 45001 standard supported by stringent safety protocols and has been awarded the Five Star Rating for Occupational Health and Safety as per audit conducted by the British Safety Council;
- Safety, Health and well-being programmes and trainings are organized for entire workforce, contractors as well as tenants occupying DLF's leased buildings;
- DLF has a target to ensure zero harm each year, i.e. zero fatalities resulting from its operations, including both operation and maintenance of its portfolio and development of its assets; and
- Targeted action plans are implemented to continually improve the performance of OHS management system.

## 4. Water and Wastewater Management

### **Risk:**

A growing population and irregular monsoons have resulted in water becoming an increasingly scarce resource. Many Indian cities have been designated as 'critical' or 'over-exploited' under national groundwater assessment. Portion of DLF's real estate portfolio is located in regions that fall under water stressed areas. Thus, efficient water management through conservation and reuse is prime focus for DLF to ensure its business sustainability, optimize operational costs as well promote sustainable communities around DLF properties and townships.

### **Mitigation Measures:**

- DLF applies the 4R (Reduce, Recycle, Reuse & Replenish) strategy to ensure water use efficiency and water conservation;
- Water recycling measures have been implemented across all properties to reduce freshwater drawal. Rainwater harvesting is practiced in all managed properties to recharge groundwater;

- All rental and residential projects are designed for zero liquid discharge. On-site wastewater treatment plants have been installed in managed assets, which have helped reduce freshwater drawal by approximately 40% over the last few years. Treated wastewater is used for horticulture, toilet flushing and in cooling towers for Heating, Ventilating and Air-Conditioning (HVAC) and Diesel Generator (DG) sets. Furthermore, dual pipe plumbing systems in buildings enable the use of recycled or treated water for flushing;
- Other measures include installation of high efficiency fixtures, sensor based low-flow water taps and leak detection systems in washrooms and drip irrigation in gardens, which has helped promote water conservation; and
- DLF's Rental business, achieved 'LEED Zero Water' Certification for properties including DLF Cybercity, Gurugram and DLF Cybercity, Chennai, from the USGBC, by achieving a potable water use balance of zero. Five of DLF's Malls have also obtained this certification.

## 5. Energy Efficiency

### Opportunity:

India has witnessed a rapid growth in green infrastructure driven by Government led policies, incentives and targeted initiatives. Similar trends are observed with several international standards, showing inclination towards sustainable urban infrastructure and energy efficient buildings.

Furthermore, LEED-certified buildings are in high demand, attracting environmentally conscious customers.

Therefore, promotion of energy efficient buildings is a priority for DLF to stay ahead of climate-related policy changes, tap into the lucrative green infrastructure market and maintain a competitive edge. Furthermore, initiatives taken to address climate change such as LEED Certification for its new and existing rental buildings gives DLF a platform to cater to increasing demand from multinational and large corporate occupiers for their workspace needs.

### Measures:

- DLF designs its buildings to comply with LEED Green Building norms and has received LEED Platinum certification by USGBC for 40.4 million square feet (msf) of its rental portfolio;
- DLF undertakes various measures to reduce the carbon footprint of its portfolio through energy efficiency measures and adoption of renewable energy; and
- DLF has adopted onsite renewable energy generation including solar and wind energy. Rooftop solar plants of 3.5 MW have been installed across DLF's rental business buildings. Wind power is used at DLF's commercial buildings to cater to electrical energy requirements. Additionally, open access power is being used from solar power plant in few retail properties.

## 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
<b>Policy and management processes</b>									
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 is aligned with all the 9 NGRBC Principles and can be referred at <a href="https://www.dlf.in/pdf/DLF-Business-Responsibility-Policy.pdf">https://www.dlf.in/pdf/DLF-Business-Responsibility-Policy.pdf</a> . There are additional DLF policies that align with these principles. 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
	Refer to Table 2 below								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Refer to Table 3 below								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									
<b>Governance, leadership and oversight</b>									
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 by U.S. Green Building Council (USGBC) for over 40 million square feet of its rental portfolio. DLF's rental assets have achieved a unique milestone of LEED Zero Waste Certification, LEED Zero Water Certification and LEED for Cities and Communities Certification from the USGBC. Further, U.S. Green Building Council 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 Rating for Facility Operations and Management by International WELL Building Institute in addition to Sword of Honour 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 Policy (ies).	Mr. Ashok Kumar Tyagi CEO and Whole-time Director DIN: 00254161				Mr. Devinder Singh CEO and Whole-time 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: <b>Risk Management Committee</b> Mr. Pramod Bhasin (Chairman), DIN: 01197009 Mr. Ashok Kumar Tyagi, DIN: 00254161 Mr. Devinder Singh, DIN: 02569464 Mr. Ved Kumar Jain, DIN: 00485623 Mr. A.S. Minocha, DIN: 00010490 Mr. Vivek Mehra, DIN: 00101328  <b>Corporate Social Responsibility Committee</b> Ms. Pia Singh (Chairperson), DIN: 00067233 Mr. Ved Kumar Jain, DIN: 00485623 Mr. Pramod Bhasin, DIN: 01197009 Ms. Priya Paul, DIN: 00051215  <b>Corporate Governance Committee</b> Mr. A.S. Minocha (Chairman), DIN: 00010490 Mr. G.S. Talwar, DIN: 00559460 Late Rajiv Krishan Luthra, DIN: 00022285* Ms. Priya Paul, DIN: 00051215  * Demised on 10 May 2023.								

**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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	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	Y	Quarterly								
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances <sup>6</sup>	Y	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 (PwC)*	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: Not applicable									
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)	Not Applicable								
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									

**Table 1 - Annexure to 1c [under Section B] - Weblinks of the additional Policies aligned to NGRBC Principles**

Principle	DLF Policy	Principle	DLF Policy
P1	<a href="#"><b>Code of Conduct</b></a>	P6	<a href="#"><b>Environment Policy</b></a>
	<a href="#"><b>Whistle Blower Policy</b></a>		<a href="#"><b>Supplier Code of Conduct</b></a>
	<a href="#"><b>Supplier Code of Conduct</b></a>	P7	<a href="#"><b>Code of Conduct</b></a>
P2	<a href="#"><b>Environment Policy</b></a>	P8	<a href="#"><b>CSR Policy</b></a>
	<a href="#"><b>Supplier Code of Conduct</b></a>		<a href="#"><b>Stakeholder Engagement Policy</b></a>
P3	<a href="#"><b>Human Rights Policy</b></a>	P9	<a href="#"><b>Customer Satisfaction Policy</b></a>
	<a href="#"><b>Supplier Code of Conduct</b></a>		<a href="#"><b>Code of Conduct</b></a>
P4	<a href="#"><b>Stakeholder Engagement Policy</b></a>		<a href="#"><b>Environment Policy</b></a>
P5	<a href="#"><b>Human Rights Policy</b></a>		<a href="#"><b>Human Rights Policy</b></a>

**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 Operation 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 Cybercity - Hyderabad.
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-Safety Rating 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 Operation 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 Cybercity - Hyderabad.
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.
P9	ISO 14001:2015 Environment Management System. ISO 9001 certified Quality Management System. WELL Health-Safety Rating 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 2023 Progress	Target Status
<b>Environmental Stewardship</b>	Ensure compliance with the green building certification guidelines while designing and developing new buildings.	Compliance with the green building certification guidelines, was ensured for relevant projects in FY 2022-23. <ul style="list-style-type: none"> <li>DLF's New project Arbour received LEED Platinum Rating by IGBC (Pre-Certification).</li> <li>DLF Downtown, Gurugram and DLF Downtown, Chennai received LEED Platinum Rating by USGBC (Pre-Certification).</li> </ul>	In-Progress <sup>7</sup>
	By 2030, to reduce energy intensity in DLF's rental assets (energy consumption per square feet of rental portfolio) by 15% using FY 2019-20 as baseline.	0.0129 MWh/ sq.ft energy intensity in rental assets (energy consumption in MWh per square feet of rental portfolio) in FY 2022-23.	In-Progress <sup>7</sup>
	By 2025, increase renewable energy intensity in DLF's rental assets by 20% using FY 2019-20 as baseline.	0.0020 MWh/ sq.ft. renewable energy intensity in rental assets (energy consumption from renewable sources in MWh per square feet of rental portfolio) in FY 2022-23, which increased by 8.12% from the baseline.	In-Progress <sup>7</sup>
	By 2025, reduce water intensity in DLF's rental assets (freshwater consumption per square feet of rental portfolio) by 10% using FY 2019-20 as baseline.	0.0583 KL/ sq.ft. water intensity in the rental assets (freshwater consumption in KL per square feet of rental portfolio) in FY 2022-23, which decreased by 30.73% from the baseline.	Achieved <sup>7</sup>
<b>Social Stewardship</b>	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 2022-23, 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 <sup>7</sup>
<b>Sustainable Business</b>	Ensure compliance with all regulatory requirements.	Compliance with all regulatory requirements maintained in FY 2022-23.	Achieved <sup>7</sup>
	By 2030, ensure that at least 90% of total rental portfolio is Green Building certified.	40.4 Mn. Sq.ft. or 99.05% of rental portfolio is LEED Platinum Certified as on 31 March 2023.	In-Progress <sup>7</sup>

<sup>7</sup> This is an annual target which was achieved for FY 2022-23.

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

**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 FY:

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
<b>Board of Directors (BoDs)</b>	15	<ul style="list-style-type: none"> <li>Regulatory Updates, Risk Management and Business Development.</li> </ul>	100%
<b>Key Managerial Personnel (KMPs)</b>	3	<ul style="list-style-type: none"> <li>DLF Code of Conduct.</li> <li>Prevention of Sexual Harassment at Workplace.</li> <li>SEBI (Prohibition of Insider Trading) Regulations, 2015.</li> </ul>	100%
<b>Employees other than BoDs &amp; KMPs</b>	11	<ul style="list-style-type: none"> <li>DLF Code of Conduct.</li> <li>Prevention of Sexual Harassment at Workplace.</li> <li>Health, Safety, Security and Environment.</li> <li>Environment Management.</li> <li>Awareness on Standard Operating Procedures for safety.</li> <li>Work at Height.</li> <li>Electrical Safety.</li> <li>Emergency Response Management.</li> <li>Safety Hazard Identification and Risk Assessment.</li> <li>Responsible Accountable Consulted Informed (RACI).</li> </ul>	100%
<b>Workers</b>	Not Applicable <sup>4</sup>		

#### 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 FY, in the following format (Note: the entity shall make disclosures on the basis of 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 INR)	Brief of the Case	Has an appeal been preferred? (Y/ N)
<b>Penalty/ Fine</b>	Nil	-	Nil	Not Applicable	
<b>Settlement</b>	Nil	-	Nil	Not Applicable	
<b>Compounding fee</b>	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? (Y/ N)	
<b>Imprisonment</b>	Nil	-	Not Applicable		
<b>Punishment</b>	Nil	-	Not Applicable		

<sup>4</sup> All of DLF's workforce is categorised 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. 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 has an Anti-Corruption and Anti-Bribery Policy as part of its **Code of Conduct** and **Business Responsibility and Sustainability Policy**. The policy is applicable to all employees and Board of Directors of the DLF, including its subsidiaries, associates and Joint Venture partners.

As per the policy guidelines, DLF has zero tolerance towards any form of bribery and corruption. 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. They are prohibited to receive, offer or make directly/ indirectly any illegal payments, gifts, donations or benefits which are intended to obtain business or unethical favours.

All Directors and employees at DLF are provided with training on the Code of Conduct, including anti-corruption and anti-bribery guidelines. Furthermore, all Directors and the Senior Management personnel of the Company are required to submit annual compliance declaration, to acknowledge their understanding and affirm compliance to the defined guidelines.

DLF has established a Whistle Blower mechanism that allows employees, Directors and third parties to report any unethical business practices, including complaints related to bribery and corruption, to the Whistle Blower Committee or to the Chairman of Audit Committee, for undertaking suitable corrective actions.

**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 2022-23	FY 2021-22
<b>Directors</b>	Nil	Nil
<b>KMPs</b>	Nil	Nil
<b>Employees</b>	Nil	Nil
<b>Workers</b>	Not Applicable <sup>4</sup>	

**6. Details of complaints with regard to conflict of interest:**

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	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.

<sup>4</sup> All of DLF's workforce is categorised 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.

### Leadership Indicators

#### 1. Awareness programmes conducted for value chain partners on any of the Principles during the FY:

Total number of awareness programmes held	Topics/ principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
11	<ul style="list-style-type: none"> <li>Health, Safety, Security and Environment Code of Conduct (covered as part of General Contract Conditions);</li> <li>Health, Safety, Security and Environment;</li> <li>Awareness on Standard Operating Procedures for safety;</li> <li>Safety Management System Framework;</li> <li>Work at Height;</li> <li>Electrical Safety;</li> <li>Crisis Management;</li> <li>Energy Management;</li> <li>Environment Management; and</li> <li>Hazard Identification and Risk Assessment.</li> </ul>	82.5% <sup>8</sup>

#### 2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Y/ N). If Yes, provide details of the same.

Yes, DLF has put in place stringent procedures to avoid/ manage any conflicts of interest involving members of the Board and other employees. DLF's **Code of Conduct** provides guidelines for preventing and addressing any conflicts of interest. 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 resulting in potential conflict of interest.

Further, DLF's Policy on **Related Party Transactions** lays down the procedures to be followed for identification, approval and disclosure of all transactions between the Company and related parties. The Policy 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.

### 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 by the entity, respectively.

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
<b>R&amp;D</b>	-	-	-
<b>Capex</b>	<b>41.30%</b>	<b>11.41%</b>	<b>Environmental Impacts</b> <ul style="list-style-type: none"> <li>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;</li> <li>Indoor air quality improvement through: <ul style="list-style-type: none"> <li>Installation of High Efficiency Particulate Air ('HEPA') filter-based air purification systems in DLF Malls (retail properties).</li> <li>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).</li> </ul> </li> <li>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;</li> </ul>

<sup>8</sup> Value chain partners include suppliers that is contractors and vendors engaged in construction of projects and Facility Management partners engaged in management of rental properties. The data is provided on the basis of proportion of suppliers covered from the total supplier base (i.e., by supplier count).

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
			<ul style="list-style-type: none"> <li>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;</li> <li>Water use efficiency through installation of low flow water taps and high efficiency fixtures in commercial properties; and</li> <li>Reduction in waste generation through installation of Organic Waste Converter (OWC) machines in commercial and hospitality portfolio for waste reduction.</li> </ul> <p><b>Social Impacts</b></p> <p>Fire safety enhancement through measures including:</p> <ul style="list-style-type: none"> <li>'Two-hour' - rated fire doors installed in office spaces (commercial properties);</li> <li>Basement compartmentation for fire separation between the basement and upper storeys;</li> <li>Lift Lobby pressurisation that prevents smoke from flowing into elevator shafts; and</li> <li>Installation of fire suppression system and LPG gas detection system in DLF Clubs.</li> </ul>

**2. a. Does the entity have procedures in place for sustainable sourcing? (Y/ N).**

Yes, DLF's Supplier Code of Conduct and the ESG criteria verified at site ensures that sustainability is integrated into its supply chain.

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

Presently, DLF has not carried out any assessment of the percentage of inputs which 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 engaged in the business of real estate development, including construction, operation and maintenance of real estate properties. As the lifecycle of such developments is long-term (>50 years), DLF is not involved in reuse or recycling of the developed products.

However, DLF has processes in place to ensure that waste generated within the projects during operation and maintenance of buildings is recycled, reused or treated as per the applicable regulatory requirements. All non-hazardous solid waste such as paper, plastic and metal scrap are

recycled through authorised recyclers. Organic waste generated at sites is recycled to manure through OWC. E-waste and other hazardous waste are safely disposed through authorised vendors.

Majority of DLF's buildings have received LEED Platinum Certification in 'Operation and Maintenance' category or 'Design and Construction' category. Therefore, DLF is implementing all requirements of LEED green building standards for reuse, recycling and disposal of generated waste. Furthermore, DLF Cybercity, Hyderabad received LEED Zero Waste Certification by USGBC.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Y/ N). 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 is not applicable to DLF's activities, as the Company is engaged in the business of real estate development. However, DLF has processes in place to ensure that waste generated within its projects, during construction and operation and maintenance of buildings, is responsibly recycled, reused, or treated as per regulatory requirements.

**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?**

DLF has not yet conducted LCA for its products

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 (Y/ N)	Results communicated in public domain (Y/ N) If yes, provide the web-link.
Not Applicable					

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		

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 re-used input material to total material	
	FY 2022-23	FY 2021-22
Fly ash	<b>2.22%</b>	6.10%
Ground Granulated Blast Furnace Slag used in RCC and PCC works	<b>0.27%</b>	0.44%
Steel scrap	<b>0.01%</b>	0.02%

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 2022-23			FY 2021-22		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	<b>Not Applicable</b>			Not Applicable		
E-waste						
Hazardous waste						
Other waste						

DLF is engaged 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 engaged in the business of real estate development, including construction, operation and maintenance of real estate properties. Products for DLF include development of residential homes and development, operation and maintenance of commercial office spaces, retail properties (Malls) and hospitality projects (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:**

<b>% of employees covered by</b>											
<b>Category</b>	<b>Total (A)</b>	<b>Health insurance</b>		<b>Accident insurance</b>		<b>Maternity benefits</b>		<b>Paternity benefits</b>		<b>Day Care facilities</b>	
		No. (B)	% (B/ A)	No. (C)	% (C/ A)	No. (D)	% (D/ A)	No. (E)	% (E/ A)	No. (F)	% (F/ A)
<b>Permanent employees</b>											
Male	2,139	2,139	100%	2,139	100%	-	-	0	0%	0	0%
Female	278	278	100%	278	100%	278	100%	-	-	278	100%
<b>Total</b>	<b>2,417</b>	<b>2,417</b>	<b>100%</b>	<b>2,417</b>	<b>100%</b>	<b>278</b>	<b>11.50%</b>	<b>0</b>	<b>0%</b>	<b>278</b>	<b>11.50%</b>
<b>Other than Permanent employees</b>											
Male	Not Applicable <sup>3</sup>										
Female											
<b>Total</b>											

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

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

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

<b>Benefits</b>	<b>FY 2022-23</b>			<b>FY 2021-22</b>		
	<b>No. of employees covered as a % of total employees</b>	<b>No. of workers covered as a % of total workers</b>	<b>Deducted and deposited with the authority (Y/ N/ N.A.)</b>	<b>No. of employees covered as a % of total employees</b>	<b>No. of workers covered as a % of total workers</b>	<b>Deducted and deposited with the authority (Y/ N/ N.A.)</b>
PF	100%	Not Applicable <sup>4</sup>	Y	100%	Not Applicable <sup>4</sup>	Y
Gratuity	100%		Y	100%		Y
ESI	0%		N.A.	0%		N.A.

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 categorised 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. 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.**

The premises/ offices of DLF are accessible to differently abled individuals, as per the requirements of the Rights of Persons with Disabilities Act, 2016. DLF has thoroughly implemented various measures to ensure accessibility, safety and convenience for persons with disability in all of its new offices/ premises. Further, requisite steps are being undertaken in its existing offices/ premises to align with the requirements of the applicable regulatory provisions.

- **Physical accessibility:** DLF has implemented measures in building designs to ensure there are no physical barriers at the workplace, including:
  1. Appropriately designed parking spaces with signages for differently abled people, having an easy access to the lift lobby;
  2. Provision of ramps at all entry and exit points, including non-slippery ramps with handrails on both sides;

3. Main walkways/ pathways with adequate width in exterior areas;
4. Uniformity in floor level for hindrance-free movement;
5. Braille and audio assistance in lifts for visually impaired people;
6. Separate washroom facility for differently abled people; and
7. 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 material in alternative formats, such as braille and audio formats.
- **Training:** DLF provides training on disability awareness to ensure that its staff, including Facility Management (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. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes. [\*\*DLF Business Responsibility and Sustainability Policy\*\*](#)

### 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	Not Applicable		Not Applicable <sup>4</sup>	
Female	100%	100%		
<b>Total</b>	<b>100%</b>	<b>100%</b>		

### 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.

	Y/ N (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable <sup>4</sup>
Other than Permanent Workers	
Permanent Employees	Yes, DLF has a <b>Whistle Blower Policy</b> , that provides a formal mechanism for all employees to report any concerns or grievances to the Whistle Blower Committee. The policy aims to ensure that employees are able to report instances of unethical/ improper conduct, as well as any grievances for appropriate corrective actions. Through this policy, DLF provides the necessary safeguards to all employees for making disclosures in good faith, without any fear of retaliation. Additionally, employees can report their grievances to HR Business Partners assigned to each employee.
Other than Permanent Employees	Not Applicable <sup>3</sup>

<sup>3</sup> 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.

<sup>4</sup> All of DLF's workforce is categorised 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. Membership of employees and worker in association(s) or Union(s) recognized by the listed entity:**

As on 31 March 2023, none of the employees of DLF were part of any worker association(s) or union(s).

	FY 2022-23			FY 2021-22		
Category	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)
<b>Total Permanent Employees</b>	0	0	0	0	0	0
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
<b>Total Permanent Workers</b>	Not Applicable <sup>4</sup>					
Male						
Female						

**8. Details of training given to employees and workers:**

	FY 2022-23					FY 2021-22				
Category	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)
<b>Employees</b>										
Male	2,139	1,745	81.58%	1,150	53.76%	1,843	1,478	80.20%	809	43.90%
Female	278	187	67.27%	147	52.88%	222	189	85.14%	95	42.79%
<b>Total</b>	<b>2,417</b>	<b>1,932</b>	<b>79.93%</b>	<b>1,297</b>	<b>53.66%</b>	<b>2,065</b>	<b>1,667</b>	<b>80.73%</b>	<b>904</b>	<b>43.78%</b>
<b>Workers</b>										
Male	Not Applicable <sup>4</sup>									
Female										
<b>Total</b>										

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

	FY 2022-23			FY 2021-22		
Category	Total (A)	No. (B)	% (B/ A)	Total (C)	No. (D)	% (D/ C)
<b>Employees</b>						
Male	2,139	1,727	80.74%	1,843	1,205	65.38%
Female	278	202	72.66%	222	162	72.97%
<b>Total</b>	<b>2,417</b>	<b>1,929<sup>9</sup></b>	<b>79.81%</b>	<b>2,065</b>	<b>1,367</b>	<b>66.20%</b>
<b>Workers</b>						
Male	Not Applicable <sup>4</sup>					
Female						
<b>Total</b>						

<sup>4</sup> All of DLF's workforce is categorised 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.

<sup>9</sup> 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.



## 10. Health and safety management system:

- a. **Whether an occupational health and safety management system has been implemented by the entity? (Y/ N). If yes, the coverage of such system?**

Yes, DLF has implemented an occupational health and safety management system aligned to ISO 45001, covering entire operations. It covers the entire business including project sites, managed assets (operational premises) and the hospitality division.

- 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 a well-developed group wide procedure for identification of work-related hazards, on routine and non-routine basis, as defined by its Management System Framework (MSF). Identification of safety related hazards is the responsibility at all levels of leadership in their respective areas of responsibility.

The risk evaluation phase assesses the likelihood of causes and severity of consequences from the release of identified hazards against the standard HSE and Security risk threshold parameters. As part of this process, a 5x5 Risk Matrix is deployed across DLF which enables mitigation of risks, including health, safety, environmental and security risks, based on a hierarchy of controls. Furthermore, weekly walkthroughs and scheduled safety observations are performed by trained DLF employees, construction contractors and FM Partners. Occupational Health and Safety (OHS) observations arising from OHS risk assessments and audits, including reporting of leading and lagging indicators, are part of assurances and are reviewed periodically.

- **Health and Safety Audits:**

Health and safety audits are conducted for DLF's rental properties by independent agencies as per ISO 45001 standard. In addition, surprise safety performance audits are also conducted by external agency including DSS Sustainable Solutions India Private Limited and ERM India Private Limited for DLF's rental facilities.

Risk assessments are reviewed on a yearly basis for any incidents reported, or based on enforcement agency, insurers or auditor's requirement, request received from the safety committee, any changes/ modifications made to the process or safety standards or legal requirement. Recommendations are

implemented across the business units to prevent recurrence of similar incidents.

- c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/ N).**

Yes, DLF has a well-defined Standard Operating Procedure (SOP) for incident reporting, classification and investigation for any incidents related to health and safety. This process allows employees to report any work-related hazards and outlines the mechanism for recording and investigating an incident, recommending corrective and preventive actions and to communicate the lessons learned to prevent recurrence of similar incidents. For undertaking corrective and preventive actions, standard hierarchy of controls is followed to bring the hazard at 'As Low As Reasonably Practicable' (ALARP) level. Additionally, various initiatives have been undertaken to promote reporting of work-related hazards and hazardous situations, such as:

- **Safety Inspector of the Day (SIOD):** Every day, one employee of a particular site is nominated as the SIOD. His duty is to take a round of the facility and identify any hazard or unsafe situations and submit a report to the building manager to close the findings.
  - **Safety Suggestion Scheme:** This initiative provides opportunities to employees to give suggestions for improvement in safety procedures or report work-related hazards and hazardous situations to make DLF a safer place to work.
  - **Spot the Hazard Scheme:** In this scheme, employees report the hazards and hazardous situations to promote improvement in the overall system.
- d. **Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Y/ N).**

Yes, DLF provides access to non-occupational medical and healthcare services to employees, such as:

- Every project is equipped with emergency handling equipment along with 24x7 availability of paramedics to handle any occupational or non-occupational injuries and illnesses;
- Medical camps are organised in collaboration with healthcare providers;
- Trainings are organized periodically through HR facilitations on promoting good health and well-being;
- DLF has tied up with third-party healthcare providers to provide access to doctor consultations through tele-calling or physical meetings;



- Medicines are made available at subsidized rates;
- Access to annual and monthly gym subscription is provided to employees; and
- All employees are covered under health insurance.

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

Safety Incident/ Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	Not Applicable <sup>4</sup>	
Total recordable work-related injuries	Employees	0	1
	Workers	Not Applicable <sup>4</sup>	
No. of fatalities	Employees	0	0
	Workers	Not Applicable <sup>4</sup>	
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	Not Applicable <sup>4</sup>	

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

DLF upholds health, safety and security as a core value in the conduct of its business and is committed to creating a zero-harm workplace. DLF’s commitment to health and safety is reinforced by its Occupational Health and Safety Policy. The policy is applicable to entire operations including all employees as well as contractors.

Further, DLF has implemented an Occupational Health and Safety (OHS) Management System aligned to ISO 45001 standard, covering 100% of its operations, including project sites, operational premises and the hospitality division. OHS Management System covers all work-related activities and is aimed at ensuring continual improvement in the safety procedures.

To achieve the highest standards of safety, DLF identifies and adopts annual objectives and targets on ensuring health and safety. DLF is committed to the goal of Zero-Harm i.e. zero lost-time injuries or fatalities, each year.

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

	FY 2022-23			FY 2021-22		
	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	-

Measures to ensure a safe and healthy workplace include a robust OHS management system supported by action plans, competent resourcing, periodic health surveillance, trainings for management, employees and contractors, internal and external safety risk assessments and audits and periodic review by senior management.

To ensure safety across entire operations, DLF has defined and implemented critical safety protocols for different operational procedures including:

- 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;
- Fitout 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).

<sup>4</sup> All of DLF’s workforce is categorised 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.

**14. Assessments for the year:**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
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 major safety related incidents or concerns arising from health and safety assessments. However, there were a few near miss incidents and first aid cases which were investigated and closed with necessary Corrective and Preventive Actions (CAPA).

Furthermore, DLF has undertaken measures to strengthen its safety management procedures:

- Safety measures were strengthened for each site including action plan for internal, second party and third party verification audit;
- Stage gates were laid down for HSE interventions at different stages of the building/ asset lifecycle;
- Process was established to undertake mandatory walkthrough of projects by senior leadership, including analysis of safety risks and hazards, followed by required corrective actions; and
- Horizontal deployment of trainings on sites.

**Leadership Indicators**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/ N) (B) Workers (Y/ N)?**

**(A) Employees:** Employees are covered in Group Personal Accidental Death Insurance.

**(B) Workers:** Not Applicable<sup>4</sup>

**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 partnered with third party payroll vendor to ensure deduction and deposition of statutory dues and the same is validated with the challans/ receipts submitted 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	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	0	0	0	0
Workers	Not Applicable <sup>4</sup>			

**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? (Y/ N).**

No

**5. Details on assessment of value chain partners:**

	<b>% of value chain partners (by value of business done with such partners) that were assessed<sup>10</sup></b>
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.**

DLF has a robust internal audit process in line with the internal Health and Safety Management System Framework (MSF) and it covers all construction projects, operational buildings and other facilities in the business. All observations and non-conformances are properly recorded and notified for closeout.

**Corrective and Preventive Action (CAPA) Report:**

The report is regenerated for all second and third-party audits and the same is reviewed periodically at different levels.

<sup>4</sup> All of DLF's workforce is categorised 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.

<sup>10</sup> Value chain partners include contractors and vendors engaged in construction of DLF projects, and Facility Management partners engaged in management of the rental properties.

**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 Overview:** Health and safety are of significant priority in DLF’s operations, as well as in its value chain. Therefore, contractors who are engaged for construction of DLF’s properties are required to adhere to its Health and Safety Manual and appoint a Site Safety Officer to implement a Site Safety Plan. Key Performance Indicators are evaluated and action is taken on lagging indicators.

**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.**

At DLF, stakeholder engagement is an integral part of its operations. The Company’s objective is to create long-term sustainable value for all the stakeholders associated with its business, including investors, employees, customers, suppliers and business partners, Government

and communities. To this end, it is vital for DLF to develop an understanding of the stakeholders’ needs, concerns and expectations. DLF strives to achieve this through effective collaboration and regular interaction with all its key stakeholder groups.

The process of stakeholder engagement at DLF is decentralized and respective departments are responsible for engaging with internal and external stakeholders associated with their functions. However, DLF’s approach to stakeholder engagement is governed by its Stakeholder Engagement Policy, which provides guidelines for identifying key stakeholder groups across the organization, as those individuals, groups of individuals and/ or organisations:

- that are directly or indirectly dependent on DLF’s activities, its real estate portfolio or services and associated performance, or on whom DLF is dependent in order to operate;
- to whom DLF has or in the future may have, legal, commercial, operational or moral responsibilities; and
- who can influence or have impact on DLF’s strategic or operational decision making.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Y/ N)	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"> <li>• E-mails</li> <li>• Direct customer calls</li> <li>• Advertisements</li> <li>• Press calls through empaneled channel partners</li> <li>• Customer satisfaction surveys</li> <li>• Training sessions for tenants occupying DLF’s properties</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Product launch awareness;</li> <li>• Customer service delivery;</li> <li>• Seeking customer feedback; and</li> <li>• Customer query and complaint resolution.</li> </ul>
Investors and Shareholders	No	<ul style="list-style-type: none"> <li>• Annual General Meetings</li> <li>• Regular interaction with investors/ shareholders through Conferences and meetings</li> <li>• Periodic disclosures including Quarterly presentations</li> <li>• Press releases and newsletters</li> <li>• Corporate Announcements uploaded on Stock Exchanges Websites and Company’s Website</li> <li>• Quarterly Analyst Calls</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Economic performance and growth;</li> <li>• Shareholders awareness on business developments;</li> <li>• Key risks related to the Company such as competition and market risk; and</li> <li>• Dividend payments.</li> </ul>
Suppliers and Contractors	No	<ul style="list-style-type: none"> <li>• E-mails</li> <li>• Phone calls</li> <li>• Meetings</li> </ul>	Others – depending on the project requirements	<ul style="list-style-type: none"> <li>• Timely delivery of material and work completion;</li> <li>• Enhancing the deployment of resources and manpower;</li> <li>• Timely payment issues (if any);</li> <li>• Issuing of contract amendments (if any);</li> <li>• EHS Performance of the contractors; and</li> <li>• Ensuring regulatory compliance.</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Y/ N)	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
Employees	No	<ul style="list-style-type: none"> <li>Employee newsletters</li> <li>Intranet portal</li> <li>E-mail and other written communication</li> <li>Performance review meetings</li> <li>Various functional committee meetings</li> <li>Cultural events</li> <li>Offsites</li> <li>Skip Meetings</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Keep employees updated on organizational goals, vision, mission and objectives and also align with the business plans;</li> <li>Learning and development;</li> <li>Career advancement opportunities;</li> <li>Health and safety;</li> <li>Transparent communication and grievance redressal;</li> <li>Performance evaluation; and</li> <li>Rewards and Recognition.</li> </ul>
Regulatory Bodies	No	<ul style="list-style-type: none"> <li>Electronic and physical correspondence with regulatory bodies</li> <li>Face to face meetings</li> <li>Through industry chambers</li> <li>Annual Report</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Regulatory compliance;</li> <li>CSR activities and compliance of spending; and</li> <li>Deliberations and inputs on regulations and policies that have bearing on DLF's operations and businesses.</li> </ul>
Communities	Yes	<ul style="list-style-type: none"> <li>Direct engagement via field visits and community meetings undertaken by DLF Foundation along with the Company's CSR project implementation partners (NGO) and their community mobilizers as part of CSR programmes</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>Need assessments;</li> <li>CSR programmes and remedial benefits to the beneficiaries;</li> <li>CSR programme monitoring, evaluation and impact assessment; and</li> <li>Programme Updates.</li> </ul>

### 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 undertakes consultation with key internal and external stakeholders as part of the materiality assessment exercise. This is aimed at identifying and re-evaluating material economic, environmental and social topics relevant for its business. The process has been delegated by the Board to the management.

As part of this exercise, consultation is carried out with key stakeholders to seek their feedback for prioritizing material topics and incorporate their concerns and expectations in the materiality assessment. Feedback received through stakeholder consultation is analysed to prioritise the ESG issues significant for the business. Results of the assessment are presented to the Board and therefore considered while defining ESG targets and initiatives of the Company.

In addition, different departments at DLF regularly engages with key internal and external stakeholders associated with their functions, to seek their feedback and understand their needs and expectations. This feedback is regularly shared with the top management for informed decision making.

**2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Y/ N). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes, DLF periodically undertakes consultation with key stakeholder groups as part of the materiality assessment exercise. As part of this exercise, consultation is carried out with key stakeholders to seek their feedback for identifying and prioritizing material ESG issues and incorporate their concerns and expectations in the materiality assessment. Therefore, feedback received through stakeholder consultation is analysed to prioritise the ESG issues significant for business.

Outcome of the materiality assessment exercise impacts its ESG strategy including policies, goals and objectives. For instance, DLF has strengthened its ESG policies to align with emerging stakeholder concerns, ESG trends and international standards, including policies on environment management, human rights, sustainability in supply chain and customer engagement. Furthermore, DLF has adopted long-term ESG targets to address key environmental and social impacts associated with its portfolio, including targets for health and safety, water conservation, energy efficiency and emission reduction.

Additionally, inputs are received from community stakeholders via need assessment, which helps shape the CSR strategy. This has helped strengthening the community development programmes to address the most prevalent needs of communities residing around the Company's area of operations.

### 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 DLF Foundation periodically undertakes need assessment to identify the needs of communities around its area of operations to design CSR and community development programmes. Further, it regularly engages with marginalised communities as part of its programmes to understand their concerns and assess the impact of its interventions, to further strengthen the programmes.

1. Underprivileged communities residing around in the area of operations often lack access to basic healthcare facilities. DLF is therefore, undertaking several initiatives to provide affordable and accessible healthcare services to the marginalised groups such as construction workers, daily wage earners, slum dwellers and underprivileged, in partnership with organizations having domain expertise. As part of these interventions, DLF has organized health camps in various

locations across Delhi-NCR that provided free medical consultations, diagnostic tests and medicines to community members, enabling access to quality healthcare.

2. To address the lack of affordable healthcare services in rural areas around Gurugram, DLF Foundation has started a Healthcare Centre in partnership with Adharshila Trust. The Centre provides free of cost quality healthcare services including diagnostics, medical consultations and medication for underprivileged rural communities. As part of this intervention, the significant presence of cancer among communities in surrounding villages came to light. Subsequently, cancer screening camps were organized and campaigns were conducted on cancer awareness and detection in these villages. Financial assistance was also provided to meet the needs of patients from vulnerable groups requiring critical and immediate medical care.
3. To rehabilitate homeless individuals in New Delhi region, DLF Foundation in partnership with the Society for Promotion of Youth and Masses ('SPYM') started a rehabilitation project. During the project implementation, various concerns of the community were identified including the need for healthcare, education, skilling, nutrition, basic amenities and safety. These were addressed through additional interventions in areas of provision for clothing, stationary, 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 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/ A)	Total (C)	No. of employees/ workers covered (D)	% (D/ C)
<b>Employees</b>						
Permanent	2,417	2,417	100%	2,065	2,065	100%
Other than Permanent	Not Applicable <sup>3</sup>					
<b>Total Employees</b>	<b>2,417</b>	<b>2,417</b>	<b>100%</b>	2,065	2,065	100%
<b>Workers</b>						
Permanent	Not Applicable <sup>4</sup>					
Other than Permanent						
<b>Total Workers</b>						

All employees are provided with training on Code of Conduct of the Company and Prevention of Sexual Harassment (PoSH), which covers human rights related aspects.

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 categorised 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 2022-23					FY 2021-22				
	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)
<b>Employees</b>										
Permanent	2,417	0	0	2,417	100%	2,065	0	0	2,065	100%
Male	2,139	0	0	2,139	100%	1,843	0	0	1,843	100%
Female	278	0	0	278	100%	222	0	0	222	100%
Other than Permanent	Not Applicable <sup>3</sup>									
Male										
Female										
<b>Workers</b>										
Permanent	Not Applicable <sup>4</sup>									
Male										
Female										
Other than Permanent	Not Applicable <sup>4</sup>									
Male										
Female										

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

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 (BoDs)	10	50.50	4	43.00
Key Managerial Personnel (KMPs)	2 <sup>5</sup>	291.09	0	-
Employees other than BoDs and KMPs*	2,134	13.50	278	12.90
Workers	Not Applicable <sup>4</sup>			

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Y/ N).**

Yes.

At DLF, the Human Rights Policy defines guidelines for addressing any human rights related issues or impacts. The Human Rights Policy is owned and maintained by the Human Resources (HR) Department that is responsible for ensuring the implementation of these guidelines across the organisation. In addition, DLF has an Internal Complaints Committee (ICC) that is responsible

for addressing any incidents and complaints related to sexual harassment.

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

DLF has a formal mechanism that allows for reporting and remediation of all human rights related issues through its Whistle Blower Policy. This allows all stakeholders including employees, suppliers, customers and vendors to report any human right-related concerns. Through this mechanism, DLF provides the necessary safeguards to all complainants for making disclosures in good faith.

\* Out of total 2,139 male employees, 3 are part of BODs and 2 are part of KMPs.

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 categorised 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 Out of 5 KMPs, 3 including Chairman and CEO and Whole-time Directors are part of the Board of Directors.



All violations are dealt with utmost seriousness and confidentiality. Substantiated violations lead to disciplinary actions depending upon severity of the violation and may include warning, penalties, legal action and even termination of employees and business contracts.

In addition, DLF has an ICC that is responsible for addressing any incidents and complaints related to sexual harassment. All such incidents can be reported to the ICC as per the process defined in DLF's Policy on Prevention of Sexual Harassment.

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

Complaints	FY 2022-23			FY 2021-22		
	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	-	1	1	Complaint resolved in FY 2022-23.
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. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

DLF's Whistle Blower Policy allows employees, contractors and vendors to report any human rights related concerns or complaints without fear of retaliation. The policy provides necessary safeguards to all complainants for making disclosures in good faith, through specific guidelines to ensure the protection of the complainant:

- The identity of the complainant is kept confidential at all times, except during the course of any legal proceedings, where a disclosure/ statement is required to be filed to meet the specific requirement of Statutory Bodies;
- The Company, as a policy, strongly condemns any kind of discrimination, harassment or any other unfair employment practice being

adopted against the complainant and full protection is granted to him/ her against any reprisal including but not limited to:

- Unfair employment practices such as threat or intimidation of termination/ suspension of services;
- Disciplinary action including transfer, demotion, refusal of promotion; and
- Direct or indirect abuse of authority to obstruct the complainant's right to continue performance of his duties during routine daily operations.

#### 8. Do human rights requirements form part of your business agreements and contracts? (Y/ N).

Yes.

The terms of contract signed with the value chain partners (including suppliers, contractors, service providers and other business partners), includes human rights related requirements.

## 9. 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%

## 10. Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessments at Question 9 above.

No significant risks or concerns were identified 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 been no significant human rights related concerns or grievances. However, DLF has strengthened its procedures to address any potential human rights related risks in owned operations and in the value chain. The Company has a General Conditions of Contract/ Supplier Code of Conduct with human rights related guidelines for all value chain partners, (including suppliers, contractors, vendors, service providers and other business partners). Further, the critical suppliers including contractors engaged in construction of its portfolio, are evaluated on their employment practices, to prevent any potential human rights issues or violations in its supply chain.

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

DLF internally monitors compliances to all relevant laws and policies pertaining to human rights issues, across entire operations. Further, annual audits are conducted through external agencies, covering entire operations, including third party review of its employment practices and assessing compliance to all labour law requirements. This helps in identification of any potential human rights related risks or impacts, which are then addressed with suitable corrective actions and progress on the same is closely monitored.

#### 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?

The premises/ offices of DLF are accessible to differently abled individuals, as per the

requirements of the Rights of Persons with Disabilities Act, 2016. DLF has thoroughly implemented various measures to ensure accessibility, safety and convenience for persons with disability in all of its new offices/ premises. Further, requisite steps are being undertaken in its existing offices/ premises to align with 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:

1. Appropriately designed parking spaces with signages for differently abled people, having an easy access to the lift lobby;
2. Provision of ramps at all entry and exit points, including non-slippery ramps with handrails on both sides;
3. Main walkways/ pathways with adequate width in exterior areas;
4. Uniformity in floor level for hindrance-free movement;
5. Braille and audio assistance in lifts for visually impaired people;
6. Separate washroom facility for differently abled people; and
7. 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 staff, 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, in order to identify areas for improvement.



**4. Details on assessment of value chain partners:**

	<b>% of value chain partners (by value of business done with such partners) that were assessed<sup>10</sup></b>
Sexual Harassment	100%
Discrimination at workplace	100%
Child Labour	100%
Forced Labour/ Involuntary Labour	100%
Wages	100%

**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.

**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 format<sup>11</sup>:**

<b>Parameter</b>	<b>FY 2022-23</b>	<b>FY 2021-22</b>
Total electricity consumption (A) [in Gigajoules (GJ)]	<b>19,62,084.39</b>	13,99,607.99
Total fuel consumption (B) (in GJ)	<b>3,10,853.10</b>	12,51,050.45
Energy consumption through other sources (C) (in GJ)	-	-
<b>Total energy consumption (A+B+C) (in GJ)</b>	<b>22,72,937.49</b>	26,50,658.44
<b>Energy intensity per rupee of turnover<sup>12</sup></b> (Total energy consumption in GJ/ turnover in rupees)	<b>0.000040</b>	0.000046
<b>Energy intensity per area of total portfolio</b> [Total energy consumption in GJ/ area of portfolio (including total leasable and saleable area) in sq. mtr.]	<b>0.301</b>	0.397

**Note: Indicate, if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/ N). If yes, name the external agency.**

No.

**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? (Y/ N). 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.

<sup>10</sup> Value chain partners here include contractors and vendors engaged in construction of DLF projects, and Facility Management partners engaged in management of our rental properties (Lease Business)

<sup>11</sup> For data reported under Principle 6, the boundary includes all DLF's rental portfolio, hospitality portfolio and those development projects where construction was ongoing in FY 2022-23. For projects where construction was completed in FY 2021-22 (saleable properties), have not been included in this boundary. DLF continues to further strengthen its data monitoring systems for all development projects.

<sup>12</sup> 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.

3. Details of the following disclosures related to water, in the following format<sup>11</sup>:

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source [in kilolitres (KL)]</b>		
(i) Surface water	<b>4,98,697.10</b>	4,74,682.60
(ii) Groundwater	<b>4,51,376.00</b>	4,09,105.00
(iii) Third party water	<b>32,78,126.01</b>	22,08,909.65
(iv) Seawater/ desalinated water	<b>6,041.00</b>	4,764.00
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)</b>	<b>42,34,240.11</b>	30,97,461.25
<b>Total volume of water consumption<sup>13</sup> (in kilolitres)</b>	<b>66,00,129.01</b>	45,63,485.95
Water intensity per rupee of turnover <sup>12</sup> (Water consumed in KL/ turnover in rupees)	<b>0.000116</b>	0.000080
Water intensity per area of total portfolio [Total water consumption in KL/ area of portfolio (including total leasable and saleable area) in sq. mtr.]	<b>0.87</b>	0.68

**Note: Indicate, if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/ N). If yes, name of the external agency.**

No.

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

All of DLF's rental properties and certain clubs (hospitality portfolio) have implemented the mechanism for Zero Liquid Discharge.

Zero-discharge Sewage Treatment Plants (STPs) have been installed across all the rental portfolio. Treated water and storm water are utilized for irrigation of landscape, gardening, sanitation and as make-up water used in cooling towers for HVAC and DG sets. Additionally, dual pipe plumbing system is installed in buildings, which helps in using recycled treated water for flushing purpose. The sludge generated from STPs is reused as manure for horticulture.

To improve the efficiency of STP, high-efficiency volute systems have been installed in place of traditional sludge dewatering systems such as filter press and centrifuge. Additionally, retrieval air grid system has been adapted at maximum sites due to which sewage breakdown and timely maintenance of diffusers is ensured.

DLF's Rental business achieved '**LEED Zero Water**' certification for properties including DLF Cybercity, Gurugram and DLF Cybercity, Chennai, from the USGBC, by achieving a potable water use balance of zero. Five of DLF's Malls have also obtained this certification. DLF is India's first real estate organisation to achieve LEED Zero Water Certification.

Additionally, DLF is implementing STP based on Moving Bed Biofilm Reactor (MBBR) and Ultra Filtration (UF) technology in its new development projects, that will make treated wastewater reusable for flushing, top-up of cooling towers and gardening purpose.

11 For data reported under Principle 6, the boundary includes all DLF's rental portfolio, hospitality portfolio and those development projects where construction was ongoing in FY 2022-23. For projects where construction was completed in FY 2021-22 (saleable properties), have not been included in this boundary. DLF continues to further strengthen its data monitoring systems for all development projects.

12 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.

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

Furthermore, DLF has undertaken various measures to promote water-use efficiency and water reuse at its operations:

- Meter and sub-meter installations at every consumption point for regular monitoring and improvement of water consumption patterns;
- Leak detection systems and timely repair of leakage and overflows;
- Reuse of Air Handling Unit's (AHU) condensed drain water as makeup 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, as well as 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/ cm<sup>2</sup>;
- 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;
- Regular cleaning and maintenance of all plumbing fixtures;
- Optimum efficiency of R.O. plant through reject recirculation; and
- Rainwater harvesting system in DLF Hotels to reduce freshwater drawal.

##### 5. Details of air emissions (other than GHG emissions) by the entity, in the following format<sup>11</sup>:

Parameter	Unit	FY 2022-23	FY 2021-22
NOx	(Micro gm/ m3)	<b>37,46,261.47</b>	45,41,120.63
SOx	(Micro gm/ m3)	<b>5,44,647.54</b>	5,71,384.71
Particulate Matter (PM)	(Micro gm/ m3)	<b>6,80,000.04</b>	6,68,926.59
Persistent Organic Pollutants (POP)	(Micro gm/ m3)	<b>11.38</b>	8.19
Volatile Organic Compounds (VOC)	(Micro gm/ m3)	<b>13.20</b>	10.47
Hazardous Air Pollutants (HAP)	(Micro gm/ m3)	-	-
CO	(Micro gm/ m3)	<b>1,65,612.77</b>	2,29,409.59
NH3	(Micro gm/ m3)	<b>16.70</b>	16.40

**Note: Indicate, if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/ N). If yes, name of the external agency.**

Independent Assessment is carried out by Ministry of Environment Forest and Climate Change/ National Accreditation Board for Testing and Calibration Laboratories approved Lab for Rental Assets.

##### 6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity, in the following format<sup>11</sup>:

Parameter	Unit	FY 2022-23	FY 2021-22
<b>Total Scope 1 emissions</b>	Metric tonnes of CO2 equivalent	<b>20,440.28</b>	72,014.10
<b>Total Scope 2 emissions</b>	Metric tonnes of CO2 equivalent	<b>3,28,646.33</b>	2,51,629.45
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover<sup>12</sup></b>	Metric tonnes of CO2 equivalent per rupee of turnover	<b>0.0000061</b>	0.0000057
<b>Total Scope 1 and Scope 2 emissions per area of total portfolio</b> <i>(Total Scope 1 and Scope 2 emissions in tCO<sub>2</sub>e/ area of portfolio (including total leasable and saleable area in sq. mtr.)</i>	Metric tonnes of CO2 equivalent per square metre of portfolio (including total leasable and saleable area in sq. mtr.)	<b>0.046</b>	0.048

**Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/ N). If yes, name of the external agency.**

No.

<sup>11</sup> For data reported under Principle 6, the boundary includes all DLF's rental portfolio, hospitality portfolio and those development projects where construction was ongoing in FY 2022-23. For projects where construction was completed in FY 2021-22 (saleable properties), have not been included in this boundary. DLF continues to further strengthen its data monitoring systems for all development projects.

<sup>12</sup> 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.

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

DLF is undertaking various measures to reduce GHG emissions across the operations and real estate portfolio. The design of its buildings complies with LEED Green Building norms and has received LEED Platinum certification from USGBC for 40.4 msf of its rental portfolio. In accordance with these norms, DLF buildings are designed to promote energy conservation, use of energy efficient equipment and renewable energy.

**(a) Scaling up renewable energy generation to reduce reliance on fossil fuels**

DLF has adopted onsite renewable energy generation including solar and wind energy. Rooftop solar plants of 3.5 MW have been installed across DLF's rental business portfolio. Wind power is used at the commercial buildings to cater to electrical energy requirements. Additionally, it is procuring solar energy through open access

for consumption at few retail properties and hydro energy at DLF's hotels.

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

DLF has implemented various measures to promote energy efficiency across its managed assets, such as:

- Use of high efficiency equipment and appliances including LED lights, motion sensors for lighting control, high efficiency HVAC systems, replacement of old secondary pumps with energy efficient pumps, replacement of old cooling towers with energy efficient cooling towers, use of hydropneumatic pumps with VFD, replacement of refrigerant units with R22 gas with more energy efficient R134A gas in the chillers etc.;
- Automatic tube cleaning system installed in chillers to conserve energy and reduce CO2 emissions; and
- Wall and roof insulation.

**8. Provide details related to waste management by the entity, in the following format<sup>11</sup>:**

Parameter	FY 2022-23	FY 2021-22
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	725.95	233.91
E-waste (B)	13.89	348.91
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	3,62,207.87	5,917.50
Battery waste (E)	71.05	57.09
Radioactive waste (F)	-	-
<b>Other Hazardous waste (G)</b>		
(i) Used Lube Oil	42.10	55.56
(ii) Others (used DG Filters, Cotton waste and cooking oil)	6.52	6.22
<b>Other Non-hazardous waste generated (H)</b>		
(i) Paper Waste	1,075.42	366.17
(ii) Scrap Metal	330.15	402.05
(iii) Organic Waste	3,252.28	1,732.84
(iv) Miscellaneous <sup>14</sup>	1,476.85	1,326.15
<b>Total (A+B+C+D+E+F+G+H)</b>	<b>3,69,202.07</b>	<b>10,446.38</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	27,574.99	7,342.81
(ii) Re-used	3,36,372.92	1,904.27

<sup>11</sup> For data reported under Principle 6, the boundary includes all DLF's rental portfolio, hospitality portfolio and those development projects where construction was ongoing in FY 2022-23. For projects where construction was completed in FY 2021-22 (saleable properties), have not been included in this boundary. DLF continues to further strengthen its data monitoring systems for all development projects.

<sup>14</sup> Miscellaneous waste comprises of glass, wood, cotton and cardboard waste.

Parameter	FY 2022-23	FY 2021-22
(iii) Other recovery operations	80.46	78.53
<b>Total</b>	<b>3,64,028.37</b>	<b>9,325.61</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
Category of waste		
(i) Incineration	0.78	1.11
(ii) Landfilling	-	-
(iii) Other disposal operations	4,289.43	1,775.11
<b>Total</b>	<b>4,290.20</b>	<b>1,776.21</b>

**Note: Indicate, if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/ N). If yes, name of the external agency.**

No.

**9. 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 minimisation and promoting efficient use of resources throughout the lifecycle of construction and portfolio management. It undertakes several measures to reduce, reuse or recycle waste generated from the business activities.

- Project-specific plans are put in place for efficient resource use and waste recycling, prior to initiating construction. DLF also work with customers and waste disposal companies to introduce recycling systems into leases for rental buildings;
- Contractors engaged in construction are encouraged to recover, reuse and recycle building materials;
- The Company educates its employees, tenants and contractors on appropriate waste management techniques and support contractors to promote waste management awareness at its development sites, as required; and
- All waste generated from business activities across all operations is recycled, reused, composted, treated for energy recovery, or sent to authorized recyclers for suitable handling.

**Waste Collection, Segregation and Management**

- It is a constant effort to ensure all generated waste is suitably treated and no waste is sent to landfill at all its sites. Construction waste generated during concreting and plastering process is collected, segregated and reused in filling underneath the stich slab. Steel scrap is used in non-structural members of the building to reduce waste. In addition, to divert

waste from landfills, DLF tries to source or sell to recycling facilities. For example, DLF has a battery buy-back policy.

- DLF has established dedicated waste collection areas and waste separation facilities at its managed sites. Solid waste undergoes segregation in specific assigned areas, where it is directed for reuse, recycling, or energy recovery, depending on the type of waste. Three types of waste are segregated and monitored as mentioned below:
  - Green Bin:** Biodegradable organic waste such as food waste. Wet waste collected through these bins, is transferred to organic waste composters installed on-site for composting. The manure generated from this process is used as a fertilizer for horticulture purpose in landscaping.
  - Blue Bin:** Other non-hazardous recyclable waste such as plastic, paper, metal waste. This dry waste is further directed for reuse, recycling through authorised vendors or sent to waste-to-energy plants.
  - Black Bin:** Hazardous waste items such as sanitary waste and e-waste. The e-waste and hazardous waste like used lube oil and batteries are safely disposed through Government authorized vendors, in line with regulatory requirements.

**Measures to reduce use of hazardous material**

DLF has implemented a Material Safety Data Sheet (MSDS) for materials used in construction of its buildings. MSDS provides information on the potential hazards arising from chemical properties of a product including information on health effects, reactivity, storage, handling, disposal and spill/ leak procedures, enabling personnel to work safely with the chemical product. Materials are approved and handled appropriately based on the MSDS, which helps prevent the usage of materials with any toxic content.

The Company has implemented various measures to prevent usage of any hazardous chemicals in its managed buildings:

- **Green Cleaning Chemicals**

All cleaning chemicals used in its managed buildings are approved by one of the following standards/products:

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

- **Standardization of insecticides**

Central Insecticide Board approved insecticides are used and integrated Pest Management System is followed with LEED approved pesticide list.

**10. 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, specify details in the following format:**

S.No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Y/ N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable <sup>15</sup>			

**11. 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 (Y/ N)	Results communicated in public domain (Y/ N)	Relevant Web link
Expansion of Proposed Commercial Building 'Atrium Place' in Vanijya Nikunj, Udyog Vihar, Phase V, Gurugram, Haryana by Atrium Place Developers Private Limited (formerly Aadarshini Real Estate Developers Private Limited)	S.O 1533 (E), dated 14 September 2006 of Ministry of Environment, Forest & Climate Change	EC Granted on 17 November 2022	Yes	Yes	<a href="https://parivesh.nic.in/newupgrade/#/department/ec-proposal-detail/983556">https://parivesh.nic.in/newupgrade/#/department/ec-proposal-detail/983556</a>
Affordable Plotted Housing Colony under Deen Dayal Jan Awas Yojana (DDJAY) over land area measuring 26.91875 acres in Sector 93, Village Hayatpur, Sub Tehsil Hasaru, District Gurugram, Haryana	EC22B039HR127912	EC Granted on 28 April 2022	Yes	No	NA
"The Arbour" Proposed Group Housing Project	Rev R1 (3.14) EC23B039HR116175 dtd. 24 April 2023 Rev R0 (1.75) EC22B039HR137715 dtd. 11 June 2022	Rev. R1 dtd. 24 April 2023 Rev. R0 dtd. 11 June 2022	Yes	Yes	<a href="https://www.environmentclearance.nic.in/state/Compliance_report.aspx?Cat_Id=SIA/HR/INFRA2/420899/2023&amp;type=1">https://www.environmentclearance.nic.in/state/Compliance_report.aspx?Cat_Id=SIA/HR/INFRA2/420899/2023&amp;type=1</a>
Commercial Building (Amex new campus project) on 9.14375 acres in Sector 74 A, Gurugram, Haryana	5E560212-7E14-4651-9A1F-8DF1A0B968D1	1 December 2022 (1 April 2022 to 30 September 2022) (1 October 2022 to 31 March 2023 is under submission)	Yes	Yes	<a href="https://www.americanexpress.com/content/dam/amex/in/legal/notice-board/ECsixmonthly_Dec2021_inclmonitoringreport.pdf">https://www.americanexpress.com/content/dam/amex/in/legal/notice-board/ECsixmonthly_Dec2021_inclmonitoringreport.pdf</a>

<sup>15</sup> None of DLF's operations are located around ecologically sensitive areas.

12. 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 (Y/ N). 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.

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. Break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format<sup>11</sup>:

Parameter	FY 2022-23	FY 2021-22
<b>From renewable sources</b>		
Total electricity consumption (A) (in GJ)	<b>2,95,708.62</b>	2,52,942.16
Total fuel consumption (B) (in GJ)	-	-
Energy consumption through other sources (C) (in GJ)	-	-
<b>Total energy consumed from renewable sources (A+B+C) (in GJ)</b>	<b>2,95,708.62</b>	2,52,942.16
<b>From non-renewable sources</b>		
Total electricity consumption (D) (in GJ)	<b>16,66,375.76</b>	11,46,665.84
Total fuel consumption (E) (in GJ)	<b>3,10,853.10</b>	12,51,050.45
Energy consumption through other sources (F) (in GJ)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F) (in GJ)</b>	<b>19,77,228.87</b>	23,97,716.28

Note: Indicate, if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/ N). If yes, name of the external agency

No.

2. Provide the following details related to water discharged<sup>16</sup>:

Parameter	FY 2022-23	FY 2021-22
<b>Water discharge by destination and level of treatment [in kilolitres(KL)]:</b>		
(i) To Surface water	<b>0</b>	0
- No treatment	-	-
- With treatment – specify level of Treatment	-	-
(ii) To Groundwater	<b>0</b>	0
- No treatment	-	-
- With treatment – specify level of Treatment	-	-
(iii) To Seawater	<b>0</b>	0
- No treatment	-	-
- With treatment – specify level of Treatment	-	-

11 For data reported under Principle 6, the boundary includes all DLF's rental portfolio, hospitality portfolio and those development projects where construction was ongoing in FY 2022-23. For projects where construction was completed in FY 2021-22 (saleable properties), have not been included in this boundary. DLF continues to further strengthen its data monitoring systems for all development projects.

16 Boundary of this data covers DLF's own offices and rental portfolio.



Parameter	FY 2022-23	FY 2021-22
(iv) Sent to third-parties	0	0
- No treatment	-	-
- With treatment – specify level of treatment	-	-
(v) Others	0	0
- No treatment	-	-
- With treatment – specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>0</b>	<b>0</b>

**Note: Indicate, if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/ N). If yes, name of the external agency.**

No.

**3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres)<sup>11</sup>:**

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source [in kilolitres (KL)]:</b>		
(i) Surface water	<b>4,98,697.10</b>	4,74,682.60
(ii) Groundwater	<b>2,95,376.00</b>	1,78,001.00
(iii) Third party water	<b>19,98,074.00</b>	13,43,293.50
(iv) Seawater/ desalinated water	<b>6,041.00</b>	4,764.00
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	<b>27,98,188.10</b>	20,00,741.10
<b>Total volume of water consumption<sup>13</sup> (in kilolitres)</b>	<b>44,78,485.00</b>	30,84,173.80
<b>Water intensity per rupee of turnover<sup>12</sup> (Water consumed in KL/ turnover in rupees)</b>	<b>0.000079</b>	0.000054
<b>Water intensity per area of total portfolio</b> [Total water consumption in KL/ area of portfolio (including total leasable and saleable area) in sq. mtr.]	<b>0.59</b>	0.46
<b>Water discharge by destination and level of treatment<sup>16</sup> [in kilolitres (KL)]:</b>		
(i) Into Surface water	<b>0</b>	0
- No treatment	-	-
- With treatment – specify level of treatment	-	-
(ii) Into Groundwater	<b>0</b>	0
- No treatment	-	-

11 For data reported under Principle 6, the boundary includes all DLF's rental portfolio, hospitality portfolio and those development projects where construction was ongoing in FY 2022-23. For projects where construction was completed in FY 2021-22 (saleable properties), have not been included in this boundary. DLF continues to further strengthen its data monitoring systems for all development projects.

12 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.

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

16 Boundary of this data covers DLF's own offices and rental portfolio.



Parameter	FY 2022-23	FY 2021-22
- With treatment – specify level of treatment	-	-
(iii) Into Seawater	0	0
- No treatment	-	-
- With treatment – specify level of treatment	-	-
(iv) Sent to third-parties	0	0
- No treatment	-	-
- With treatment– specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment– specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>0</b>	<b>0</b>

**Note:** Indicate, if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/ N). If yes, name of the external agency.

No.

**4. Details of total Scope 3 emissions & its intensity, in the following format:**

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	N.A.	N.A.
Total Scope 3 emissions per rupee of turnover		N.A.	N.A.
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		N.A.	N.A.

**Note:** Indicate, if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/ N). If yes, name of the external agency.

No.

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

Not Applicable<sup>15</sup>.

**6. 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, 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"> <li>DLF promotes the use of renewable sources for energy generation across its real estate portfolio. Rooftop solar plants of capacity 3.5 MW have been installed across DLF's rental business buildings.</li> <li>Wind power is used at commercial buildings to cater to electrical energy requirements.</li> <li>Procurement of renewable energy through open-access solar power in retail properties and hydro-power in DLF hotels.</li> </ul>	Reduction in GHG emissions

<sup>15</sup> 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
2	Energy Efficiency Measures	Measures undertaken to promote energy efficiency across the portfolio including: <ul style="list-style-type: none"> <li>• 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 VFD;</li> <li>• Automatic tube cleaning system installed in chillers to conserve energy and reduce GHG emissions;</li> <li>• Smart grid/ smart building technologies installed in properties; and</li> <li>• Wall and roof insulation.</li> </ul>	Improved energy efficiency and reduced GHG emissions
3	Water Efficiency Measures	Measures undertaken to promote water efficiency across the portfolio including: <ul style="list-style-type: none"> <li>• 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;</li> <li>• Low flow taps and faucets with aerators to reduce the flow rate by 50-60%;</li> <li>• Pressure Reducing Valve (PRV) settings of 1.5–2 kg/ cm<sup>2</sup>;</li> <li>• 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; and</li> <li>• To improve the efficiency of STP, high-efficiency volute systems have been installed in place of traditional sludge dewatering systems such as filter press and centrifuge.</li> </ul>	Improved water use efficiency and water conservation
4	Air Quality Improvement Measures	<ul style="list-style-type: none"> <li>• HEPA filter-based air purification systems installed in DLF Malls (retail properties) to enhance indoor air quality and reduce pollution;</li> <li>• Air quality improvement through installation of Merv 14 filters for all AHUs and fresh air circulation from 1 ACPH to 2 ACPH in office spaces (commercial properties);</li> <li>• Use of anti-smog guns at construction sites to reduce air pollution; and</li> <li>• Construction of wheel wash bay to control dust from vehicles exiting the construction site.</li> </ul>	Indoor air quality improvement and reduction in air pollution through construction activities
5	Waste Management	<ul style="list-style-type: none"> <li>• Installation of OWC at its managed sites to recycle organic waste into nutrient-rich compost, which is then used for horticultural purposes.</li> </ul>	Waste reduction
6	LEED Certifications	<ul style="list-style-type: none"> <li>• DLF's Rental business, achieved 'LEED Zero Water' certification for properties including DLF Cybercity, Gurugram and DLF Cybercity, Chennai, from the USGBC, by achieving a potable water use balance of zero. Five of DLF's malls have also obtained this certification;</li> <li>• DLF's Buildings are designed to comply with LEED Green Building norms and have received LEED Platinum Certification from USGBC for 40.4 msf of the rental portfolio; and</li> <li>• LEED Zero Waste Certification for DLF Cybercity - Hyderabad.</li> </ul>	Reduced environmental footprint, improved energy and water efficiency

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

Yes, DLF has a business continuity plan in place including Emergency Response and Preparedness Plan (ERPP), to address any emergency situations in its operations, including both construction activities as well as operation and maintenance of its portfolio.

As part of the ERPP, it has identified potential emergencies which may affect the operations and further impact the business. These emergencies are identified as natural disasters and human caused disasters such as fire incidents, gas leakage, earthquake, flood, cyclone, power blackout, terrorist attacks, bomb threats, civil unrest, food poisoning and epidemics.

The Company's ERPP is designed with the following broad objectives:

- To assist facilities and project sites to respond to and manage emergencies in an orderly manner;
- To establish a robust system for notification and escalation of an emergency to appropriate levels for emergency response measures; and
- To provide resolution of an incident and minimise implications for the stakeholders arising from initial and subsequent events.

Following are important features of the ERPP which help ensure safety and business continuity:

- Dedicated emergency response team is available at all managed sites to address such situations and minimize any adverse impacts;
- ISO 45001 aligned Safety Management 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.

**8. 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 to around 40% of global GHG emissions, making energy and resource efficiency essential to business operations, building designs as well as throughout the value chain. A large percentage of emissions generated by the real estate sector arise from the value chain, including production of construction materials. However, in FY 2022-23, there has been no significant adverse impacts to the environment arising from any of the DLF's projects. The Company promotes responsible development practices through ensuring compliance to all applicable regulatory requirements, incorporating climate resilient building design in its portfolio, promoting the use of renewables for energy generation and procuring sustainable construction material. Any potential environmental impact is identified and assessed at the time of project planning and preventive or mitigative measures are undertaken accordingly.

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

100% of the critical value chain partners including contractors and vendors engaged in construction of the projects and FM Partners engaged in management of the rental properties are evaluated on environmental parameters.

**PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential Indicators**

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

DLF has affiliations with 15 trade and industry chambers/ associations, including national and state level associations. It constantly engages with these trade bodies to advocate sector specific policy reforms and improved transparency and governance.

- 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 (State/ National)
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	Asia Pacific Real Assets Association (APRAA)	National
8	CII Delhi	State
9	The Confederation of Real Estate Developers' Associations of India (CREDAI) NCR	State
10	CREDAI Western UP	State
11	CREDAI Haryana	State
12	CREDAI Goa	State
13	CREDAI Chennai	State
14	NAREDCO Haryana	State
15	Telangana Real Estate Developers' Association (TREDA)	State

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 2022-23, 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? (Y/ N)	Frequency of review by Board (Annually/ Half yearly/ Quarterly/ Others)	Web Link, if available
1	Circular from Reserve Bank of India (RBI) on revision of outward remittance limit from USD 1 million to USD 10 million per project towards consultancy for the projects covered under Commercial Real Estate Exposure (CRE).	Through trade chambers	No	-	-

S.No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Y/ N)	Frequency of review by Board (Annually/ Half yearly/ Quarterly/ Others)	Web Link, if available
2	Applicability of Green Building Incentives or Green Blue Factor as per the Green Ratings for Integrated Habitat Assessment (GRIHA) in the Master Plan of Delhi 2041.	Through trade chambers	No	-	-
3	Fast Track Clearance of the appeal cases filed with the Appellate Committee for grant of height permission of High-rise building projects from Airport Authority of India.	Through trade chambers	No	-	-
4	Clarification regarding OC & CC Act (Obtaining Occupancy Certificate and Certificate for Completion) as per RERA Act (In reference to the Hon'ble Supreme Court Writ Petition Civil No. 1216/ 2020; Interim Order dated 9 January 2023)	Through trade chambers	No	-	-

## 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 FY.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Y/ N)	Results communicated in public domain (Y/ N)	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	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

3. Describe the mechanisms to receive and redress grievances of the community.

DLF engages with community members through its social arm - DLF Foundation.

Community stakeholders can report their concerns and grievances to DLF through dedicated channels listed on the website on DLF Foundation (<https://www.dlffoundation.in/contact.php>) including contact no., e-mail and office address. Community members can also send any concerns or grievances by writing to the official e-mail id of DLF Foundation ([dlf-foundation@dlf.in](mailto:dlf-foundation@dlf.in)). This promotes a formal mechanism for understanding and resolving grievances of community members in a just, fair and timely manner.

In addition, DLF is closely connected with community members through its CSR programmes. The respective programme team engages with the community stakeholders through community meetings and feedback sessions to receive and redress concerns of the communities.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers <sup>17</sup>	37%	27%
Sourced directly from within the district and neighbouring districts <sup>17</sup>	45%	51%

**Leadership Indicators**

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

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 INR)
1	Haryana	Nuh and Mewat	1,20,000
2	Bihar	Aurangabad, Begusarai, Gaya, Jamui, Khagaria, Mujaffarpur, Navada, Sitamarhi	5,40,000
3	Rajasthan	Baran, Dholpur, Karauli	85,000
4	Uttar Pradesh	Chandauli, Fatehpur	40,000
5	West Bengal	Nadia	25,000
6	Tamil Nadu	Ramanathapuram	7,50,000

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/ vulnerable groups? (Y/ N).

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 FY), 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 (Y/ N)	Benefit shared (Y/ N)	Basis of calculating benefit share
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		

<sup>17</sup> Data is provided on the basis of proportion of suppliers covered from the total supplier base (by supplier count).

**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	DLF CARES Education Support Programme.	1,550	100%
2	Family Health Centre in Gwal Pahari, Gurugram in collaboration with Adharshila Trust providing free healthcare to rural communities.	1,000	100%
3	Rehabilitation of homeless persons in partnership with Society for Promotion of Youth and Masses (SPYM).	149	100%
4	Health screening camps organised with Fortis.	517	100%
5	Healthcare support to persons with disabilities in partnership with Samkalp.	642	100%
6	Social welfare for inclusive development of children from marginalised communities and children with disabilities in partnership with Vision for Health Welfare and Special Needs (VISHWAS) Vidyalaya.	34	100%
7	DLF Golf Excellence Programme to support talented and aspiring golfers i.e. young boys and girls through intensive coaching in order to ensure they emerge as leaders in the sport of Golf.	12	N.A.
8	Ambulance services – DLF Foundation provides 24x7 free ambulance services for general public in multiple locations of Delhi-NCR.	1,690	100%
9	Support to Gunjan Foundation to provide quality school education to underprivileged children (including provision of school fee, transport, school bags etc.).	179	100%
10	Affordable healthcare for the poor by providing high end diagnostic equipment including CT Scan machine etc. at the Landour Community Hospital, Mussoorie.	The equipment is used as part of surgical procedures undertaken at the Hospital. serving the population of the area.	100%
11	Free and subsidised Healthcare facilities provided to stray animals at CGS Hospital's Pasha Wing.	Animal Beneficiaries Approximately 4,057 OPDs; 497 surgeries; 3,560 vaccines; 2,205 animal cases given radiological diagnostics; 5,837 laboratory tests.	100%
12	Provided shelter and medical care to animals through a non-profit organization - All Creatures Great and Small (ACGS).	Total Animal Beneficiaries 7,980.	100%
13	Saving Lives Through Safer Roads project focuses on ensuring pedestrian safety on high traffic roads by constructing safe pedestrian crossovers and corridors, elevator access for differently abled and senior citizens, all-weather tops, foot over bridge, adequate lighting and directional signages.	The project is aimed at general public.	N.A.
14	Plantation and Greening Projects in Gurugram, Delhi, Noida, Chennai and Hyderabad.	The project is aimed at upgrading the environmental footprint. Total Green Area Developed: 51,558 sq. mtr.; Total trees/ plants planted ~3,77,819.	N.A.
15	To improve the safety and security of women commuters in streets of Indian cities, DLF Foundation supported Police surveillance of the streets in New Delhi.	The project benefits all women commuters in the identified Project areas.	N.A.



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

**Essential Indicators**

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

Customer feedback, questions and complaints are handled in a transparent and timely manner. A dedicated team of qualified Customer Relationship Management (CRM) personnel have been appointed to address each complaint. This mechanism is communicated via the contact no./ e-mail through the very first letter of correspondence with a newly on-boarded customer. Further, the Company has implemented a robust complaint management system, implemented through a digital application. Every customer issue is recorded in the app for tracking and resolving within a defined resolution timeframe. Customers can also register a complaint through the app and monitor the status of complaint resolution.

Additionally, customers can also write to the Company through its Customer Support Portal on DLF website: <https://www.dlf.in/customer-Support>, wherein each query or complaint is addressed by the CRM team.

**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	100%
Recycling and/ or safe disposal	100%

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

	FY 2022-23		Remarks	FY 2021-22		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 <sup>18</sup>	904	0	These included complaints related to provision to essential services in DLF's rental buildings (provision of electricity, security, etc.) that were promptly resolved.	651	0	These included complaints related to provision to essential services in DLF's rental buildings (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		

Due to nature of business of DLF, product recalls on account of safety issues is not applicable.

<sup>18</sup> 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? (Y/ N). If available, provide a web-link of the policy.**

Yes, DLF has an Information Security Policy supported by management procedures that are aimed at achieving and sustaining enterprise-level information security objectives. The IT Security Policy is available on the Company's intranet and circulated to all employees.

Ensuring security of information, like any other business asset, is one of the key priorities in the business processes, to prevent any theft, tampering, misuse and unauthorized access. DLF constantly deploys appropriate technology, processes, resources and infrastructure for timely implementation of security controls that comply with applicable laws and incorporate leading industry practices.

- The Company has established procedures to ensure data privacy of its customers, employees and other stakeholders. It only collects customer information which is essential for the purpose of providing the product or service. The collected data is protected through regular security upgrades and adequate employee training is provided to ensure safeguarding of sensitive information. Additionally, DLF seeks customer's consent before collecting, processing or disclosing their data and information to any third parties.
- DLF has implemented optimal security systems to prevent data leakages and for incident management. Several pre-cautionary measures have been implemented to ensure information security and minimize cybersecurity threat, which include:
  - Managed Security Services for 24x7 security log monitoring;
  - Endpoint disk encryption;
  - Multi-factor authentication for network access; and
  - Two factor authentication for e-mail access.
- Formal training is provided to all the employees at the time of induction, followed by an annual training programme on Information Security Policy guidelines and Data Privacy Protocols at DLF; and
- An incident management process exists at DLF for data security related risks, as per which employees can report any incidents/ observations around misuse or improper use of equipment, software or sensitive information for prompt resolution.

**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 received complaints related to provision of essential services in DLF's rental properties such as issues related to provision of electricity, housekeeping and parking allotment. These issues were promptly resolved through corrective actions such as service restoration, repair work etc.

#### **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](https://www.dlf.in/offices)

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

Consumers are informed about the safe and responsible usage of DLF's buildings through various measures undertaken at the time of building handover, as well as during operation and maintenance.

- Information on environmental and social parameters associated with the building is provided in the allotment letter which is shared with each customer at the time of handover of residential and commercial property unit(s). For customers of leased assets, such guidelines are covered as part of the lease agreement;
- For residential and commercial unit(s) sold by DLF, customers are provided with a user handbook at the time of possession/ handover of the buildings, which carries guidelines on safe and responsible usage of the building, such as fire safety and security, electrical safety, responsible use of appliances and installations in the apartments, measures for preventing accidents and injuries etc.;
- For leased properties, FM team generates awareness among customers through e-mail communication and information displayed on the notice board. This includes guidelines related to consumer safety, for instance:
  - Fire safety advisory formulated by Fire Safety Consultants.

- Advisory for measures to be undertaken during a natural disaster such as earthquake.
- Updates on COVID vaccine availability and administration.
- DLF also organizes safety events such as National Safety Week, Fire Service Week, etc. in addition to regular mock drills, in its leased office buildings; and
- Furthermore, DLF's tenant engagement programme includes building/ asset communication, feedback sessions with individual tenants and providing feedback to tenants on efficient energy and water consumption.

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

Any risk of disruption/ discontinuation of essential services is timely communicated to customers occupying the leased properties, through e-mail communication by the FM Teams.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Y/ N/ Not Applicable). If yes, provide details in brief.**

Products of DLF include development of residential homes and development, operation and maintenance of commercial office spaces, retail properties (Malls) and hospitality projects (Hotels and Clubs). Product related information is included in the relevant documents provided to the customers at the time of building handover or while entering into a lease agreement, which is as per the local legislation.

In addition to this, customers are provided with a user handbook which includes information on building features and guidelines for ensuring safe and responsible usage of buildings. Furthermore, majority of its buildings have received LEED certification in 'Operation and Maintenance' category or 'Design and Construction' category by USGBC. Information related to LEED certifications are displayed in all leased buildings.

**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? (Y/ N).**

Yes, DLF conducts Net Promoter Score (NPS) survey for assessing customer satisfaction and gathering customer feedback. The survey is conducted for both tenants of the leased buildings and customers purchasing the properties, through engaging a third party, covering all major clusters of the real estate portfolio. This helps enhance the understanding of customer perception to continually improve the products and service offerings.

**5. Provide the following information relating to data breaches:**

**a. Number of instances of data breaches along-with impact.**

Nil.

**b. Percentage of data breaches involving personally identifiable information of customers.**

Nil.