

August 5, 2022

To,

BSE Limited Corporate Services, Piroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001 Listing: http://listing.bseindia.com	National Stock Exchange of India Limited Exchange Plaza, Bandra Kurla Complex, Bandra (East), Mumbai 400051 Listing: https://neaps.nseindia.com/NEWLISTINGCORP/
--	--

Re:

Security	BSE	NSE	ISIN
Equity Shares	532313	MAHLIFE	INE813A01018

Sub.: Business Responsibility and Sustainability Reporting (BRSR)

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 read with SEBI Circular SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated May 10, 2021, please find attached Business Responsibility and Sustainability Reporting (BRSR) of the Company for the year ended March 31, 2022.

The same is also available on the website of the Company in the following link <https://www.mahindralifespaces.com/investor-center/?category=annual-reports>.

Request you to kindly acknowledge the receipt of the above.

Yours faithfully,
For Mahindra Lifespace Developers Limited

Ankit Shah
Assistant Company Secretary & Compliance Officer
ACS-26552



Encl.: a/a

Business Responsibility and Sustainability Report

The world is facing the severe risk and impacts of 'Climate action failure, extreme weather events, Biodiversity loss, Social cohesion erosion, Livelihood crises, Human environmental damage, Natural resource crises, and many others as highlighted in the Global Risk report 2022 by World Economic Forum. In such challenging times, it becomes more important for businesses to play a key role in addressing these risks faced by the community. Mahindra Lifespace Developers Limited works for the well-being of the planet and all the stakeholders by 'Crafting future with environmentally and socially responsible homes and industrial development'.

With changing consumer behaviour towards residential developments, initiatives such as Climate Responsive Design, use of energy efficient equipments, integration of renewable energy, reduce dependence on freshwater through low flow fixtures, sewage water treatment and reuse onsite, rainwater harvesting, organic waste composting onsite, helps reduce environmental impact and also the maintenance cost.

With its 100% green portfolio and commitment to build Net Zero buildings from 2030, Mahindra Lifespaces continues its effort to develop green, innovative, and customer-focused

solutions that are rooted in a legacy of trust and transparency and aligned with the organizational sustainability commitments. Its developments are characterised by thoughtful design, and a welcoming environment that enhance overall quality of life for both individuals and industries.

Continuing its efforts in responsible governance practices and meeting sustainability commitments, Mahindra Lifespaces is publishing its 1st Business Responsibility and Sustainability Report (BRSR), developed in accordance with SEBI's guidelines and the nine principles under 'National Guidelines on Responsible Business Conduct'.



SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

- Corporate Identity Number (CIN) of the Listed Entity** - L45200MH1999PLC118949
- Name of the Listed Entity** - Mahindra Lifespace Developers Ltd.
- Year of Incorporation** - March 16, 1999
- Registered office address** - Mahindra Towers, 5th floor, Worli, Mumbai – 400018
- Corporate address** - Mahindra Towers, 5th floor, Worli, Mumbai – 400018
- E-mail** - investor.mldl@mahindra.com
- Telephone** - 022 67478600 / 01
- Website** - www.mahindralifespaces.com
- Financial year for which reporting is being done** - 1st April 2021 to 31st Mar 2022
- Name of the Stock Exchange(s) where shares are listed** – BSE Limited (Bombay Stock Exchange Limited) / NSE India (National Stock Exchange of India Ltd.)
- Paid-up Capital** - ₹ 15451.7 lakh
- Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report**

Name: Dr. Sunita Purushottam

Designation: Head of Sustainability, Mahindra Lifespace Developers Limited

Telephone Number: 022 67478600

E-mail ID: purushottam.sunita@mahindra.com

- 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).

Consolidated (For the entity and its subsidiaries)

II. Products/services

14. Details of business activities (accounting for 90% of the turnover)

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Construction	<ol style="list-style-type: none"> Construction of 100% green certified Residential buildings and Operation and maintenance of Integrated Cities and Industrial Clusters 	100%

15. Products/Services sold by the entity (accounting for 90% of the entity's turnover)

Sr. No.	Product/Service	NIC Code	% of total Turnover Contributed
1.	1. Residential	4100	>98%
	2. Integrated Cities and Industrial Clusters		

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	Area Offices (including branch and project offices of Mahindra Lifespace Developers Limited and its subsidiaries): 20 - Mumbai Metropolitan Region (7), Pune (3), Nagpur (1), Gurugram (1), Bengaluru (1), Chennai (5), Jaipur (1), and Ahmedabad (1).	20
International	Not Applicable	NIL, the Company has a representative office in Dubai.	Not Applicable

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Residential Mumbai Metropolitan Region, Pune, Nagpur, Gurugram, Bengaluru, Chennai.
	No of states served: 4
	Integrated Cities and Industrial Clusters Chennai, Jaipur, and Ahmedabad
	No of states served: 3
International (No. of Countries)	None (Not Applicable)

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

Mahindra Lifespace Developers Limited is a real estate development company involved in construction of residential homes and operations and maintenance of Integrated Cities and Industrial Clusters with operations within India. It is not involved in export of any product or services; hence it is not applicable.

c. A brief on types of customers

Mahindra Lifespace Developers Ltd. is the real estate and infrastructure development business of the Mahindra Group. It is committed to crafting the future with environmentally and socially responsible **homes** and **industrial developments** and transforming India's urban landscape through its premium residential developments; and value homes under the 'Mahindra Happinest®' brand for the **residential customers**; and integrated cities and industrial clusters under the 'Mahindra World City' and 'Origins by Mahindra' brands respectively for the **industrial customers**. The Company leverages innovation, thoughtful design, and a deep commitment to sustainability to craft quality life and business growth. The first real estate company in India to have committed to the global Science Based Targets initiative (SBTi), all Mahindra Lifespaces' projects are certified environment friendly. With a 100% Green portfolio since FY 2014, the Company is working towards carbon neutrality by 2040 and actively supports research on green buildings tailored to climatic conditions in India. Mahindra Lifespaces® is the recipient of over 80 awards in 27 years of its existence for its varied unique projects and ESG initiatives.

IV. Employees

18. Details as at the end of Financial Year i.e.

a. Employees and workers (including differently abled)

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
IC & IC – EMPLOYEES						
1.	Permanent (D)	48	41	85.42	7	14.58
2.	Other than Permanent (E)	10	9	90	1	10
3.	Total employees (D + E)	58	50	86.21	8	13.79
RESIDENTIAL – EMPLOYEES						
1.	Permanent (F)	432	359	83.10	73	16.90
2.	Other than Permanent (G)	61	55	90.16	6	9.84
3.	Total employees (F + G)	493	414	83.98	79	16.02

b. Differently abled employees and workers

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	2	2	100	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	2	2	100	0	0

19. Participation/inclusion/representation of women

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	6	1	16.67
Key Management Personnel	3	0	0
Senior Management Personnel	11	2	18.18

20. Turnover rate for permanent employees

	FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total
IC & IC – EMPLOYEES						
Permanent Employees	18.75%	0	18.75%	9.84%	1.64%	11.48%
RESIDENTIAL – EMPLOYEES						
Permanent Employees	21.99%	5.79%	27.78%	13.68%	4.71%	18.39%

V. Holding, Subsidiary and Associate companies (including joint venture)
21. (a) Names of holding / subsidiary / associate companies / joint ventures

Sr. 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? (Yes/No)
1	Mahindra and Mahindra Limited	Holding	51.33%	Yes
2	Mahindra World City Developers Limited	Subsidiary	89.00%	Yes
3	Mahindra World City (Jaipur) Limited	Subsidiary	74.00%	Yes
4	Mahindra Integrated Township Limited	Subsidiary	97.14%	Yes
5	Mahindra Residential Developers Limited	Subsidiary	97.14%	Yes
6	Mahindra Industrial Park Chennai Limited	Subsidiary	53.40%	Yes
7	Mahindra Homes Private Limited	Subsidiary	72.51%	Yes
8	Mahindra Happinest Developers Limited	Subsidiary	51.00%	Yes
9	Mahindra Bloomdale Developers Limited	Subsidiary	100%	Yes
10	Mahindra Infrastructure Developers Limited	Subsidiary	100%	No
11	Mahindra World City (Maharashtra) Limited	Subsidiary	100%	No
12	Knowledge Township Limited	Subsidiary	100%	No
13	Industrial Township (Maharashtra) Limited	Subsidiary	100%	No
14	Anthurium Developers Limited	Subsidiary	100%	No
15	Mahindra Industrial Park Private Limited	Subsidiary	100%	Yes
16	Deep Mangal Developers Private Limited	Subsidiary	100%	No
17	Mahindra Water Utilities Limited	Subsidiary	98.99%	No
18	Moonshine Construction Private Limited	Subsidiary	100%	No
19	Mahindra Knowledge Park Mohali Limited	Subsidiary	99.97%	No

VI. CSR Details
22.

(i)	Whether CSR is applicable as per Section 135 of Companies Act, 2013	Yes	
(ii)	Turnover (in ₹)	Standalone	30,650 lakh
		Consolidated	40,824 lakh
(iii)	Net worth (in ₹)	Standalone	1,49,130 lakh
		Consolidated	1,83,760 lakh
(iv)	Total amount spent on CSR for FY 2021-22 (in ₹)	133.26 lakh	

Entity Name	CSR Spends (in ₹) (FY 2021-22)
Mahindra Bloomdale Developers Limited MBDL	10.80 lakh
Mahindra Residential Developers Ltd. MRDL	12.41 lakh
Mahindra World City Developers Ltd. MWCDL	4.03 lakh
Mahindra World City Jaipur Ltd. MWCJL	85.02 lakh
Mahindra Water Utilities Ltd. MWUL	21.00 lakh
Grand Total	1,33.26 lakh

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 Mechanisms in Place (Yes/No) (If yes, then provide web-link for grievance redressal policy)	FY 2021-22		FY 2020-21		Remarks
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	
Communities	In-person Reporting to the project manager or site incharge	0	-	0	-	-
Investors (other than shareholders)	Quarterly & Yearly Monitoring on ESG parameters	-	-	-	-	-
Shareholders	Filed with SEBI as per the regulatory parameters	48	0	56	0	<p>Nature of complaints involve:</p> <ol style="list-style-type: none"> 1. Non-receipt of Dividend warrants 2. Complaints from BSE/NSE/SEBI/Regulatory Bodies 3. Non-receipt of Annual Report 4. Non-receipt of Share Certificates 5. Non receipt of securities after transmission on / duplicate <p>Nature of complaints involve:</p> <ol style="list-style-type: none"> 1. Non-receipt of Dividend warrants 2. Complaints from BSE/NSE/SEBI/Regulatory Bodies 3. Non-receipt of Annual Report 4. Non-receipt of Share Certificates
Employees	Third party – Ethics Helpline https://ethics.mahindra.com	0	0	0	0	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No) (If yes, then provide web-link for grievance redressal policy)	FY 2021-22			FY 2020-21		
		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
Customers	<ol style="list-style-type: none"> Customer Assist M Life app Facility Management (FM) Helpdesk Email to FM manager 	8213	501	Includes customer complaints related to civil work, leakages, etc. related to the product.	6463	227	Includes customer complaints related to civil work, leakages, etc. related to the product.
Value Chain Partners	<p>Workers</p> <ol style="list-style-type: none"> Workers Complaint Register onsite, and regular monitoring of the same In-person to the Project In charge/Project Manager 	0	0	-	0	0	-
Other Value Chain Partners	<p>Contractors/Suppliers</p> <p>In-person to the Contract In-charge, email, calls and Ethics helpline</p>	0	0	-	0	0	-

24. Overview of the entity's material responsible business conduct issues: Please 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, as per the following format:

Sr. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ Opportunity	Approach to adapt or mitigate	Positive/ Negative Implications
1	Economic Performance	Risk and Opportunity	<p>Risk</p> <ul style="list-style-type: none"> Changing Consumer preferences and lifestyle Increased peer competition in emerging markets Increased investor scrutiny on ESG parameters, etc. <p>Opportunity</p> <ul style="list-style-type: none"> Leadership in green buildings Differentiating factor and a competitive advantage due to green portfolio 	<ul style="list-style-type: none"> 100% green Portfolio - IGBC/ GRIHA certified products Transparent and Complete public disclosures on ESG Customer Value Proposition on the benefits of adopting green products 	<p>Positive Implications</p> <ul style="list-style-type: none"> Attracts customers Attracts Investors Attracts talent
2	Supply Chain Management	Risk and Opportunity	<p>Risk</p> <ul style="list-style-type: none"> Environmental - Higher scope 3 emission Disruption - Work stoppage due to unethical or illegal operation Regulatory - Legal action due to child labour, non-compliance to mandatory statutory requirement Inferior quality products <p>Opportunity</p> <ul style="list-style-type: none"> Align with company strategy and policies and with Science Based Targets Reduce cost of construction 	<ul style="list-style-type: none"> Green Supply Chain Management (GSCM) Policy Code of Conduct for suppliers and contractors Capacity Building/Training workshops Raising awareness on ESG and related implications Partnership for sustainability integration in supply chain 	<p>Positive Implications</p> <ul style="list-style-type: none"> Reduced Scope 3 emissions Sustainable Supply Chain Adherence to all compliances Collaborate and innovate
3	Governance and Compliance	Risk and Opportunity	<p>Risk</p> <ul style="list-style-type: none"> Lack of knowledge, skill or capability of governance team constrains ESG risk management Non-compliance to statutory requirements Non-compliance to green building commitments Financial risk - Non-compliance related to product labelling: fines and penalties <p>Opportunity</p> <ul style="list-style-type: none"> Improve current governance to Gold Standard Comply with the required rules and regulations Strengthen supplier relations and collaboration for socially conscious value chain 	<ul style="list-style-type: none"> ESG risk and mitigation integrated into Enterprise Risk Management (ERM) Framework Board and Leadership level overview of ESG risk and mitigation measures Policy advocacy through partnerships Financial quantification of ESG risk 	<p>Positive Implications</p> <ul style="list-style-type: none"> Resilient, ethical, and transparent organisation Partnerships drive innovation in the development of sustainable habitats and ecosystems Enhanced brand reputation

Sr. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ Opportunity	Approach to adapt or mitigate	Positive/ Negative Implications
4	Environmental well-being	Risk and Opportunity	<p>Risk</p> <ul style="list-style-type: none"> Dependence on non-renewable sources of energy Heavy Groundwater extraction Improper Waste Disposal - Diversion to Landfill Noncompliance with the EC conditions and Water Law Increase cost if carbon tax is implemented <p>Increased Cost</p> <ul style="list-style-type: none"> Inefficient Energy Use Carbon Price Work Delay leading to untimely delivery and cost implication Inexperienced contractors and subcontractors may cause hindrance to sustainable construction Unavailability of the material as well as expertise <p>Opportunity</p> <ul style="list-style-type: none"> Improve environmental quality, and working conditions Innovation in operations and regional priority (using local products) Ease of receiving consents Reduce Cost of Construction and Operations 	<ul style="list-style-type: none"> 100% Green certified portfolio Mahindra Lifespaces has committed and has detailed action plan to become Carbon Neutrality by 2040 Approved Science Based Targets in line with 1.5 degree world All new developments to be Net Zero by 2030 Zero Waste to Landfill for all our developments Environmental Monitoring and Mitigation in place for all projects 	<p>Positive Implications</p> <ul style="list-style-type: none"> Reduced Scope 1, 2 and 3 emissions Monetary benefits to customers (reduced maintenance cost) Reduced environmental impact Enhanced brand reputation Efficient energy use Use of renewable source of energy Water recycling and reuse Waste management and treatment through authorized waste handlers
5	Customer well-being	Risk and Opportunity	<p>Risk</p> <ul style="list-style-type: none"> Loss of Brand Reputation Risk to Customer health and safety (toxic elements present in the brownfield land) Risk to business continuity Legal risk Customer Litigation for non-compliance to green building commitments Loss of business opportunity Delay in project execution Deteriorating quality of buildings (unwanted chemical reaction due to presence of corrosive compounds) <p>Opportunity</p> <ul style="list-style-type: none"> Improve Customer Health and well-being Grow Business Preserve natural habitat 	<ul style="list-style-type: none"> 100% Green certified products Customer outreach through newsletter/green events and Green tour in each project Behavioural Interventions - Make the Switch Initiatives to help make the necessary switch to adopt sustainable lifestyle for our customers Customer feedback throughout the home buying journey (till post possession) 	<p>Positive Implications</p> <ul style="list-style-type: none"> Increased Customer trust and Confidence Enhanced brand reputation Reduced Scope 3 emissions Increased customer benefits (savings on maintenance cost)

Sr. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ Opportunity	Approach to adapt or mitigate	Positive/ Negative Implications
6	Employee well-being	Risk and Opportunity	<p>Risk</p> <p>Regulatory Risk</p> <ul style="list-style-type: none"> Non-Compliance with labour laws and regulations <p>Financial implication</p> <ul style="list-style-type: none"> Cost of fines and compensation Lack of investment in employee training leading to higher costs associated with new recruitment High attrition rate translates to higher cost for recruiting and training new Associates Decreased productivity and associate morale Loosing talent to competitors Lack of equal opportunity Loss of Brand reputation Unsuitable/unprepared workforce for changing market demand and disruption. Lack of equal opportunity <p>Opportunity</p> <ul style="list-style-type: none"> Build human capital through trainings and skill upgradation Attract talent for the benefit of the company 	<ul style="list-style-type: none"> Regular Employee training on diverse topics Regular employee feedback - Quarterly PULSE surveys and annual M-CARES Appreciation and reward for aligning the work with the organizational core values and philosophy Safety, Health and well-being programs for all workforce 	<p>Positive Implications</p> <ul style="list-style-type: none"> Increased Employee trust and Confidence Enhanced brand reputation
7	Community well-being	Risk and Opportunity	<p>Risk</p> <ul style="list-style-type: none"> Risk to Brand Image Social license to operate affected due to social impacts and/or community relations not well managed (e.g. air and water pollution) Business continuity risk Prosecution due to noncompliance to Rehabilitation and Resettlement Act Stoppage of work due to community unrest leading to revenue loss <p>Opportunity</p> <ul style="list-style-type: none"> Engage community Create healthy competition leading to innovation Gain peer consortium to augment benefit from Government organization for the sector Create positive impact on climate change prevention 	<p>CSR initiatives across projects</p> <ul style="list-style-type: none"> The Green Army - School initiative to inculcate sustainable habitats in school children (extended to Green Army Family due to the pandemic) Nanhi Kali - Support in provision of primary education to underprivileged girl children in India Hunar - Skill development and women empowerment program Hariyali - Tree Plantation Program MTCoE (Mahindra TERI Centre of Excellence) - To build a greener urban future by developing innovative energy efficient solutions tailored to Indian climates 	<p>Positive Implications</p> <ul style="list-style-type: none"> Enhanced brand awareness and trust More Engaged communities Social License to operate Support in livelihood opportunities Increase positive brand awareness

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and Management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web link of the policies, if available	The policies aligned with the NGRBCs are available in the public domain on our website. Link: https://www.mahindralifespaces.com/investor-center/?category=code-policies								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name the national and international codes/ certifications/ labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>All Company's policies are in alignment with international standards such as ISO 9001, 14001, 45001, OHSAS 18001, UNGC principles, and relevant regulatory requirements. The policies are aligned with the Mahindra Rise principles and the Mahindra and Mahindra Sustainability Framework, and are regularly updated based on market trends, global good practices, and feedback received from stakeholders.</p> <p>The Corporate Governance Cell reviews the efficacy of the codes and policies of Mahindra Lifespaces. The Company conducts periodic review and evaluation of the policies through The Mahindra Way (TMW). TMW promotes the adoption of certain Group Common Policies and Practices by all functions and aligns the policies to international and national standard. The policies for EOHS and Quality are subject to internal and external audits as a part of Integrated management systems (IMS) certification. Additionally, an external organization conducts assurance for non-financial report i.e., Sustainability report (GRI Standard). As a part of the annual certification/audit process, assessment is done on the efficacy of implementation of the policies and the associated systems.</p>								
5. Specific commitments, goals, targets set by the entity with defined timelines, if any.	<p>Mahindra Lifespace Developers Limited has ESG and other business commitments with detailed goals & yearly targets (defined in the 5-year roadmap available on the company website), and the progress against these targets is communicated through the sustainability report and other stakeholder disclosures such as CDP & GRESB available in the public domain.</p> <p>Commitments</p> <ol style="list-style-type: none"> 100% Green Portfolio (IGBC/GRIHA certified projects) Carbon neutrality by 2040 Approved Science Based Targets by SBTi for 3 entities: <ul style="list-style-type: none"> Mahindra Lifespace Developers Limited <ol style="list-style-type: none"> Reduce 63% of absolute Scope 1 & 2 emissions by 2033 with 2018 as base year Reduce 20% of absolute Scope 3 emissions by 2033 with 2018 as base year Mahindra World City Chennai <ol style="list-style-type: none"> Reduce 63% of absolute Scope 1 & 2 emissions by 2031 with 2016 as base year Mahindra World City Jaipur <ol style="list-style-type: none"> Reduce 63% of absolute Scope 1 & 2 emissions by 2033 with 2018 as base year Reduce 20% of absolute Scope 3 emissions by 2033 with 2018 as base year IGBC Mission on Net Zero All new developments to be Net Zero by 2030 								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
6. Performance of the entity against specific commitments, goals and targets along with reasons in case the same are not met.	As all the targets are long-term, Mahindra Lifespace Developers Limited annually monitors and measures the performance against each of the commitments and the associated targets, and the same is reported in its public disclosures available in the public domain with details on the actions/initiatives implemented to achieve the same.								
	Commitment		Status		Reasons for not meeting the target				
	1.	100% Green Portfolio (IGBC/ GRIHA certified projects)	Achieved		NA				
	2.	Carbon neutrality by 2040	In Progress		NA				
	3.	Approved Science Based Targets by SBTi for 3 entities:	In Progress		NA				
	Mahindra Lifespace Developers Limited								
	a.	Reduce 63% of absolute Scope 1 & 2 emissions by 2033 with 2018 as base year	Not on Track		All the new developments are on track with detailed action plan aligned with Net Zero commitment. Since the existing projects design was finalized way back and currently in final stages of development, it is difficult to retrofit at this stage for most of the existing projects and achieve the respective reductions, but we are incorporating the retrofits in few existing projects to achieve a considerable emission reduction.				
	b.	Reduce 20% of absolute Scope 3 emissions by 2033 with 2018 as base year	In Progress		NA				
	Mahindra World City Chennai								
	a.	Reduce 63% of absolute Scope 1 & 2 emissions by 2031 with 2016 as base year	In Progress		NA				
	Mahindra World City Jaipur								
	a.	Reduce 63% of absolute Scope 1 & 2 emissions by 2033 with 2018 as base year	In Progress		NA				
	b.	Reduce 20% of absolute Scope 3 emissions by 2033 with 2018 as base year	In Progress		NA				
	4.	IGBC Mission on Net Zero							
		All new developments to be Net Zero by 2030	In Progress		NA				
	5.	C40 Climate Positive Development Program (Mahindra World City Jaipur)	In Progress		NA				

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
GOVERNANCE, LEADERSHIP AND OVERSIGHT									
7. Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	The Director's message highlighting the ESG aspects, challenges, initiatives undertaken and implemented, and our ESG aligned growth story has been presented in the leadership communication at the beginning of the integrated report. Refer Page No. 4 – MD & CEO Message								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	<p>Mahindra Lifespaces has a multi-tiered governance structure with well-defined roles & responsibilities. Spearheaded by Board of Directors (BoD), responsible for overseeing – 'formulation & implementation' of our policies and strategy, management of daily activity rests with Chief Executive Officer (CEO) & senior leaders. Sustainability is central to our governance to enable strategic oversight & facilitate long-term value creation. Working with BoD, senior leadership oversees implementation of sustainability centric business initiatives. Enterprise Risk Management (ERM) framework is leveraged to mitigate ESG risks & capitalise on opportunities. Our sustainability policies provide foundation for assessing ESG & other climate-related risks. Four pillars of our Sustainability Policy – Sustainable Products, Sites, Offices, & Communities - help in creating greener, safer, & healthier buildings for all. Our BoDs bring in core skills required for sustainable growth of company. To aid the Board discharge its responsibility effectively, our CEO briefs them at every meeting on overall performance of company.</p> <ol style="list-style-type: none"> Detailed operations report presented at quarterly Board meetings Board reviews strategy & business plans, regulatory compliance, risk management policies, sustainability plans & performance, & CSR spends, plan & review. <p>Following information on sustainability interventions were shared with the Board.</p> <p>(A) Strategic initiatives</p> <ol style="list-style-type: none"> Climate scenario analysis - Assessment of climate impact on business, aligned with TCFD Supply chain stakeholder meet (climate impact across value chain) Integration of ESG risks & opportunities into ERM <p>(B) Sustainable products</p> <ol style="list-style-type: none"> Green certification and incentives for projects <p>(C) Sustainable sites</p> <ol style="list-style-type: none"> Sustainability maturity assessment (site preparedness to mitigate climate risk) Zero waste to landfill (ZWL) surveillance audit for MWC Chennai SBT performance progress <p>(D) Sustainable offices</p> <ol style="list-style-type: none"> Employee engagement - Making Sustainability Personal Training on climate responsive design (both senior management and other stakeholders (internal & external)) Sustainable Office Guidelines <p>(E) Sustainable communities</p> <ol style="list-style-type: none"> Green Army (Reach and Impact): Sensitize school children to adopt a sustainable life Mahindra TERI Centre of Excellence: 'Build a greener urban future by developing innovative energy efficient solutions tailored to Indian climate' 								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
9. Does the entity have a specified Committee of the Board/Director responsible for decision-making on sustainability related issues? (Yes / No). If yes, provide details.									
	<p>Mahindra Lifespaces multi-tiered governance structure spearheaded by Board of Directors (BoD), responsible for overseeing – ‘formulation & implementation’ of our strategy, management of daily activity rests with Chief Executive Officer (CEO) & senior leaders. Board level committees such as Audit Committee, Corporate Social Responsibility (CSR) Committee, Risk Management Committee, Stakeholders Relationship Committee, etc. formed from amongst the Board members help in formulation, overseeing & implementation of associated policies. ‘Risk Management’ & ‘CSR’ committee are involved in overseeing our climate related interventions.</p> <p>(A) Risk Management Committee</p> <p>Risk management system is in place for identification & assessment of risks, mitigation measures, & mechanisms for timely monitoring & reporting. We have defined procedure to inform the Board about the risk assessment & minimization procedures. Risk management committee,</p> <ol style="list-style-type: none"> 1. Formulates, oversees, & implements risk management policy, business continuity plan 2. Ensures appropriate methodology, processes & systems are in place to monitor & evaluate risks <p>(B) Corporate Social Responsibility (CSR) Committee</p> <p>Mahindra Lifespaces’ CSR strategy is to contribute to local communities that it operates in by focusing on following areas of intervention: education, skill development, health, environment & sustainability. Our CSR Policy lays out vision, objectives, & implementation mechanism. Under the area on Environment & Sustainability, we have the Mahindra-TERI Centre of Excellence (MT CoE), a joint research facility to create innovative energy efficient solutions. Example: Initiative such as MT CoE mainly focused on research & development of climate responsive design using sustainable building materials, detailed study & assessment of water (impact due to climate change and other factors) in different metro cities, visual & thermal comfort-based research for achieving a 100% green portfolio to mitigate climate related impacts, are reviewed by Board. In FY 22, we completed 5 years of research at MT CoE and disseminated the key findings of the research work to the wider stakeholder community and also signed an MOU for phase 2 of open-source research work.</p> <p>CSR Committee,</p> <ol style="list-style-type: none"> 1. Formulates & recommends to Board, a CSR Policy, expenditure to be incurred on CSR activities 2. ‘Annual action plan in pursuance of its CSR policy <p>With sustainability integrated into the existing governance structure of the company to enable strategic oversight of sustainability issues and facilitate long-term value creation & working closely with the Board of Directors at the top of the hierarchy, the Chief Executive Officer (CEO) oversees the implementation of sustainability initiatives by different functions within the organization. CEO is responsible for setting the vision, and direction for Mahindra Lifespaces’ Sustainability strategy. For driving the sustainability aspect of the organization dealing with climate change, the CEO shoulders the following responsibilities,</p> <ol style="list-style-type: none"> 1. CEO reviews and approves the sustainability strategy, sustainability report, key sustainability initiatives, and is also responsible for the final outcomes. 2. Climate & other ESG risks and opportunities are reviewed by Chief Financial Officer (CFO) and approved by the CEO as part of the Risk Committee (Board-level committee). This committee reviews ESG & other climate-related business risks and opportunities and provides direction for the action plan. 								

11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.

P	P	P	P	P	P	P	P	P	P
1	2	3	4	5	6	7	8	9	
<p>Mahindra Lifespace Developers Limited conducts half-yearly and yearly independent assessment and evaluation of non-financial (sustainability) information along with the working and efficacy of implementation of the policies and related actions through KPMG. KPMG is the assurance partner for our sustainability report. Also, the policies for EOHS and Quality are subject to internal and external audits as a part of Integrated management systems (IMS) certification by Bureau Veritas annually. In FY 22, a detailed internal ESG review was conducted through independent assessor – E&Y which involved assessment/evaluation of all our policies and implementation of the same.</p>									

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	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-

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 financial year.

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	-	-	-
Key Managerial Personnel	6	1. Sustainability strategy, roadmap and action plan covering all principles 2. Climate Responsive Design 3. Capacity Building Program on GRI Standards, Disclosure on Sustainability Strategy, SDG Reporting 4. Sustainable and Energy Efficient Offices - Integrating Energy Benchmarks and Efficiency & Guidelines 5. Code of Conduct	100%
Employees other than Board of Directors or KMPs	~20 (excludes repetitions)	1. Code of Conduct 2. POSH training for members/employees, 3. Sustainability and topical trainings for all	100%
Workers	~500 (includes repetitions)	ToolBox Talks, training, etc. - Environment, Occupational Health, and Safety	100%

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

Monetary					
	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding Fee	-	-	-	-	-
Non-Monetary					
	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)	
Imprisonment	-	-	-	-	
Punishment	-	-	-	-	

Mahindra Lifespaces extends support to all the stakeholders in the value chain including the regulators, government institutions, law enforcement agencies, judicial institutions, and ensures resolution of all queries and complaints if any from our stakeholders. In FY 22, there have been no instances of payment of fines, penalties, or any non-monetary punishments based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

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 the regulatory/ enforcement agencies/ judicial institutions
-	-

In FY 22, there have been no instances of payment of fines, penalties, or any non-monetary punishments based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

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, Mahindra Lifespaces has a zero-tolerance policy for bribery and corruption or facilitation payment in any form, whether in government or non-government dealings. We prefer foregoing business opportunities rather than paying bribes. Everyone at Mahindra Lifespaces always ensures to follow all the applicable international and local anti-bribery and anti-corruption laws. We also encourage anti-bribery and anti-corruption practices amongst everyone working on behalf of the Company. We do not knowingly allow, or ignore signs of someone acting on our behalf, paying or receiving any bribe, kickback, or facilitation payment. If anybody requests or offers a bribe or kickback, it is to be refused and must be immediately reported to the Chief Ethics Officer.

Anti-bribery and Anti-corruption policies as part of our Code of Conduct for every stakeholder provides guidance on recognizing and dealing with issues related to corruption and bribery. Awareness of these policies and required actions to be undertaken are briefed and communicated through employee induction and onboarding programs. Refresher trainings are driven through the internal communication portal every year. The code of conduct and subsequent policies are applicable to all the subsidiary companies and joint ventures as well as dealings with suppliers, customers, and other business partners.

Weblink for the policy

1. [Code of Conduct for Senior Management and Employees](#)
2. [Code of Conduct for Directors](#)
3. [Supplier & Contractor Code of Code](#)

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 2021-22	FY 2020-21
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest

	FY 2021-22		FY 2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of directors	0	-	0	-
Number of complaints received in relation to issues of conflict of interest of KMPs	0	-	0	-

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

There have been no cases of corruption and conflict of interest and associated penalties by regulators/law enforcement agencies/judicial institutions against any of our KMPs and directors. Yearly Code of Conduct trainings of new joinees and refresher trainings for everyone helps in communicating the strict adherence to code of conduct and related consequences in case of non-compliance. Also, appropriate, and detailed process on communication of violations and actions undertaken on the cases related to violations of code of conduct, helps raise the awareness amongst all the personnel. Streamlined code of conduct, with regular trainings and processes has helped keep the violation case numbers to 0.

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

Total no of awareness programmes held	Topics/principles covered in training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
External Design & other Consultants <ul style="list-style-type: none"> Climate Responsive Design (CRD) – 5-day workshop (Principle 6) 	External Design & other Consultants <ul style="list-style-type: none"> Climate Responsive Design (CRD) 	<ul style="list-style-type: none"> External Design & other Consultants (100%)
Suppliers & Contractors <ul style="list-style-type: none"> Code of Conduct - Environmental, Labour, Business Ethics - Contractors/Suppliers (4 sessions)- (Principle 1) 	Suppliers & Contractors <ul style="list-style-type: none"> Code of Conduct - Environmental, Labour, Business Ethics - Contractors/Suppliers 	<ul style="list-style-type: none"> Suppliers & Contractors (>70%) Customers (40%)
Customers <ul style="list-style-type: none"> Energy Management (1 session)- (Principle 6) Waste Management (1 session)- (Principle 6) 	Customers <ul style="list-style-type: none"> Energy Management Waste Management 	

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

Yes, the entity has a code of conduct for Directors which states that the Director of the company must avoid conflict of interest. Director should also be mindful of, and seek to avoid, conduct which could reasonably be construed as creating an appearance of a conflict of interest. A conflict of interest can arise when improper personal benefits accrue to a director or a member of his/her immediate family as a result of his/her position as a Director of the Company.

While the code does not attempt, and indeed it would not be possible, to describe all conceivable conflict of interest that could develop. The following are some examples of situations which may constitute conflicts of interest:

1. Working, in any capacity, for a competitor, customer, supplier or other third party while occupying the position of a Director of the company.
2. Directing business to a supplier owned or managed by, or which employs, a relative or friend.
3. Receiving loans or guarantees of obligations because of one's position as a director.
4. Accepting bribes, kickbacks or any other improper payments for services relating to the conduct of the business of the company.

Conflicts of interest may not always be well-defined. Any question therefore about a director's actual or potential conflict of interest with the company should be brought promptly to the attention of the Chairman of the Board, who will review the question and determine a proper course of action, including whether consideration or action by the full Board is necessary. Directors involved in any conflict or potential conflict situations shall recuse themselves from any discussion or decision relating thereto.

Weblink for the Code of Conduct

[Code of Conduct for Directors](#)

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 2021-22	FY 2020-21	Details of improvements in Environmental and social impacts
Capex	-	-	-
R & D	40 lakhs	30 lakhs	Open-Source data base and knowledge for developing innovative energy efficient building solutions tailored to Indian climates and building water resilient urban environments.

1-3% of cost of construction in every project is invested in specific technologies or measures to improve the environmental and social impacts of our residential homes which include climate responsive design (CRD) features such as efficient glass, appropriate insulation, etc., use of renewable sources of energy (generated on-site), provision of sewage treatment plant for water recycling and reuse, rainwater harvesting on-site for water reuse to reduce dependency on fresh water, waste segregation and treatment on-site (100% composting of food waste onsite), etc. Provision of these features in consumer homes involve capital expenditures and helps reduce the environmental & social impact. Apart from capital expenses, we also invest in R&D as part of our CSR project through Mahindra TERI Centre of Excellence (MTCoE). Research at MTCoE aims to build a greener urban future by developing innovative energy efficient solutions tailored to Indian climates, and aids in decarbonisation of the construction and building sector through provision of open-source research outcomes in the public domain in the form of guidebooks, guidelines, and various reports for use by all stakeholders.

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

Yes, Mahindra Lifespaces' integrates sustainability into its supply chain and is driven by the Green Supply Chain Management Policy (GSCM), which ensures minimal/zero environmental and social impacts of its products. In addition, it also prefers to procure goods and services from vendors who recycle waste or scrap materials and recycle them to manufacture building materials. MLDL gives priority to the purchase of locally (within 400km of the project from manufacturing plant) available materials/products of high quality to minimize environmental impact and gives preference to green certified products (including FSC, GreenPro, & other third-party certified wood-based and other products), and those which disclose health and environmental attributes with impacts of the same. The policy and requirements are not only communicated to the supply chain partners, but Mahindra Lifespaces also supports them through capacity building workshops on sustainability topics to encourage them to improve their processes. The Company gives preference to the suppliers, contractors, vendors, and manufacturers who take the responsibility of collecting the waste/scrap and packaging materials from MLDL project sites and upcycle/recycle them to remanufacture newer products (either - same material / other material / components) to promote circular economy.

Along with the GSCM policy, the company also expects the value chain partners to conduct business responsibly, and the same is governed by the Code of Conduct for our suppliers & contractors. Adherence to the Code of Conduct by the value chain partners not only helps maintain a good relationship with the company but also helps improve processes within the partners business operations as the code provides 3 levels of continuous improvement opportunities for the partners. The company conducted capacity building workshop sessions for the value chain partners in FY 22 on the code of conduct requirements and encouraged them to adhere to the environmental, worker conditions, and business ethics criteria within the code.

[Weblink for the Green Supply Chain Management \(GSCM\) policy](#)

[Green Supply Chain Management \(GSCM\) policy](#)

[Weblink for Code of Conduct for Suppliers & Contractors](#)

[Supplier & Contractor Code of Code](#)

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

Over 70% of material by volume and cost are sourced sustainably through our supply chain partners.

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.

Mahindra Lifespace Developers Limited is involved in construction and development of residential homes, and operation and maintenance of Integrated Cities and Industrial Clusters. Since the lifecycle of such developments is long-term (>50 years), the company is not involved in reusing, recycling of the developed products. The company does handle the construction & demotion and other waste generated during construction activity through partnership with authorized recyclers/waste handlers and reuses most of the construction waste material as applicable. This is in conformation with the IGBC green certification requirements & above that we receive for all our products. Also, we provide for responsible & sustainable management of organic and dry waste generated during 'Use' phase of the products by our customers through provision of resource recovery centre (RRC) in our products, composters for composting of 100% organic waste within the product, and partner with authorized waste handlers for management of recyclables and other waste (e-waste & other hazardous waste). E-waste is handled centrally through our authorized e-waste handlers – Eco eMarket. Thus, the company does have responsible processes in place to handle waste generated during construction and use phase of the products (i.e., residential homes that we develop for our customers and integrated cities and industrial clusters that we operate and maintain).

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

No, Extended Producer Responsibility is not applicable to the company's activities. But being a 100% green certified product portfolio real estate company, we have processes in place to handle the waste generated during construction and use phase of the products (i.e., residential homes that we develop for our customers and integrated cities and industrial clusters that we operate and maintain). Also, our Green Supply chain management policy encourages procurement of goods and services from vendors who recycle waste or scrap materials and recycle them to manufacture building materials, and a step in this direction was undertaken in FY 22 by partnering with vendors who take away the packaging material (such as cardboard/foam and plastic) for appropriate treatment post-delivery of construction materials. So, the waste generated within our projects is not only handled sustainably right from the product design stage, but also encourages and supports our value chain partners to manage it responsibly and sustainably too.

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?

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
4100	Residential Building	0.5 % of the total product portfolio turnover	The system boundary of the life cycle model for a building, including the life cycle phases "Construction phase", "Use phase" (incl. Refurbishment) and "End of life"	Yes	No

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

Name of Product / Service	Description of the risk / concern	Action Taken
---------------------------	-----------------------------------	--------------

The LCA study was conducted in 2014, and the company is in the process of commencing one in FY 23 along with studying the embodied carbon of building materials. For Mahindra Lifespace Developers Limited (MLDL), the life cycle of a building consists of the following phases,

1. Design Phase: Includes the feasibility study, and integration of energy efficiency measures within the asset design itself, inclusion of renewables, climate responsive design study for the buildings.
2. Construction Phase: Includes manufacturing and transportation of building materials, and entire construction activity of the building.
3. Use Phase: Includes all the use-phase activities of a building over an assumed lifespan of 50 years, which encompasses the use of energy and fuel within the building including heating, cooling, and lighting
4. End-of-life phase: Includes demolition of the building post its liveable period and involves activities ranging from demolition or dismantling to transportation of demolition waste to authorized dealers or eventual landfilling.

Except End-of-life phase, all other phases are included in the life cycle assessment (LCA) for MLDL. MLDL involves relevant stakeholders wherever required to help integrate the sustainability measures across the value chain as part of the LCA, and thereby support in the goal of achieving carbon neutrality. As far as risk from our products is concerned, all the ESG risks are integrated into Enterprise-wide risk management (ERM) framework and are mitigated by incorporating sustainability features and initiatives in the product design and construction and management processes.

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

Indicate input material	Recycled or reused input material to total material	
	FY 2021-22	FY 2020-21
RCC (Fly ash)	27%	25%
Steel (secondary steel content)	27-30%	27-30%

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

	FY 2021-22			FY 2020-21		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastic (Including Packaging)	-	-	-	-	-	-
E-Waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

Mahindra Lifespace Developers Limited is involved in construction and development of residential homes, and operation and maintenance of Integrated Cities and Industrial Clusters, hence reclamation of product and packaging material is not applicable to our business. But we do monitor and measure the waste generated and its treatment during the construction phase of our products and same has been reported under Principle 6 disclosures on waste. All the recyclables (such as plastic, metal scrap, etc.) are handled by authorized waste handlers and reported annually in our sustainability report.

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
-	-

Products for Mahindra Lifespaces include development of residential homes and operation and maintenance of integrated cities and industrial clusters. So, reclaiming of products and their packaging does not apply to the company. But proper treatment of recyclable packaging for construction materials is encouraged for material suppliers and has resulted in take back of packaging materials such as cardboard/foam and plastic by 2 of the material suppliers who recycles them through authorized vendors, thus ensuring circularity with the construction value chain.

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT EMPLOYEES											
Male	400	400	100%	400	100%	0	0	400	100%	0	0
Female	80	80	100%	80	100%	80	100%	0	0	0	0
Total	480	480	100%	480	100%	80	100%	400	100%	0	0
OTHER THAN PERMANENT EMPLOYEES											
Male	64	64	100%	64	100%	0	0	64	100%	0	0
Female	7	7	100%	7	100%	7	100%	0	0	0	0
Total	71	71	100%	71	100%	7	100%	64	100%	0	0

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

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident insurance		Maternity Benefits		Paternity Benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT WORKERS											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
OTHER THAN PERMANENT WORKERS											
Male	2636	2636	100%	2636	100%	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	2636	2636	100%	2636	100%	0	0	0	0	0	0

2. Details of retirement benefits for the current and previous financial year

Benefits	FY 2021-22			FY 2020-21		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	-	Y	100%	-	Y
ESI	NA	100%	Y	NA	100%	Y
Others please Specify	-	-	-	-	-	-

3. Accessibility of workplaces

Are the premises/offices accessible to differently abled employees 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.

Yes, Our Head Office in Worli is accessible to differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016, and IGBC Platinum certified. So, it complies with all the requirements and beyond as required in IGBC certification. With a 100% green certified portfolio, Mahindra Lifespaces adheres to all the accessibility requirements for differently abled people in all its products (residential homes & integrated cities and industrial clusters).

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, Mahindra Lifespaces has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016.

Mahindra Lifespaces provides equal opportunity and inclusion for all employees through its employment policies and practices. We recognize that a mix of backgrounds, opinions, and talents enriches the organisation and helps us achieve success. We celebrate the importance of diversity in our workplaces and hence, we strive to be as diverse as the customers we serve. We recognize the importance of maintaining and promoting fundamental human rights in all our operations. We provide fair and equitable wages, benefits, and other conditions of employment. We respect employees' right to freedom of speech and provide safe and humane working conditions. We strictly prohibit forced labour and child labour. We respect the individual and create a culture of trust and respect that promotes a positive work environment. We never discriminate or treat employees or job applicants unfairly and are committed to provide equal opportunity in employment. No decisions should be made on the basis of gender, race, colour, nationality, ancestry, religion, physical or mental disability, medical condition, sexual orientation, or marital status.

Weblink for Equal Opportunity policy

[Equal Opportunity 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	100%	100%	-	-
Female	0	0	-	-
Total	100%	100%	-	-

A female employee is on parental leave, and it extends into FY 23, hence not considered the count here.

6. Is there a mechanism available to receive and redress grievances for the Permanent and Non-permanent employees' categories of employees? If yes, give details of the mechanism in brief.

Yes, Mahindra Lifespaces has a third-party enabled grievance reception & redressal mechanism for permanent and non-permanent employees.

The Company launched the Ethics Helpline in March 2022. Mahindra Group has partnered with the global company, Convercent, to offer their globally admired, totally secure and confidential platform to report issues related to Code of Conduct violations. Any unethical behaviour or violations can be reported at:

Toll-free number: 000 800 1004175

Web-portal: <https://ethics.mahindra.com>

Features and Coverage of the Ethics Helpline

Stakeholders: Employees, Suppliers, Dealers, Distributors, Vendors, etc.

Languages: Currently in English. Shortly in Hindi, Tamil, and Telugu

Availability: 24 x 7

Procedure to raise a complaint

Make a call: The reporting party can call the helpline number. A Convercent representative takes the call. The complaint is recorded on the portal and received by the Mahindra designated people through the portal

Use the portal: Lodge a complaint through the portal <https://ethics.mahindra.com>. The complaint is received by the Mahindra designated people through the portal.

Provide detailed factual evidence for the complaint to be addressed

Anonymous complaints can be filed on the helpline. These will be investigated only if they contain sufficient verifiable information and data.

Response from the committee once the complaint is raised

1. The relevant Committee views the complaint and decides on the course of action depending on the evidence provided
2. Trained investigators investigate the case and provide detailed report to the relevant committee
3. The committee decides the course of action to be taken as per the complaint handling framework
4. The confidentiality and non-retaliation against the complainant is ensured
5. The accused is given a fair hearing
6. Frivolous cases/cases filed with malafide intent that do not provide adequate and substantial evidence are closed

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

Category	FY 2021-22			FY 2020-21		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (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 (D)	% (D / C)
Total Permanent Employees	480	0	0	409	-	-
Male	400	0	0	342	-	-
Female	80	0	0	67	-	-
Total Permanent Workers	0	-	-	0	-	-
Male	0	-	-	0	-	-
Female	0	-	-	0	-	-

Third-party contractors with their own workforce working at our project locations are employed for construction and Mahindra Lifespaces does not recognise any employee/worker association. However, its comprehensive workplace policies encompass all aspects of talent recruitment and retention.

1. It provides competitive pay and benefits, encourages continuous upskilling, and engages employees. Engaged Employees are key differentiator in its journey of becoming a great workplace.
2. It believes in creating an empowering culture and provides listening platforms for sharing feedback, opinions, and suggestions. One such construct devised to gather employee feedback on five engagement parameters – Career, Alignment, Recognition, Empowerment, and Strive - M-CARES. M-CARES, an annual employee engagement survey provides a platform where employees speak their minds to bring about changes in the workplace. It provides a deep understanding of the company's strengths and gap areas. M-CARES score has improved in FY 22 compared to FY 21 with 'Employee feeling proud to work for the company, able to contribute towards the overall vision of the company, and being treated irrespective of age, gender, religion, etc.' as the most important company engagement features for the employees.

8. Details of training given to employees

Category	FY 2021-22					FY 2020-21				
	Total (A)	On health and safety measures		On skill up gradation		Total (D)	On health and safety measures		On skill up gradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
EMPLOYEES										
Male	464	464	100%	464	100%	422	345	81.75%	422	100%
Female	87	87	100%	87	100%	85	63	74%	85	100%
Total	551	551	100%	551	100%	507	408	80.47%	507	100%

As part of skill upgradation, a number of programs are arranged for all employees throughout the year. We continued our People manager 101 program, a learning journey spread over 3 months giving the managers a chance to learn various aspects of managing self, teams and business. 100+ managers were trained on the same. A similar learning journey called SCALE was launched for GMs and SGMs – 24 of our associates went through the first batch of this 8-month long leadership development program, working to enhance their strategic and leadership capabilities. Crafting learning Harvard ManageMentor® Spark™, a product by Harvard Business Publishing Corporate Learning provides a highly personalized experience, fuelled by a rich ecosystem and facilitates skill development and empowers learners to hone their leadership, and critical business skills at their own pace and time. This was launched in FY 22 to facilitate skill development and empower learners to hone their leadership, management and critical business skills at their own pace and time. 68% of the team members made use of the same to learn new skills. We even celebrated 10 days of festivities and 10 days of learning in Oct 2021, rewarding and recognizing a winner each day. Capability building via offering exposure - Shadow Board competition was organized at the Group level and we leverage the use of such Group opportunities. Team of 12 associates took part in this learning exposed to working on a business problem using the art of alternative thinking.

9. Details of performance and career development reviews of employees

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
EMPLOYEES						
Male	464	464	100%	422	422	100%
Female	87	87	100%	85	85	100%
Total	551	551	100%	507	507	100%

Career development reviews and performance appraisals are done for all employees annually through the performance management system (PMS). Quarterly performance check-ins (PCIs) help employees and appraisers review the performance alignment with the set goals and Key Result Areas (KRAs). 100% employees are covered in the performance appraisal. Career development or performance management starts with setting of goals (KRAs) and measure of

performance for each employee at the beginning of the financial year in consultation with the appraiser/manager. Once goals are set and approved by the appraiser, the employee/appraiser monitors the performance against the set goals & targets and quarterly checks-in the performance in the system with realignment of work/tasks in consultation with the manager/appraiser. The final appraisal process involves a detailed review with the appraiser/manager on the performance and career development of the employee, post which the performance ratings are awarded to the employees with feedback, and subsequent benefits provided to them. Performance and Career development review and appraisal of employees are aligned with our Performance Management policy.

10. Health and safety management system:

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

The company has an **occupational health and safety management system**, and driven through the Environment, Occupational Health, & Safety (EOHS) policy which was revised recently to align with the implementation of new standard Revised ISO i.e., ISO: 45001: 2018. The management commitment towards EOHS is demonstrated through adoption of new compliance and notifications during the pandemic period along with its voluntary commitments. Project specific Legal Register is prepared and monitored across all project locations. Being an ISO 45001 certified organization, the occupational health and safety management system is built and implemented on the mentioned standard. The system covers all construction (residential) and operations and maintenance (Integrated Cities and Industrial Clusters) projects within Mahindra Life spaces. The Company implemented various initiatives under the new normal guidelines with overall health and hygiene being merged with the SOH&E policy. The achievements were assessed through management reviews from time to time. At every project location, we have a safety-in-charge from Mahindra Life spaces in addition to contractor specific safety officers. Project specific safety committee is established, and improvement areas are discussed monthly. Annual events such as Road Safety Week, National Safety Day/Month, National Cleanliness Day, and Fire Service Week are organized at each project site. As per new normal, various topics were deployed to train employees on Safety, Health and Environment. Similarly, meetings and training programs were deployed for suppliers, with special focus on safety and fire safety. The Induction and training programs were leveraged by sharing small clips to enhance learning. To strengthen the safety practices, the Company continues to focus on theme-based safety topics including behaviour Based Safety (BBS) Level 2. Company carried out statutory Safety audits, Fire Safety Audit, Electrical Safety Audit and Risk Assessment as per updated safety standards.

Fire incidences in the company has been reduced by reducing fire load. The initiatives in this space include installation of modern equipment and recyclable stores packaging material in critical areas by substituting the flammable material as appropriate.

Weblink for EOHS policy

[EOHS policy](#)

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

Our structured OHS management enables us to identify and mitigate risk at a preliminary stage, while deploying early warning systems to ensure a safe workplace. We have well-defined 'Hazard Identification Risk Assessment (HIRA) and control' standard operating procedure (SOP) for risk identification and mitigation.

Our adept engineers, supported by the workforce, conduct project evaluations to identify operational risks, unsafe acts, and concerns at the site level. The identified risks are represented through SMARRT (Safe Method and Risk Reduction Technique) card, which contains safety related information for the anticipated risk at the site. Every HIRA is prepared by teams who are well qualified and competent for ongoing activities on ground. The HIRA is updated based on learnings from Good Practices, Incidents & Accidents across projects. Every worker has the freedom to stop anyone if unsafe act is observed on the site. No case of reprisals has been witnessed till date. This

right to refuse or stop unsafe or unhealthy work is communicated through the Safety Induction Program. We have self-defined SOPs for reporting, investigating, and analysing incidents. Occupational health and safety induction training program is conducted in different languages (Commonly English & Hindi) to reach all the workers on-site across locations/regions and the information is displayed in a language easily understood by all workers. As part of SMARRT, interproject trainings are also leveraged to utilize the expertise of safety specialists across the projects. Additionally, we utilise monitoring tools such as Daily Work Management (DWM), for conducting periodic inspections, and incident analysis to be shared with the head office. The safety culture of the organisation is supported by trainings and capacity building of our workforce. The trainings are aimed at enabling the workforce to perceive, report, and act on any unsafe and hazardous working conditions. We carry out customised training programs on risk mitigation, technical skill improvement as well as statutory requirements on Environment, Health and Safety. The reporting period saw an average of 1,658 hours of safety training to workers per month at site level, with a total of 2,68,693 hours in training.

We conduct in-depth analysis of any incidents that may occur at our sites, with learnings being communicated throughout sites using existing mechanisms for sharing information. This is done as an effort to ensuring that similar incidents do not repeat. The overall outcome of the efforts are zero reportable accidents, drop in first aid cases, and suitable awareness among operatives at all levels paving the way for good safety culture in the organisation. In our pursuit to provide a safe and dignified workplace, we also work to build awareness of human rights among employees. We provide one-hour training on human rights to our employees as part of their induction process. We conduct preventive health examinations annually, especially for employees in the vulnerable age group. The KRA's of our staff were revised to include the implementation of safety measures relevant to their functional areas. This change facilitated workplace safety among the various teams and supported them to work effortlessly towards improving the safety culture. Subsequently the project teams showed better involvement, participation, visibility, and awareness at all levels. With workforce and contractor staff turnover figures topping the charts in construction industry, the constant efforts to stay connected with the workforce have paid off with enhanced near miss reporting and reduced FAC and better understanding and changes intended by the organisation. The initiatives involving training have resulted in emphasis on an inclusive safety culture. We reported 2 fatalities and reportable work-related injuries, while accumulating 8.5 million hours of safe man hours till date. The work-related injuries have been calculated based on 1000000 hours worked. The number of near misses in FY 22 (1444) is comparable to last financial year which showcases the effectiveness of our initiatives and the development of our workforce.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.

Yes, Mahindra Lifespaces has standard operating procedures (SOPs) for workers/anyone to report work-related hazards and remove themselves from these risks. We have well-defined 'Hazard Identification Risk Assessment (HIRA) and control' standard operating procedure (SOP) for risk identification and mitigation. Our adept engineers, supported by the workforce, conduct project evaluations to identify operational risks, unsafe acts, and concerns at the site level. The identified risks are represented through SMARRT (Safe Method and Risk Reduction Technique) card, which contains safety related information for the anticipated risk at the site. We conduct in-depth analysis of any incidents that may occur at our sites, with learnings being communicated throughout sites using existing mechanisms for sharing information. This is done as an effort to ensure that similar incidents do not repeat. The SOP defines the process for reporting of every incident type such as Near Miss Reporting, First-aid cases, and the likes, and all workers & contractors are briefed as part of induction on the process to report the same. Based on the incident reported, appropriate mitigation measures are planned and implemented to avoid a repeat of the same. The overall outcome of the efforts are zero reportable accidents, drop in first aid cases, and suitable awareness among operatives at all levels paving the way for good safety culture in the organisation.

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

Yes, Mahindra Lifespaces provides wide range of benefits to its full-time employees which includes life insurance, healthcare, disability and invalidity coverage, pension, provident fund, stock ownership, and sabbatical for higher education. With the intent to create a balanced work-life culture, our employees can also avail flexible working

hours, remote working, and parental leaves. We also ensure that our senior employees receive support for a smooth transition to retired life. As part of the superannuation process, we provide them consultation on health and financial management through our partnering agencies. In some cases, they are also engaged as advisors based on their expertise and interest. Every project location has presence of paramedical team on-site to treat minor injuries. Also, we do organize medical camps annually for our workers and other staff members on-site.

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

Safety Incident/Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.18	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities (safety incident)	Employees	0	0
	Workers	2	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

Mahindra Lifespaces has been at the forefront of embracing the positive safety culture, a journey we started six years back. Starting from a reactive organisation, we matured into a proactive one, perceiving risks and rectifying them systematically. We initiated the journey of creating an inclusive safety culture, wherein all in the system operate with the realisation that 'safety is a way of life and our colleague's actions in safety can be influenced by ours'. 2018 occupational health and safety management system applies to all our employees and labour force. It enables us to identify and mitigate risks at a preliminary stage while deploying early warning systems to ensure a safe workplace. Our adept engineers, supported by the workforce, conduct project evaluations to identify operational risks, unsafe acts, and concerns at the site level. The identified risks are represented through the SMARRT (Safe Method and Risk Reduction Technique) card, which contains safety-related information for the anticipated risk at the site. Every worker/employee is inducted on safety related aspects to be looked into before entering the project site premises or construction work. The safety culture of the organisation is supported by trainings and capacity building of our workforce. The trainings are aimed at enabling the workforce to perceive, report, and act on any unsafe and hazardous working conditions. We carry out customised training programs on risk mitigation, technical skill improvement as well as statutory requirements on Environment, Health and Safety through daily toolbox talks and training programs.

Our worker welfare programs include initiatives such as 'Beat the Heat' – a campaign during summer season to mitigate the impact of extreme heat across all our projects and provide the suitable working conditions at workplace. This includes maximizing the work inside the building premises during peak heat hours, awareness sessions on ways to tackle heat stress to all workmen. Another initiative during the monsoons is the 'Monsoon preparedness and action plan' across all projects to ensure that all the precautions during monsoon like availability of equipment such as dewatering pumps, material enclosures to avoid wastage, proper drainage and water channels check, etc. and monsoon action team is deployed at respective projects. During the Covid pandemic, the fear of the unknown was enough to drive the workforce away from project sites to the security of their hometowns. During the daunting lockdown, our focused and efforts were channelized towards safeguarding our greatest asset, our manpower. Corporate OHS team's proactiveness in alerting all the stakeholders on the impacts and measures to be undertaken proved effective in reducing the impact across locations. Guidelines and escalation matrix were prepared and daily monitored, daily meetings, trainings with all the relevant stakeholders were carried out. Medical treatment and allied facilities were made available to all the stakeholders – workers, employees, management, and other stakeholders. Vaccination was made available to all the workforce and internal employees too to ensure safety of all the stakeholders.

13. Number of complaints on the following made by employees:

	FY 2021-22			FY 2020-21		
	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 and safety	0	0	-	0	0	-

Mahindra Lifespaces has a culture of open conversations throughout locations and hierarchy. We encourage a culture of continuous conversation. Consumer complaints and suggestions on working conditions are tracked through the quarterly pulse surveys, performance check-ins, and changes if any are implemented as required. Provision of these channels, mechanisms, and communication medium has helped in ensuring 0 complaints from all stakeholders. Proactiveness in understanding the employee concerns through regular conversations has helped in implementing number of solutions such as maintaining healthy lifestyle post covid through provision of region-specific healthy food, health regime programs such as cult, to name a few.

14. Assessments for the year

	% of your offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% (Mahindra Group Central Safety team) and 50% (KPMG Annual Sustainability Assurance)
Working Conditions	100% (Mahindra Group Central Safety team)

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 and safety practices and working conditions.

Our internal or external assessments by third-party on different parameters helps us streamline our processes wherever applicable. Our annual assurances on sustainability aspects (including safety) helps us streamline the data monitoring, recording process, and make the required changes in our SOP and policy.

In FY 22, working conditions at 100% of our project locations was assessed by Mahindra Group Central safety team to understand the processes in place to help us maintain and improve the working environment for our workforce. The resulting observations from the assessment led to many corrective actions or implementation of new initiatives. One of the initiatives was introduction of DWM (Daily Work Management). DWM is a tool to ensure focused inspection covering the safety and working condition within the project that is monitored, findings captured in the standard observation format, and status of compliance is reviewed in monthly safety meeting with all projects. DWM also helps us in discovery of new initiatives and learnings which is added to the standard process and followed across projects. Horizontal deployment of learnings is shared with all projects. Another corrective action incorporated across projects was mandatory usage of 'rope grab fall arresters' to ensure fall protection for critical works in shafts, Rope Suspended platforms (RSPs), external works etc. Also, safety catch nets are provided for external works (window fixing, plumbing works, etc.), as a measure for fall protections. These are some of critical corrective measures undertaken post the assessment conducted in FY 22.

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)?**

Yes, Life insurance is extended to 100% of our employees, and compensatory package is extended in the event of death of employees. We extended assistance over and above the usual in terms of compensation in the event of death of one of our employees in FY 22 due to Covid pandemic.

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

We have third-party consultants to ensure compliance to all the requirements. Compliances like ESI and PF for workers are deposited by the value chain partners on state government portal online and a document is generated out of the same. These compliances are assured and validated by the appointed third-party consultants.

3. Provide the number of employees 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		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2021-22	FY 2020-21	FY 2021-22	FY 2020-21
Employees	0	0	0	0
Workers	2	0	0	0

One of our employees lost his life due to covid (non-work related) in FY 22, and compensatory package over and above the applicability was provided to the immediate family members.

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

The entity provides number of skill upgradation trainings throughout the year on diverse areas across different management/employee levels. Currently, there are no transition assistance programs to facilitate continued employability from retirement or termination of employment, but the skill upgradation trainings do help in smooth transition to new roles and organizations.

5. Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100% contract workers - through sustainability scorecard and safety scorecard
Working conditions	100% workers (100% projects)

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.

Assessment of Health, Safety, and working conditions of our value chain partners in FY 22 resulted in number of improvement and creative opportunities to implement unique initiatives across projects. Some of the corrective actions along with initiatives are as mentioned below,

- Combing operations** – Initiated across all projects wherein MLDL personnel or representative inspects the respective project to initiate the findings and corrective action on the same
- DWM (Daily Work Management)** - A tool introduced to ensure focused inspection covering all safety, health and working condition aspects that is monitored, findings are captured in the standard observation format, and the status of compliance is reviewed in monthly safety meeting across all projects
- Work Permit revision** - Revised existing work permit systems to improve its effectiveness
- Project OHS Evaluation** parameters were revised to improve the effectiveness of the outcome and impact
- BOCW forms** are introduced in confirmation with legal compliances
- Monthly OHS Performance report** is evaluated, and actions are taken against improvement areas

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.

We embrace a people-centric and stakeholder inclusive approach to creating value. This means that stakeholder engagement is integrated into every step of our value creation process. We are committed to understanding each stakeholder’s concerns and then applying all relevant inputs to our decision-making to ensure value creation. We identify our stakeholders based on three key dimensions – importance and influence, physical proximity, and dependency factor. Identified stakeholder groups are then prioritised based on their ability to influence and be influenced by Mahindra Lifespaces.

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

Key Stakeholders	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half Yearly/ Quarterly/ Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> Newsletter & Brochures, Meetings 	Quarterly (and as per product launches)	<ul style="list-style-type: none"> Product quality and safety Adequate information on products Green building certifications Amenities related to ventilation, natural lighting, space for work-from-home, use of IoT and other technologies Timely delivery Maintenance of privacy/confidentiality Fair and competitive pricing
Employees	No	<ul style="list-style-type: none"> Ask me Anything – Meeting with MD and CEO, Town halls with leadership Outbound strategy meetings Confluence 	Monthly	<p>Nurturing work environment and culture</p> <ul style="list-style-type: none"> Career growth prospects Personal development Diversity and equal opportunity Health and well-being Transition to work-from-home Job security <ul style="list-style-type: none"> Fair and competitive pricing
Workers	Yes	<ul style="list-style-type: none"> Daily Toolbox Talks (TBT) Mass TBTs Rewards and Recognition Sustainability and Safety Calendar Day celebration 	Daily	<p>Health and Well-being</p> <p>Safety practices</p> <p>Health Check-ups</p>

Key Stakeholders	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half Yearly/ Quarterly/ Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers/ Contractors	No	<ul style="list-style-type: none"> Annual Supplier and contractor meeting 	Annual Monthly	Inclusion of local suppliers/ contractors <ul style="list-style-type: none"> Timely payment Regular capacity building Health and safety of workforce
Investors/ Shareholders	No	<ul style="list-style-type: none"> Conference and meetings 	Quarterly	<ul style="list-style-type: none"> Sustainable growth of business Timely receipts of financial disclosures Timely receipts of dividends and shares Sound corporate governance mechanisms Business resilience and green recovery
Community	Yes	<ul style="list-style-type: none"> CSR initiatives at all locations 	Quarterly	<ul style="list-style-type: none"> Assess local communities' needs Strengthen livelihood opportunities Access to affordable and quality healthcare, especially during COVID-19 pandemic
Consultants	No	<ul style="list-style-type: none"> Project design and execution at frequent Intervals 	As per need	<ul style="list-style-type: none"> Capacity building on requirements of green building certifications
Partners/ Think Tank	No	<ul style="list-style-type: none"> Meetings and conferences held at frequent Interval 	As per agreed schedule	<ul style="list-style-type: none"> Advocacy and collaboration
Governments	No	<ul style="list-style-type: none"> Conferences organized by CII, FICCI, and other bodies. Policy advocacy initiatives with TERI and WRI 	Quarterly (as required)	<ul style="list-style-type: none"> Statutory compliance Transparency in disclosures Tax revenues Sound corporate governance mechanisms Environmental impacts of business
Media	No	<ul style="list-style-type: none"> Press conference, round tables, road shows, press releases throughout the year 	Monthly (and as required)	<ul style="list-style-type: none"> Transparent and accurate disclosures

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.

Stakeholder consultation process is indicated in the table above. Feedback, concerns, solutions, initiatives around ESG or activities implemented to resolve any stakeholder concerns or problems is communicated to the Board through quarterly Board Notes, and monthly updates are given to senior leadership. The Risk Committee is updated with ESG risks identified over each quarter across project locations. Feedback, opinions, and suggestions from employees gathered annually through M-CARES survey and quarterly through pulse surveys is communicated to the Board accordingly. Customers are

communicated on the E & S aspects of the product through Resident Assist, a user manual describing the environmental and social attributes of the product and ways to utilize these features within the product, Capacity building workshops on sustainability aspects such as energy management, waste management, etc. Customer engagement also involves CSR workshops such as Green Army Family. And feedback from these workshops and sessions is communicated to the Board through the quarterly Board notes and risk identified through customer complaints is monitored and mitigated through proper customer query resolution, and the same is communicated to the Board and senior leadership through monthly and quarterly updates.

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

Yes, stakeholder consultations help provide support in identification and management of environmental and social aspects. In FY 22, Mahindra Lifespaces in collaboration with WRI, AEEE, and EcoCollab formulated the business charter for decarbonization of the building and construction sector value chain. The signatories to the charter committed on priority actions aligned with Net Zero – Design Net Zero buildings, Adopt science based Net Zero targets, Improve operational efficiency of Net Zero buildings, mainstream low-carbon materials for net zero buildings, develop and mainstream climate-aligned building codes and standards, enable monitoring and tracking performance of net-zero building. These consultations further enhanced our efforts to integrate sustainability in the value chain. Our Green Supply Chain Management (GSCM) policy, commitment to SBT, Carbon Neutrality and developing Net Zero buildings further aligns with the commitments as defined in the business charter. Another example of stakeholder consultation resulted in culmination of 'Mahindra TERI Centre of Excellence' a CSR project aimed towards building energy efficient solutions tailored for Indian climates, and the research findings from the project are available in the public domain for all the stakeholders. Collaboration with Indo Swiss Building Energy Efficiency Project (BEEP), aimed towards mainstreaming energy-efficient & thermally comfortable building design for residential and commercial buildings, has helped in strengthening our design specifications - Climate Responsive Design (CRD) and energy Demand Reduction and ensured Eco-Niwas Samhita (ENS) compliant projects. Regular consultation with contractors and suppliers helped us understand the need to support each other in integrating ESG aspects across the value chain. This culminated in creation of Code of Conduct for our Suppliers and Contractors. So, stakeholder consultation has helped Mahindra Lifespaces in integrating sustainability (build strong ESG base) across the value chain.

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

Construction activities does produce various environmental and social impacts. Being a 100% green certified company, Mahindra Lifespaces has processes in place in the form of Standard Operating Procedures (SOPs) to mitigate or resolve such impacts. The aspect impact register for every project lists the activity specific environmental and social hazards with corresponding control/mitigation measures that is aligned with the compliance measures as indicated in the environmental clearance conditions for each project. Sustainable construction practices help keep the stakeholder concerns to a minimal. There have been instances of concerns from vulnerable/marginalized groups at project locations, and our continuous engagement and support has helped resolve them without any adverse impact. For Example, extreme weather events such as flooding due to heavy rainfall or extreme high temperatures poses health risk to our workers on-site. Provision of support in the form of worker welfare programs such as health drinks during extreme high temperatures, working indoors, helped reduce the social impact. Another instance was of stormwater from neighbouring villages flooding the customer locations in one of our projects in Gurugram. Engagement with villagers and customers helped devise a solution to channelize the water appropriately without impacting any stakeholder. Construction noise due to heavy equipment impacted our customers (in handed over buildings) posed a challenge due to work stoppage and was resolved through value engineering such as use of insulation and padding to avoid customer discomfort and work stoppages.

All these instances or activities resulting in stakeholder concerns helped us develop the sustainable construction practices that helps mitigate the environmental and social impact across projects.

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)

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
EMPLOYEES						
Permanent	480	480	100%	409	409	100%
Other than Permanent	71	71	100%	98	98	100%
Total Employees	551	551	100%	507	507	100%
WORKERS						
Permanent	0	0	0	0	0	0
Other than Permanent	2636	2636	100%	2556	2556	100%
Total Workers	2636	2636	100%	2556	2556	100%

2. Details of minimum wages paid to employees

Category	FY 2021-22					FY 2020-21				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
EMPLOYEES										
Permanent	480	0	0	480	100%	469	0	0	469	100%
Male	400	0	0	400	100%	388	0	0	388	100%
Female	80	0	0	80	100%	81	0	0	81	100%
Workers										
Non-Permanent	2636	-	-	-	-	2556	-	-	-	-
Male	2636	-	-	-	-	2556	-	-	-	-
Female	0	-	-	-	-	0	-	-	-	-

All the skilled workers including painter, electrician, masonry, carpentry, etc. across our projects are paid more than the minimum wages, while unskilled workers are paid minimum wages thus ensuring minimum wage payment to all our workers.

3. Details of remuneration/salary

	Number	Male Median remuneration/ salary/wages of respective category in ₹	Number	Female Median remuneration/ salary/wages of respective category in ₹
Board of Directors (BoD) (Whole-time directors)	1	9,14,67,675	0	0
Key Managerial Personnel* (other than BoD)	2	92,40,743	0	0
Employees other than BoD and KMP	549	9,43,437	111	8,38,275

*: KMP involves Chief Executive Officer (CEO), Chief Financial Officer (CFO), and Company Secretary (CS), but as CEO is covered under BoD, KMP here includes only CFO and CS.

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

Yes, we have an internal complaints committee at all regions of offices and sites of the company to address human rights related issues such as prevention of sexual harassment (POSH). The Company management may initiate strict disciplinary action against any employee found guilty of any kind of harassment. The MD & CEO along with the Chief People Officer is responsible for the formation of the Committee and ensuring that all the complaints are addressed by the Committee. For any other incidents of human right violations, one can inform the Chief Ethics Officer.

Weblink for Internal Complaints Committee

Internal Complaints Committee

Weblink for Code of Conduct

Code of Conduct for Senior Management and Employees

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

Apart from the internal complaints committee to address sexual harassment cases, and chief ethics officer to resolve code of conduct violations, Mahindra Lifespaces also has a third-party enabled grievance reception & redressal mechanism 'Ethic Helpline' for all employees and workers for all types of issues or violations.

For complete details on Ethics Helpline, please refer '**Essential Indicators - Q6 under 'PRINCIPLE 3 - Businesses should respect and promote the well-being of all employees, including those in their value chains'**

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

	FY 2021-22			FY 2020-21		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child labour	0	0	-	0	0	-
Forced labour / Involuntary labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

Company Approach to Sexual Harassment Issues

Mahindra Lifespaces Developers Limited believes in providing a safe, nonhostile and harassment free work environment at all its workplaces. It follows a zero-tolerance approach towards sexual harassment at workplace. Sexual harassment includes any direct or implied unwelcome physical, verbal, or non-verbal conduct of sexual nature. We have a gender-neutral policy on prevention of sexual harassment and applies to everyone irrespective of their sexual orientation or preferences.

Mahindra Lifespaces treats all incidents of sexual harassment and discrimination seriously. All incidents of sexual harassment and discrimination are strictly prohibited, and any complaint or report on the same is investigated and if proved, is treated as serious misconduct and breach of the Company's Code of Conduct and appropriate action is initiated against the offending person. Incidents of discrimination and harassment are handled by an 'Internal Complaints Committee (ICC)' at all regions comprising of offices and sites of the company. The MD & CEO along with the Chief People Officer is responsible for the formation of the Committee and ensuring that all the complaints are addressed by the Committee.

Any complaints or incidents reported under the POSH policy is treated with all possible care, sensitivity and discretion in protecting the sensibilities of the affected person and no information is divulged publicly or to any third party which can enable identification of the identity of the affected person. The company provides protection to the complainant, if the situation requires and if the victim/complainant feels threatened in any manner. During the pendency of an inquiry, the complainant may submit a written request to the Committee for interim reliefs which will be considered and decided by the ICC on a case-to-case basis.

The company has initiated a third-party enabled grievance redressal mechanism - Ethics Helpline (<https://ethics.mahindra.com>), totally secure and confidential platform to report issues related to Code of Conduct violations, or any unethical behaviour or violations.

Weblink for Prevention of Sexual Harassment (POSH) policy

Prevention of Sexual Harassment (POSH) policy

Weblink for Internal Complaints Committee

Internal Complaints Committee

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

Yes, Human rights requirements, part of Code of Conduct forms an integral part of our business agreements and contracts. Mahindra Lifespaces Developers Limited expects its suppliers/contractors to support and respect the protection of internationally proclaimed human rights, and to ensure that they are not complicit in human rights abuses. Our suppliers/contractors are required to create and maintain an environment that treats all employees/workers with dignity and respect and not use any threats of violence, sexual exploitation or abuse, verbal or psychological harassment or abuse. No harsh or inhumane treatment or coercion or corporal punishment of any kind is tolerated, not should there to be the threat of any such treatment.

The Code of Conduct not only lays down the conditions to be adhered to by our value chain partners, but also provides an opportunity to them to raise their level on aspects of Environment, Business Ethics and Worker conditions. Mahindra Lifespaces also supports its value chain partners in integrating ESG in their business operations through conducting capacity building trainings and workshop sessions on ESG aspects, thereby creating a sustainable value chain.

Weblink for Code of Conduct for Suppliers and Contractors

Supplier & Contractor Code of Code

9. Assessments for the year

	% of 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%
Others – please specify	-

Our Investors assess the ESG aspects of our projects (based on the investments) quarterly and yearly. In FY 22, we had third-party assessors employed by our investors to assess the ESG aspects, risk, and mitigation measures for the respective projects. Also, Mahindra Lifespaces was reviewed on ESG parameters as part of an internal audit by third-party. ESG aspects related to policies and procedures were reviewed as part of the internal audit. ESG parameters include working conditions, business ethics, environmental risk assessment and mitigation measures, and policies related to POSH, Sustainability, CSR, and Whistle blower policy. Our investors at MWC Chennai and Luminare conducted detailed ESG assessment covering the above tabulated parameters and other aspects.

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

Low to medium risk observations were raised as part of the ESG internal audit. Most of these observations were related to inclusion of ESG clauses and code of conduct in contractual agreements which covered partial aspects on ESG. Ethics helpline was already in discussion stages before the ESG review, but it was raised as an observation too, so launch of Ethics helpline to address concerns on code of conduct or ethical violations was another corrective action resulting from the ESG assessment.

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

Apart from the internal complaints committee to address sexual harassment cases, and chief ethics officer to resolve code of conduct violations, Mahindra Lifespaces introduced an independent and third-party enabled grievance reception & redressal mechanism – ‘Ethics helpline’ for all employees and workers to address all types of issues or violations. For complete details on Ethics Helpline, please refer *‘Essential Indicators - Q6 under ‘PRINCIPLE 3 - Businesses should respect and promote the well-being of all employees, including those in their value chains’*

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

MLDL covers all the human rights aspects which include the right to life and liberty, freedom from slavery, freedom of opinion and expression, the right to work and education, equal opportunity and prevention of sexual harassment.

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?

Yes, Our Head Office in Worli is accessible to differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016, and IGBC Platinum certified. So, it complies with all the requirements and beyond as required in IGBC certification. With a 100% green certified portfolio, Mahindra Lifespaces adheres to all the accessibility requirements for differently abled people in all its products (residential homes & integrated cities and industrial clusters).

4. Details on assessment of value chain partners

% of value chain partners (by value of business done with such partners) that were assessed	
Sexual harassment	100% contractors, third party consultants, workers
Discrimination at workplace	-
Child labour	100% contractors
Forced labour/Involuntary labour	100% contractors
Wages	100% contractors
Others – please specify	-

Mahindra Lifespaces conducts assessment of its value chain partners before partnering with them. All its suppliers are expected to complete a self-assessment on environmental (includes mechanism to mitigate Emissions, presence of environmental policy, ISO 14001 certification, treatment of water, and the likes), social (includes non-discrimination in terms of opportunity, employment, wages, treatment, etc. for its employees) and governance aspects (includes assessment on prevalence of corruption and bribery, ethical business conduct, etc.). In FY 22, ~50% of all our suppliers completed the self-assessment on ESG parameters. Next step involves physical audits of the supplier premises to verify the claimed points in the self-assessment and support them in enhancing their ESG profile thereby building a sustainable value chain.

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

In FY 22, ~50% of all our suppliers completed the self-assessment on ESG parameters. Next step involves physical audits of the supplier premises to verify the claimed points in the self-assessment and support them in enhancing their ESG profile thereby building a sustainable value chain. Code of Conduct is now part of the general contractual conditions for all suppliers and contractors and need to be adhered for a long-term relationship with Mahindra Lifespaces. The code of conduct also provides an opportunity to our value chain partners to improve on the areas on environment, labour and business ethics with support and complete assistance from Mahindra Lifespaces aided through capacity building and training sessions.

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**

Parameter	Unit	FY 2021-22		FY 2020-21	
		Residential	IC&IC	Residential	IC&IC
Total electricity consumption (A)	GJ	2937.95	10222.84	1938.3	9955.36
Total fuel consumption (B)	GJ	841.46	1236.1	1282.55	1280.11
Energy consumption through other sources (C)	GJ	-	-	-	-
Total energy consumption** (A+B+C)	GJ	3779.41	11458.94	3220.85	11235.47
Energy intensity per rupee of turnover*(Total energy consumption/ turnover in lakh)	GJ/Lakh of turnover*	0.04	0.39	0.05	0.97
Energy intensity per area developed or maintained (Total energy consumption/ area developed/maintained in sq.ft. /acre)	<ul style="list-style-type: none"> Residential – GJ/sq. ft. and IC & IC – GJ/acre 	0.0010	3.62	0.00074	3.55

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.

Yes, Independent assessment and assurance of our GHG and other inventory is done by an external agency - KPMG India as per International Standard on Assurance Engagement (ISAE) 3000.

*: The company operates in real estate business and is governed by IND AS 115 for recording the revenue as per completion contract method. However, for calculation of intensity numbers, actual sales done during the respective reporting period and as per business segment have been utilized.

** : Total energy consumption includes energy consumption within the organization from renewable and non-renewable sources

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.

Though PAT is still not applicable to us, we ensure that legislations related to energy efficiency should be applicable across sectors to leverage on the possibility of energy saving at the national level. We undertake activities and implement initiatives to increase the energy efficiency, as aligned with our sustainability commitments on Carbon Neutrality and Science Based Targets.

3. Provide details of the following disclosures related to water

Parameter*	Unit	FY 2021-22		FY 2020-21	
		Residential	IC & IC	Residential	IC&IC
Water withdrawal by source (KI)					
(i) Surface water	Kilolitres	0	0	0	0
(ii) Groundwater	Kilolitres	89048.85	910520.00	49734.60	907304.00
(iii) Third party water	Kilolitres	115965.10	503197.38	80835.39	499183.74
(iv) Seawater / desalinated water	Kilolitres	-	-	-	-
(v) Others	Kilolitres	0.00	818592.00	0.00	818112.00
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	Kilolitres	205013.95	2232309.38	130569.99	2224599.74
Total volume of water consumption (in kilolitres)	Kilolitres	205013.95	659003.38	130569.99	735721.74
Water intensity per rupee of turnover* (Water consumed / turnover)	kilolitres /lakh of turnover*	1.99	22.15	1.88	63.42

Parameter*	Unit	FY 2021-22		FY 2020-21	
		Residential	IC & IC	Residential	IC&IC
Water withdrawal by source (KI)					
Water intensity per area developed or maintained (Total water consumption/ area developed /maintained in sq.ft. / acre)	<ul style="list-style-type: none"> Residential – kilolitres/sq. ft. and IC & IC – kilolitres/ acre 	0.05	208.06	0.03	232.29

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.

Yes, Independent assessment and assurance of our GHG and other inventory is done by an external agency - KPMG India as per International Standard on Assurance Engagement (ISAE) 3000.

*: The company operates in real estate business and is governed by IND AS 115 for recording the revenue as per completion contract method. However, for calculation of intensity numbers, actual sales done during the respective reporting period and as per business segment have been utilized.

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

Mahindra Lifespaces has committed to Net Zero developments by 2030, which includes Net Zero Water and ensure water secure developments by 2030. Aligned with its Net Zero Water strategy, demand for freshwater is reduced through provision of low flow fixtures, an onsite Sewage treatment plant treats sewage water to be reused in flushing and gardening, and a rainwater harvesting system to store and reuse or recharging the groundwater levels through recharge pits (as per feasibility), thereby making our projects Zero Liquid Discharge (ZLD) sites. We also provide smart water meters in certain projects as a behavioural intervention to further reduce the dependency on freshwater. In our IC&IC business, wastewater from industrial customers and self-use is treated at onsite STP, as mandated by the Central Pollution Control Board and reused for flushing and gardening within the site.

5. Please provide details of air emissions (other than GHG emissions) by the entity.

Parameter	Please specify Unit	FY 2021-22	FY 2020-21
NOx and Hydrocarbons	Tonnes	2.36	3.66
Sox	-	-	-
Particulate Matter (PM)	Tonnes	0.13	0.21
Persistent Organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please Specify(Carbon mono oxide)	Tonnes	1.98	2.97

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.

Yes, independent assessment of air emissions is done by third-party certified agency as per the state and central pollution control board norms and regulatory requirements.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity

Parameter*	Unit	FY 2021-22		FY 2020-21	
		Residential	IC&IC	Residential	IC&IC
Total Scope 1 emissions	Metric tonnes of CO2 equivalent	62.72	239.88	95.6	245.03
Total Scope 2 emissions	Metric tonnes of CO2 equivalent	644.72	2074.66	441.5	2255.63
Total Scope 1 and Scope 2 emission intensity* (emissions per lakh of turnover)	tCO2e/lakh of turnover*	0.0069	0.0778	0.0077	0.2156
Total Scope 1 and Scope 2 emission intensity (per are developed or maintained – tCo2e/sq. ft. for residential and tCO2e/acre for IC & IC) – the relevant metric may be selected by the entity	<ul style="list-style-type: none"> Residential - tCO2e/sq. ft. IC & IC - tCO2e/acre 	0.00019	0.73	0.00012	0.79

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.

Yes, Independent assessment and assurance of our GHG and other inventory is by an external agency - KPMG India as per International Standard on Assurance Engagement (ISAE) 3000.

*: The company operates in real estate business and is governed by IND AS 115 for recording the revenue as per completion contract method. However, for calculation of intensity numbers, actual sales done during the respective reporting period and as per business segment have been utilized.

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

At Mahindra Lifespaces, we have acknowledged and integrated the climate-related risks into our Enterprise Risk Management Framework (ERM), and continuously monitor, and mitigate the related impacts through various initiatives, implement the actions outlined in our carbon action plan, develop frameworks for ESG integration into value chain, and develop and utilize the sustainability roadmap to monitor the efforts in reducing the environmental impact and achieving the carbon neutrality and other sustainability commitments. We have committed to Carbon Neutrality by 2040 and have approved Science based targets (SBT) as an enabler to achieve carbon neutrality along with carbon offsets. We have a detailed carbon neutrality or emission reduction action plan approved by our MD&CEO, and a 5-year sustainability roadmap 2025 for both residential and IC&IC business to track and monitor the progress against the set targets aligned with the SBT and carbon neutrality commitments.

In FY 22, we have committed to build Net Zero developments by 2030 with a 3-pronged approach of demand reduction through climate responsive design, use of efficiency measures, and integration of renewable energy which helps reduce our Scope 3 GHG emissions. Demand Reduction through Climate Responsive Design includes provision of passive design strategies such as appropriate use of walling, roofing materials, effective wall-window ratio, effective shading to reduce solar heat gain, and use of low embodied carbon materials to reduce the GHG emissions. The demand is further reduced through use of energy efficient equipments such as star rated ACs, lighting, efficient water pumps, etc. and lastly use Renewable Energy such as onsite solar or wind energy or offsite renewable energy powered from Grid. Our Net Zero and Nature Positive development journey has been initiated with development of India's first Net Zero Energy Residential project – Mahindra Eden, Bengaluru. The project once developed would use 100% renewable energy through solar and wind energy generated onsite, and through offsite energy from grid powered using renewable sources. These are the projects or measures to reduce our major components of Scope 3 emissions for residential projects. Energy sensitization through behavioural interventions, use of efficient lighting, fans, ACs, and use of RE generated onsite or off-site from grid are few of the projects for reduction of scope 1 and 2 emissions.

Similar strategies are deployed for scope 1 & 2 emission reduction in IC & IC business along with installation of huge amounts of solar within the sites. Our Integrated City - MWC Chennai consumed renewable energy constituting 33% of the total energy requirement from electricity powered by renewable energy from grid in FY 22. MWC Chennai is India's largest integrated city to be Zero Waste to Landfill (ZWL) certified. 100% of the food waste is treated in a Bio-CNG plant, and the resultant biogas is used to operate 2 shuttle buses and tractors. Garden waste is composted through windrow composting within the site, and all recyclables are treated by authorized vendors thereby diverting the waste away from landfill. At MWC Jaipur, we have onsite rooftop solar of 210 kWp installed on our leased asset – eVolve building and additional installation is currently in progress and to be completed in FY 23. Additionally, MWC Jaipur is a participant of C40 Climate Positive Development Program (C40 CPDP) and World's largest project to be Stage -2 C40 CPDP certified. As part of the C40 CPDP, MWC Jaipur aims to achieve Climate Positive outcome by reducing emissions on-site and offset the emissions in the neighbouring communities too. The strategy for GHG emission reduction as part of C40 CPDP includes reducing operations emissions from energy, waste, and transportation. Under energy, the emission reduction is achieved through process improvements, use of smart LED streetlight, sensor-based lighting, timer controlled streetlighting, use of star rated ACs, and use of Solar PV. Under waste, 100% of the organic waste comprising of food and garden waste is composted on-site thereby diverting 73% of the total waste away from landfill at MWC Jaipur, and we are working on partnering with authorized vendors for treatment of recyclables which would help divert 100% of the waste away from landfill. Under transportation, our strategy for emission reduction involves shifting from private modes of transportation to efficient modes. These are the measures deployed for reducing onsite GHG emissions. Our off-site emission reduction or credit mechanism includes installation of 61.9 MWp of solar by our partner MEPC thereby abating 181546 tCO₂e, LED distribution in neighbouring community thereby offsetting 163.2 tCO₂e, and tree plantation measures.

These are few of our projects on GHG emissions reduction implemented and aligned with our carbon neutrality action plan, and C40 CPDP roadmap.

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2021-22		FY 2020-21	
	Residential	IC & IC	Residential	IC & IC
Total Waste generated (in metric tonnes)				
Plastic waste (A)	0.3255	109.7939	0.365	406.8232
E-waste (B)	0.5765	0	0.078	0
Bio-medical waste (C)	-	-	-	-
Construction and demolition waste (D)	142288.76	-	19856.37	-
Battery waste (E)	-	-	-	-
Radioactive waste (F)	-	-	-	-
Other Hazardous waste. Please specify, if any. (G)	0	5.8727	537.29	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	120.73	1886.65	25.15	1507.13
Metal	30.18	0	9.05	3.06
Bio-degradable	55.14	1818.9	13.86	1471.71
Cardboard	12.73	0	2.15	0
Glass	0	0.856	0	2.21
Paper	22.69	51.22	0.09	19.13
Coconut Shells	0	10.79	0	9.38
Textiles	0	4.62	0	1.61
Thermocol	0	0.27	0	0.04
Total (A+B + C + D + E + F + G + H)	142410.4	2002.32	20419.26	1913.95

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste				
(i) Recycled	43.85	1939.32	32.93	1532.94
(ii) Re-used	140911.01	0	19319.02	0
(iii) Other recovery operations				
Total	140954.86	1939.32	19351.95	1532.94

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste				
(i) Incineration	0	0	0	0
(ii) Landfilling	1455.53	62.99	1067.30	381.01
(iii) Other disposal operations				
Total	1455.53	62.99	1067.30	381.01

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.

Yes, Independent assessment and assurance of our GHG and other inventory is done by an external agency - KPMG India as per International Standard on Assurance Engagement (ISAE) 3000.

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.

Construction industry contains many elements which yield high carbon footprint such as cement and aggregates production and transportation. Cement production contributes to 7% of the world's total CO₂ emission. India is the second largest producer of cement with nearly 2,350 million MMT₄. Thus, sustainability in the industry is inevitable to reduce carbon footprint and conserve natural resources.

We are conscious of the need to use alternative materials for construction that curtail the use of virgin materials in order to reduce environmental footprint in terms of energy consumption, pollution and waste disposal. To minimize the impact of these materials, we have incorporated principles of circularity in our operations and aligned our material procurement strategy with Green Supply Chain Management (<https://mldprodstorage.blob.core.windows.net/live/2022/02/Green-Supply-Chain-Management-Policy.pdf>).

We, at Mahindra Lifespaces, employ innovative techniques to manage waste generated during three stages of a project namely - design, construction, and occupancy. We minimize waste production by reusing, recycling, and safe disposal at designated sites. Being a 100% green certified portfolio with IGBC rating of Gold & Above, we prepare a detailed plan right from the design stage to accommodate for waste management during construction and use phase of our residential products. Detailed plans are executed on ground by the projects. Our products are provisioned with 100% composting of organic waste on-site and treatment of recyclables and other waste through partnership with authorized vendors. Each of the projects is designed to include a resource recovery centre (RRC) for secondary waste segregation to derive value out of waste. During the construction stages, most of the construction and demolition waste such as waste blocks, tiles, etc. are reused within the project for roof tiling, kitchen block work, etc. which increases diversion away from landfill and saves cost too. Scrap material such as steel, iron, aluminium, etc. is sold to authorized handlers to generate recyclable materials. Our primary objective has been to avoid wastage and reuse materials through innovative interventions.

In our Integrated Cities and Industrial Clusters, we have onsite composting and other organic waste treatment mechanisms such as use of food waste in biogas plant at Mahindra World City Chennai, Multi-layered plastic being used for co-processing in cement kilns, etc. which has helped MWC Chennai to be India's First Integrated City to be 'Zero Waste to Landfill (ZWL) certified'. Similar mechanisms are being deployed at MWC Jaipur, which has been able to divert 73% of the waste away from landfill. Between April 2021 - March 2022, 0.14 million tonnes of the waste were recycled and reused across businesses.

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, please 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.
NA	NA	NA	NA

Mahindra Lifespaces has residential projects across 7 Indian cities and Integrated Cities and Industrial Clusters in 4 locations, and **none of the projects** are in ecologically sensitive areas. Our land selection process ensures screening out of areas near to ecologically sensitive zones. We do undertake environmental clearances for our projects aligned with the regulatory requirements. Though none of our projects are in sensitive zones, we do undertake biodiversity studies through external partners for projects rich in biodiversity and conserve the natural ecosystem (during construction too through our sustainable construction practices and regular biodiversity assessment for such areas). In FY 22, we did biodiversity study for one of our projects in Bengaluru rich in flora and fauna, and conservation of the same is part of our customer value proposition which will be maintained through our sustainable construction practices and design interventions.

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 (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA	NA	NA	NA	NA	NA

Environmental and Social impact assessment (ESIA) is conducted for our Integrated Cities and Industrial Clusters (IC & IC). We do conduct hydrology and hydrogeological studies, soil testing, and other environmental tests for selective projects based on preliminary due-diligence, and make necessary interventions aligned with our sustainability commitments (on Net Zero Water, Net Zero Energy, etc.). As 4 of our IC & IC locations are either developed or currently under development, EIA or ESIA assessments were conducted before the commencement of development. In FY 22, investor backed Environmental and Social assessment was conducted for MWC Chennai, and another E & S assessment is currently in progress by another investor.

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, and Environment Protection Act and Rules thereunder (Y/N). If not, provide details of all such non-compliances.

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

Mahindra Lifespaces complies with all the environmental & other regulatory requirements for every project. Construction or development does not commence without the Environmental Clearance followed with Consent to Establish and Operate (towards the operational phase). All the compliance conditions within the clearances are monitored and measured throughout the project tenure. Non-compliances are tracked through the ESG risk assessment done quarterly and actions taken accordingly. There have been no non-compliances so far with respect to environmental regulations. Also, third party annual sustainability assurance helps us verify the non-compliances if any and undertake necessary actions.

LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameters	FY 2021-22	FY 2020-21
From Renewable Sources (MWh)		
Total electricity consumption (A)	213.52	14.61
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	213.52	14.61
From Non-Renewable sources (MWh)		
Total electricity consumption (D)	3442.25	3289.18
Total fuel consumption (E)	577.10	711.85
Energy consumption through other sources (F)-Purchase or acquired electricity	-	-
Total energy consumed from non-renewable sources (D+E+F)	4019.35	4001.03

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.

Yes, Independent assessment and assurance of our GHG and other inventory is done by an external agency - KPMG India as per International Standard on Assurance Engagement (ISAE) 3000.

2. Provide the following details related to water discharged:

Parameter	FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment (Freshwater sent to customers)	1364216	1308225
- With treatment – please specify level of treatment – Secondary Treatment	209090	180653
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	1573306	1488878

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.

Yes, Independent assessment and assurance of our GHG and other inventory is done by an external agency - KPMG India as per International Standard on Assurance Engagement (ISAE) 3000.

3. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):

For each facility / plant located in areas of water stress, provide the following information:

- (i) **Name of the area:** Mahindra World City Chennai and Mahindra World City Jaipur
- (ii) **Nature of operations:** Integrated Cities business (Freshwater and STP treated water supplied/discharged to third party (i.e., industrial customers))
- (iii) Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2021-22		FY 2020-21	
	Residential	IC&IC	Residential	IC&IC
Water withdrawal by source (in kilolitres)				
(i) Surface water	0.00	0.00	0.00	0.00
(ii) Groundwater	5828.52	910520.00	8041.60	907304.00
(iii) Third party water	6654.52	502827.02	6824.55	498354.74
(iv) Seawater / desalinated water	0.00	0.00	0.00	0.00
(v) Others	0.00	818592	0.00	818112
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	12483.04	2231939.02	14866.15	2223770.74
Total volume of water consumption (in kilolitres)	12483.04	659003.38	14866.15	735721.741
Water intensity per lakh rupee of turnover* (Water consumed / lakh turnover)	0.12	22.15	0.21	63.42
Water intensity per area developed or maintained (Water consumed / turnover) (Residential – kl/sq. ft. or IC & IC - kl/acre)	0.00332	208.065	0.00342	232.287
Water discharge by destination and level of treatment (in kilolitres)				
(i) Into Surface water				
- No treatment		-		-
- With treatment – please specify level of treatment		-		-
(ii) Into Groundwater				
- No treatment		-		-
- With treatment – please specify level of treatment		-		-
(iii) Into Seawater				
- No treatment		-		-
- With treatment – specify level of treatment		-		-
(iv) Sent to third-parties				
- No treatment (Freshwater sent to customers)		1364216		1308225
- With treatment (STP treated water) - Secondary Treatment		209090		180653
(v) Others				
- No treatment		-		-
- With treatment – please specify level of treatment		-		-
Total water discharged (in kilolitres)		1573306		1488878

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

Yes, Independent assessment and assurance of our GHG and other inventory is done by an external agency - KPMG India as per International Standard on Assurance Engagement (ISAE) 3000.

*: The company operates in real estate business and is governed by IND AS 115 for recording the revenue as per completion contract method. However, for calculation of intensity numbers, actual sales done during the respective reporting period and as per business segment have been utilized.

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

Parameter	Unit	FY 2021-22		FY 2020-21	
		Residential	IC&IC	Residential	IC&IC
Total Scope 3 emissions	Metric tonnes of CO ₂ equivalent	406360.52	15684.84	2,92,263.72	3,667.76
Total Scope 3 emissions (per lakh of turnover)* tCO ₂ e	Metric tonnes of CO ₂ equivalent/Lakh INR turnover*	3.95	0.53	4.21	0.32
Total Scope 3 emissions (per area developed or maintained – tCO ₂ e/sq.ft. for Residential and tCO ₂ e for IC & IC) tCO ₂ e	Metric tonnes of CO ₂ equivalent/sq.ft or Metric tonnes of CO ₂ /acre	0.11	4.95	0.07	1.16

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

Yes, Independent assessment and assurance of our GHG and other inventory is by an external agency - KPMG India as per International Standard on Assurance Engagement (ISAE) 3000.

*: The company operates in real estate business and is governed by IND AS 115 for recording the revenue as per completion contract method. However, for calculation of intensity numbers, actual sales done during the respective reporting period and as per business segment have been utilized.

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

As stated earlier, Mahindra Lifespaces has residential projects across 7 Indian cities and Integrated Cities and Industrial Clusters in 4 locations, and none of the projects are in ecologically sensitive areas. Though none of our projects are in sensitive zones, we do undertake biodiversity studies through external partners for projects rich in biodiversity and conserve the natural ecosystem (during construction too through our sustainable construction practices and regular biodiversity assessment for such areas). In FY 22, we did biodiversity study for one of our projects in Bengaluru rich in flora and fauna, and conservation of the same is part of our customer value proposition which will be maintained through our sustainable construction practices and design interventions. The project has a rich fauna comprising of 25+ species of birds and butterflies, 5+ species of reptiles, and 2 species of mammals. In terms of flora, there are 108 species of plants belonging to 47 families, and 342 existing trees with detailed plan to plan 800+ more, and transplant 108 trees. Conservation of such rich biodiversity involves detailed sustainable construction practices and regular assessments throughout the project cycle.

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, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	<ul style="list-style-type: none"> • Bio-CNG plant for 100% food waste treatment at MWC Chennai, • Windrow compost for treatment of garden waste, and • Partnership with authorized recyclers for treatment of recyclables 	<p>Mahindra World City Chennai, a 1500-acre Integrated City with 68 industrial customers generates a huge amount of municipal solid waste, and treatment of the same required deployment of unique initiatives. Thus, a Bio-CNG plant was installed for treatment of food waste. Bio-CNG plant converts 100% of the eight tons of food and kitchen waste generated daily in the city into 1000m³ of raw biogas. This raw biogas can be enriched to yield 400kg/day of purified CNG grade fuel which is equivalent to a 200kW power plant. As a by-product, four tons of organic fertilizer is produced each day. The green energy (Bio-CNG) is effectively used to replace CNG as an automotive fuel (for CNG buses and tractors) and LPG for cooking purposes, as well as to power street lights at Mahindra World City, Chennai. The organic fertilizer is used by farmers to enhance soil fertility. Furthermore, the power generated is used for buses for free shuttle service and tractors for cultivation. The garden waste is composted onsite through windrow composting, and the recyclables are treated through authorized waste handlers thereby making MWC Chennai a ZWL certified project</p> <p>https://www.mahindraworldcity.com/chen_sustainability/waste-management/</p>	<p>Zero Waste to Landfill</p> <ul style="list-style-type: none"> • ~135 tonnes of waste diverted away from landfill per month • ~115 tCO₂e avoided per month • 40 tonnes of compost generated per month • 17 tonnes of MLP diverted away from landfill
2.	<p>Mahindra TERI Centre of Excellence (MTCoE)</p> <ul style="list-style-type: none"> • Guarded Hot box assembly to test building assemblies • Sky scanner to study the radiation contribution of the diffuse sky which is an important parameter for building automation, building design, daylight software modeling and light pollution research. • ENS Design Aider 	<p>With real estate sector responsible for 36% of the gross electricity consumption, and lack of climate responsive design in buildings, the energy consumption by the residential and commercial sector is projected to further increase in the coming years, owing to the increased consumption of electrical utilities. On the other hand, the real estate sector provides a huge potential for electricity savings and mitigating GHG emissions using energy efficient appliances and energy efficient features incorporated into the building design and systems. Mahindra Lifespaces, being a responsible organisation and understanding the future needs of customers, realised the significance of this trend. As a result, the Mahindra-TERI Centre of Excellence (CoE), a joint initiative between Mahindra Lifespaces and The Energy and Resources Institute (TERI) was launched in June 2018 with the vision to 'build a greener urban future by developing innovative energy efficient solutions tailored to Indian climate'. Its focus was on researching and delivering on market-ready, scalable and viable technologies for the built environment. 4 research areas under MTCoE include building material standardization, thermal and visual comfort studies, sustainable water use in habitats, and building envelope studies. The open-source research outcome benefits all the stakeholders in the real estate value chain thereby helping in decarbonization of the sector.</p> <p>https://mahindratericoe.com/</p>	<ul style="list-style-type: none"> • 150+ building materials tested so far • Guidebooks on visual and thermal comfort studies • Water assessment studies conducted for 3 cities – Pune, Chennai and Gurugram • ENS Design aider tool • Water Calculator

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
3.	Climate Responsive Design (CRD)	Climate Responsive Design is 'designing for least possible air conditioning, and artificial lighting requirement'. Energy Demand reduction through climate responsive design is one of the 3-steps in developing Net Zero buildings. We utilized the technique of CRD for all our projects with support from Indo-Swiss Building Energy Efficiency Project (BEEP). CRD involved provision of passive design interventions such as right building orientation, efficient walling and roofing assembly, appropriate insulation material, window to wall ratio, low SHGC glass, etc. that helped reduce the energy requirement of residential products.	<ul style="list-style-type: none"> • Savings on electricity cost • Reduction in discomfort • Better Visual and thermal comfort

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

Environmental Clearance is mandated for every construction project above 150000 sq. m. As part of the Environmental clearance, we provide a detailed environmental management plan containing the list of construction activities, their impact and associated mitigation measures across construction and operation phase. Also, every project site requires to create a Disaster Management Plan as per EC requirements. The Disaster Management Plan includes Emergency Preparedness Plan, Emergency Response Team, Emergency Communication, Emergency Responsibilities, Emergency Facilities, and Emergency Actions. Emergency Response plan is implemented and maintained in projects to identify the potential emergency situations, establish & maintain, the procedures to handle such emergency situations in a prompt manner to reduce the downtime and expedite the First aid and Medical treatment facilities to the concerned and to effectively evacuate the Staff / Workmen from the workplace. Emergency Response plan is prepared and communicated to all personnel in the projects and Emergency mock drills are conducted to review its effectiveness. We tie up with local hospitals to handle emergency situations. Emergency Response team comprises of project manager and site safety officer and site engineers. Emergency response plan is reviewed once in six months and updated.

The Covid pandemic was one kind of a disaster and to mitigate the impacts of the same, the Company implemented several innovative initiatives leveraging its IT infrastructure to ensure business continuity and efficient operations in a challenging environment:

1. Ensured seamless collaboration within the Company as well as with external partners and vendors through appropriate work-from-home technologies for tele-conferencing, sharing information and training interventions. It upgraded HappiEdge — the mobile app for channel partners — with tools required to operate remotely that increased its adoption manifold.
2. Developed Zero-touch Product Launch and Sales platform and upgraded the Integrated Sales and Service platform with enhanced communication capabilities. Also implemented business development and land acquisition process in the integrated platform to evaluate land deals and opportunities.
3. On the projects side, implemented the first two phases of the Project Lifecycle Management (PLCM) solution for real-time online monitoring of the entire construction value chain. This also helped in linking quality and safety parameters to work completion and contractor payments.
4. The Company fully implemented a cloud-based Document Management System that enables seamless collaboration and drives data based sequential decision making, SOP adherence and accountability. Adoption increased substantially in terms of both processes and functions as well as users. As a result, several functions and workflows have become completely paperless. Having realized benefits of DMS implementation in residential business, management has onboarded IC & IC business on to DMS
5. The Company upgraded its Dashboarding and Analytics platforms for business reviews and insights for decision-making.

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?

Building and Construction sector alone contributes to ~40% of global GHG emissions and 25% at the national level. So, decarbonization of the sector needs a priority across the value chain right from reduction of embodied carbon from construction materials, efficient use of resources (energy, water, materials, etc.) during construction, and efficient interventions by the customers too. To bind the sustainable vision of value chain partners, requires efforts from government bodies to formulate the required policies and create a sustainable and thriving regulatory environment based on innovation and continuous improvement. In FY 22, there have been no adverse impacts to the environment from any our projects across India. This has been possible due to structured process of development by complying to all the applicable regulatory requirements, designing climate responsive homes, using energy efficient equipments, following sustainable construction practices, and use of renewables. Any probable environmental risk and impact is captured regularly at project locations and in our ESG risk register with financial quantification and mitigation measures are undertaken accordingly. These risks are also reviewed by the management and Board quarterly and appropriate actions are undertaken to mitigate the risk. One of the innovative solutions developed by Mahindra Lifespaces to mitigate the environmental aspects due to the real estate sector was the launch of the 'Mahindra TERI Centre of Excellence (MT CoE)', aimed towards building energy efficient homes tailored to Indian climates. Five-year research work was concluded at MT CoE in 2021 with commencement of phase 2 of research activities. The research findings in the form of reports, guidelines, & guidebooks is available in the public domain for use by all value chain partners thereby helping in decarbonization of the sector.

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

Mahindra Lifespaces conducts assessment of its value chain partners before partnering with them. All its suppliers are expected to complete a self-assessment on environmental (includes mechanism to mitigate Emissions, presence of environmental policy, ISO 14001 certification, treatment of water, and the likes), social (includes non-discrimination in terms of opportunity, employment, wages, treatment, etc. for its employees) and governance aspects (includes assessment on prevalence of corruption and bribery, ethical business conduct, etc.). In FY 22, ~50% of all our suppliers completed the self-assessment on ESG parameters. Next step involves physical audits of the supplier premises to verify the claimed points in the self-assessment and support them in enhancing their ESG profile thereby building a sustainable value chain. 100% of our contractors are assessed on the environmental parameters such as energy, water consumption, and waste generation along with regulatory compliances and our Code of Conduct as part of our internal quarterly sustainability maturity assessment.

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.**
10
- b. **List the top 10 trade and industry chambers/associations (determined based on the total members of such a 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.	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2.	Bombay Chamber of Commerce and Industry (BCCI)	National
3.	Confederation of Indian Industry (CII)	National
4.	Employers' Federation of India (EFI)	National
5.	FICCI	National
6.	Indian Merchants Chambers,	National
7.	National Human Resource Development Network (NHRDN)	National
8.	The Energy and Resource Institute (TERI)	National
9.	National Safety Council (NSC)	National
10.	Indian Green Building Council (IGBC)	National

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.**

Name of authority	Brief of the case	Corrective action taken
NA	NA	NA

There were zero incidents of anti-competitive behaviour or corruption within Mahindra Lifespaces during the reporting period (2021-22)

LEADERSHIP INDICATORS

1. **Details of public policy positions advocated by the entity**

Sr. No.	Public Policy Advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of review by Board	Web Link, if available
1	Carbon emission reduction across construction and building sector value chain	Business Charter for sectoral Decarbonization	Yes	Quarterly	https://wri-india.org/events/business-charter-launch-value-chain-approach-decarbonize-building-and-construction-sector
2	Building efficiency and Water Sustainability	Mahindra TERI Centre of Excellence	Yes	Quarterly	https://mahindratericoe.com/sustainable-water.php
3	Alignment between national energy codes and rating systems	Eco-Niwas Samhita (ENS*) compliant residential homes in consultation with Indo Swiss Building Energy Efficiency Project (BEEP)	Yes	Quarterly	

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development
1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA	NA	NA	NA	NA	NA

Environmental and Social impact assessment (ESIA) is conducted for our Integrated Cities and Industrial Clusters (IC & IC). As 4 of our IC & IC locations are either developed or currently under development, EIA or ESIA assessments were conducted before the commencement of development. In FY 22, investor backed Environmental and Social assessment was conducted for MWC Chennai, and another E & S assessment is currently in progress by another investor. We did not conduct social impact assessment for our development projects in FY 22. Social impacts are assessed for our CSR projects and activities. A detailed social impact assessment was conducted for MWC Chennai by Tata Institute of Social Sciences (TISS) in 2014 with an objective of understanding the socio-economic impact of integrated cities on the neighbouring community, and gaps if any to be mitigated through appropriate actions. A detailed report outlining the research inputs, activities, output, and outcomes was shared by TISS with recommendations for improvement as applicable across various areas.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

Sr. 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)
NA	NA	NA	NA	NA	NA	NA

Rehabilitation and Resettlement (R&R) is applicable to Integrated Cities and Industrial Clusters (IC & IC) business of Mahindra Lifespaces, as we aggregate land through government and the community is included in the development process. For Example, MWC Chennai is an inclusive development. As 4 of our IC & IC locations are either developed or currently under development, Rehabilitation and Resettlement (R&R) was undertaken before commencement of development and not applicable for FY 22 as no new developments were undertaken.

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

Apart from the internal complaints committee to address sexual harassment cases, and chief ethics officer to resolve code of conduct violations, Mahindra Lifespaces also has a third-party enabled grievance reception & redressal mechanism – ‘Ethics Helpline’ for all employees and workers for all types of issues or violations.

For complete details on Ethics Helpline, please refer *‘Essential Indicators - Q6 under ‘PRINCIPLE 3 - Businesses should respect and promote the well-being of all employees, including those in their value chains’*

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

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/ small producers	-	-
Sourced directly from within the district and neighbouring districts	79%	77%

Mahindra Lifespaces’ integrates sustainability into its supply chain and is driven by the Green Supply Chain Management

Policy (GSCM), which ensures minimal/zero environmental and social impacts of its products. In addition, it also prefers to procure goods and services from vendors who recycle waste or scrap materials and recycle them to manufacture building materials. MLDL gives priority to the purchase of locally (within 400km of the project from manufacturing plant) available materials/products of high quality to minimize environmental impact and gives preference to green certified products (including FSC, GreenPro, & other third-party certified wood-based and other products), and those which disclose health and environmental attributes with impacts of the same. The policy and requirements are not only communicated to the supply chain partners, but Mahindra Lifespaces also supports them through capacity building workshops on sustainability topics to encourage them to improve their processes. The Company gives preference to the suppliers, contractors, vendors, and manufacturers who take the responsibility of collecting the waste/scrap and packaging materials from MLDL project sites and upcycle/recycle them to remanufacture newer products (same material / other material / components) to promote circular economy. 100% of our major materials are procured from local vendors as aligned with our GSCM policy.

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
NA	NA

As stated earlier, Environmental and Social impact assessment (ESIA) is conducted for our Integrated Cities and Industrial Clusters (IC & IC). As 4 of our IC & IC locations are either developed or currently under development, EIA or ESIA assessments were conducted before the commencement of development. In FY 22, investor backed Environmental and Social assessment was conducted for MWC Chennai, and another E & S assessment is currently in progress by another investor. We did not conduct social impact assessment for our development projects in FY 22. A detailed social impact assessment conducted for MWC Chennai in 2014 by Tata Institute of Social Sciences (TISS) revealed key findings or problems related to local employment, local procurement, community engagement, sanitation and waste management, water conservation, infrastructure for transportation, and many others. Actions such as employment to local community as contractual workers, providing spaces for flourishing of small businesses to cater to the industrial and residential customer, STP for treatment of sewage water and reuse for gardening and flushing by all customers, Zero Waste to Land fill, and many more such interventions has helped in true integration of sustainability within MWC Chennai and an engaged community.

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)
NA	NA	NA	NA

For Mahindra Lifespaces, responsible business practices include being responsible for our business processes, products; and engaging in responsible relations with employees, customers, and the community. Hence for the Company, Corporate Social Responsibility goes beyond just adhering to statutory and legal compliances but create social and environmental value while supporting the company's business objectives and reducing operating costs; and at the same time enhancing relationships with key stakeholders and customers. This is clearly articulated in the redefined Core Purpose which reads as "we will challenge conventional thinking and innovatively use of all our resources to drive positive change in the lives of our stakeholders and communities across the world, to enable them to Rise". As our CSR projects and activities are conducted within the vicinity of the projects that we operate, we do not undertaken activities in designated aspirational districts as identified by government bodies unless it coincides with vicinity of our operations. Since MWC Chennai & Jaipur are PPP models with respective governments, few of our CSR projects are conducted in alignment with government recommendations too.

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

Mahindra Lifespaces' integrates sustainability into its supply chain and its procurement strategy is governed by the Green Supply Chain Management Policy (GSCM), which ensures minimal/zero environmental and social impacts of its products. In addition, it also prefers to procure goods and services from vendors who recycle waste or scrap materials and recycle them to manufacture building materials. MLDL gives priority to the purchase of locally (within 400km of the project from manufacturing plant) available materials/products of high quality to minimize environmental impact and gives preference to green certified products (including FSC, GreenPro, & other third-party certified wood-based and other products), and those which disclose health and environmental attributes with impacts of the same. We do not have any restrictions yet on the type of material suppliers but ensure to influence reduction in environmental and health impact due to the purchased materials.

(b) From which marginalised / vulnerable groups do you procure?

As stated, Mahindra Lifespaces procurement strategy is governed by the Green Supply Chain Management Policy (GSCM) which gives preference to environmental and health impacts of the procured materials and yet to include screening criteria based on the type of suppliers.

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

0%

Mahindra Lifespaces procurement strategy is governed by the Green Supply Chain Management Policy (GSCM) which gives preference to environmental and health impacts of the procured materials and yet to include screening criteria based on the type of suppliers.

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

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
-	-	-	-	-

Mahindra Lifespaces drives innovation in the field of 'Research and Development' through the Mahindra TERI Centre of Excellence (MT CoE). MT CoE was launched in 2018 with a vision 'to build a greener urban future by developing innovative energy efficient solutions tailored to Indian climates.' It focuses on development and dissemination of market-ready, scalable, and viable building materials and technologies. The Research and Development (R&D) work at MT CoE focuses on the 4 mentioned areas. 1. Building materials 2. Building envelope studies, 3. Visual comfort studies, and 4. Sustainable water use. Research outcomes in the form of reports, guidelines, and guidebooks being open source, it aids in decarbonization of the sector. Being a CSR project, the research helps in reducing the environmental impact due to real estate developments. More than 150 building materials have been tested for their thermal properties which would help reduce the energy requirement in buildings and a database has been created for the same. Eco-Niwas Samhita (ENS) design aider tool helps in designing building in compliance with the ENS requirements. Water (Water Availability and Treatment for Efficient Reuse) calculator developed as part of the research work would help projects design the water requirement for any project. Thermal and Visual comfort guidebooks developed at MT CoE through extensive research would help reduce the environmental and health impacts due to construction of buildings. These are few of the many benefits derived from conducting research on traditional ways to develop residential buildings with opensource research outcome available for use to the entire value chain.

Weblink for MT CoE research activities and findings - <https://mahindratericoe.com/>

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
NA	NA	NA

There has been no adverse order in the research related work at Mahindra TERI Centre of Excellence (MTCoE), a CSR initiative by Mahindra Lifespaces with 'The Energy and Resources Institute (TERI)' and currently undergoing phase 2 (extension of phase 1) of research work. 5-year of phase 1 research work was concluded in FY 22 with dissemination of the outcomes across the value chain.

6. Details of beneficiaries of CSR Projects

S. No.	CSR Project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalised groups
Environment			
1	Project Hariyali		
1.1	Naandi Foundation has been undertaking Northern Haryali – Solan, UP & Punjab since 01 st Nov, 2021 - Tree plantation activity by Mahindra Group	8475 trees 16681 saplings raised	-
2	Vanaththukul Tirupur Project - Tree Plantation		
2.1	1. Plantation of Trees and growing saplings of rare trees around Tirupur	9000 saplings	-
3	Swachh Bharat (Solid Waste Management)		
3.1	Mission: Create a Zero Waste to Landfill Village Activity: 1. Door to Door Baseline survey to understand existing waste disposal practices in neighbouring community (Chengalpet village) 2. Awareness & Training Sessions for the community to understand the need, importance, and ways to manage waste sustainably 3. Distribution of Waste bins	940 families	-
4	Green Guardian		
4.1	Distribution of cloth bags to promote recycle, re-use, switch over to eco-friendly products and avoid usage of single use plastic by neighbouring community and raise awareness on impacts due to use of plastic	1200 families	-
4.2	Distribution of LEDs in neighbouring community to reduce the environmental impact due to conventional lighting	2130	-
Education			
1	Nanhi Kali		
1.1	Provide all rounded support in education to underprivileged girl children in India	1548 Nanhi Kalis Renewed sponsorship of 587	100%

S. No.	CSR Project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalised groups
2	The Green Army		
2.1	Creation of education module & conducting programs for kids and their families on sustainable living and accelerating the Digital Platform (including social media and digital avenues) to drive awareness on benefits of embracing sustainable lifestyle	77 School Children 40 families	-
3	Hunnar		
3.1	Skill Development & Women Empowerment Program	452	100%
Health			
1	Sehat		
1.1	Contribution to ENT Research Society for Cochlear Implants for under-privileged children	100 children	100%
1.2	Distribution of Dry Ration Kits to needy people to promote preventive health care	728	100%
1.3	Infrastructure development - Toilet repair and maintenance work in government schools	350	100%
1.4	Contributions towards provision of care to needy cancer patients for all types of cancer including breast cancer	-	100%
2	Disaster Management		
2.1	Covid related health/relief Activities - distribution of face mask, sanitizers, and food Supply for rural communities & migrant workers	350	100%

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.

We have strong grievance mechanism to address customer complaints and concerns. Customer feedback is essential to determine what the customer feels about our product and services being offered, improvements needed in our product/ services and analysing their satisfaction. We hear our customers through various mediums such as M-Life/SFDC, emails, websites, social media, telephone, helpdesk, calls, and the likes. Apart from these media, Customer interaction happens either on fortnightly or monthly basis wherein the customers share their experiences and grievances, and discussions are held on the resolution and improvisation measures. Consumer queries could either be service requests wherein consumer requests for a service or a complaint where a desired work is unfulfilled within the stipulated timeframe. Service Requests are raised and resolved using the platforms such as M-Life/SFDC or calls, and emails, while complaints are resolved through structured complaints matrix involving the complaints manager and others. Customer complaints or queries involving inputs required from cross-functional teams are communicated accordingly to the customer along with relevant resolution time. Such structured process and tools for resolving consumer complaints helps satisfy our customers and provides opportunity for us to further improve in terms of process and use of new technology.

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

As a percentage to total turnover	
Environmental and social parameters relevant to the product	100%
Safe and responsible usage recycling and/ or safe disposal	Our products include residential homes and Integrated Cities and Industrial Clusters, hence recycling and disposal is not applicable to our business, but safety provision within the product, and during development is handled in a structured manner.

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

	FY 2021-22			FY 2020-21		
	Received during the year	Pending resolution at end of year	Remark	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others	0	0	-	0	0	-

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

	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

Mahindra Lifespaces is a real estate company involved in construction of residential homes and operation & maintenance of Integrated Cities and Industrial Clusters which are our products. Safety is an integral part of the products that we build and the amenities that we provide in our products such as Rainwater harvesting mechanisms, Sewage treatment plants, Solar PV, Resource Recovery Centre, etc. Customers are communicated about the working and method of handling these features through the resident assist. So, instances of product recalls are not a part of our business.

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

Yes, Mahindra Lifespaces cyber security policy and risks related to data privacy, are aligned with the Mahindra Group cyber security policy. The same is publicly available on the website.

Weblink for the policy

<http://group.mahindra.com/sites/infosec/Policy/ISMS%20Policies/ISMS-Policies/ISMS%20%20Malware%20Security%20Policy.pdf>

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.

In a bid to service our customers satisfactorily, we have deployed best-in-class IT solutions like a zero-touch product launch with an end-to-end online booking process. Our mobile app for customers, 'M-Life' was upgraded to enhance the services offered and improved its effectiveness. 'Customer Assist', our single contact number for customer and 'Back Office', a dedicated team to carry out important administrative tasks such as invoicing and payments and document management continued to provide support to the customers during the pandemic, enhancing customer satisfaction and building trust. We also continued to facilitate online registrations of flats for the homeowners through the integrated sales and service technology platform. With access to greater data, ensuring responsible data management is implied to protect the privacy of our customers and their data. We have in place a Privacy Policy to guide us on data security and customer privacy. Individual identifiable information is not disclosed to any third party without permission. We engage with customers periodically to gauge through customer satisfaction surveys and understand their experience and satisfaction. At Mahindra Lifespaces, our business functions collaborate to enhance the customer experience using the latest available technologies. Our senior management is involved in reviewing our strategy, initiatives, and decisions periodically. We encourage cross-functional engagement exercises to improve service quality and identify areas of improvement.

LEADERSHIP INDICATORS

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

All the information about products and services of the entity is available in the public domain on the website. Also, for our business partners on the sales side, we have a dedicated Mobile application "HappiEdge" which keeps them up-to-date with all our project information, latest schemes, communication, incentive plans and many others.

Link to access the website

<https://www.mahindralifespaces.com/>

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

Customer is educated about the sustainability features and usage of the same through the 'resident assist', a consumer guide on the common area amenities and their way of working and usage. Safe and Responsible use of the services is also communicated through signages in the facility. We also conduct customer workshops on various sustainability aspects such as waste management, energy management, etc. to bring about behavioural changes to enjoy greater savings in cost and resources.

Process of handover of infrastructure assets to society / association involves the handover of all relevant documents (test reports, commissioning certificates, warranty certificates, work completion report, Operation & Maintenance manuals, Consent to Operate, as built drawings, etc.) pertaining to each of the assets and satisfactory demonstration of the infrastructure / asset in good condition.

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

From the time the customers/residents occupy the property, Mahindra Lifespaces manages the complete maintenance of the project including all day-to-day grievances of the occupants. During the initial two years of DLP (Defect liability period), the company handholds the occupants till the time the resident welfare committee is constituted, which may then choose to handover the maintenance management to a third party or choose to be with the company as an external maintenance management party on completion of 2 years.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, the entity displays the information about the product and its various sustainability & other features within the product (residential homes and IC & IC). The company is bound by RERA however the product brochures also inform the customer about the sustainability features, IGBC rating and the related customer benefits. Provision of signages within the product also guides the customers to identify the features and its usage.

Customer satisfaction is ensured by having continuous engagement right from the day of possession till society handover, timely response to their grievances and prompt service support. We do take feedback from our customers through customer surveys in which we request the customer to share feedback about their experience of the product, their journey throughout the possession of their flat, etc. These feedbacks provide an opportunity to us to understand the customer pain points and liking of the sustainability and other features and thereby improve on the offerings and processes.

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact
- b. Percentage of data breaches involving personally identifiable information of customers

There have been zero incidents of any kind of data breaches in FY 22 and has been possible due to cyber security policy and processes in place to deal with such scenarios.