

# Roadmap 2025

# RESI Business

Mid-Premium  
Happinest

# Roadmap 2025 RESI

Material issues (clusters)	Long term - Business Goal	Unit of measurement	2020-21	2021-22	2022-23	2023-24	2024-25	Functions	Alignment with Strategic objectives
Economic Performance			As per BSC	As per BSC	As per BSC	As per BSC	As per BSC	Strategy	Increased operational throughput & effectiveness
<b>1. Institutionalise Green Supply Chain Management (Material Issue and Financial Impact)</b>									
Supply Chain	Reduce by 20% emissions due to materials by 2033 (aligned to SBT targets)	% of total procurement by cost (400 km radius)	<ul style="list-style-type: none"> <li>55% of the total building materials (by cost)</li> </ul>	<ul style="list-style-type: none"> <li>60% of the total building materials (by cost)</li> </ul>	<ul style="list-style-type: none"> <li>65% of the total building materials (by cost)</li> </ul>	<ul style="list-style-type: none"> <li>70% of the total building materials (by cost)</li> </ul>	<ul style="list-style-type: none"> <li>75% of total building materials (by cost)</li> </ul>	Accountability	<ul style="list-style-type: none"> <li>These targets are aligned with Group TMW. It is advisable to align it with MLDL's strategic objectives as included in the annual report</li> </ul>
		% of orders that include sustainability criteria	<ul style="list-style-type: none"> <li>Sust criteria weightage 10% in pre-qualification of suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Sust criteria weightage 15% in pre-qualification of suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Sust criteria weightage 15% in pre-qualification of suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Sust criteria weightage 20% in pre-qualification of suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Sust criteria weightage 20% in pre-qualification of suppliers</li> </ul>		
		% of suppliers covered	<ul style="list-style-type: none"> <li>Supplier Training : 40%</li> <li>Contractor training: 100%</li> <li>Suppliers self-assessment and code of conduct sensitisation</li> </ul>	<ul style="list-style-type: none"> <li>Supplier Training :50%</li> <li>Contractor training: 100%</li> <li>Supplier self assessment with selected 10 suppliers and contractors</li> </ul>	<ul style="list-style-type: none"> <li>Supplier Training :60%</li> <li>Contractor training: 100%</li> <li>Supplier self assessment with selected 20 suppliers and contractors and selected audit</li> </ul>	<ul style="list-style-type: none"> <li>Supplier Training : 70%</li> <li>Contractor training: 100 %</li> <li>Supplier self assessment with selected 30 suppliers and contractors and selected audit</li> </ul>	<ul style="list-style-type: none"> <li>Supplier Training :75%</li> <li>Contractor training: 100%</li> <li>Supplier Audit : Top 50 (Revenue) suppliers self-assessment and audit on sample basis</li> </ul>		
		# initiatives with tier one supplier	<ul style="list-style-type: none"> <li>Identification of interested suppliers for collaborative initiative</li> </ul>	<ul style="list-style-type: none"> <li>Initiate 1 packaging recycling initiative with suitable supplier</li> </ul>	<ul style="list-style-type: none"> <li>Initiate 1 alternative material selection with suitable suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Initiate 3 sustainability initiative with suitable suppliers</li> </ul>	<ul style="list-style-type: none"> <li>5 sust initiatives with relevant tier 1 suppliers</li> </ul>		

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2. Governance for Sustainability (M)									
Governance and Compliance	Create an organisation that is resilient To reduce business risk due to Corporate Governance issues and non-compliance To reduce business risk due to Public Policies and explore	Compliance Digitisation	Compliance monitoring documentation	Compliance digitization	Digitization adoption all critical functions (80%)	Digitization adoption 90%	Digitization adoption 100%	Legal	Customer Acquisition & Engagement
		Total % of projects covered with mitigation measures	ESG Risk Identification, and Mitigation plan Financial impact of Climate Risks & opportunities-measuring & monitoring:	ESG Risk Identification, Monitoring and Mitigation plan Financial impact of Climate risks and Opportunities - Reassessment and updating	ESG Risk monitoring and target setting for mitigation Financial outcome of mitigation of climate change risks	Specific action initiation based on mitigation plan Financial outcome of mitigation-climate change risks	Specific action initiation based on mitigation plan Financial outcome of mitigation climate change risks	Risk identification and monitoring, action plan by MLDL risk SPOC, Corporate Sustainability to assist with required sensitization	These targets are aligned to TCFD disclosure. (MLDL is a supporter of TCFD). It is advisable to align it with MLDL's strategic objectives as included in the annual report
		Board Review and Leadership Oversight	Sustainability update every quarter	Sustainability update to board every quarter + Leadership monthly updates	Integrated risk and sust update - Every Quarter for all board meetings	Legal and Secretariat, Sust team to prepare updates	These targets are aligned to BRR and investor requirement. It is advisable to align it with MLDL's strategic objectives as included in the annual		

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Material issues (clusters)	Long term - Business Goal	Unit of measurement	2020-21	2021-22	2022-23	2023-24	2024-25	Functions	Alignment with Strategic objectives
<b>3. Rejuvenating the environment</b>									
Environmental well-being	To reinforce our green portfolio	Achieved level of certification for individual projects.	Maintain highest possible ratings for 100% for all MLDL projects - Platinum or 5 Star GRIHA					Design	These targets are aligned with SHLC. It is advisable to align it with MLDL's strategic objectives as included in the annual report
	Achieve carbon neutrality by 2040, achieve SBT targets by 2033 - 63% reduction in operational emissions, 20% reduction in use phase emissions by 2033	Reduction in office electricity and diesel Scope 1 & Scope 2 emissions (in %)	Sust Office design guidelines Metering of office + Energy Efficiency measures 13% reduction in absolute emissions with 2018 as base year	Guideline for Sustainable Offices - Behavioural Exploration of solar Office energy efficiency measures implementation 17% reduction in absolute emissions with 2018 as base year	Implementation of initiatives Continuous improvement 21% reduction in absolute emissions with 2018 as base year	Continuous improvement 25% reduction in absolute emissions with 2018 as base year	Continuous improvement 29% reduction in absolute emissions with 2018 as base year	Projects	These targets are aligned with SBTi targets. It is advisable to align it with MLDL's strategic objectives as included in the annual report
		Reduction of contractor diesel and electricity Reduction in Scope 3 emissions Purchased goods and services (diesel and	Data collection + Contractor dos don't 4.5% reduction in absolute emissions with 2018 as base year	Identification of energy efficiency measures for sites + Contractor sensitisation 1.5% reduction in absolute emissions with FY 21 as base year	Implementation of identified measures 1.5% reduction in absolute emissions with FY 22 as base year	Continuous improvement 1.5% reduction in absolute emissions with FY 23 as base year	Continuous improvement 1.5% reduction in absolute emissions with FY 24 as base year	Projects	

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<b>3. Rejuvenating the environment</b>									
Environmental well-being	<ul style="list-style-type: none"> <li>Achieve carbon neutrality by 2040, achieve SBT targets by 2033 - 63% reduction in operational emissions, 20% reduction in use phase emissions by 2033</li> </ul>	Percentage of On-site Renewable Energy Generated for the for Common area Lighting	60%	70%	80%	90%	100%	MEP	These targets are aligned with SBT targets. It is advisable to align it with MLDL's strategic objectives as included in the annual report
	<ul style="list-style-type: none"> <li>Make our development water secure by 2030</li> </ul>	<ul style="list-style-type: none"> <li>% reduction in water use intensity</li> </ul>		15% reduction in water use per sq ft (19-20) baseline	10% reduction in waste use per sq/ft (20-21) baseline	5% reduction in waste use per sq/ft (20-21) baseline		Design	These targets are aligned with Group water positive targets. It is advisable to align it with MLDL's strategic objectives as included in the annual report
		<ul style="list-style-type: none"> <li>% less than baseline criteria as defined by GRIHA</li> </ul>	35% less than baseline criteria as defined by GRIHA	40% less than baseline criteria as defined by GRIHA	45% less than baseline criteria as defined by GRIHA	Maintain 45% less than baseline criteria as defined by GRIHA	Maintain 45% less than baseline criteria as defined by GRIHA		
<ul style="list-style-type: none"> <li>Achieve zero waste to landfill for offices and homes by 2030</li> </ul>	% of sites to achieve ZWL status	Developing baseline/ inventory of waste (biodegradable, non-biodegradable, hazardous waste, non-hazardous waste)	All sites to have segregation mechanism;	Near ZWL for 2 locations			Projects	These targets are aligned with Group Zero Waste to Landfill targets. It is advisable to align it with MLDL's strategic objectives as included in the annual report	

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<b>4. Enabling Stakeholders to rise</b>									
<b>4.1 Customer Engagement</b>									
Customer well-being	Be recognized among the most trusted brand for customers in the markets we operate through reputable survey(s)	Customer satisfaction index and CAPS	Aligned to Customer satisfaction metrics tracked by business					FM/CRM	Customer Centricity
		% of Customers reached through trainings/outreach	Customer outreach through newsletter/green events Green tour in each project					FM/Marketing Sustainability	Customer Acquisition & Engagement
		#delays in handover per location	On-time delivery for 100% of projects					FM/CRM	Reduction in time of New Product Development cycles
<b>4.2 Employee Health, Safety and Training</b>									
Employee well-being	Ensure a safe workplace - Improved productivity through providing safe work environment	Injury rate	Zero					Projects - Health & Safety	Increased Employee Engagement
		Number of training, -Offices covered	6 h of training / labour/month Basic EHS training for offices	7 h of training / labour/month Basic EHS training for offices	8 h of training / labour/month 100% EHS training	9 h of training / labour/month 100% EHS training	10 h of training / labour/month 100% EHS training	Projects - Health & Safety	Increased Employee Engagement
		Number of audits and inspections	2 by Business Head (BH)/ Yearly. 1by Project Head (PH)/ Per month 2 by Project manager (PM)/ Per month 4 by Project Engineer (PE)/ Per month	4 by BH/ Yearly. 2 by PH/ Per month 4 by PM/ Per month 6 by PE/ Per month	4 by BH/ Yearly. 2 by PH/ Per month 4 by PM/ Per month 6 by PE/ Per month	4 by BH/ Yearly. 3 by PH/ Per month 4 by PM/ Per month 6 by PE/ Per month	Routine inspection BH/PH/PM/ PE. BH as and when visiting the project/ All others weekly site visit in team. (record to be preserved)	Projects - Health & Safety	Increased Employee Engagement

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<b>4. Enabling Stakeholders to rise</b>										
<b>4.2 Employee Health, Safety and Training</b>										
Employee well-being	Ensure an inclusive fair workplace	Average training hours per employee	23 hours	25 hours	30 hours	35 hours	40 hours	Human Resources	Increased Employee Engagement	
		Employee satisfaction scores - MCARES recognition score	Progressively improve the employee engagement levels - MCARES recognition score						Human Resources	Increased Employee Engagement
		Sensitization on D&I (% of associates covered)		40% employees	50% employees	60% employees	70% employees	Human Resources	Increased Employee Engagement	
		% Employee covered	100% Coverage on EHS, Sustainability and Climate Change	100% coverage of all Executives (specialized theme based training)				Sustainability	Increased Employee Engagement	
		% of New Employee	100% mandatory sustainability training for all new Joinees	100% mandatory sustainability training for all new Joinees				Sustainability	Increased Employee Engagement	
		# Involvement of employees in Sustainability Projects*	1 Sustainability idea/project per site suggested and implemented by associates	2 Sustainability ideas/projects per site suggested and implemented by associates	3 Sustainability ideas/projects per site suggested and implemented by associates	4 Sustainability ideas/projects per site suggested and implemented by associates	5 Sustainability ideas/projects per site suggested and implemented by associates	Sustainability	Increased Employee Engagement	

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<b>4. Enabling Stakeholders to rise</b>									
<b>4.3 Improve effectiveness of CSR</b>									
Community well-being	Create Sustainable Communities	<ul style="list-style-type: none"> <li>No. of Employees Volunteered during the year</li> <li>No. of Esops Hours</li> </ul>	<ul style="list-style-type: none"> <li>10% Increase than previous year</li> <li>600 hrs</li> </ul>	<ul style="list-style-type: none"> <li>15% Increase than previous year</li> <li>800 hrs</li> <li>Align with Mahindra 7.5 hour pledge</li> </ul>	<ul style="list-style-type: none"> <li>20% Increase than previous year</li> <li>1000 hrs</li> </ul>	<ul style="list-style-type: none"> <li>25% Increase than previous year</li> <li>1,200 hrs</li> </ul>	<ul style="list-style-type: none"> <li>30% Increase than previous year</li> <li>1,500 hrs</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources</li> <li>Sustainability</li> </ul>	<ul style="list-style-type: none"> <li>Increased Employee Engagement</li> </ul>
		<ul style="list-style-type: none"> <li>No. of Schools/ workshops covered (children, citizens)</li> <li>No. of Mahindra Green School engagement</li> <li>No. of Mahindra projects covered (Societies, Customers, Kids)</li> <li>Impact Assessment</li> </ul>	<ul style="list-style-type: none"> <li>100 schools</li> <li>5 Schools</li> <li>All completed MLDL projects</li> <li>Impact Assessment to be done for all of the above</li> </ul>	<ul style="list-style-type: none"> <li>120 schools</li> <li>10 Schools</li> <li>All completed MLDL projects</li> <li>Impact Assessment to be done for all of the above</li> </ul>	<ul style="list-style-type: none"> <li>140 schools</li> <li>15 Schools</li> <li>All completed MLDL projects</li> <li>Impact Assessment to be done for all of the above</li> </ul>	<ul style="list-style-type: none"> <li>160 schools</li> <li>20 Schools</li> <li>All completed MLDL projects</li> <li>Impact Assessment to be done for all of the above</li> </ul>	<ul style="list-style-type: none"> <li>180 schools</li> <li>25 Schools</li> <li>All completed MLDL projects</li> <li>Impact Assessment to be done for all of the above</li> </ul>		<ul style="list-style-type: none"> <li>Aligned with Companies Act</li> </ul>
		<ul style="list-style-type: none"> <li>Track Y-o-Y progress road map targets</li> </ul>	<ul style="list-style-type: none"> <li>As per approved Business Model for MT CoE (to be self sustained)</li> </ul>						