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EMBEDDING VALUE-DRIVEN GROWTH

The bar for corporate disclosure has been rising over the last decade. Increasingly, investors and other stakeholders seek a holistic view on the ability of a company to create value over short, medium, and long-term time horizon. We believe that integrated thinking and reporting is a rational response to the increasing pressures of markets and society. Keeping this in mind, Mahindra Lifespaces has initiated transition towards Integrated Reporting, which will reflect how our strategy, governance, and performance lead to the creation of value for our stakeholders. This year, we have adopted some of the key guiding principles and content elements of the Integrated Reporting <IR> framework from the International Integrated Reporting Council (IIRC) while preparing our Sustainability Report.

ABOUT OUR SUSTAINABILITY REPORT

“Building Beyond Tomorrow: Embedding value-driven growth” is the ninth annual sustainability report of Mahindra Lifespace Developers Limited (‘Mahindra Lifespaces’, ‘MLDL’, or the ‘Company’). It has been prepared in accordance with the Global Sustainability Reporting Standards: Core Option. The report covers the operations of the company under the brands of ‘Mahindra Lifespaces’ and ‘Happinest’ (residential developments), and ‘Mahindra World Cities’ and ‘ORIGINS’ (integrated cities and industrial clusters), unless otherwise stated. The report presents quantitative and qualitative disclosures on how our business and associated activities, and our strategy is aligned to deliver value to our stakeholders, and performance on material issues for the period April 1, 2019 – March 31, 2020. The report has been externally assured by KPMG India as per ISAE 3000 (Revised) – limited assurance criteria and AA1000 Assurance Standard 2008. Our complete Sustainability Report is available at our website at <https://www.mahindralifespaces.com/media/MLDL-Sustainability-Report-2020-Final.pdf>.

Mahindra Lifespaces acknowledges the support provided by Thinkthrough Consulting Private Limited in the compilation of this report

Mahindra Lifespaces – Pioneering development of green homes

TRANSFORMING URBAN LANDSCAPES BY CREATING SUSTAINABLE COMMUNITIES

Established in 1994, Mahindra Lifespace Developers Limited is the real estate and infrastructure development business of the Mahindra Group, and a pioneer of sustainable urbanisation in India. We develop green, innovative, and customer-focused

solutions that are rooted in a legacy of trust and transparency. Our developments are characterised by thoughtful design and a welcoming environment that enhance overall quality of life for both individuals and industries.

OUR OFFERINGS¹

This year marks 25 years of the Company along with its subsidiary companies' engagement in various infrastructure projects including development of real estate residential projects in the mid-premium and affordable housing segments, and integrated cities and industrial clusters.



- Mid-premium multi-family apartment complexes
- 2.17 million sq. ft. under execution
- 3.51 million sq. ft. in pipeline



- Quality affordable houses catering to the emerging middle-class
- 1.40 million sq. ft. under execution
- 0.73 million sq. ft. in pipeline



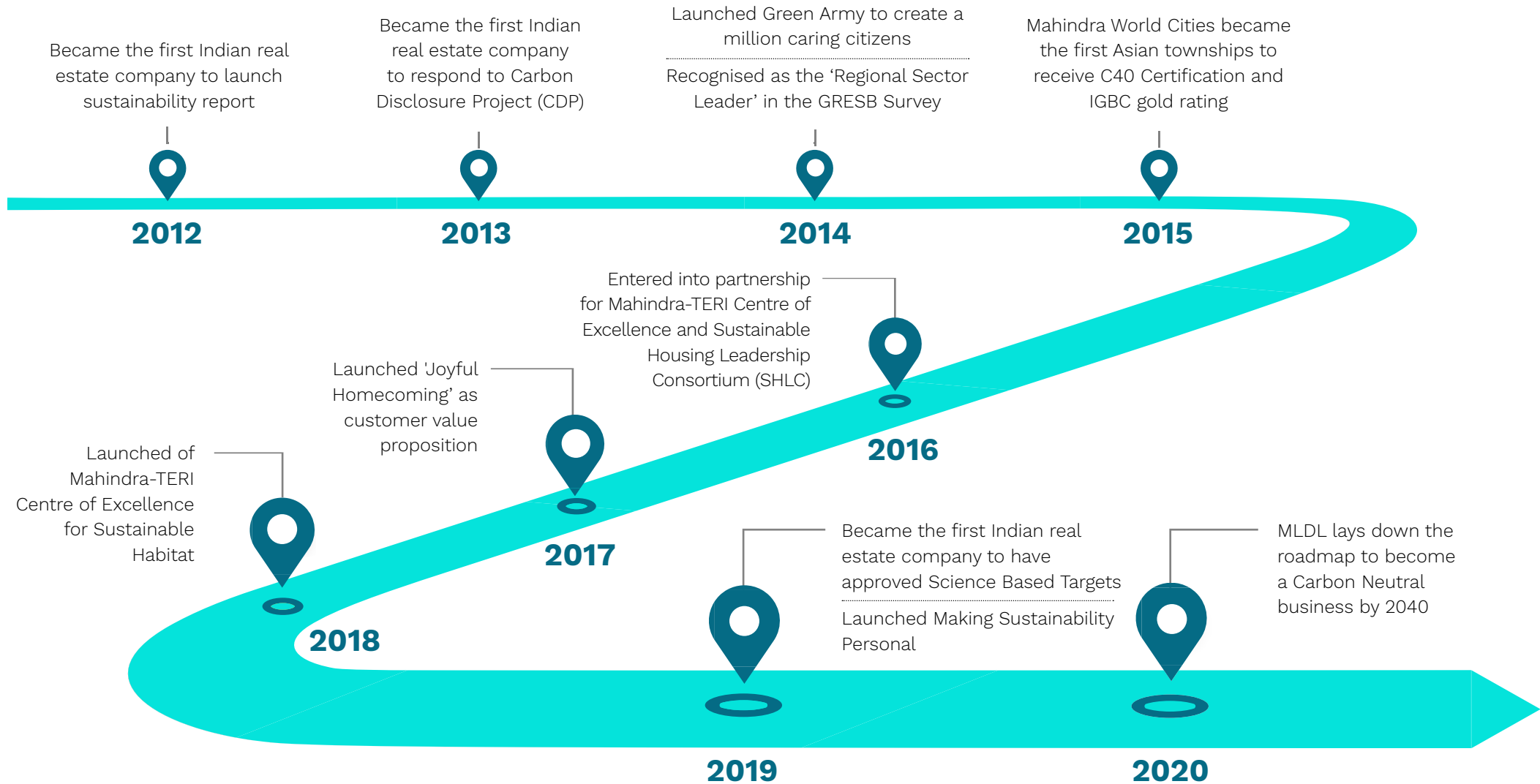
- Integrated infrastructure for companies in manufacturing and services sector along with residential and social infrastructure
- Around 4,400 acres of area under development/ management at Jaipur and Chennai



- Industrial clusters of area 250-600 acres each in proximity of high growth corridors
- Currently, developing 2 industrial clusters in Chennai and Ahmedabad

¹ As on 31st March, 2020

COMPLETING 9 YEARS OF SUSTAINABLE DEVELOPMENT



ENSURING EMPLOYEE WELL-BEING AND BUSINESS CONTINUITY – OUR RESPONSE TO COVID-19 PANDEMIC

The coronavirus pandemic has impacted people in 219 countries and territories. In order to curtail the adverse health impacts, the Governments across the world imposed strict containment measures in the form of nation-wide lockdowns and restrictions on activity and mobility. We, at Mahindra Lifespaces, responded swiftly and responsibly to ensure employee well-being and business continuity.

Our first and foremost priority has been to ensure the health and safety of our employees, labour workforce, customers, and other stakeholders. Once the construction activities were stopped in March 2020, we provided accommodation and other essentials like food, health check-ups, etc. to the labour force

in order to reduce the migration to their native regions. We also educated them on social distancing measures, use of masks and personal protective equipment, and personal hygiene.

We established a cross-functional Rapid Action Force (RAF) to monitor the situation and suggest effective actions to build resilience. We developed a technology-driven business continuity plan two weeks before the lockdown was imposed and established procedures and practices for a smooth transition to a work-from-home environment. Training sessions, leadership communications, and team building events were also regularly organised to engage and ease the transition to a new normal.

Adapting to the new way of operating, we also initiated processes such as prospect reach out, sales, and customer servicing remotely and provided timely updates to our customers through various channels of communication. Some of our sites have also leveraged CSR funds to create awareness amongst stakeholders.

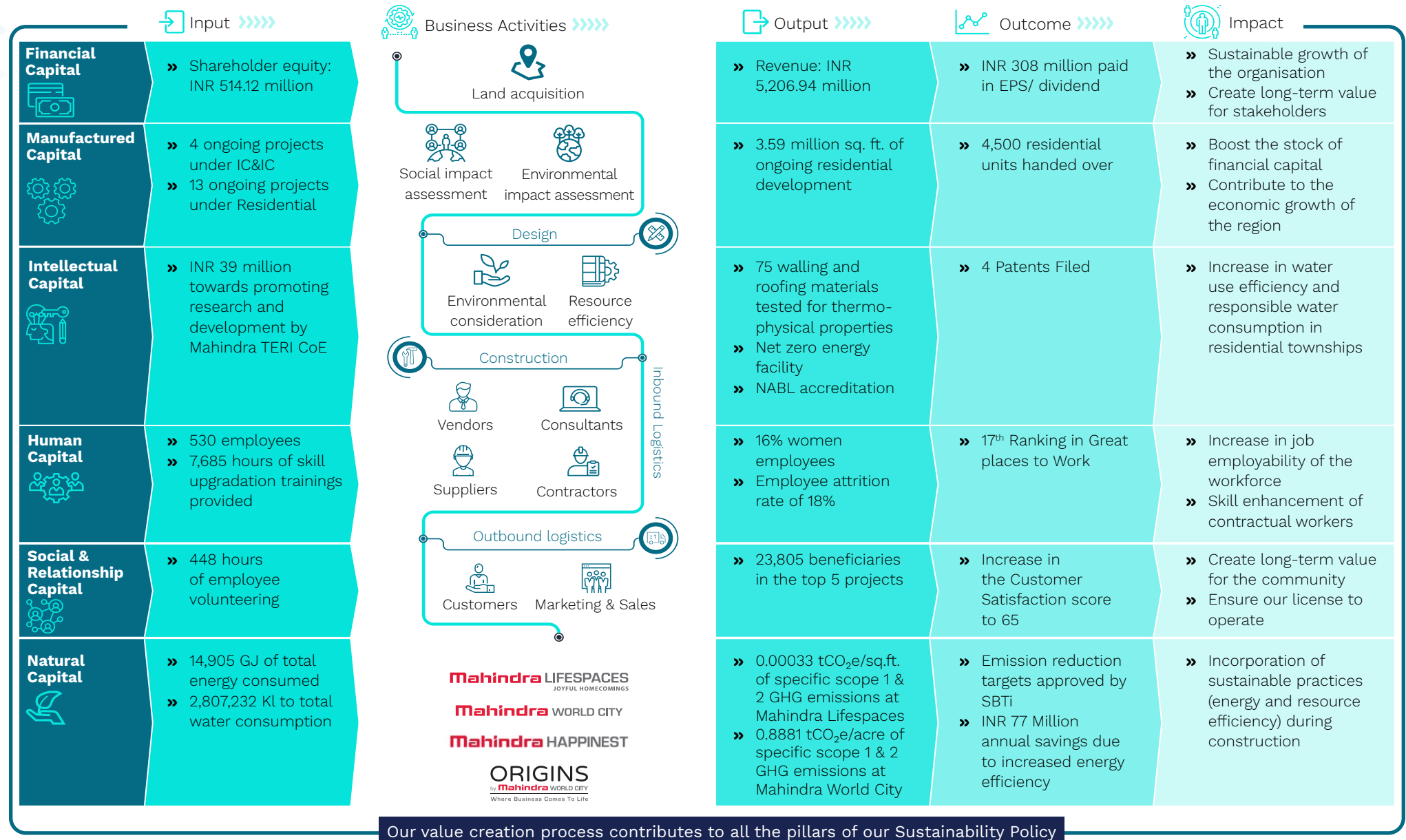
With the Government lifting lockdown measures, we have resumed our operations in a phased manner while enforcing strict protocols for health and safety, highlighting aspects like behaviour at workplace, maintenance of hygiene and safe practices, and guidelines in case of sickness and health emergency.

OUR STRATEGY FOR VALUE CREATION

Increasingly, investors and other stakeholders are seeking information on the ability of a company to create value over short, medium, and long-term time horizon. Through our value creation model, we seek to quantify the value we created for our stakeholders across the six capitals.

BUILDING BEYOND TOMORROW

SUSTAINABILITY REPORT 2019-20



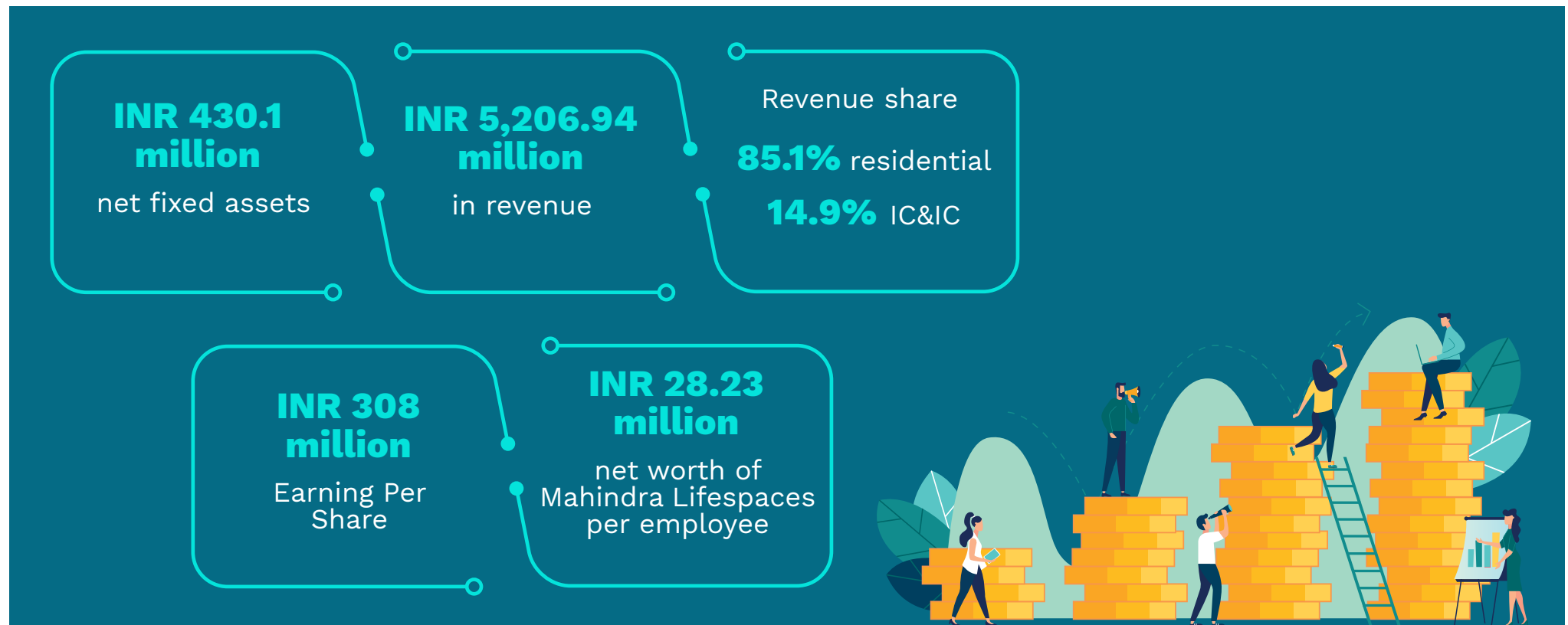
* Residential includes all operations under Lifespaces and Happinest; IC&I includes all operations under Mahindra World cities and Origins
 Please refer to our 9th Sustainability report for detailed value creation model

FINANCIAL CAPITAL: OPTIMISING RETURNS FOR STAKEHOLDERS

Mahindra Lifespaces delivered resilient performance in 2019-20, despite the macro-economic slowdown. Our focus remained on building operational effectiveness across functions, investing towards technological advancement, process improvements, and enhancing overall customer experience.

We registered credible performance in the residential segment from project launches, sales, completion, and on-time delivery to customers. However, this slowdown had a significant impact on the demand for industrial land in our integrated cities and industrial clusters.

This year, our focus revolved around building operational effectiveness across functions to address our strategic priorities, investing in technology to ensure efficient operations, process improvements to sustain execution excellence, and enhancing overall customer experience.



MANUFACTURED CAPITAL: GROWING THE GREEN FOOTPRINT

At MLDL, our approach to product design and development leverages global best practices to ensure a 100% certified green building portfolio. During the year, we launched two residential projects

- Vicino, Mumbai and Happinest Kalyan to astounding success. Our World Cities at Chennai and Jaipur are emerging as a preferred destination for investors and businesses. The cities, spread over 4,500 acres,

are home to more than 160 companies provide employment to 52,976 individuals, while contributing to a cumulative export of INR 127,810 million.

**17.46 million
sq. ft.**

completed
residential
development

**3.59 million
sq. ft.**

ongoing residential
development

39.6 acres

area leased at
IC&IC

**4.23 million
sq. ft.**

of area of
forthcoming
residential
developments



OUR UNIQUE DESIGN PHILOSOPHY

We have developed a unique design philosophy to differentiate all Mahindra products by delivering cutting edge, premium, and high value products to our customers. We are aiming to create value for our customers and investors by incorporating the approach of QED (quality, experience, and design), RFEM (rational, functional, emotional, and meaningful) drivers for the real estate sector, and customer expectations.

DELIVERING HIGH PRODUCT QUALITY

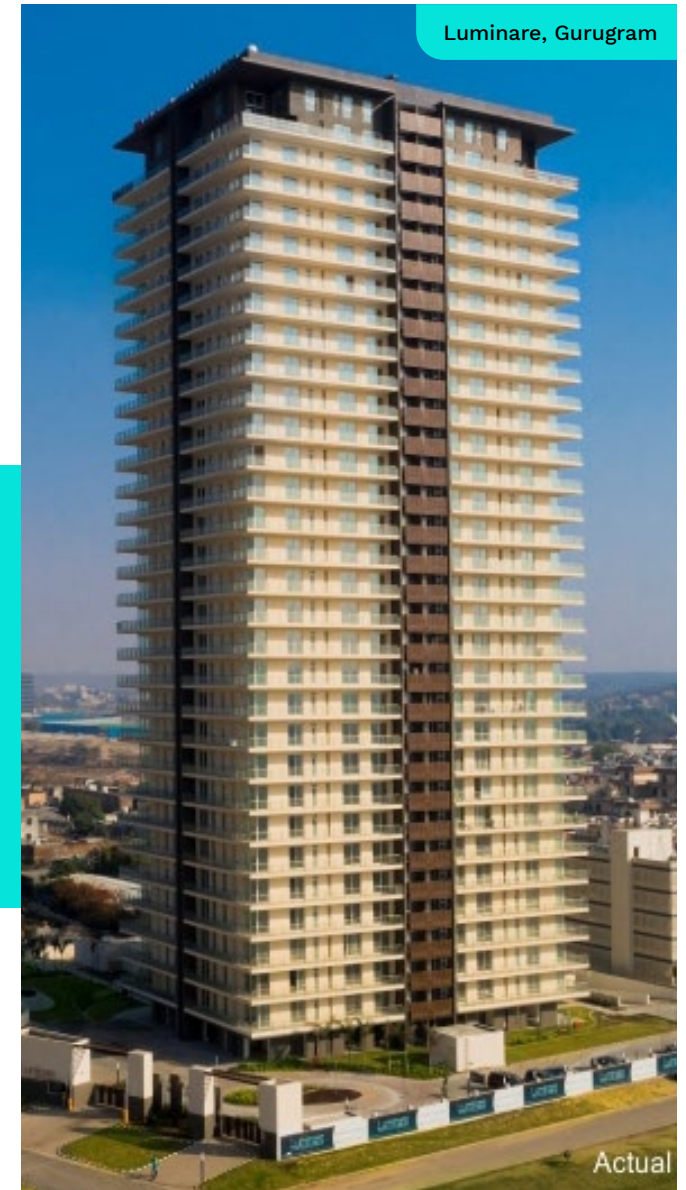
We achieved reduction in total number of defects at the time of handover by more than 70% during the year. This was made possible by concerted efforts towards improving the quality of final products, enhancing the experience at various customer touchpoints, and invigorating the quality culture.

WHY GREEN BUILDINGS MATTER

Green buildings are increasingly proving to be financially beneficial for both the developers and customers. While several states have already started rewarding IGBC/GRIHA certified projects with incentives in terms of additional floor space index (FSI)/ floor area ratio (FAR), the customers enjoy the benefit of lower maintenance cost and savings in energy and water bills by owning green apartments. For example: we received 16% additional green FSI for Luminare Gurgaon, which is equivalent to an additional area of 33,585 sq. ft.

During the year, we calculated and compared the total cost of ownership for a conventional and green apartment costing INR 5.5 million. As per our estimates, the total cost of ownership of a green apartment amounts to INR 7.1 million as compared to INR 7.6 million for conventional apartment.

Luminare, Gurugram



MAHINDRA WORLD CITY, JAIPUR – LEADING THE WAY IN CLIMATE ACTION



INITIATIVE

Mahindra World City Jaipur as Asia's first and world's largest project to receive Climate Positive Development Stage 2 certification from C40 Cities Climate Leadership Group, has implemented interventions for reducing its footprint. As a criterion for Stage 2 Climate Positive recognition, detailed plans to reduce carbon emissions from energy, waste, and transportation; and expand the impact to the surrounding community have been developed and implemented to achieve a Climate Positive outcome.



INTERVENTION

The Climate Positive plan for the Mahindra world City Jaipur has included a variety of interventions to minimise the environmental footprint, including:

Energy Efficient Buildings

The city with a portfolio of green buildings has been able to increase energy efficiency on site. The City has also retrofitted existing infrastructure of buildings and streetlamps to have LED lighting solutions for a reduced energy consumption.

Solar infrastructure

Roof top solar cells have been installed with capacity of 210 kWp, in addition, 4.9 mWp capacity solar PV installed by MWCJ clients at their units.

Conserving Water resource

Sewage treatment plants (STPs) of varying capacity have been installed and utilised throughout the project site. Rainwater harvesting infrastructure has been installed to conserve water resource.

Recycling garden waste

Garden waste is recycled and used to generate manure through vermicomposting.

Urban green cover

~10,000 trees have been planted inside MWCJ Campus.



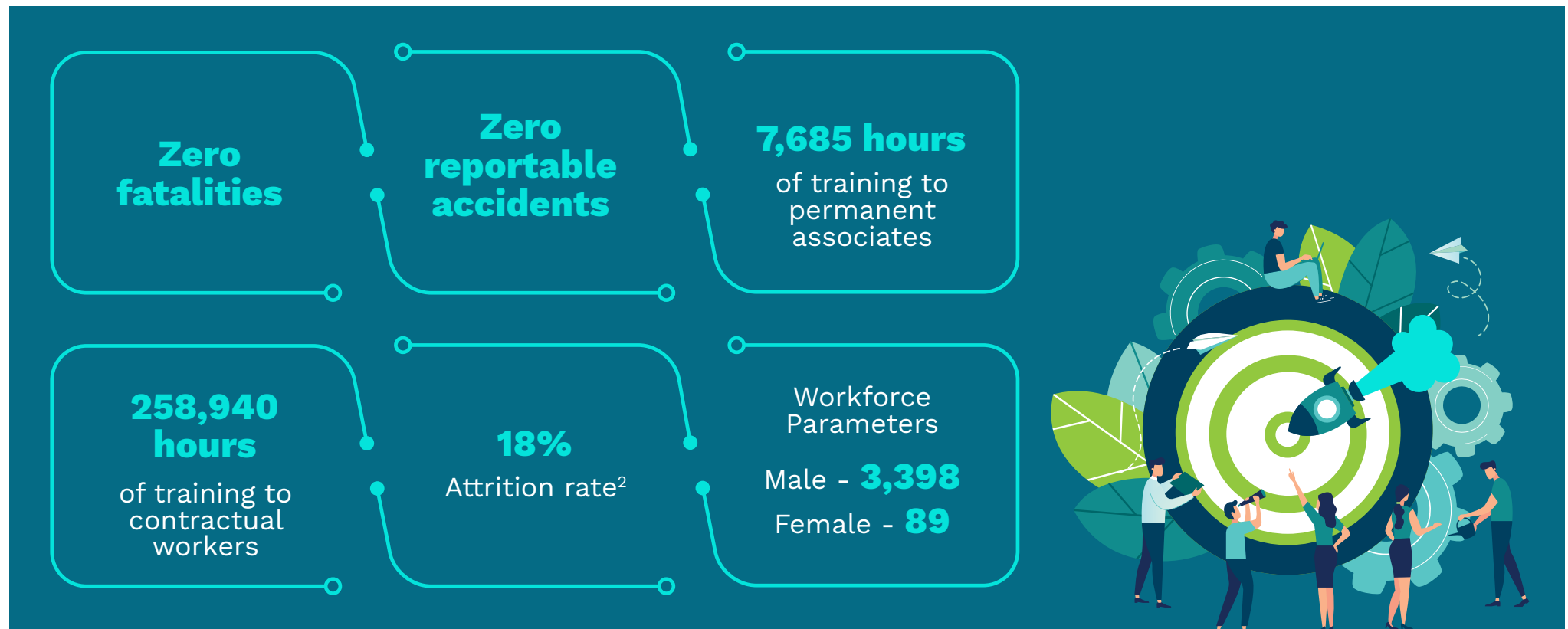
IMPACT

The Cumulative impact of the interventions has allowed the team at Jaipur to:

- » Treat 320 KLD of sewage water
- » Achieve operational savings of 25% against conventional infrastructure
- » Reduce annual energy consumption by 7,931 MWh
- » Reduce annual emissions by 6,187 tCO₂e
- » Generate 1.5 tons of manure for 200,000 plants
- » Sequester estimated 36 tCO₂e through plantations

HUMAN CAPITAL: DEVELOPING LEADERS FOR TOMORROW

We strive to create a safe, nurturing, and inspiring workplace environment for all our employees and provide full, productive, and equal employment opportunities without any discrimination. We facilitate skill upgradation and knowledge development of our employees in addition to providing challenging career opportunities that match their individual aspirations.



² The data for attrition rate includes only permanent employees

MAKING SUSTAINABILITY PERSONAL

'Making Sustainability Personal' (MSP) is our initiative to achieve sustainable growth through employee participation and engagement.

Reducing Paper consumption

Introduced access-controlled printing, document management system (DMS software) and a system-based approval for drawings and other documents.

Expanded monitoring of paper consumption across 5 more sites

Reducing plastic use

Formalised 'Single use plastic ban policy' within the organisation.

Reduced plastic consumption by 371 Kgs, equivalent to 3 tons of carbon emission.

Reducing energy consumption

Launched 'One less mail' to reduce sending of unnecessary e-mails.

Sending one less mail every day, has the potential to save upto 4,331 tCO₂e, - equivalent to planting 64,969 saplings.

PROMOTING DECENT EMPLOYMENT

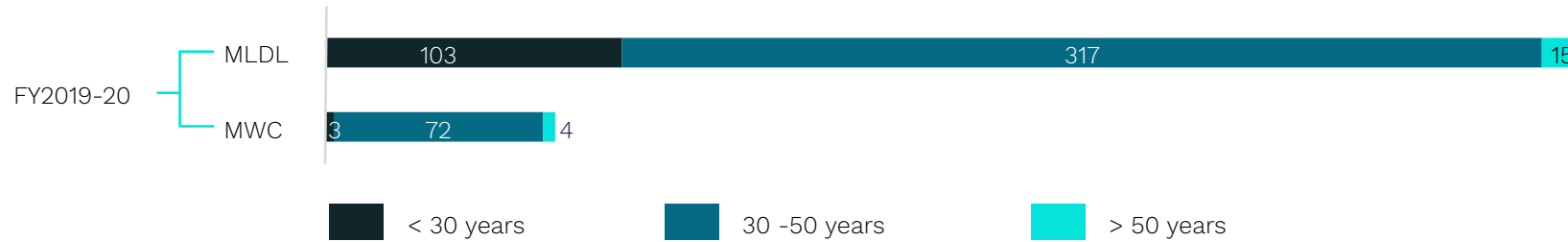
We aspire to create a nurturing and appreciative work environment, where all employees have equal and unbiased opportunity to grow and excel in the long-term. This year, we formed more than ten 'Crack Teams' with diverse working groups, gender, and generational cohorts. These teams work towards achieving business excellence across functions by drawing on varied backgrounds and experiences.

We facilitate skill upgradation and knowledge development of our employees along with providing challenging career opportunities that match their individual aspirations. We leveraged our in-house training portal of 'My Real Learning' to deliver an average of 18 hours of training for continual improvement.

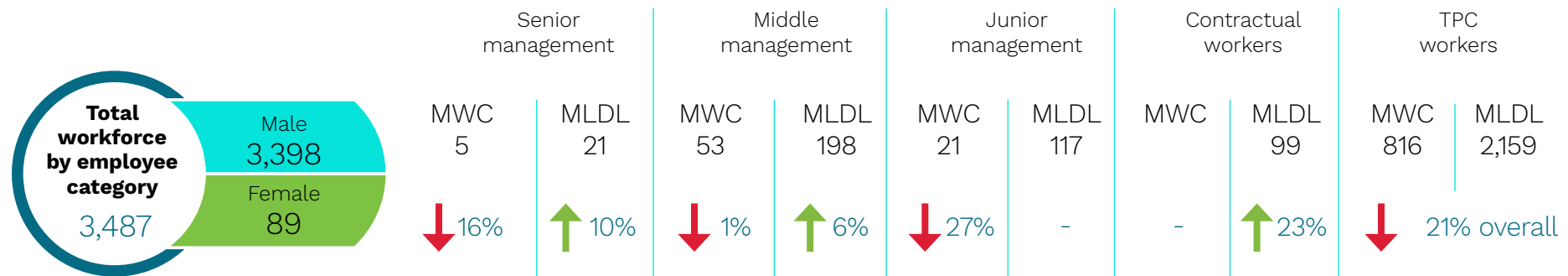


Plastic-free workspaces

Snapshot of our diverse workforce



Total workforce by employee category



FOSTERING A CULTURE OF SAFETY

All workers employed at our sites are subject to our occupational health and safety (OHS) policies and procedures in line with the requirements of OHSAS 18001: 2007 management system. 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. The identified risks are represented through SMAART (Safe Method and Risk Reduction Technique) card, which contains safety related information for the anticipated risk at the site. 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.

67,304,924

cumulative hours of safe man hours till date

5.8

hours of average safety training to workers at site level

244,009

hours of safety training

NATURAL CAPITAL: TOWARDS OPERATIONAL EXCELLENCE

Mahindra Lifespaces' goal is to achieve sustainable management and efficient use of natural resources. This year, we developed a Site Sustainability Maturity Model with the purpose of 'setting up uniform processes across all sites pertaining to the environment management systems and sustainability'. A scorecard was developed to identify, benchmark, and reward best locations.

Science based targets

We have committed to reduce our emissions through our science-based targets (in line with 1.5°C pathway) that were approved in November 2019, making us the first and only Indian real estate company to get targets approved.

Carbon neutral action plan

We are committed to become carbon neutral by 2040. In order to achieve this, we are implementing a time-bound action plan to reduce the emissions across our value chain. Our plan to reduce emissions revolve around achieving reduction in energy consumption through efficient heating and cooling systems, renewable energy, achieving zero waste to landfill, use of materials with low embodied carbon, and cascading sustainability across supply chain.

Our disclosures

Through our transparent approach in publishing our climate-related disclosures, we have been able to achieve a CDP score for Climate Change (B) and stakeholder engagement (A-), while our GRESB disclosure has achieved 5th rank in Asia. We leverage Task Force on Climate-related Financial Disclosures (TCFD) to identify climate-related risks as part of our ERM.



Key Initiatives⁴

Energy

Implemented smart solution for energy conservation | Alternate technology for process improvement | Passive design strategies | Heat reflective materials.

Water

We established two cross-functional teams at Mahindra World Cities and Mahindra Lifespaces to evaluate site-specific challenges, assess impact on businesses due to water risk, and identify solutions.

Circular economy

Initiatives to eliminate and minimise waste, reuse, recycle, and safe disposal at designated sites. For example: recycling scrap for secondary reinforcement, use of refurbished aluminium, use of pre-fabricated materials, conversion of biodegradable waste into biogas.

Air pollution

Dust suppression measures | Water sprinkling on loose soil | Covering of construction materials | Earth slope protection using green net | Use of low VoC paints | Selection of outdoor plants that help reduce pollution

Biodiversity

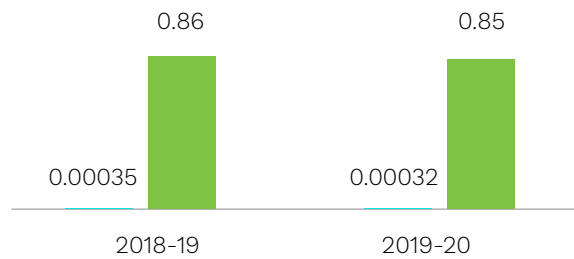
Planted over 300,000 saplings over last two years to create an urban forest at MWC, Jaipur

⁴ For detailed initiatives please refer to our 9th Sustainability Report

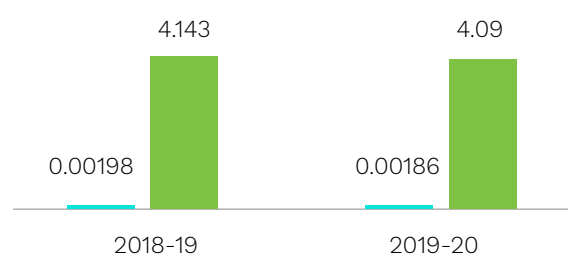


NATURAL CAPITAL AT A GLANCE

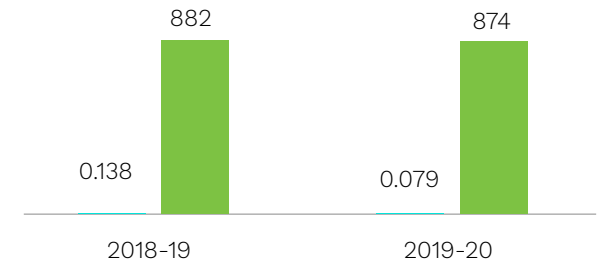
Scope 1 & 2 GHG emission intensity in tCO₂e/area



Specific energy consumption in GJ/unit of area



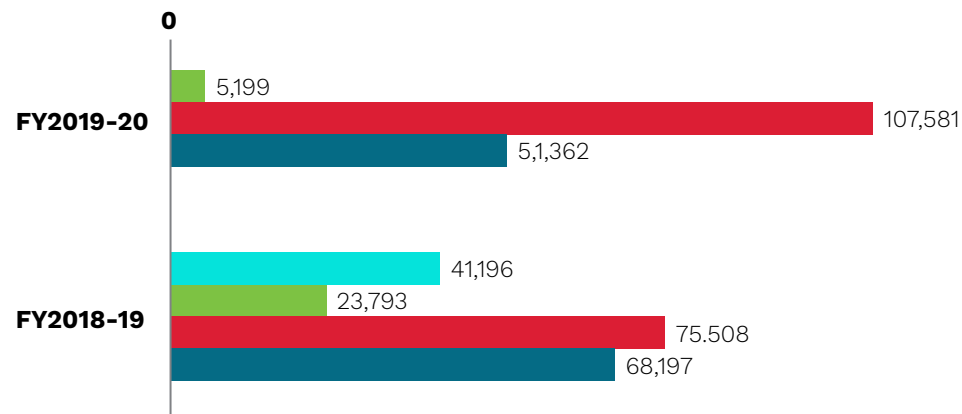
Water use intensity in m³/ area



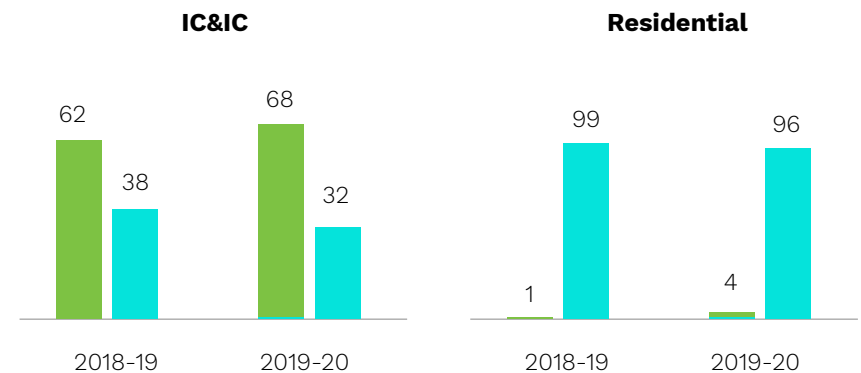
■ Residential

■ IC&IC

Absolute material consumption in tons



Proportion of waste by disposal (in %)



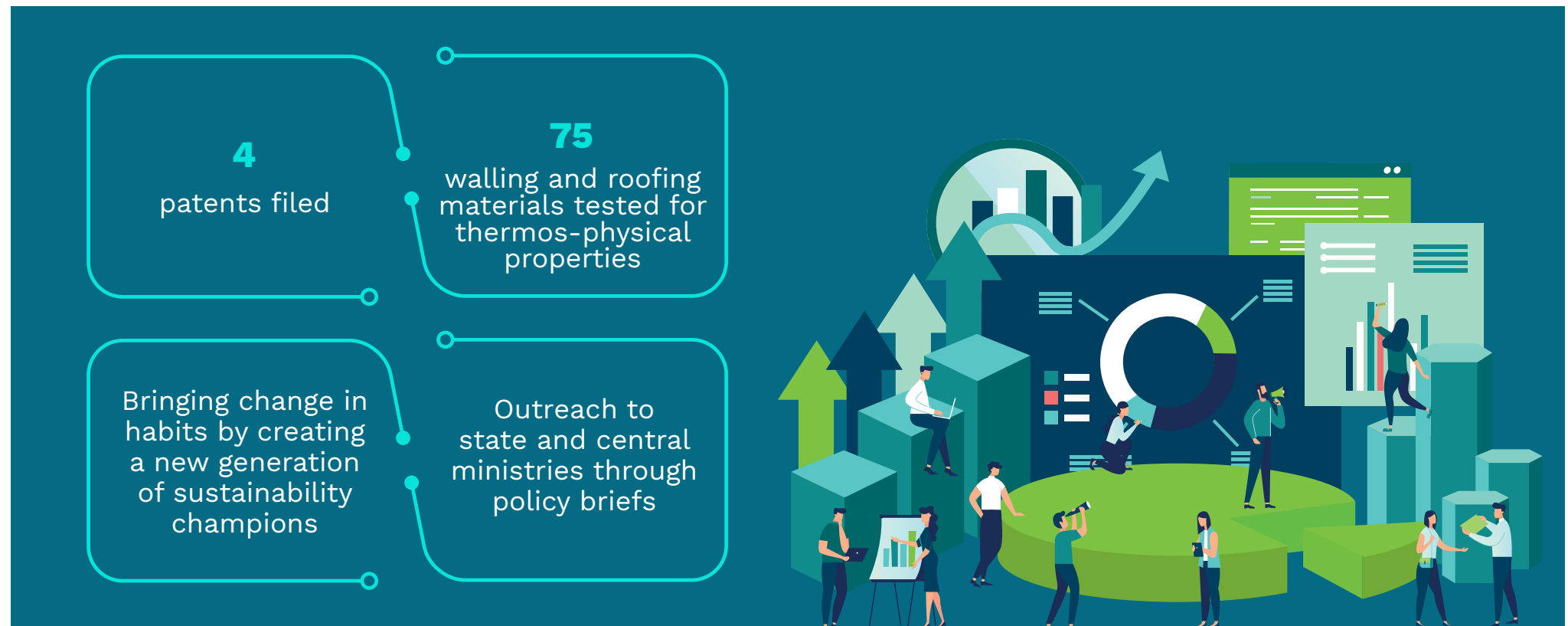
■ Recycling

■ Landfill

■ Raw material IC&IC ■ Semi-manufactured IC&IC
■ Semi-manufactured residential ■ Raw material residential

INTELLECTUAL CAPITAL: LEVERAGING DIGITAL TECHNOLOGY AND DESIGN SOLUTIONS

At Mahindra Lifespaces, we constantly look to create innovative solutions and ideas that can transform the existing business landscape, create new value propositions, and set industry benchmark. As part of developing intellectual capital for the company and sector in general, we continued to invest in research and capability development and collaborate with technology partners to enhance our performance.



LEVERAGING DIGITAL TECHNOLOGY FOR SEAMLESS CONSTRUCTION, SALES, & HANDOVER EXPERIENCE

We utilised digital channels for enhancing brand visibility, customer engagement, and acquisition in FY2019-20. We leverage these platforms to generate actionable leads and understand customer behaviour. During the reporting period, we also implemented several initiatives to digitise our sales and facilities management as well as construction management. These initiatives have helped us to automate our transactions, manage operations remotely, and offer seamless experience to our customers.

DRIVING INNOVATION IN OUR PROJECTS

Development of alternate materials are central to our strategy of bringing customer delight, while having a positive impact on the environment. Some examples of such projects include development of frames from composite materials, light-weight balcony railings with fibre cement panels, concrete plastic roads, and low thermal conductivity envelop. We have also applied for patents for these innovations.

THOUGHT LEADERSHIP FOR INDUSTRY AND COMMUNITIES

Mahindra TERI Centre of Excellence

Mahindra TERI Centre of Excellence (CoE) was launched in 2018 with a vision 'to build a greener urban future by developing innovative energy efficient solutions tailored to Indian climates.' During the reporting period, the CoE installed PV panels with a capacity of 23,000 kWh annual generation enabling the facility to become a **net zero energy R&D facility** in India. It also received NABL accreditation in accordance with the international standard ISO/IEC 17025:2017.

The Green Army

Introduced in 2014, The Green Army program strives to inculcate sustainable habits into the day-to-day lives of children and build change agents who spread the message of sustainability.

In 2019-20, we expanded the geographical reach of the Green Army program to Chennai and Bengaluru and reached out to 91 schools, 18,000 children, and 72,000 citizens. Overall, we achieved a significant milestone of reaching over 300 schools, 60,000 kids and 120,000 citizens in Mumbai Metropolitan Region, Pune, Nagpur, Chennai, Delhi, Ahmedabad, Bengaluru.

Impact of Green Army



6387.50 tons Reduced waste production



48,180 million litres of water saved



3,150 MWh units of energy Saved

SOCIAL AND RELATIONSHIP CAPITAL: FORGING STRONGER BONDS

JOYFUL HOMECOMINGS – CREATING LASTING VALUE FOR OUR CUSTOMERS

At Mahindra Lifespaces, we are committed to making the journey of our customers joyful during the entire homebuying lifecycle. We have also invested significantly in latest technology to enhance customer convenience, support our functions, and bolster our ability to handle scale. We also encourage collaboration between different functions and undertake need-based customer research to identify and design the right product which is reflective of our customers' needs. This year, the team at Happinest Kalyan developed an experience centre, which introduced 'Phygital' (Physical + Digital) touchpoints at strategic locations for an engaging and immersive experience. We also updated our methodology of customer satisfaction survey to capture their feedback every quarter.



1,222 units handed over



65 customer satisfaction index score

DESIGNING THE RIGHT PRODUCT



INITIATIVE

Happinest Kalyan, launched late last year, had initially designed 1 BHK flats with an area of 365 sq. ft. with 1 bathroom. However, other developers in the region were providing 2 bathrooms as per customer needs but while doing so, the home size went beyond 420 sq. ft., making it expensive for the target audience. In this scenario, our design and marketing functions came together to redesign the product as per the customer needs.



INTERVENTION

In order to develop the right product, we conducted a consumer study to identify the preferred home layouts. Based on our study and benchmarking, we identified that our consumers considered 365 sq. ft. as the 'right' size more from a budget perspective but preferred 2 bathrooms. The findings led to a redesigned layout with reduced non-usable areas, and 1 bathroom + 1 powder toilet within 365 sq. ft., making the typology completely differentiated and affordable for the target audience.



IMPACT

This design change was received well by the customers. This typology became one of the highest selling typologies of Happinest Kalyan with over 85% homes sold in first few months of the launch. In a way, this typology enabled customer retention in the lower budget segment and allowed them to have their dream home in their budget. For Happinest Kalyan it contributed to ~50% of the 1 BHK revenue generated which would have been lost in absence of a compromised product.

BUILDING BEYOND TOMORROW

SUSTAINABILITY REPORT 2019-20

CASCADING SUSTAINABLE PRACTICES THROUGH SUPPLY CHAIN ENGAGEMENT

Our comprehensive supply chain sustainability program revolves around building the capacities of our partners, periodic engagement, and monitoring. Sustainability in our supply chain is driven by our Green Supply Chain Management Policy (GSCM). We procure 50% of the total building materials (by cost) from local suppliers within 400 km radius of the projects. We organised the Suppliers and Contractors Meet at the beginning of 2020 on the theme of 'future-proofing', where we shared the vision of sustainability with around 40% of our supplier/contractor base.



Code of conduct and self-assessment for **100%** of suppliers.

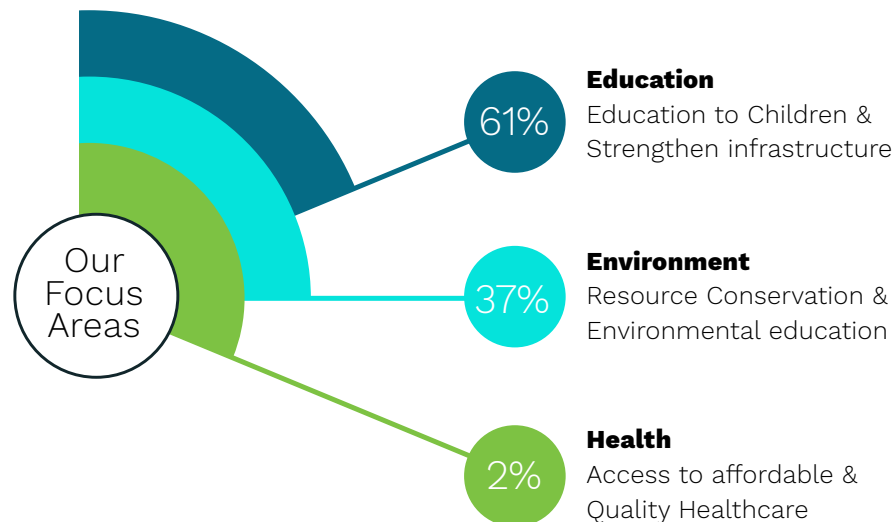


INR 1,648 million payment to supply chain partners

CREATING SUSTAINABLE COMMUNITIES

Our CSR efforts can be split in three broad areas of education, environment, and health, where we along with our subsidiaries and JV companies contributed INR 32.9 million.

Spread of our activities through focus areas



Environment

The Green Army

Piloted the Green School program in **2 schools**

Hariyali

Planted more than **1.3 crores trees** in urban areas and reclaimed forest lands

Swachh Bharat

Constructed **41 toilets** in government schools and held **15 cleanliness drives**.

LED lights

Installed LED tubelights in **5,800 homes** and **8 streetlights** at five village chowks.

Education

Nanhi Kali

Supported **2,302 Nanhi Kalis**, out of which 1,236 Nanhi kalis were enrolled in primary classes (1 to 5) and 1,066 Nanhi kalis in secondary classes (6 to 10).

STEM education

Established a Mini Science Centre to impart the concepts of Science, Technology, Engineering, and Mathematics in an interactive manner to **300 children** at the Government High Schools.

Mid-day meals

Reinforced our support to the Akshay Patra Foundation which provides mid-day meals to government schools in the vicinity of Mahindra World City, Jaipur.

Enhancing livelihoods

Provided support in forming **105 SHGs** till date with 1,418 women and provided skill development training to more than 2,000 people

Health

Organised a series of camps on health and menstrual hygiene around Mahindra World, City Jaipur for 85 women workers from housekeeping, landscaping and labor camp. The camps also included two government colleges and two government schools for Girls at Mahapura Village.

ONWARD MARCH

The COVID-19 induced economic slowdown has caught the economy off-guard. We are living in an increasingly volatile and uncertain world, where majority of the future impacts on business will arise from forces that are beyond control. Survival therefore requires leadership through bold commitments, risk adaptation and mitigation, and resilience through scenario planning. Sustainability at Mahindra is not a mere value-added opportunity, rather it is a trait that is embedded at the core of every individual in the organisation. Every action and initiative is a reflection of our mission, thereby making our business robust and resilient.

In FY2018-19, we launched our sustainability 2.0 journey which listed out the 4 areas of action:

- » Alignment of strategy to SDGs for creating shared value.
- » Reinforcing our commitment to national and global regulations/agenda
- » Adoption of ambitious science-based targets for carbon – across the value chain
- » Zero waste to landfill goal for our sites

In FY2019-20, our sustainability 2.0 journey was strengthened by the introduction of Site Maturity assessment. It assesses process and initiatives and enables engagement, ownership at site level. This year's report introduces the focus on creating shared value and reinforces our impact on SDGs.

The road ahead in light of post COVID economic recovery is arduous. However, green recovery is key to sustainable development and the real estate sector will set the tone for low carbon recovery for the country. As customers have become aware of the wonders of nature during the lockdown, we anticipate rise in demand for homes close to nature urban landscapes that offer local conveniences, walkability, increased water sensitivity and waste management.









Our journey for the next decade will be guided by:

- » Our 5 years roadmap (2021-2025)
- » Our carbon neutrality action plan
- » Our waste and water security action plan
- » Nature positive development plan

Our work is cut out and we will actively leverage technology to hasten our journey. In all this, we will need deep collaboration with all our stakeholders to help us become a beacon in the real estate sector. Your views and suggestions are important to us and we welcome your feedback.



PERFORMANCE SUMMARY

Material issues	Target 2020	Status
Economic performance	1. Increase shareholder value by significantly enhancing return on capital employed while setting and upholding the highest standards of ethics & transparency with all our stakeholders 2. Build partnerships to drive innovation in the development of sustainable habitats and ecosystems	
Supply chain management	1. More than 50% of total building materials (by cost) to be procured within a distance of 400 km 2. Engage with top 50 suppliers for capacity building 3. Code of conduct disseminated to all suppliers and contractors	
Governance and compliance	1. Zero cases non-compliance	
Environmental well being	1. Reducing water intensity by 10% over the construction life cycle over 2019 2. Reducing water intensity by 10% at integrated cities and industrial clusters over 2019 3. Water security plan formulation for at least one integrated cities and industrial clusters' location (Mahindra World City Chennai)	
	1. 10% energy intensity reduction over 2019 2. Increase renewable energy uptake to 10% at IC&IC locations 3. Increase customer engagement through awareness programs at IC&IC location	
	1. Reduce carbon emissions as per approved Science Based Targets 2. 10% scope 1 and scope 2 GHG emission reduction over 2019 3. All major events to be carbon neutral or low carbon	
	1. Waste inventory and management plan 2. Zero waste to landfill (ZWL) at one location (Mahindra World City Chennai)	
	1. Biodiversity considerations in landscape design at all locations	



Achieved



In-progress

BUILDING BEYOND TOMORROW

SUSTAINABILITY REPORT 2019-20

Material issues	Target 2020	Status
Customer well-being	1. Ensure handholding of customers on green buildings and green practices in operations and maintenance 2. Value to customers demonstrated in 100% projects through sustainable design	◆
	1. Product quality (customer complaints) 2. Service quality (Timely closure of complaints) 3. On-time delivery 4. Engagement workshop for atleast 50% handover	◆
	1. All land acquisitions to include ESG considerations for decision making	◆
Employee well-being	1. Number of fatalities and reportable accidents - 0 2. LTA / LTI - 0 3. Safety Activity rate - 50 4. Safety score-card – std deviation less than 3 5. Occupational health issues – 0 6. Zero fatalities in office 7. Occupational health and safety awareness across all locations 8. Risk assessment across locations 9. OHS training for offices	◆
	1. Sustainability capability development program – 100% coverage 2. Sustainability at induction – 100% coverage 3. Making Sustainability Personal– Engage 10% of employees across location	◆
	1. Improve diversity across locations to 18% (gender) 2. Reduce attrition to under 18%	◆
Community well-being	1. 100% of our projects to have minimum of 1 community engagement programs covering - impacting identified areas and reaching target group in the vicinity of the project	◆
	2. Green army program in 100 schools	◆
	3. All projects to include resettlement considerations for decision making	◆

◆ Achieved

◆ In-progress

SUSTAINABILITY HIGHLIGHTS

Disclosures



- » CDP: Ranked – B in Climate Change and A- in stakeholder engagement
- » GRESB: Ranked amongst top-5 in Asia
- » Sustainability Report: 8th ed., aligned to Sustainable Development Goals

Awards



- » fDi Global Free Zones of the Year 2019
 - » MWC, Chennai (Bespoke Award in Deployment of Technology)
 - » MWC, Jaipur (Bespoke Award in Sustainability)
- » Corporate Governance and Sustainability Vision Award 2020
- » Green Excellence Awards 2020
- » Indo German Chamber of Commerce Sustainability Award: MWCC

Thought Leadership



- » Reached out to 91 schools, 18,000 kids and 72,000 citizens and 7 MLDL properties across India through Green Army
- » Launched Mahindra Green School program, ongoing pilot with 2 schools in Mumbai
- » Mahindra TERI Centre of Excellence became a net zero energy facility
- » CoE received NABL accreditation as per international standards
- » 75 walling and roofing materials tested for thermo-physical properties

Strategic Initiatives



- » Science Based Targets approved; Carbon Neutrality plan drafted
- » Draft Sustainability Roadmap 2025 has been prepared

Key Impacts



- » Transparent communication on ESG and climate change
- » Reduced operational cost through efficient operations and optimal designs
- » Climate resilience by identifying potential risks and opportunities through CDP
- » Improved customer satisfaction by sharing benefits of green buildings

OUR PRESENCE

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