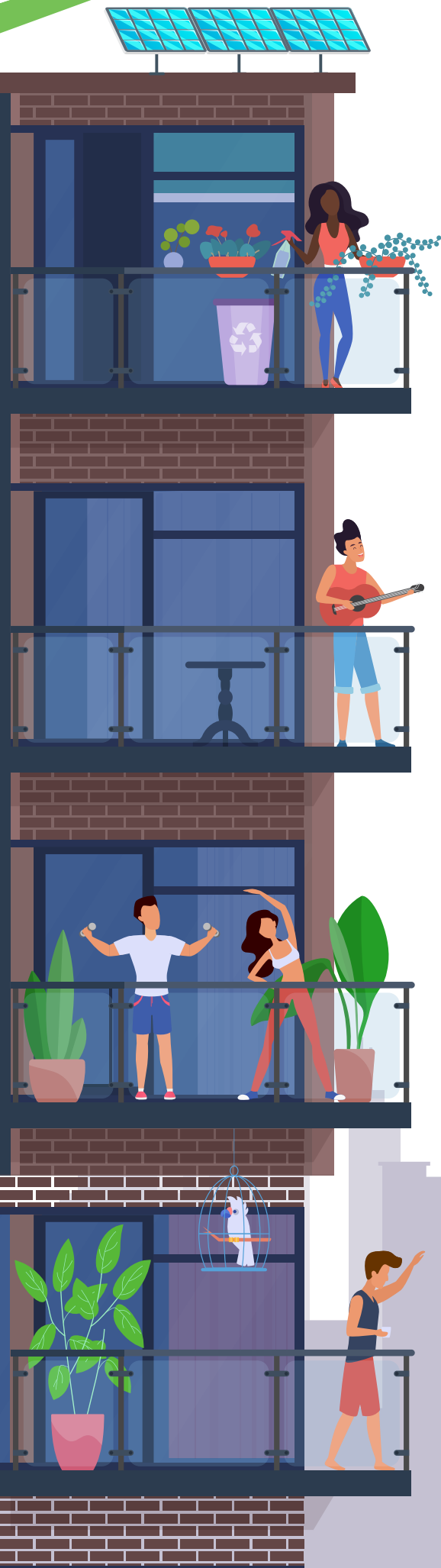


Building Beyond Tomorrow

Emergence of
Sustainable
Habitats as an
Enabler



EMERGENCE OF SUSTAINABLE HABITATS AS AN ENABLER

COVID-19 has changed the world as we know it. In this post-Covid world, homes have emerged as a safe haven for all. These unprecedented times have demonstrated the connection between health and living conditions. During the transition towards the new normal, the demand for sustainable, green, and healthy homes have increased. The theme highlights the role being played by Mahindra Lifespaces in developing homes and integrated cities that meet the evolving needs of customers. It also lays down the foundation of our roadmap of nature-based actions and aligns with our vision of net zero emissions, adoption of technology, and inclusive sustainable development.

ABOUT OUR SUSTAINABILITY REPORT

“**Emergence of sustainable habitats as an enabler**” is the tenth annual sustainability report of Mahindra Lifespace Developers Limited (‘Mahindra Lifespaces’, ‘MLDL’, or the ‘Company’). The report has been prepared in accordance with the Global Sustainability Reporting Standards: Core Option, along with the guiding principles and content elements of the Integrated Reporting <IR> framework. The report is also aligned to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) framework.

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, 2020 – March 31, 2021. Our complete Sustainability Report is available at our website at <https://www.mahindralifespaces.com/about/sustainable-urbanisation>.

A DECADE OF SUSTAINABILITY REPORTING

Mahindra Lifespaces released its first sustainability report in 2011-12. Since then, we have continued to raise the bar of corporate disclosure for ourselves and the industry, by publishing consistent, comparable and reliable information on our sustainability performance annually.

10 Years And Counting

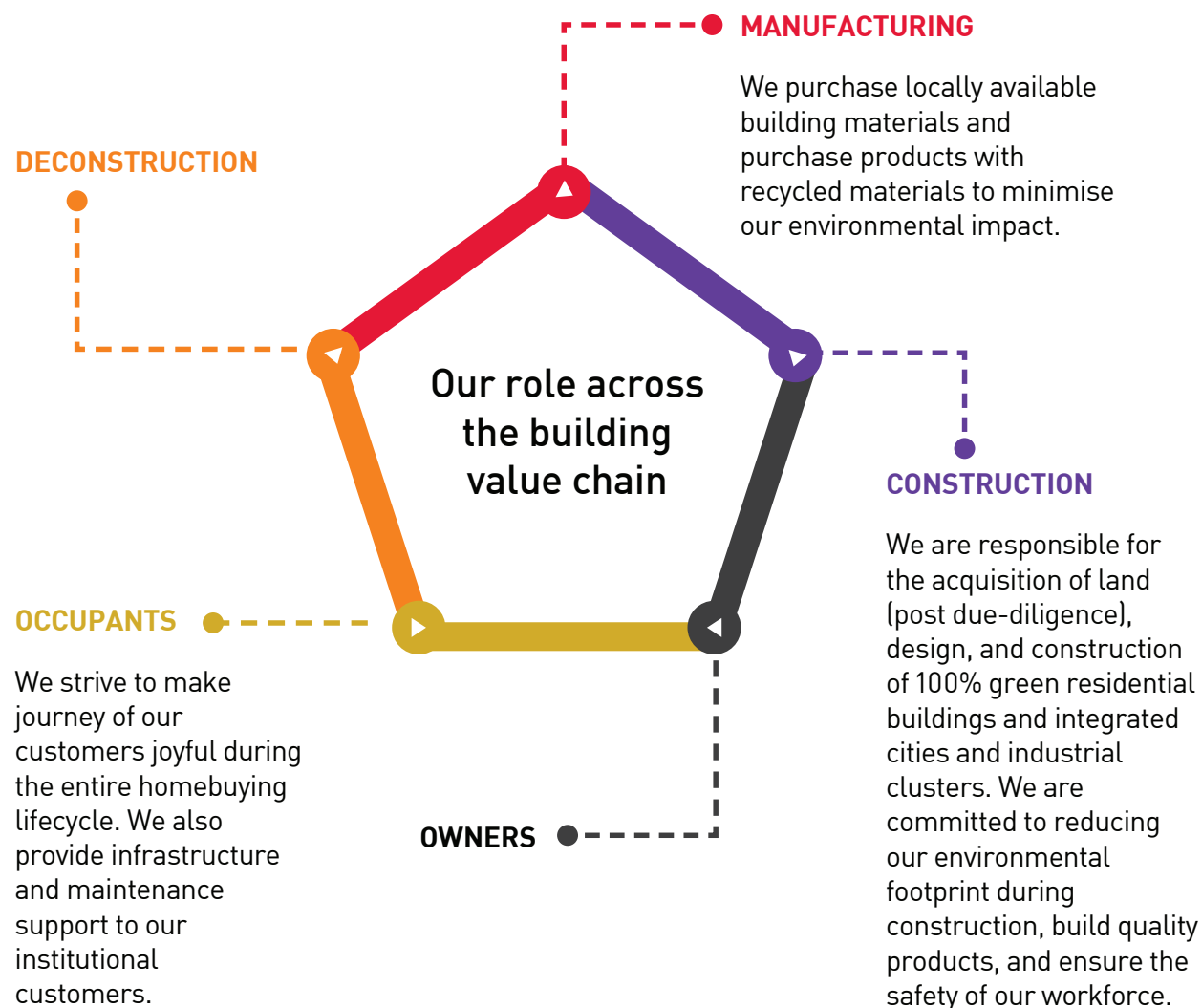


Mahindra Lifespaces: At a Glance

Established in 1994, Mahindra Lifespace Developers Ltd. ('Mahindra Lifespaces') brings the Mahindra Group's philosophy of 'Rise' to India's real estate and infrastructure development industry through thriving residential communities and enabling business ecosystems. Our development portfolio comprises mid-premium residential projects; value homes under the 'Mahindra Happinest®' brand; and integrated cities and industrial clusters under the 'Mahindra World City' and 'Origins by Mahindra' brands respectively. The Company leverages technology innovation, thoughtful design and a deep

commitment to sustainable construction methods and materials to craft an improved quality of life, and empower global and Indian businesses to grow and prosper.

One of the first real estate companies in India to have committed to the global Science Based Targets initiative (SBTi), all Mahindra Lifespaces' projects are certified environment friendly. The Company is working towards carbon neutrality by 2040 and actively supports research on green buildings tailored to climatic conditions in India.



OUR FOOTPRINT



27.40

Million sq. ft.
development footprint
of residential business



43

residential
projects



100%

green
portfolio



5,000+

Acres
development footprint
of IC&IC business



500+
employees



12,000+

happy
customers

Our COVID-19 Response

Responding to the pandemic



Completing 10 Years of Sustainable Development

2011-12

- Developed Sustainability Roadmap around the triple bottom line
- Mandated the construction of green buildings
- Initiated the Suppliers and Contractors meet as a part of sustainability drive.
- First real estate company in India to publish a stand-alone sustainability report

2012-13

- Redefined sustainability roadmap and developed annual targets in four areas.
- First Green Township in India – Mahindra World City Chennai
- First Green SEZ in India – Mahindra World City Jaipur
- One of the first real estate companies in India to publish GHG inventory
- One of the first real estate companies in India to participate in Carbon Disclosure Project (CDP)

2013-14

- Materiality mapping for business verticals
- Mahindra World City Jaipur became the first project in Asia to receive Stage 2 Climate Positive Development Certification from C40 Group

2014-15

- Focused on capacity building, collaborations, institutionalising best practices, and knowledge sharing

2015-16

- Developed Roadmap 2020
- Became one of the founding signatories of Sustainable Housing Leadership Consortium

2016-17

- Launched industrial parks in Chennai and Ahmedabad.
- Forged strategic partnerships like the Mahindra – TERI Centre of Excellence.
- Mahindra World City Chennai became the first food waste free city

2017-18

- Carved out 'Joyful Homecomings' as the customer value proposition

2018-19

- Launched Building Beyond Tomorrow – Sustainability 2.0
- Launched Sustainability Policy
- Reinforced Making Sustainability Personal
- Mahindra TERI Centre of Excellence came to life

2019-20

- Approved science-based targets
- Developed roadmap to become carbon neutral by 2040
- Launched Supplier and Contractor Code of Conduct
- Launched site maturity assessment
- Aligned our reporting with the recommendations of the Task Force on Climate-related Financial Disclosures
- One of the first real estate companies in India to transition towards Integrated Reporting
- Best GRESB rating – 4th in Asia
- Supply chain leaders for 2020 with SER rank of A

2020-21

- Laid down Roadmap 2025
- Climate-responsive design & nature-based actions
- Mahindra World City Chennai certified zero waste to landfill
- Restructured customer value proposition

Our value creation story

Our value creation story offers insights into all the factors that impact our ability to create sustained value for our stakeholders and achieve our goals in a constantly changing external environment.

INPUT → OTHER PARAMETERS → OUTPUT → OUTCOME → IMPACT

FINANCIAL CAPITAL

- Net borrowings - INR 1,114.00 million
- Operating expenditure - INR 813.20 million
- Cash flow - INR 973.30 million
- Working capital - INR 145.90 million
- Shareholder equity - INR 14,454.50 million

MANUFACTURED CAPITAL

- Number of projects ongoing:
 1. 4 under IC&IC
 2. 14 residential projects
- Number of forthcoming projects:
 1. 3 residential projects
- Incentives received from government/ urban local bodies for green buildings

INTELLECTUAL CAPITAL

- Expenditure on Mahindra TERI Centre of Excellence - INR 42.00 million
- Investment at innovation and digitalisation
- Leveraging technologies for construction and sales management
- Collaborations/associations with 13 organisations

HUMAN CAPITAL

- Number of employees - 507
- Strength of contractual workforce - 3,014
- Investment in learning and development programmes
 1. 8,647 hours of training to permanent employees
 2. 214,693 hours of safety training to contractual employees
- KPIs linking ESG/performance to rewards

SOCIAL AND RELATIONSHIP CAPITAL

- Community investment - INR 20.84 million
- Suppliers/ contractors reached through trainings - 40%

NATURAL CAPITAL

- Total Energy Consumed (direct and indirect)- 14,406 GJ
- Total Water Consumed (IC&IC and Resi)- 2,291,220.73 m³
- Total expenditure on Environmental Initiatives - INR 88.80 million

1 | OPERATING CONTEXT

We analyse our market trends to determine the risks and opportunities that can have impact on our operations and redefine our strategy.

2 | RISKS AND OPPORTUNITIES

We prioritise our risks and opportunities and continuously enhance our capabilities to respond to them.

3 | BUSINESS ACTIVITIES

Land acquisition, design, construction, and marketing and sales.

MANUFACTURED CAPITAL

- **Completed developed area**
 1. 18.05 sq. ft. of residential development
 2. 2,036 acres at IC&IC
- **Ongoing and forthcoming development**
 1. 9.30 million sq.ft. of residential development
 2. 1,550 acres at IC&IC
- **All projects are green certified (IGBC or GRIHA) buildings**

SOCIAL AND RELATIONSHIP CAPITAL

- **Residential units handed over - 605**
- **New customers acquired by IC&IC - 16**

NATURAL CAPITAL

- **Emissions intensity (IC&IC) - 0.78 tCO₂e per acre of GHG**
- **0.00012 tCO₂e per sq. ft. of GHG emissions intensity (Residential)**
- **Waste generated - 22,370.23 tonnes**

FINANCIAL CAPITAL

- Dividends paid - INR 1.80 million paid
- Return on capital employed - 0.038
- Salaries paid to employees - INR 653.10 million
- Taxes paid - INR 174.20 million
- Community investment - INR 20.84 million
- Asset turnover ratio - 14.91
- Revenue generated - INR 1,363.90 million

MANUFACTURED CAPITAL

- Indirect jobs created at IC&IC - 55,000

INTELLECTUAL CAPITAL

- Materials tested at Mahindra TERI CoE - 120
- Studies published - 3
- Material database made available as a tool on the CoE website
- Outreach to developers by developing design and incorporation in building/ construction codes and bye-laws
- Patents filed - 4

HUMAN CAPITAL

- Diversity ratio - 16.77%
- Attrition rate - 17%
- Zero cases of fatalities or reportable injuries
- Revenue per employee - INR 2.69 million
- Expenditure per employee - INR 1.28 million
- Scope I & II GHG emissions per employee - 5.99 tCO₂e

SOCIAL AND RELATIONSHIP CAPITAL

- Direct beneficiaries through CSR activities - 16,447
- Post handover sessions for customers on Green Army - 100%
- Supplier compliance to code of conduct
- Customer satisfaction score - 65

NATURAL CAPITAL

- Waste diverted away from landfill (Residential) - 11%
- Waste diverted away from landfill (IC&IC) - 80%
- Energy intensity (Residential) - 0.00074 GJ/ sq. ft.
- Energy intensity (IC&IC) - 3.53 GJ/ acre
- Water consumption intensity - 0.030 m³ per sq. ft. at residential and 682.17 m³ per acre at IC&IC
- Revenue per GJ of energy consumed- INR 0.094 million

- Long term value generation for stakeholders
- Net worth per employee - INR 28.51 million

- Revenue per sq. ft. of residential development - INR 313.50
- Expenditure per sq. ft. of residential development - INR 145.20
- Revenue per acre of IC & IC developed - INR 0.43 million
- Contribution towards India's GDP

- Patents granted - 4
- Bridging the knowledge gap for market-ready, scalable, and viable technologies and materials.
- Enable informed decision-making for selection of energy efficient material assemblies.

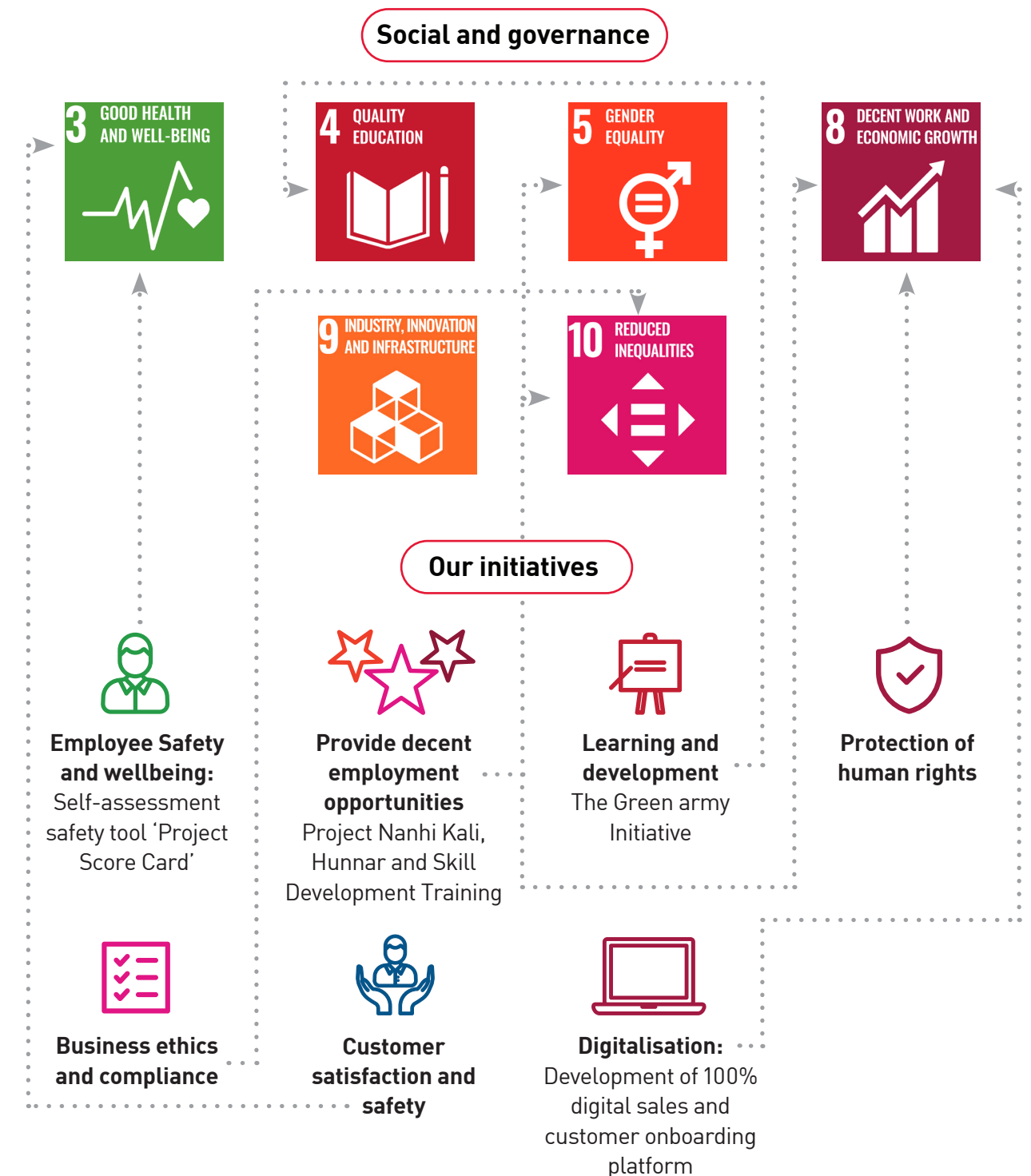
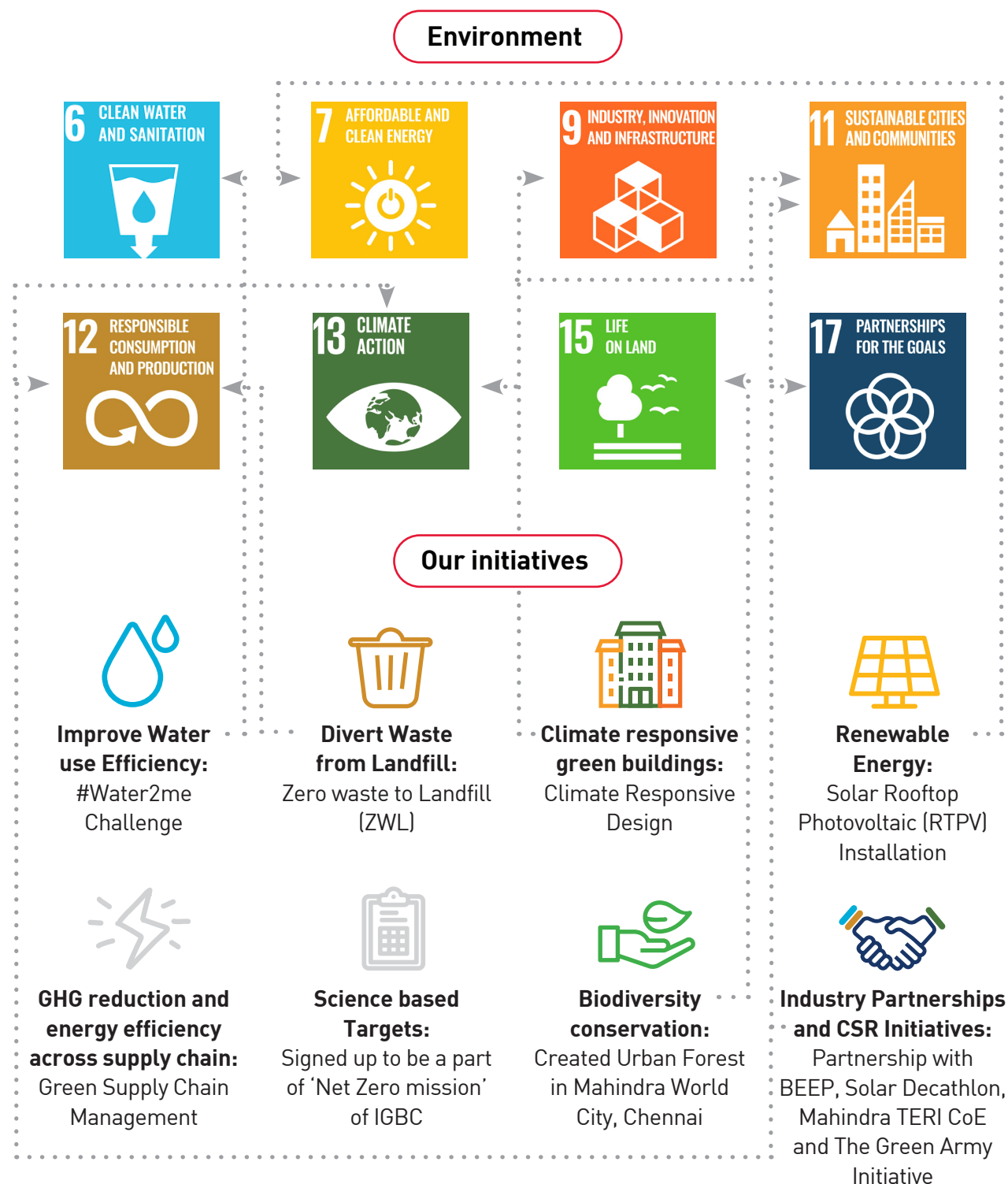
- Improved productivity through safe work environment
- Increase in job employability of the workforce
- Increase in employee satisfaction

- Long-term value for community, license to operate
- Enhance the goodwill and reputation of the Company
- Sustainable supply chain

- Incorporation of sustainable practices (energy and resource efficiency) during construction
- CDP score - B
- Alignment with SBT

Our SDG Framework

In 2015, the United Nations launched the 17 Sustainable Development Goals (SDGs) to end poverty, fight inequality and injustice, and tackle climate change by 2030. It provides a blueprint of business to contribute towards a better future. We have structured our sustainability roadmap and initiatives to contribute to the achievement of Sustainable Development Goals (SDGs).



Financial Capital

Heralding the economic revival



FY 2020-21 Highlights

INR 380.90 million Net Fixed Assets	INR 1,363.90 million Revenue	INR 28.51 million Net worth of Mahindra Lifespaces per employee
0.038 Return on Capital Employed	INR 973.30 million Cash Flow	

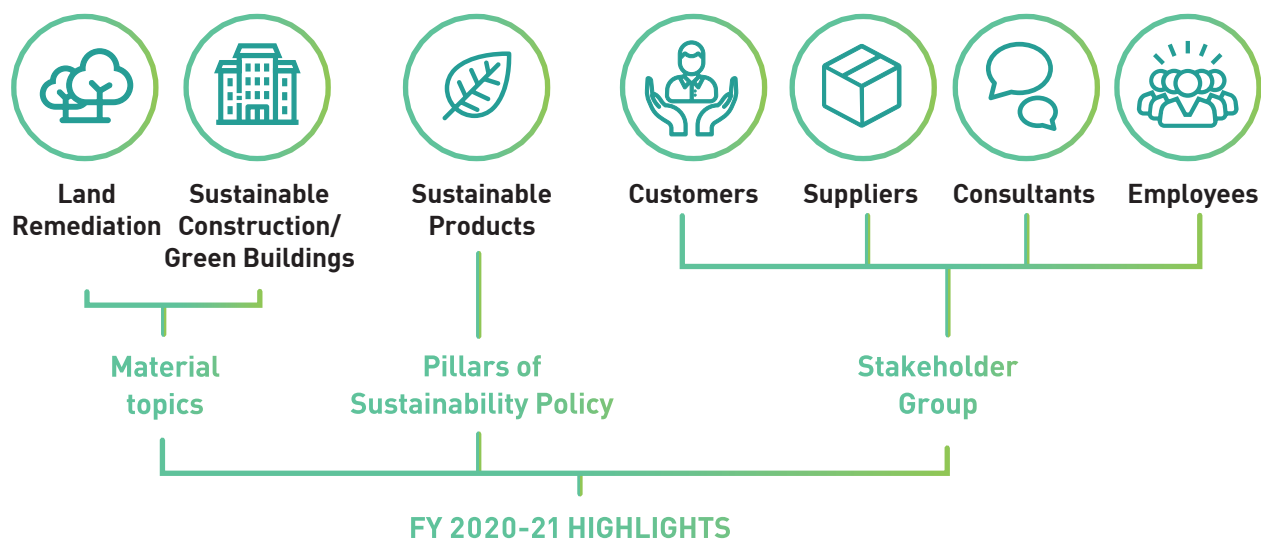
FY 2020-21 was a particularly challenging year, with the global economy contracting significantly. Despite the macroeconomic slowdown, Mahindra Lifespaces registered credible performance during the year. The Company registered a sale of **1,259** residential units aggregating to **1.07 million sq. ft.** of saleable area in FY 2020-21. This corresponds to sales of INR 6,950.00 million, compared to **INR 6,700.00 million** achieved in the previous financial year. The net revenues for FY 2020-21 stood at **INR 1,363.90 million**, compared to **INR 5,206.94 million** in FY 2019-20, owing to a near halt in activity in the first quarter of the year. Nonetheless, the Profit After Tax (PAT) losses reduced from **INR 2,260.00 million** to INR 522.50 million in FY 2020-21.

Despite the headwinds, we stayed the course on our land acquisition plans. Our strong balance sheet enabled us to access land deals and build a strong pipeline for future projects. During FY2020-21, we closed two land transactions in Kalyan and Bengaluru with a total area of **18.19 acres** and a carpet area of approximately **1.20 million sq. ft.**

Manufactured Capital

Building Sustainable Habitats

Long-term business goals	Target 2020-21	Progress 2020-21
To reinforce our green portfolio	<ul style="list-style-type: none"> Maintain highest green building ratings for 100% MLDL projects Implementing and tracking the committed strategies under Green Cities for all IC&IC projects (Mahindra World City, Jaipur (MWCJ), Ahmedabad, Origins Chennai) Implement C40 Roadmap 	<div style="width: 100%; height: 10px; background-color: #4CAF50;"></div> Achieved



18.05 million sq. ft.	4.15 million sq. ft.	5.15 million sq. ft.
Completed residential development	Ongoing residential development	Forthcoming residential development
INR 313.50 Revenue per sq. ft.	INR 0.43 Revenue per acre	2 projects
of residential development	of IC&IC developed and maintained	pre-certified by GRIHA/ IGBC

* All figures are for the reporting period

Following the pandemic, the 'home' has acquired newfound significance – as an enabler of safety, security, quality of life and time spent well with families and loved ones. In other words, the home has emerged an enabler of healthy and purposeful living. In response to this sentiment, we have incorporated new, innovative approaches in the areas of design, technology, and sustainability.

In FY 2020-21, after an initial stall in the market, we launched three new projects – Mahindra Happinest in Palghar (Mumbai Metropolitan Region or MMR), Mahindra Happinest in Tathawade (in Pune) and Mahindra Alcove in MMR. In the IC&IC segment, we leased a total area of 55.60 acres and generated leased premium of INR 1,290.00 million. The four projects at Ahmedabad, Chennai, and Jaipur collectively catered to 16 new customers.

CLIMATE RESPONSIVE DESIGN

In our endeavor to become carbon neutral, we introduced Climate Responsive Design (CRD) features in eight of our projects, leading to reduction in demand of cooling and lighting requirements.

Climate-responsive design features

Project	Initiatives by MLDL	Proposed impact
MLDL Tathawade, Pune	<ul style="list-style-type: none"> Internal insulation on select walls Application of high Solar Reflective Index paint for walls Increased effective wall-to-window ratio (WWR) Lowered window Solar Heat Gain Coefficient (SHGC) 	<ul style="list-style-type: none"> 85% reduction in discomfort 35% energy savings INR 4.50 million: Saving electricity cost per year
Upcoming project in Bengaluru	<ul style="list-style-type: none"> Application of roof insulation Application of high SRI paint on all walls or internal insulation on exposed east and west wall 	<ul style="list-style-type: none"> 65-95% reduction in discomfort 15% energy savings INR 4.40 million: Saving electricity cost per year
MLDL ACME, Mumbai	<ul style="list-style-type: none"> Application of roof insulation Application of high SRI paint on all walls or internal insulation on selected walls Lowered window Solar Heat Gain Coefficient (SHGC) 	<ul style="list-style-type: none"> 60-80% reduction in discomfort 30% energy savings INR 3.00 to 4.00 million: Projected savings from electricity cost per year
Happinest Palghar, Mumbai	<ul style="list-style-type: none"> Improvements to existing window design Suitable provisions for ventilation and exhaust 	<ul style="list-style-type: none"> 50% reduction in discomfort 25% energy savings INR 2.00 million Saving electricity cost per year

Human Capital

Gearing up for Growth

Long-term business goals	Target 2020-21	Progress 2020-21
Ensure a safe workplace - Improved productivity through providing safe work environment	Zero injury rate	<div></div>
	6 hours of training / labour/month	<div></div>
	Basic EHS training for offices	<div></div>
	Audits conducted	
	<ul style="list-style-type: none"> • 2 by Business Head (BH)/ Yearly. • 1 by Project Head (PH)/ Per month • 2 by Project manager (PM)/ Per month • 4 by Project Engineer (PE)/ Per month 	<div></div>
Ensure an inclusive fair workplace	23 hours of average training per employee	<div></div>
	Progressively improve MCARES score	<div></div>
	100% coverage of employees on EHS, Sustainability and Climate Change	<div></div>
	100% mandatory sustainability training for all new joiners	<div></div>
	1 Sustainability idea/project per site suggested and implemented by associates	<div></div>

ADDITIONAL METRICES TRACKED BY IC&IC

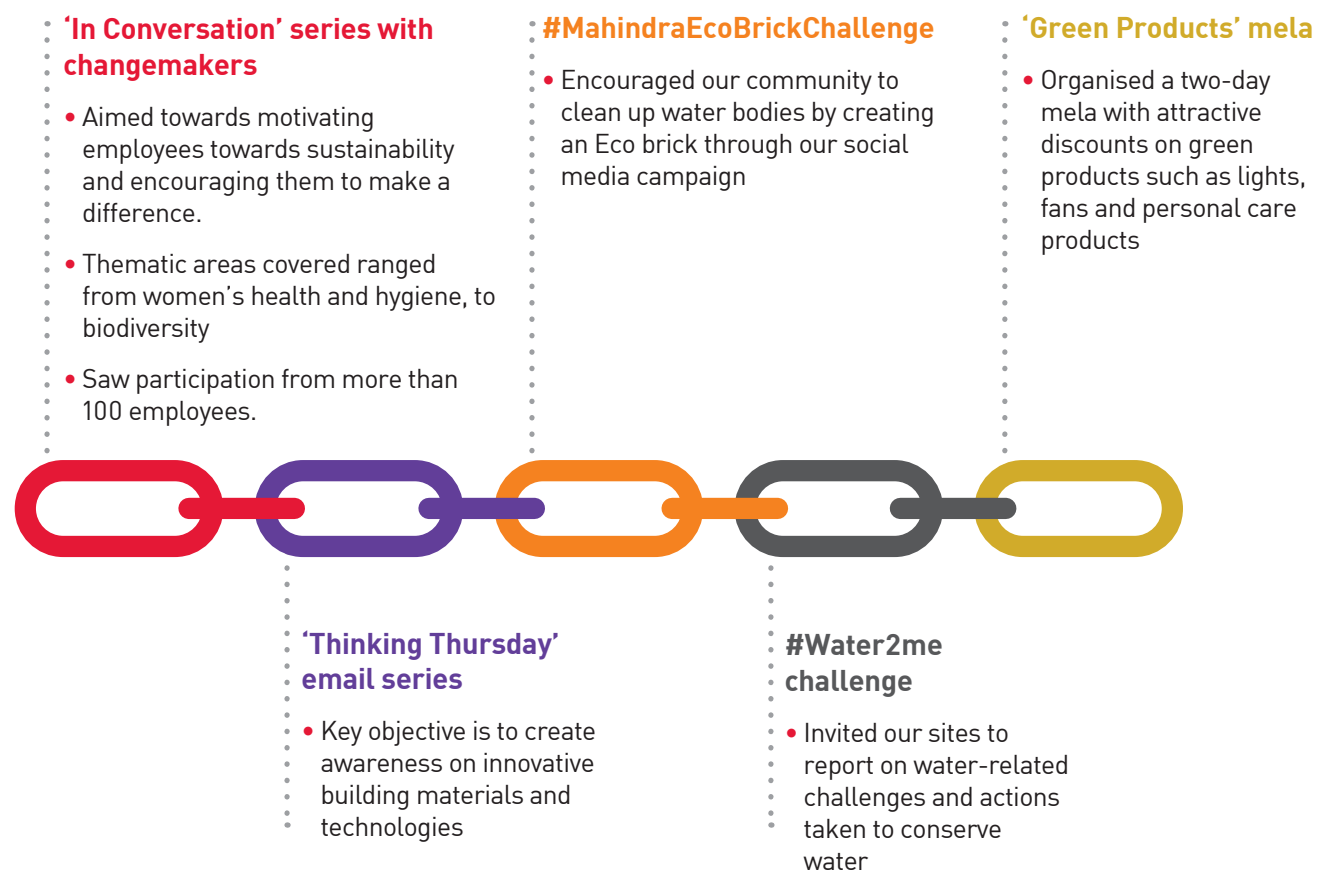
Ensure a safe workplace - Improved productivity through providing safe work environment	Zero injury rate	<div></div>
	Number of trainings and audits and inspections as per the safety calendar	<div></div>

Lagging Achieved

MAKING SUSTAINABILITY PERSONAL

'Making Sustainability Personal' (MSP) was introduced in 2018 to encourage employee participation in our sustainability journey.

Key MSP Initiatives in FY 2020-21



Lakewoods, Chennai


OUR PEOPLE STRATEGY

Attracting and retaining talent

- Strengthening our policies and processes, cultivating our employees' potential, and creating a nurturing work environment remained our focus during the year.
- We provide competitive and equitable pay and benefits to our employees.
- We listen to the insights and feedback of our workforce, which enables us take swift actions to raise their satisfaction levels and productivity.


 **3,521**
Workforce strength


 **17%**
Attrition rate

 **INR 2.69 million**
Revenue earned per employee

Upskilling for a post-pandemic economy

- We have developed a structured approach to upskill our employees, especially in the post-pandemic economy, as part of our strategy to build a more capable and agile workforce.
- We invest substantially in building the capacity of our employees on sustainability related topics through trainings on climate-responsive design, creating a zero-waste housing society, IGBC training for architects, etc.

 **8,647.18 h**
of Training to permanent employees

 **5,000 h**
of Training provided through our 'Learn from Home' series on new SoPs and help employees adjust to new normal

 **80%**
Employees trained on sustainability

Advancing diversity and inclusion

- We focus on attracting and hiring individuals from a wide variety of backgrounds, and implement initiatives to support their upskilling and growth, and create a culture of respect and inclusion.

 **16.77%**
Gender diversity ratio

 **12.82%**
Workforce below 30 years of age

OUR PEOPLE STRATEGY

Career

Making available learning and growth opportunities

Connect

Strategic, adequate and timely communication to ensure that employees were continuously updated about organisational priorities and in turn had an opportunity to ask questions and share their thoughts

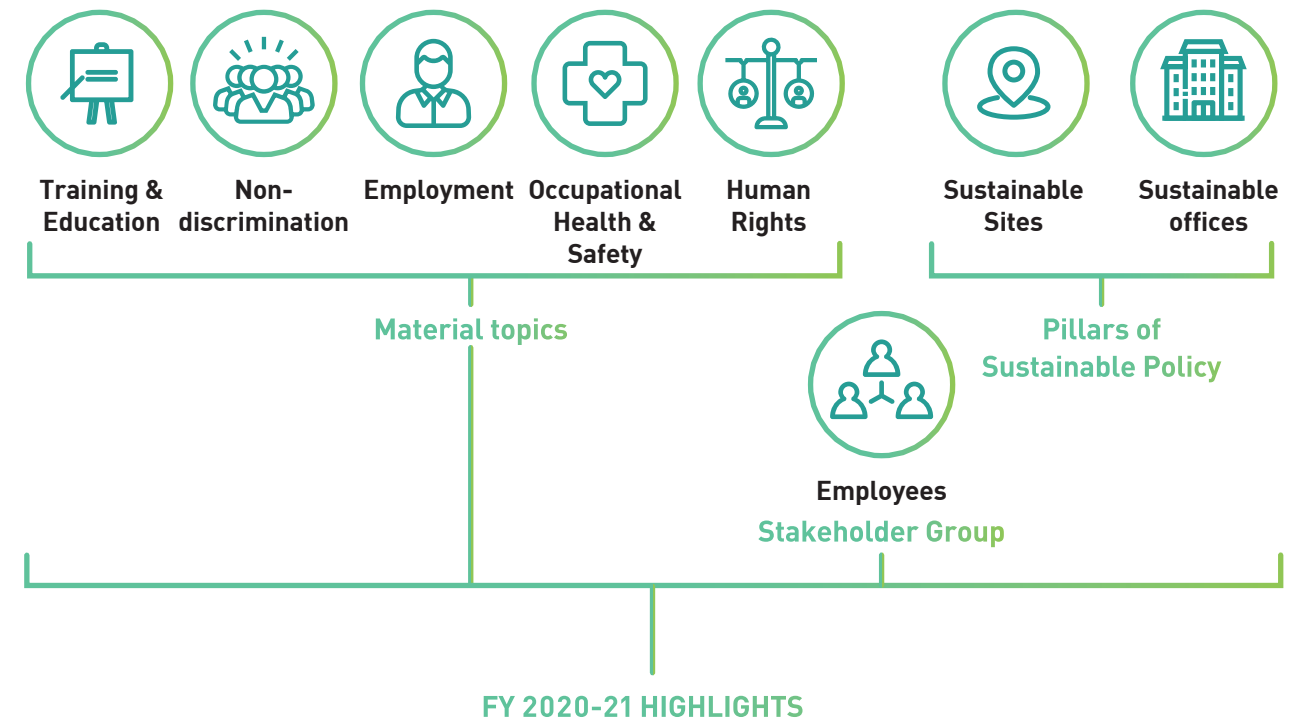
Care

Support provided not just to our employees, but also to our workmen during the lockdown

NURTURING A SAFETY CULTURE

In order to cultivate a positive safety culture, we introduced the 'Project Score Card', a self-assessment tool to showcase the actual performance of the project in terms of safety. Rated on a scale of 66 to 80 in increments of 5, all locations

strive to achieve Level 4. Out of 13 locations, 60% were rated in Level 4 and only 2 were rated in Level 3. Overall, the average Project Score Card is 77.60. We witnessed a 73.1% reduction in first aid cases and 20X increase in near miss cases.



Zero

fatalities

75,248,153

Safe man hours

7.00 h

Average safety training per contractual worker

Natural Capital

Optimising Resources for a Greener Future

Long-term business goals	Target 2020-21	Progress 2020-21
To reinforce our green portfolio	13% reduction in Scope 1 and 2 emissions with 2018 as base year	<div></div>
	4.5% reduction in Scope 3 emissions with 2018 as base year	<div></div>
	60% of on-site renewable energy generated for lighting common areas.	<div></div>
Make our development water secure by 2030	35% reduction in Water consumption compared to baseline criteria as defined by GRIHA	<div></div>
Achieve zero waste to landfill for offices and homes by 2030	Developing baseline/ inventory of waste (biodegradable, non-biodegradable, hazardous waste, non-hazardous waste)	

ADDITIONAL METRICES TRACKED BY IC&IC

To reinforce our green portfolio	14% reduction in Scope 1 and 2 emissions (absolute and intensity) of MWC Chennai with 2018 as base year	<div></div>
	13% reduction in Scope 1 and 2 emissions (absolute and intensity) of MWC Jaipur with 2018 as base year	<div></div>
	Renewable energy MWC Chennai - 15 KWP MWC Jaipur - eVolve/Utilities: 210 KWP Clients: 4.9 MWP	<div></div>
Make our development water secure by 2030	38% of water recycled and reused at MWC Chennai	<div></div>
Achieve zero waste to landfill for offices and homes by 2030	ZWL at MWC Chennai	<div></div>

Lagging Achieved

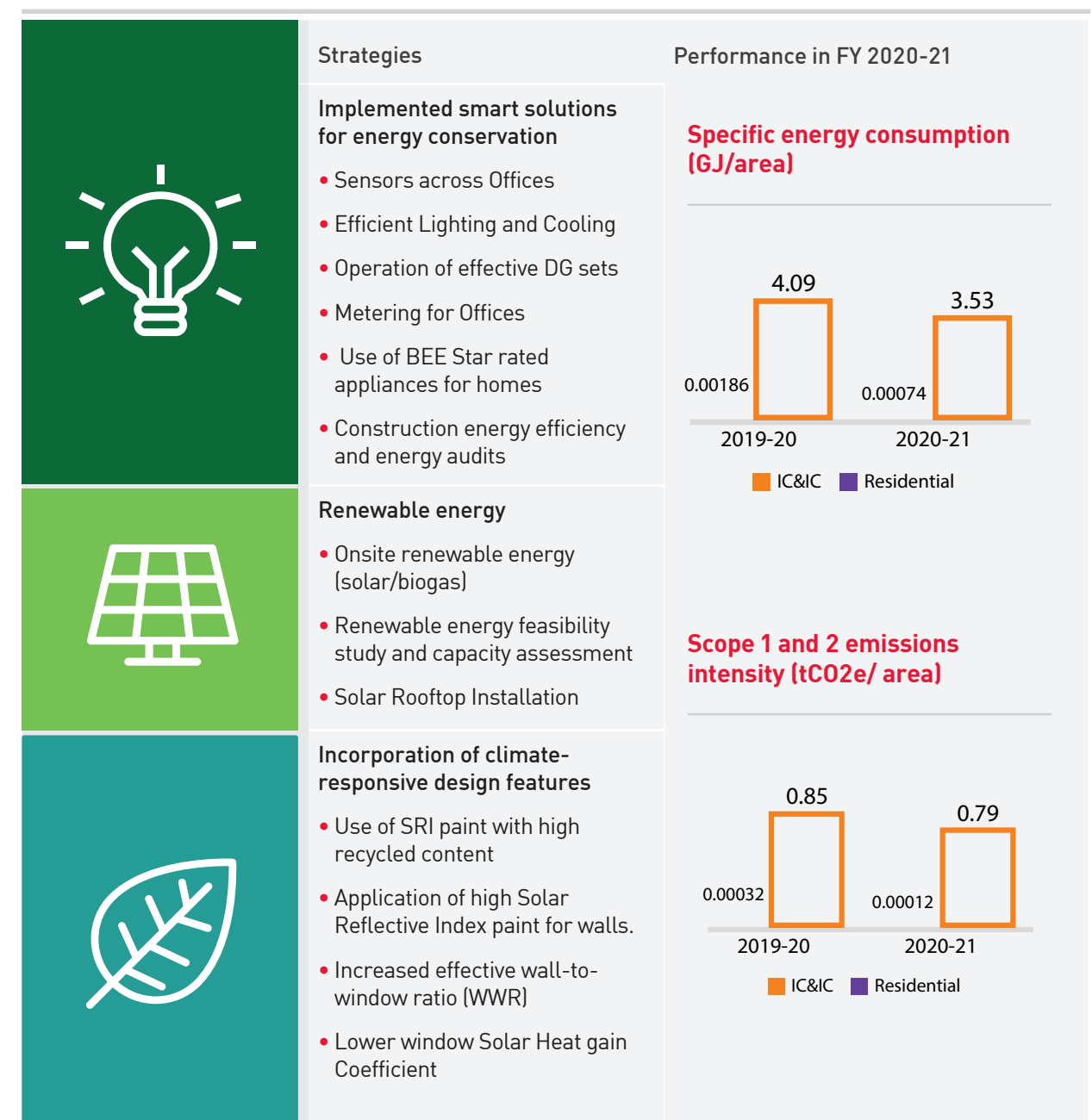
TRANSITION TOWARDS NATURE POSITIVE DEVELOPMENTS

We recognise that nature is a shared resource, and we aim to operate in an ethical and ecologically-responsive manner, to achieve our goal of sustainable habitat development and efficient use of natural resources. The Site Sustainability Maturity Model, introduced in 2020 across all our

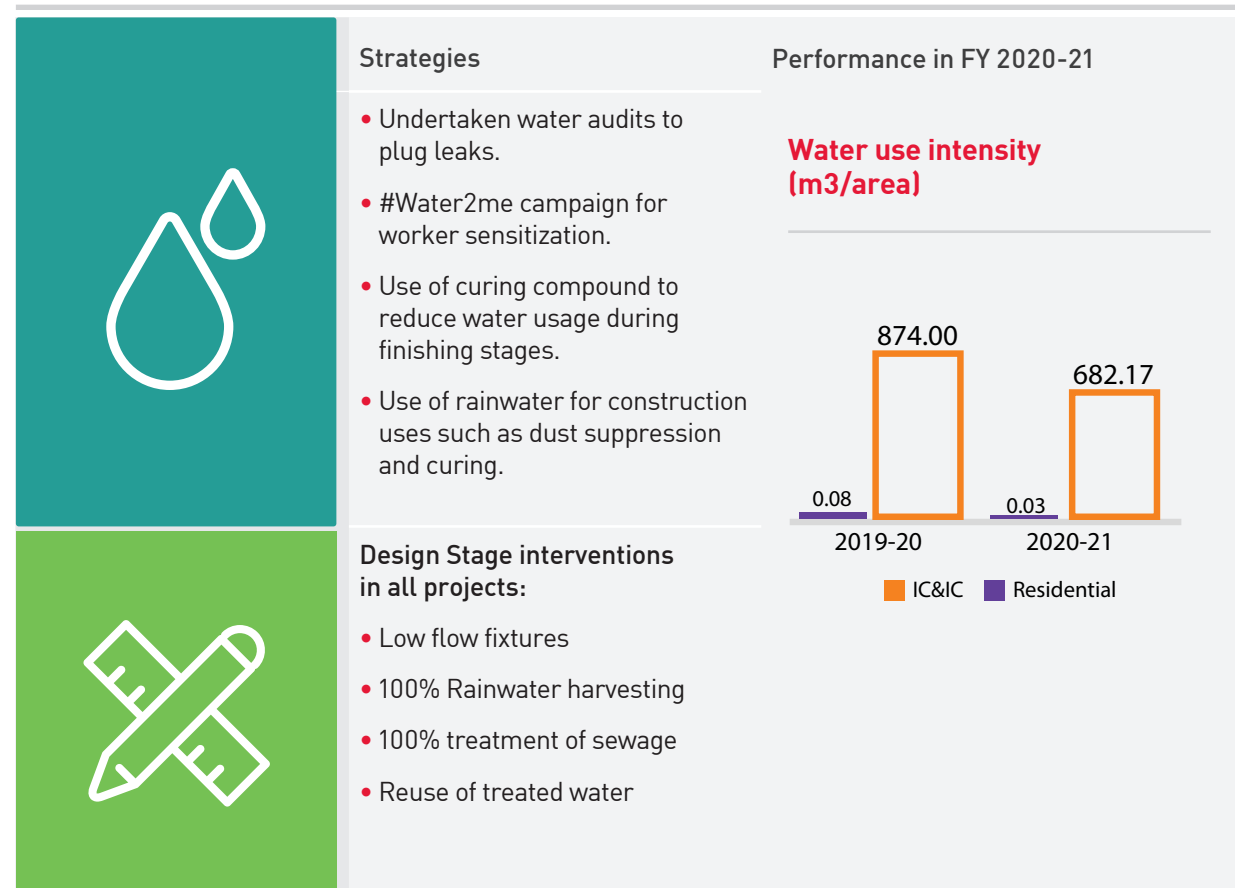
mid-premium residential projects, created a healthy competition and knowledge sharing between the projects. The average score improved significantly from 1.86 in the 1st cycle to 2.86 in the 4th cycle. Top scorers are 'Mahindra Bloomdale' followed by 'Mahindra Lakewoods' and 'Mahindra Vicino'.

Key Initiatives – Natural Capital

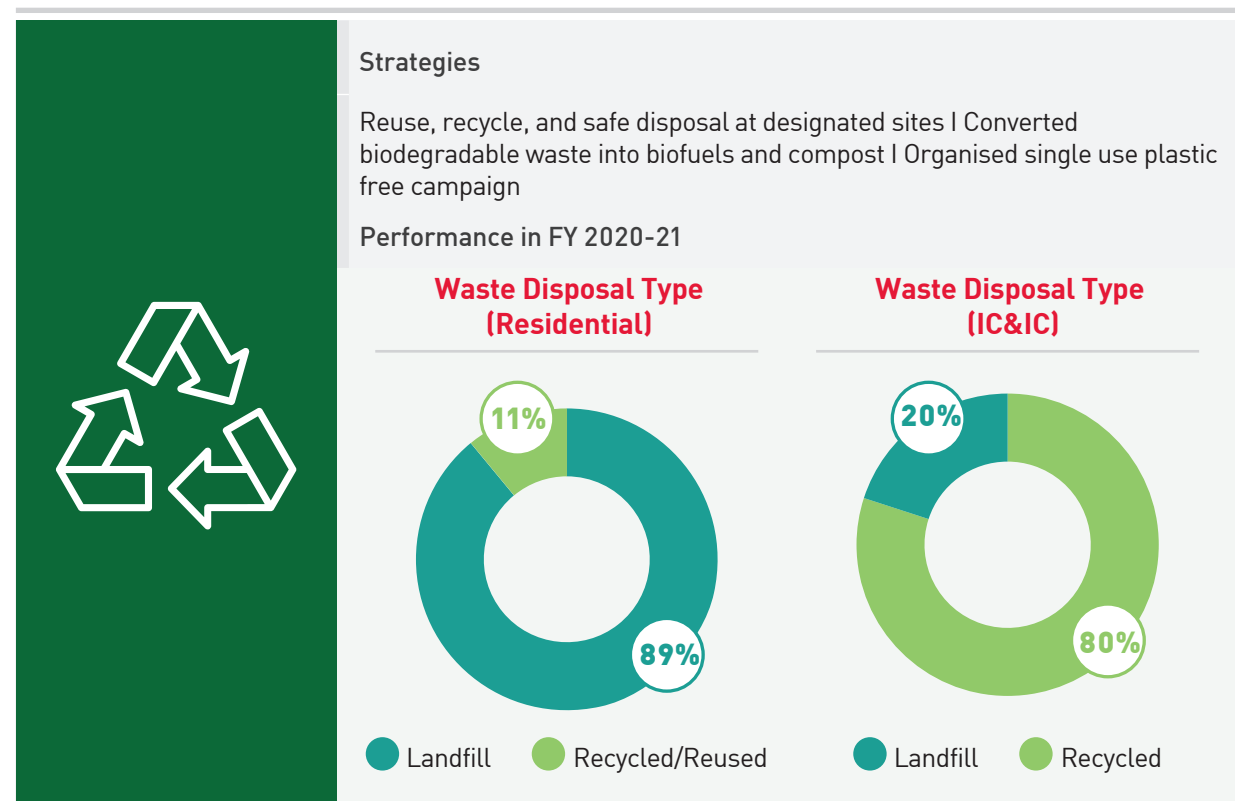
Focus Area: ENERGY AND EMISSIONS



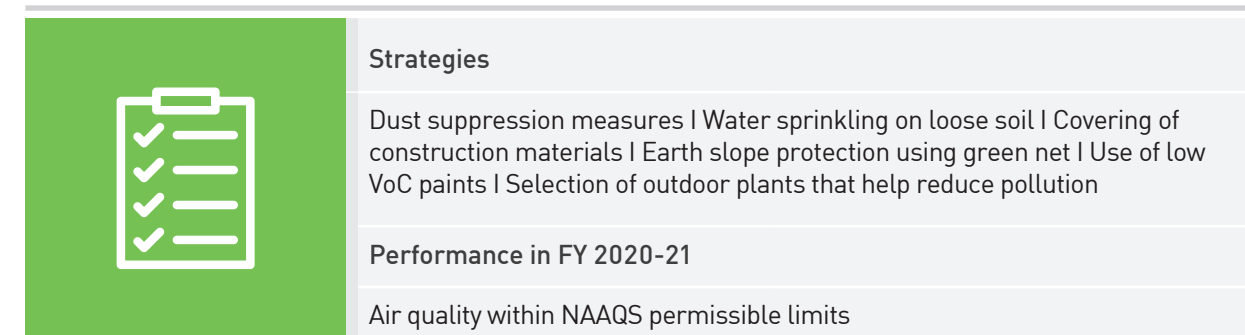
Focus Area: WATER



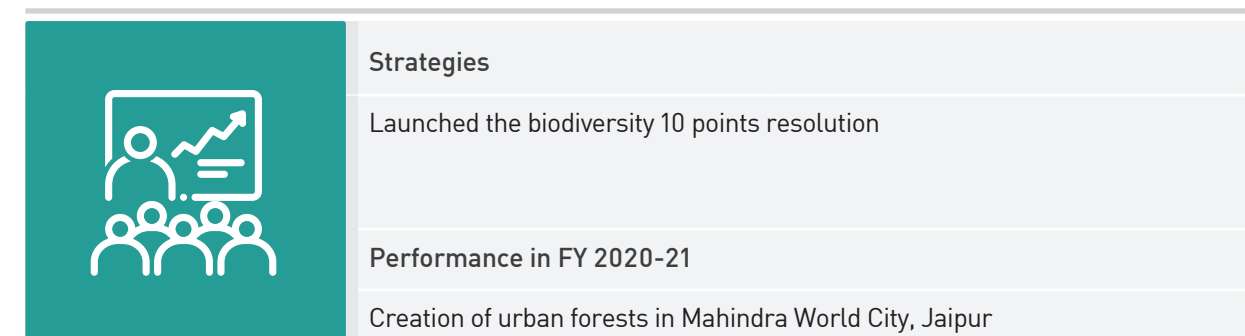
Focus Area: CIRCULAR ECONOMY



Focus Area: AIR POLLUTION



Focus Area: BIODIVERSITY



Mahindra World School, Chennai

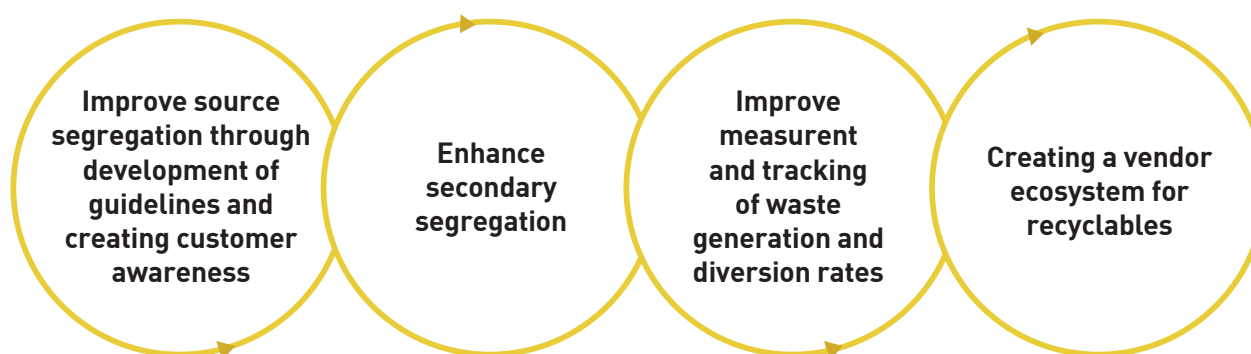
What did Mahindra World City, Chennai do about its waste?

2016 | Mahindra World City, Chennai became the first food waste free city due to the installation of a bioCNG plant. This plant digests food waste and generates gas, which is used by the bus for transportation within the premises. The City also has a composting unit, which generates 40 tonnes of compost each month from garden waste.

2018 | Chalked out detailed waste management plan and established a program to recycle other waste categories plastic, paper, glass and metal was initiated.

2020 | With a diversion rate of 83%, our teams geared up to achieve a seemingly impossible task - ensure no waste goes to landfill. In order to achieve 100% diversion, Awareness and training programs were conducted for customers to emphasize the importance of segregation and proper waste management. Between Feb 2020- May 2021, 2,102 tonnes of the waste was collected and recycled.

What was our strategy to ensure 100% waste diversion?



What were the impacts?

~135 tonnes
of Waste diverted from
landfill per month

~115 tonnes
of CO₂ emissions per
month

40 tonnes
of compost generated
per month

3,000 kg
of biogas generated
per month



Waste management at Mahindra World City, Chennai

Intellectual Capital

Advancing Digitalisation and Innovation

Long-term business goals	Target 2020-21	Progress 2020-21
Create sustainable communities	Progress as per the approved business plan of Mahindra TERI CoE	<div style="width: 100%;"></div> Achieved

At Mahindra Lifespaces, we constantly ideate on innovative solutions that are capable of transforming

the existing business landscape, create new value propositions, and set industry benchmarks.



FY 2020-21 HIGHLIGHTS

3	4	120
Studies published	Patents filed	walling and roofing materials tested for thermo-physical properties

* All figures are for the reporting period

EMBRACING DIGITAL TECHNOLOGIES FOR OPERATIONAL EXCELLENCE

We focused on utilising digital channels for enhancing brand visibility, customer acquisition and engagement in FY 2020-21. Some of our initiatives included:

- Developed the 'Zero Touch Product Launch and Sales Platform' and launched the sales process of Mahindra Happinest in Palghar
- Leveraged digital technologies, audio-visual communications, and social media for our marketing strategy; rolled out over 20 digital advertisement campaigns for 3 residential projects.
- Automated our land acquisition process
- Adopted prop-tech to automate the way our functions – operations, planning, budgeting, cost management, quality, safety, and procurement – interact with each other.

DIGITALISATION OF THE BUILT ENVIRONMENT

- Mahindra Lifespaces contributed to developing a comprehensive report to support the incorporation of digital tools in the built environment through a series of interviews.
- We also supported the development of 'The Building System Carbon Framework', which can be used as a common language for measuring greenhouse gas emissions by all the actors of the built environment.



PRODUCT AND PROCESS INNOVATIONS

We are implementing several innovative projects that help us in reducing our environmental footprint, while meeting customer preferences. Some of these projects include IoT enabled technology to monitor the strength of concrete, getting rid of wet work on our floor, use of drones to measure and map land parcels, and use of robots for placing concrete blocks on walls.



BUILDING ENERGY EFFICIENCY PROJECT (BEEP)

Seek strategic inputs to strengthen our design specifications related to climate-responsive design and energy demand reduction; and ensure that all future projects are compliant with Eco-Niwas Samhita (ENS), which provides guidelines for climate responsive design to reduce heat gains and air conditioning demand, improve natural ventilation and daylighting.

INTERNATIONAL INSTITUTE FOR ENERGY CONSERVATION

Deploy renewable energy at one of our upcoming residential projects.

SOLAR DECATHLON

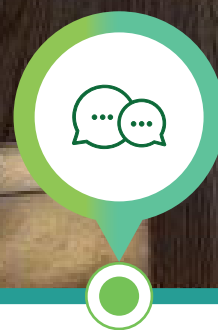
Participated as a mentor to four teams in the Solar Decathlon, a competition to encourage students to innovate for net zero-energy, net-zero-water, net-zero-waste and climate resilient buildings.

The five-year journey of Mahindra-TERI CoE



2016

MoU signed with TERI for establishing the Mahindra-TERI CoE for sustainable habitats



2017

Preparatory phase for the launch of CoE – included stakeholder consultations to seek inputs on the research objectives and methodology



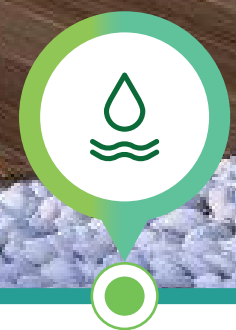
2018

Launch of Mahindra-TERI CoE with a focus on developing market-ready, scalable, and viable building materials and technologies, and utilisation of the state-of-the-art research techniques and tools to generate performance data and metrics and energy efficient solutions.



2019

Received NABL accreditation in accordance with the International standard ISO/IEC 17025:2017; Became a net zero energy R&D facility due to installation of solar panels of 23,000 kWh capacity; Completed assembly of guarded hot box, a first-of-its-kind facility to test building material assembly.



2020

Launched water sustainability assessment studies for Chennai and Pune; Draft visual comfort guidelines and ECBC-R design tool aid under finalisation; Testing for more than 100 building materials and creation of online database.

Social and Relationship Capital

Strengthening community and forging stronger bonds

Long-term business goals	Target 2020-21	Progress 2020-21
Reduce by 20% emissions due to materials by 2033	55% of total building materials (by cost) to be procured within 400 km	<div></div>
	Sustainability criteria included for pre-qualification of 10% of suppliers	<div></div>
	40% of suppliers and 100% of contractors trained	<div></div>
	Suppliers self-assessment and code of conduct sensitisation	<div></div>
	Identification of interested suppliers for collaborative initiative	<div></div>
Be recognised among the most trusted brand for customers in the markets we operate through reputable survey(s)	Customer satisfaction score aligned to the metrics tracked by the business	<div></div>
	Customer outreach through newsletter/green events and green tour in each project	<div></div>
	On-time delivery of projects	<div></div>
Create sustainable communities	10% increase in number of employees volunteered during the year	<div></div>
	600 hours of ESOPs	<div></div>
	100 schools covered as part of Green Army	<div></div>
	5 Mahindra Green School engagement	<div></div>
	All completed MLDL projects to have community engagement programmes	<div></div>
	Impact Assessment to be done for all projects	<div></div>

ADDITIONAL METRICES TRACKED BY IC&IC

Long-term business goals	Target 2020-21	Progress 2020-21
Be recognised among the most trusted brand for customers in the markets we operate through reputable survey(s)	Customer satisfaction score aligned to the metrics tracked by the business	<div></div>
Create sustainable communities	3,750 beneficiaries supported through education and skill development programmes	<div></div>
	Conduct need assessment for more than 75% initiatives implemented during the year	<div></div>
	Conduct third party impact assessment for at least 1 project per location	<div></div>



Mahindra World School, Chennai

We seek to engage positively and have a meaningful impact on our social obligations. Through informed and targeted initiatives that create mutual benefits for us and our stakeholders, we ensure the long-

term resilience of our operations, which points to our business purpose – to positively impact the lives of people and communities.



FY 2020-21 HIGHLIGHTS

605	INR 20.84 million	1,797 h	100% Supplier adherence
Units handovers during the year	CSR expenditure	Employee volunteering	to policies, code of conduct, self-assessment criteria

** All figures are for the reporting period*

Customer Value Proposition

We restructured our customer value proposition to educate our customers on the tangible benefits of green homes and communities such as reduced maintenance and total cost of ownership.

Four pillars of our brand

Quality	Transparency	Empathy	Simplicity
---------	--------------	---------	------------

Quantitative Benefits for Customer

	Water Efficiency	16% Water Savings through Low flow fixtures	On-site STP/ waste water treatment fulfils 100% requirement of Flushing and gardening
	Energy Efficiency	30% Energy Efficiency Green Power	Annual savings of INR 0.11 million per flat
	Waste Management	100% Organic waste treatment	A waste treatment Plant converting 60% of the waste generated into compost
	Monetary Benefits	Lower cost of maintenance	Annual value generated due to waste treatment INR 0.9 million Annual savings on water bill INR 0.76 million
	Carbon Emission	75% Local Materials Procurement	Preventing 7,727.90 tonnes of CO ₂ emissions in project

Qualitative Benefits for Customer

Adequate daylight and Ventilation Better microclimate	Improved Indoor environmental quality with use of Low VoC paints	E Mobility Infrastructure provision with E charging facility catering to 40 Cars	Designed for differently abled and senior citizens	Physical and mental well-being

SUPPLY CHAIN SUSTAINABILITY

- Enrolled our suppliers into the MSME training series on Fundamentals of Climate Change and the Business Case for Action facilitated by the World Resources Institute (WRI) in partnership with Confederation of Indian Industry (CII) to build the necessary capacity among Indian MSMEs
- Organised the Annual Stakeholder Meet of 2020 which focused on changing contours of the supply chain and the roadblocks to net zero buildings.
- Working towards reduction of embodied energy of our products by procuring 50% of the total building materials (by cost) from local suppliers within 400 km radius of the projects

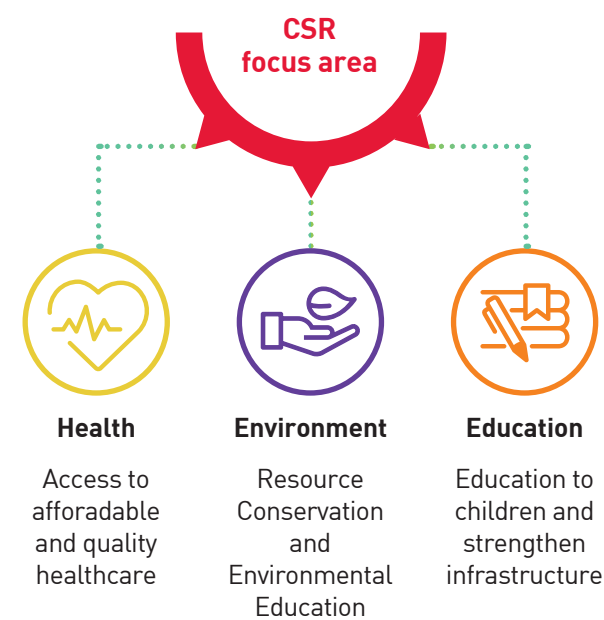
Screening of suppliers/ contractors at pre-construction phase on environment, health, safety along with quality check

Providing information about processes, practices during onboarding process

Capacity building and engagement through annual meets

Monitoring performance periodically and seek feedback

SUSTAINABLE COMMUNITIES



Education

Nanhi Kali

Supported 1,548 Nanhi Kalis. Allocated INR 3.47 million for renewing sponsorship of 587 Nanhi Kalis for a further period of one year.

HUNNAR

In association with Technology Business Incubator-KIET, provided vocational training to 2,023 candidates, including 1,544 women

Skill development

Offered skill development training to 2,173 rural youth since inception including 150 youth in FY 2020-21. Also trained 1,544 women.

Environment

The Green Army

Launched the Green Army Family initiative and reached out to 11,333 family members

Hariyali

Planted 5,000 saplings in Government approved forest area and villages around Mahindra World City, Jaipur

Green guardians

Installed LED tubelights in 1,300 rural homes, temples, panchayats, and Government schools. Covered a total of 7,100 rural homes across 20 villages and 8 LED Street Lights with poles have been installed in four village chowks.

Impact of Green Army



50,130 million
litres of water saved



6,646.03 tonnes
of reduced waste production



3,277 MWh
units of energy saved

Health

Cochlear Implants

Our health initiatives focus on providing access to quality and affordable healthcare to vulnerable communities. This year, we supported under-privileged children with Cochlear Implant for deaf and mute children and distributed dry ration kits to 1,816 students in Government schools in Rajasthan.

Support in vaccination

Contributed vaccine carriers and deep freezers for vaccine storage to the Primary Health Centre in Kunnavakkam, which supported 56,000 people. Distributed 7,000 reusable face masks, 2,000 face shields and 100 litres of hand sanitizers to police officials, government officials and health workers.

Construction of toilets

Constructed 6 bio toilets in Government schools and colleges across four villages near Mahindra World City Jaipur.



Mahindra World School, Chennai



Our volunteers

