India is witnessing extensive urbanisation with its various tiered cities being planned and redeveloped. As one of India's leading real estate developer, Mahindra Lifespaces has anchored its approach of sustainable urbanisation through its mission of **'Transforming urban landscapes by creating sustainable communities'**.

The Company is realising its mission and creating value for its stakeholders, through its Sustainability Policy, comprising of four pillars and has aligned its operations and strategy to the Sustainable Development Goals designed to be a blueprint to achieve better and more sustainable future for all.

Sustainable Products

Sustainable Sites

Sustainable Offices

Sustainable Communities

The Company is demonstrating its responsible development, be it integrated cities branded as **'Mahindra World City'**, industrial clusters branded as **'ORIGINS by Mahindra World City'**, quality residential projects under the brand **'Mahindra Lifespaces'** for mid and premium segments, or the **'Happinest'** brand for the affordable housing segment by its 100% green footprint.

As part of responsible governance practices, the Company is publishing its **fourth Business Responsibility Report**, developed in line with the SEBI's guidelines and the nine principles of the Government of India's 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business'.



Business Responsibility Report

India is witnessing extensive urbanisation with its various tiered cities being planned and redeveloped. With this rapid development, also come some inherent challenges by way of resource scarcity and unethical practices in construction, among others. As one of the leading real estate developers in the country, Mahindra Lifespace Developers Ltd. is mindful of the impacts of its operations on the environment, as well as the risks that depleting resources and other environmental issues pose to the sustainable growth of its business.

In order to tackle these issues, the Company practices and promotes sustainable urbanisation through an integrated approach to design and project execution that is strongly rooted in environmental and social considerations. With its ***Urboonisation*** framework, Mahindra Lifespaces laid down the foundations of its sustainable development journey and is now adopting a more futuristic approach. In this regard, the Company launched the Sustainability Policy to help it realise its mission and create value for its stakeholders. The Policy, aligned with other organisational policies and the Group Sustainability Framework, comprises of four pillars: *Sustainable Products, Sustainable Sites, Sustainable Offices, and Sustainable Communities*.

Pillars of the Sustainability Policy

Sustainable Products

It endeavors to have 100% green certified portfolio and deliver products on time to Its customers

Sustainable Sites

It strives towards sustainable construction to ensure resource conservation, climate change abatement, and contractual worker welfare

Sustainable Offices

It aims to create a safe, nurturing and inspiring workplace for all its employees and stakeholders

Sustainable Communities

It is committed to drive a positive change in the neighborhood around project sites through CSR interventions. It also endeavors to promote the sustainability agenda within the industry

Concerns about climate-related risks have gained prominence in recent times. Being in a sector that contributes significantly to greenhouse gas emissions, the Company recognises its responsibility to drive improvements in the built environment and Create Cities that are Beyond tomorrow – cities that can withstand the tests of time, and in essence are resilient. As a responsible corporate citizen, the Company is also focusing on expanding its scope of work from its own operations to the larger ecosystem through thought leadership and public policy initiatives.

As the world has come to a standstill in 2020, the impacts on the global economy, including our business are evident. The current scenario highlights the need to embody sustainability into the operations and culture of an organisation and build resilience. Mahindra Lifespaces will continue to fortify its foundations by being ESG-sensitive and create value for its stakeholders. To future-proof its business, the Company will further align its operations and strategy to the Sustainable Development Goals.

Contribution to Sustainable Development Goals



Continuing on its business responsibility journey, Mahindra Lifespaces is glad to present its fourth Business Responsibility Report, developed in line with the SEBI's guidelines and the nine principles of the Government of India's 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business'.

Section A: General Information about the Company

1.	Corporate Identity Number (CIN) of the Company	L45200MH1999PLC118949
2.	Name of the Company	Mahindra Lifespace Developers Ltd.
3.	Registered address	Mahindra Towers, 5th floor, Worli, Mumbai – 400018
4.	Website	www.mahindralifespaces.com
5.	E-mail id	investor.mldl@mahindra.com
6.	Financial Year reported	1st April 2019 to 31st March, 2020
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	• Construction of Buildings • Group: 410 • Class: 4100 • Sub-Class: 41001
8.	List three key products/services that the Company manufactures/ provides (as in balance sheet)	• Residential Projects (mid-premium and affordable housing) • Integrated Cities and industrial clusters
9.	Total number of locations where business activity is undertaken by the Company	
	(a) Number of International Locations (Provide details of major 5)	• NIL. However, the Company has a representative office in Dubai.
	(b) Number of National Locations	• Manufacturing Locations: NIL • Corporate Offices: 1 • Area Offices (including branch and project offices of Mahindra Lifespace Developers Limited and its subsidiaries): 17 - Mumbai Metropolitan Region (3), Pune, Nagpur, Delhi, Gurugram, Bengaluru, Chennai (5), Jaipur (2), and Ahmedabad (2)
10.	Markets served by the Company – Local/State/National/International	• Residential Projects (including affordable housing): Mumbai Metropolitan Region, Pune, Nagpur, Gurugram, Bengaluru, Hyderabad, Chennai • Integrated Cities and industrial clusters: Chennai, Jaipur and Ahmedabad

Section B: Financial Details of the Company

1.	Paid up Capital (INR)	₹ 5,136.14 Lakh
2.	Total Turnover (INR)	₹ 52,069.40 Lakh
3.	Total profit after taxes (INR)	Minus ₹ 22,600.51 Lakh
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Mahindra Lifespace Developers Limited spent INR 124.85* lakh on CSR activities, which is 2% of average net profit of previous three financial year i.e FY 2016-17, 2017-18 and 2018-19. *The detailed breakup of the CSR expenditure can be viewed under Annexure 2, Annual Report on CSR Activities; while the particulars on the interventions and their outcomes are discussed in the subsequent sections. In addition to the above its subsidiaries and JV companies have spent 205.03 lakh, a snapshot of the expenditure is provided below:

Company	Spending (INR)
Mahindra Homes Private Ltd.	61.68 lakh
Mahindra Residential Developers Ltd.	4.79 lakh
Mahindra Integrated Township Ltd.	4.31 lakh
Mahindra Bloomdale Developers Limited	0.24 lakh
Mahindra World City Developers Ltd.	23.01 lakh
Mahindra World City Jaipur Ltd.	111.00 lakh

5.	List of activities in which expenditure in 4 above has been incurred	**Environment:** ● Mahindra TERI Centre of Excellence (CoE) for Sustainable Habitats: The initiative focuses on developing market-ready, scalable, and viable building materials and technologies for a greener urban future. ● Green Army: An outreach programme aiming at inculcating behavioural change in children in favour of sustainable practices. ● Mahindra Hariyali: Tree plantation drive **Health:** ● Donation to Mumbai Mobile Creches and ENT Research Society ● Health camps and support to Anganwadis ● Support to health and police workers during COVID-19 **Education:** ● Nanhi Kali: Girl child education programme by K. C. Mahindra Trust, aimed at providing all rounded support in education to girls upto the age of 15 years ● Skill development program for community members ● Providing access to education for underprivileged children and women ● Infrastructure development including construction of toilets in schools ● Establishment of Mini Science Centres in schools ● Providing mid-day meals in schools

Section C: Other Details

1.	Does the Company have any Subsidiary Company/ Companies?	Yes. The Company has 18 subsidiary companies as on March 31st, 2020. 1. Mahindra World City Developers Limited 2. Mahindra World City (Jaipur) Limited 3. Mahindra Integrated Township Limited 4. Mahindra Residential Developers Limited 5. Mahindra Industrial Park Chennai Limited 6. Mahindra Homes Private Limited 7. Mahindra Happinest Developers Limited 8. Mahindra Bloomdale Developers Limited 9. Mahindra Infrastructure Developers Limited 10. Mahindra World City (Maharashtra) Limited 11. Knowledge Township Limited 12. Industrial Township (Maharashtra) Limited 13. Anthurium Developers Limited 14. Mahindra Industrial Park Private Limited (formerly known as Industrial Cluster Private Limited) 15. Deep Mangal Developers Private Limited 16. Mahindra Water Utilities Limited 17. Moonshine Construction Private Limited 18. Mahindra Knowledge Park (Mohali) Limited
2.	Do the Subsidiary Company/ Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	Yes. The subsidiary companies of Mahindra Lifespaces are covered by the policies of the company and are involved in all the BR initiatives for the organisation. The initiatives of the company and relevant subsidiaries have been included in the annual Mahindra Group Sustainability Report since FY2007-08. In addition, the company also publishes an externally assured standalone sustainability report annually, in alignment with the GRI Standards. The report highlights the Company's strategy to address its material economic, environmental, and social issues; build resilient cities; and create shared value for the stakeholders. For FY2019-20, six subsidiaries have been included in the scope of the Sustainability report: ● Mahindra Homes Private Ltd. ● Mahindra Bloomdale Developers Ltd. ● Mahindra World City Developers Ltd. ● Mahindra Integrated Township Ltd. ● Mahindra Residential Developers Ltd. ● Mahindra World City (Jaipur) Ltd. These six companies, together with Mahindra Lifespaces represent a major part of the Company's operations and profits.
3.	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/ entities? [Less than 30%, 30-60%, More than 60%]	The Company's supply chain consisting of vendors, suppliers, contractors, and consultants play a crucial role in the construction of its products. Its efforts to create a sustainable supply chain are guided by the Green Supply Chain Management Policy. In FY2019-20, the Company also published the Code of Conduct for Suppliers/ Contractors to ensure that the processes followed by them are socially and environmentally responsible. It proactively engages and influences major supplier/contractor base to embrace operational best practices. 'Future-proofing' was the theme of the Suppliers and Contractors Meet 2020, where the company shared the vision of sustainability with around 40% of its supplier/contractor base. Similarly, it also engages with other supply chain partners to build their capacities and increase awareness on relevant standards and practices on quality, environment, health, and safety.

Section D: BR Information

1. Details of Director/Directors responsible for BR

a) Details of the Director/ Director responsible for implementation of the BR policy/ policies

DIN No. : 02791944
Name : Ms. Sangeeta Prasad
Designation : Managing Director & CEO

b) Details of the BR head

DIN No. : NA
Name : Mr. Suhas Kulkarni
Designation : Chief Legal Officer & Company Secretary
Telephone No. : +91 22 6747 8600
Email id : Kulkarni.suhas2@mahindra.com

2. Principle-wise (as per NVGs) BR Policy/policies

(a) Details of compliance

Table 1 Principle wise BR Policies

S. No.	Questions	P1: Ethics & transparency	P2: Product Responsibility	P3: Wellbeing of employees	P4: Responsiveness to Stakeholders	P5: Respect Human Rights	P6: Environmental Responsibility	P7: Public Policy Advocacy	P8: Support Inclusive Growth	P9: Engagement with Customers
1.	Do you have a policy/policies for....	Y	Y	Y	Y	Y	Y	N	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	NA	N	Y
3	Does the policy conform to any national / international standards? If yes, specify? Note 1	Y	Y	Y	Y	Y	Y	NA	Y	Y
4.	Has the policy been approved by the Board? If yes, has it been signed by MD/ owner/CEO/appropriate Board Director?	Y	N Note 2	Y Note 2	Y Note 2	Y Note 2	Y Note 2	NA	Y Note 2	N Note 2
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	N	Y	Y	Y	N	NA	Y	N
6.	Indicate the link for the policy to be viewed online?	All the policies are listed in Table 2. In order to ensure transparency, all policies are communicated to the stakeholders through intranet and the website.								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies are developed and updated periodically in line with best practices, inputs received from stakeholders, and benchmarking against peer companies as well as the Group companies. As the policies are updated, they are communicated to the relevant internal and external stakeholders using appropriate means of communication.								
8.	Does the company have in-house structure to implement the policy/policies?	The Company's policies are implemented by relevant functions.								

S. No.	Questions	P1: Ethics & transparency	P2: Product Responsibility	P3: Wellbeing of employees	P4: Responsiveness to Stakeholders	P5: Respect Human Rights	P6: Environmental Responsibility	P7: Public Policy Advocacy	P8: Support Inclusive Growth	P9: Engagement with Customers
9.	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/policies?	A structured mechanism has been put in place to handle stakeholder grievances. Any stakeholder can communicate their concerns/ grievances through the Company's website. The Whistle Blower Policy also encourages the employees to report any violations against the Company's codes and policies. The grievance from customers is addressed by the Department on Facility Management/ Customer Relationship Management. On the other hand, grievance of suppliers, vendors, and contractors are addressed through regular engagement and supplier/contractor meets. Community members are also welcome to provide their suggestions and feedback on CSR activities either in-person or through the drop box kept at project offices.								
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	The Corporate Governance Cell periodically reviews the efficacy of codes and policies and suggests amendments. 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 standards. The policies for EHS and Quality are subject to internal and external audits as a part of certifications. Additionally, an external organisation conducts assurance for the Sustainability report (GRI Standard). As a part of this annual process, efficacy of implementation of the policies and the associated systems are assessed.								

Note 1: The Company's policies are in alignment with international ISO standards such as 9001, 14001, 45001, OSHA 18001, UNGC principles, and meet relevant regulatory requirements such as SEBI guidelines. The policies are aligned with the Mahindra Rise principles and the Mahindra and Mahindra Sustainability Framework, and reinforce its credo of *'Sell Genuinely, Build Responsibly, and Deliver on Time'*. The policies are regularly updated on the basis of market trends, global good practices, and feedback received from stakeholders.

Note 2: The Code of Conduct for Directors, Senior Management and Employees, Policy on Prevention of Sexual Harassment, Whistle Blower and the CSR policy have been approved by the Board. Environment, Health, and Safety; Green Supply Chain Management; Sustainability; and Quality policy have been signed by Ms. Sangeeta Prasad, Managing Director & CEO of the Company.

Table 02 Policies Governing Mahindra Lifespaces

Principle	Link for Applicable Policies
Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency, and Accountability	• Code of Conduct for Senior Management and Employees • Code of Conduct for Directors • Code for Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information • Code for Independent Directors
Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	• Environment, Health & Safety Policy • Quality Policy • Sustainability Policy
Principle 3: Businesses should promote the well-being of employees	• Environment, Health & Safety Policy • Policy on Sexual Harassment for Women at Workplace (Prevention, Prohibition & Redressal)

Principle	Link for Applicable Policies
Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised	• Corporate Social Responsibility (CSR) Policy • Environment, Health & Safety Policy
Principle 5: Businesses should respect and promote human rights	• Code of Conduct for Senior Management and Employees • Whistle Blower Policy
Principle 6: Business should respect, protect and make efforts to restore the environment	• Environment, Health & Safety Policy • Sustainability Policy • Green Supply Chain Management Policy
Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	• NA
Principle 8: Businesses should support inclusive growth and equitable development	• Corporate Social Responsibility (CSR) Policy • Equal Opportunity Policy
Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner	• Quality Policy

b. If answer to the question at serial number 1 against any principle, is 'No', please explain why:

S. No.	Questions	P7: Public Policy Advocacy
1.	The company has not understood the Principles	The Company understands the context and implications of the principles.
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	NA
3.	The company does not have financial or manpower resources available for the task	NA
4.	It is planned to be done within next 6 months	NA
5.	It is planned to be done within the next 1 year	NA
6.	Any other reason (please specify)	The company engages with global think tanks, industry associations, partners, government, and regulatory authorities to advocate for policy change to accelerate green and climate-resilient development. It is also the founding member of the Sustainable Housing Leadership Consortium (SHLC) aimed at making the housing portfolio sustainable.

3. Governance related to BR

a.	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year	The Board of Directors review the CSR and sustainability performance of the Company every six months. The company also shares quarterly sustainability review notes to the Board on sustainability performance. MD & CEO conducts monthly operational reviews (MORs) to assess the performance and effectiveness of the sustainability initiatives.
b.	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	Mahindra Lifespace Developers Limited has been publishing its annual Sustainability Report in accordance with GRI Standards since FY 2011-12. All the reports are accessible through the company website. https://www.mahindralifespaces.com/about/sustainable-urbanisation/business-responsibility Additionally, the Company published a Business Responsibility Report as a part of its Annual report. The BRR of the company can be accessed through the company website. https://www.mahindralifespaces.com/investors/annual-reports/archives

Section E: Principle-wise Performance

Principle 1: Business Ethics, Transparency & Accountability

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

Does the policy relating to ethics, bribery and corruption cover only the Company?

Mahindra Lifespaces places considerable emphasis on ethics, transparency, and accountability. The company is committed to zero-tolerance approach towards bribery and corruption. Towards this end, it has put in place comprehensive governance structures and adopted multiple policies. The Directors, Independent Directors, and Senior Management and Employees, all have a separate Code of Conduct.

Does it extend to the Group/ Joint Ventures/ Suppliers / Contractors / NGOs / Others?

The Code of Conduct for Directors and Independent Directors provides guidance in recognising and dealing with ethical issues and help foster a culture of honesty and accountability. The Code of Conduct for Senior Management and Employees outlines the requirements that every employee should comply with, regardless of the location. It is also applicable to all the subsidiary companies and joint ventures as well as dealings with suppliers, customers, and other business partners. Through the Whistle Blower Policy, the company has also established a vigil mechanism to allow stakeholders to communicate their concerns/ grievances regarding any violations against the Code of Conduct.

The Green Supply Chain Management Supply and the Code of Conduct for Suppliers guide the Company's efforts in cascading sustainable practices among its supply chain partners.

How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so

During the year in review, the Company received 17,407 customer complaints; of which 99.51% were resolved and closed during the year. During the reporting year, 63 investor complaints were received. All the complaints were resolved by 31st March 2020.

Principle 2: Product Responsibility

Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities

Guided by its mission of *"Transforming urban landscapes by creating sustainable communities"*, Mahindra Lifespaces ensures that its product portfolio, be it integrated cities and industrial clusters (Mahindra World Cities and ORIGINS by Mahindra World City), residential projects for mid-premium segment (Lifespaces) and affordable housing (Happinest), fulfils customer needs and aspirations, while being socially and environmentally responsible. By the end of FY2019-20, it had 17.46 million sq. ft.# of completed projects and 7.83 million sq. ft.# of ongoing and forthcoming projects.

 # Estimated saleable area and Includes residential and commercial developments inside MWC Chennai and Jaipur

The Company is committed to designing and constructing buildings which are green throughout their lifecycle – from conceptualisation and design to construction and use. It has a 100% certified green portfolio and aspires to get the highest green rating for all its projects. The following projects received green certification during the year:

- Luminaire, Gurugram – IGBC Platinum
- Roots Kandivali – IGBC Gold
- Centralis Pune – GRIHA 4-star
- Happinest Palghar – IGBC Platinum
- Happinest Kalyan – IGBC Platinum
- ORIGINS Chennai – 1st IGBC Platinum Green Industrial Cluster in Tamil Nadu
- ORIGINS Ahmedabad – IGBC Gold Green Industrial Cluster

A snapshot of Mahindra Lifespaces' approach to green design and construction is given below:



Does the company have procedures in place for sustainable sourcing? If yes, what % of your inputs was sourced sustainably? Also, provide details.

The Company's sustainable supply chain strategy is guided by the Green Supply Chain Management Policy. The policy ensures that the products and services provided to the company have minimal social and environmental impact. It encourages those suppliers who:

- ensure compliance to applicable legal and other requirements which have a significant impact on health, safety and environment;
- are locally based, minimising environmental impact;
- use clean technology;
- take the waste or scrap materials from project sites and recycle them to manufacture new life products.

The Policy has been communicated with the suppliers to encourage them to improve their processes.

During the year in review, the Company also released a detailed Code of Conduct for suppliers and contractors spelling out their environmental and social responsibility. Compliance with these requirements are a necessity for conducting business with the Company. It has defined three levels of standards for the suppliers/ contractors and at minimum, expect them to adhere to Level 1. The Company also introduced a self-assessment tool to enable suppliers to improve their performance on environmental, social, and governance parameters. The Code of Conduct is dynamic and evolving and will be reviewed on a regular basis.

Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The Company procures 50% of the total building materials (by cost) from within a 400 km radius. This data is captured for every project and the percentage varies as per the green rating (for e.g., the total building materials procured within a 400km radius goes up to 75% in the case of platinum rated buildings).

In order to build the capacities of its supply chain partners, the Company regularly conducts Suppliers and Contractors Meet. Through the 2020 edition, it engaged with 40% of the supplier/ contractor base.

Does the company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%)? Also, provide details thereof, in about 50 words or so.

Management of the construction waste is a huge challenge, as most of the waste is disposed either in designated landfills/ dump sites, and often in unauthorised places. Apart from minimising waste generation, reuse and recycling at sites is a key component of the waste management strategy of Mahindra Lifespaces.

During the year, 2,971 tonnes of waste was generated at Mahindra Lifespaces, out of which 4% was recycled/ reused.

The Company also aims to make its sites, especially the integrated cities and industrial clusters, zero waste to landfill. It manages the domestic waste generated by its customers at the Mahindra World Cities. The biodegradable waste generated at Mahindra World City, Chennai is converted into biofuels and compost. In FY2019-20, 93% of the waste was diverted away from landfills at Mahindra World City, Chennai.

Principle 3: Employee Wellbeing

Businesses should promote the wellbeing of all employees

The growth of Mahindra Lifespaces is fuelled by its talented, innovative, and resourceful employees. It intends to be the employer of choice for the vast talent pool. Towards this pursuit, it aims to create a workplace environment that supports creativity, independent thinking, risk taking, and teamwork. It truly believes in the value of diversity and strives to provide a fair and inclusive workplace for all its employees. In FY2019-20, its total workforce consisted of 3,720 employees (permanent and contractual) and represents a mix of ages, cultures, and backgrounds.

Employee Data

Category	Data
Total number of employees along with its subsidiaries and JV companies	519
Total number of employees hired on temporary / contractual / casual basis	3,201
Number of permanent women employees	90
Number of permanent employees with disabilities	1

Do you have an employee association that is recognized by management?

At present, the Company does not recognise any employee association. However, its comprehensive workplace policies encompass all aspects of talent recruitment and retention. It is an equal opportunity employer and considers merit as the only condition for recruitment and growth. Providing competitive benefits is also a significant component of its employee retention strategy. It regularly participates in the Mahindra Group Employee Engagement Survey – MCARES to solicit feedback and identify areas of improvement.

Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, and sexual harassment in the last financial year and pending, as on the end of the financial year.

During FY 2019-20, the Company didn't receive any complaints related to child labour, forced labour, and sexual harassment.

What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

(a) Permanent Employees

(b) Permanent Women Employees

(c) Casual / Temporary / Contractual Employees

(d) Employees who are differently-abled

Mahindra Lifespaces considers occupational health and safety to be one of its topmost priorities. It continues to strengthen safety culture among its employees and contractors through periodic trainings. The trainings aid the workforce in identifying, reporting, and changing unsafe and hazardous conditions that could cause injury or ill-health. During FY2019-20, 100% of the permanent associates (including employees who are differently-abled) and third-party contractual workers were provided safety training. It provided an average of 5.91 hours of safety training to the third-party contractual workers. The total number of training hours amounted to 2,44,009.

The company also fosters a learning culture and invests significantly in the development of human capital. It regularly assesses the skill gaps of its workforce and work with them to upgrade their skills and prepare them for new ways of working. This is essential to build a resilient and future-ready workforce. During the year in review, it provided an average of 18 hours of skill upgradation training to its permanent employees. 84% of our permanent women employees were a part of the training initiatives in FY2019-20.

Sustainability-specific trainings are also an important component of the skill upgradation initiatives. Through the programme on 'Making Sustainability Personal', the Company imparted trainings on sustainability aspects to 100% of its employees in FY2019-20.

Principle 4: Stakeholder Engagement

Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

Has the company mapped its internal and external stakeholders? Yes/No

Out of the above, has the company identified the disadvantaged, vulnerable & marginalised stakeholders?

Engagement with stakeholders is essential to understand their views and concerns, determine the issues material to the company, and refine the growth strategy as well as codes and policies. During the materiality analysis conducted at periodic intervals, the Company identified and mapped its stakeholders based on three key dimensions covering the importance and influence of stakeholder: physical proximity, dealing in business revenue, and dependency factor – business on stakeholder and vice-versa. These stakeholders including the disadvantaged, vulnerable and marginalised ones were prioritised on their ability to influence Mahindra Lifespaces and the Company's ability to influence the stakeholder in all the three pillars of economic, environmental and social as well as influence in the future. Based on this process, the Company has identified nine key stakeholder groups.

Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalised stakeholders? If so, provide details thereof, in about 50 words or so.

The Company conducts CSR needs assessment on a need basis to develop and implement community development initiatives around the project sites and create a positive impact on the society. Additionally, it also conducts impact assessment to understand the impact of its projects on various segments of stakeholders, including the villagers and neighbouring community.

Details of the community development initiatives are provided under Principle 8.

Principle 5: Human Rights

Businesses should respect and promote human rights

Does the policy of the company on human rights cover only the company or extend to the Group/ Joint Ventures /Suppliers / Contractors /NGOs /Others?

With the concept of stakeholder capitalism gaining momentum, the international community is concerned about how companies integrate human rights into their operations. Mahindra Lifespaces recognises that human rights of all stakeholders must be respected. It focuses on the following stakeholder groups where human rights' issues will have an impact on the way it operates; employees, supply chain, third party workers, and communities. At its workplace, it does not discriminate on the basis of nationality, gender, race, religion, age, or any other characteristic. Moreover, it also works towards eradicating practices in its operations that infringe human rights, such as forced and child labour.

The Company's approach is guided by the United Nations Global Compact Principles on Human Rights and relevant national regulations. In order to integrate human rights into its operations, the Company has developed policies such as Code of Conduct, CSR Policy, Prevention of Sexual Harassment Policy, and the Green Supply Chain Management Policy. The Company also builds awareness of human rights among employees through training during the onboarding process.

How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?

During FY 2019-20, the Company didn't receive any stakeholder complaints regarding any human rights violation.

Principle 6: Environment

Business should respect, protect, and make efforts to restore the environment

Does the policy related to Principle 6 cover only the company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / etc.

Underpinned by its credo of *Sell Genuinely, Build Responsibly, and Deliver on Time*, Mahindra Lifespaces aims to create dynamic and inclusive ecosystems that meet the growing infrastructure requirements of the country with minimal environmental and social impact. The Company has taken several steps to address environmental risks, maximise energy and water efficiency during construction, incorporate renewable energy, reduce emissions and increase the use of sustainable resources.

Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.

Mahindra Lifespaces conducts a structured materiality assessment once at periodic intervals to identify and prioritise its sustainability focus areas. In FY2018-19, the company had refreshed its materiality assessment in line with the changing regulatory requirements, market needs, customer preferences, evolving sustainability and climate discourse, and Mahindra Group commitments. Some of the key material topics that emerged out of the exercise included energy and water use efficiency, emissions, and effluents and waste management. These material topics have been embedded into the operations and strategy of the Company.

The Sustainability Roadmap 2020, developed to assess the environmental and social performance, also spells out the initiatives undertaken by the Company to address the key risks identified through the materiality assessment exercise. The detailed performance against the roadmap will be published in the Sustainability Report, which can be accessed at https://www.mahindralifespaces.com/about/sustainable-urbanisation. However, performance against some of the parameters during construction is provided below:

Key performance indicator	Division	Unit of measurement	2017-18	2018-19***	2019-20**
Specific energy consumption	Mahindra Lifespaces	GJ/square feet area developed	0.016	0.013	0.00950
	Mahindra World Cities	GJ/ acre of land developed/ maintained	15.457	12.500	12.130
Greenhouse gas emissions' intensity (Scope I & II)	Mahindra Lifespaces	tCO_2/ square feet area developed	0.002	0.00036	0.00039
	Mahindra World Cities	tCO_2/ acre of land developed/ maintained	3.401	0.910	0.750
Specific water consumption	Mahindra Lifespaces	m^3/ square feet area developed	0.150	0.127	0.070
	Mahindra World Cities	m^3/ acre of land developed/ maintained	889.710	882.650	914.600

**The data for 2019-20 is in the process of being externally assured.

***In 2018-19, the methodology for calculating and reporting energy consumption and GHG emissions has been revised. Therefore, the associated data for the year has been revised in the table.

With the validity of the current roadmap ending in 2020, Mahindra Lifespaces is in the process of finalising a comprehensive roadmap from 2021-2025.

The Company has launched its second wave of sustainable development journey – Sustainability 2.0. In this phase, it aims to achieve carbon neutrality by 2040, while focusing on:

- Alignment of strategy to SDGs for creating shared value.
- Reinforcing its commitment to national and global regulations/agenda
- strengthen integration of climate-related risks and opportunities
- Adoption of ambitious science-based targets (SBT) for carbon – across the value chain (*The targets of Mahindra Lifespaces have been approved by SBTi. The targets can be viewed at https://sciencebasedtargets.org/companies-taking-action/*)
- Zero waste to landfill goal for its sites

Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

Mahindra Lifespaces has also invested in thought leadership and research initiatives to increase the stock of energy efficiency and green buildings in the country. The Mahindra TERI Centre of Excellence (CoE) is one such initiative. The CoE focuses on developing market-ready, scalable, and viable building materials and technologies. During the year in review, the Centre installed Solar Photo Voltaic panels with an annual generation capacity of 23,000 kWh, enabling it to become a ***net zero energy*** R&D facility. It also received NABL accreditation in accordance with the international standard ISO/IEC 17025:2017

Progress in the research activities

Material Testing & Database Building:

- Successfully completed the assembly of Guarded Hot Box, a first-of-its-kind facility in the country to test building material assembly.
- Provided testing services for 46 innovative and emerging energy efficient building materials and products. About 75 building materials have been tested so far.

Performance Evaluation of Opaque construction materials:

- Initiated the first phase of testing of materials and is in the process of resolving the errors in the initial test results as part of the equipment calibration.

Modelling the Sky:

- Installed Sky Scanner over the terrace of building to collect data, making CoE a research class observation station for sky studies

Visual Comfort Studies:

- Completed pilot survey for visual comfort studies and data analysis is in process.

Water related activities:

- With the objective of assessing water efficiency and informing residents on sustainable water use and conservation, conducted rapid water audit for five properties of Mahindra Lifespaces
- City level water sustainability assessment to understand demand and supply scenario in Chennai and Pune under progress.

	As a part of the Sustainable Housing Leadership Consortium, Mahindra Lifespaces has developed a comprehensive list of market-ready, scalable, viable, and sustainable technologies. It is also in the process of evaluating the efficiency of smart meters for optimising energy and water use.
Does the company identify and assess potential environmental risks? Y/N	The Company maps its environmental, social, and governance (ESG) risks through the materiality assessment process. It uses its Enterprise Risk Management (ERM) framework to tie the long-term ESG risks to the site-specific risks which are internally assessed. Apart from the materiality assessment, the Company also leverages CDP and Task Force on Climate-related Financial Disclosures (TCFD) to identify climate-related risks and opportunities. The climate-related risks are identified at corporate and site level by cross-functional teams, rated, and mapped in the company level risk register. Mitigation measures for these climate-related risks are developed and reviewed every six months.
Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?	The Company doesn't have any projects related to Clean Development Mechanism
Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/ SPCB for the financial year being reported?	The emissions/ waste generated by the Company were within the permissible limits of CPCB/ SPCB in FY2019-20.
Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e., not resolved to satisfaction) as on end of financial year.	The Company didn't receive any show cause/ legal notices from CPCB/ SPCB during the year in review.

Principle 7: Advocacy & Public Policy

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

Is your company a member of any trade and chamber or association? Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad

Mahindra Lifespaces firmly believes that businesses can achieve more when they are in a collaborative mode. As a pioneer in green homes development, Mahindra Lifespaces strive to further the sustainability agenda through partnerships and engagement with other like-minded organisations and industry peers. The Company engages with many industry bodies and associations, some of which include:

- Confederation of Indian Industry (CII)
- Federation of Indian Chambers of Commerce and Industry (FICCI)
- Real Estate Developers' Association of India (CREDAI)
- Maharashtra Chamber of Housing Industry (MCHI)
- Indian Green Building Council (IGBC)
- The Energy Resources Institute (TERI)
- C40 Cities, Climate Positive Development Program
- India Business and Biodiversity Initiative (IBBI)
- World Business Council for Sustainable Development (WBCSD)
- World Resources Institute (WRI)

It also engages in dialogue with government and regulatory bodies on a need basis to advocate for policy changes to promote green housing developments. The Company is one of the founding members of the Sustainable Housing Leadership Consortium (SHLC), a voluntary and private sector led consortium to make strides towards the United Nations Sustainable Development Goal 11 – Creating Sustainable Cities and Communities. In order to incentivise green portfolio, SHLC has supported development of the State Green/Affordable Housing Policy in Maharashtra and Karnataka. It also engaged with the Central Government for fast tracking environmental clearance process and taxation advocacy for green buildings.

Principle 8: Inclusive Growth & Equitable Development

Businesses should support inclusive growth and equitable development

Does the company have specific programmes / initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof.

Mahindra Lifespaces believes that it has a critical role in addressing country's social challenges and contributing to wider socio-economic development. It aims to serve the interests of the society and create shared and sustained value for all its stakeholders, including local communities. This is essential in ensuring its social license to operate.

Through its CSR initiatives, the Company focuses on enhancing relationships with key stakeholders and create a positive impact on the communities around its developments. The CSR Policy enshrines the framework for the implementation of these initiatives. It also defines a transparent structure to guide the development and implementation of the interventions.

What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

The Company along with subsidiaries and JV companies contributed INR 3.29 crores towards CSR initiatives in four key areas: environment, education, health, and others. The detailed breakup of the expenditure is provided under Annexure 2 of the Annual Report. A snapshot of the initiatives and associated impact is provided below:

Environment

- **Mahindra TERI Center of Excellence (CoE):** The Mahindra TERI Center of Excellence was launched in 2018 with a vision '*To build a greener urban future by developing innovative energy efficient solutions tailored to Indian climates*.' It utilises state-of-the-art research techniques and tools to generate performance data and metrics, leading to large-scale implementation of energy efficient solutions. The progress achieved in research activities during FY2019-20 are detailed out under Principle 6.
- **Green Army:** The Green Army provides education to children on sustainable living habits and choices and encourages them to spread awareness amongst friends, families, societies, and nearby communities. Since its inception, the Company has reached out to 350 schools, 70,000 students, and 2,80,000 citizens across Mumbai Metropolitan Region, Pune, Nagpur, Chennai, Delhi, Ahmedabad, Bengaluru. As a result, savings of 31,50,000 units of energy, 48,190 million litres of water, and 6,387.50 tonnes of waste has been observed.
- **Hariyali:** The Company planted 5,000 trees in Government approved forest area and villages around Mahindra World City, Jaipur.
- **Waste Management:** 40 volunteers from Kunnavakkam village were trained on different aspects of solid waste management including wet and dry waste, biodegradable and non-biodegradable waste, and recycling techniques among others. Dustbins were also provided to 220 households to segregate biodegradable and non-biodegradable waste.

Education

- **Nanhi Kali:** Nanhi Kali is a flagship project of the K.C. Mahindra Education Trust and Naandi Foundation, that aims to provide quality education girls upto the age of 15 years. The Company supported 2,302 Nanhi Kalis in FY2019-20. It also renewed the sponsorship of 1,548 Nanhi Kalis for a period of one year.
- **STEM Education:** The Company is in the process of establishing a Mini Science Centre to teach the concepts of Science and Mathematics in an interactive manner to 300 children at Government High School Karunilam, Kattankalathur. In addition, a computer lab was also set up at Panchayat Union Middle School, Paranur.
- **Vocational Skill Development Training**: 250 people were trained in FY2019-20. Till date, trainings have been imparted to 2,023 people.
- **Self Help Groups, Mahindra World City Jaipur**: During the year in review, 10 new SHGs were formed with 175 women. Till date, 105 SHGs have been formed with 1,418 women. 50 women were also provided primary education.
- **Seva Mandir –** The Company donated INR 25 lakh to Seva Mandir for providing education to underprivileged children
- **Mid-day Meals:** In association with Akshay Patra Foundation, it provided mid-day meals to 605 children across five schools.
- **Infrastructure Development:** In FY 2019-20, the Company constructed 12 toilets in government schools across seven villages.

Health

- **Donation to Mumbai Mobile Creches,** an organisation working for the right of marginalised children to Early Childhood Development.
- **Donation to ENT Research Society:** The Company contributed INR 25 lakhs to the ENT Research Society to support implantation of cochlear devices in underprivileged deaf and mute children.
- **Health Camps:** Camps were conducted in two government colleges and two government schools at Mahapura village near Mahindra World City, Jaipur to educate girls to health and menstrual hygiene.
- **Anganwadis:** 3 Anganwadis have been adopted to provide renovation and education support.
- **Contribution towards COVID-**19: In order to sensitise the customers and communities in the residential areas on the precautions to be taken during current times, awareness sessions were conducted in Mahindra World City, Chennai. The Company also regularly fumigated all the public places and have provided hand sanitisers and face masks to the health workers and police officials posted on COVID-19 duty.

Are the programmes /projects undertaken through in-house team/own foundation/ external NGO/ government structures/ any other organization?

The CSR initiatives are implemented by the local CSR committees of the Company or credible NGO/ voluntary oragnisations having an established track record of implementing similar programmes. Some of the initiatives are also implemented through partnerships with corporate foundations namely, the Mahindra Foundation and the K.C. Mahindra Education Trust. In addition, the Company also encourages its employees to volunteer (known within the Mahindra Group as Esops) and participate in the CSR projects.

Have you done any impact assessment of your initiative?

Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

The CSR initiatives are regularly monitored by the Sector CSR Council comprising of senior leadership of Mahindra Lifespaces as well as the Unit CSR Committee. The Company also undertakes impact assessment surveys at periodic intervals to assess the effects of its initiatives.

Principle 9: Customer Engagement

Businesses should engage with and provide value to their customers and consumers in a responsible manner

Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/ N.A. /Remarks (additional information)

Being in the real estate business, product labels are not applicable to the Company. However, detailed information about all its projects, features, and pre-certification/ certification labels by IGBC/ GRIHA, are provided on the website as well as individual project brochures. Additionally, the message of sustainability is also provided to the customers during marketing, sales, and handover process, so that they are able to realise the benefits of green development. All the marketing documents follow the set of norms laid down under the RERA Act, 2016 as well as the brand guidelines of the Mahindra Group.

What percentage of customer complaints/ consumer cases are pending as on end of financial year?

Mahindra Lifespaces places high priority on ensuring that every aspect of customer journey – from pre-purchase to post-handover, is enjoyable. This is reflected in its value proposition of Joyful Homecomings. Quick resolution of customer complaints is a key component of our customer journey.

The percentage of customer complaints pending as on 31st March 2020 was 0.49%^. The number of consumer cases pending as on 31st March 2020 was 31nos^.

^*Includes MLDL, MBDL, MHPL, DMDPL, MHDL, MRDL, MITL, MWCDL, MWCJL.*

Did your company carry out any consumer survey/ consumer satisfaction trends?

As a part of its customer engagement process, the Company conducts quarterly customer satisfaction surveys (CSS). The overall CSS score increased by 28%, reaching 77 in the third quarter. The results of the survey of the fourth quarter are awaited. In addition, it also carries out satisfaction surveys through external agencies such as IMRB International.

Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last 5 years and pending as on end of financial year? If so, provide details thereof, in about 50 words or so.

No case was filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on 31st March 2020.

Sustainability Roadmap 2020

This roadmap is a culmination of inputs from an enhanced stakeholder base (both internal and external) such as employees, customers, competitors, vendors, consultants and local community. The roadmap sports aggressive targets across all three bottom-lines and will help align efforts with the real needs of the enterprise and its stakeholders.

BUSINESS RESPONSIBILITY

- Set and uphold the highest standards of ethics & transparency with all our stakeholders
- Increase shareholder value by significantly enhancing the Return On Capital Employed
- Be recognised among the most trusted brand for customers in the markets we operate in, through reputable survey(s)
- Be among industry leaders in the 'Great Places to Work' Survey
- Improve our gender diversity ratio to 30% women
- Build partnerships to drive innovation in the development of sustainable habitats and ecosystems

COMMUNITY OUTREACH

- 100% of our projects to have community engagement programmes
- Community engagement programmes to reach out and cover >30% of the target group
- Enable employability by driving skill development and upgradation programmes reaching out to over 10,000 persons

ENVIRONMENTAL STEWARDSHIP

- 10% energy intensity reduction and 10% Greenhouse Gas intensity reduction
- 10% improvement in water efficiency and exceeding the minimum wastewater standards
- 5% of energy requirement to be met through renewable energy
- Reduce waste intensity by 20%
- Zero fatalities and reportable accidents at all sites and continued reduction in lost work day accident rates
- Ensure that 50% of the total building materials (by cost) are procured within a distance of 400 km
- Build sustainable supply chain for top 100 suppliers through capacity building and establish monitoring mechanism for carbon and water footprint
- Develop biodiversity plans for at least two key locations

