

## People

# Fostering an engaging and empathetic work culture

Our people are central to our business. We acknowledge the many ways in which our employees enrich our outcomes, giving us new perspectives, driving the business forward with energy and enthusiasm, helping us get more deeply entrenched with the task of creating a better society and better value.



### MATERIAL ISSUES



- 1
- 2
- 3

### SDGs LINKED



### APPROACH IN BRIEF

We approach our social priorities in a way that reflects our commitment to being a responsible corporate that understands and addresses the expectations of stakeholders. We are building a diverse and strong workforce while also focusing on building a customer-centric business. We undertake regular tenant and key stakeholder interactions to encourage them to follow environment best practices. Our initiatives ensure that we serve our communities through the lens of social inclusion and by being a partner of choice for our business partners. Our goal is to build a safe and secure work environment for our stakeholders.

### COMMITMENTS

Promote health, safety and wellbeing for our employees, tenants, business partners and communities through

- Stakeholder engagement
- Equal opportunities
- Diversity and Inclusion initiatives
- Protection of human rights, zero tolerance to child and forced labour
- Talent attraction and human capital development initiatives
- Hazard identification, risk analysis and control, developing standard operating procedures to address health, safety, and social aspects
- Awareness and training programmes addressing health, safety, and wellbeing
- Need based community development projects

Refer to our sustainability strategy on Page 12

### AS PART OF OUR ESG APPROACH, WE IDENTIFIED FOUR KEY STAKEHOLDER GROUPS:



**Employees**



**Customers**



**Business partners**



**Communities**

## Employees

It is our firm belief that an organisation's success depends on its employees. Attracting the right talent and empowering them are our priorities in this regard. Our conscious efforts are directed towards ensuring that our employees can reach their full potential. We facilitate this by providing adequate training and professional development opportunities while establishing and enabling policies that support equality, merit, diversity and inclusion.

### THE HR PHILOSOPHY

It has been our constant endeavour to build a strong culture that stands on the foundation of trust, respect and inclusivity. We will strive to adopt policies, frameworks and processes that provide our employees a psychologically safe and growth-oriented environment. We strive to improve transparency, meritocracy, learning and development opportunities and a holistic work-life balance for our employees. We wish to be employers of choice in our industry and will build our employee value proposition in strong alignment thereof. We will ensure that each employee who displays passion and purpose, grows at IndoSpace.



**Rajni Khurana**  
EXECUTIVE DIRECTOR, HUMAN CAPITAL MANAGEMENT

### HEALTH AND SAFETY

We emphasise on employee health and wellbeing and conduct a series of programmes around the year to support employee needs around health awareness, mental wellness and stress management. Likewise, maintaining the highest standards of safety is also significant to us and we organise a series of employee-focused initiatives at periodic intervals to keep the workforce informed and abreast of safety procedures and facilities available.

We have standard health and safety protocols across our facilities and have a common framework for the monitoring and oversight of H&S issues with dynamic changes made

to processes and responses based on incident tracking and feedback. This framework depends on a process of continual risk identification, assessment and mitigation with active participation of the workforce.

We actively engage with various stakeholders on HSE expectations and statutory compliances that need to be adhered to. We emphasise on enhancing H&S performance by setting objectives and targets and continually monitoring key performance indicators. Further, we promote a culture of safety through behaviour change programmes and by providing appropriate training to employees and contractors.

## People

### Health and Safety initiatives

- Regular safety and fire drills to create awareness on protocols and emergency responses
- Quick response teams conduct frequent patrolling of parks for safety of people and inventory
- Wellness programmes and health camps held periodically
- COVID-19 precautions and action plan, including:
  - ▶ Focus on maintaining business continuity and ensuring worker safety, and to achieve this, safety protocols and SoPs were designed and rolled out quickly
  - ▶ Work from home guidelines established
  - ▶ Vaccination camps for employees and their families
  - ▶ Awareness series on physical and mental wellbeing designed by experts rolled out for all employees
  - ▶ Launched the COVID Crisis Employee Communication App for employees to share helpful tips, company news and FAQs
- Tie-ups with app-based health service providers such as Ekin Care and Innerhour that provide access to multiple services like doctor consultations, diet consultations, discounted prices at gyms/fitness centres, health check-ups, personalised pregnancy care, pharmacy orders, personalised wellness scores and their tracking



### HEALTH AND SAFETY TRAINING TOPICS COVERED FOR EMPLOYEES AND CONTRACTORS

- |                             |                                       |
|-----------------------------|---------------------------------------|
| ■ Risk assessment           | ■ Manual handling                     |
| ■ Electrical safety         | ■ Work permit training                |
| ■ Ergonomics                | ■ COVID-19                            |
| ■ Safety in demolition work | ■ HIV and AIDS                        |
| ■ Use of PPE's              | ■ Emergency preparedness and response |
| ■ Construction safety       | ■ First Aid                           |
| ■ Safety in hot work        | ■ Fire fighting                       |
| ■ Work at height            |                                       |

### H&S compliance

We rigorously comply with the safety standards and strive to have an accident-free work environment where every employee feels safe and secure to work. We carry out hazard identification and risk analysis for all our activities. We have established safety practices and defined processes to be followed across the pre-construction, construction and post-construction phases. We establish site level safety committees for identifying occupational health hazards, unsafe practices and suggesting remedial measures. The committees are also responsible for ascertaining the adequacy of existing health and safety compliance management, emergency preparedness, hazard identification, risk assessment and control processes. Further, various health, safety and environment requirements are embedded as part of our contractor agreement. For more details, refer to Business Partners section.



### HSE Practices



#### PRE-CONSTRUCTION

- |                                       |   |  |
|---------------------------------------|---|--|
| ■ E & S due diligence                 | ■ HSE resource & Infrastructure planning            | ■ Kick-off meeting to explain HSE expectation to all stake holders |
| ■ Vendor Evaluation on HSE parameters | ■ HSE visuals like posters, training materials etc. | ■ Briefing about COVID-19 SOP                                      |
| ■ HSE Manual                          | ■ Statutory compliances                             |  |

#### CONSTRUCTION STAGE

- |  |  |   |
|--|--|---|
| ■ HSE trainings to all employee and workmen                            | ■ Weekly safety walk, to identify the safety lag and corrective action | ■ Conducting mock-drills                      |
| ■ Inspection and tagging of equipment, tools and tackles and machinery | ■ Construction phase monitoring Audit and third party HSE Audit        | ■ Electrical inspection                       |
| ■ Medical check-ups for the workmen                                    | ■ Regular training on HSE  | ■ Monitoring of labour colony set-up          |
| ■ Formation of Safety Committee and regular meetings                   | ■ Work permit system   | ■ Motivational programme for workmen/employee |
|  | ■ Monitoring of the Statutory compliance                               | ■ Management review                           |
|  |  | ■ Ensuring the COVID-19 SOP implementation    |

#### POST-CONSTRUCTION

- |  |                                   |   |
|--|-----------------------------------|---|
| ■ Monitoring de-mobilisation activity                                | ■ Green Certification (EDGE/IGBC) | ■ Conducting operation monitoring audit |
| ■ Building handover to FM teams, HSE training on operational aspects | ■ GHG emission inventorization    | ■ Management review                     |

3,437

Unsafe act/ conditions identified for safety performance improvement

9,754

Toolbox Talks

1,489

HSE trainings conducted covering our employees and contractor workforce

### Accorded the 'Quality Excellence in Safety and Environmental Sustainability' at the 10<sup>th</sup> Manufacturing and Supply Chain Awards

Annual Safety Week celebrations this year was in alignment with the National Safety Council theme of 'Nurture young minds, Develop safety culture'

World AIDS Day Campaign: Conducted a campaign on World AIDS day themed around 'Ending the HIV epidemic: Equitable access, Everyone's voice' with awareness sessions and medical camps across all project development sites.

#### SAFETY WEEK

At IndoSpace, we celebrated Safety Week with the objective of promoting a culture of safety in the workplace and to increase awareness on how safety can be integrated into our daily life.

- Every project head across our pan-India sites administers the safety and health pledge to employees
- Conducted various awareness sessions such as display of 'Safety Day' banners at strategic locations, safety competitions held for essay and slogan writing, poster creation, and safety performance, among others
- Practical demonstration on use of PPEs, firefighting techniques and emergency drills

## People

### EMPLOYEE WELLBEING

It is our employees who make our goals achievable. When the vision is of transformational leadership, it is important to have employees who understand what that entails and are willing partners. It is crucial for us to ensure the well-being of our employees and we undertake all efforts to offer them a safe work environment.

- Tied up with Innerhour, which has features such as Relief Bot, access to free health and wellness courses, and consultation sessions with wellbeing experts
- Undertook various recreational activities such as music events and stand-up comedy sessions
- Going beyond real estate, we organised IndoSpace Premier League (IPL) at the facility in Chakan, where we and people across our client portfolio participated
- Regular engagement with all our stakeholders to understand and deliver on their needs and expectations

Keeping our employees engaged in the workplace through unique activities is material to us. We introduced several activities for our employees so that they enjoy the work they do. During the pandemic, to aid employee mental health well-being, we launched various programmes.

### LAUNCHED THE FUN 'GOQII CORPORATE CHALLENGE' INITIATIVE

Employees are encouraged to download the app to undertake physical fitness challenges wherein they can perform on-the-spot challenges, post their pictures and tag GOQii on social media platforms. The activity facilitated better bonding between employees and more engagement with the activities.

The gamified challenge pitted different corporate teams against each other with daily fun-filled health and fitness activities, along with exciting daily spot challenges to be won. The activity was well timed and scored high participation levels.

**60+**  
Employees participated

### HAPPINESS MASTERCLASS

A dynamic and interactive workshop was conducted by us for our employees and their families to help them become more strong, creative and resilient human beings.

**120**  
Employees participated

### LEADING WITH EMOTIONAL INTELLIGENCE

It was a workshop conducted by us with the objectives of enhancing leadership skills, garnering trust, developing the right attitude at work and deepening self-awareness, among others.

### EMPLOYEE BENEFITS

At IndoSpace, our HR policies are devised to acknowledge the efforts of our employees and reward them with certain benefits that they might avail as per their needs. We have detailed policies that cover life and health insurance, parental leave policies, annual performance management policy and retirement provisions, among others.

- Health insurance policy
- Personal accident insurance policy
- Life insurance policy
- Care and dignity policy (To combat sexual harassment)
- Annual performance management
- Maternity and paternity leave policy
- Attendance policy
- Work culture and ethics
- Supportive leave policy, one of the best in the real estate/warehousing sector
- Additional health insurance top up policy for employees, spouses and kids



Other than these activities the annual engagement calendar is filled with several exciting events like offsites, picnics, sports events, and Women's Day celebrations among others.

### TALENT MANAGEMENT

For us, talent management is the crucial first step to realising our organisational goals. Identifying and onboarding the right talent pool is non-negotiable for us. We actively work to keep our attrition rates at a minimum through engagement strategies that assign employees to work that they enjoy and are well skilled to perform, and also by understanding their needs and assisting them in ways that make the workplace their comfort zone.

### DIVERSITY AND INCLUSION

We are an equal opportunity employer. Ours is a merit-based organisation that shuns all forms of discrimination and in our employment decisions (such as recruiting, hiring, training, salary and promotion) we follow non-discrimination. We are an inclusive organisation that welcomes diverse people from all kinds of backgrounds and strongly believes that diversity adds creativity, freshness and new perspectives to our workplace.

#### No. of employees



#### Female employees (%)



#### Employees below 30 (%)



#### Employees 31- 40 (%)



#### Above 40 (%)



### TRAINING AND PEOPLE DEVELOPMENT

Skill building is the most effective way of assuring systematic professional growth. We offer a host of training opportunities – online courses, virtual and in-person workshops among others. We map the training needs of our employees as per their goals and performance and align them with monthly training planners. This helps fulfil the dual objective of meeting employee needs for their personal career development while also fulfilling the Company's goals. A range of training areas are available right from contract management in the construction industry, team building, innovation and excellence, to LinkedIn courses and Masterclasses on happiness, emotional wellbeing and emotional intelligence.

#### Average Employee Training (Hours/Year)



#### Net Spend on Training (INR Mn)



#### Training Hours



**39.5%**

Percentage of employees received professional trainings

### LINKEDIN LEARNING CHALLENGE

It was a campaign run on LinkedIn Learning to increase the upskilling and learning of employees. Employees were encouraged to login to LinkedIn Learning and complete courses on subjects like emotional intelligence that would help them develop their skills and become more productive. Over **130 employees** participated in this challenge.

## People

### ESG TRAININGS

Our ESG training programmes are informative and engage employees in ways that require interactive participation and thus, leave a more memorable impact. We aim to inculcate a deep understanding of environmental consciousness and the pillars of sustainability into all our employees.

**50.27%**

Percentage of employees received ESG trainings



- Zero Emissions Day** was observed on 21<sup>st</sup> September across all our sites in north, west and south. Activities aimed at creating mass awareness and several other initiatives were organised like banner displays, mass toolbox talks on environment protection measures, awareness talks and marches.
- Eco Pledge Challenge** was held between 5<sup>th</sup> and 10<sup>th</sup> June, where events were held and prizes were given for the best entries. The activities were aimed at spreading awareness and building a commitment towards making an environment-friendly change in ways that extended beyond our employees, and touched their families too. The Eco Pledge Challenge was about employees taking the challenge to change one aspect of their daily lives to become more eco-friendly like switching to reusable shopping bags, carrying their reusable bottles along and then writing posters or clicking pictures on this and sending these in as a part of a Company-wide competition. The challenge proved to be popular and had a lot of participants from across the Company.
- We also had a session themed around World Environment Day 2021, which was on ecosystem restoration. These sessions are conducted for our employees for the opportunity to educate them on our ESG policy, strategy and initiatives.
- Organised a **human rights training session** on International Human Rights Day to spread awareness on rights that are applicable in the office environment, construction sites and operational parks.

### HRMS OFFERING

Our new HRMS, DarwinBox, promises to be not just a digital platform but also a tool for us to adopt modern best HR practices in the industry. The platform unifies the entire employee life cycle and ensures a better experience by providing easy and well-managed workflows and information access to employee and managers. This new-age platform helps automate day-to-day HR processes, simplifies human interactions and delivers actionable insights to build a better workplace. Some of the powerful features are as follows:

- An interactive page that offers our employee cross-section the opportunity to engage and have joyful exchange on an employee's key milestones
- Dynamic performance management that allows proactive goal setting, formal reviews and real-time feedback sharing
- Powerful analytics provides real-time data and trends on demography, productivity, retention, diversity, employee morale and ongoing pulse surveys among others
- Online learning management system that allows access to learning content anywhere, anytime and thus an efficient tracking of employee development

DarwinBox also acts as the organisation's intranet with ready availability of information on directory of employees, updates and news bytes from senior management, communication exchange between employees, thus promoting engagement and camaraderie. The platform provides for strong governance of HR data and systems, employee-connect and overall organisational effectiveness.

**100%**

Employees receive regular performance and career development reviews

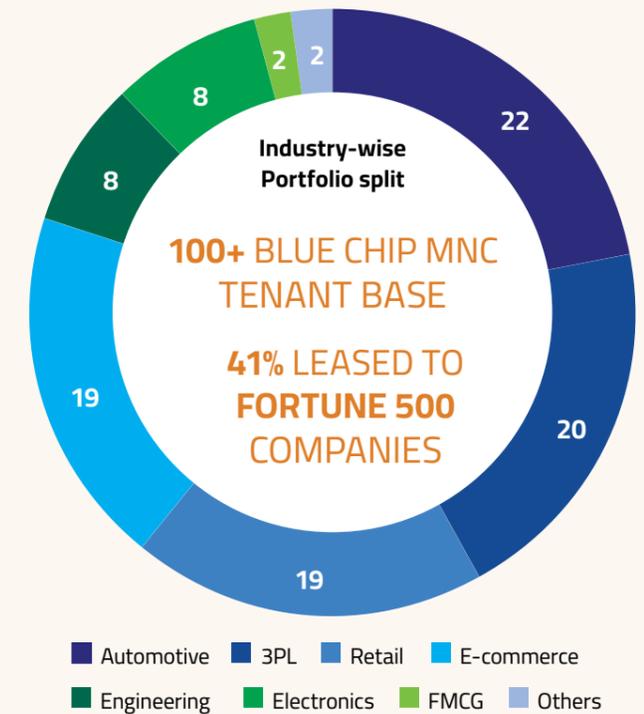
## Customers

Our 15-year journey to becoming India's premier industrial warehousing solutions provider has been entirely customer-driven. Our commitment to customer centricity has made us design many of the unique features that we offer at our parks, to ensure maximum operating 'comfort' for the customer and to allow them to leverage the use of our facilities and maximise their business gains.

### SUSTAINABLE AND SMART PARKS OFFER SEVERAL DISTINCTIVE FEATURES FOR OUR TENANTS

- Rooftop solar panels offer the option of utilising green and cost-effective energy, leading to much lower energy bills
- Smart metres for tracking both energy and water usage and to give regular updates, leading to better monitoring of usage and control over costs
- Use of drones enables virtual site visits and real-time updates for customers whose warehousing spaces are still at the construction stage. This leads to better capex management and future planning
- Developed guidelines for our tenants on environment, health, safety requirements, including a comprehensive list of dos and don'ts for our tenants in terms of safety and emergency preparedness
- High-order security coverage with CCTV camera installations across all parks. Additionally, advanced AI and predictive analytics helps minimise damage from unforeseen events
- 'Smart' operations of tenanted premises offer real savings in operational costs due to better time and inventory management. This covers automated handling of visitor management, helpdesk and maintenance as well as, truck movements like loading, unloading, docking while on-premise

### OUR TENANT PROFILE (%)



#### Automotive



#### Third Party Logistics (3PL)



#### Retail



#### E-Commerce



#### Others



## People

### CUSTOMER EXCELLENCE EQUALS SERVICE DIFFERENTIATION

Our customer centricity is based on the pillars of delivering consistent and quality work. We ensure that our customers remain happy and receive best-in-class services by maintaining a 360° focus through our Mission ACE (Achieving Customer Excellence) initiative.

Mission ACE has the highest level of leadership involvement with the steering committee consisting of the Vice Chairman (Real Estate) of Everstone Group and the Head of Business Excellence and President and Managing Director (Project & Development) at IndoSpace.

Under Mission ACE, customer satisfaction is tracked through digitised customer MIS and customer excellence index. This core group also oversees several key projects, spanning multiple departments, and ensures that customer excellence parameters are adhered to at each stage of customer interaction and service. A brief profile of the process is described here:

- **Mapping of the customer journey:** End-to-end customer touchpoints mapped over four key stages i.e. brand awareness, consideration, preference and recommendation
- **Customer interactions:** Customer communications and interactions were standardised from enquiry, site visits, proposals to lease registration, onboarding to handover, billing query/complaint management to timely renewal or expansion across projects
- **Faster business processes:** Key business processes such as investment, marketing and leasing, project development, facility management, and finance are optimised using well-defined turnaround times and digitisation of these functions.
- **Customer experience and loyalty management:** Continuous engagement with customers and brokers occurs at each touchpoint. Key account management practices are followed to retain customers and renew/expand leases.

### MISSION ACE

It led to improved customer service levels, collections and renewals, lower customer complaints and enhanced customer experience and satisfaction.

Over the long run, it is expected to reduce investment outlays and turnaround times; improve pre-leasing rates. Apart from business benefits, it has vastly improved the work culture, due to extensive leadership and staff connect as well as improved coordination.

### INDOSPACE'S EFACILITY® SYSTEM

We developed a robust enterprise facility management software, commonly addressed as IndoSpace's eFACiLiTY® system. The software is a leading solution in the CAFM/EAM/CMMS space. It works to provide all operational purposes of the business under one single system. Once deployed, the eFACiLiTY® system assimilates all aspects of business operations, enabling a safe, productive, cost-effective, automated and convenient workspace for all our employees, in-turn leading to higher customer satisfaction. The system interconnects all aspects of the business, enabling holistic monitoring and reporting of vital operational information.

Under the eFACiLiTY® system, we have seven modules, of which we implemented four modules which are the Visitor Management System, Help Desk System, Patrol Management and Instant Feedback Management. We are in the process of implementing the rest of the modules across our business operations.

- **Visitor management system:** It is imperative for organisations to keep a check on the number of visitors to their facilities. Through the eFACiLiTY® system, the visitor management tool has made it easier for us to screen, register and manage visitors with the help of various features.
- **Help desk system:** This module enables us to manage the workflow of registering, assigning and resolving all service requests and problems across IndoSpace. The module maintains and tracks responses to each action with these analytics helping resolve similar issues.
- **Patrol management:** The module helps in convenient patrol planning, report generation, shift assignment/allotment, database maintenance and hardware settings, among others.
- **Instant feedback management:** We installed the facility of instant feedback for a culture of continual improvement at IndoSpace. We devised various measures such as managing feedback through mobile apps, access-based feedback for authenticated users, location specific configuration with alerts and notifications, among others.
- **Tenant billing system:** The module is intended to cover the resource utilisation data of our tenants through the integration of BMS and BAS systems, which will help generate automated bills based on the utility.
- **Maintenance management system:** The system provides enterprise asset management, property management and computerised maintenance management with features that facilitates the tracking, maintenance and management of our assets, properties, facilities, equipment and get the best performance throughout the life cycle.
- **File drawing management:** It is a digital file management tool to store, track and manage file information associated with business operations.



### CUSTOMER SATISFACTION SURVEY

We conduct an internal tenant survey on an annual basis. During FY22, we conducted our first external customer satisfaction survey through an independent agency.

The survey includes metrics such as

- Net Promoter Score
- Overall satisfaction score
- Satisfaction with communication, responsiveness and property management
- Understanding tenant needs
- Value for money
- Others (Environment, sustainability, utilities, safety, compliance, social media)

At IndoSpace, we are committed to sustained, purposeful engagement with our tenants. Such engagement seeks to;

1. Build connectivity with tenants and value opportunities for genuine feedback to and from tenants
2. Improve service delivery by seeking and acting on tenant inputs
3. Facilitate enhanced tenant wellbeing by supporting tenants to engage in activities and programmes that improve relationships, and address high priority environment and social issues

We also carry out tenant engagement and satisfaction improvement programmes as part of our business excellence strategic plan. For tenant engagement, our facility management team develops a comprehensive tenant engagement calendar for each park. Each year we roll out specific programmes such as, IPL -IndoSpace Premier League to encourage health, wellbeing and fitness focus among our tenant workforce, Marathon/Tug of war, and fire safety sessions and in addition to those, we also circulate newsletters on various themes decided for the particular year. For the tenant satisfaction improvement programme, we conduct face-to-face meetings with tenant representatives and define action plans to improve tenant satisfaction based on themes such as utilities, securities, safety and resolution of complaints among others.

### NET PROMOTER SCORE

One of the key focus areas at IndoSpace is to achieve a high Net Promoter Score (NPS) by delivering exceptional customer service. The NPS methodology uses a 10-point rating scale to identify promoters, passives, and detractors. It is one of the proven methods to understand if business and revenues would grow over time. Based on the data collected through the study, we identified areas of improvement, which were integrated in our annual strategic planning process.

## 40%

Net Promoter Score

### DIGITAL OPERATIONS – SMART PARKS

Our focus on sustainability is combined with the use of high-technology functionalities to make our parks and buildings operate with a seamless, low-footprint ease that supports the environment and optimises efficiencies.

Our digital transformation initiatives function along four prongs: operational processes, new technologies, data analytics and change management. Digitisation has enormously augmented customer experience and its impact has been significant on operations TAT and business-as-usual, helping create significant efficiencies in resource and energy use.

Digital compliance tools and dashboards were established for each department. This tool enabled compliance monitoring for all applicable legislations (environment, health, safety, social, and financial). The tool also had periodic reviews and an updated facility, enabling us to monitor any amendments in applicable legislations.

ESG tracking and reporting is being digitised using the UPDAPT's ESG SAAS solution. This has led to streamlining of data across the sustainability lifecycle, easy configuration of metrics as per national and global reporting standards, easier compatibility for audit purposes, intelligent data representation and assessment due to the use of analytics and dashboard formats. In sum, it is now possible to make quicker interventions where necessary or scale up if the situation so demands. This helps significantly reduce time and resource losses.

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### Business partners

Our business partners, contractors and suppliers are very critical for our operations. They are carefully identified and selected to keep alignment of their values and work ethics with the standards that IndoSpace upholds. We have well-entrenched and comprehensive contractor and supplier management processes for their identification, selection, onboarding, work oversight, performance review, mentoring and capability building. We encourage local procurement to extend opportunities for the local community, making an economic impact while also minimising the environmental impact due to transport of materials.

#### SUPPLIER SCREENING PROCESS

Our evaluation system begins with our contractor selection and evaluation checklist i.e., compliance requirements, which covers aspects related to health, safety, environment, labour regulatory requirements, in addition to aspects such as

#### INDOSPACE'S SUPPLIER CODE OF CONDUCT

- 3-stage model (Engage, Evaluate, Collaborate) sustainable procurement excellence framework
- Covers mandatory requirements on quality, and ESG criteria including the compliance requirements
- Periodic performance evaluation processes based on defined parameters
- Review of contract, renewals, and phase outs
- Guidelines to implement sustainability best practices

availability of policies for child labour, POSH, anti-bribery, anti-corruption and any grievance redressal system.

Following this, we undertake screening as a prequalification stage, wherein contractors and suppliers are screened on the basis of past experience, financial, technical and organisational capabilities, quality control and assurance among other parameters. Based on the screening results, we onboard contractors and suppliers as our business partners while conducting induction on various E&S requirements.

Once the contract is awarded, we undertake E&S performance evaluation and prioritise compliance and regulatory measures. We also run specific programmes to instil knowledge across safety, environment and social messages among our vendors and suppliers. We constantly assess the overall performance of our business partners and in case of poor performance, the partners are gradually phased out and their contracts are terminated.

	Project Development	Facility Management
Total procurement spend	INR 9,159.26 Mn	INR 410.74 Mn
Total approved vendors	200	268
Procurement spend across categories		
Categories 1	52.89% Civil works	44.43% Equipment maintenance and repair, building and park expenses
Categories 2	20% PEB works	10.67% Utility charges
Categories 3	9% MEP works	8.07% Facility expenses



## Communities

As we continue expanding our presence and outreach, we are interacting with people across local communities. We walk with a vision of giving back to the communities and uplift them in all possible ways. As an organisation, we make a concerted effort at enriching the lives of our communities, enabling and empowering them responsibly and supporting them with integrity.

### CSR vision

We want to positively impact the local communities in which we operate

#### CSR STRATEGY

We devised three major focus areas for our CSR contributions. They comprise areas in which we believe we can create a huge impact. After much internal deliberation and guidance from our stakeholder engagement while aligning ourselves to the UN SDGs, with water management, waste management and hygiene and this may include CSR projects on any of sub-themes as presented below.



#### Water management

- Community infrastructure support on water, RO systems for purified drinking water, water storage solutions
- Rainwater harvesting systems
- WASH – access to clean water, sanitation and hygiene
- Innovative/tech-driven solutions on water conservation at community level
- Restoration of water bodies



#### Waste management

- Waste recycling, recovery
- Waste to fuel
- Waste awareness, solid waste management
- Domestic wastewater treatment facilities
- Zero waste initiatives



#### Hygiene

- Sanitation and hygiene at community level
- Supporting sanitation in schools, specifically girls

Apart from these core areas, we will continue to undertake CSR projects in rural development, education, among others.

### A. SWACHH SUNDAR CHAKAN

Swachh Sundar Chakan is an initiative undertaken as a small step towards promoting responsible waste management. It aims towards bringing about a behavioural change in the communities in terms of responsible consumption, waste reduction and segregation of waste at source.

The programme is implemented in two villages of Khed district in Chakan area i.e. Mahalunge Ingale and Bhamboli.

#### The objectives of the programme include:

- Encouraging source segregation
- Setting up and operationalising a de-centralised waste management system
- Increasing awareness level in the community
- Maximising resource recovery
- Providing dignified livelihood to waste workers

With growing consumption and the easy availability of packaged goods even in rural areas, the menace of unsegregated waste dumping is on the rise. We wanted to bring about behavioral change among villagers with respect to waste segregation and management. We collaborated with the NGO Collective Good Foundation and Sahaas to start the Swachh Sundar Chakan initiative in the two villages of Mahalunge Ingale and Bhamboli in Khed district of Chakan area, adjacent to where our park was located.

All the individual households that were contacted under this programme were taught about waste segregation and its benefits. The advantages of resource reuse, organic composting and segregated waste processing were explained to them. Likewise, they were informed about the ill effects of landfill dumping.

#### Features of the programme:

- Phase I of the programme focused on regularising and setting up a system for waste segregation across the CSR sites whereas Phase 2 of the project focused on upscaling waste segregation from households
- All individual households were encouraged to provide segregated waste (dry and wet) to waste collection vehicles, following which the waste used to be further segregated by type by the sanitation staff at the waste sheds
- The waste collection process was monitored for a year with results showing a promising future in terms of waste segregation

As a next step, we plan to conduct project impact assessment to measure the actual impacts and effectiveness of the programme in near future.

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### Impact – Swachh Sundar Chakan project

**1,400+ Tonnes**  
Dry waste collected through garbage trucks

**50+ Tonnes**  
Wet waste composted

**39+ Tonnes**  
Dry waste processed for recycling

**8**  
People employed as sanitary staff from the local communities

**INR 1.6 Lakh**  
Additional income generated from sale of dry waste

**500+**  
Participants in awareness workshops/eco-friendly events conducted through the project

**5,716**  
Households benefitted in CSR sites of Bhamboli and Mahalunge

**152**  
Commercial establishments benefitted in CSR sites of Bhamboli and Mahalunge

## CASE STUDY 1



### WET WASTE DISPOSAL FROM BULK WASTE GENERATORS

The bulk waste generators (BWGs) like canteens, hotels, among others of Mahalunge Ingle (MI) and Bhamboli panchayat generate ~500 kg/day of biodegradable waste (food leftover). This food waste used to get dumped into the dumpsite/landfill in the form of mixed waste leading to soil, water and air pollution. It led to chronic diseases among communities living near the dumpsite.

We found a solution to this in a nearby piggery farm, which is 35 km from MI and 45 km from Bhamboli panchayat, where food waste is used as food for pigs. We had to ensure that the food waste was free of plastics, rubber and metals among other harmful substances i.e. the food waste should be segregated at source to only feed quality food waste to pigs. The door-to-door collection of food waste service costs INR 500/day that includes transportation of around 110 kms and a worker.

We identified the BWGs in both panchayats and sensitised them to segregate the waste so that it can be used as feed for the pigs. After repeated awareness and sensitisation sessions accompanied with close monitoring by our team, 4 canteens in Bhamboli, a canteen and 10 hotels in Mahalunge Ingle panchayat started segregating their waste and handing over the clean food waste to the piggery.

**14,160 Kg**  
Food waste handed over to the piggery  
(In one quarter- January 2022 to March 2022)

### ADDITIONAL KIOSK SET UP FOR WASTE COLLECTION

Vasuli phata, Bhamboli is a busy market area where waste collection was becoming a challenge. The waste collection vehicle service is not adequate for this area as it is not possible to reach every point of generation (POGs) of waste. These issues further led to open space dumping, with the spot filling up with black polythene bags, which was a huge cause of concern due to sanitation and health issues.

To tackle this problem, after repeated discussion with Gram Panchayat (Local village council), the spot was cleaned, and penalty was announced for repeated offenders. However, mere penalty was not fruitful to curb this issue. Our team set up a kiosk for odd hours waste collection service for the community. We started manning the spot in the mornings with the help of sanitation workers and garnered good response. Hence, the gram panchayat agreed to provide the land for construction of the kiosk.

Post cleaning, the spot was beautified by planting trees and covered with a green net to avoid easy dumping. A permanent kiosk of size 10ftx8ft was constructed on the same spot and it commenced operations from March 2022.

## CASE STUDY 2



## CASE STUDY 3



### VEHICLE DONATION

The door-to-door collection of waste in Bhamboli has been irregular due to multiple issues like driver absenteeism and frequent breakdowns in the collection vehicle. The irregularity in door-to-door collection pushes communities to dump their waste in open space/vacant plots/drains, among others, leading to creation of new dumpsites.

To address the problem, IndoSpace donated a waste collection vehicle through the ongoing Swachh Sundar Chakan project. This will help streamline the process of waste collection that will result in an increasing number of households starting waste segregation at source, contributing to better waste management practices.

**500+**  
People attended the awareness sessions during February and March 2022

### B. CHASE YOUR DREAMS

The pandemic has had severe impact on children, with them losing out on opportunities to develop social skills, build friendships and discover their creative side. As a way out, a child's mental health and healing initiative was designed called Chase Your Dreams with the support of Sahyogita, an NGO focusing on educational, social and mental upliftment of children in the midst of the pandemic. With active collaboration from sports celebrities and actors like Bhaichung Bhutia, Virender Sehwag, Rohan Gavaskar and Rahul Bose, the programme provided participants aged between 6 and 18 years with an online platform where they could upload short videos on any creative skills that they wanted to showcase.

The programme was inclusive and reached out to school children across states and social spectrums. Mobile vans equipped with recording equipment were sent out to rural areas and 20,000+ schools across West Bengal, Orissa, Jharkhand and the Northeast were contacted for participation to which an enthusiastic response was received. Additionally, mental health specialists also participated to provide collective and individual counselling sessions for children during which their concerns were addressed, and due support and guidance was extended. Weekly and monthly prizes were given for the best videos, and further shortlisting was done to choose videos, which could be used at a gala event as the culmination.

The programme also acted as a launching pad for revival of grassroots-level sports, as the many stakeholders – like athletes, coaches, practice sites had all been grounded during the two-year long pandemic. An attempt was made to refresh livelihoods dependent on sports by reaching out through NGOs like Bengal Kop School for Football Excellence.

When we learned about this entire effort, it was found out to be an innovative way of reengaging with young minds, giving them a creative and fulfilling way of directing pent-up energies. The programme worked at various levels and benefited different kinds of people – both young and old. We decided to support the entire initiative for the unique impact it would be bringing in the future.

### C. OTHER INITIATIVES

- Food supplies and essentials distributed to villages in Tamil Nadu, Maharashtra, Andhra Pradesh, and Karnataka
- Water storage tanks distributed to local villages near Bommasandra park in Bengaluru to help tide over water shortage problems
- Vaccination drive conducted across Maharashtra, Tamil Nadu, and Delhi-NCR
- PPE kits and ventilators donated to COVID-19 centres in Pune
- Fitness bands distributed to police personnel in Chakan (Pune)

