

# SPACES THAT CAN GROW WITH YOU



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# SPACES THAT CAN GROW WITH YOU

IndoSpace is the largest investor, developer, and manager of industrial and logistics real estate in India—a position we have earned from staying true to our purpose and values. By making progress on our strategic priorities and fostering growth for several companies, we have emerged to be the preferred partner of choice for over 100 MNCs and industry leaders.

Our Company's commitment to ESG (Environmental, Social and Governance) practices only grew stronger in FY23, with significant efforts in the areas of the decarbonisation, effective management of people, and community upliftment.

We are driven by the purpose of creating value for our stakeholders, and their trust enables us to sustainably develop spaces for the long term. With a 4-star GRESB rating and robust climate change risk assessments, IndoSpace has stayed ahead of the game in an industry that is ever-evolving. This is a testament of our dedication to a holistic and responsible performance, encompassing the triple bottom line of people, planet, and profit.

# Awards and recognition

## Iconic Brand of India

The Economic Times Iconic Brands of India Conclave 2022



## Pioneer in Large Scale Adoption of Green Logistics Parks in India

IGBC Green Champion Award

## Top 2 Overall Developer

By Euromoney Magazine 2020 and 2022

## Sustainability Practices in Building Warehouses- Special Category Award

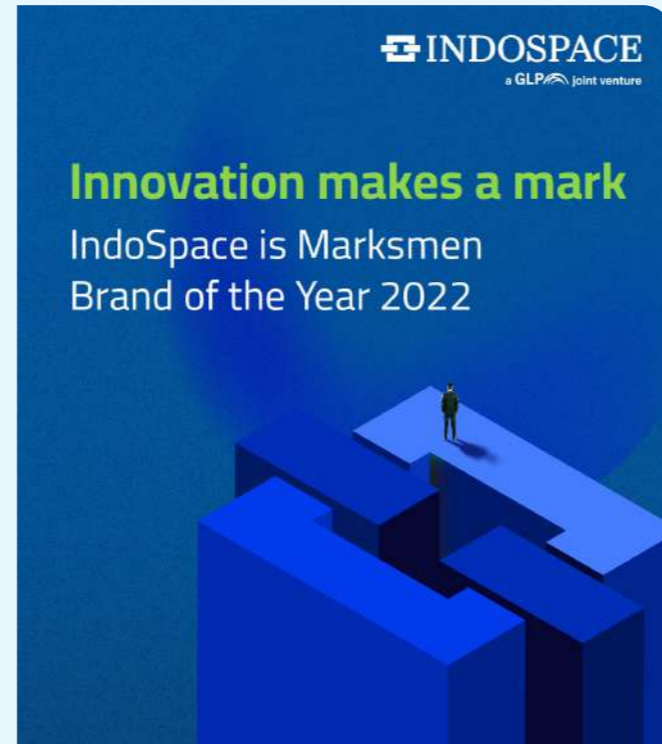
CII Scale – Supply Chain and Logistics Excellence Awards

## Best Industrial/Warehouse Developer in India

Ranked No.1 By Euromoney Magazine  
(Won 7 times, since 2015)

## Brand of the Year-Trailblazing Industrial and Logistic Developer

Team Marksmen 2022



## EDGE Champion-2022

By IFC

## Best Innovative Green Developer In India-2020 And 2022

Ranked No.2 By Euromoney Magazine

## GRESB 4-star rating in the first year of submission

GRESB is the standard for evaluating ESG performance in real estate and infrastructure projects. It provides objective scoring, benchmarking, and risk management insights. Major investors worldwide rely on GRESB data to make informed decisions that will lead them to a sustainable future.

In FY23, IndoSpace Core, India's largest stabilised industrial and logistics real estate platform received a 4 star rating in the first year of participation. In FY24, we will be including ILP II, one of our development funds for GRESB assessment.



# Highlights of the year

## People

### EMPLOYEES

**ZERO**

Serious injury cases

**ZERO**

POSH incidents

Various employee engagement initiatives carried out-PLAY, VIBE, Darwin Box and Celebrating Women, among others

Read more on Page 38 →

### CUSTOMERS

**85<sup>1</sup>**

Net promoter score

**3**

Parks equipped with food stations and e-bikes

**5**

Parks equipped with e-charging

### COMMUNITIES

**INR 16.4 Mn**

Spent on CSR activities

<sup>1</sup> Based on the external customer satisfaction survey

## Governance

**PRI** Principles for Responsible Investment

Signatory since November 2022

**ZERO**

Breaches of Code of Conduct

**ZERO**

Breaches of data loss/customer privacy

**ZERO**

Breaches on anti-bribery and anti-corruption

Read more on Page 22 →

## Planet

### CLIMATE CHANGE

Transition and physical climate change risk assessments as per TCFD recommendations

### ENERGY

**9.2 MWp**  
Rooftop solar installed

Read more on Page 28 →

### GREEN BUILDING CERTIFICATION

**57**

Warehouses EDGE certified

**48**

Warehouses EDGE Advanced certified

**16**

Operational parks received IGBC Platinum Certification

## Profit

**USD 97.5 Mn**  
Total Gross Revenue

**USD 16.8 Mn**  
Taxes paid

Read more on Page 09 →

# Corporate overview

IndoSpace was established in 2007 through a partnership between Everstone Group and Realterm. Through our cutting-edge solutions, we introduced world-class industrial and logistic real estate solutions to India, pioneering the growth of the industry.

**50**  
Total operational parks

**2,375 acres**  
Land bank

**2.7Bn**  
Assets Under Management (AUM)

**57.2 Mn sq ft**  
Total portfolio size



Being a leading player in the industry, we strive to set precedents that are beneficial to the industry, and actively work to introduce international best practices via collaborations with global industry giants like GLP.

IndoSpace has been a trailblazer in the industry with the introduction of breakthrough practices, such as constructing EDGE and IGBC-certified buildings that employ comprehensive sustainability principles, resulting in award-winning logistics parks that have defined the industry standard. Through rapid growth, we have expanded our footprint across 10 markets in India and established our presence as a leading player in the industry, serving over 100+ MNCs.

## Vision

To create and operate the finest and largest network of Industrial & Logistics assets in India

## Mission

To be the partner of choice for all our stakeholders by constantly innovating, providing best-in-class solutions, and operating with the highest governance

## Core Values

**INTEGRITY**  
We do what is right, irrespective of circumstance or consequence.

**INNOVATION**  
We raise the bar by introducing new ideas, technologies, and solutions to meet our clients' needs and stay ahead of the curve.

**TEAMWORK**  
We work together to create shared success for our employees and customers.

**EXCELLENCE**  
We outperform ourselves and set new benchmarks for quality and service delivery.

**TRUST**  
We are dependable and always willing to walk the extra mile for all our customers and stakeholders.



## Paving the way with our eminent sponsors

### Everstone

The Everstone Group is a leading investment group with a focus on India and South East Asia. They have over USD 7 billion worth of assets in private equity, real estate, green infrastructure, and venture capital. The Group focuses on making long-term investments and establishing lasting partnerships to create a solid foundation for sustained success in the future.

#### ESG approach

The Group is committed to promoting a sustainable global financial system through responsible investment practices. To achieve this, relevant ESG standards—across the areas of regulatory compliance, environmental concerns, social responsibility, sustainability, and ethical business practices—have been integrated into its investment processes.

### GLP

GLP is a leading global business builder, owner, developer and operator of logistics real estate, data centers, renewable energy and related technologies. From incubating new businesses to efficiently operating assets, GLP take a strategic and innovative approach to growth and value creation. GLP's combined global experience and expertise allows them to build businesses create value for their partners. GLP operate across Asia, Europe and the Americas. GLP Capital Partners, a global alternative asset manager with approximately \$125 billion in AUM, is the exclusive investment and asset manager of GLP.

#### ESG approach

The Company places great emphasis on various ESG (Environmental, Social, and Governance) commitments that enhance its business practices, promote the well-being of clients, and demonstrate its respect for local communities.

Employing data and technology, GLP achieves efficiency across its businesses through reduced consumption, better asset management, efficient capital investment, and improved returns.

### REALTERM

Realterm is a privately-owned investment management firm with a global presence, focusing on sustainable investments in the transportation industry. Realterm specialises in acquiring, developing, financing, and managing unique real estate and infrastructure assets that cater to land, air, sea, and rail networks across North America, Europe, and Asia. The Company currently manages a portfolio of over USD 11 Billion through five private equity funds—all of which are geared towards promoting sustainable transportation logistics activities.

#### ESG approach

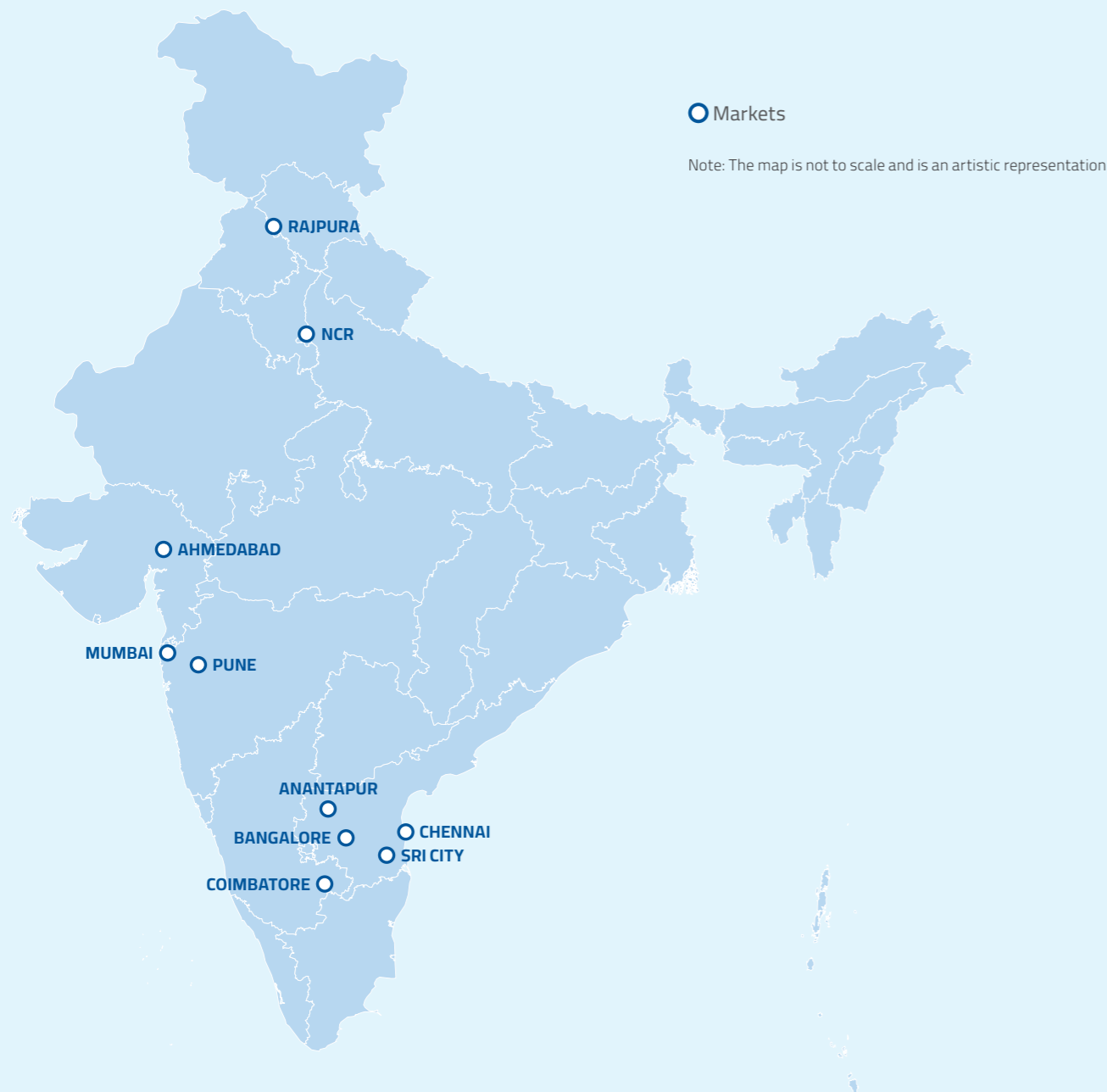
The Company places a high emphasis on citizenship and sustainability, actively aiming to incorporate these values into its daily operations. This helps improve its positive impact on society, decrease risk, generate opportunities, become more efficient, thereby bolstering the Company's reputation.

## Milestones



## Corporate overview

### A pan-India presence



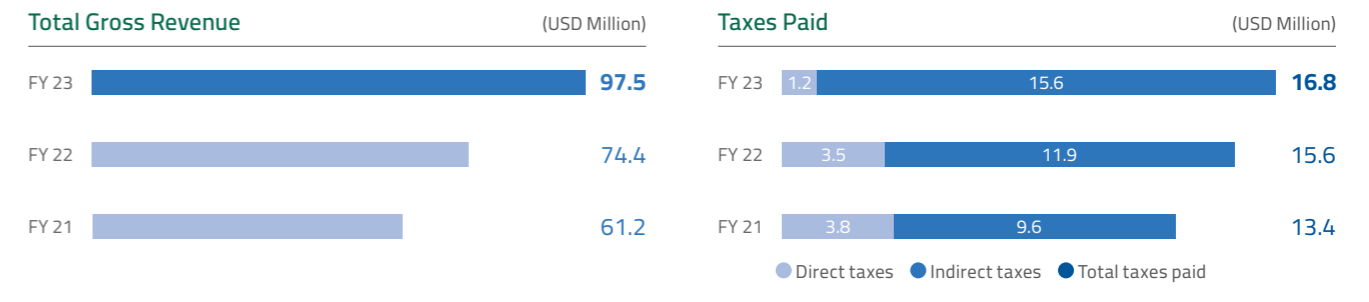
Particulars	Fund size	Mn sq ft	Land bank in acres	Number of parks	Locations
Core	USD 1.2 Bn*	11.3	475	13	Pune, NCR, Chennai, Bengaluru
ILP II	USD 343.7 Mn	13.1	575	13	Pune, Mumbai, Bengaluru, Chennai, NCR, Chittoor
ILP III	USD 580 Mn	32.7	1,326	24	Pune, Coimbatore, Ahmedabad, NCR, Chennai, Rajpura, Anantapur, Bengaluru, Mumbai

\* Target fund size

### Economic performance

Our strong business model has enabled us to generate value over the long term. The dedication and commitment of our employees, and the support our Company receives from our stakeholders have been instrumental in ensuring good performance during FY23.

#### Key performance indicators



Our strong business model has enabled us to consistently improve our revenue base due to newer addition of parks and improved rental yields being charged to the tenants. Our consistent philosophy of 'Customer First' has ensured longevity of tenants and improved yields on a INR/Sq. ft. basis aiding in strong revenue growth. We have experienced an acceleration in organic leasing, successfully leasing 5.8 million sq ft of vacant spaces to both new and existing clients, resulting in a 28% increase in new tenants.

We have made significant improvements in leveraging costs and strengthened our balance sheet, resulting in a rating upgrade from AA+ to AAA for our stabilized assets over the past three years. This upgrade reflects our healthy financial position, strong liquidity, and easy access to capital at competitive rates. We are continuously working towards optimizing our leverage ratios to enhance shareholder returns.

Additionally, we have nurtured our relationships with existing tenants, leading to the renewal and addition of 12.4 million sq ft of leased space. Furthermore, we have invested in the construction of 8.9 million sq ft of new builds over the past 12 quarters, expanding our portfolio and revenue potential. Our commitment to cost management is evident through robust budgetary controls and the utilization of enterprise technology platforms, allowing us to proactively manage costs.

#### Our tax strategy

- Committed to meet the compliance requirements with applicable tax rules and regulations
- Maintain highest standards of integrity with respect to tax compliance and reporting
- Ensure all transactions and tax positions are properly documented
- Periodic review of emerging tax risks
- We require all our employees, tax advisors and suppliers of tax services to act with integrity and maintain highest ethical standards in all our dealings.
- Proactively work on tax disputes (if any), and engage experts for resolution (both internal/external)
- We follow the arm's length principle in our transfer pricing while dealing with our related companies
- Maintain long-term, open, transparent, and cooperative relationship with tax authorities. All dealings with the tax authorities and other relevant bodies are conducted in a collaborative, timely manner and in compliance with our standard operating procedures and the IndoSpace Code of Conduct.

# Message from the VC and CEO



**RAJESH JAGGI**

Vice Chairman Real Estate, Everstone Group



**BRIAN ORAVEC**

Managing Partner and Chief Executive Officer, IndoSpace Capital Asia

## Dear readers,

As India's largest investor, developer, and manager of industrial and logistics real estate, we have been dedicated to providing top-quality sustainable warehousing solutions for over 15 years, and are proud to bring you our fourth Sustainability Report in which we have captured our business' sustainability performance for FY23.

## The year in review

With the tough years of the pandemic behind us, tremendous progress has been made in the field of innovation and technology. Despite battling geopolitical uncertainties and keeping pace with the ever-changing consumer needs, FY23 saw IndoSpace expand into industrial storage and logistics across industries. We completed the acquisition of 04 new parks spanning 217 acres in India, taking our network total to 50 parks across 2,375 acres. The year saw us be bestowed with various awards and accolades, including a 4-star rating by GRESB—an ESG benchmark in the sector for our Core Fund. These recognitions provide the impetus for us to further expand our business, increase our revenues, give back to society and the environment, and achieve industry excellence.

The year saw us record another success—the first and second close for ILP IV—the next in our flagship development fund series. This will add another 30 million square feet to our platform, further strengthening our position in the market and increasing our total portfolio to about 90 million sq ft.

We have publicly demonstrated our commitment to continue to factor in ESG parameters when making investment decisions. We also became proud signatories of the UNPRI recently. Guided by the principles of environmental responsibility, social inclusion, and good governance, we are dedicated to driving growth as a responsible corporate citizen.

## A partner of choice

With sustainability at our core, we strive to be the chosen sustainable partner for tenants and stakeholders. Customer centricity is imperative to us. With 40%+ of our portfolio leased to Fortune 500 companies, and with a 100+ Bluechip MNC tenant base, we are committed to serving excellence to our tenants. Our tenant profile ranges across industries and is an attestation of our ability to cater to a wide set of needs. We have also implemented various initiatives to serve excellence to our tenants and will continue to be a partner of choice for them, which is reflected in our Net Promoter Score of 85, a 45 point increase from the previous year.

## On the path of ESG

Today, ESG has emerged to be one of the most crucial drivers of businesses. We fully integrate ESG into our operations, guided by a comprehensive ESG policy.

We are in the process of aligning with the TCFD framework and aim to fully integrate it into our risk management strategies, leveraging processes and technologies to drive impactful climate action and safeguard our business and stakeholders. We are committed to the Science Based Targets Initiative (SBTi) and are set to apply for target validation in FY24. The validated SBTs will guide us in setting up short and medium-term energy and emission reduction targets. We have undertaken physical climate change risk assessments for all our assets across Core, ILPII and ILPIII funds.

[Read more on Page 34](#) →

Our focus on sustainable energy is evident through substantial investments in solar power for our internal needs. We actively encourage tenants to adopt solar-based electricity, promoting positive energy practices. We are on track to meet our 2025 solar capacity targets and our core fund is 100% sustainable certified. Additionally, 17 of our parks hold IGBC certification, reflecting our commitment to green buildings. As a proud founding member of the Indian Green Building Council (IGBC), we strongly advocate for sustainable practices in the industry.

In addition to prioritising the environment, we place equal importance on employee well-being, workplace safety, supply chain ethics, labour practices, data privacy, and customer satisfaction. In FY23, we introduced IndoSpace PLAY, an initiative to promote employee health and wellness. As a testament to our commitment to exceptional talent, we introduced Long Service Awards, honouring 81 employees across various service categories. In addition, we continued to strengthen our data security measures which has resulted in zero breaches this year.

We foster inclusivity within our organisation and ensure fair play across all areas of hiring. We uphold gender pay equality by ensuring that employees receive equal compensation and basic pay, regardless of their gender, race, or ethnicity. This commitment guarantees equal opportunities for career growth and development.

Maintaining the highest safety standards is paramount to us. We regularly organise employee-focused initiatives to keep our workforce and contractors informed and updated on all safety procedures and facilities. In FY23, we undertook various CSR initiatives across sustainable waste management, restoration of water bodies, and more. To drive further impact, we monitor our CSR projects to ensure they deliver tangible benefits to the stakeholders involved. There are various mechanisms and impact assessments in place to analyse and monitor the effectiveness of our initiatives.

## Way forward

We have made significant progress in FY23, but we are yet to achieve more. We have been making consistent advancements towards our 2025 goals and are on course to achieve them. Going ahead, we will be working towards strengthening our climate resilience strategies and scaling up of our ongoing solar rooftop installations programme. We are also commencing our work towards the Science-based Targets initiative (SBTi) and aim to include our development funds for annual GRESB assessments.

We extend our sincere gratitude to our employees who have given so much to the business, and all our stakeholders for their continued trust and support in us. We will continue to make strides and raise the bar through innovative solutions and technologies to stay ahead of the curve.

Regards,

### Rajesh Jaggi

Vice Chairman Real Estate, Everstone Group

### Brian Oravec

Managing Partner and Chief Executive Officer  
IndoSpace Capital Asia Pte Ltd

# Our approach to sustainability

We consider ourselves to be a responsible corporate entity and recognise the benefits of sustainable design and resource management and how it helps strengthen our business model. This is why sustainability has been at the core of our business operations since inception.

Our properties are EDGE and IGBC-certified and are developed keeping the various aspects of sustainable design in mind. Construction of sustainable buildings is vital for the real estate industry to further support the global decarbonisation and energy efficiency efforts.

Our growth momentum is based on our sustainable philosophy of using a hub and spoke model across prime locations, all of which are well-networked with rail and road linkages to minimise carbon trails from transportation.

Sometimes small steps need to band together to take a giant leap in transformation.

We have taken that leap in the form of an initiative built on our pillars of taking sustainable action for impactful change to society and the environment.

This will assemble our vision and resolve towards our ESG initiatives under one banner.

We call it



**A promise, a pledge, a plan for the planet.**

It is time for action to speak louder than words.

In FY23, we launched Embrace, which represents our strategic and proactive approach that puts sustainability and people at the centre of how we will create long-term value and growth. It is a step towards the “sustainable future we want to create for our business, our planet and communities” in collaboration with all our key stakeholders.

It is a pledge that we will rise to the challenges and the opportunity, both of which are inherent in the drive towards sustainability.

**We intend to amplify our sustainability efforts through Embrace.**



## ESG strategy

Our ESG strategy is centred on creating and strengthening a sustainable ecosystem. Our ESG objectives are executed through a function-wide and bottom-up approach, covering all stakeholders, including employees, tenants, investors, business partners, and the community.

### Environment Reducing our environmental footprint

#### Focus areas

- Sustainable building certifications
- Renewable energy generation
- Resource efficiency during design, development and park operations
- Protection of local biodiversity and environment in which we operate
- Enhance resilience of our buildings to natural hazards, physical climate change-related risks/extreme weather events
- Environmental aspect and impact identification
- Training and capacity building on material environmental topics
- Adoption of waste minimisation approach (reduce, reuse, recycle, recover) across the project development and operations phase'

### Social Promoting the health, safety and well-being of our employees, tenants, business partners and communities

#### Focus areas

- Protection of human rights, zero tolerance to child and forced labour
- Equal opportunity employer
- Human Capital Development initiatives
- Awareness and training programmes addressing health, safety and well-being
- Diversity, Equity and Inclusion
- Safe work environment
- Hazard identification, risk analysis and control
- Needs-based local community development projects

### Governance Enhancing governance and transparency

#### Focus areas

- Adoption and implementation of responsible investment practices
- Aligning with best-in-class ESG reporting standards
- Anti-bribery and anti-corruption programme supported by various policies
- Conducting business activities in compliance with all applicable legal and regulatory requirements
- Continued emphasis on POSH and ethics trainings

## Phases of development

We recognise that integrating sustainability into the core of our organisation is a continuous journey. We have been continually enhancing our capacities and steadily adopting the actions necessary to gain excellence in sustainability.

2018

### PHASE 1

#### Developing and implementing ESG framework

By comprehending the ESG trends specific to the sector, as well as stakeholder needs and pertinent concerns, the ESMS, its policies and procedures were formulated.

2021-2022

### PHASE 2

#### Strengthening the ESG system

We maintain a consistent and ongoing commitment to improving our ESG practices through regular benchmarking of our performance against the most relevant reporting frameworks. We have strengthened our internal procedures and have also prioritised the development of core capabilities across our team through continuous capacity-building efforts to amplify its impact. These ESG practices are regularly reviewed and are improved upon helping create value for stakeholders.

2023-2024

### PHASE 3

#### Sustaining, reviewing, and committing to continual improvement in the future

IndoSpace is readying itself for future challenges by strengthening the focus on ESG through active participation in global frameworks. Our Company is developing targets and ambitions, upscaling existing ESG initiatives, and driving impact to stay ahead of the curve.



# Ambitions and progress

Our ESG goals encapsulate our sustainability objectives, workplace standards, and values that we aim to uphold. These goals provide a clear direction and strong foundation for us to develop our operational strengths and gain a competitive edge. IndoSpace has made significant strides in achieving the successful completion of its goals.



## 2025 goals

### ENVIRONMENT



**100%**

Sustainable building certification

#### PROGRESS

**100%**

Our core portfolio is EDGE/EDGE Advanced certified. We seek green building certification for our under-construction projects as well. ILP II and ILP III projects under development are pre-registered for EDGE certification.

**STATUS**  
In progress



**100%**

Efficient lighting/ LED lighting

#### PROGRESS

**100%**

We deploy energy efficient lighting across all our existing/new parks.

**STATUS**  
Achieved



**3%**

GHG-emission reduction

#### PROGRESS

Target will be reassessed as our Company is undergoing emission inventorisation across Scope 1, 2, and 3 emissions. We have submitted our letter of commitment to SBTi<sup>2</sup> and we are developing our near- and long-term emission reduction targets (net-zero) aligned to the SBTi framework and the Paris Agreement.

**STATUS**  
In progress



### SOCIAL



**20 MWp**

Solar power installation

#### PROGRESS

**11.98 MWp**

9.2 MWp is installed and work is in progress for another 2.62 MWp, we are on track to achieve the 20 MWp by 2025

**STATUS**  
In progress



**Zero cases of serious work-related injuries<sup>3</sup>**

#### PROGRESS

**0**

Cases of serious work-related injuries\*\*

**STATUS**  
Achieved



### GOVERNANCE



**100%**

Employee ethics training annually

#### PROGRESS

**100%**

Employees covered for the ethics trainings

**STATUS**  
Achieved



<sup>2</sup> As per SBTi framework, we fall under SME category and are not allowed to submit the standard commitment letter and directly proceed for target validation using SME route. We will be proceeding for target validation in FY24.

<sup>3</sup> Serious injury: An injury that creates a significant risk of death or a prolonged impairment of health.

\*\*This target is measured Y-o-Y and there were zero cases of serious injuries since the beginning of our operations.

# Risk and opportunities

Our dynamic approach allows us to adjust our risk management strategies based on the changing landscape, and we take active measures to evaluate the effectiveness of our internal control systems.

Our Board is responsible for overseeing our risk management and governance practices, and aims to create a corporate culture that values responsibility, integrity, and reliability through periodic ethics and governance training processes. We update our policies and procedural manuals based on the operational requirements and enforce strict control and accountability at an individual employee level.

## Risks and mitigation measures



### Strategic and reputational risks

We have implemented robust strategies to manage and monitor our investments, assess tenant creditworthiness, monitor sectoral trends, and screen contractors and suppliers. We have also developed internal policies to address such risks.



### Financial and fraud risks

We have implemented a strong financial delegation of authority and a robust financial reporting system that includes automated and streamlined workflows. We also established a Risk Control Matrix (RCM) to prevent fraud risks, along with conducting annual audits. We have engaged reputed financial accounting professionals to consult and assist in corporate transactions, material investments, and other financing activities. To ensure compliance, we have robust treasury control policies and a secure FDI framework in place.



### Governance and compliance risk

We monitor statutory compliance using our compliance management tool and have designated committees to ensure good governance practices across our business operations.

## Risk management principle

  
Adopt a proactive approach to identify risks and opportunities

  
Minimise legal liability

  
Improve the sustainability performance of our operations continuously

  
Augment knowledge and understanding of various risks

  
Minimise risk exposure, losses and disruptions to our business

  
Strengthen our risk management systems and culture



### Extended enterprise (Supply chain related risk)\*

We have formalised the Supplier Code of Conduct, supporting policies and contract conditions that cover quality, governance, environment, social, health, and safety aspects.



### Cybersecurity and information risks

We have established a robust enterprise IT architecture and business continuity plan. We critically review key IT risks, periodically devise and deploy mitigation measures, and conducts cyber-attack simulations. We also provide our employees periodic training on cybersecurity awareness.



### Operational and projects risks

We have formulated an Environmental and Social Management System that ensures E&S due diligence for greenfield and brownfield projects. We develop covering the project development & overall operations that include aspects like health, safety, environment, traffic, labour, and others. We also engage qualified contractors with strict contractual requirements to ensure daily quality and overall performance monitoring.



### Legal and regulatory risks

We have set up strong in-house corporate affairs, compliance management, legal, and tax teams that oversee the legal aspects of our business. We undertake periodic monitoring through our compliance management tool.

## Opportunities we bank on

By capitalising on the following relevant opportunities, our Company has emerged to be the leading developer of logistics real estate in India.

### Robust demand for space

The year 2022 saw a demand of 24.5 million sq ft of industrial and warehousing space up 8% as compared to the past year across the top-5 cities in India<sup>4</sup>. The third-party logistics players (3PLs) are the top occupiers of warehousing space, contributing to about 44% of the total demand in the sector. Changing consumer preferences and improved market sentiments are expected to keep the momentum in the sector high.

### China plus one strategy

With the world on the lookout for alternative supply chain solutions, the outlook for India remains strong in terms of manufacturing and industrial demand. This has also led to the rise in demand for industrial spaces and warehousing facilities.

### Changing consumer behaviour

The Indian logistics growth story is progressing considering the significant shift in consumer behaviour. The convenience of shopping/ returns, improved UPI adoption, omnichannel retailing, etc. have led to e-commerce and 3PL demand growth, resulting in a rising demand for warehousing capacities specially to augment last-mile connectivity in Tier-I and Tier-II cities.

### Green logistics

Being one of the biggest CO<sub>2</sub> emitters, it is imperative for the logistics and warehousing industry to incorporate green solutions. Green logistics is therefore very significant for the industry. Apart from reducing emissions, sustainability in logistics is also increasingly becoming an important economic success factor<sup>5</sup>.

<sup>4</sup> <https://www.news18.com/business/real-estate-industrial-warehousing-demand-strengthens-in-2022-up-by-8-says-colliers-6923173.html>

<sup>5</sup> <https://dhl-freight-connections.com/en/trends/logistics-trends-2023/>

\* Covers our contractors, vendors, suppliers and service providers

# Stakeholder engagement

Our close collaborations with our internal and external stakeholders enable us to anticipate and mitigate emerging risks, and recognise and capitalise on opportunities. We engage in continuous dialogue with our stakeholders to identify their expectations and concerns.

## Approach to stakeholder identification

The stakeholder group identification process is governed by factors such as their relationship with IndoSpace, our dependence on them, and their level of influence. To ensure effective stakeholder engagement, we use a variety of communication methods such as newsletters, meetings, trainings and awareness workshops.



## Achieving effective stakeholder engagement



STAKEHOLDERS	MODE OF ENGAGEMENT	FREQUENCY OF ENGAGEMENT
<b>Employees</b>	<ul style="list-style-type: none"> <li>Regular trainings and awareness workshops</li> <li>Skill upgradation trainings</li> <li>Updates through emails and one-on-one meetings</li> <li>Townhalls</li> </ul>	<ul style="list-style-type: none"> <li>On a regular basis with the employees</li> <li>On an annual basis with the senior management</li> </ul>
<b>Tenants</b>	<ul style="list-style-type: none"> <li>One-on-one meetings</li> <li>Newsletters</li> <li>Customer Satisfaction Surveys (internal &amp; external)</li> <li>Tenant events</li> </ul>	<ul style="list-style-type: none"> <li>On a regular basis</li> </ul>

<b>Contractors</b>	<ul style="list-style-type: none"> <li>One-on-one meetings</li> <li>On-boarding meetings</li> <li>Performance evaluation and feedback meetings</li> <li>Regular trainings and awareness workshops</li> </ul>	<ul style="list-style-type: none"> <li>On a monthly basis</li> </ul>
<b>Suppliers and service providers</b>	<ul style="list-style-type: none"> <li>One-on-one meetings</li> <li>Performance evaluation and feedback meetings</li> <li>Regular trainings and awareness workshops</li> </ul>	<ul style="list-style-type: none"> <li>On a regular basis</li> </ul>
<b>Investors</b>	<ul style="list-style-type: none"> <li>One-on-one meetings</li> <li>Quarterly/six-monthly updates (As applicable)</li> <li>Company publications (Annual and ESG reports)</li> </ul>	<ul style="list-style-type: none"> <li>On a regular basis</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>One-on-one meetings</li> <li>Monthly, quarterly reporting</li> </ul>	<ul style="list-style-type: none"> <li>On a regular basis</li> </ul>
<b>Local communities</b>	<ul style="list-style-type: none"> <li>Community needs assessment surveys</li> <li>Regular site visits by the on-ground and project monitoring NGOs</li> <li>CSR project events and awareness workshops</li> <li>Corporate CSR team visits to ensure continued support to and engagement with the communities</li> </ul>	<ul style="list-style-type: none"> <li>On a regular basis</li> </ul>
<b>Government bodies and Regulatory authorities</b>	<ul style="list-style-type: none"> <li>One-on-one meetings</li> <li>Returns/submissions along with other statutory requirements</li> <li>Press releases</li> </ul>	<ul style="list-style-type: none"> <li>On a need basis</li> </ul>
<b>NGOs</b>	<ul style="list-style-type: none"> <li>Periodic engagement on community projects</li> <li>Community needs assessment studies</li> <li>Monthly and quarterly project monitoring</li> </ul>	<ul style="list-style-type: none"> <li>On a regular basis</li> </ul>
<b>Media</b>	<ul style="list-style-type: none"> <li>Press releases</li> </ul>	<ul style="list-style-type: none"> <li>On a need basis</li> </ul>

Through the above mentioned multi-disciplinary engagement processes, we develop customised solutions for the concerns raised/feedback received.

In the previous year, we undertook a detailed materiality assessment, engaging with diverse stakeholder groups. These interactions provided valuable insights and identified key priorities. However, this year, we made the decision to forgo this exercise for several compelling reasons.

Firstly, we have remained proactive in monitoring emerging trends and continuously gathering feedback from stakeholders through various channels. These ongoing engagements

have revealed no substantial changes that necessitate a full-scale repetition of the comprehensive stakeholder engagement exercise.

Secondly, our materiality reassessment frequency is set at three years. This time frame allows us to maintain regular and meaningful interactions with our stakeholders, while ensuring adequate time for monitoring, evaluation, and action planning.

# Materiality

Any topic that could impact our business, either positively or negatively, is deemed to be material to us. To identify the issues that are of utmost importance, we conducted a comprehensive materiality assessment for the first time in FY22. This exercise helped in strengthening our ESG strategy and enabled the implementation of additional actions across various business departments, resulting in a more robust and sustainable business model.

## Materiality assessment

We are aware of how ESG-related risks and opportunities can determine the future of our businesses. To assess our positioning against potential future risks and leveraging opportunities, we conducted a comprehensive materiality assessment last year to make our businesses more responsible and future ready. This assessment encompassed both internal and external stakeholders, including the senior management, head of departments, investors, representatives from Everstone Group, GLP, contractors, and NGOs. The objective was to evaluate the importance of each topic from an organisational perspective and structure a sustainable and holistic approach to decision-making.

In terms of prioritisation of material issues, the following methodology was adopted:

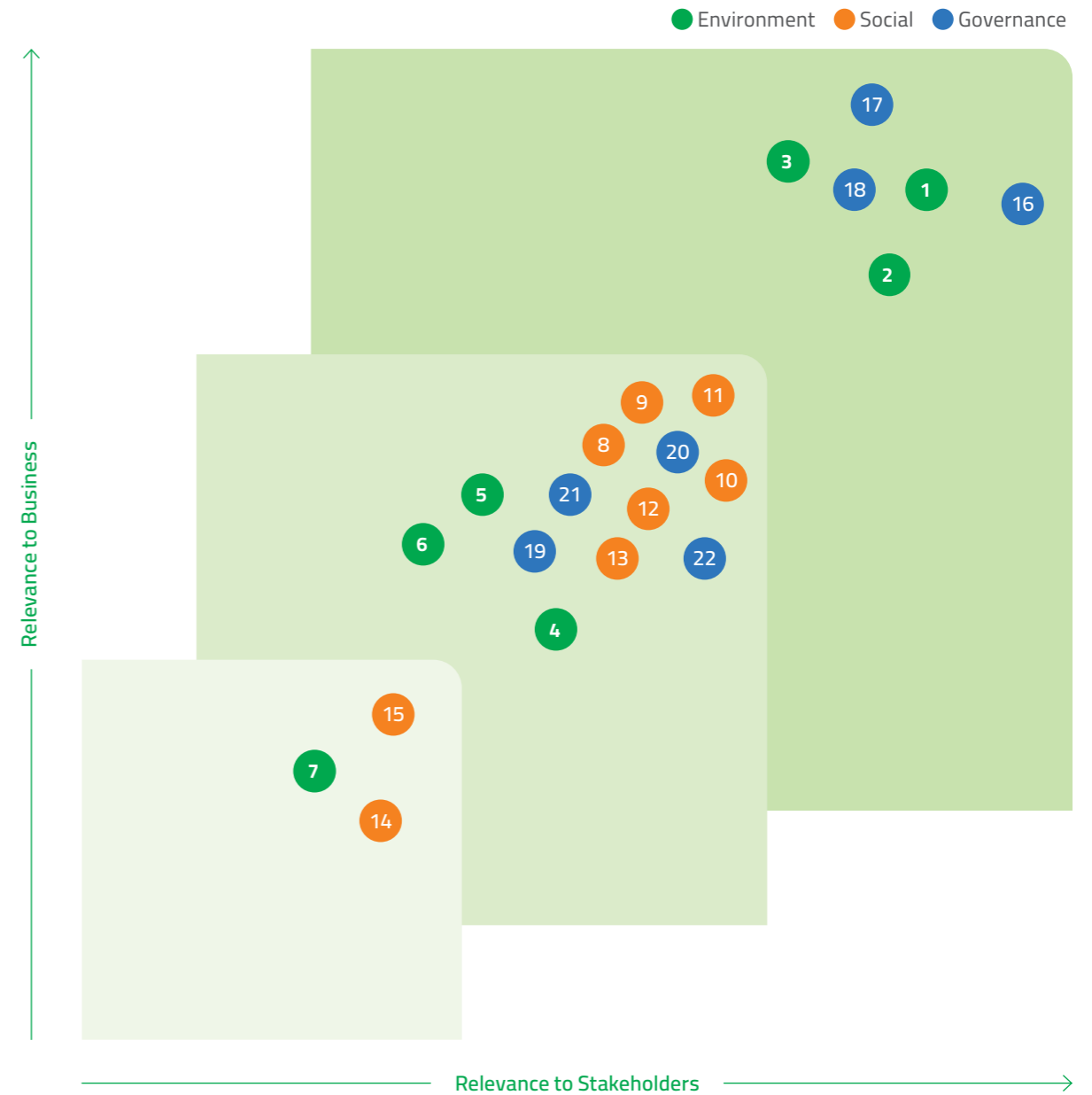
- Analysis of importance of a particular aspect (as high, medium or low) based on stakeholder engagement
- Evaluation of stakeholder perception of IndoSpace's impact with respect to material aspects
- Significance of a material aspect to IndoSpace's business based on the business strategy, policies, risks and opportunities identified

We intend to conduct materiality re-assessment every three years, as materiality evolves over time. This year, there have been no changes in the prioritisation of the material topics, but we are putting in more effort towards climate change risk assessments and decarbonisation strategies.

The ESG head is responsible for reviewing material issues within the organisation and aligning the ESG strategy and action plans to address emerging ESG risks. To develop a more inclusive approach, we intend to involve a higher number of contractors and suppliers and encourage larger employee participation in future materiality re-assessments. This will help our Company stay up to date with emerging ESG risks and abide by our commitment to responsible business practices.



## Material matrix



## Material issues

### High priority

1. Green building certification | 2. Resource efficiency | 3. Climate change | 16. Health and safety  
17. Employee well-being | 18. Local community

### Medium priority

4. Emissions | 5. Wastewater | 6. Waste | 8. Ethics | 9. Anti-bribery and anti-corruption | 10. Economic impact  
11. Compliance | 12. Responsible investment | 13. Effective disclosures | 19. Diversity and Inclusion  
20. Employment practices | 21. Learning and development | 22. Job creation (providing employment opportunities)

### Low priority

7. Biodiversity | 14. Customer privacy | 15. Cyber security

Note: Ethics, Anti-Bribery and Anti-Corruption, Economic Impact, Compliance, Responsible, Investment, and Effective disclosures are high priority for IndoSpace.

# Governance

At IndoSpace, we believe that maintaining the highest standards of governance is essential to delivering on our short-, medium-, and long-term goals. We are committed to upholding the core values of integrity and transparency, which are crucial to being a responsible business.

Our business operations are aligned with internationally accepted principles of good governance, under the guidance of a highly engaged Board and management team. They ensure that our sustainability goals are closely integrated with our governance mechanisms and management processes, helping us achieve lasting success while staying true to our values.

## Material issues

- 8
- 9
- 10
- 11
- 12
- 13
- 15

## SDG Linked



## Approach

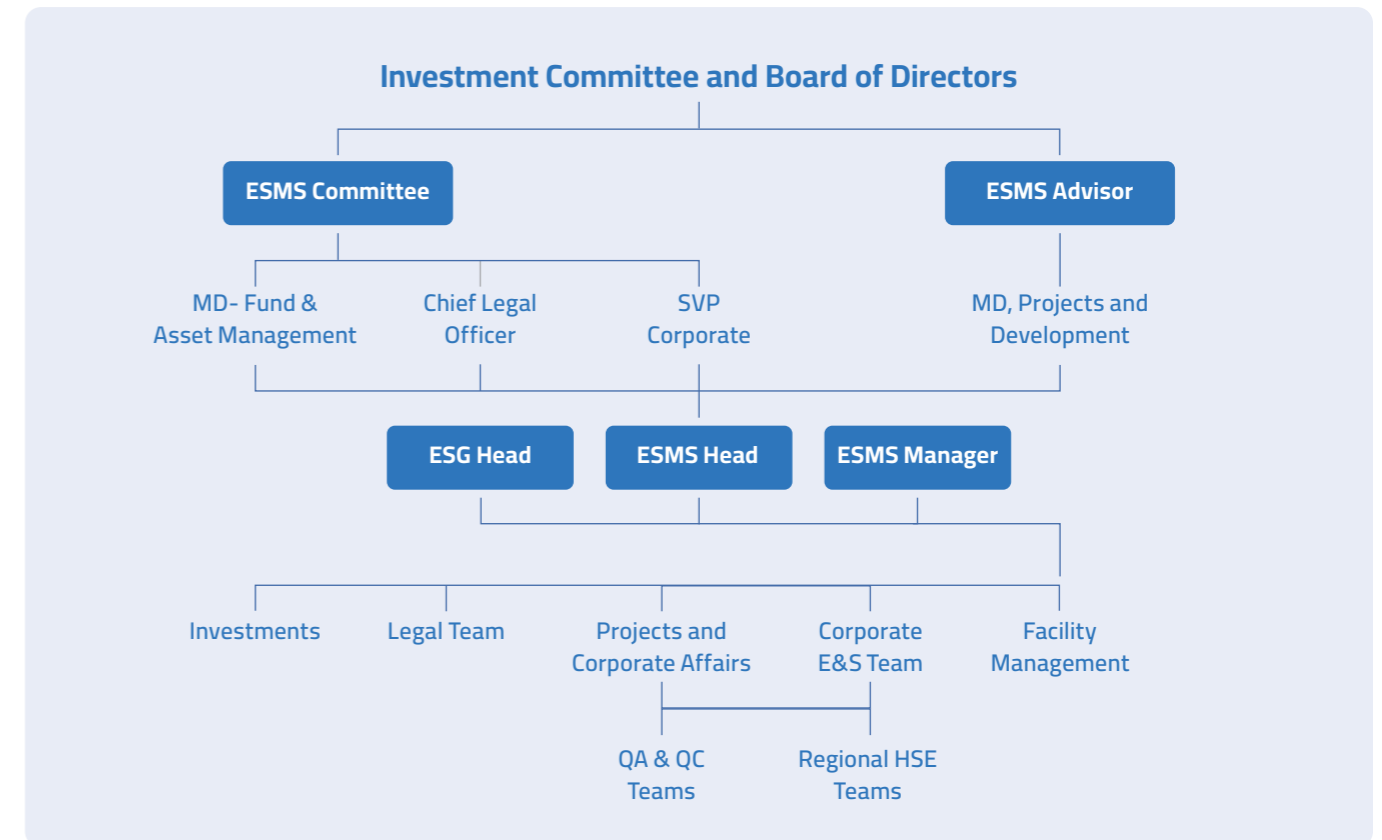
We approach good governance practices in a manner that reflects our commitment to having a transparent and ethical organisational culture. Our culture enables us to lead with better positioning of the business in terms of the risks we face. It helps IndoSpace adapt to external environment changes easily, thus marking a robust financial standing for the business.

## Commitments

To improve governance and transparency, we include:

- Adopting and implementing responsible investment practices
- Aligning with best-in-class ESG reporting standards
- An anti-bribery and corruption programme with various policies
- Conducting business activities in compliance with all applicable legal and regulatory requirements
- Continuing to emphasise POSH and ethics trainings
- Managing conflicts of interest (if any) in an ethical manner

## Governance framework



The corporate governance function at IndoSpace is led by our core leadership team that comprises the Board of Directors, Chief Executive Officer, and Vice Chairman. The team convenes periodically to review and discuss policy amendments, risk assessment and management, and other matters that promote our Company's growth.

IndoSpace's subsidiary governance functions assist the leadership team in evaluating and overseeing policy implementation at the ground level. These functions include the Environmental and Social Management Systems (ESMS) Committee, Investment Committee, POSH Committee, and Internal Audit Committee. The Internal Audit Committee conducts audits to ensure compliance with applicable company, regulatory, and statutory requirements. This Committee comprises the Vice Chairman, CFO and Managing Director Fund & Asset Management. These members meet quarterly to review and address issues related to risk management, compliance, regulatory oversight, and internal audit findings.

Our highest governance body takes proactive measures to prevent and mitigate conflicts of interest through a robust structure that emphasises clear separation and accountability. This is accomplished by appointing distinct individuals to the positions of chairman and CEO, ensuring an effective system for addressing and managing any potential conflicts.

Our Board consists of 15 Non-executive Directors, 01 Independent Director and 09 Joint Venture Directors<sup>6</sup>. Together, they bring to the table, many decades of experience and expertise in diverse fields such as Finance, Investment, Real

<sup>6</sup> This covers all IndoSpace SPVs

Estate, Construction, and Business Administration. The Board did not have any women representation in the reporting year.

Number of directors	Average tenure in years
17	0 to 5
7	5 to 10
1	10 to 15

**Anti-bribery and Anti-corruption:** We take a zero-tolerance approach to bribery and corruption, and are committed to act professionally, fairly and with integrity in all our business dealings and relationships. The Anti-Bribery & Corruption ('ABC') Program document and policies provide guidelines to our employees, third parties and business partners to enable them to identify and avoid situations that could lead to violations of the anti-bribery and corruption laws. Every employee is expected to comply with the ABC Program. They have the responsibility to protect our Company's reputation and themselves from the risks of bribery and provide annual declaration on the ABC requirements to the compliance function. Further, all our departments are audited by independent agency for bribery/corruptions risks and no major risks/breaches have been identified through such assessments for the reporting year.

## Governance

### Sustainability governance

We prioritise making consistent progress across sustainability, and have a well-established ESG policy and associated sustainability governance mechanisms in place that supports the achievement of our targets.

### ESG and net-zero policy

Our ESG Policy is based on the three pillars of Environment (E), Social (S) and Governance (G) and its approach guides our policies and future strategies towards a sustainable business model. To reinforce our efforts towards decarbonisation, we have revised our ESG policy to clearly align with the net-zero ambition. We remain committed to engaging and influencing all our key stakeholders towards improved ESG and climate performance management.

#### Implementation process

We encourage all our employees to adopt ESG principles in their respective areas of work and we ensure that our new employees are well informed about our Environmental and Social Management System (ESMS), ESG goals, ongoing initiatives, and key performance indicators (KPIs) through a comprehensive induction and onboarding process.

#### ESMS Committee

The ESMS Committee is responsible for overseeing the implementation of the policy, provides regular feedback and insights on ESG risks, opportunities, overall sustainability performance, and is updated quarterly<sup>7</sup> on all ESG initiatives.

The Committee also reviews and approves the Sustainability Report of the Company.

The ESG department reports to the Managing Director–Fund and Asset Management, who, in turn, reports to our Company’s Chief Executive Officer and Vice-Chairman.

The ESMS Committee includes members from various functions like Asset Management, Investment, Projects, Corporate Affairs, Legal, Corporate E&S and Facility Management.

Our Company collaborates with various functions to accomplish and implement our Environment, Social Responsibility, Health and Safety (EHSS) objectives throughout our asset portfolio in a comprehensive manner.

For instance, the asset management and investment team evaluate asset performance and consider future investments through the ESG lens, over the entire investment life cycle, to ensure that outcomes align with the company’s ESG objectives. The ESMS Committee and ESG Advisor provide regular project updates to this team, identifying any potential issues. The Human Resources representative works alongside the ESMS Committee to align existing and emerging ESG focus areas with job roles and responsibilities.

Environmental & Social Management System (ESMS) benchmarked to IFC Performance Standards, & other best practice frameworks such as UNPRI, UNSDGs, TCFD & GRESB.

Our comprehensive ESMS framework is implemented cross-functionally and has clear underlying goals:

- To act as a reference framework for all IndoSpace’s portfolio of assets, across the asset’s life cycle
- Establish appropriate tools for screening, categorisation, assessment and management of environmental and social risks and impacts on these assets
- Establish methods of communication of relevant environmental and social information for relevant stakeholders
- Develop an appropriate channel for deploying resources that can implement the ESMS objectives
- Specifies requirements on capacity building and ESG trainings for employees across the organisation
- Monitoring and audit protocols in line with IFC performance standards

IndoSpace ensures effective communication of critical concerns to the highest governance body through a structured process that involves committees responsible for addressing and supporting risk management. This enables prompt awareness and appropriate action to mitigate risks and improve processes.

### Integration of ESG Performance in Executive Compensation

IndoSpace recognises sustainability as a key pillar and it is incorporated as a distinct category in the overall executive compensation structure. Sustainability metrics is linked to the variable pay component for all business functions. This category encompasses various aspects, including environmental, social and governance metrics.

Read more on our ESG organisation structure in our [FY22 sustainability report](#)

## Governance

### Business ethics

We have implemented well-defined policies that cover a range of areas in corporate governance. Following policies promote good governance:

- Code of Conduct
- Supplier Code of Conduct
- Whistle-blower mechanism for confidential reporting of breaches and concerns
- Financial controls
- Anti-bribery and anti-corruption
- Insider trading
- Third-party intermediary control
- Anti-money laundering policy
- Political contributions, donations and sponsorships
- Gifts and entertainment
- Communications and training
- Gender neutral Care & Dignity Policy (to combat sexual harassment)
- Employee and vendor advance
- IT policies
  - Cyber security
  - Data protection
  - Information security and incident management policy

We are committed to developing an open and transparent culture where it is safe for all employees to raise their concerns about any unacceptable and unethical practices, including misconduct. The whistle-blower policy aims at providing a framework to promote such a culture.

The employees can approach the Compliance Officer directly to report any such concern by writing to him at [whistleblowing@indospace.in](mailto:whistleblowing@indospace.in). The Officer will then take effective steps to respond to any concern that has been reported and will inform the concerned employee of the outcome. In cases where a detailed investigation needs to be conducted, the Compliance Officer may direct such investigation to be conducted, if necessary.

Any employee/director who raises a concern in good faith, including but not limited to compensation or terms and conditions of employment, will be protected from threat of retribution, victimisation, discharge, or discrimination, including unjustified transfer.

### Code of Conduct

Our Code of Conduct manifests the values that form our cornerstone and acts as a reference framework that guides us to do the right thing, across our operations and stakeholder interactions. It covers areas such as diversity, inclusion, i.e., being an equal opportunity employer and grievance among others.

#### Ethics trainings<sup>8</sup>

Employees trained	(%)
FY23	100
FY22	100
FY21	100

### Corporate governance training

We have designed our training and onboarding programs with the objective of reaching out to the entire workforce and informing them about our set policies, Code of Conduct, and Anti-bribery and Anti-corruption Program. We have a zero tolerance policy for bribery and corruption, and achieving 100% employee ethics training every year is an imperative part of our 2025 goals.

### Political contributions, donations and sponsorships

We uphold IndoSpace’s integrity as India’s leading logistics and industrial warehousing provider, as reflected in our policy on political contributions and donations. The policy covers business partners, tenants, and third-party associates. Any form of political contribution is strictly prohibited under this policy. We did not make any contributions to political parties, political campaigns, and political organisations in the reporting year.

<sup>8</sup> This covers anti-bribery, anti-corruption, whistle-blower, conflict of interest, gifts and entertainment, insider trading, and cyber security.

## Governance

### Grievance redressal

We have a robust grievance redressal policy in place to address concerns and issues raised by employees, contractors, and other stakeholders in a systematic and fair manner. The implementation of the grievance redressal process involves designated representatives from key functions such as HR, facility management, projects, procurement, and project development.

Employees can approach the HR department to address any complaints they may have. Further, grievance registers are placed at each park and project development site so as to ensure a quick response. Contractors have their respective channels for reporting grievances, and it can be done by contacting the procurement or project development and facility management teams.

The assigned representatives from each function oversee the overall grievance management process, including receiving, reviewing, and resolving reported grievances. They ensure that grievances are addressed promptly and effectively, promoting a positive work environment and stakeholder satisfaction.

Grievance management is an integral part of IndoSpace's internal audit process. The effectiveness of the grievance redressal mechanism is assessed through internal audits, external reviews, and the implementation of Environmental and Social Management Systems (ESMS). This ensures continual improvement and the successful functioning of the grievance resolution framework.



### Bringing Company Ethics to Life with IndoSpace Values Workshop

This year, we conducted a unique drama-based workshop for our teams. This workshop was designed to provide an immersive experience that would help the IndoSpace team better understand and assimilate our core values of integrity, innovation, teamwork, excellence, and trust.

With theatre as a tool, the workshop provided a direct and engaging way for the team to express and absorb the messaging. We are proud to have conducted this first-of-its-kind initiative.

The workshop was well-received by the team, as they found it to be a valuable and enjoyable experience that brought them closer to the ethics that guide their work. The workshop highlighted our commitment to our values which we seek to embed across our organisational culture and practices.

### Session on insider training

As part of our commitment to complying with regulations, it is important that we understand the provisions and application of the Insider Trading Code. A session on the Prevention of Insider Trading Code was arranged for all our employees.



### Cyber security

Cybersecurity is a core aspect of our business and we have implemented several measures to maintain it. We have enforced backup solutions for servers and endpoint devices to prevent data loss in case of a system failure or other incidents. In addition, SOC and SIEM<sup>9</sup> services have been deployed to detect and respond to any security threats.

We also use PIM/PAM<sup>10</sup> solutions for privileged user access management and to maintain logs, ensuring accountability and traceability. Mobile Device Management is used to protect data on mobile devices, while Data Loss Prevention solutions help safeguard sensitive information.

To further enhance security, we conduct security awareness programmes to educate our employees and customers about potential threats and how to avoid them. Regular VAPT (Vulnerability Assessment and Penetration Testing) is also conducted to ensure the network security is robust and reliable.

Moreover, we have also implemented a WAF (Web Application Firewall) to secure our web applications from cyberattacks. With these comprehensive measures in place, we are committed to ensuring the highest level of cybersecurity for our customers.

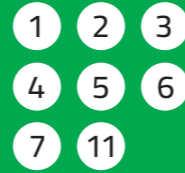
<sup>9</sup> SOC- Security Operations Centre | SIEM- Security Incident and Event Management System

<sup>10</sup> PIM - Privileged Identity Management | PAM - Privileged Access Management

# Planet

As a responsible organisation, IndoSpace acknowledges the ongoing paradigm shift in global consciousness towards sustainable development, wherein individuals and companies are intentionally selecting responsible brands. We have been developing eco-friendly warehouses since our inception, and introduced innovative green warehousing solutions across India. Our leadership has ensured to integrate the triple bottom line into our strategy, placing sustainable real estate at the core of our business.

## Material issues



## SDG Linked



## Approach

We are dedicated to preservation of natural resources, and this is executed through the implementation of our comprehensive ESG policy.

- Adhering to and complying with all regulatory, national, state and local compliance requirements
- Adoption and integration of life cycle thinking
- Integration of ESG aspects across the business life cycle
- Consistent measuring, monitoring and review of performance to ensure continual improvement
- Regular tenant and key stakeholder interactions to encourage them to follow environment best practices

## Commitments

We aim at minimising our environmental footprint through:

- Implementation of sustainable building certifications for all developments.
- Adoption of renewable energy sources to reduce greenhouse gas emissions and combat climate change.
- Conducting periodic energy audits
- Identification and execution of resource efficiency projects
- Protection of local biodiversity and environment in our areas of operation.
- Conducting life cycle analysis
- Conducting training and capacity building programs on various environmental topics for our employees.

## Green buildings

As the name suggests, we are focused on building structures that reduce or eliminate the negative impact on the environment across the design, construction, and operation phases. We are a founding member of the Indian Green Building Council (IGBC), and play an active role in the advocacy of green buildings.

Our approach involves careful selection of the site, constructing buildings that consume minimal resources, and integrating sustainability principles including material conservation and sustainable design. Currently, most of our warehouses are certified green buildings, with others in the process of being completely certified.

**105 buildings**  
EDGE/EDGE Advanced certified

**15.67 Mn sq ft**  
Total green building certified area (EDGE & EDGE Advanced)

**27.59 Mn sq ft**  
Total EDGE green building certified area

**16 parks**  
IGBC Platinum Certified

**60 buildings**  
Pre-certified with EDGE/EDGE Advanced

**11.92 Mn sq ft**  
Total green building pre-certified area (EDGE & EDGE Advanced)

**16.01 Mn sq ft**  
Total IGBC Certified area

## Elements of green buildings

- Skylights** are used to optimise sunlight utilisation, and conserves energy by reducing the need for artificial lighting
- Louvres and roof monitors** facilitate natural ventilation, removing the need for mechanical HVAC systems
- Optimised energy consumption for the tenants by incorporating **roof insulation and double-glazed glass facades**
- Buildings feature **modern low-flow toilet fixtures and rainwater harvesting systems** that optimise water consumption
- Roof designs** of the building with rooftop solar panels capable of generating up to 70 MW of solar power
- Sustainable materials** such as fly ash are used to reduce cement consumption, thus supporting circular economy principles.
- Waffle walls** are used as an alternative to conventional walls, as they require less material and concrete and are easy to assemble and maintain.

Cumulative resources saved/avoided from our certified green buildings as compared to traditional buildings

**68,200 (MWh/Year)**  
Energy savings

**4,628,953 (m<sup>3</sup>/Year)**  
Water savings

**45,770 tCO<sub>2</sub>/Year**  
CO<sub>2</sub> avoided

Our environment sustainability strategy is further segregated across five levers where we have the opportunity to generate a massive positive impact through our operations.



Green buildings



Energy efficiency and renewable energy



Reducing carbon emissions



Water conservation



Waste recycling



## Planet

### Energy

We acknowledge our role in ensuring responsible energy consumption. Therefore, we have made a steadfast commitment to develop environmentally friendly buildings that prioritise energy efficiency.

Our energy management approach includes the following focus areas and initiatives

- Incorporation of energy efficiency features in the building design and operation phase
- Training and capacity building on energy conservation
- Energy efficient equipment procurement
- Enhancing the share of renewables in our total energy requirement
- Periodic energy audits to identify energy conservation/energy efficiency measures
- Installation of smart meters to closely monitor and benchmark the energy performance

Our total installed capacity stands at 9.2 MWp and work is in progress for another 2.62 MWp. In the coming year, we plan to increase our total solar capacity to 13 MWp. This clean energy can replace the traditional energy sources used in our warehouses, for our own usage and that of tenants. We have made a concerted effort to support the generation and usage of renewable energy to its fullest potential.

In addition to this, we have installed Smart energy meters across our parks to monitor and record energy and water-related information. This data analysis is crucial to comprehend the energy consumption pattern and improve efficiency. We have also moved from traditional streetlights to LEDs in all our operational parks. Moreover, we have deployed independent agencies to conduct comprehensive operational audits to identify opportunities to conserve water and energy across our park operations. Proactive measures are being undertaken towards energy conservation through comprehensive energy audits at sample parks. These audits have helped us gain a detailed understanding of our energy usage patterns and identified areas where consumption can be curbed.

Our EDGE Advanced-certified buildings deliver over 40% in energy savings, over 60% in water savings, and over 65% in embodied energy savings in materials. Similarly, the EDGE-certified buildings provide over 25% in energy savings, over 35% in water savings, and over 65% in embodied energy savings in materials.

<sup>11</sup> This is in design phase.

<sup>12</sup> This also includes the electricity consumption of our Head Office for the reporting year.

<sup>13</sup> This is the diesel consumption for the Diesel Generators at our parks. \*Represents energy consumption of our head office and common areas at our parks, in subsequent years, tenant energy consumption will also be reported

**2,981,673 kWh**  
Total electricity consumption<sup>12</sup>

**0.15 kWh/sq ft**  
Electricity intensity\*

**209,756 kWh**  
Total generation from captive solar roof installations at common infrastructure facilities

**51,681 L**  
Energy consumed from non-renewable sources<sup>13</sup>

**9.2 MWp**  
Total capacity of solar generation in this reporting year

**9**  
Parks with captive solar installations

**~15,898**  
Solar panels installed across our premises with power generation of 4491 MWh for our tenants in the reporting year

### Emissions

One of the most critical challenges confronting humanity is climate change, and its severity and possible impact on our operations cannot be overlooked. Consequently, we have taken proactive steps to address it from the onset of our business. We have implemented several measures to reduce our carbon footprint, including the construction of certified green buildings and the adoption of numerous energy-efficient practices.

In the reporting year, we extended our GHG inventorisation exercise to conduct the screening for applicable scope 3 emission sources. Based on our business activities, following Scope 3 emissions categories were deemed applicable:

- Cat. 1 – Purchased goods and services
- Cat. 2 – Capital goods
- Cat. 3 – Fuels and energy-related activities not included in Scope 1 and Scope 2
- Cat. 4 – Upstream transportation
- Cat. 5 – Waste generated in operations
- Cat. 6 – Business travel
- Cat. 7 – Employee commuting
- Cat. 13 – Downstream leased assets

Since this was our first year to extend the GHG accounting to cover Scope 3 emission sources, activity data for the above applicable sub-categories of Scope 3 was not available and hence we used spend-based method<sup>14</sup> to quantify the contribution of our Scope 3 emissions. Scope 3 emissions make up 97.7% of our total emissions. We will include Scope 3 emissions in our subsequent annual sustainability reports.



IndoSpace's decarbonisation approach



Assessment of GHG emissions footprint



Comprehensive energy audits to identify energy/emission reduction opportunities



Feasibility assessment of the identified emission reduction opportunities



Progressing on establishing a decarbonisation roadmap in consultation with key stakeholders



Commit to Science Based Targets



Implement, monitor and periodic review of the decarbonisation roadmap

Planet

Miyawaki plantations

Trees and forests play a crucial role in reducing the impact of climate change by serving as natural carbon sinks. Therefore, our Company has taken measures to leverage this natural phenomenon by implementing the Miyawaki afforestation technique across twelve of our parks. This approach promotes faster and denser forest growth compared to natural forests, leading to the creation of green zones that act as efficient carbon sinks. Native species under the initiative include fig, white fig, neem, mulberry, white champa, karonda, jamun, guava, amla, sheshum and Indian bael/ golden apple.



<sup>14</sup> This method estimates emissions for goods and services by collecting data on the economic value of goods and services purchased and multiplying it by relevant secondary (e.g., industry average) emission factors (e.g., average emissions per monetary value of goods).

SCOPE 1\*

110 tCO<sub>2</sub> FY22      133 tCO<sub>2</sub> FY23

\* (The quantification of direct GHG (Scope 1) emission due to diesel consumption is based on activity data [diesel consumption in kilolitres] multiplied by emission factor specified in the India GHG Program Power Tool)

SCOPE 2\*\*

2,358 tCO<sub>2</sub> FY22      2,117 tCO<sub>2</sub> FY23

\*\* (The quantification of indirect GHG (Scope 2) emission due to purchased electricity is based on activity data [electricity consumption in kWh] multiplied by weighted average emission factors specified in the 'CO2 Baseline Database for the Indian Power Sector User Guide', (version 18.0, December 2022) issued by Central Electricity Authority, Government of India.)

Total emissions#

2,468 tCO<sub>2</sub> FY22      2,250 tCO<sub>2</sub> FY23

10%  
Reduction in total emissions

# In this reporting year, our Head Office space was expanded from 150415 sq ft to 199576 sq ft and involved renovation related activities increasing the HO consumption to 284573 kWh in comparison to 169360 kWh in the previous year. This year we have considered contribution from our captive solar installations in calculation of scope 2 emissions. Scope 1 emissions cover emissions from diesel combustion and we will be covering other sources (emissions from vehicles used for patrolling, CO<sub>2</sub> release from fire protection system, emissions of ODS from refrigerants) and applicable Scope 3 emissions) in the subsequent years.

Emission intensity

0.00015 tCO<sub>2</sub>e/sq ft FY2022

0.00012 tCO<sub>2</sub>e/sq ft FY2023

22%  
Reduction in emission intensity

CASE STUDY



Introducing e-bikes across three parks of Chakan, Luhari and Oragadam

As part of our commitment to sustainable practices, IndoSpace has joined forces with Chartered Bike to introduce e-bikes within our industrial park. The e-bikes will be available to all tenants, employees, and visitors within the park, providing them with a quick, convenient, and zero-emission mode of transportation. Moreover, we have deployed e-charging stations across our parks to further sustainable mobility initiative.

The objective is to promote healthy and active transport solutions while reducing carbon emissions. Sustainable mobility is one of the sub-themes of IndoSpace's overall decarbonisation strategy, among several others. The e-bikes will be docked at two key locations within the park—at the entrance, and at a midway point. Our Company aims to encourage users to adopt sustainable transport options by providing easy access to the service and making it hassle-free to use. This partnership is an opportunity for us to lead by example and showcase our commitment to sustainable practices.

Whole building life cycle assessment

We use Life Cycle Assessment (LCA) as a tool to understand the environmental impacts associated with all life cycle phases of our buildings, including procurement, construction, operation, decommissioning and end of life.

LCA is a key approach we use to evaluate and assess the environmental burdens associated with resource consumption, energy consumption, emissions, effluent, and solid waste generation during the life span of our buildings. We recently completed the life cycle analysis studies for sample buildings across our portfolio.

The life cycle assessment studies were based on the framework of ISO 14040 and ISO 14044 standard, and we used impact categories including Acidification Potential (AP), Eutrophication Potential (EP), Global

Warming Potential (GWP 100 years), Human Toxicity Potential (HTP inf.), Photochemical Ozone Creation Potential (POCP), Abiotic Depletion Potential (ADPEe), Primary Energy and Blue Water Consumption for environmental impact assessment.

The LCA studies use the Cradle-to-Grave approach as the overall boundary to ensure that we are thoroughly screening and evaluating the environmental impacts of our buildings throughout their life cycle. The results were jointly reviewed by the key subject matter experts and representatives of our departments to identify the opportunities for embodied carbon reduction in our buildings. We are working towards a comprehensive embodied carbon reduction roadmap and continue to explore alternate materials and technologies to lower the embodied carbon of our projects.

## Aligning with the TCFD recommendations

We are a supporter of Taskforce on Climate related Financial Disclosure (TCFD) and are working towards wholly aligning with the TCFD recommendations

### The four pillars of the TCFD framework



#### Governance

For us, managing climate change risks and its impact on our business is of utmost priority. We have established accountability structures to help us drive the decarbonisation strategy. Our ESMS Committee is responsible for overall ESG strategy implementation, and it also oversees the climate change risk mitigation strategies. Progress updates on emission reduction targets, energy efficiency initiatives and solar rooftop installations are part of our Board's oversight responsibility.

The ESMS committee and ESG policy aligned to the net-zero goal helps us govern and manage climate-related risks and opportunities. We use appropriate tools for screening, categorisation, assessment, and management of climate-related risks and opportunities. To improve transparency and accountability, we also actively engage with our key internal and external stakeholders on the climate risks and opportunities.

#### Strategy

As a Company committed to climate action, we:

- Integrate consideration of climate-related risks and opportunities into our strategic planning processes
- Actively engage with key internal and external stakeholders on climate risks and opportunities
- Take various measures to reduce our operational greenhouse gas emissions
- Enhance the share of renewables in our total energy requirement
- Influence our customers to transition to renewables
- Set and validate our emissions reductions targets in line with Science Based Target Initiative
- Work with our contractors to reduce energy consumption and associated emissions when working in our premises
- Work on the development of detailed climate change adaptation plan to the potential physical impacts of climate change and increase the resilience of our assets

- Provide timely and transparent disclosures on climate related risks and opportunities. We commit to report annually on our progress.

We are undertaking various initiatives to reduce our operational and embodied carbon emissions across our business.

#### We are supporting embodied carbon reduction through:

- Pre-cast concrete waffle walls (with fly ash used in construction stage)
- In-situ, reinforced concrete (reduced steel content due to construction technology)
- Bare galvalume steel sheets for roof slab (instead of in-situ reinforced concrete)
- Finished concrete flooring (instead of the ceramic type)
- Minor quantities of fly ash used in support infrastructure, such as sanitation facilities

#### We are supporting operational carbon reduction through:

- Building designs in compliance to EDGE, EDGE Advanced, thus yielding energy and carbon savings at the operational stage
- Incorporating sky lights during the design stage
- Efficient lighting fixtures
- Procurement of energy-efficient equipment in the operations phase
- Lower window to wall ratio (WWR)
- Efficient water management
- Renewable energy generation through rooftop solar panel installations

#### Risk management

IndoSpace has identified and categorised climate-related risks and opportunities over the short, medium, and long term<sup>15</sup> classified under physical and transitions risks.

#### Physical climate risk assessment

Climate-resilient assets are critical to our business, customers, and other key stakeholders. We engaged a global third party to undertake asset-specific hazard identification across 12 physical risk indicators and two climate pathway scenarios to understand our exposure and enhance our risk-mitigation efforts.

The physical climate risk assessment covered all assets across our Core, ILP II and ILP III funds. The study included both acute and chronic climate risks. For identifying and assessing the risks, we used the following scenarios:

#### Scenarios used for Risk Assessment

##### SSP2-4.5: Middle-of-the-road scenario

The scenario is projected to lead a mid-century warming of 1.6 to 2.5°C and end of the century warming of 2.1-3.5°C.

##### SSP5-8.5: High-reference scenario (fossil fuel development)

This scenario is the depiction of the business as usual, i.e., the most pessimistic scenario, which is projected to lead to mid-century warming of 1.9-3°C and end of century warming of 3.3-5.7°C warming.

#### Metrics and targets

As part of our ESG performance monitoring programme, we include the energy and emission intensity and total emissions from all three scopes. We have established a decarbonisation roadmap that includes the additional metrics to monitor the progress we are making in reducing our operational and embodied carbon footprint. We have committed to the Science Based Targets Initiative and will apply for target validation in FY24. The validated SBTs will guide our process of setting up short and medium-term energy and emission reduction targets.

By regularly tracking our progress and reporting on our sustainability initiatives, we are transparently demonstrating our commitment to sustainability and accountability to our stakeholders.

<sup>15</sup> Covering 2030 and 2050 timelines

Increasing temperatures, drought, heat stress, extreme precipitation events and floods could evolve to be the key risks across our portfolio in the short to mid term. These might impact the capital and operating expenditures and also other indirect impacts such as decreased productivity of workforce due to increased heat stress. We have developed comprehensive adaptation plans covering each of the risk and will be implementing various actions across our project development and property management phases to enhance the climate resilience. These risks are also integrated in the company's business continuity plans.

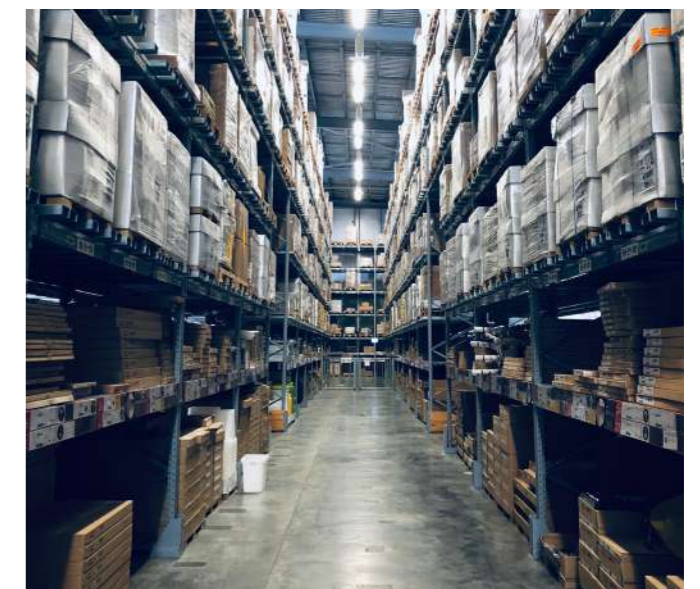
#### Transition risk assessment

A transition risk assessment was conducted in consultation with our key department heads. The assessment included the risk identification, across all four risk categories (Policy and Legal, Technology, Market and Reputation) as per the TCFD recommendations. We prioritize transition risk based on severity of impact (in operations/value chain), and cost of risk mitigation actions and opportunity for strategic change or differentiation i.e. possibility of converting risk into opportunity.

The assessment was carried out, spanning the 2030 (short-term) to 2050 (long-term) time horizon.

The key transition risks over the short term include stringent emission reporting regulations, increasing raw material prices of construction materials, launch of carbon tax, and in the long-term these will involve shift in customer requirements, stringent green building standards (such as zero carbon, net-zero buildings) and increased costs to meet the following:

- Transition to lower emission technologies
- Incorporation of alternate/low embodied carbon raw materials



## Planet

### Water

Our business has a minimal direct water footprint, with most of the water withdrawal going towards meeting our tenants' water demand. We are focused on integrating water management practices in all stages of our project life cycle. We have implemented several water conservation methods such as wastewater recycling and treatment, and rainwater recharging.

Our water management approach includes following focus areas and initiatives:

- Incorporation of water efficiency measures/water efficient fixtures in the building design and operation phase
- Training and capacity building on water conservation
- Periodic operational audits to identify water conservation measures/losses if any in the system
- Use of drip irrigation and drought tolerant species for the Miyawaki/green belt plantations to reduce water demand in landscaping
- Installation of smart meters to closely monitor and benchmark the water performance
- Community-level water initiatives (Read more in the CSR sub-section of the report on Page 54)

It is our aim to encourage our tenants to also adopt water stewardship practices and conserve water during their operations. We will continue to identify additional water conservation and rainwater harvesting solutions to reduce our reliance on fresh water.\*\*

We have undertaken several initiatives for water conservation including installing Sewage Treatment Plants (STPs) that utilise MBBR technology in all our operational parks to treat sewerage water. The MBBR technology is based on the Zero Liquid Discharge (ZLD) principle that ensures no water is wasted. We have also implemented dual plumbing systems for landscaping and flushing purposes and practice rainwater recharging techniques to conserve water.



\*\* Only 10.8% of our operational parks are in extremely high-water stress areas

\*\*\* Represents water consumption of common areas at our parks and water supplied to tenants.

<sup>16</sup> This includes 274337 KL from ground water (bore wells), 65780 KL from municipality/corporation, and 369517 KL from other sources (tankers)

<sup>17</sup> We have adopted sq ft as the denominator for all intensity calculations

**834,150 KL<sup>16</sup>**

Total water withdrawals\*\*\*

**0.044 KL/sq.ft<sup>17</sup>**

Water intensity

**100%**

Of parks equipped with rainwater recharging, and water efficient fixtures

**100%**

Of treated wastewater from our zero-discharge STPs is used for landscaping and flushing purposes

### Waste

Our waste footprint is minimal and largely consists of non-hazardous waste. We are committed to meeting national and local regulatory requirements for waste management and have established designated waste storage areas that are regularly maintained.

Our waste management approach includes the following focus areas and initiatives:

- Waste minimisation in project development & operational phases
- Training and capacity building on waste minimisation
- Periodic operational audits to review waste management practices
- Reuse of STP sludge and OWC manure for landscaping
- Community level waste management initiatives (Read more in the CSR sub-section of the report on Page 52)

In the project development and operations stages, comprehensive waste management training is provided to our project development, facility management teams and contractor staff. Further, keeping in line with our green building certification requirements, we maximise our efforts to include fly ash from power plants in our construction materials and thus supporting circularity.

During the operational phase, we also provide our tenants<sup>18</sup> with detailed waste management guidelines to minimise risks associated with waste management within our parks.

As part of our waste management strategy, we continuously explore various initiatives for reducing, recycling and reusing waste. We have installed organic waste converters across all our parks to recycle and reprocess our landscaping waste into manure, and we repurpose STP sludge as manure for landscaping purposes. We are also continually exploring opportunities to reduce waste generation across our offices and parks.

**4,053 kg**

Waste recycled through our Organic Waste Converters (OWCs) and reused as manure

**9,650 kg**

STP sludge used as manure at our parks

**170 litres**

Hazardous waste (used oil) sent to incineration through authorised waste vendors

<sup>18</sup> Our tenants are responsible for end-to-end waste management related to their operations.



### Celebrating World Environment Day

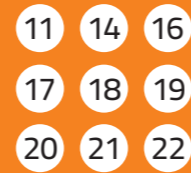
- 'Waste to Art' workshop was held at the head office to raise awareness about single-use plastics
- Single-use plastic collection drive held at Luhari parks. Through this campaign, we distributed 2000+ reusable cotton bags to our tenant workforce to raise awareness about making sustainable lifestyle choices
- Tree plantation activity and awareness trainings held across all project development sites on World Environment Day theme 'Only One Earth'



# People

Our people are integral to our success and create a strong foundation for our business. We are cognizant of the various contributions made by our employees, such as providing new perspectives, driving the business forward and being deeply involved in creating a better society and delivering better value. We ensure we invest in our employees' growth and development to foster a culture of innovation and sustainability across our business operations.

## Material issues



## SDG Linked



## Approach

We demonstrate our commitment to being a responsible corporate by approaching our social priorities in a way that aligns with stakeholders' expectations. We place equal emphasis on building a diverse and robust workforce and developing a customer-centric business. We regularly interact with our tenants and key stakeholders to encourage them to adopt environmentally friendly practices. Our initiatives are designed to serve our communities through social inclusion practices and be a preferable partner for our business associates. Sustainability has been integrated across our HR function. We work with an aim to create a secure and safe working environment for our stakeholders.

## Commitments

We safeguard the health, safety, and well-being of our employees, tenants, business partners and communities through:

- Stakeholder engagement
- Equal opportunities
- Diversity, Equity, 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 well-being
- Need based community development projects

## For us, the key stakeholders identified are:



## Employees

Our employees are the foundation of our business. We prioritise attracting the right talent and empowering them to reach their full potential. We are committed to ensuring that our employees receive adequate training and professional development opportunities to enhance their skills. We have also established policies that support equality, merit, diversity, and inclusion to enable employees to thrive in their roles. It is our conscious effort to create a conducive environment for our employees to achieve their full potential.

## Health and safety

We firmly believe that all workplace injuries and diseases are preventable. Occupational Health and Safety influences all our business decisions and is one of the non-negotiable aspects in our day-to-day operations. In line with our commitment of 'Zero serious injuries', our policies, health and safety manuals, risk management tools and trainings provide the right guidance to our workforce on health and safety management during the project development and operational phases.

We place a great emphasis on promoting the health and well-being of our employees and contractors. This is done through various programmes that increase awareness around health, mental wellness, and stress management. Maintaining high standards of safety is also crucial to our Company, and we organise periodic initiatives to keep our employees and contractor workforce informed and updated on the latest safety procedures and facilities available.

Our standardised health and safety protocols and H&S framework are based on continual hazard and risk identification, assessment, and mitigation with active participation from the workforce. We actively engage with various stakeholders on HSE expectations and statutory compliances. We have set objectives and targets to improve our performance and continually monitor key H&S leading and lagging performance indicators.

We conduct comprehensive training need analysis, to identify the skills gap for our employees and accordingly develop customised and organisational training calendar to cover all critical HSE topics. These trainings range from technical to behavioural safety programs.

Further, our contractor workforce undergoes trainings during working hours in local languages to make it more inclusive and comprehensible for our workers.

## Complying to the highest levels of H&S

We are consistent when adhering to safety standards as it enables us to maintain an accident-free work environment where all employees feel safe and secure. We conduct hazard identification and risk analysis for all our activities and have established safety practices and processes to be followed throughout the pre-construction, construction, and post-construction phases.

We have also established site-level safety committees to identify occupational health hazards, unsafe practices, and suggest remedial measures. These committees are responsible for ensuring the adequacy of existing health and safety compliance management, emergency preparedness, hazard identification, risk assessment, and control processes. Additionally, various health, safety, and environment requirements are embedded in our contractor agreements.

We conduct regular safety and fire drills to strengthen emergency preparedness and response. In addition, we have also deployed Quick Response Teams for park security and patrolling.

Our corporate and internal audit system ensures effective implementation of the SOPs, safety and environment standards across our operations. First Party and Second Party HSE audits are conducted every year and at all sites to ensure that HSE standards are consistently and effectively implemented. In case of emergency procedures, these are reviewed at least annually and tested during mock drills. Regular site walkthrough audits and control checks conducted by each park teams also make our system more robust towards mitigating the health and safety risks.

## People

### HSE practices

#### Pre-construction stage

- Hazard identification and risk assessment
- Vendor evaluation on HSE parameters
- HSE manual
- HSE resource and infrastructure planning
- HSE visuals like posters, training materials
- Statutory compliances
- Kick-off meeting to explain HSE expectation to all stakeholders

#### Construction stage

- HSE trainings to all employees and workmen
- Inspection and tagging of equipment, tools and tackles and machinery
- Medical check-ups for the workmen
- Formation of Safety Committee and regular meetings
- Weekly safety walk, to identify the safety lag and corrective action
- Construction phase monitoring audit and third party HSE audit
- Work permit system
- Monitoring of the statutory compliance
- Conducting mock-drills
- Monitoring of labour colony set-up
- Motivational programme for workmen/ employee
- Management review
- Safety performance awards for contractors

#### Post-construction stage

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

### Security practices and training to security staff

We generally work with professional security companies. The security guards deployed at our parks are trained on various health, safety, and social topics<sup>19</sup>, and we periodically assess their understanding through corporate and internal audit processes. Till date, we have not experienced any significant human rights abuses involving our security personnel.

**5,344**

Unsafe act/conditions identified for safety performance improvement

**8,630**

Toolbox talks

**2,800+**

HSE trainings conducted covering our employees and contractor workforce

**We had 151 near-miss incidents recorded this year, but none caused any major injury or loss of productive time.**

#### Key health and safety training topics covered for employees and contractors

- Hazard identification and risk assessment
- Electrical safety
- Safety in excavation work
- Personnel Protective Equipment Program
- Behaviour-based safety workshop series
- Construction safety
- Safety in hot work
- Work at height
- Manual handling
- Work permit systems
- Occupational health and well-being
- Stress management
- Road safety and defensive driving techniques
- HIV and AIDS
- Office safety and ergonomics
- Emergency preparedness and response
- First-aid and fire-fighting

<sup>19</sup> Human rights, prevention of sexual harassment, crowd/protest management

### Employee well-being

The well-being of our employees is a priority, and we take all necessary measures to provide a safe work environment for them. We conduct regular ergonomic risk assessments, raise awareness about physical and mental well-being, and organise PLAY sessions every quarter. These initiatives ensure that our employees stay healthy, motivated, and engaged, fostering a positive work environment for everyone.

#### We undertook the following initiatives during the year:

- Introduced e-mail-free Fridays with the objective to encourage face-to-face interactions between our colleagues
- Organised a Desk Yoga session to celebrate International Yoga Day, where employees were encouraged to join a fun-filled and dynamic yoga session
- Hosted town hall meetings for employees to interact with senior leaders and collectively work towards achieving business goals
- Launched the IndoSpace PLAY programme, which includes various initiatives on health, wellness, and social topics for its employees.
- Tied up with Innerhour to provide access to Relief Bot, free health and wellness courses, and consultation sessions with well-being experts for its employees.
- Organised recreational activities such as music events and stand-up comedy sessions for our employees.

### Employee benefits

We have developed comprehensive HR policies that aim to recognise the hard work of our employees and provide them with appropriate benefits based on their requirements. Some of the key benefits include:

- Medical Insurance-Medicaid for employees and their dependent (Spouse and two children)
- Personal accident insurance policy
- Mobile handset
- Life insurance policy
- Care and dignity policy<sup>20</sup> (To combat sexual harassment)
- Maternity and paternity leave policy more than statutory requirement
- Compensatory leave
- Gratuity pro-rated as per the longevity with the organisation
- Leave travel allowance
- Relocation expenses, with full insurance coverage

The employees are entitled to retirement benefit schemes which include, national pension scheme, provident fund and gratuity. All statutory payments, as applicable, e.g., Provident Fund, are deposited in a timely manner. The pension plans and other applicable employee benefits obligations are determined and funded in accordance with independent actuarial valuation.

<sup>20</sup> This includes IndoSpace Prevention of Sexual Harassment Policy.

### Health and Safety initiatives

We conducted ergonomic workplace assessment of our corporate and site offices. The study covered the following

- Review of overall office environment
- Observational risk assessment including assessment of work position, posture, and workstation (computer, chair, desk and other office accessories)
- Quantitative risk assessment
- Awareness sessions with regards to RSI (Repetitive Strain Injuries), MSD (Musculoskeletal Disorders) and other common office ergonomics practices

Several actions were implemented based on the specific findings from individual assessment and overall organisational recommendations. This included re-arrangement of workstation equipment, provision of ergonomic accessories, postural correction, and advice on breaks/desk-based exercises.

#### Bringing Zumba to PLAY

We recognise the importance of promoting an active and healthy lifestyle among our employees and are committed to providing opportunities for them to stay fit and engaged. In FY23, we implemented the PLAY initiative, which involved a series of activities to promote physical activity and a healthy lifestyle among our team. One of the PLAY events consisted of a Zumba session and saw enthusiastic participation from employees.

**150+**

Employees participated

#### Short-term employee health and well-being goals

- 100% coverage of employees for ergonomic assessment by 2025
- 100% coverage of employees for physical and mental well-being initiatives

## People

### Equal remuneration

We proudly maintain gender pay parity in all employee structures, with equal remuneration and basic pay provided to employees, irrespective of gender, race, ethnicity, thus ensuring equal opportunity for their career development. We recruit both men and women on equal salary ratio 1:1 at all levels and attract the best talents. We do not differentiate in terms of pay by gender. Further, increment in both compensation and remuneration is linked to performance of the individual, business unit and overall company performance.

We also monitor the employment market to ensure we maintain a competitive remuneration offering while attracting and retaining the employees. We remain committed to pay the wages higher than the minimum wage and to assess the living wage on periodical basis.

### Talent retention and management

We consider talent management as a critical initial step towards achieving our organisational objectives. In order to keep attrition rates low, we work towards identifying and recruiting the appropriate talent and employ various engagement strategies, such as assigning employees to tasks they enjoy and are skilled at. Additionally, we also understand our employees' needs and provide support that helps them feel comfortable in the workplace.

### Recognising and valuing loyalty

In an era where employee loyalty is increasingly fluid, organisations must acknowledge and reward the dedication and commitment individuals show to their company. As part of our commitment to retaining exceptional talent, we have introduced Long Service Awards for the first time, honouring 81 employees across different categories of years of service.

During our annual offsite event held in February 2023, attended by our entire team from various locations, the winners were presented with long service awards. The categories included 5 years, 7 years, and 10 years of service, symbolising our appreciation for their significant contributions.

Moving forward, we are excited to establish Long Service Awards as a regular feature, continuing to recognise and celebrate the loyalty and dedication of our employees in the years to come.



### Parental leaves

As part of our commitment to work-life balance and employee welfare, we provide parental leave benefits to all our employees. Regardless of their gender or role within the organisation, 100% of our employees are eligible for parental leave.

Our parental leave policy is designed to accommodate the diverse needs and circumstances of our employees. It grants them the opportunity to prioritise their family, while ensuring job security and maintaining a healthy work-life integration.

#### Paid parental leave above the minimum legal requirement

We have 15 days of parental leave for male employees, one of the best in the real estate/warehousing sector

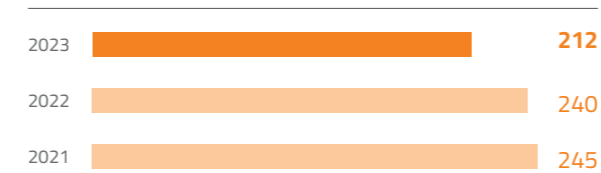
#### Number of employees who took parental leave in FY23

8 employees (Male)

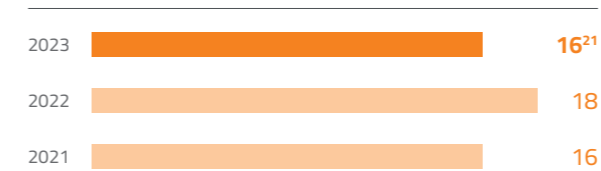
## Diversity, Equity and Inclusion

We are committed to fostering a diverse and inclusive workplace culture. We recognise the importance of celebrating cultural diversity, which is reflected in our culturally diverse holiday calendar. To ensure that our leaders promote diversity and inclusion, all senior managers are required to attend DE&I and unconscious bias trainings. We aim to increase diversity by providing unconscious bias training to identify and nurture under-represented talent. Our efforts to enhance diversity extend to our hiring practices, as we implement new policies and offer incentives to recruiters for attracting female candidates. Through various initiatives, we strive to improve awareness of diversity, equity, and inclusion within our organisation. Additionally, we focus on recruiting talent from diverse backgrounds to increase representation. To create an inclusive environment, we have also adopted gender-neutral language in our job descriptions, promoting equal opportunities for all.

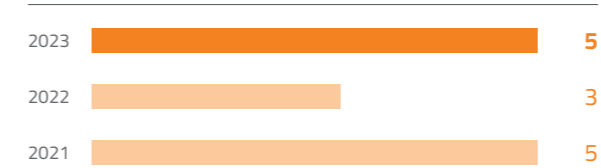
#### No. of employees



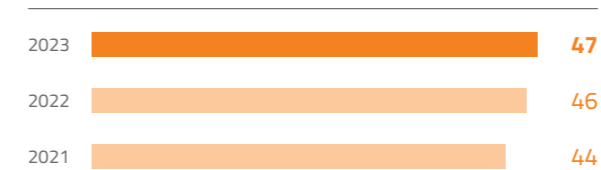
#### Female employees (%)



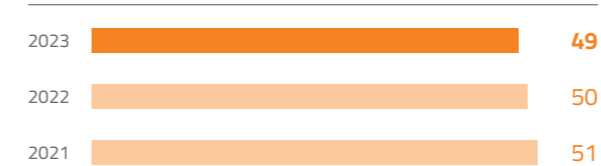
#### Employees below 30 (%)



#### Above 40 (%)



#### Employees 31-40 (%)



<sup>21</sup> Due to business restructuring, female employees of select functions have been moved to the Group roles.

### Celebrating International Women's Day

In the spirit of International Women's Day, we launched the Celebrating Women – Learning Challenge. As a company, we believe in breaking biases and valuing differences. Through this learning challenge, we focused on creating awareness and promoting inclusivity across a variety of topics. The learning sessions consisted of short videos. We encouraged everyone to participate in this program and felicitated the participants with rewards.

### Organised a webinar on 'Financial Planning for Women'

We conducted a webinar to raise awareness about financial planning for our women employees. The session also included key highlights of the Budget and their implications on financial planning. Topics covered include:

- The need of financial planning
- What constitutes financial fitness for the woman employee
- Asset allocation
- The various types of investment products such as equities, bonds, and mutual funds among others
- Tax saving and tax planning strategies
- How to plan and achieve one's financial goals

## People

### Learning and people development

Various training opportunities such as online courses, virtual and in-person workshops are offered to our employees. We conduct comprehensive training needs identification and assess the training requirements of our employees based on their performance and goals, and curate monthly training planners for everyone to align to their necessities. This approach helps fulfil both the personal career development needs of the employees as well as our Company's objectives.

The training areas span a broad range of topics, including contract management in the construction industry, team

building, innovation and excellence, LinkedIn courses, and masterclasses on happiness, emotional wellbeing, and emotional intelligence. By offering such diverse training options, we aim to support the professional development of our employees and enable them to perform better in their roles.

**85%**

Of employees received professional trainings

#### Our learning and development best practices

Initiatives	Inhouse/External	Coverage
Induction and onboarding	Inhouse	All employees
ESG trainings	Inhouse and with help of external subject matter experts on select ESG topics	All employees and contractor workforce
Leadership excellence	External party	Middle to senior managers
Ethics and Values trainings	External Party	All employees
Data protection, cybersecurity and other IT trainings	Inhouse and with help of external partners	All employees
Behavioural safety and other safety programs	External party	Applicable project and facility management teams
LinkedIn Academy (virtual trainings)	LinkedIn	All employees
Financial wellness	External party	All employees
Ergonomics, Physical and mental well-being	External party	All employees
Technical trainings	External Parties	Identified employees as per the training need analysis

We recently conducted a series of technical and professional trainings for our project development, design, facility management, finance, and legal teams. The trainings aimed to enhance the skills and knowledge of these teams in their respective fields, and to provide them with the latest industry insights and best practices.

Training hours*	Average employee training (Hours/year)	Net spending on training (INR Mn)
2023 <b>4,873</b>	2023 <b>23</b>	2023 <b>5.01</b>
2022 2,967	2022 12.68	2022 0.968
2021 3,649	2021 16.22	2021 4

\* This includes 4,243 hours for male employees and 626 hours for female employees, and 30, 1,294 and 3,549 hours for senior, middle and junior employees, respectively.

### ESG trainings

We also provide ESG trainings that are designed to be informative and engaging for our employees and contractors. The training sessions involve interactive participation, with the objective being to instil a deep understanding of environmental consciousness and the pillars of sustainability across our employees.

**100%**

Of employees received ESG trainings

### Performance review and career development

We conduct regular performance reviews to assess individual performance and support our employees' professional growth. These reviews provide a platform for open and constructive dialogue between our employees and us, focusing on improving performance goals and career aspirations.

**100%**

Employees receive regular performance and career development reviews

Our HRMS offering, DarwinBox, is a platform that brings together the entire employee life cycle and provides a better experience for employees and managers through easy-to-use and well-managed workflows, as well as information access. To read more about this platform, refer to our FY22 sustainability report [here](#).



### LinkedIn Learning Challenge

Our LinkedIn Learning Challenge aimed to encourage continuous learning and upskilling among our employees. Employees had the opportunity to log in to LinkedIn Learning and complete courses on various subjects. Some of the key areas of focus included managing energy, effective communication, and promoting equity in and out of the workplace. One crucial aspect of professional success is energy management, which involves bringing the right energy to tasks rather than simply spending more time on them. The challenge provided resources and training to help employees master energy management and be better equipped to accomplish their work and targets. Additionally, courses on effective communication and promoting equity in and out of the workplace were offered, highlighting the importance of these skills in today's workforce.

### Prevention of Sexual Harassment (POSH)

We are committed to creating a work environment that is conducive to all our employees, regardless of gender, and where no form of discrimination or harassment, including sexual harassment, is tolerated. To ensure that our employees have a clear understanding of sexual harassment legislation and their rights and obligations under our gender-neutral Care & Dignity Policy, we have developed a customised e-learning module i.e., 'WorkSafe Delta'. This module is interactive and engaging, and can be accessed via the Rainmaker Web Portal using an employee's official email ID and a unique password.

**100%**

Employees completed the mandatory POSH training

**0**

POSH incidents in the reporting year



## People

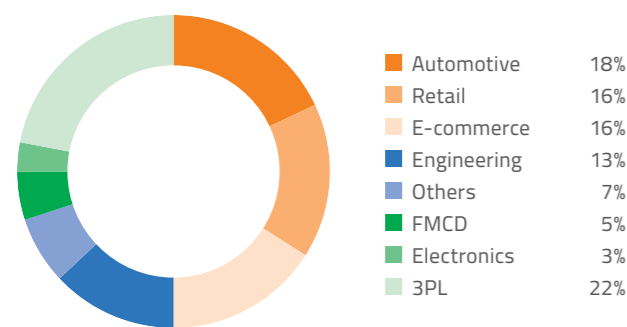
### Customers

In our 15-year journey, our rise to the current position has been driven entirely by our customers. Our commitment to customer centricity has led to the design of several unique features at our parks, ensuring maximum operating comfort for customers and enabling them to leverage the use of our facilities to maximise their business operations.

#### Distinct features available in IndoSpace's sustainable and smart parks

- During FY23, we added e-bikes and food stations across three parks i.e., Chakan, Luhari and Oragadam
- Rooftop solar panels as a green and cost-effective energy option are offered
- Smart meters are provided for tracking both energy and water usage, giving regular updates and leading to better monitoring of usage and control over costs
- Drones are used to enable virtual site visits and real-time updates for customers whose warehousing spaces are still at the construction stage, leading to better capex management and future planning
- The health and safety of our tenants is extremely important to us, and we have developed guidelines for our tenants on environment\*, health, and safety requirements, including a comprehensive list of dos and don'ts for safety and emergency preparedness as well
- We provide high-order security coverage with CCTV camera installations across all parks.
- We offer 'smart' operations of tenanted premises that offer real savings in operational costs due to better time management. This includes automated handling of gate, visitor management, helpdesk, and maintenance operations.

Tenant profile (%)



100+

Blue Chip MNC  
Tenant base

40+

Leased to Fortune  
500 companies

\* Energy, water, and waste

### Delivering Beyond Expectations

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

#### Excelling with Mission ACE

The implementation of Mission ACE has led to improved service levels, lower customer complaints, and enhanced customer experience and satisfaction. It also resulted in better collections and lease renewals. Furthermore, it is expected that the long-term impact of these initiatives will be a reduction in investment outlays, turnaround times, and an increase in pre-leasing rates. IndoSpace also experienced a positive effect on its work culture due to extensive leadership and staff connection, as well as improved coordination.

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 a 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.

#### Customer Privacy

We uphold a steadfast commitment to transparently collect customer information, ensuring full cooperation and awareness from all involved parties. Once the information is available with us, we adhere to stringent guidelines governing the use and protection of this data.

Our approach to customer data entails the following principles:

- **Accuracy:** We strive to maintain accurate and up-to-date customer information to the best of our knowledge.
- **Fair and lawful collection:** Customer data is collected fairly and solely for lawful purposes, aligning with legal requirements and ethical considerations.
- **Responsible processing:** We process customer data within the bounds of both legal and moral boundaries, safeguarding against any unauthorised or unlawful access from internal or external entities.

Furthermore, we are committed to preserving customer privacy by adhering to the following practices:

- **Management of confidential information-**we maintain strict protocols to ensure confidential information is shared only with authorised parties.
- **Time-bound Storage:** Unless necessary for regular operations or statutory obligations, customer data is not stored for an extended period. We adhere to specified retention periods to minimise data storage and enhance privacy.

- **Limited Distribution:** Customer data is never communicated informally; Customer data is shared only with agreed-upon parties as determined by the data owner. Exceptions may occur for legitimate requests from law enforcement authorities, complying with legal protocols.

By upholding these principles, we prioritise the protection and confidentiality of customer data, ensuring their privacy rights are respected throughout our operations.

### IndoSpace's E-Facility System

IndoSpace has developed a comprehensive enterprise facility management software known as the eFACiLiTY® system, which is widely recognised as a leading solution in the CAFM/EAM/CMMS space. The system is designed to streamline all operational aspects of the business under one single system. Once the eFACiLiTY® system is deployed, it integrates all business operations to create

a safe, productive, cost-effective, automated, and convenient workspace for all employees, thereby leading to higher customer satisfaction. The system interconnects all aspects of the business, enabling holistic monitoring and reporting of vital operational information. The eFACiLiTY® system has six core modules as numbered below.

#### Completed Modules

1. **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 the company to screen, register and manage visitors with the help of various features.
2. **Help desk system:** This module enables managing 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.
3. **Patrol management:** The module helps in convenient patrol planning, report generation, shift assignment/allotment, database maintenance and hardware settings, among others.
4. **Instant feedback management:** IndoSpace installed the facility of instant feedback for a culture of continual improvement. Various measures such as managing feedback through mobile apps, access-based feedback for authenticated users, location specific configuration with alerts and notifications, among others were devised.

#### Ongoing Modules

1. **Tenant billing system:** The module is intended to cover the resource utilisation data of tenants through the integration of BMS and BAS systems, which will help generate automated bills based on the utility.
2. **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 IndoSpace's assets, properties, facilities, equipment and get the best performance throughout the life cycle.

## People

### Customer satisfaction survey

Customers are our key stakeholder group, and their satisfaction is vital to IndoSpace. We undertake significant efforts to provide our customers with a positive experience and satisfaction throughout their journey.

To better understand the voice of our customers, we undertake annual external customer satisfaction survey through independent third party. The primary survey goals include

- Assess the performance of and satisfaction with product and customer-facing services
- Better understand needs of customers
- Utilise survey results to make continuous improvements

Based on a structured questionnaire, the survey is conducted among Chief Executives and Senior Management of customer firms and measures multiple process and product parameters as well as business outcomes, such as satisfaction and value for money. The outcomes and insights gathered from the survey are utilised to drive customer engagement and improve service delivery at the organisation, business function and asset level.

Findings from the survey helped us gain significant insight into our strengths and improvement areas.

- Across the platform, product quality, location, facility management services, relationship management and communications stand out as a key strength
- E-facility management systems and other sustainability initiatives have been appreciated by most of our customers

As a way forward, we are working on developing customer specific response and action plan. Processes are laid down to ensure that customers are provided with responses on their feedback in a timely manner. All queries/concerns are supported by a corrective and preventive action (CAPA) report.

### Customer Engagement and Satisfaction

We carry out tenant engagement and satisfaction improvement programs as part of our business excellence strategic plan. The facility management team develops a comprehensive tenant engagement calendar for each park, which includes specific programs such as the IndoSpace Premier League (IPL), marathon/tug of war, and fire safety sessions to encourage health, well-being, fitness, and safety among the tenant workforce. Newsletters on various themes are also circulated each year. For the tenant satisfaction improvement program, we conduct face-to-face meetings with tenant representatives and defines action plans to improve tenant satisfaction based on themes such as utilities, security, safety, and resolution of complaints, among others.

### External tenant satisfaction survey

- Percentage of tenants covered for the survey—**100%**
- Survey response rate -40 %
- Conducted by independent third party
- Survey Frequency- Annual
- Key metrics included in our survey
  - Net Promoter Score
  - Overall satisfaction score
  - Satisfaction with building construction & development
  - Satisfaction with communication, property management, responsiveness
  - Understanding tenant needs
  - Value for money
  - Regulatory compliance
  - Environment & Sustainability Standards, Safety Management

### Net Promoter Score

One of our core focus areas is to achieve a high Net Promoter Score (NPS) by providing exceptional customer service. The NPS approach utilises a rating scale to distinguish between promoters, passives, and detractors. The method is recognised as one of the best ways to evaluate whether a business can grow its revenue over time. Based on the information gathered from the analysis, we determine areas that require improvement and incorporate them into our yearly strategic planning process.

**85**  
NPS\* in FY23

**8.9/10**  
Overall satisfaction score

\* On a 10 to 100 scale

**45 points**  
Overall NPS increase in FY23 vs FY22

### Digital operations

We integrate sustainability with cutting-edge technology to ensure our parks and buildings operate with seamless efficiency and minimal environmental impact. Our digital transformation strategy focuses on four key areas: operational processes, new technologies, data analytics, and change management. Through digitisation, we have significantly improved customer experience, reduced turn-around time for operations, and enhanced resource and energy efficiency.

To monitor compliance with applicable regulations, including those related to the environment, health, safety, social responsibility, and finances, we have implemented digital compliance tools and dashboards. These tools undergo periodic reviews and updates to ensure that we can monitor any changes in relevant legislation.

We have implemented a Gate Management System to monitor and track vehicular entries at our sites, ensuring safety and security for its customers. Workflow Management has also been implemented for the online approval of leasing documents, making it easier and faster for customers to obtain the necessary approvals. In addition, we have incorporated collaborative tools such as Design Documents to share documents with customers and Microsoft Project portfolio management for scheduling and collaboration. To streamline our facilities' management process, we have implemented an ERP application called E-facilities, which includes modules such

as Patrol Management for security personnel, Customer Visitor Management System, Customer Service Desk, and Tenant Billing System.

We have also developed a mobile application for our customers, allowing them to access information and manage their accounts easily. We digitised our Procure to Pay process to improve efficiency and accuracy by implementing the Microsoft D365 ERP platform. Supported by these digital initiatives, IndoSpace is well-positioned to provide a seamless customer experience and streamline its operations to meet the needs of our customers.

### Digitising ESG monitoring and reporting

Our ESG tracking and reporting using UPDAPT's ESG SAAS solution have also been digitised. This has resulted in streamlined data management throughout the sustainability life cycle, simplified configuration of metrics according to global and national reporting standards, and easier audit compliance. The intelligent data representation and analytics dashboard allow for faster intervention when necessary and scaling up if needed, significantly reducing time and resource losses.

In essence, the adoption of UPDAPT's ESG SAAS solution has enabled us to leverage the analytics and dashboard formats to make informed decisions on sustainability. As a result, we can quickly identify areas for improvement and take prompt action.



## People

### Business partners

#### Sustainable supply chain management

We recognise the significance of business partners, contractors, and suppliers across our operations, and are particular about selecting them based on their values and work ethics to ensure alignment with our company standards. Our thorough processes for the identification, selection, onboarding, work oversight, performance review, mentoring, and capability building of its contractors and suppliers, helps us manage these relationships well.

We recognise the importance of supporting local economies and fostering sustainable procurement practices. Local sourcing is given priority across our project development and park operations. Our commitment to local sourcing and inclusive supply chain<sup>22</sup> is clearly outlined in our supplier Code of Conduct. To ensure consistency and clarity, we have established a defined framework that outlines the criteria for determining what constitutes 'local' for our operations. Additionally, we consider the significance of the location where we operate, taking into account factors such as proximity to our facilities and the potential socio-economic benefits of engaging local suppliers. We have set a 1,000 Km radius around our operations to identify the availability of local materials and services. We prioritise local procurement to create economic opportunities for the local community, while minimising the environmental impact of material transportation. Through these efforts, we succeeded in maintaining a strong network of reliable and ethical partners, contractors, and suppliers that contribute to the success of its operations. We also ensure that at all project development sites and operational parks run specific programs to instill health, safety and well-being messages amongst our vendors and suppliers.

We conduct due diligence of suppliers in the pre-qualification process before signing a contract. We track human rights compliance at every step, from document verification at registration to screening and inspections for vendors/suppliers. The identified risks during the process are addressed through corrective and preventive action plans. In this reporting year, we also completed social risk assessment for our contractors<sup>23</sup> engaged in the project development and facility management activities. This covered aspects such as labour conditions, employment practices, evaluation of effectiveness of our child/forced labour prevention policies, labour accommodation and prevention of sexual harassment and gender-based violence.

#### Footnotes:

<sup>22</sup> Comprising of small to medium scale contractors & suppliers, or underrepresented groups

<sup>23</sup> Construction contractors (civil, PEB, MEP), housekeeping & security contractors and project management consultants

#### Supplier screening & performance evaluation process

1. Contractor identification, selection and evaluation checklist
2. Pre-qualification stage: Screening based on experience, capabilities and compliance with ESG parameters
3. Onboarding and induction
4. Post awarding contracts: Performance Monitoring and Evaluation on E&S parameters. Independent agencies conduct audits of our contractors covering various ESG parameters.

For more details, please read our Sustainability Report FY22 →

	Project development	Facility management
Total procurement spend	INR 5,844.043 Mn	INR 548.78 Mn
Total approved vendors	200	438

#### Procurement spent across categories

Category	52.89% Civil works	39.03% Equipment maintenance and repair, building and park expenses
Category	20% PEB works	50.59% <sup>24</sup> Facility expenses
Category	9% MEP works	10.06% Utility Charges

<sup>24</sup> This includes 1.00% expenditures for solar rooftop captive installations

#### Our Supplier Code of Conduct (SCOC) describes our expectations from our business partners on environment, social and governance management including the use of subcontractors.

- 3-stage model (Engage, Evaluate, Collaborate) sustainable procurement excellence framework
- Covers mandatory requirements on quality, ESG criteria such as zero tolerance to child/forced labour, prevention of sexual harassment, promoting a health and safety environment in accordance with applicable legislations and other compliance requirements. This also includes integration of ESG requirements as part of mandatory clauses in the contract agreements.
- Periodic performance evaluation processes based on defined parameters
- Review of contract, renewals, and phase outs
- Guidelines to implement sustainability best practices:

## Communities

As we continue to expand our presence and outreach, we are committed towards uplifting people across our local communities. We make a concerted effort to enrich the lives of these communities, enabling and empowering them responsibly.



### CSR Vision

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

#### Our approach

- Community needs-based project identification
- Alignment of identified projects to Schedule VII of the provisions of Section 135 of the Companies Act, 2013 and the Companies (Corporate Social Responsibility Policy) Rules, 2014 and United Nation's Sustainable Development Goals
- Identification and due diligence of shortlisted NGOs
- Partnership with recognised CSR NGOs/implementation partners
- Impact focused project design and execution
- Comprehensive monitoring and measurement based on overall project goals and UNSDG aligned project/impact indicators
- Digital platform for project monitoring
- Impact assessments through independent agencies to track the effectiveness of the ongoing/completed CSR projects and programmes.

We firmly believe that well planned community initiatives deliver long term benefits to the local communities. During FY23, we conducted the comprehensive community needs assessment studies through independent agencies to cover the local communities situated in our North and South region parks. These studies were conducted to better understand the specific needs of the local communities and to identify and design our CSR projects in most effective and impactful ways.

Our approach was to interact with these communities, to gain a deeper understanding of their culture and understand what their concerns were, and we have tried to accommodate and bring solutions to their concerns through our projects. We have also developed a local CSR task force amongst our employees who will be responsible for the effective implementation and monitoring of the project in their area. We have undertaken this initiative with the aim of strengthening the monitoring mechanisms of our CSR projects. The charter has been rolled out to ensure better oversight and effective management of ongoing CSR initiatives, and to facilitate the identification of areas where improvements are needed.

We prioritise tracking the impact of our CSR projects to ensure they deliver tangible benefits to the stakeholders involved. We employ various mechanisms to assess and monitor the effectiveness of our initiatives.

We conduct direct corporate visits to the project sites, giving us a first-hand view of whether projects are being successfully rolled out and effectively reaching and assisting the intended beneficiaries. Additionally, independent impact assessments are undertaken to evaluate the outcomes and gauge the social, economic, and environmental impact of our initiatives.

Furthermore, we have established monitoring systems at both the corporate and park levels. These systems enable us to track the effectiveness of the CSR projects and monitor the progress of each indicator. For instance, if a project aims to generate additional income for workers, we conduct regular audits to ensure

## IMPACT

INR 16.4 Mn  
CSR expenditure

02

Community needs assessment studies completed

45,000+

Total beneficiaries from all CSR projects

336

Temporary jobs through our CSR projects

09

Permanent jobs through our CSR projects

Impact assessment of long-term projects completed in line with OECD impact evaluation framework

4

Themes covered through our CSR projects

- Waste management
- Water management
- Sanitation & hygiene
- Renewable energy

#### SDGs contributed



## People

the accuracy of the reported numbers. Our robust processes and monitoring mechanisms are designed to ensure that the intended impacts of our CSR projects are effectively delivered on the ground. In cases where improvements or modifications are identified based on external audits or stakeholder feedback,

we communicate these findings to the partnering NGOs. This collaborative approach allows us to refine our CSR projects and activities throughout the year, while maintaining strong stakeholder engagement and community group involvement.

### Swachh Sundar Chakan, Pune, Maharashtra



In collaboration with the NGO Sahaas, IndoSpace has undertaken the initiative of 'Swachh Sundar Chakan' as a small yet significant step towards promoting responsible waste management. The program aims to bring about a behavioral change in the communities regarding responsible consumption, waste reduction, and segregation of waste at the source.

The program has been implemented by the company in two villages of Khed district in the Chakan area, namely Mahalunge Ingale and Bhamboli. Its objective is to create awareness among the locals about the need for responsible waste management and encourage them to adopt sustainable waste management practices.

The program focused on educating individual households about waste segregation and its benefits. The participants learned about the advantages of resource reuse, organic composting, and segregated waste processing, as well as the adverse effects of landfills.

**We have also completed the project impact assessment of this initiative in line with the OECD impact evaluation framework to measure the actual impacts and effectiveness of the waste management program.**

#### PROJECT IMPACT

**86,600 kg**  
Dry waste collected

**235, 569 kg**  
Wet waste composted

**81,723 kg**  
Dry waste processed for recycling

**7,080<sup>25</sup>**  
Households benefitted

**09**  
People employed as sanitary staff from the local communities

**1,800**  
Participants in awareness workshops/eco-friendly events conducted through the project

**40%**  
Households provide segregated waste

**885**  
Commercial establishments of Bhamboli and Mahalunge benefitted

**INR 926,201**  
Additional income generated from sale of dry waste

**5,611 kg**  
Compost generated through the project and distributed to farmers

**2**  
Gram Panchayats introduced bylaws to ensure adherence to the ban on single-use plastic

**5**  
Total dark spots cleaned in the villages

**87,845**  
Waste diverted to piggery farms

**6**  
Biodigesters installed in the schools/anganwadis

**3**  
Plastic banks installed in the schools

**2**  
Cutlery Banks launched

#### CASE STUDY



#### Cutlery Bank: A step towards zero-waste events in gram panchayats

In the recent years, the demand and use of cheaper and single-use plastic cutlery has gone up exponentially. This resulted in excessive waste being dumped in landfills, causing pollution and seepage of microplastics in the soil leading to chronic diseases. Secondly, from a climate perspective, single-use plastic cutlery is not a sustainable option and thus we decided to address this issue by promoting zero-waste events and launched reusable steel cutlery-based 'Cutlery Bank' at Mahalunge and Bhamboli villages near Chakan.

Cutlery Bank is an initiative to encourage community members to move away from single-use and disposable cutlery to using stainless steel, reusable cutlery. The reusable cutlery is provided free of cost to instil a culture of zero waste in the community. Stainless steel can be used many more times and is better for the environment and people all around, further it generates following savings

- Savings on disposables procurement
- Savings on waste management costs

Village residents can issue cutlery at zero cost and are also encouraged to donate cutlery for the cause. A security deposit is taken while issuing cutlery and is refunded once the items are returned.

#### Impact

- Encourage a behavioural change among community members to use reusable cutlery and promote a sustainable lifestyle
- Avoid chronic health risks from the intake of microplastics
- Avoidance of approximately 1 tonne of disposable cutlery waste per year and associated GHG emissions from dumpsites by reducing the amount of waste dumped in the landfills
- Use this initiative as a model for other villages to adopt sustainable practices and become a model gram panchayat

**INR 91,770**  
Total cost of disposable cutlery saved for village residents per year

**997.5 kg**  
Waste avoided per year

**3,200**  
Stainless steel cutlery sets donated

**10,500+**  
Households from both villages benefitted

<sup>25</sup> Covering more than 3500 beneficiaries

## People

### Community toilet block construction, Tiruvallur, Tamil Nadu



The objective of this project is to promote a hygienic environment through prevention of open defecation and reduction in incidence of water-borne diseases. The project is aligned to the 'Swachh Bharat Mission (SBM)' and is a holistic approach to encourage sanitation, hygiene, behavioural change and construction of toilets.

Through the community needs assessment studies, we found out that the nearby villagers were living in poor sanitary conditions and there were no toilet blocks. Women had to travel long distances and were practicing open defecation. IndoSpace constructed the toilet blocks that benefitted over 300 households in the village and during the project execution, we conducted several high-impact awareness campaigns to

ensure ownership, and behavioural change amongst village stakeholders. The awareness campaigns covered various sanitation and hygiene related best practices, with specific emphasis on improvement in menstrual hygiene practices for women groups and girls.

**315+**  
Households benefitted

**10+**  
Awareness workshops conducted for women and school kids as per WASH (Water, Sanitation and Hygiene) framework

### Community water infrastructure, Tamil Nadu & Maharashtra



IndoSpace strives to improve the community infrastructure of the villages around our areas of operations. To overcome various water related problems of the villagers, IndoSpace has constructed open well and water tanks in the areas of Vallam

Vadagal and Khopoli respectively. During the construction phase, these projects, also generated more than 200 temporary jobs.

### Pond beautification projects at Luhari, Badli, Haryana



We have commenced treatment and beautification of three ponds in Badli and Luhari village of Jhajjar District. IndoSpace firmly believed that not only these extremely sensitive water bodies could be restored to life but also can be beautified through an organised approach. The main objective of this initiative is to improve the condition of water bodies, restore and enhance the aquatic and terrestrial biodiversity in and around the ponds.

The ponds in both regions had declined in quality due to heavy contamination and the release of untreated sewage water. This pollution caused many problems for the villagers such as mosquito infestation, unpleasant odours, and contaminated water entering homes during the rainy season.

#### Key project steps

Step 1: Water treatment using bioremediation and transfer, removal of contaminated soil layers and waste deposits, and desilting to increase the pond depth

Step 2: Biodiversity management by planting butterfly and aroma gardens using native species

Step 3: Beautification involving installation of lights, signages, benches, paintings, waste bins around the pond periphery

We cleaned and treated the contaminated water and planted native species of flora that can help restore the environment around the ponds. During FY23, we focused on the treatment of the ponds, and in the next phase we will be further beautifying them.

#### Impact

**3 ponds of 1, 1.5 and 2.5 acres in Luhari and Badli villages have been cleaned and treated. Phase II of the project is ongoing and is focused on the beautification of the pond surroundings.**

### Solar streetlight installations, Luhari, Haryana



We took up this initiative to address the need for illuminating public areas and ensure that villagers are not hindered in their normal activities during the night times. Further, our objective was to enhance public lighting facilities in an environment friendly manner. We installed 15 solar-powered streetlights in the Luhari village. We hope that these solar streetlights<sup>26</sup> that are low in maintenance will offer a long-term solution in lighting the public areas in the Luhari village.



### Happy Feet initiative



We implemented a unique employee social initiative called 'Happy Feet' to address the issue of rural school children walking long distances to school without proper footwear. The program aimed to provide footwear to under-privileged students from rural areas. The idea was to prevent used footwear from ending up in landfills through a partnership with @Greensole—a social enterprise that refurbishes and repurposes discarded footwear into comfortable footwear for underprivileged communities.

The program was designed to be inclusive and involve our employees. Collection boxes were set up at our corporate office to collect gently used footwear that were then sent to @Greensole.

During FY23, we sponsored recycled waste-based footwear to 250 school kids of Shashkiya Ucha Madhyamik Shala, Piwali and we aim to scale up the initiative to cover 1,000 school kids in FY24.

Happy Feet was not only successful in addressing the immediate issue of lack of footwear for school children, but it also had a positive impact on the environment by reducing waste in landfills.

<sup>26</sup> Fitted with auto dusk to dawn operation and dimming options

# About the report

The fourth edition of IndoSpace’s Sustainability Report presents our Company’s vision, strategy, and sustainability performance, as well as our future priorities and a roadmap that will help us achieve higher standards in sustainable business operations, in light of the industry’s growth.

## Reporting frameworks

The Sustainability Report for FY23 provides an overview of the company’s ESG performance. It outlines key disclosures aligned in accordance with the Global Reporting Initiative (GRI) Standards and the GRESB Real Estate Assessment framework requirements. Additionally, the report establishes a clear connection between the Company’s initiatives and the United Nations Sustainable Development Goals (UNSDGs).

## Reporting boundary and scope

The report encompasses all ESG performance of all IndoSpace SPVs and its assets under its ownership, including operational, developmental, and land stage assets in India. It also covers all bases when it comes to sustainability initiatives, corporate social responsibility activities, initiatives, and investments. The report considers all material concerns that could potentially impact the Company’s business operations and long-term value creation for the stakeholders.

## Restatements

- In the previous report, water withdrawals of ‘6,99,290 KL’ mentioned it covers only our common area consumption. However, this was incorrect as this value represented the total water withdrawals for our parks, including the water quantity supplied to our tenants.
- In the green buildings sub-section of previous report, the total green building certified area (IGBC) was stated as 20.27 sq.ft Mn, however this value is our total green building certified area from EDGE, EDGE Advanced and pre-certified EDGE/EDGE Advanced buildings.

There have been no other restatements of information in the report.

## Reporting frequency and Reporting period

We intend to disclose our ESG performance annually. This Report captures information between April 01, 2022 to March 31, 2023. For previously published Sustainability Reports, please refer ESG section of our website [here](#).

## Reporting principles

The report covers the economic, environmental, social, and governance aspects of the Company’s business, using the three pillars of People, Planet, and Profit for demonstration. The report’s priority topics are identified through stakeholder engagement and materiality assessment, following the GRI principles of accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability. IndoSpace’s consolidated approach highlights its sustainable business practices and strategic value addition to each of the three pillars.

## External assurance

IndoSpace ensures strict internal quality control processes for the information presented in this report. The Company continuously improves its methods to capture key data from various sustainability-related activities and operational processes with an emphasis on greater detail and correlation.

Moreover, all the data in the report undergoes independent evaluation through a robust assurance process conducted by DNV, an independent third-party assurance provider. This ensures the authenticity and accuracy of the data and outcomes presented to stakeholders. The assurance statement can be read on page 66 of the report.

## Feedback and contact

We value feedback from our stakeholders, and we use it to ensure that we are reporting appropriately on the issues that are most relevant to them. In case of any queries, feedback, please reach out to us at:

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# List of abbreviations

ABC	Anti-Bribery & Corruption Program	KPI	Key Performance Indicator
ACE	Achieving Customer Excellence	KRA	Key Result Areas
ADPEe	Abiotic Depletion Potential	LCA	Life Cycle Assessment
AP	Acidification Potential	LED	Light Emitting Diode
AUM	Asset Under Management	MBBR	Moving Bed Biofilm Reactor
BAS	Building Automation System	MEP	Mechanical, Electrical And Plumbing.
BMS	Building Management System	MNC	Multinational Corporation
CAFM	Computer-Aided Facilities Management	MSD	Musculoskeletal Disorders
CAPA	Corrective and Preventive Action Report	NCR	National Capital Region
CCI	Competition Commission of India	NGO	Non-Governmental Organisation
CMMS	Computerised Maintenance Management System	NPS	Net Promoter Score
CPPIB	Canada Pension Plan Investment Board	OWC	Organic Waste Converter
CSR	Corporate Social Responsibility	PEB	Pre-Engineered Building
E&S	Environment And Social	POCP	Photochemical Ozone Creation Potential
EAM	Enterprise Asset Management	POSH	Prevention Of Sexual Harassment
EHSS	Environment, Social, Responsibility, Health and Safety	RCM	Risk Control Matrix
EDGE	Excellence In Design For Greater Efficiencies	RSI	Repetitive Strain Injuries
EP	Eutrophication Potential	SAAS	Software As A Service
ERP	Entreprise Resource Planning	SBTi	Science-Based Targets initiative
ESDD	Environmental And Social Due Diligence	SDG	Sustainability Development Goals
ESG	Environment, Social And Governance	SOPs	Standard Operating Procedure
ESMS	Environmental And Social Management Systems	SCOC	Supplier Code of Conduct
FDI	Foreign Direct Investment	SSP	Shared Socioeconomic Pathways
GHGs	Green House Gases	STPs	Sewage Treatment Plants
GRI	Global Reporting Initiative	TCFD	Task Force On Climate-Related Financial Disclosures
GRESB	Global Real Estate Sustainability Benchmark	UNSDGs	United Nations Sustainable Development Goals
GWP	Global Warming Potential	UNPRI	Principles For Responsible Investment
HR	Human Resource	VAPT	Vulnerability Assessment and Penetration Testing
HRMS	Human Resource Management System	WGBC	World Green Building Council
HSE	Health, Safety And Environment	WWR	Window-to-Wall-Ratio
HTP	Human Toxicity Potential	ZLD	Zero Liquid Discharge
HVAC	Heating, Ventilation, And Air Conditioning		
IFC	International Finance Corporation		
IGBC	Indian Green Building Council		
ILP	Indospace Logistics Parks		
IPL	IPL -IndoSpace Premier League		

# Performance table

Category	Indicator	Unit	FY2021	FY2022	FY2023	Remarks for FY23
Economic	Assets Under Management	US\$ Billion	2.1	2.1	2.7	
	Total Portfolio Size	Million Square Feet	54	51.6	57.2	
	Total Number of Parks	Nos.	45	46	50	
	Total Land Bank	Acres	2200+	2100+	2375	
	Direct Tax Paid	USD Mn	3.8	3.5	1.2	
	Indirect Tax Paid	USD Mn	9.6	11.9	15.6	
	Total Taxes Paid	USD Mn	13.4	15.4	16.8	
	Total Gross Revenue	USD Mn	61.2	74.4	97.5	
	EBITDA		37.18	44.61	63.09	
Governance	Corporate Governance Training coverage of employees	Percentage (%)	100%	100%	100%	
	Breaches in the Code of Conduct	Nos.	0	0	0	
Environment	Green Buildings	Edge Certified Green Buildings	59	123	165	-38 buildings certified to Edge, 36 buildings certified to Edge Advanced 49 buildings are pre-certified to Edge/Edge Advanced
	IGBC Certified Parks		5	5	17	16 Platinum, 1 Gold
Energy	Energy Intensity	kWh/sq.ft	0.48	0.17	0.15	
	Solar capacity installed	MWp	2.3 under installation	7.2 MW in progress 1.87 MWp completed 5.34 under installation	9.2 MWp installed	Installations for Tenants Commissioned 6.14 MWp, Ongoing 1.875 MWp  Installations for common infrastructure Commissioned 1.027 MWp, 0.121 MWp is ongoing
GHG Emissions	Scope 1 Emissions	tCO2 -e	110	110	133	
	Scope 2 Emissions	tCO2 -e	2146	2598	2117	
Water	Water Intensity	KL/Sq.ft	17.91 KL/FTE	22.64 KL/FTE	0.044	We have changed the indicator for water intensity from KL/FTE to KL/sq/ft to keep this consistent with other intensity metrics.
	Water Discharge	%	100% used for landscaping & flushing purposes	100% used for landscaping & flushing purposes	100% used for landscaping & flushing purposes	100% used for landscaping & flushing purposes

Category	Indicator	Unit	FY2021	FY2022	FY2023	Remarks for FY23
<b>Social</b>						
Employee	Employee and related welfare	USD Mn	14.6	14.6	16	
Diversity	Number of Employees	No.	245	240	212	179 males, 33 females
	Female Employees	%	16	18	16%	
	Employees Below 30	%	5	3	4.72%	8 males, 2 females
	Between 31-40	%	51	50	48.60%	87 males, 16 females
	Between 41-50	%	44	46	46.70%	84 females, 13 males
	Above 50	%	2	2	1%	Diversity metrics aligned to GRI
Training	Average Employee Training	Hours/Year	16.22	12.68	22.96	
	Net Spend on Training	INR Million	4	0.968	5.01	
	Training Hours	Hours	3649	2967	4869	This includes, 4243 hours for Male employees and 626 hours for female employees
	ESG trainings	No. of sessions	NA	4	4	
Talent Retention	Attrition Rate	%	12	17	21%	
	Male employees	%		95%	87%	
	Female Employees	%		5%	13%	
	Attrition at Junior management			51%	51%	
	Attrition at Middle Management			44%	44%	
	Attrition at Senior Management			5%	5%	
	New Employees Hired	No.	26	53	29	
	Number of Female employees	No.		9	3	
	Number of Male employees	No.		44	26	
	Number of Junior Management Hires	No.		32	18	17 Male, 1 Female
Number of Middle Management Hires	No.		19	7	7 Males	
Number of Senior Management Hires <sup>1</sup>	No.		2	2	2 Males	
Safety	<b>Lagging</b>					
	Total man hours lost in reportable accident	Hours	0	0	0	
	Injury rate <sup>1</sup>		0	0	0	This covers our employees and contractors.
	Lost day rate <sup>2</sup>		0	0	0	
	<b>Leading</b>					
	Workplace checks				100%	Started monitoring from FY23
	Near miss cases	No.	99	125	131	
	First-aid cases	No.	40	218	211	
	Unsafe act/ conditions	No.	1835	3437	5328	
	Tool Box talks	No.	11000	9754	8384	
Absentee rate <sup>3</sup>		NA	0	0	Started monitoring from FY22	
Trainings conducted	No.	1200	1489	2700		

1 Injury rate = (Number of recordable work related injuries/ Number of hours worked) \*1000000

2 Lost Day Rate=(Number of work days lost due to absenteeism/Total number of available workdays)\* 100

3 Absentee rate = (Number of work days lost due to absenteeism/Total number of available workdays)\*100

# GRI content index

38-45, 58	Cross reference, answers/reason for omission	Reporting Status	Remarks	Page Numbers
<b>GRI 2: General Disclosures 2021</b>				
<b>The organisation and its reporting practices</b>				
2-1 Organisational details	Refer About the Report section	Reported		Cover page
2-2 Entities included in the organisation's sustainability reporting	Refer About the Report section	Reported		56
2-3 Reporting period, frequency, and contact point	Refer About the Report section	Reported		56
2-4 Restatements of information	Refer About the Report section	Reported		56
2-5 External assurance	Refer Assurance Statement	Reported		56
<b>Activities and workers</b>				
2-6 Activities, value chain and other business relationships	Refer Introduction section	Reported		4-5
2-7 Employees	Refer Performance Table	Reported		38-45, 58
2-8 Workers who are not employees	Refer Performance Table	Reported		38-45, 58
<b>Governance</b>				
2-9 Governance structure and composition	Refer Governance section	Reported		22-23
2-10 Nomination and selection of the highest governance body	Refer Governance section	Reported		22-23
2-11 Chair of the highest governance body	Refer Governance section	Reported		22-23
2-12 Role of the highest governance body in overseeing the management of impacts	Refer Governance section	Reported		23-24
2-13 Delegation of responsibility for managing impacts	Refer Stakeholder Engagement section	Reported		18-19
2-14 Role of the highest governance body in sustainability reporting	Refer Governance section	Reported		24
2-15 Conflicts of interest	Refer Governance Section	Reported		22, 25
2-16 Communication of critical concerns	Refer Governance section	Reported		24
2-17 Collective knowledge of the highest governance body	Refer Governance section	Reported		22-23
2-18 Evaluation of the performance of the highest governance body	Refer Governance section	Partially Reported	This will be considered for subsequent year reporting	22-23
2-19 Remuneration policies	Refer Governance section	Partially reported	2-19 a is covered and 2-19 b will be considered for subsequent year reporting	24
2-20 Process to determine remuneration	Refer Equal remuneration & governance section	Partially reported	This will be considered for subsequent year reporting	22-24, 42
2-21 Annual total compensation ratio		Not reported	This will be considered for subsequent year reporting	

38-45, 58	Cross reference, answers/reason for omission	Reporting Status	Remarks	Page Numbers
<b>Strategy, policies and practices</b>				
2-22 Statement on sustainable development strategy	Refer ESG Strategy Section	Reported		13
2-23 Policy commitments	Refer ESG Strategy Section	Reported		13
2-24 Embedding policy commitments	Refer ESG Strategy Section	Reported		13
2-25 Processes to remediate negative impacts	Refer ESG Strategy Section	Reported		13
2-26 Mechanisms for seeking advice and raising concerns	Refer Governance & People Section	Reported		24-26, 45
2-27 Compliance with laws and regulations	Refer Performance Table	Reported	During the reporting period, no instances of non-compliance with environmental & social laws or regulations resulting in significant fines or non-monetary sanctions from competent authorities were identified.	58
2-28 Membership associations	Refer, Key Highlights	Reported		2-3
<b>Stakeholder engagement</b>				
2-29 Approach to stakeholder engagement	Refer Stakeholder engagement section	Reported		18-19
2-30 Collective bargaining agreements		Not Reported	All the employees on payroll are white collar permanent employees who are not represented by any trade unions.	
<b>Material Topics</b>				
<b>GRI 3: Material Topics 2021</b>				
3-1 Process to determine material topics	Refer Materiality section	Reported		20-21
3-2 List of material topics	Refer Materiality section	Reported		20-21
3-3 Management of material topics	Refer Materiality section	Reported		20-21
<b>Topic Standards - Economic</b>				
<b>GRI 201: Economic Performance 2016</b>				
201-1 Direct economic value generated and distributed	Refer Economic Performance Section & Performance Table	Reported		9, 58
201-2 Financial implications and other risks and opportunities due to climate change	Refer Risk Management & TCFD section	Reported		34-35
201-3 Defined benefit plan obligations and other retirement plans	Refer People section	Reported		41
201-4 Financial assistance received from government		Reported	No financial assistance received from the Government during the reporting period.	
<b>GRI 202: Market Presence 2016</b>				
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Refer Equal Remuneration section	Partially reported	Qualitative disclosures for 202-1 have been included, the ratios will be considered for subsequent year reporting	42
202-2 Proportion of senior management hired from the local community		Not reported	This will be considered for subsequent year reporting	



## GRI content index

38-45, 58	Cross reference, answers/reason for omission	Reporting Status	Remarks	Page Numbers
<b>GRI 203: Indirect Economic Impacts 2016</b>				
203-1 Infrastructure investments and services supported	Refer People, CSR section.	Reported		51-55
203-2 Significant indirect economic impacts	Refer People, CSR section.	Reported		51-55
<b>GRI 204: Procurement Practices 2016</b>				
Disclosure 204-1 Proportion of spending on local suppliers	Refer Business partners, Sustainable Supply Chain section	Reported		50
<b>GRI 205: Anti-corruption 2016</b>				
205-1 Operations assessed for risks related to corruption	Refer Governance section	Reported		25-27
205-2 Communication and training about anti-corruption policies and procedures	Refer Governance section	Reported		25-27
205-3 Confirmed incidents of corruption and actions taken	Refer Governance section	Reported		25-27
<b>GRI 206: Anti-competitive Behavior 2016</b>				
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Refer Governance section	Reported	No such action raised/pending in this reporting year	25-26
<b>Topic Standard - Environmental</b>				
<b>GRI 301: Materials 2016</b>				
301-1 Materials used by weight or volume		Partially reported	The topic is not identified as 'material' however we have covered the details in the green building sub-section	25
Please refer Green Buildings, Planet section				
301-2 Recycled input materials used	Refer Green Buildings, Planet section	Partially reported	As above	25
<b>GRI 302: Energy 2016</b>				
302-1 Energy consumption within the organisation	Refer Energy, Planet section	Reported		30, 58
302-2 Energy consumption outside of the organisation	Refer Energy, Planet section	Reported	We have initiated monitoring of energy consumption outside the organisation and this will be included in upcoming year reports.	30, 58
302-3 Energy intensity	Refer Energy, Planet section	Reported		30, 58
302-4 Reduction of energy consumption	Refer Energy, Planet section	Reported		30, 58
302-5 Reductions in energy requirements of products and services		Not reported	The energy savings from our products (i.e. buildings in our case) is reported and these values are based on the Green Building Certificates issued by the certification agency	

38-45, 58	Cross reference, answers/reason for omission	Reporting Status	Remarks	Page Numbers
<b>GRI 303: Water and Effluents 2018</b>				
303-1 Interactions with water as a shared resource	Refer Water, Planet section	Reported		36, 58
303-2 Management of water discharge-related impacts	Refer Water, Planet section	Reported		36, 58
303-3 Water withdrawal	Refer Water, Planet section	Reported		36, 58
303-4 Water discharge	Refer Water, Planet section	Not reported	100% of our parks are installed with zero discharge sewage treatment plants and hence no discharges from any of our parks.	36, 58
303-5 Water consumption	Refer Water, Planet section	Reported		36, 58
<b>GRI 305: Emissions 2016</b>				
305-1 Direct (Scope 1) GHG emissions	Refer Emission Section	Reported		31-33, 58
305-2 Energy indirect (Scope 2) GHG emissions	Refer Emission Section	Reported		31-33, 58
305-3 Other indirect (Scope 3) GHG emissions	Refer Emission Section	Partially Reported	The details of applicable Scope 3 sub-categories as per screening assessment have been included. Total Scope 3 and break-up by each sub-category will be included in the subsequent year reports.	31-33, 58
305-4 GHG emissions intensity	Refer Emission Section	Reported		31-33, 58
305-5 Reduction of GHG emissions	Refer Emission Section	Reported		31-33, 58
305-6 Emissions of ozone-depleting substances (ODS)	Refer Emission Section	Not reported	Will be considered for next year reporting	
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Refer Emission Section	Not reported	Will be considered for next year reporting	
<b>GRI 306: Waste 2020</b>				
306-1 Waste generation and significant waste-related impacts	Refer Waste Section	Reported		37
306-2 Management of significant waste-related impacts	Refer Waste Section	Reported		37
306-3 Waste generated	Refer Waste Section	Reported		37
306-4 Waste diverted from disposal	Refer Waste Section	Reported		37
306-5 Waste directed to disposal	Refer Waste Section	Reported		37
<b>GRI 308: Supplier Environmental Assessment 2016</b>				
308-1 New suppliers that were screened using environmental criteria	Refer Business partners, Sustainable Supply Chain Section	Partially reported	Environment criteria are one of the mandatory requirements of IndoSpace Supplier Code of Conduct. Actual number of contractor/suppliers screened will be considered for subsequent year reports.	50
308-2 Negative environmental impacts in the supply chain and actions taken	Refer Business partners, Sustainable Supply Chain Section	Partially reported	Will be considered for next year reporting	50

## GRI content index

38-45, 58	Cross reference, answers/reason for omission	Reporting Status	Remarks	Page Numbers
<b>Topic Standards - People</b>				
<b>GRI 401: Employment 2016</b>				
401-1 New employee hires and employee turnover	Refer Performance table	Reported		59
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Refer People Section	Reported		41
401-3 Parental leave	Refer People Section	Reported		42
<b>GRI 403: Occupational Health and Safety 2018</b>				
403-1 Occupational health and safety management system	Refer People Section	Reported		39-41
403-2 Hazard identification, risk assessment, and incident investigation	Refer People Section	Reported		39-41
403-3 Occupational health services	Refer People Section	Reported		39-41
403-4 Worker participation, consultation, and communication on occupational health and safety	Refer People Section	Reported		39-41
403-5 Worker training on occupational health and safety	Refer People Section	Reported		39-41
403-6 Promotion of worker health	Refer People Section	Reported		39-41
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Refer People Section	Reported		39-41
403-8 Workers covered by an occupational health and safety management system	Refer People Section	Reported		39-41
403-9 Work-related injuries	Refer People Section & Performance Table	Reported		39-41, 59
403-10 Work-related ill health	Refer People Section	Partially reported	There have been zero fatalities in the reporting year due to work-related ill health. 403-10, c, d will be considered for subsequent year reporting.	39-41
<b>GRI 404: Training and Education 2016</b>				
404-1 Average hours of training per year per employee	Refer People Section	Reported		44, 59
404-2 Programs for upgrading employee skills and transition assistance programs	Refer People Section	Reported		44-45
404-3 Percentage of employees receiving regular performance and career development reviews	Refer People Section	Reported		45
<b>GRI 405: Diversity and Equal Opportunity 2016</b>				
405-1 Diversity of governance bodies and employees	Refer Governance Section	Reported		23
405-2 Ratio of basic salary and remuneration of women to men	Refer Equal Remuneration section	Partially reported	IndoSpace maintains gender pay parity in all employee structures. The ratios will be considered for next year reporting	43

38-45, 58	Cross reference, answers/reason for omission	Reporting Status	Remarks	Page Numbers
<b>GRI 406: Non-discrimination 2016</b>				
406-1 Incidents of discrimination and corrective actions taken	Refer People Section	Reported		45
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>				
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		Not Reported	All the employees on payroll are white collar permanent employees who are not represented by any trade unions.	
<b>GRI 408: Child labour 2016</b>				
408-1 Operations and suppliers at significant risk for incidents of child labour	Refer People & Business partners, Sustainable Supply Chain Section	Reported		38, 50
<b>GRI 409: Forced or Compulsory labour 2016</b>				
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	Refer People & Business partners, Sustainable Supply Chain Section	Reported		38, 50
<b>GRI 410: Security Practices 2016</b>				
410-1 Security personnel trained in human rights policies or procedures	Refer People Section	Partially Reported	Will be considered for next year reporting	40
<b>GRI 413: Local Communities 2016</b>				
413-1 Operations with local community engagement, impact assessments, and development programs	Refer Communities section	Reported		51-55
413-2 Operations with significant actual and potential negative impacts on local communities	Refer Communities section	Reported		51-55
<b>GRI 414: Supplier Social Assessment 2016</b>				
414-1 New suppliers that were screened using social criteria	Refer Business partners, Sustainable Supply Chain Section	Partially reported	Social criteria are one of the mandatory requirements of IndoSpace Supplier Code of Conduct. Actual number of contractor/suppliers screened will be considered for subsequent year reports	50
414-2 Negative social impacts in the supply chain and actions taken	Refer Business partners, Sustainable Supply Chain Section	Partially reported	Will be considered for next year reporting	50
<b>GRI 415: Public Policy 2016</b>				
415-1 Political contributions	Refer Governance section	Reported		25
<b>GRI 416: Customer Health and Safety 2016</b>				
416-1 Assessment of the health and safety impacts of product and service categories	Refer Customer Engagement Section	Reported	Not identified as material	46-48
<b>GRI 418: Customer Privacy 2016</b>				
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Refer Customer Privacy Section	Reported		46-47

## Independent assurance statement

### Introduction

DNV Business Assurance India Private Limited ('DNV') has been commissioned by ILP III Pte. Ltd. (registered at Singapore with Unique Entity Number 201612861Z) to undertake an independent assurance of the Sustainability Report (in its printed format for FY 2022-23 "Report") of Ms IndoSpace's Indian operations (henceforth referred to as "IndoSpace") of Ms IndoSpace Capital Asia Pte. Ltd. (registered at Singapore with Unique Entity Number 201612793E). The sustainability disclosures in this Report have been prepared "in accordance" with Global Reporting Initiative ('GRI') Sustainability Reporting Standards 2021 ('GRI Standards'), the material topics identified by IndoSpace and related Topic-specific Standards from the GRI Standards 2021. The intended user of this assurance statement is the Management of IndoSpace.

Our assurance engagement was planned and carried out during March 2023 – June 2023 covering IndoSpace's sustainability performance during 1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023, and we performed a limited level of assurance based on our assurance methodology VeriSustain<sup>TM1</sup>.

### Responsibilities of the Management of IndoSpace and of the Assurance Provider

The Management of IndoSpace has the sole responsibility for the preparation of the Report and are responsible for all information disclosed in the Report as well as the processes for collecting, analyzing and reporting the information presented in the Report. IndoSpace is also responsible for ensuring the maintenance and integrity of its website and any referenced disclosures on sustainability performance. In performing this assurance work, DNV's responsibility is to the Management of IndoSpace; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of IndoSpace.

We do not provide any services to IndoSpace which in our opinion constitutes a conflict of interest with this assurance work. Our assurance engagements are based on the assumption that the data and information provided by IndoSpace to us as part of our review have been provided in good faith and are free from misstatements.

### Scope, Boundary and Limitations

The reporting scope and boundary encompasses environmental, social and governance performance of IndoSpace in India covering operational, developmental and land stage assets in India under its ownership as brought out in the Report in the section 'About the Report', for the activities undertaken during the reporting period 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023.

The assurance engagement considers an uncertainty of ±5% based on materiality threshold for estimation/measurement errors and omissions. We did not engage with any external stakeholders as part of this assurance engagement.

During the assurance process, we did not come across limitations to the scope of the agreed assurance engagement. The reported data on economic performance, expenditure towards Corporate Social Responsibility (CSR) activities, and other financial data are based on audited financial statements issued by IndoSpace's statutory auditors which is subject to a separate audit process. We were not involved in the review of financial information within the Report.

### Basis of our Opinion

As part of the assurance process, a multi-disciplinary team of sustainability specialists performed assurance work for selected sample sites of IndoSpace. We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to IndoSpace's business and its key stakeholders. We have conducted onsite assessment for the sample operational locations in India, in line with the sampling plan. We carried out the following activities:

- Reviewed the approach to stakeholder engagement and materiality determination process and its outcomes as brought out in the Report.
- Conducted interviews with selected senior managers responsible for management of sustainability issues and review of selected evidence to support topics disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility to deliver IndoSpace's overall sustainability objectives.
- Carried out onsite assessments at sampled three operational industrial parks (Bommasandra in Karnataka, Ranjangaon in Maharashtra, Oragadam in Tamil Nadu) to review the processes and systems for aggregating site-level sustainability information, as well as overall aggregation and consolidation of data from sites by the sustainability team at the Corporate Office at Mumbai in Maharashtra.
- Reviewed the process of reporting on Organizational Profile, Strategy, Ethics and Integrity, Governance, Stakeholder Engagement and Reporting Practices based on GRI 2: General Disclosures 2021
- Reviewed the performance disclosure of identified material topics and related GRI Standards; that is, carried out an assessment of the processes for gathering and consolidating performance data related to identified material topics and, for a sample, checked the processes of data consolidation to assess the Reliability and Accuracy of performance disclosures reported based on GRI's Topic-specific Standards.
- Verification of the data consolidation of reported performance disclosures in context to the Principle of Completeness as per VeriSustain for a limited level of verification.
- An independent assessment of the Report against the requirements of the GRI Standards 2021 of reporting.

### Opinion and Observations

Based on the verification undertaken, nothing has come to our attention to suggest that the Report together with referenced information does not properly describe IndoSpace's adherence to the GRI Standards 2021, including the GRI 2: General Disclosures 2021, GRI 3: Material topics 2021 and the disclosures related to the following GRI Standards:

- GRI 201: Economic performance 2016 – 201-1, 201-2, 201-3, 201-4;
- GRI 202: Market Presence 2016- 202-1;
- GRI 203: Indirect Economic Impacts 2016 – 203-1, 203-2;
- GRI 204: Procurement Practices 2016- 204-1;
- GRI 205: Anti-Corruption 2016 – 205-1, 205-2, 205-3;
- GRI 302: Energy 2016 – 302-1, 302-2, 302-3, 302-4;
- GRI 303: Water and Effluents 2018 – 303-1, 303-2, 303-3, 303-5;
- GRI 305: Emissions 2016 – 305-1, 305-2, 305-4, 305-5;
- GRI 306: Waste 2020- 306-1, 306-2, 306-3, 306-4, 306-5;
- GRI 308: Supplier Environmental Assessment 2016- 308-1, 308-2;
- GRI 401: Employment 2016 – 401-1, 401-2, 401-3;
- GRI 403: Occupational Health and Safety 2018 – 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9;
- GRI 404: Training and Education 2016 – 404-1, 404-2, 404-3;
- GRI 405: Diversity and Equal Opportunity 2016 – 405-1;
- GRI 406: Non- Discrimination 2016- 406-1;
- GRI 408: Child Labor 2016- 408-1;
- GRI 409: Forced or Compulsory Labor 2016- 409-1;
- GRI 413: Local Communities 2016 – 413-1, 413-2;
- GRI 415: Public Policy 2016 – 415-1.
- GRI 416: Customer Health and Safety 2016- 416-1;
- GRI 418: Customer Privacy 2016- 418-1;

<sup>1</sup> The VeriSustain protocol is based on the principles of various assurance standards including International Standard on Assurance Engagements 3000 (ISAE 3000) Revised (Assurance Engagements other than Audits or Reviews of Historical Financial Information) and the GRI Principles for Defining Report Content and Quality, international best practices in verification and our professional experience; and is available on request from [www.dnv.com](http://www.dnv.com)

**Observations**

Without affecting our assurance opinion, we provide the following observations against the principles of VeriSustain:

**Materiality**

*The process of determining the issues that is most relevant to an organization and its stakeholders.*

The Report explains the process of materiality assessment carried out by IndoSpace during the year towards identifying and selecting issues of material significance to its business and its stakeholders which are brought out within the sustainability disclosures. IndoSpace has considered topics based on peer reviews and international sustainability frameworks and standards and prioritized these topics through reviews of significance to the Company and its stakeholders by means of interactions with internal and external stakeholders.

**Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Materiality.**

**Stakeholder Inclusiveness**

*The participation of stakeholders in developing and achieving an accountable and strategic response to Sustainability.*

The Report brings out the formal and informal mechanisms through which IndoSpace engages with the internal and external stakeholder groups it has identified across its business lifecycle, that is, employees, investors, tenants, contractors, suppliers and service providers, local communities, government bodies and regulatory bodies, non-governmental agencies, and the media. The modes and frequencies of engagement with these stakeholder groups as well as key topics that have come out from these channels are explained within the Report.

**Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Stakeholder Inclusiveness.**

**Responsiveness**

*The extent to which an organization responds to stakeholder issues.*

The Report brings out the processes through which IndoSpace has interacted with stakeholders towards identifying its material issues and responding to stakeholder concerns, that is, descriptions of policies, strategies, management approach and key performance indicators through chosen GRI Topic-specific Standards and Global ESG Benchmark for Real Assets (GRESB) metrics.

**Nothing has come to our attention to believe that the Report does not meet the requirements related to the Principle of Responsiveness.**

**Reliability**

*The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems.*

The Report brings out the processes that IndoSpace has established towards capturing and reporting its performance related to its identified material topics considering the requirements related to the principles of Reliability and Accuracy. The majority of data and information verified through our remote assessments with IndoSpace’s management teams and data owners at the sites sampled by us as part of our assurance engagement within the boundary of the Report were found to be fairly accurate and reliable. Some of the data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors. These data inaccuracies have been communicated for correction and the related disclosures were reviewed for correctness.

**Nothing has come to our attention to believe that the Report does not meet the principle of Reliability.**

**Completeness**

*How much of all the information that has been identified as material to the organisation and its stakeholders is reported?*

The Report brings out IndoSpace’s performance related to environmental, social and governance-related topics that it has identified as material during 2021-22 including descriptions of management approach, performance metrics, and ESG strategy covering operational, developmental and land stage assets in India over which it has ownership and considering the requirements of GRI Standards’ Principles of Defining Report

Content. Further, IndoSpace is in the process of strengthening its adherence to the principle of completeness towards including information on tenant sites within its operational control and reporting boundaries in future reporting periods.

**Nothing has come to our attention to suggest that the Report does not meet the Principle of Completeness with respect to scope, boundary and time.**

**Neutrality**

*The extent to which a report provides a balanced account of an organization’s performance, delivered in a neutral tone.*

The Report brings out IndoSpace’s sustainability performance during the reporting period in a neutral tone in terms of content and presentation along with descriptions of key risks and opportunities, as well as the overall sustainability context during the reporting period.

**Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality.**

**Statement of Competence and Independence**

DNV applies its own management standards and compliance policies for quality control, in accordance with ISO IEC 17021:2015 - Conformity Assessment Requirements for bodies providing audit and certification of management systems, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct<sup>2</sup> during the assurance engagement and maintain independence as required by relevant ethical requirements including the ISAE 3000 (Revised) Code of Ethics as set out in VeriSustain. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement, Management Report and gap assessment report. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process.

For DNV Business Assurance India Private Limited

<p>Digitally signed by <b>Lankalapalli, Bhargav</b> Date: 2023.06.09 15:05:08 +05'30'</p> <p>Bhargav Lankalapalli Lead Verifier DNV Business Assurance India Private Limited, India.</p>	<p>Digitally signed by <b>Kakaraparthi Venkata Raman</b> Date: 2023.06.09 16:13:49 +05'30'</p> <p>Venkata Raman Kakaraparthi Technical Reviewer DNV Business Assurance India Private Limited, India.</p>
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9<sup>th</sup> June 2023, Mumbai, India.

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<sup>2</sup> The DNV Code of Conduct is available on request from [www.dnv.com](http://www.dnv.com)



# INDOSPACE

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