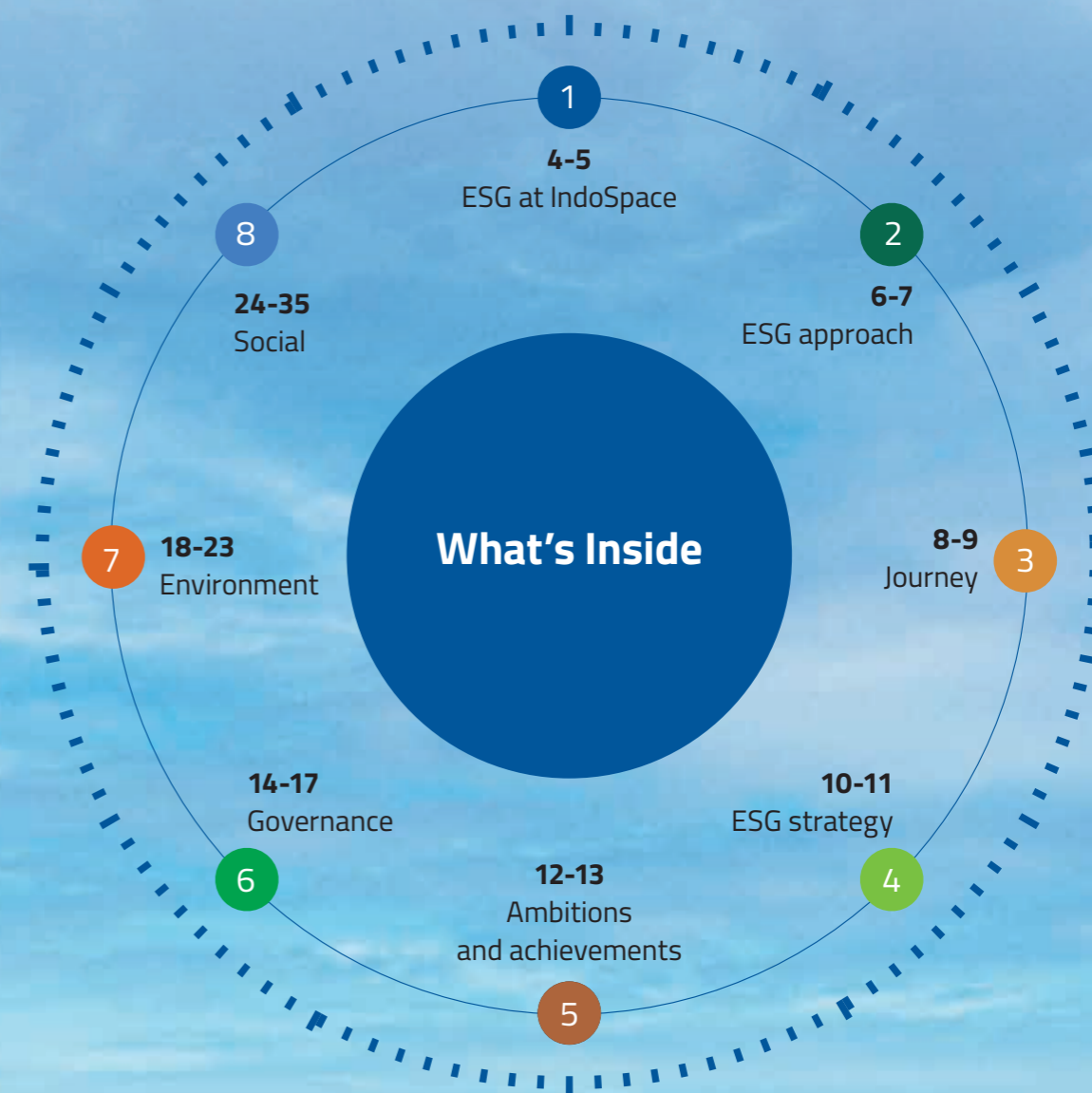


Founded in 2007, IndoSpace is India's largest investor, developer and manager of the of industrial and logistics real estate. We offer our clients quality services, supported by our sustainable operations and robust governance practices. Our effort is to develop and revolutionise spaces with sustainable innovation and smart technology.

Businesses that take cognizance of the triple bottom line of people, planet and profit tend to be better positioned to mitigate risks and ensure business viability in the long run. At IndoSpace, we are striving to maintain our commitment to ESG, while remaining focused on being a sustainable partner of choice for our stakeholders.

By means of this approach document, we aim to share how we have integrated sound environment practices, social inclusion, and good governance across our operations to build lasting value for our stakeholders.



**Environmental
sustainability**



**Social
inclusion**



**Good
governance**

ESG at IndoSpace

Translating vision into action

Environment, Social and Governance (ESG) priorities are an imperative part of businesses today. For us, ESG is not a mere philosophy, we have meticulously embedded it into our business operations to drive positive impact. We are confident that this is going to create long-term value for our stakeholders.

ESG vision

To be the **partner of choice** for all our stakeholders by **constantly innovating, providing the best-in-class and sustainable products and solutions**, and operating as per the **highest governance standards**.

Why integrate ESG?

- Enhanced and sustainable returns
- Better positioned towards mitigating emerging risks
- Stakeholder satisfaction
- Sustained business continuity
- Maximise positive impact

How are we doing it?

- Developing sustainable buildings
- Adopting a resource-efficient development and operations approach
- Integrating renewable energy
- Promoting health, safety and well-being for our people, tenants, business partners and community
- Keeping customers at the core
- Hiring and retaining talent

Delivering value to our

- Customers
- Employees
- Investors
- Communities
- Environment
- Business Partners

Backed by virtuous sponsors



Everstone Group is a leading independent institutional platform for private capital in India and Southeast Asia, with assets in excess of USD 6 Billion across private equity, real estate, credit, green infrastructure and venture capital. Everstone invests for the long term, and forms enduring partnerships that help it build a strong platform for continued success in the future.



GLP is a leading global investment manager and business builder in logistics, real estate, infrastructure, finance and related technologies. GLP's combined investing and operating expertise allows them to create value for their customers and investors.



Realterm is an independent global investment manager focused on the transportation industry. Realterm acquire, develop, finance and manage differentiated real estate and infrastructure assets serving land, air, sea and rail networks in North America, Europe and Asia. Realterm currently manages over USD 11 billion in assets through five transportation logistics-oriented private equity funds.

Approach towards ESG

The Group believes in creating a sustainable global financial system through responsible investing. With this in mind, it has adopted and incorporated appropriate ESG standards throughout its investment processes. These include regulatory compliances, environmental issues, social responsibility matters, sustainability and ethical business practices.

GLP is committed to a broad range of ESG factors that elevate their business, create value for investors, support employees and customers, and show respect to the local communities in which it works.

GLP's focus is on improving efficiency across its businesses through the use and integration of data and technology. Through this, it has been able to reduce consumption, better manage assets and invest capital more efficiently, which in turn, generates better returns, reduces costs and supports global employees.

Citizenship and sustainability are a core value of the Realterm business. By making sustainability a central value of its daily activities, Realterm adds to the already positive societal impact of its services and operations that reduce risk, create opportunity, bring efficiency, and enhance its reputation.



Founding member of the Indian Green Building Council (IGBC)



TCFD Supporter



AAA by ICRA



EDGE Champion



Raised INR 1,000 Crore in green loans from HSBC Holdings



Signatory to Principles of Responsible Investment



GRESB 4-star rating in the first year of submission



Firm of the Year-India
Global PERE awards, won third time in a row



Green Champion Award for 'Pioneer in large scale adoption of Green Logistics Park in India' by IGBC



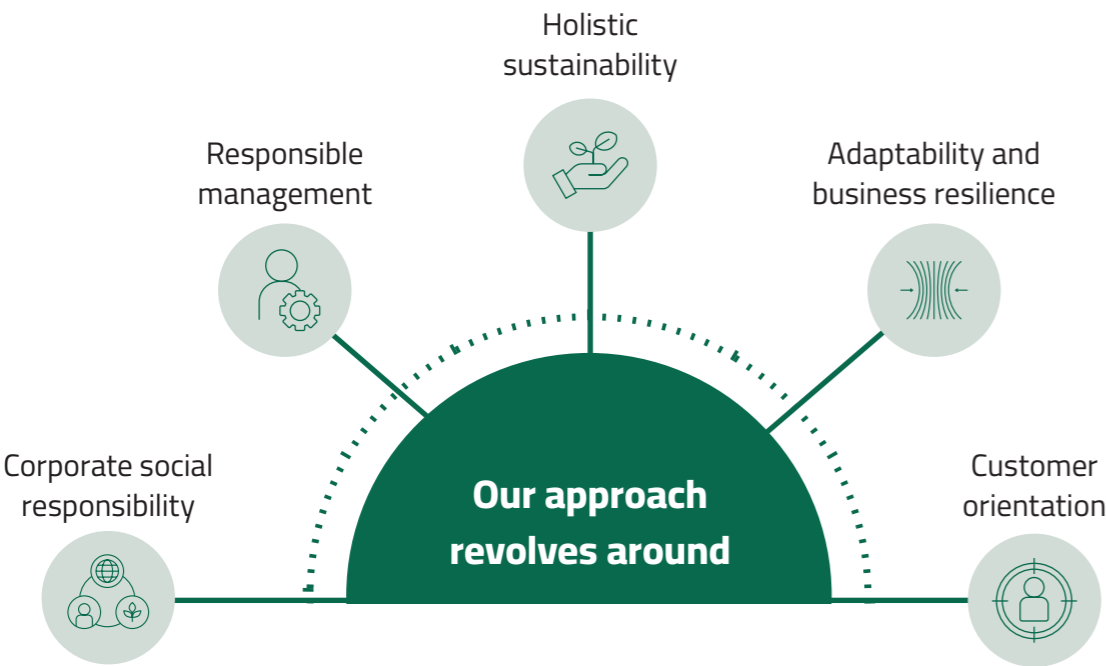
IndoSpace Chakan wins The Economic Times Real Estate Awards 2022-WEST for the Best Industrial and Warehousing Project

ESG approach

Leading by example

ESG values determine the way we run our business. With a focus on the adoption of green and clean technology, socially responsible best practices and robust governance framework, we've created greater credibility for our customers, investors, and employees, among other stakeholders, yielding sustainable returns. We are determined to lead by example, by creating a robust and highly coordinated ESG approach.

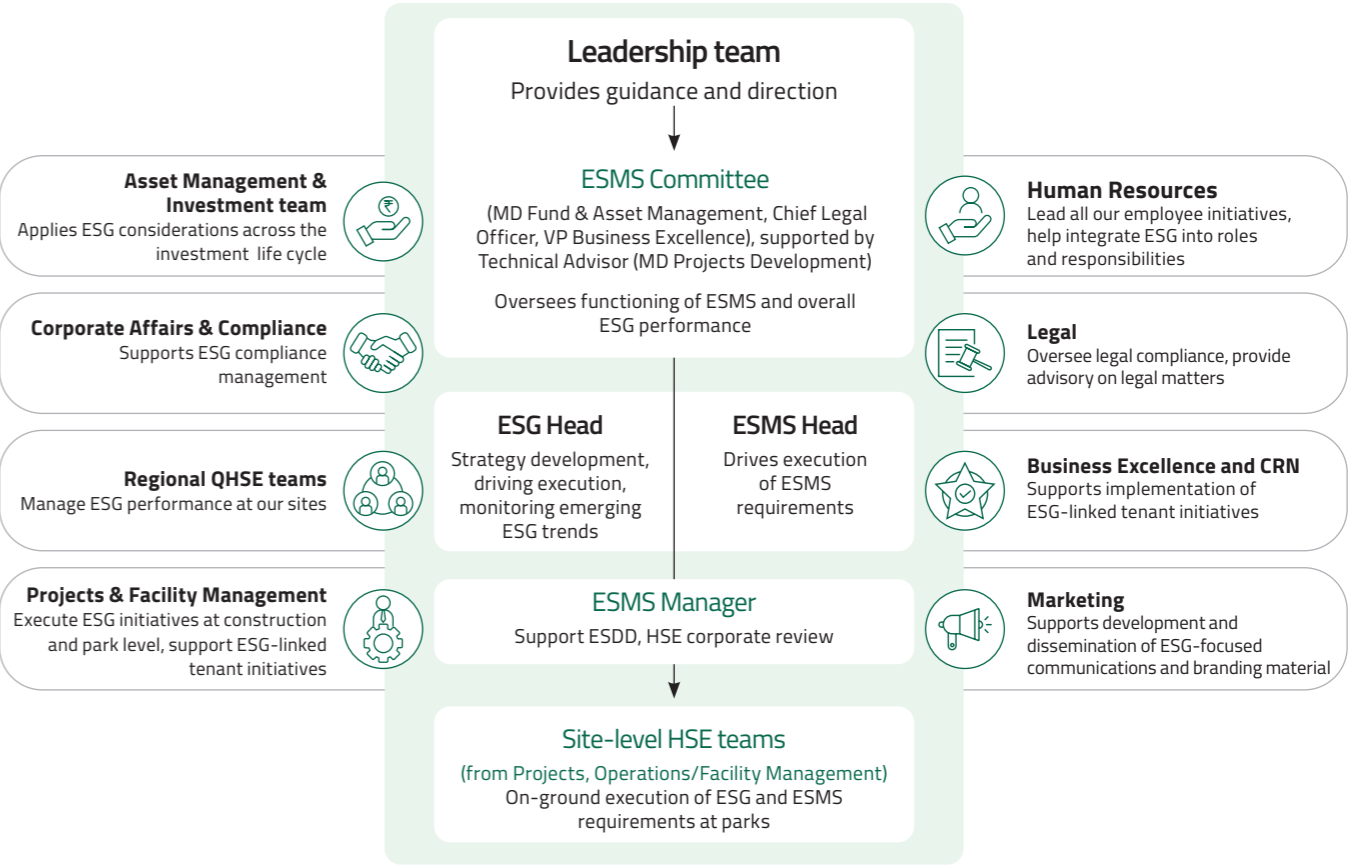
It is imperative for us to create the right environment for business as well as the communities. Our purpose-led and responsible business approach rests on the rock-solid pillars of enhancing shareholder value, while contributing positively to society, environment and our stakeholders.



Through the lens of our responsible investment approach, we devised a comprehensive Environmental and social management system manual and toolkit, based on the IFC Performance Standards and World Bank Environment, Health and Safety Guidelines. We also established a cross-functional Environmental and Social Management Systems (ESMS)

Committee, which governs the process of ESMS implementation across our operations. The Committee is chaired by an elected team, involving people from key business functions, ensuring holistic decisions towards integrating ESG across business operations.

ESG organisation structure



Key highlights*

Environment	Social	Governance
Green Building Certification 1 st Indian company to achieve Green Warehousing and Logistics Platinum Certification by IGBC 16 Operational parks received IGBC Platinum Certification 57 warehouses EDGE certified 60 warehouses Pre-certified to Edge/ Edge Advanced 48 warehouses EDGE Advanced certified Energy 9.2 MWp Rooftop solar installed	Employees 23 Average employee training hours 16% Of our total workforce comprises women Zero Injury cases Customers 85 Net promoter score Communities 45,000+ Total beneficiaries from all CSR projects INR 16.4 Mn Spent on CSR activities	ZERO Breaches of Code of Conduct ZERO Breaches of data loss/ customer privacy ZERO Breaches on anti-bribery and anti-corruption

*As on March 31, 2023

Journey

Striding ahead with resilience

Through the years, we have aspired to develop systems and processes, while incorporating the tools and technologies that will improve our sustainability performance. We continue to propel our growth, underpinned by sustainable actions, building our business responsibly, and in stringent adherence to our ESG principles.

Phases of our growth

Strengthening ESG systems

Consistent and continued focus on improving our ESG practices by reviewing and benchmarking our performance. This was done by keeping up with the latest reporting frameworks, based on their relevance. Developing core capabilities of the team through constant capacity building while amplifying impact and creating value for our stakeholders.



2018

Phase 1

2021-22

Phase 2



2023-24

Phase 3

Development and implementation of ESG framework

Understanding sectoral ESG trends, stakeholder requirements, and material issues. This helped us develop the ESMS, supporting policies and procedures

Sustaining, reviewing and committing to continual improvement in future

Gearing up for future challenges specifically with more focus on 'decarbonisation' and climate change efforts across our business operations, with participations across global frameworks while developing targets and ambitions, upscaling current ESG initiatives and driving impact driving impact across our value chain.

ESG strategy

Creating value. Being vision-driven.

An impactful strategy requires a long-term vision, along with an ability to keep business interests aligned with changes occurring in the external landscape of the industry. Creating value through our sustainable and innovative spaces for our clientele, providing employment and growth opportunities to our people, while conserving our environment are what define sustainability for us. Through our responsible investment strategy, we are creating long-term value for our stakeholders.

In FY23, we engaged in a comprehensive materiality assessment involving our internal and external stakeholders to understand their expectations, prioritise our actions and inform our future strategy. This document consists of the manner in which we have approached each of these priorities.

Supporting policies and toolkit

Our framework

- Environment & Social Management System (ESMS) Manual benchmarked to IFC Performance Standards

Supporting policies

- ESG and Net Zero
- Health, safety & well-being
- Supplier Code of Conduct
- Material Sourcing
- Stakeholder engagement
- Corporate Social Responsibility*
- Diversity, Equity, Inclusion policy

Supporting toolkit

- Site screening and selection checklists covering environment and social sensitivities
- Construction and operation stage risk and impact monitoring checklists

*This also covers our policy on social enterprise partnering



Strategic pivots

Environment

Minimise our environmental footprint throughout the building life cycle*

- Sustainable building certifications
- Renewable energy generation
- Resource efficiency (energy, water, materials, waste) during design, development and park operations
- GHG emission reduction
- 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

Social

Promote health, safety and well-being for our employees, tenants, business partners and communities through

- 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
- Safety of building and work environment
- Hazard identification, risk analysis and control
- Social aspect and impact identification
- Need-based local community development projects

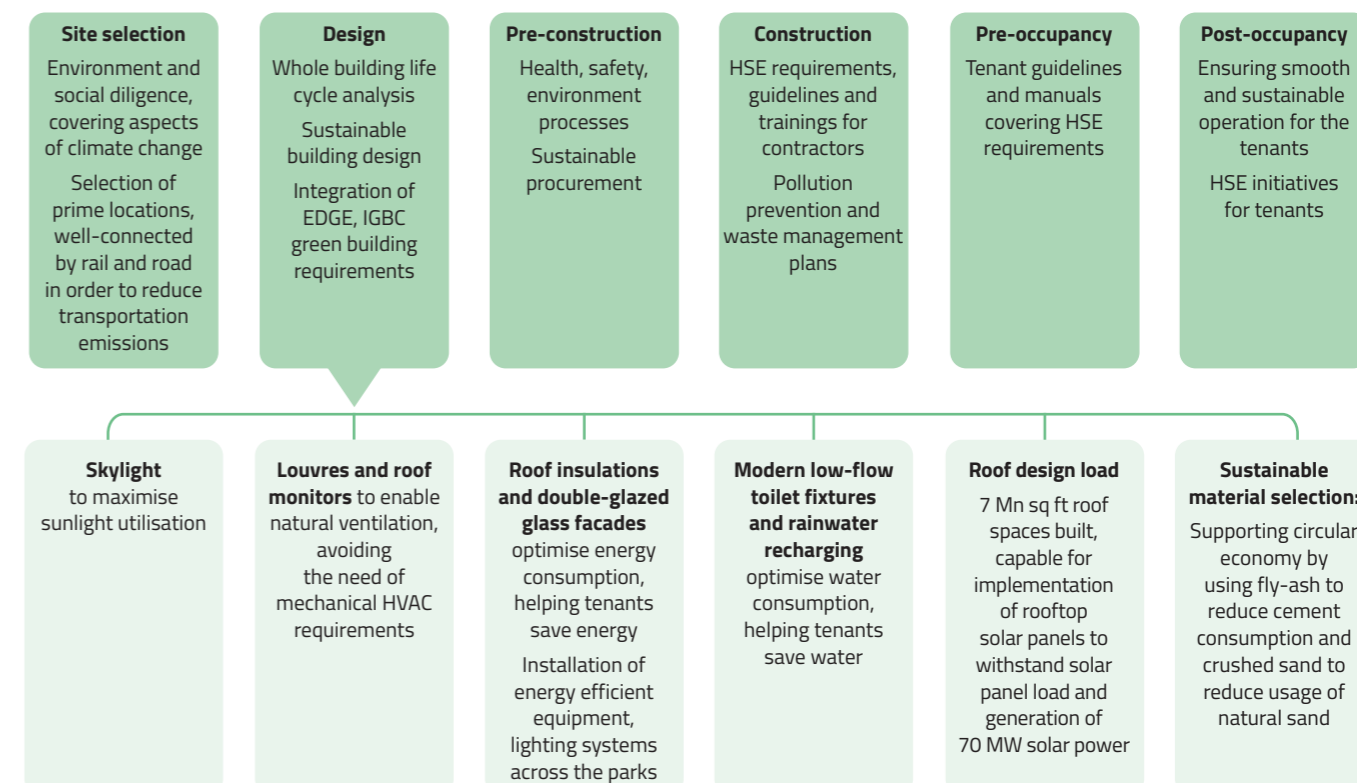
Governance

Enhance governance and transparency through

- Adoption and implementation of responsible investment practices
- Aligning with best-in class ESG reporting standards
- Anti-bribery and 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

*life cycle covers project development, operation and end of life phase **Includes indoor environment quality

We integrate ESG across our project life cycle right from site selection, project development, operation and post-occupancy stages.



Ambitions and achievements

Progressing well on priorities

Our targets and progress across each ESG domain, reflect our performance, based on our fortified strategic pillars. Six ESG goals were formulated, based on insights from our senior leadership, internal and external domain experts.



Signatory to the United Nations Principles of Responsible Investment



Annual GRESB participation

We formulated the mentioned goals in alignment with the UN SDGs, as we believe in holistically contributing towards the benefit of our society. It is our target to achieve these goals by 2025.

	2025 Target	Progress	Status
Environment 	100% Sustainable Building Certification	100% of 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.	In progress
	100% Efficient lighting/ LED Lighting	100% ; We deployed energy efficient lighting across all our existing/new parks	Achieved
	20 MWp Solar power installation	11.98 MWp , out of which 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	In progress
	3% GHG -emission reduction *	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* and we are developing our near- and long-term emission reduction targets (net-zero) aligned to the SBTi framework and the Paris Agreement.	In progress
Social 	Zero cases of serious work-related injuries**	There were zero cases of serious work-related injuries***	Achieved
Governance 	100% employee ethics training annually	100% employees covered for the ethics trainings	Achieved

* 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.

** 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.

Governance

Upholding best practices

We recognise that strong governance is essential to sustainable business operations, and we conduct our business according to the highest ethical and legal standards.

Material issues

High priority



Ethics



Anti-bribery and anti-corruption



Responsible investment



Compliance



Effective disclosures



Economic impact



Governance framework

At IndoSpace, corporate governance is about meeting our strategic goals responsibly, while being accountable to our stakeholders. We have deployed a robust governance framework that takes into account the long-term interests of our key stakeholders.

Strategy

- Continued focus on having fair, transparent and ethical business operations
- Sustained efforts towards effective stakeholder engagement
- Continued focus on ESG disclosures and assurance
- ESMS Committee oversees climate risks and opportunities, and is responsible for providing updates to the Board on these matters.
- Continued focus on cybersecurity and data protection

Future priorities

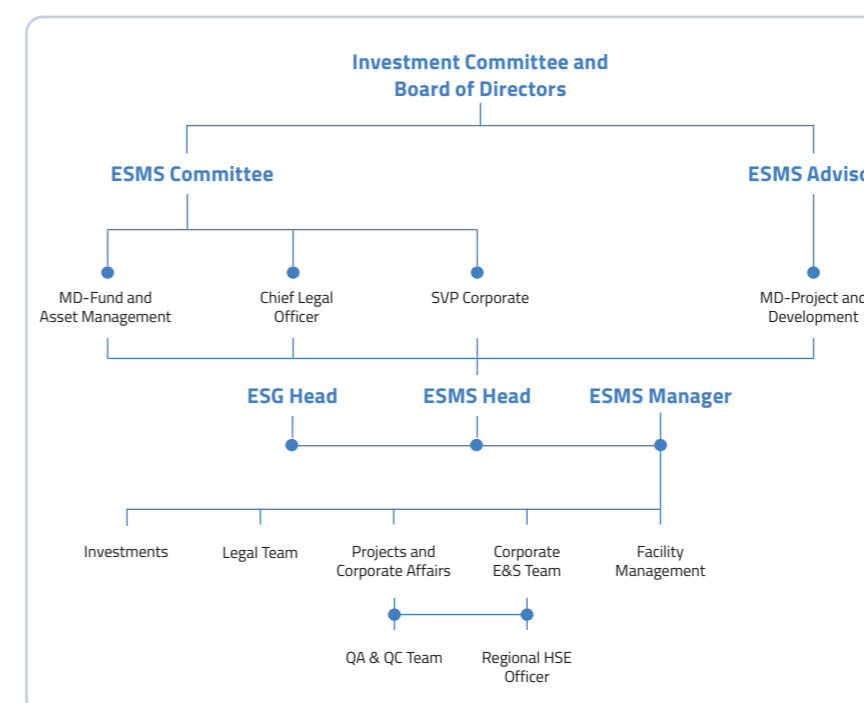
- Enhanced focus on ESG trainings and awareness for employees, contractors and other key stakeholders
- Further strengthening compliance mechanisms

The framework follows a top-down approach headed by the core leadership team, which includes our Board of Directors, Chief Executive Officer, and Vice Chairman. The management receives regular updates from all the internal committees and the respective stakeholders, which helps the organisation in staying committed to the principles represented by the framework, ensuring strict adherence. We have a strong in-house team, supporting corporate affairs and compliance with a digital compliance management tool that helps us in executing good governance practices.

Sustainability governance

Our commitment to promoting sustainability radiates through all that we do as an organisation. Our governance framework is underpinned by the principles of sustainability and ESG throughout our teams and operations. In order to ensure strong integration of ESG in our operations, our framework links work performance with specific ESG factors. At IndoSpace, we have annual performance ESG targets, which are linked to overall business action plans. Our ESG policy structure is complemented by our cross-functional ESMS Committee, which governs the process of ESMS implementation across our operations.

The ESMS Committee provides regular feedback and insights on ESG risks, opportunities and the overall sustainability performance. The Committee also oversees climate risks and opportunities and is responsible for providing updates to the Board on these matters. The ESG department reports to the Managing Director–Fund and Asset Management, who then reports directly to the Chief Executive Officer and Vice-Chairman.



Governance

Code of Conduct

Our Code of Conduct defines the norms and regulations within which we operate and interact ethically with our various stakeholders. It covers a wide variety of areas, including care and dignity, ethics, insider trading, third-party

intermediaries, environment, and social aspects, among others. The Compliance Officer leads the compliance management system that maintains adherence to the Code of Conduct.

We have various policies in place to ensure good governance, which include:



Corporate governance training

Regular communication and raising awareness are vital to the success of policies in terms of implementation and compliance. Our training programmes are devised with an objective to reach out to the entire workforce, apprising them of our set policies, Code of Conduct, and Anti-Bribery & Corruption Program (ABC). Achieving 100% ABC and ethics training is an imperative part of IndoSpace’s 2025 Goals. Training programmes focused on anti-bribery and anti-corruption, prevention of sexual harassment, Code of Conduct, and ESG induction and awareness, are carried out for new employees as a part of their onboarding process, and refresher trainings are provided for all the employees annually. Through one of our training modules, titled ‘Living our Values,’ we help learners understand the significance of our policies by contextualising situations related to work and conduct at workplace.

100%

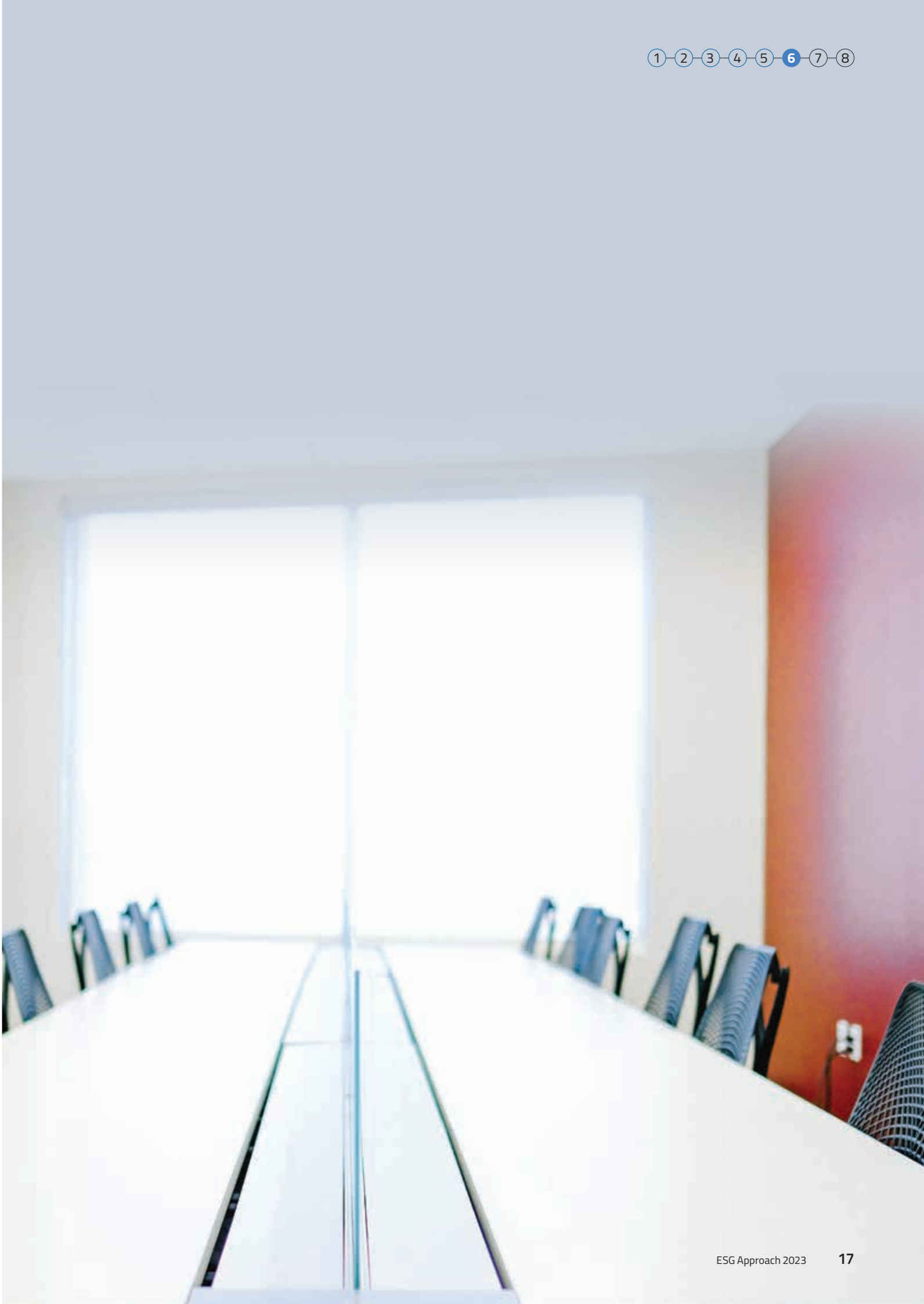
Employees covered for ethics training

ESG orientation

We encourage our employees to adopt ESG principles in their respective areas of work. New employees are onboarded through a thorough induction process, which includes the information of our Environmental and Social Management System (ESMS), ESG goals, ongoing initiatives and KPIs. We have developed a comprehensive and robust ESMS that follows the Performance Standards (PS) set by the International Financial Corporation.

<https://www.IndoSpace.in/esg/>

4 For any disclosures/clarifications or to report any violations/concerns please contact whistleblowing@IndoSpace.in



Environment

Championing environmental stewardship

IndoSpace aspires to build a secure, sustainable and inclusive future for all its stakeholders. We are committed to conducting our operations in a manner that supports, enriches and nurtures the environment and fosters inclusive development.



Material issues

High priority



Green building certifications



Resource efficiency*



Climate change

embrace
BY INDOSPACE

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

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

We recognise our responsibility to help sustain a healthy and clean environment for our future generations and are committed to continuous improvement in the environmental management of our assets. As part of our ongoing process, we track and monitor property-level energy, emissions, water, waste data, and identify and implement resource efficiency measures to further reduce our environmental footprint. We believe collaboration is an important step to environmental stewardship, and we will be working closely with our value chain partners to assess and help reduce their environmental impact.

Strategy

- Continued focus on obtaining green building certifications
- Integration of life cycle thinking principles—whole building life cycle analysis using recognised frameworks such as ISO 14040 and 14044 principles
- Strengthening supervision over energy, water and waste management performance
- Initiatives to reduce impact on the environment by preserving and conserving biodiversity
- Alignment with TCFD framework recommendations, identification of climate change risks and opportunities
- Development of comprehensive climate change strategy
- Supporting clean transport

Future priorities

- Enhanced focus on ESG awareness within our value chain
- Increased renewable energy adoption
- Enhancing biodiversity
- Strengthening monitoring and accounting of emissions for all scopes



Green building certifications

As a founding member of the Indian Green Building Council (IGBC), we play an active role in the advocacy of green buildings. It is our fundamental objective to design parks and buildings that are sustainable and viable in the long run. We have a strong and experienced in-house project development team that helps construct our buildings with a view to conserve energy and water, while utilising material that is less resource intensive.

Our target is to constantly update and align ourselves with the latest standards and frameworks available. Of our warehouses, 57 are EDGE certified*, with 48 being EDGE Advanced certified**.

IGBC Green Logistics Parks and Warehouses Rating system is the 'park level' rating system.

It assesses the built environment on crucial green concepts such as park planning and design, park facilities and operation, transport efficiency, energy efficiency, water conservation, resource management, health and well-being, innovation in design and operation, electric mobility, GHG inventory and mitigation measures, transport modal mix, vehicular routing, and parking for service vehicles.

16

Operational parks received IGBC Platinum Certification

57

Warehouses with EDGE certification

48

Warehouses with EDGE Advanced certification

60

Warehouses are pre-certified under EDGE/EDGE Advanced

*Resource efficiency includes energy, water, materials and waste minimisation

*EDGE certified buildings provide 25%+ energy savings, 35%+ water savings and 65%+ less embodied energy in materials.

**Our EDGE Advanced certified buildings provide 40%+ savings in energy, 60%+ savings in water and 65%+ savings in embodied energy in materials.

Environment

We take the necessary steps towards managing resources effectively in our green buildings. The features of green buildings are listed below:

- Ensure minimum impact on the environment through higher ecology standards
- Fulfil environmental responsibilities by incorporating open spaces and tree plantations, and maintaining existing soil conditions
- Water runoff is minimised and groundwater is recharged through rainwater recharging systems
- Water-efficient plumbing fixtures installed
- Passive ventilation in the building design eliminates dependency on mechanical ventilation, thereby saving energy
- Installation of energy efficient equipment across the parks
- Energy-efficient interior/exterior lighting fixtures achieve 60% to 80% reduction in Lighting Power Density (LPD)
- Promote the use of non-hazardous and recyclable materials

Warehouse walls are built with precast concrete 'waffle walls,' which are essentially walls that consume less materials as compared to conventional walls. They are:

- Easy to assemble, enabling quick construction
- Consume less concrete
- Processed with fly ash and crushed sand, thus supporting the circular economy principles
- Possess high material rate of recovery
- Low maintenance requirements
- Uses up to 25% less water

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

68,200 MWh/Year
Energy savings

46,28,953 m³/Year
Water savings

45,770 tCO₂/Year
CO₂ avoided

*As on March 31, 2023
For details on emissions performance, please refer to our FY22 and FY23 Sustainability Report



Energy



Being a logistics real estate player, we are aware that our business operations contribute to climate change and impact environmental sustainability. We strive to overcome this by delivering value in all our endeavours, and by being in sync with our ESG priorities. It has been our priority to minimise our carbon footprint, ensure energy efficiency of our buildings by design, and integrate energy conservation opportunities during operations, too.

Achieving 100% upgradation to energy-efficient street lighting at all IndoSpace parks and reaching a solar power installation capacity of 20 MWp by 2025 are our primary targets, and we have been diligently working towards accomplishing them. In the sphere of energy efficiency, we have:

- Smart energy meter installations across our parks, to track and record energy-related data, which plays an important role in understanding our energy consumption pattern, and makes it more efficient
- Rooftop solar panels were installed to boost our share of renewable energy usage. We use solar energy for our captive demand as well as for our tenants
- Conventional streetlights replaced with LEDs for our operational portfolios in line with our objective of decarbonisation and we undertake energy audits to identify energy conservation opportunities for our operational buildings

9.2 MWp
Total capacity of solar generation in this reporting year

22%
Reduction in emission intensity



Climate change and emissions

As a responsible corporate citizen, it is vital for us to measure, monitor and mitigate our GHG and air emissions in our operations. We, at IndoSpace, identified climate change and the potential impact it might have on our operations and began working towards mitigating it early on in our business.

We have always placed high premium on our choice of locations for building parks, ensuring that there is optimal road and highway connectivity. Initiating strategic decisions throughout the procedure of selecting locations that are close to the distribution centres, production centre and urban clusters, play a humongous role in carbon mitigation. Replacing cement with fly ash for concrete production is one of our key initiatives towards embodied carbon reduction, while promoting circular economy principles. Additionally, 12 of our parks are implementing the Miyawaki Plantations, creating green zones and acting as natural carbon sinks.

Native species planted under Miyawaki

- Ficus religiosa, **Fig**
- Ficus infectoria, **White Fig**
- Azadarchta indica, **Neem**
- Morus alba, **Mulberry**
- Plumaria alba, **White Champa**
- Carris carandus, **Karonda**
- Eugania jambolana, **Jamun**
- Pesidium guajeva, **Amrud/Guava**
- Emblica officinalis, **Amla**
- Dalbergio sisoo, **Shesum**
- Agle marmalus, **Indian Bael/ Golden Apple**

Total emissions

2022: 2468 tCO₂
2023: 2250 tCO₂

Emission intensity

2022: 0.00015 tCO₂e/sq ft
2023: 0.00012 tCO₂e/sq ft

SBTi commitments of IndoSpace

- Commitment to set near-term science-based emission reduction targets in line with SBTi criteria and recommendations
- Commitment to set long-term science-based targets to reach net-zero value chain GHG emissions by no later than 2050

Environment

Aligning with the TCFD framework recommendations

We became a TCFD supporter in March 2022 and are in the process of aligning ourselves to the framework. We have made a commitment to identify, assess and mitigate climate-related risks in order to safeguard our business and stakeholders.

Approach



We have started with identifying and mapping Scope 3 sub categories, while also putting in the effort towards identifying the physical climate change risks and their screening.

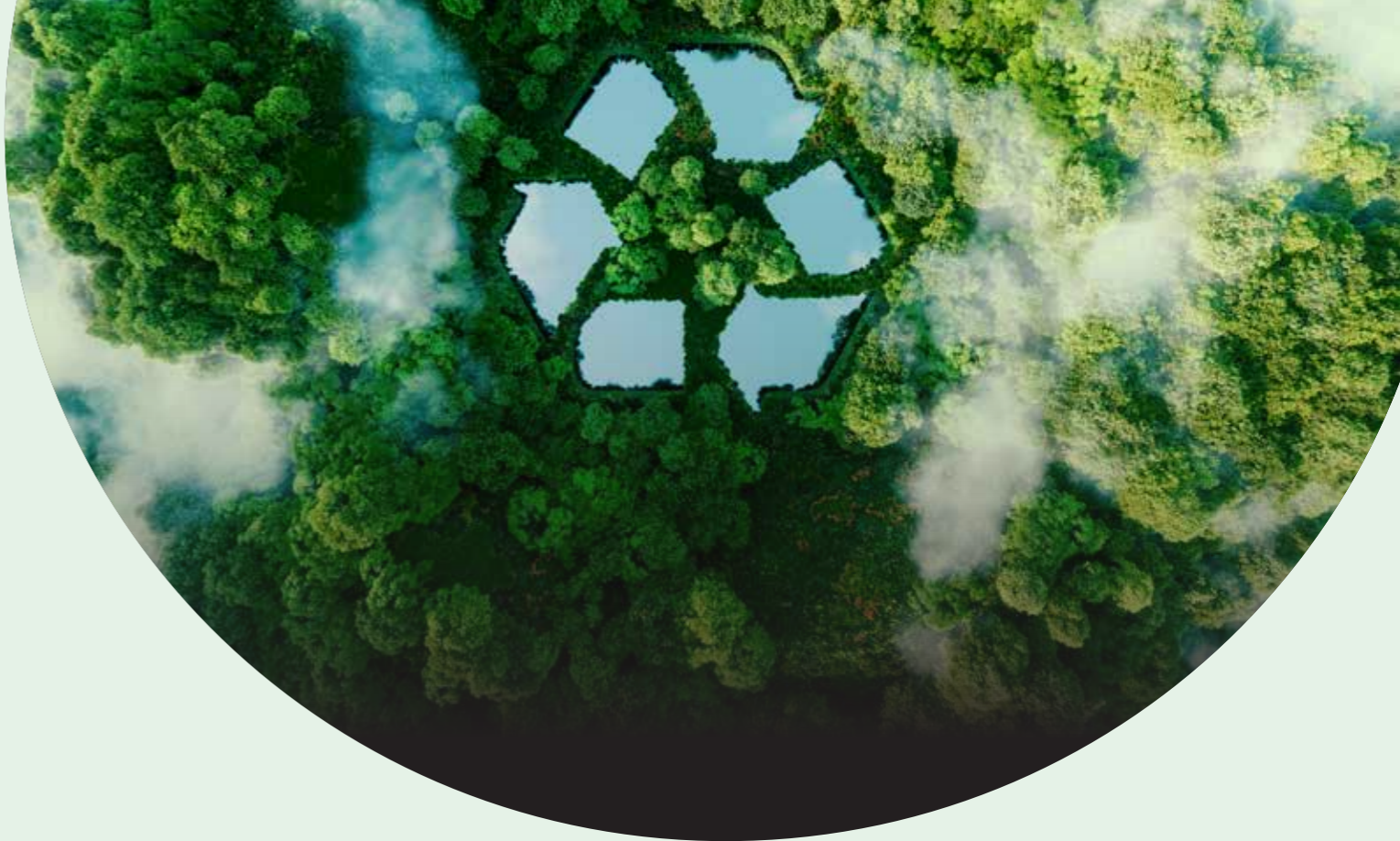
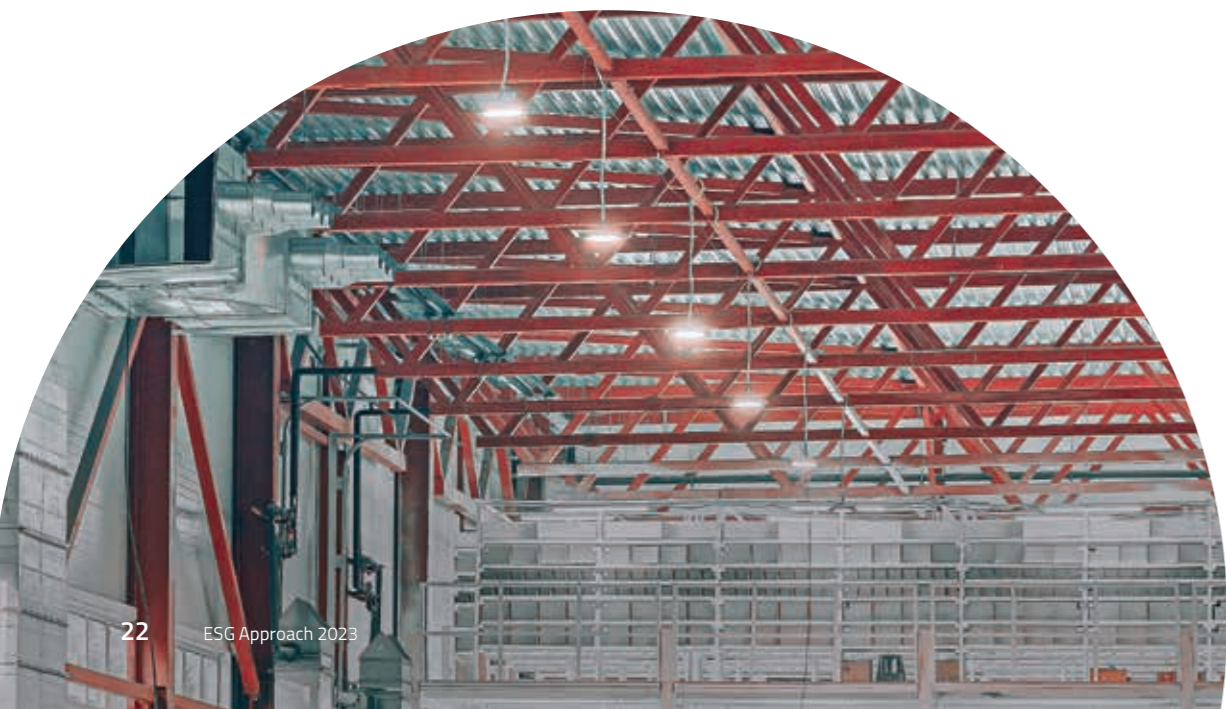
We are supporting embodied carbon reduction through:

- 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 savings at the operational stage
- Incorporating sky lights during the design stage
- Efficient lighting fixtures through LED lights
- Lower window to wall ratio (WWR)
- Efficient water management
- Rooftop solar panel installations

We aim to proactively integrate every aspect of the TCFD framework in our risk management strategies across business operations, developing processes and establishing technologies that will enable us to drive impactful climate action in the near future.



Water



IndoSpace recognises the value of natural resources and the impact caused on the environment due to its operations. In light of the growing concerns over limited freshwater resources, we are striving to adopt sustainable water management techniques.

We take initiatives with our contractors and their workforce to optimise water consumption during the project development phase. We measure and monitor the quantity of water consumed, use recycled water and rainwater recharging within our operations, to limit our water footprint, and identify operations, where water conservation techniques can be implemented. We have been tirelessly working around the core principles of reduce, reuse and recycle, in order to accomplish water efficiency.

- **Zero-discharge sewage treatment plants:** In all operational parks, we provided STPs (using MBBR technology) for sewerage water treatment. The treated effluent is used for landscaping and flushing purposes, which in turn reduces freshwater withdrawals
- **Dual plumbing:** This is implemented for landscaping as well as for flushing purposes to ensure zero liquid discharge from our parks
- **Rainwater recharging:** We have implemented rainwater recharging techniques/percolation pits at all our parks
- **Other initiatives:** Hydro-pneumatic systems with Variable Frequency Drives (VFDs) are used at the STPs at our parks, and water meters are installed for monitoring and improving water use efficiency



Waste



Our business has a very minimal waste footprint, however we have been working towards upscaling our waste management process across our portfolio. We have deployed solutions to minimise waste generated, and are determined to enhance waste recycling in an economical, ecological and efficient way.

Our waste management approach includes following focus areas and initiatives

- Installation of organic waste converters
- Preservation of top soil during project construction, for reuse/landscaping
- Training and capacity building on waste minimization for all key stakeholders
- Periodic operational and construction audits to review waste management practices
- Reuse of STP sludge and OWC manure for landscaping
- Community level waste management initiatives

Waste generated during the project development/construction phase is being managed by our contractors. In line with our ESMS requirements, the contractors are required to submit waste management plans for our review. We undertake periodic inspections of our project development sites to review the compliance on our waste management requirements.



Enabling holistic development

Supporting our employees, tenants, and the communities is at the heart of our business model. Our properties provide essential services, and places for people to gather, in meaningful ways. We strive to impact all our stakeholders positively through engagement and feedback.



Material issues

High priority



Health and Safety



Employee well-being



Local communities

People

We have always believed that our people determine our success. We continue to invest in our human capital, in terms of training and welfare, even in times of crisis. We appreciate our people with multiple rewards and recognitions to acknowledge their contributions towards our Company, its mission, vision and objectives.

Strategy

- Equal opportunity employer
- Diversity, equity and inclusion
- Employee-centric policies
- Employee engagement surveys
- Commitment towards employee health, safety, well-being
- Regular performance reviews and appraisals
- Integrating ESG in roles and responsibilities while building ESG capacities
- Continued focus on learning and development
- Performance-driven culture
- Attract and retain talent
- Conducting behaviour-based safety trainings
- Automating human resource processes

Future priorities

- Fortifying VMV² cascade
- Strengthening of rewards and recognition framework
- Driving learning and upskilling initiatives to be future-ready
- Rolling out awareness series on ergonomics, woman and travel safety

² IndoSpace Vision, Mission, Values

Social



Health and safety



Safety is at the core of facilitating enhanced workforce productivity, which culminates in improved operational efficiencies. Our goal is to have zero serious safety incidents by working towards implementing consistent health and safety principles across the organisation. Due to this continued focus, to date, we haven't had any serious injury case at our workplace.

IndoSpace follows a structured health and safety framework, which ensures all protocols are standardised across parks. We have established a top-down governance approach for health and safety, where the senior leadership and the management closely monitor the performance.

H&S at IndoSpace is underpinned by robust policies and processes:

- Health and Safety (H&S) policy
- Hazard identification and risk analysis for all processes

- Elaborate SOPs and work instructions incorporating HSE requirements
- Elaborate HSE contract conditions and guidelines for contractors to follow at site
- HSE monitoring by dedicated site staff
- Corporate level monitoring on key HSE indicators*
- Third-party audits

We constantly review and update this system, based on incident tracking and feedback. We have also undertaken initiatives to enhance contractor awareness toolbox trainings through which we encourage them to record and report any incident in order to ensure timely action on H&S associated risks. We actively engage with various stakeholders on HSE expectations and statutory compliances that need to be adhered to.

*We use both leading (near miss, unsafe acts, toolbox talks) and lagging (injury rate, absenteeism, lost day rate, fatalities) indicators, refer our FY23 ESG Report for details.



Employee well-being



We have always believed that our people determine our success. The well-being of our employees is fundamental to our approach to being a responsible employer. We understand that our people produce efficient results over time when they are healthy and feel valued. To ensure this, we invest consistently in human capital in terms of training and welfare. Through recruitment, hiring, talent development and retention, we will continually grow our diverse workforce. Our aim is to nurture our employees through an inclusive work environment that fosters a sense of belonging and purpose.

To ensure the well-being of our employees in the face of the pandemic, we:

- Rolled out physical and mental well-being awareness series for our employees. These sessions were conducted by expert professionals, covering a wide range of physical and mental well-being topics

- Conducted COVID-19 vaccination drives for our employees and their families
- Collaborated with Ekin Care for online health check-ups and doctor consultations. Through the partnership, we provided diet consultations, free sessions/discounted prices at gyms/fitness centres, health reports, personalised pregnancy care, pharmacy orders, health coach programmes, and personalised wellness scores and tracking of the same
- Joined forces with Innerhour, an app with features like a Relief Bot, access to free health and wellness courses, and consultation sessions with well-being experts
- Undertook various recreational activities, such as music events and stand-up comedy sessions
- We organised IndoSpace Cricket League (IPL) at the facility in Chakan, where we, and people across our client portfolio participated

Launched the 'GOQii Corporate Challenge' initiative

Employees are encouraged to download the app 'GOQii' to undertake physical fitness challenges, wherein they can perform on-the-spot challenges, post their pictures, and tag GOQii on social media platforms. This activity helped our employees bond better, and engage in fun activities with exciting rewards coming their way.

63

Employees participated

Happiness masterclass

We, at IndoSpace, consider happiness to be the most important aspect of a person's life. An interesting 90-minute workshop was conducted by us for our employees and their families, to help them emerge stronger, more creative and resilient.

120

Employees participated



World AIDS Day Campaign

Conducted a campaign on World AIDS Day on the theme of 'Ending the HIV epidemic: Equitable access, everyone's voice,' with awareness sessions and medical camps across sites.



2,800+
H&S trainings
conducted

- Regular inspection of equipment and machinery
- The pandemic ensured business continuity for our tenants through early implementation and constant upgrading of safety and hygiene protocols at IndoSpace parks
- Celebrating national and international safety days across sites

Annual Safety Week celebrations for this year were in alignment with the **National Safety Council** theme of 'Our aim-Zero harm'

Bagged the 'Quality Excellence in Safety and Environmental Sustainability' award at the 10th Manufacturing and Supply Chain Awards

We have achieved leadership in HSE through the following initiatives:

- Training topics include Risk assessment, behavioral safety, electrical safety, HIV and AIDS, ergonomics, safety in demolition work, use of PPE's, construction safety, permit to work, Covid-19 protocols, safety in hot work, manual handling, emergency preparedness and response, first aid and fire fighting
- Regular safety and fire drills, and workshops are conducted to create awareness on safe operations and emergency responses. HSE induction programmes, on-the-job trainings with medical examination on onboarding new employees are also conducted
- Medical centre, safety park, paramedic teams and ambulances on site respond quickly to any emergencies
- Quick Response Teams conduct frequent patrolling of the parks to ensure safety of people and inventory
- Wellness programmes and health camps are conducted across sites periodically

Social



Diversity and inclusion



Talent management

Our strength lies in the diversity across teams and businesses, and it brings together fresh ideas, perceptions and experiences. Being an equal opportunity employer, we are committed towards a discrimination-free workplace. As a merit-based organisation, we welcome people who add value, and offer them equal opportunities for growth and professional development. There is zero tolerance for any discriminatory behaviour on the basis of race, colour, religion, nation or region of origin, gender, sexual orientation and physical or mental disability. This is also reflected/covered in our Code of Conduct.

Our DE&I approach

- Culturally diverse holiday calendar
- All senior managers are required to attend the DEI and unconscious bias trainings
- Increase diversity by providing unconscious bias training to recognise and cultivate under-represented talent
- Improve awareness of diversity, equity, inclusion at the workplace through various initiatives
- Aim to increase diversity by focusing on talent recruitment from diverse backgrounds
- Adopting gender-neutral language in the job descriptions
- Aim to increase diversity by implementing new hiring policies, and introduce incentives for recruiters for female candidates

Our culture is defined by our core values of integrity, innovation, teamwork, excellence and trust, which impact how we interact with one another, our clients, communities and other stakeholders every day. By providing a workplace that is exciting, motivating, and above all, respectful, we can better support our clients and communities. Recruiting the right people, being an equal opportunity employer, and practising discipline in our performance assessment process, are key factors in our ability to develop our people and retain strong performers.

Celebrated **Women's Day** through a day-long celebration and launched 'Celebrating Women-Learning Challenge' through LinkedIn learning on 'promoting equity' and 'unconscious bias'. The initiative featured short information videos, edging towards the theme of #EmbraceEquity.

Awareness seminars on Finance for Women were launched and will be run for the entire year.

Women comprise
16%
of our workforce



Learning and development

Continuous learning is crucial for every employee's development and growth. We offer a variety of opportunities for team members to develop their skills and remain up-to-date with industry trends.

We encourage our employees to leverage learning and development tools, in order to enhance their current skill sets and advance their learning interests. Our training and development programmes also enable us, as an organisation, to meet our specific objectives and targets. These training programmes comprise classroom trainings,

e-learning modules and free-style learning, among others. They include:

- Company-wide training programmes, both optional and mandatory, including skills, policy, and technical training
- Provide job-related training, such as health, safety, environment and technological applications
- Learning and development trainings to accentuate thinking outside-the-box, building a mindset of innovation, thus helping improve leadership and management skills at all levels

'LinkedIn Learning Challenge' was a campaign that was run on LinkedIn Learning to enhance and accelerate learning and upskilling among employees. Employees were encouraged to login to LinkedIn Learning and complete courses that would help them develop their skills and be more productive. More than 130 employees participated in this challenge.

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

4,873 hours

Trainings conducted

23 hours

Average employee training/year

ESG and professional trainings

'Zero Emissions Day' was celebrated on September 21, across our sites through various awareness sessions on the role we can play in reducing emissions, and by implementing tree plantation programmes, among others.

On 'World Clean-Up Day,' we conducted various awareness sessions for our contractors on waste, its types, and the best management practices while committing to responsibly handle waste generated by our business operations and conserving our natural resources.

Organised a **human rights training session** on International Human Rights Day to spread awareness on rights that are applicable in the office environment, construction sites, and operational parks.

100%
Employee coverage in ESG trainings

85%
Employee coverage in professional trainings

Social



Customers

We believe that product differentiation is strongly determined by customer influence. With an aim to provide efficient services to customers in all spheres, we have undertaken several measures.

Strategy

- Customer-centric approach
- Continued focus on enhancing customer experience
- Customer ESG guidelines and manuals
- Customer health, safety, well-being, environmental events and initiatives
- Annual customer satisfaction surveys through external agency
- Mission ACE (Achieving Customer Excellence)

Future priorities

- Strengthen customer engagement initiatives
- Implementation of action plans based on survey results
- Increase ESG awareness amongst customers

We established Mission ACE (achieving customer excellence) with the steering committee, comprising the Vice Chairman (real estate) of the Everstone Group and IndoSpace's Head of Business Excellence, President and Managing Director (Project and development). To improve upon customer satisfaction and renewal rate, the 'customer excellence' journey is monitored through the Excellence Index and MIS.

The key considerations in prioritising customer excellence include:

- Customer journey mapping: Four key stages, namely, brand awareness, consideration, preference, and recommendation, are mapped through end-to-end customer touchpoints. These touchpoints points are further classified into four key stages, which are brand awareness, consideration, preferences, and recommendation
- Customer interactions: Communication and interactions with customers are standardised, starting from enquiry, to ending at complaint management/billing query
- Faster business processes: Optimisation of key business processes (investing, marketing, among others) are ensured using digitisation and well-defined turnaround times
- Customer excellence and loyalty management: At each touchpoint, customers and brokers are continuously engaged and supported by a deal captain, and there is complete adherence to key account management practices
- Summarising the outcomes of these efforts and outlining future goals/targets

NPS and overall satisfaction score

One of the key focus areas is to achieve a high NPS by delivering exceptional customer service. It is one of the most proven methods to ascertain if the business and revenues will grow over time.

85/100
Net promoter score (NPS)

45 points
Overall NPS has increased
in FY23 vs FY22

8.9/10
Overall satisfaction score



Digital

In view of the enhanced uptake of digital tools and data management systems in our business processes, our Company's digital transformation plan is another critical piece of its business excellence programme. The intersection of industrial park management with technology occurs at several levels. We have embarked on the 'Smart Parks' project and have deployed cutting-edge technologies, which will maximise the return on investment. Digital compliance tools and dashboards were established for each department. These tools enable compliance monitoring, and facilitate periodic reviews. It comes with facility of monitoring any amendments/updates in regulatory frameworks facility, enabling us to monitor any amendments in applicable legislations.

Other initiatives for customers

- Financing solutions for storage systems and handling equipment with options for operating and financial lease
- Use of digital information brochures
- IndoSpace e-facility app—An automated solution for visitor management, help-desk and instant feedback



Social



Communities

Working towards economic development and overall well-being of local communities is crucial to our ESG vision and commitments. Supporting communities in everything we do, is what we work towards continuously.



CSR vision

We want to create a positive impact on the local communities in which we operate

Strategy

- CSR vision supported by CSR policy
- Focused on key areas of water, waste management sanitation, hygiene and women empowerment
- Partnerships with established NGOs
- Conducting community needs assessment
- Continued focus on improving CSR project outcomes
- Impact assessment of completed CSR projects

Future priorities

- Measuring impact aligned to the UNSDGs
- Strengthen community engagements

Sustainable waste management programme in Chakan

The Chakan Sustainable Waste Management programme aims at bringing about a behavioural change in the communities, in terms of responsible consumption, waste reduction and segregation of waste at source.

- Detailed and periodic site visits to CSR project sites were undertaken to understand and monitor the on-ground performance.
- Phase I of the programme focused on regularising and setting up a system for waste segregation across the CSR sites, whereas Phase 2 of the project focused on upscaling waste segregation from households
- All individual households were taught the concepts of waste minimisation, and responsible consumption, and were encouraged to provide segregated waste (dry and wet) to waste collection vehicles, following which, the waste would be further segregated by type, by the sanitation staff at the waste sheds
- The waste collection process was monitored for a year with results showing a promising future in terms of waste segregation



Project impact

86,600+ kg

Dry waste collected

2,35,569 kg

Wet waste composted

81,723 kg

Dry waste processed for recycling

9

People employed as sanitary staff from the local communities

1,800

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

885

Commercial establishments of Bhamboli and Mahalunge benefitted

INR 9,26,201

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

2

Cutlery Banks launched

40%

Households provide segregated waste

3

Plastic banks installed in the schools

Other CSR projects

- Cutlery Bank: A step towards zero-waste events in gram panchayats, Chakan, Maharashtra
- Community toilet block construction, Tiruvallur, Tamil Nadu
- Pond beautification projects at Luhari, Badli, Haryana
- Solar streetlight installations, Luhari, Haryana
- Community water infrastructure support in Tamil Nadu and Maharashtra



Social



Business partners

We adopt fair and transparent processes in our approach to select our business partners and vendors. Contractors and suppliers who adopt an environmentally and socially conscious approach to the business are preferred by us. We consider our relationships at the supply chain level as an area of opportunity to strengthen and achieve scalable positive impact on the environment and society.

Strategy

- Supplier Code of Conduct (SCOC) covering mandatory ESG criteria and sustainability guidelines
- Material Sourcing Policy
- ESG requirements are embedded in the contract agreements
- Vendor risk assessment framework to integrate ESG criteria across screening processes
- Encourage local procurement* and inclusive3 supply chain

* Radius of 500km is considered local

Future priorities

- Strengthen engagement with our business partners
- Enhance data collection on ESG-based key performance indicators

Our evaluation system begins with our contractor selection and evaluation checklist, covering aspects of health, safety, environment, labour regulatory requirements, and availability of policies for child labour, POSH, anti-bribery and corruption, and any grievance redressal system, among others.

Following these checks, we undertake screenings at a pre-qualification stage, where contractors and suppliers are screened on the basis of parameters like past experience, financial, technical and organisational capabilities, quality control and assurance. Based on the screening results, we onboard contractors and suppliers as our business partners, while conducting induction on various HSE requirements.

Once the contract is awarded, we undertake performance evaluation and prioritise compliance and regulatory measures. We also ensure running specific programmes to instil knowledge across safety, environment and social aspects among our vendors and suppliers.

We constantly assess and encourage our partners to demonstrate improvements in their overall performance. In case of poor performance, the partners are gradually phased out and their contracts are terminated.

We encourage local procurement to provide the local community with opportunities, making an economic impact, while also minimising environmental impact due to transport of materials.

IndoSpace’s Supplier Code of Conduct

- 3 stage model (Engage, Evaluate, Collaborate) for the sustainable procurement
- Periodic performance evaluation processes, based on defined parameters
- Review of contract, renewals and phaseouts
- Guidelines for implementation of sustainability best practices

Project development procurement spend across categories

INR 5,844.043 Mn

Total procurement spend

200

Approved vendors

52.89%

Civil works

20%

PEB works

9%

MEP works

Facility management procurement spend across categories

INR 548.78 Mn

Total procurement spend

438

Approved vendors

39.03%

Equipment maintenance and repair, building and park expenses

10.06%

Utility

50.59%

Facility expenses



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List of abbreviations

APREA	Asia Pacific Real Estate Association
CSR	Corporate Social Responsibility
EDGE	Excellence in Design for Greater Efficiencies
ESG	Environment, Social and Governance
ESMS	Environmental and Social Management Systems
GHG	Green House Gas
GRI	Global Reporting Initiative
HIRA	Hazard Identification & Risk Analysis
HRIS	Human Resource Information System
HSBC	Hongkong and Shanghai Banking Corporation Limited
HSE	Health, safety and environment
HVAC	Heating, ventilation, and air conditioning
ICRA	Investment Information and Credit Rating Agency of India Limited
IFC	International Finance Corporation
IGBC	Indian Green Building Council
ICL	IndoSpace Cricket League
KPI	Key Performance Indicator
LED	Light-emitting diode
LPD	Lighting Power Density
MBBR	Moving Bed Biofilm Reactor
MEP	Mechanical, Electrical, Plumbing to Acronyms
MIS	Management Information Systems
NGO	Non-Governmental Organisation
NPS	Net Promoter Score
PEB	Pre-engineered Building
POSH	Prevention of Sexual Harassment
PPE	Personal protective equipment
SAAS	Software as a service
SBTi	Science Based Targets initiative
SOP	Standard Operating Procedure
STPs	Sewage Treatment Plants
TCFD	Task Force on Climate-related Financial Disclosures
UNSDGs	The United Nations Sustainable Development Goals
VFDs	Variable Frequency Drives
WWR	Window to Wall Ratio



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