urboonisation

SUSTAINABILITY REPORT 2013-14

Mahindra
LIFESPACES

urboonisation

Urbanisation is often called the bane of sustainability. With urban areas consuming 75% of the world's natural resources and discharging an equal amount of waste, it seems justified. Add to it, the fact that rapid influx of migrants has strained city resources with millions of urban residents living without even the most basic services such as water, electricity and sewerage, and the argument is sealed.

The largest opportunities lurk beneath what seem like unsurmountable challenges. At Mahindra Lifespaces, we look at increasing density as an advantage. Diverse talent congregates in urban centres which in turn facilitates social, economic, and environmental innovations. Energy efficiency, technological innovation, equity in access, exchange of value, creation of wealth and environmental protection - all represent opportunities to get things right and set new urban standards.

Thus urbanisation is actually a boon to sustainability and if planned, executed and managed well, the mightiest weapon in our fight for global sustainability.

responcity

Urbanisation that is responsible and responsive to all three bottom-lines.

ecosystemic

A holistic approach that helps manage the complex cause and effect relationships between various economic and ecological phenomena.

happitat

Vibrant life spaces that enhance culture, commerce and connectivity.

message from chairman

It is within urban centres that most of the world's GDP is generated and most new investments are concentrated. If done well, urbanisation catalyses the most productive use of all three resources - natural, financial and human.

Rapid urbanisation is arguably the most complex and important socio-economic phenomenon of the 20th and 21st centuries. It is widely acknowledged that the impact of urbanisation will continue to bring about major global and local changes well into the current century. Due to urbanisation's association with unsustainable levels of resource use, degradation such as loss of soil, forests, biodiversity and increased Greenhouse Gas (GHG) emissions - it has been classified as one of the greatest threats to sustainable development.

It is possible to present urbanisation as the most serious driver of human-induced climate change. But cities also have the potential to be places where high living standards can be delinked from unsustainable ecological footprints and high GHG emissions.

It is within urban centres that most of the world's GDP is generated and most new investments are concentrated. If done well, urbanisation catalyses the most productive use of all three resources - natural, financial and human.

Sustainable urbanisation is possible and there already exist functioning examples which stand testimony to this fact. It requires integration, coordination and investment to tackle land-use issues, food security, employment creation, transportation, infrastructure development, biodiversity conservation, water conservation, renewable energy sourcing, waste and recycling management, and the provision of education, healthcare and housing.
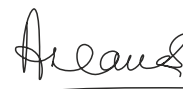
So urbanisation due to its massive impact is a double-edged sword. If done well, it could be a huge opportunity to accelerate and institutionalise sustainable development; on the other hand we could continue with the current model of urbanisation and further breach planetary boundaries.

Mahindra Lifespaces has always believed in pioneering new approaches and business models of sustainable urbanisation, be it responsibly-planned integrated cities or green residential developments and now with the foray in affordable housing we look forward to make quality housing accessible to a wider cross-section of people.

On our sustainability journey, we are guided by the three key tenets of our business - inclusiveness (housing for all, industrial hubs and new urban nodes), the art of living (thoughtfulness, shaping communities) and responsible citizenship (enabling peace of mind, safeguarding tomorrow). These tenets are aligned with the Mahindra Group's philosophy of enabling people to Rise.

Urbanisation - a bane or boon, will depend on our decisions. The future generations who shall inherit the results of our actions, will hold us accountable.

Regards,

Arun Nanda
Chairman

message from md & ceo

Pioneers of sustainable development in India, we are steadfast in our commitment towards preserving the planet. We are embedding the virtues of life cycle thinking in our projects to further reduce our environmental footprint.

Human beings have become an increasingly powerful environmental force over the last 10,000 years. With more than half of the world's population poised to live in cities, urban areas are where this force will congregate. The sheer numbers, coupled with higher per capita consumption, are making urban centres the prime force in shaping the future of our environment.

Urbanisation with its density presents to us a huge opportunity to effect course change and institutionalise environmental sustainability and equitable progress. Unfortunately, driven by legacy and market economics the focus is often restricted to the slim silo of construction.

A new urban agenda is necessary which ensures that city infrastructure is purposed in an integrated manner. Be it a building or a city, each should be an ecosystem in itself. One which is ecologically responsible, not just economically viable; practically manageable, not just aesthetically desirable; and socially equitable, not just culturally compatible. At Mahindra Lifespaces, we are committed towards designing urban infrastructure that can fulfil its rightful

potential. Building it on the foundation of progressive social, economic and environmental management. Integrating diverse fundamentals of sustainable urbanisation which will help leapfrog development status across bottom-lines.

Commerce. Culture. Connectedness

Mahindra World Cities are serving as hotbeds of industrialisation by attracting foreign businesses and providing Indian companies the environment to export, at the same time they are providing windows of opportunities to local economies. With exports generated in excess of USD 1 billion in FY 2013-14, our cities also focus on integrated modern living.

Lives. Lifestyles. Livelihoods

Our approach to sustainable urbanisation is aimed at transforming the social indices. This year, our cities provided employment to over 36,000 individuals and helped enhance their quality of life. Our green homes and workplaces continued to promote good health for residents and facilitate a better lifestyle.

Preserve. Proliferate. Propagate

As pioneers of sustainable development in India, we are steadfast in our commitment towards preserving the planet. We are embedding the virtues of life cycle thinking in our projects to further reduce our environmental footprint. This year we also talked our green walk, by conceiving an engagement platform for policy makers, planners, practitioners, and academia on the importance on 'Sustainable Urbanisation'.

For the Company, the reporting year was a year of action and recognition. Our green homes construction footprint increased by 94% and our pioneering efforts in sustainable development were lauded by various industry bodies like CII and IGBC. The fact that our products have found a strong buy-in from multiple stakeholders, redoubles our focus on championing the cause of responsible urbanisation in India.

Regards,

Anita Arjundas
Managing Director & CEO

reporting process

Our Approach

Mahindra Lifespace Developers Ltd. (Hereinafter referred to as Mahindra Lifespaces or MLDL) came into existence in 1994, in order to provide environmentally sustainable real estate solutions to corporate and residential occupants. Thus sustainability is not something that we pursue; it is the reason we exist.

Being part of the Mahindra Group, the process of reporting our sustainability initiatives began early and our operations began to get coverage in the Mahindra Group Sustainability Report in FY 07-08. In FY 11-12, we considered it relevant to disclose our triple bottom-line performance on a stand alone basis for the first time. This third edition of our Report covers our performance during the reporting period of FY 13-14.

The Report presents how we are exploring, evolving and executing the idea of sustainable urbanisation through residential projects (hereinafter, MLIFE) and integrated townships - Mahindra World City (hereinafter, MWC). We have also delineated our principles of corporate governance plus our approaches towards various stakeholders and how we engage with them, and get mutually enriched in the process.

Report Boundary

The reporting period for this sustainability report is 1 April 2013 to 31 March 2014. We have followed the Global Reporting Initiative (GRI) Sustainability Reporting G3.1 Guidelines - the most widely adopted non-financial reporting framework in the world, including the real estate sector supplement. The guidelines have helped us communicate sustainability performance through transparency and accountability. It would be pertinent to indicate that most of the Company's operations are covered under the reporting scope. The following locations are included in the report:

Mahindra Lifespaces
Splendour and Eminente (Mumbai), Aura (Gurgaon), Antheia (Pune) and Ashvita (Hyderabad)

Mahindra Bebanco Developers Limited
Bloomdale, Nagpur

Mahindra Residential Developers Limited
Aqualily, Chennai

Mahindra Integrated Township Limited
Iris Court, Chennai

Mahindra World City Developers Limited, Chennai

Mahindra World City Jaipur Limited, Jaipur

Scope Limitations

This report is India-centric and excludes all international operations, joint ventures and the following subsidiaries:

- Mahindra World City (Maharashtra) Ltd.

- Knowledge Township Ltd.

- Industrial Township (Maharashtra) Ltd.

- Raigad Industrial & Business Park Ltd.

- Mahindra Infrastructure Developers Ltd.

- Anthurium Developers Ltd.

- Watsonia Developers Ltd.

Feedback encourage and enlighten us. They tell us what we are doing right and also, how we can do things better. We encourage feedback from all our internal and external stakeholders.

Please email your suggestions/views/opinions to:
sustainability@ mahindralifespaces.com

Registered Office
Mahindra Towers, 5th floor, Worli, Mumbai

www.mahindralifespaces.com

company & group profile

Mahindra Group

The Mahindra Group focuses on enabling people to Rise through solutions that power mobility, drive rural prosperity, enhance urban lifestyles and increase business efficiency.

A USD 16.7 billion multinational group based in Mumbai, India, Mahindra employs more than 180,000 people in over 100 countries and operates in 18 key industries that drive economic growth. In addition to being leaders in fields of utility vehicle manufacturing, information technology, tractors, financial services, real estate and vacation homes, we also have a presence in aerospace, aftermarket, components, consulting services, defence, energy, logistics, retail and two wheelers.

In 2012, Mahindra featured on the Forbes Global 2000 list, a listing of the biggest and most powerful listed companies in the world.

In 2013, the Mahindra Group received the Financial Times 'Boldness in Business' Award in the 'Emerging Markets' category.

Mahindra Lifespace Developers Limited

Mahindra Lifespace Developers Ltd. (MLDL) has been at the forefront of transforming urban landscapes by creating sustainable communities and is India's first green homes developer. With this philosophy deeply engrained, we espouse green design and healthy living as the foundations of all our projects. One of the first companies to receive the Platinum rated green homes pre-certifications/certifications from IGBC, today all our residential projects are pre-certified/certified green buildings by IGBC.

We are furthering the cause of sustainable urbanisation, through the creation of residential and integrated large format development across India. We are also developing integrated cities, Mahindra World Cities (MWCs), designed to create a balance between Life, Living and Livelihood. These integrated urban centres are located near existing metros and comprise SEZs, industrial parks, retail and social infrastructure.

During the year, MLDL was recognised as one of the 'Top 10 Builders' in India by the Construction World Architect & Builder Awards.

In addition to residential projects and integrated developments, Mahindra Lifespaces has also forayed into the sphere of affordable housing with Happinest - a strategic endeavour to address the large and under-served home ownership market in India, by using our manufacturing and innovation mindset to create mass housing solutions at affordable prices. Happinest would be initiating two projects, one in Chennai and one in Mumbai metropolitan region.

corporate governance

Overview

Good governance is a gift that keeps on giving. We inherited the tenets of governance from the Mahindra Group and are still enriched by the Group's evolving yet robust practices.

By upholding a fair, transparent and egalitarian governance framework, we continue to enhance investor confidence, encourage investment, ensure fairness to stakeholders and maintain overall check and balances that helps build trust in the company. We are in compliance with all requisite statutes and regulations and are confident of adopting and adapting newer laws as and when they are introduced.

The core of our governance philosophy

> Compliance with corporate governance standards in letter and spirit

> Complete transparency and adequate disclosure practices

> Corporate success much above individual preferences

> Communicate externally, how the Company is run internally

> Extensive compliance with the laws of the geographies in which we operate

> Disseminate simple and transparent disclosures driven solely by business needs

> Trusteeship of shareholder capital rather than ownership

Governance Framework

The governance framework, at Mahindra Lifespaces, is comprehensive and encompassing. It helps the Board and executives to take strategic decisions in the interest of all the stakeholders and more importantly, implement them effectively.

Governance Structure

The Board of Directors is the highest governing body at Mahindra Lifespaces. The Board comprises both executive and non-executive directors to ensure transparency in operations, timely disclosures and adherence to regulatory compliances, leading to enhanced stakeholder value.

Board of Directors

The Board of Directors has 7 members responsible for overall corporate guidance and is principally engaged in strategic matters. The composition of the Board is in conformity with Clause 49 of the Listing Agreement of SEBI. The Company has a Non-executive Chairman and more than half of the Directors are Independent Directors.

The Management of the Company is entrusted in the hands of the key management personnel of the Company and is headed by the Managing Director & Chief Executive Officer, who operates under the supervision and control of the Board. The Board reviews and approves strategy and oversees the actions and results of the management to ensure long-term objective of enhancing stakeholder value.

In line with best practices, the Board of Directors has set up various committees, constituted to ensure operational independence as well as timely direction and supervision, which are essential for day-to-day functioning.
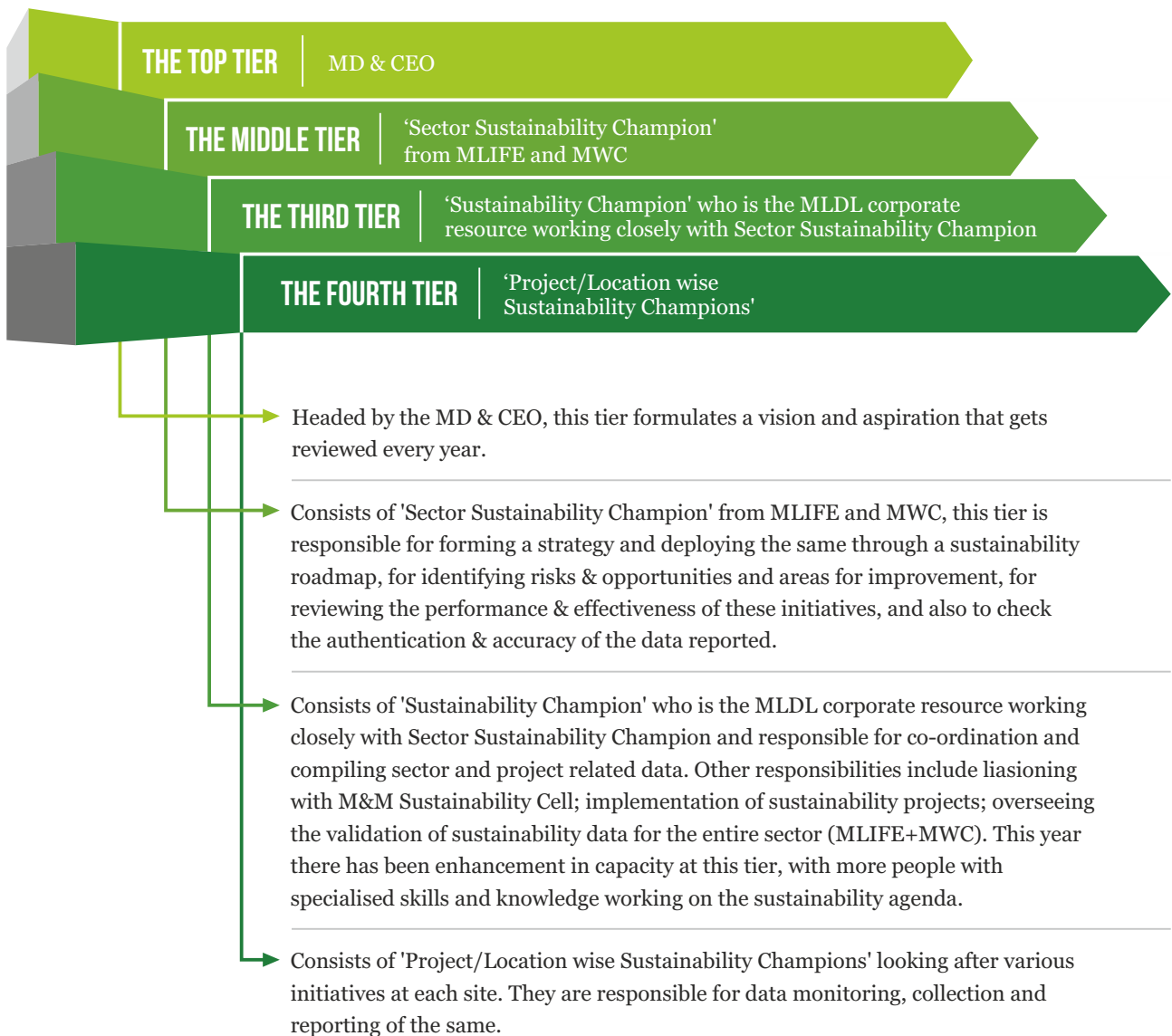
Board Committees

Our Board consists of 9 committees.

1	Audit	2	Stakeholders Relationship	3	Nomination & Remuneration
4	Qualified Institutions Placement	5	Loans & Investment	6	Share Allotment
7	Large Format Development	8	Residential Projects in Joint Venture	9	Corporate Social Responsibility

Sustainability Structure

Emulating the structure espoused and executed by Mahindra Group, we have institutionalised a four-tier structure which lends a top-down approach to our sustainability efforts and ensures that sustainability doesn't remain concentrated at the management level, but gets integrated in to organisational and individual performance goals.

THE TOP TIER | MD & CEO

THE MIDDLE TIER | 'Sector Sustainability Champion' from MLIFE and MWC

THE THIRD TIER | 'Sustainability Champion' who is the MLDL corporate resource working closely with Sector Sustainability Champion

THE FOURTH TIER | 'Project/Location wise Sustainability Champions'

Headed by the MD & CEO, this tier formulates a vision and aspiration that gets reviewed every year.

Consists of 'Sector Sustainability Champion' from MLIFE and MWC, this tier is responsible for forming a strategy and deploying the same through a sustainability roadmap, for identifying risks & opportunities and areas for improvement, for reviewing the performance & effectiveness of these initiatives, and also to check the authentication & accuracy of the data reported.

Consists of 'Sustainability Champion' who is the MLDL corporate resource working closely with Sector Sustainability Champion and responsible for co-ordination and compiling sector and project related data. Other responsibilities include liasioning with M&M Sustainability Cell; implementation of sustainability projects; overseeing the validation of sustainability data for the entire sector (MLIFE+MWC). This year there has been enhancement in capacity at this tier, with more people with specialised skills and knowledge working on the sustainability agenda.

Consists of 'Project/Location wise Sustainability Champions' looking after various initiatives at each site. They are responsible for data monitoring, collection and reporting of the same.

Core Values

Our Core Values inspire us to enable the world to Rise and lead by sustainability - economic, environmental and social. They are an amalgamation of what we have been, what we are and what we want to be. Our commitment to sustainability rests upon a set of core values. These values are the compass that guides our actions, both personal and corporate.

PROFESSIONALISM

We have always sought the best people for the job and given them the freedom and the opportunity to grow. We will continue to do so. We will support innovation and well-reasoned risk taking, but will demand performance.

GOOD CORPORATE CITIZENSHIP

As in the past, we will continue to seek long term success that is in alignment with our country's need. We will do this without compromising on ethical business standards.

CUSTOMER FIRST

We exist and prosper only because of the customer. We will respond to the changing needs and expectations of our customers speedily, courteously and effectively.

QUALITY FOCUS

Quality is the key to delivering value for money to our customers. We will make quality a driving value in our work, in our products and in our interactions with others. We will do it 'First Time Right.'

DIGNITY OF THE INDIVIDUAL

We will value individual dignity, uphold the right to express disagreement and respect the time and efforts of others. Through our actions, we will nurture fairness, trust, and transparency.

Company Philosophy

Our mission is to transform urban landscapes by creating sustainable communities. Towards this, we espouse green design and healthy living as the foundations of all our projects. Be it green buildings or world cities or affordable housing projects, all are designed to address the three bottom lines of sustainability - Economic, Environment and Social.

Our Philosophy

Inclusiveness	The art of living	Responsible Citizenship

Housing for All

- Providing housing options with the distinguished 'Mahindra touch' across geographies and segments
- Entry level homes in urban centres through affordable housing
- Premium and mid-segment residences in metros and large cities through Mahindra Lifespaces
- Enhancing national home ownership and offering future ready, healthy living spaces

Thoughtfulness

- Delivering a customer experience which has 'thoughtfulness' at its core
- Detail-oriented planning and design philosophy that improves the usability, consistency and desirability of our offering to customers, thereby giving it a unique 'Mahindra touch'
- Setting and meeting the highest standards of product and service quality
- Communicating and living up to our brand promise through every interaction with all our stakeholders

Enabling Peace of Mind

- Garnering trust through fair practices and transparent dealings with all our stakeholders
- Meeting and exceeding customer expectations on our products and services
- Ensuring compliance on all statutory requirements, and creating safe and healthy working conditions
- Maintaining the highest standards of corporate governance and disclosure
- Generating healthy returns for all our stakeholders

Industrial Hubs and New Urban Nodes

- Embarking on responsible urbanisation to reduce the burden on infrastructure of our existing cities
- Creating a network of industrial clusters at key locations across India
- Wholesome urban ecosystems through Mahindra World City – Life | Living | Livelihood
- Enhancing economic activity, enabling growth, and creating vibrant business and living spaces

Shaping Communities

- Creating an environment that encourages interactions and promotes community camaraderie
- Future-ready planning and provisioning for multiple needs of a thriving urban ecosystem
- Training and empowering, contract labour at all our sites and the village youth in the neighbourhood of our industrial hubs and urban nodes
- Enabling co-existence and collaboration in all our developments

Safeguarding Tomorrow

- Uncompromising focus on sustainable development for achieving excellence in planet, profit and people related benchmarks
- Exploring new, related areas of activity that will enable us to enhance our impact on India's urbanisation
- Developing an organisation that is built on a strong belief and an abiding commitment towards its mission

Code of Conduct

The Code of Conduct at Mahindra Lifespaces talks about what the Company believes in and cares about, what it is truly committed to and the way it is expected to act. It is the single point of reference for every person acting on behalf of the Company.

All employees are expected to read and understand the code of conduct, uphold standards declared in it and comply with all the applicable laws, rules, regulations and policies adopted by the Company from time to time.

It is also an integral part of the induction process of new employees and has also been posted on the Company's intranet. Mahindra Lifespaces is an equal opportunities employer and employment decisions are made with no reference to religion, caste, gender or any non-job related handicap. Discrimination and harassment of any kind is dealt with in the severest manner.

> The Company does not espouse payment/receipt of gifts or bribes for business or financial gain. We comply with all labour-related legislations of the Central and State Governments and do not advocate child or forced labour.

Our belief is that for a business to be successful, competition has to be vigorous, free and fair. We compete on the basis of the excellence built around our products and services and not through illegal, unethical or unfair business practices.

Governance Policies

In addition to the Code of Conduct, we have in place a comprehensive series of policies, procedures and guidelines that are applicable across the Company which include:

1 Corporate Communication Policy

for transparent and timely information dissemination to stakeholders

2 Policy on Sexual Harassment for Women Employees

for protection of women at the workplace

3 Quality Policy

for continuous improvement and sustainable development

4 Environment Policy

to improve our environmental performance

5 Occupational Health and Safety Policy

to prevent accidental injuries and occupational ill health

6 Green Supply Chain Management Policy

to encourage contractors, suppliers and vendors to ensure total compliance for better health, safety and environment

7 Corporate Social Responsibility Policy

for contributing to the social good

Open and Credible Information Policy

We consider it our prerogative to ensure that we maintain a fair market value in the stock exchanges; a price that is commensurable to our intrinsic value.

We have established transparent, open, consistent and credible channels of communication with investors and the financial markets. Through these channels we provide free, fair and timely information to the investing and general public, in accordance with legal and regulatory requirements.

For professional investors, financial analysts and seasoned intermediaries, we produce comprehensive yearly reports and quarterly updates. These adhere to the strict rules of the Indian Accounting Standards on which we base our accounting. We are committed to being consistent in our disclosure of results.

We make sure that shareholders receive the information at the same time as the public. It is in line with this priority that we publish a sustainability report, which is beyond what is statutorily required.

Risk Management

Mahindra Lifespaces has a proactive approach towards identifying and managing risks through a risk monitoring framework aligned with the Mahindra Group. The Risk Management Policy provides identification and classification of risks - internal as well as external - and brings it to the notice for specific action plans with assigned sponsors and core teams.

Some specific initiatives directed towards more critical risk areas have been undertaken:

- **Statutory Compliance** is a focus area and any slippage towards the same is being mitigated through the development of 'Compliance Dashboards' that provide end-to-end visibility to operational teams with trigger based escalation to the leadership team for monitoring and ensuring compliance to both external (Government) as well as internal statutes.

- **Project Execution and Safety** is also seen as a critical area, for which remote video monitoring of project sites has been initiated to increase visibility and improve the ability to prevent mishaps at sites. Project execution risk is kept in check by the use of an effective tool - 'MSP - Microsoft Projects'. It monitors project execution on a regular basis and enables real-time evaluation/review of contractor's performance, which in turn helps give timely feedback to contractors.

- **Other Key Risks** like economic risks, operational risks, and policy & regulatory risks, are dealt with proper and timely monitoring and reporting.

Compliance

Since our inception, no penalties have been levied on us by the stock exchanges or SEBI for any form of non-compliance pertaining to capital market. We have also incurred no fines from any regulatory authority for non-compliance with laws and regulations.

Our focus is directed towards compliance of the highest standards of corporate governance, business integrity and professionalism.

We have an active audit committee to overview adherence to all regulatory frameworks applicable to the Company. It is also responsible for ensuring 100% regulatory compliance across the Company.

We abide by the Competition Act, 2002, which is a mandatory legislation that deals with anti-competitive behaviour. The Company operates in accordance with all requirements of regulatory authorities.

In India, corporate governance standards for listed companies are regulated by the Securities and Exchange Board of India (SEBI) through Clause 49 of the Listing Agreement with the Stock Exchanges. We have fully complied with the stipulations mandated by Clause 49.

Public Policy Advocacy

In the infrastructure and real estate domain, the government is an important stakeholder. Its policies and regulations hold a tremendous sway over the operations of Mahindra Lifespaces. We actively contribute to public policy by taking active part in trade and industry associations and organisations. A number of Board Members and senior executives of MLDL Ltd. represent the Company on a wide range of committees and councils.

Some of the major participations by our top management include:

Mr. Arun Nanda

- Chairman Emeritus - Indo-French Chamber of Commerce
- Member - Governing Board of the Council of EU and Chambers of Commerce in India

Ms. Anita Arjundas

- Co-Chair - FICCI Real Estate Committee
- Chair - National SEZ Council, ASSOCHAM
- Member - RICS (Royal Institute of Chartered Surveyors)
- Member - Asia Society India Centre

Memberships

All India Association of Industries

Bombay Chamber of Commerce & Industries

Building Materials and Technology Promotion Council (BMTPC)

Bureau of Energy Efficiency (BEE) - New Delhi

Central Pollution Control Board

Clinton Climate Initiative (CCI)

CII Western Regional Council

Confederation of Indian Industries (CII)

Confederation of Indian Industries (CII) - Hyderabad

Confederation of Indian Industries (CII) - Mumbai

Department of Science and Technology (DST)

Engineering Export Promotion Council (EEPC)

EURO Club (EBG)

Export Promotion Council (EPCES)

Federation of Indian Chambers of Commerce and Industry (FICCI)

Gems & Jeweller Export Promotion Council (GJEPC)

Harvard Business Review

Housing Development Finance Corp. Ltd. (HDFCL)

India Asean Sri Lanka Chamber of Commerce & Industry

Indian Institute of Technology (IIT) - Bombay

Indian Green Building Council (IGBC)

Indo Australian Chamber of Commerce

Indo-French Chamber of Commerce & Industry

Indo-Italian Chamber of Commerce (ICCCI)

Indo-Japan Chamber of Commerce & Industry

Leadership in Energy and Environmental Design (LEED)

Madras Chamber of Commerce

Maharashtra Chamber of Housing Industry

Ministry of Environment, Govt. of India

Mumbai Waste Management Association (MWML), Taloja

National Association of Software & Services (NASSCOM)

National Safety Council (NSC) - Mumbai

NIT Nagpur

PHD Chamber

Swedish Chamber of Commerce and Industry

Tamil Nadu Association of SEZ Infrastructure Developers (TASID)

The Energy and Resources Institute, New Delhi (TERI)

The Institute of Chartered Accountant of India

The Institute of Co. Secretaries of India VJTI - Mumbai

The Indus Entrepreneur, Delhi (TiE)

The Indus Entrepreneur, Jaipur (TiE)

US India Business Council (USIBC)

Awards

More than telling us what we have achieved, awards tell us that we are treading on the right path. Year on year, various national and international industry bodies as well as government organisations have appreciated our efforts and have encouraged us to go on.

During the reporting period, our company, projects and our executives have received following commendations:

Corporate Awards

- Special award in recognition of our contribution to the green building mission at CII's GreenCo Summit 2013

- Certificate of Commendation at the CII-ITC Sustainability Awards 2013

- Abhimukhi Bhumi - Level 4 by Mahindra Quality Way (MQW)

- BS OHSAS 18001:2007, Design Development and Construction for residential and commercial properties from Bureau Veritas

- ISO 9001:2008 and 14001: 2004, Design Development and Construction for residential and commercial properties from Bureau Veritas

- Construction World Architect & Builder Magazine listed Mahindra Lifespaces as India's Top 10 Builders

- EPC World Award for outstanding contribution in Real Estate in the green building project category

- Emerging markets - 'Most Improved in Adoption of Best Practices Award' by Asia Pacific Real Estate Association

- Won Gold at Public Relations Council of India (PRCI) Awards for Refresh - corporate newsletter and calendar 2013

Project Awards

Bloomdale, Nagpur
Construction Industry Development Council (CIDC) Award for Construction Health, Safety & Environment

Mahindra Splendor, Mumbai
Won the Best 100 % Complete Residential Project under Mid - Segment in Mumbai Metropolitan Region by CNBC Awaaz Real Estate Awards

Mahindra World City, Jaipur
Mahindra Esops Star Performer Runners-up Award in the Non-Factory Location

Individual Awards

- Outstanding Woman CEO by NDTV Property Awards

Ms. Anita Arjundas
CEO - Real Estate Sector, MD - MLDL

- One of the 50 most powerful women in business for the 3rd successive year, by Fortune India

- Female real estate professional of the year by Pune Real Estate Awards

Ms. Sangeeta Prasad
CEO - Integrated Cities & Industrial Clusters - MLDL

- The Woman Business Leader - Realty, 2013 award by The International Women Leaders Forum

- Women Leadership Award by The Institute of Public Enterprise

sustainability & us

Philosophy

Sustainable leadership to us is about responsible citizenship. It entails creating urban spaces that address customer needs & surpass their expectations while ensuring that we do so with a strong focus on the environment and ethical business practices thereby growing our business and positively impacting all our stakeholders and the communities around us.

Our holistic approach to sustainability addresses all three facets :

Business Responsibility

Build a sustainable business by adopting the highest standards of governance, customer centricity, diversity and inclusion

Environmental Stewardship

Create a green canvas by reducing the environment footprint of our products and the supply chain and driving innovation through the adoption of sustainable technologies

Community Outreach

Develop ecosystems that create a positive impact on the communities around our developments and drive interventions that positively influence society at large

Mission

Transforming urban landscapes by creating sustainable communities

Materiality Analysis

The business of real estate development has become increasingly challenging as it is influenced by diverse variables, many of which are beyond direct control of the management.

In order to remain aligned with emerging expectations, we undertook a detailed materiality exercise in FY 2013-14. This comprehensive exercise included reprioritising stakeholders to re-identifying high-impact issues common to our diverse stakeholders.
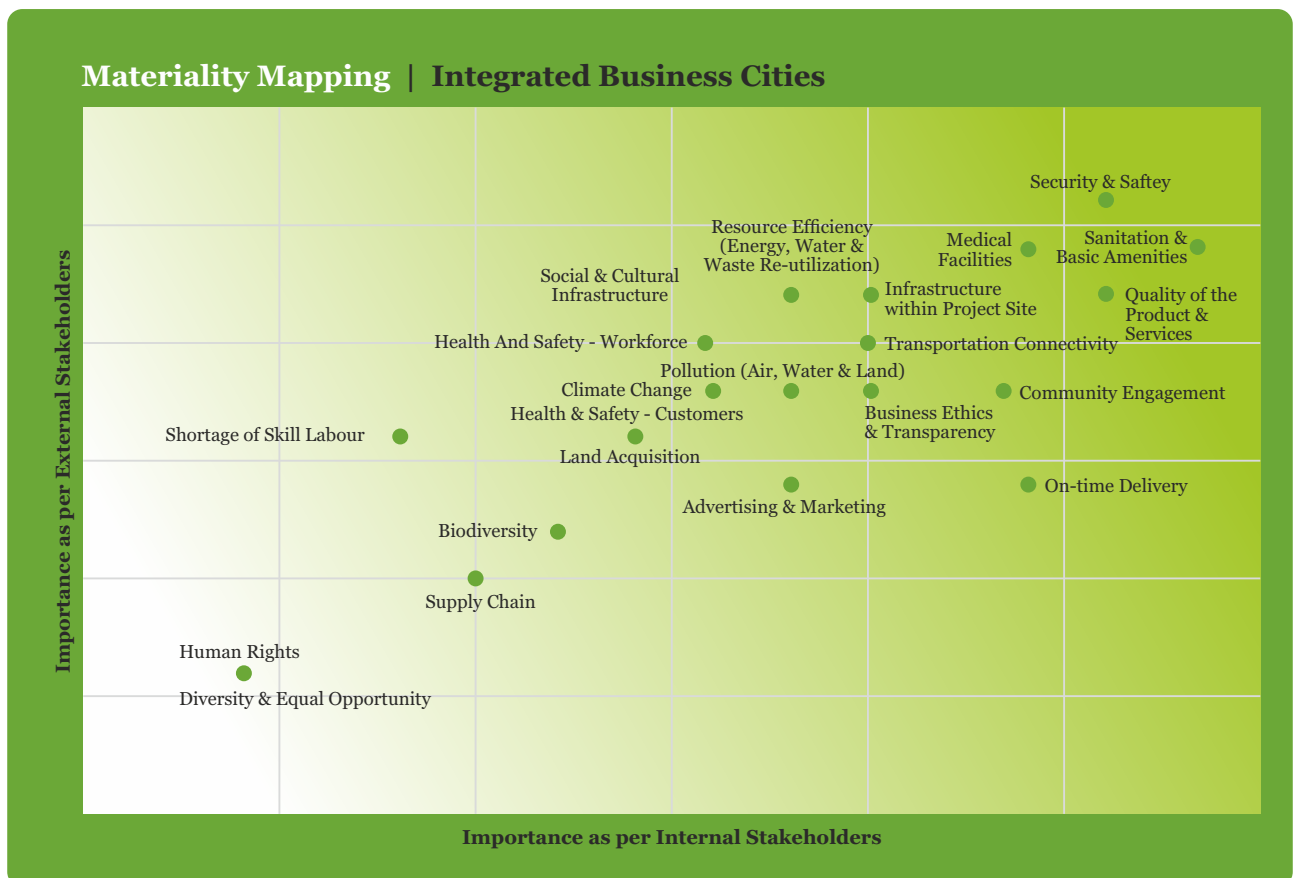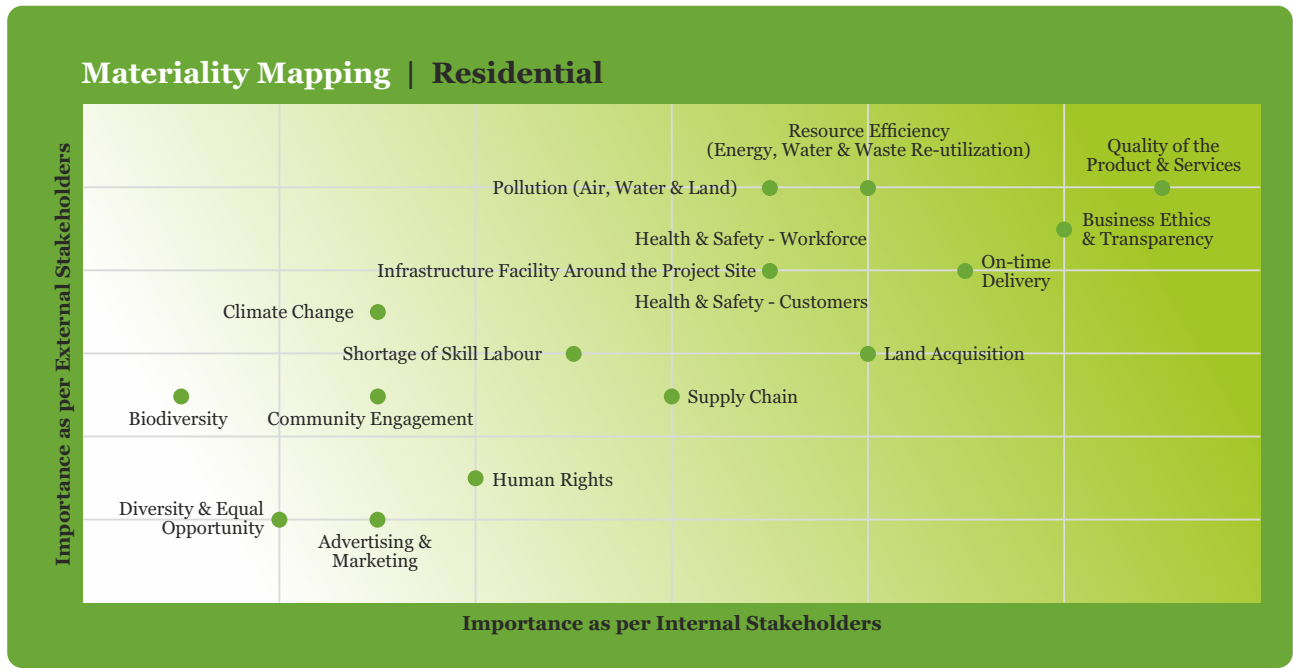
A structured process was followed not just to arrive at shared material issues, but leverage the insights and craft a roadmap to address these issues.

The Five Step Process

1	2	3	4	5
Businesswise identification of material issues	Engaging with external as well as internal stakeholders relevant to each business such as customers, suppliers, contractors, investors consultancies and employees	Prioritization and establishing co-relation of material issues on • Importance as per external stakeholders • Importance as per internal stakeholders	Aligning it with the business vision and charting a sustainability agenda and actionable milestones	Appointment of executives responsible for their mitigation, engagement of cross-functional teams to deliver solutions and cross-location implementation.

Businesswise Identification and Prioritization of Material Issues

From the insights gathered during our engagement with internal and external stakeholders emerged a comprehensive list of materiality issues unique to our two businesses - Residential and Integrated Business Cities. The material issues were then further filtered through the sieve of priority for internal and external stakeholders.

Materiality Mapping | Residential

- Resource Efficiency (Energy, Water & Waste Re-utilization)
- Quality of the Product & Services
- Pollution (Air, Water & Land)
- Business Ethics & Transparency
- Health & Safety - Workforce
- Infrastructure Facility Around the Project Site
- On-time Delivery
- Health & Safety - Customers
- Climate Change
- Shortage of Skill Labour
- Land Acquisition
- Supply Chain
- Biodiversity
- Community Engagement
- Human Rights
- Diversity & Equal Opportunity
- Advertising & Marketing

Importance as per External Stakeholders (y-axis)
Importance as per Internal Stakeholders (x-axis)

Materiality Mapping | Integrated Business Cities

- Security & Saftey
- Resource Efficiency (Energy, Water & Waste Re-utilization)
- Medical Facilities
- Sanitation & Basic Amenities
- Social & Cultural Infrastructure
- Infrastructure within Project Site
- Quality of the Product & Services
- Health And Safety - Workforce
- Transportation Connectivity
- Pollution (Air, Water & Land)
- Community Engagement
- Climate Change
- Business Ethics & Transparency
- Health & Safety - Customers
- Shortage of Skill Labour
- Land Acquisition
- On-time Delivery
- Advertising & Marketing
- Biodiversity
- Supply Chain
- Human Rights
- Diversity & Equal Opportunity

Importance as per External Stakeholders (y-axis)
Importance as per Internal Stakeholders (x-axis)

Sustainability Agenda

Expectations of diverse stakeholders form the foundation of our sustainability agenda. The focus areas are derived by prioritising material issues identified during stakeholder engagements and aligning them with our three brand pillars - accepting no limits, alternative thinking and driving positive change.

ECONOMIC

Scale

Green Supply Chain Management

Product Stewardship, Customer Centricity

SOCIAL

Capacity Building, Safety, Hygiene & Health

Community Development & Social Infrastructure

Business Ethics

ENVIRONMENTAL

Resource Efficiency

+ve Environmental Impact

Carbon Footprint

We strive for sustainable business growth

We enable sustainable supply chain

We ensure customer delight

We care for our people

We build communities

We are transparent

We conserve energy, water, material

We reduce pollution caused by construction activity

We aspire to be Carbon +ve

Our Stakeholders

Customers, Suppliers, Contractors, Consultants, Shareholders, Partners, Competitors

Employees, Customers, Local Community, Statutory & Local Govt. Bodies, Suppliers

Local Community, Vendors, Educational/ Technical Institutes/ Universities

Accepting No Limits | Alternative Thinking | Driving Positive Change

Roadmap

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

To translate intent into time bound action, we formulated a detailed roadmap wherein overarching objectives have been broken into periodic targets supported by allocated responsibilities and navigated by an enunciated operating framework.

Roadmap 2020

BUSINESS RESPONSIBILITY

Set and uphold the highest standards of ethics & transparency with all our stakeholders

Increase shareholder value by significantly enhancing the Return On Capital Employed

Be recognised among the most trusted brand for customers in the markets we operate through reputable survey(s)

Be among industry leaders in the 'Great Places to Work' Survey

Improve our gender diversity ratio to 30% females

Build partnerships to drive innovation in the development of sustainable habitats and ecosystems

COMMUNITY OUTREACH

100% of our projects to have community engagement programmes

Community engagement programmes to reach out and cover >30% of the target group

Enable employability by driving skill development and up-gradation programmes reaching out to over 10,000 persons

ENVIRONMENTAL STEWARDSHIP

10% energy intensity reduction and 10% Greenhouse Gas intensity reduction

10% improvement in water efficiency and exceeding the minimum wastewater standards

5% of energy requirement to be met through renewable energy

Reduce waste intensity by 20%

Zero fatalities and reportable accidents at all sites and continued reduction in lost work day accident rates

Ensure that 50% of the total building materials (by cost) are procured within a distance of 400 km

Build sustainable supply chain for top 100 suppliers through capacity building and establish monitoring mechanism for carbon and water footprint

Stakeholder Engagement

Sustainability is in our DNA and it truly manifests itself through the way we engage with our stakeholders. Being a real estate developer with interests across both residential and integrated large area developments, we have a diverse set of stakeholders; from customers and employees to suppliers & vendors, government, media and the society at large. Our overriding ambition is to create value for all our stakeholder groups. As an enabler of improved quality of life, we continually engage with all our stakeholders. Through these dialogues, we not only understand the expectations of our stakeholders, we also communicate our vision and plans with them.

We have an engagement framework in place in order to address material issues and concerns of our stakeholders.

Over and above the Annual Report and Sustainability Report which are used as engagement mechanisms with multiple stakeholders, we also deploy a host of formal and informal engagement mechanisms to address specific stakeholder segments in a timely and systematic manner

Engagement Framework

Stakeholder Group	Engagement Mechanism	Frequency
Customers	Newsletters	Project-wise, sent monthly
	'Refresh' Newsletter for MLIFE customers	Quarterly
	'Skyline' Newsletter for MWC customers	Quarterly
	Advertisements, Brochures	Project-wise
	Life Cycle Assessment	Introduced in FY 13-14
	Living Building Assessment	Introduced in FY 13-14
	CAPS/ CSS score Interview, personnel visit	Annually
	Home-user Guide for MLIFE customers	At the time of handover of flats
	'Coalesce' Meets organised by MWC	Quarterly
Employees	Feedback	Annually
	Recognition	Project basis
	360° Newsletter	Daily
	Mailers informing special offers, Mahindra Group Newsletter	Project basis
	Gallup Survey	Annually
	Training	Throughout the year
Suppliers & Contractors	Compliance with applicable regulatory requirements	Project basis
	Policy on Green Supply Chain Management	Across all Projects
Investors	Presentations (including Company Profile)	Quarterly
	Earning call / investors' call conferences	Quarterly
	Investor conferences and meetings with analysts	Frequent intervals
Local Community	Corporate Social Responsibility Initiatives at all locations	Project basis
	Social impact assessment for MWC Chennai	Conducted this year
NGO	Corporate Social Responsibility Initiatives - at MWCs	Project basis
Competitors	Benchmarking Studies	Project basis
Regulatory Bodies	Conferences organized by CII, FICCI and other bodies	Annually
Media	Press Conference, Round Tables, Press Releases	Throughout the year

Key Engagement Mechanisms

We engage with the employees to create a conducive work environment which builds trust, encourages productivity and enhances the overall job satisfaction. We focus on a fair and transparent communication channel with employee through their journey in the company.

▌ Transforming the 'First Mile'

In order to ensure a more seamless induction process, we designed a comprehensive welcome package and a step-by-step on-boarding process called First Mile. The welcome package, conceptualised and designed in June 2013, includes a detailed booklet on the Company and its various policies and standards.

▌ Making the Presence Felt

Given our intent to be thought leaders in the industry Leadership Communication & Executive Presence programme was organised for senior management to prepare them to be more visible in forums like CREDAI and industry bodies like CII, FICCI, etc.

▌ Generating 'GREEN' Ideas

A special week-long campaign, 'Greens', was organised in October 2013. Each day was assigned for submitting ideas in the areas of growth, re-engineering, employee engagement, environment, net profit and service excellence. Around 40 ideas were received and were assessed by a committee. The five best ideas were selected and members were rewarded. The selected ideas were then shared with the process owner for implementation. As on date we have implemented three ideas.

▌ Looking '360'

The philosophy of Rise and its three pillars - Accepting No Limits, Alternative Thinking and Driving Positive Change permeates the Mahindra Group and Mahindra Lifespaces. Our daily newsletter '360 Degree View' features articles that reinforce the Rise philosophy at regular intervals. Rise stories from various locations - are periodically uploaded on the Rise portal and published in the newsletter. Around 700 editions have been published and circulated.

▌ Getting Insights via Skip Level Conversations

'Skip Level Conversations' programmes facilitate conversations between managers and team members of various designations. This initiative helps build trust, encourages openness and access to relevant information. This year we intend to institutionalise the practice across the Sector.

▌ Gaining Perspectives of Business

'Expressions', our bi-annual communication forum, is organised across all locations to share information and provide insights into different aspects our business. During FY 13-14, some new elements like debate and quiz were introduced based on crowd sourced inputs. Leadership team members travelled across regions and businesses to facilitate some of the sessions which gave teams across the Sector an opportunity to interact with other leaders to gain different perspectives.

The Annual Conference 'Springboard' continues to provide a platform of interaction for employees from across the Real Estate sector and enhances alignment to the Company's long-term goals.

▌ Brewing change through EyON's Cafe

EyON's Café was launched in January this year to share change and success stories and enable collaboration across the Sector. The café uses crowd-sourcing as a mechanism to generate ideas, feedback and achieve co-creation towards growth. In February, Change Champions were selected at all locations in the sector and were branded EyONisers.

Making Workplace Better

In M-CARES Group employee engagement survey, our score was 3.79 as compared to 3.86 in 2013. The major areas of concern were identified as work-life balance, the appraisal system and career opportunities. We also participated in Great Place to Work survey and the engagement score for MLDL was 65 against 66 in 2012-13. The findings of M-CARES as well as GPTW surveys have been shared with employees across the sector.

During the reporting period, we used a third party to conduct focused group discussions at all locations in order to find out the root causes of issues with a view to address them. All action plans will be reviewed periodically till the issues are addressed in totality.

In addition, a benchmarking study of two Group companies has also been carried out to find out best practices with a view to implement them.

Providing Communication Platform to Employees

'Sparkle' – our revamped, youthful and user-friendly Company intranet is positioned as a platform for all employees in the real estate sector to communicate, connect and collaborate in a new way, facilitating everyone to Rise. 'Sparkle' received overwhelmingly positive reviews from across the Group.

Keeping CSR Aligned

During the reporting period, 'Jwala' - a quarterly CSR newsletter, was launched and two issues have been released till date. We are realigning our current Corporate Social Responsibility strategy and making necessary changes to ensure our efforts in the realm of CSR are meaningful and relevant as per the new Companies Act which has come in to force.

Conversing Meaningfully

A Reflective Conversations Programme was conducted for all senior general managers and above to enable them to have more meaningful conversations during appraisals, crucial times etc. with their teams.

CUSTOMERS

Selling to informed customers shifts the sales dynamic from one of authority to a new type of engagement. We communicate with our customers through various communication tools such as advertisements, product attributes and benefits through leaflets, brochures, and highlight the corporate goals and performance. Our Home-user Guide for green buildings and docket for customers who want to set up their businesses act as a ready reckoner for our customers.

Updating Customers on Projects

In the Mahindra World Cities, Coalesce, a quarterly customer meet is a forum for customers to discuss operational matters and collaborate on new initiatives and infrastructure needs.

We also communicate with our customers through 'Refresh' and 'Skyline' - monthly newsletters specifically aimed towards Lifespaces residents and World City occupants respectively, which give updates and other useful information on prevalent industry trends.

▍Guiding Home Users

In order to communicate with the customers, a Home-user Guide containing information about green features installed in their homes, buildings and how to use and maintain them has been prepared. The booklet contains advice on safety, security and some useful tips and suggestions on energy saving and recycling.

The customers are provided with various manuals, warranty cards, maintenance guidelines supplied by the manufacturers and installers of the equipment in the home or the building.

Home-user Guide developed for Chloris, Splendour, Aqualily, Royale and Aura.

▍Making Establishment of Business Easier

With a view to help our customers with the establishment of their business operations in Mahindra World City, we have developed a ready reckoner covering important approval processes. This is divided in to various sections providing updated information right from the registration of lease deed to water, sewer, electricity and telecom connections.

From pollution control norms to fire related workings, and to building plan approval. The customers are also urged to provide their valued feedback in order to enable us serve them better.

OTHER STAKEHOLDERS

The third important set of stakeholders for Mahindra Lifespaces consists of investors, local community, competitors, regulatory bodies, media and NGOs. We engage with them through a host of different tools and mechanisms and keep them updated about the social and environmental performance of the company.

▍Making Partners Ambassadors

'Partners in Excellence' programme operates on the paradigm that a head hunter (HR consultant) should be treated more like a partner rather than a service provider. The improved partnership entails sharing of detailed briefs, constant conversations and periodic Company updates to enable them to be ambassadors of the Company.

This resulted in the induction of better quality of talent and improved talent acquisition timelines. In a couple of senior hiring mandates, the first candidate offered was hired; thus show a better alignment of understanding between the Company and the HR Consultant.

Promoting Sustainability at Industry Forums

During the reporting year, we upheld the cause of sustainable urbanisation at various industry forums. At CII's session on Green Infrastructure, we presented a case study on the sustainability initiatives at Mahindra World City. While at the Planning Forward seminar organised by Global Initiative for Restructuring Environment & Management (GIREM), we presented a case study on Mahindra World City and participated in the panel discussion on how and why self-sustained satellite sectors are best suited to provide work-life balance.

Confluence of Sustainability

Today, the world calls for a very evolved, mature and sustainable infrastructure creation and urbanisation. The concept of an evolved urbanisation lies in managing and seeking to improve environmental, social and governance performance, acting not only in one's own interests, but also in the interests of the stakeholders and communities.

Confluence, Mahindra Lifespaces' thought leadership platform provides an opportunity for policy makers, planners, practitioners, and academia to engage and evolve sustainable frameworks for the future of our cities. It also provides them with a chance to gain strategic insights into leadership and governance, and the latest thinking on urban livability and sustainability.

Objective

Confluence 2014 discussed 'Sustainable Urbanisation – Opportunities & Challenges in India' with a focus on 'Planned Urbanisation: Way Ahead for India'.

The objective was to have outcome-oriented dialogues with peers, sharing thought leadership expertise and best practices in integrated urban solutions with government leaders and industry experts. The platform enabled reaching out to relevant, yet diverse stakeholders who contribute in co-creating vital elements of a city.

Panelists

The event brought together an eminent repertoire of thought leaders of international repute from government, industry, culture and academia to create a true confluence of diverse perspectives on integrated sustainable urban development.

Dr. Shirish Sankhe
Director, McKinsey & Co. India

Ms. Sanjana Kapoor
Co-Founder, Junoon Theatre

Mr. Rajeshwar Tripathi
Chief People Officer -
AFS, M&M Ltd.

Mr. Sanjay Shridhar
Strategy Head - Urban Dev. &
Accesibility EMBARQ India

Prof. Ashok B. Lall
Design Chair, Kamla Raheja Vidayanidhi
Institute for Architecture & Environment,
Mumbai | Ex Dean - TVB School of
Habitat Studies, New Delhi

Mr. Raj Cherubal
Director Projects,
Chennai City Connect

Mr. Rajeev Ranjan
IAS, Principal Secy., Govt. of
Tamil Nadu Highways and
Minor Ports Dept.

Mr. Arijit Sen
Country Managing Director,
Parker Hannifin, India

Mr. Mathew Joseph
Member of Executive
Management, HDFC Ltd.

Dr. Leena Srivastava
Vice Chancellor, TERI University
Hony. Executive Director, TERI

Dr. Arbind Prasad
MD, Invest India
Director General, FICCI

Key Aspects of the Panel Discussion

- State governments have a substantive role to play in driving sustainable and inclusive urban development. What are some of the measures underway in Tamil Nadu? E.g. moving from independent private transport to public transport through streamlining of PT institutions and systems. What additional measures must be adopted?

- What are some of the sustainable urban technologies that can improve the sustainability quotient of Indian cities across various sectors - housing, water supply, energy, and solid waste management?

- What role can the private sector play in enabling this change?

- What are some of the key challenges faced while planning the development of a new industrial city? How to maximize IRR from new city development? What kind of ecosystem is required to make such a city successful? What does success look like? Learnings from Mahindra's experiences with city development.

- What role can technology providers play in the development of new industrial cities?

- What are the institutional and policy levers required to streamline the development of such a city within a time bound manner? Which states have been able to do this successful and what can they do better (again this can be promoted by Mahindra's experience)

- What makes a city 'Great'? Touching upon the 'LIFE' elements which build the character of the city? Its importance in enhancing life quality, growth and prosperity - social, retail, education.

We take great pride in being regarded as a brand ambassador for sustainability in both, real estate industry and business in general. The vibrant discussions at Confluence provided valuable directions in our way forward.

responcity

We are championing urbanisation that is responsible and responsive. Cities which offer residents equal access to economic opportunities, fight climate change and encourage social cohesion.

Mahindra Lifespaces has a footprint of over 7.70* million sq.ft. of completed projects and over 11.3 million sq.ft. of ongoing and forthcoming projects in the residential segment across India.

Product Responsibility

Founded with the core objective of improving the quality of life, Mahindra Lifespaces develops sustainable urban infrastructure, which strikes a harmonious balance between environment, economy and equity.

While our green buildings provide sustainable living spaces, our green cities are thriving economic nodes designed to synergize with the local economy. Our recent foray into affordable housing aims to promote inclusiveness by reaching out to those at the bottom-of-the-pyramid.

A common thread that runs through all these projects is the commitment to lower greenhouse gas emissions, optimise resource input, reduce waste and foster a healthy environment. At MLDL, product quality is multi-dimensional and extends beyond specifications and amenities to encompass lifecycle impacts and social outcomes.

Management Approach

Egged on by Alternative Thinking, we have merged what traditionally used to be thought opposite ends of the same pole - economic development and environmental protection, to create sustainable urban infrastructure and thereby help build a stronger nation. Our fundamental goal is to develop urban infrastructure which fans economic activity, encourages investment, arrests environment degradation and improves the quality of life for a large section of the society.

For us, the path is equally important as the destination and thus we unflinchingly adhere to the following tenets:

Good Corporate Citizenship | Professionalism | Customer-first | Quality Focus | The Joy of Living
Inclusiveness | Dignity of an Individual

Green Buildings

A true-blue 'green' building goes beyond replacing conventional bulbs with LEDs. It's about ensuring that the lifetime operation of the building – right from construction, to use and even end-of-life phase is sustainable.

Towards this objective, we incorporate multiple features in our buildings, detailed below are a select few:

Maximising use of fly ash during Construction Phase	Minimising energy consumption during Construction Phase	Minimising energy consumption during Operation / Maintenance Phase
• Over and above fly ash bricks, we continue to use fly ash in concrete, cement concrete roads, hardstands and car-park floors	• Use of energy efficient machinery and equipment for construction	• Adoption of high efficiency pumps and motors
• The use of fly ash reduces usage of cement, which in turn decreases CO_2 emissions.	• Energy efficient fenestration using 'low e' glass in select areas	• Energy efficient street lighting and LED lamps for common areas & pathways
• Fly ash also helps enhance the thermal efficiency of the building envelope, which leads to energy conservation.	• Energy efficient building envelope and roof assembly	• Solar street lighting
• Total fly ash utilisation this year stood at 12,040 MT	• Creating awareness amongst employees and workforce to save energy during construction	• Energy efficient electronic ballast and all lighting system
		• Artificial lighting control via daylight sensor
		• Adoption of high efficiency light fittings
		• Group control mechanism for lifts
		• Solar thermal water heaters for hot water generation in selected areas

Our Green Building Portfolio

16,25,617 sq.ft.
Residential Footprint [#]

2,759 acres
Integrated Cities Footprint [##]

India's 2nd Platinum Certified Green Building under CII-IGBC Green Homes Rating System

Chloris, Faridabad

Pre-certified Platinum

Splendour, Mumbai

Pre-certified Gold

Eminente, Mumbai

Certified Platinum

Royale, Pune

Pre-certified Gold

Antheia, Pune

Pre-certified Gold

Bloomdale, Nagpur

Pre-certified Gold

Aura, Gurgaon

LEED Gold

Evolve - The GnNxt IT Park, MWCJ

Pre-certified Gold

Ashvita, Hyderabad

Stage 1 Certified Gold

MWC, Chennai

Pre-certified Gold

Aqualily, Chennai

Pre-certified Gold

Iris Court, Chennai

Pre-certified Certified

Happinest Avadi, Chennai

Pre-certified Gold

Nova, Chennai

Going beyond 'green' certification, we have taken up initiatives like 'Life Cycle Assessment' and 'Living Building Assessment' as a tool to demonstrate our commitment towards sustainability, validate the actual results of environment performance based on the green building design parameters, and to understand and minimise environmental impacts over a building's entire lifecycle.

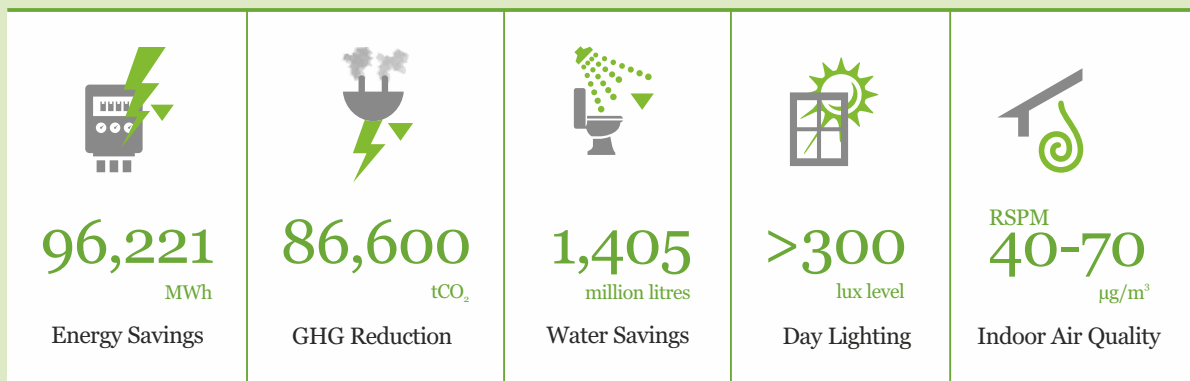*# Constructed Area | ## Area Developed and Maintained*

Living Building Assessment

Living Building Assessment analyses the environment performance of a building at its occupancy phase, as this phase is a major contributor to resource consumption and enables significant opportunities to conserve. We undertook a Living Building Assessment for our Mahindra Splendour project to monitor and manage the project's performance on various key environmental parameters.

Splendour, Mumbai

Key Highlights

96,221 MWh	86,600 tCO₂	1,405 million litres	>300 lux level	RSPM 40-70 µg/m³
Energy Savings	GHG Reduction	Water Savings	Day Lighting	Indoor Air Quality

*Assumptions: Building life - 50 years | Water consumption - 135 litre/person per day | Family size of 4 persons
Total square feet - 699,791 | Total apartments - 496 | Emission factor - 0.9 tCO₂/MWh*

Future Focus

While our strategic initiatives like Life Cycle Analysis and Living Building Assessment are helping us quantify environmental impacts, prioritise focus, set metrics and effectively reduce them, we want to go beyond and spur game-changing innovations.
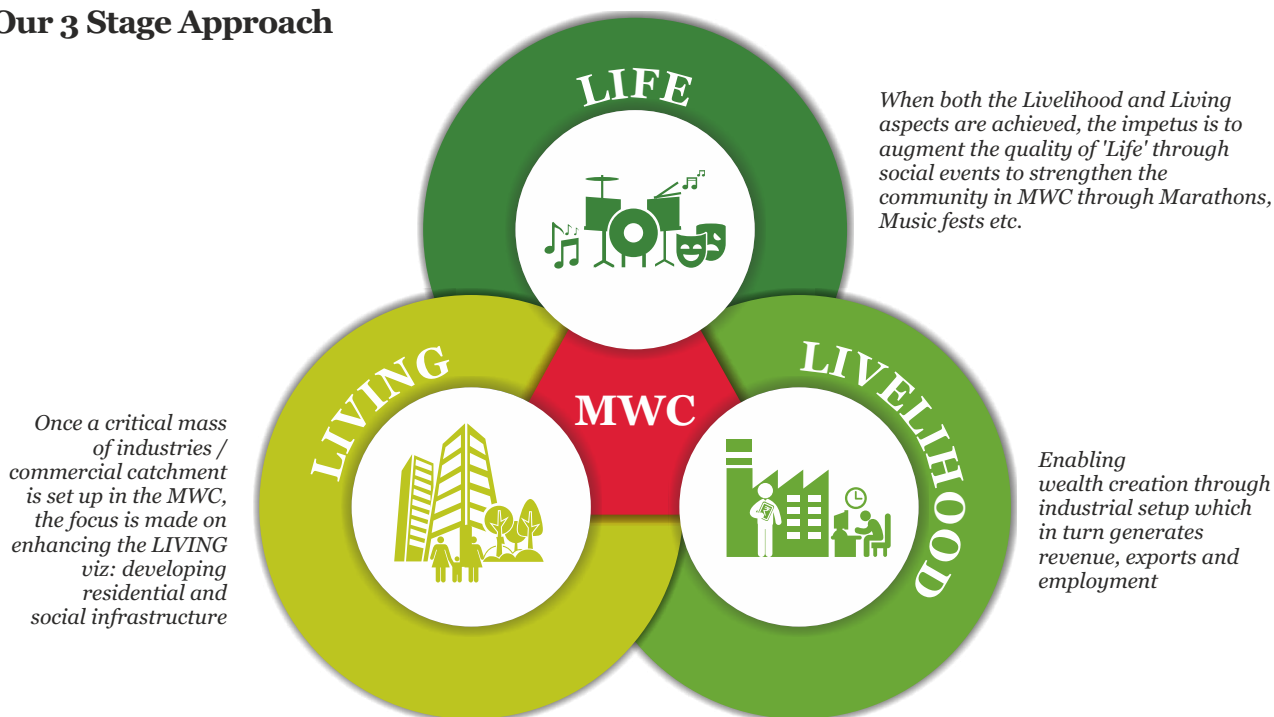
Green Cities

MLDL has pioneered the concept of an integrated business city through 'Mahindra World City' (MWC) developments in Chennai and Jaipur. These developments cover 4,600 acres and house over 100 reputed global companies. They are hubs for ideas, commerce, culture, science, productivity, social development and much more. Their core purpose is to enable people to advance economically and socially, while being responsible environmentally.

MWC Chennai has partnered with the Indian Green Building Council to become India's first "green township." MWC Jaipur has been identified as part of a list of 18 Climate Positive Projects globally, which are being supported by the Clinton Climate Initiative (CCI), a foundation for sustainable development promoted by Former US President, Bill Clinton. Only 2 of these projects are in India and Mahindra World City, Jaipur is one of them.

Strong generators of employment, these mixed use spaces are close to nature, abounding with large public places, open grounds, well-ventilated homes with natural light, decongested streets and not more than a 20 minute commute between home and work, enabling more time with friends and family.

Our 3 Stage Approach

When both the Livelihood and Living aspects are achieved, the impetus is to augment the quality of 'Life' through social events to strengthen the community in MWC through Marathons, Music fests etc.

Once a critical mass of industries / commercial catchment is set up in the MWC, the focus is made on enhancing the LIVING viz: developing residential and social infrastructure

Enabling wealth creation through industrial setup which in turn generates revenue, exports and employment

Livelihood

Mahindra World Cities provide world-class infrastructure and are home to more than 100 companies, who in turn employ over 38,000 people. This year, these cities generated exports in excess of 8,280 crore. The MWCs clocked a cumulative export growth of 22% as compared to the previous year, whereas employment provided grew by 10%.

Living

MWCs have coupled world-class infrastructure for industry with modern homes and social infrastructure, to create an ecosystem, where people can reside and work. A model of integrated and sustainable modern living, MWCs also house schools, hospitals and retail spaces to provide a holistic experience for the inhabitants.

Life

This year, over 1000 participants took part in the MWC Marathon in aid of Nanhi Kali. The second edition of Cricket Champions Trophy was conducted in partnership with Infosys. The 11th Anniversary of MWC, Chennai too was celebrated with enthralling performances from Bickram Ghosh and RhythmScape.

Mahindra World City, Chennai

A PPP between the Mahindra Group and TIDCO (a Govt. of Tamil Nadu undertaking), Mahindra World City is an integrated city, housing 64 global companies and a working population of 33,000 employees.

The total investment is INR 35,500 million and exports from the three sector-specific SEZs crossed INR 72,090 million in FY 13-14

The Residential / Social Zone planned for 6,000 homes is co-located in close proximity of the Industrial Zone and comprises various social amenities such as school, hospital, business hotel, hostel, multiplex, retail malls, recreational and leisure facilities.

Most of the residents work with companies situated within the city and a large number of employees use the local railway line. Companies situated within the city sport rooftop solar installations which power the common area lighting.

MWC, with the support of NGOs, has involved itself in skill up-gradation and employability training of over 3,000 village youth from the neighbouring communities.

Key Customers

B. Braun Medical India | BASF Catalysts | BMW India | Capgemini | Dorma GMBH | Force Motors | Fujitec India

Holiday Inn Express | Infosys | Ingersoll Rand India | Lear Automotive | Lincoln Electric Company

Mahindra & Mahindra | Parker Hannifin | Renault - Nissan | Tesa Tapes | Timken | TVS Group | Wabco India Ltd.

Mahindra World City, Jaipur

Spread across 3,000 acres with a 2,500 acre multi-product SEZ with dedicated zones for IT / ITeS, engineering and related industries, handicrafts, apparel, gems and jewellery, warehousing and logistics as well as a Domestic Tariff Area (DTA) for various industries, MWC Jaipur, a PPP with RIICO (a Govt. of Rajasthan undertaking) serves as a conduit between North India and the ports of the Western coast.

Located in a parched state, MWC makes use of multiple water sources, including drawing treated wastewater from Jaipur Municipal Corporation, to ensure availability.

A participant in the Climate Positive Development (C40 Program), MWC Jaipur is gearing up to implement climate change mitigation strategies for a large-scale development project. This will not only help MWC Jaipur reduce on-site greenhouse gas emissions but also improve the emission profile of the community at large.

Key Customers

Appirio | Deutsche Bank | Dileep Art & Crafts | EXL | Gaston Energy | GENPACT | Girnar Software | Gravita

Hindustan Times | ICICI Bank | Infosys | JCB | Knitpro | Mahindra & Mahindra | Metlife | Perto | Poly Medicure

Readiprint | RUJ Swiss Skill Dev. Pvt. Ltd. | SBI | Systweak | TTK | Wipro

happinest

Our strategic endeavour is to address the large and under-served home ownership market in India by using our manufacturing and innovation mindset to create mass solutions at affordable prices.

Homes for Everyone

A home is the most cherished of all possessions and one of the single largest factors influencing quality of life, especially in the urban context.

The rapid increase in construction costs and housing prices, has pushed the dream of home ownership beyond the reach of a number of people. Currently, urban India has an estimated 19 million families either living in slums or on rent in low income neighbourhoods and this housing deficit is likely to rise to 38 million by 2030.

To make quality housing at affordable prices accessible to a wider cross-section of society, we have spearheaded two affordable homes projects, one in Chennai and one in Mumbai metropolitan region, for people having combined family income between INR 20,000 and 40,000 per month.

Targeted at the large, under-served home ownership market in India, Happinest is built on three pillars: Trust, Better Living and Affordability. Addressing the cultural and social nuances of the target customer's lifestyle have been important elements of the design process, like the provision of balconies, community spaces etc. On the construction front along with cost effective and innovative foundation, we have opted for the use of a hybrid technology that enables speed and flexibility.

Thoughtfully planned quality homes at affordable prices are important. But equally important is access to finance for potential customers. With over 50% of the customers working in the informal sector, creating an enabling ecosystem for financial inclusion is an important aspect of the brand offering.

"Our commitment to sustainable urbanisation is to be in businesses and develop projects that promote Culture, Connectedness and Community.

Happinest, an initiative by Mahindra Lifespaces, epitomises the concept of Shared Value, where companies seek to do business in a manner which combines profitability with advancing the economic and social conditions of the communities which they operate in.

I welcome this foray into the affordable housing space, which is critical to India's growing urbanisation".

Anand Mahindra
Chairman, Mahindra Group

Quality

Quality is the key to delivering value to our customers and is at the centre of our sustainability commitment. This year, we have established and implemented the Integrated Management System comprising ISO 9001: 2008 - Quality Management System; OHSAS 18001: 2007 - Occupational Health and Safety Management System and ISO 14001: 2004 - Environmental Management System.

Customer satisfaction with respect to quality of products and services, is the key strategic priority identified by the company to achieve Promise 2015 & Aspiration 2017.

Aspiration 2017

- To be a major player in the Indian real estate sector with a dominant presence in affordable housing

- To maintain the pioneer/innovator status in the integrated cities/industrial clusters space

- To be the most trusted-brand in the business we operate in and focus on customer centricity through transparency, quality and on-time delivery

- To be a thought leader and establish industry benchmarks in sustainable development

Quality Management System

We have had a robust Quality Management System in place since 1999. Standard Operating Procedures exist for all construction activities and are meticulously followed to ensure Quality Assurance in products and services.

This year we upped the ante and formulated a quality strategy with a detailed roadmap to streamline and prioritize initiatives with a view to achieve targets of 'Aspiration 2017'.

6 monthly SOP review
QMS Scorecard
Pictorial SOPs
Revision of SOPs - AQIP
Awareness/Training Plan

Functional SOPs, PQPs
Inspection and Test Plans
Technical Specifications
Site QC Org Structure
Project Lab Setup

Assessment & Standardisation

Quality Planning(QA)

Internal Audits
Site Visits
WCR, WSR
Management Review
External Audits

Monitoring & Control

Implementation (QC)

Pre-qualification
100% mat. inspections
In-process inspections
Int. final prod. inspection
Issue of NC, Impl. AQIP

Various quality improvement initiatives undertaken this year.

CUSTOMER PERSPECTIVE

Annual Quality Improvement Plan

Quality improvement projects based on the customer complaints and audit findings were undertaken to avoid similar problems for future customers. During FY 13-14, a total of 23 new AQIP projects were identified and implemented as Group Kaizens.

Quality in Design

Design is a major influencing factor in the quality of a product or service. A pilot project was taken up for improving design quality using Quality Function Deployment (QFD) as a tool under NPD process. Key learnings are being incorporated in design drawings and BOQ specifications.

Development of MLDL Project in-process Snagging Procedure

The key focus area of our Quality strategy was to develop a screening system whereby no sub-standard product is passed on to the next stage and hence multiplication of errors is avoided. The stages include RCC clearance, plaster clearance, door & window clearance, paint clearance, joint filling clearance, CRM clearance and common area CRM clearance. The formats and checklists have been approved by the top management and currently employees are being trained for the same.

INTERNAL PROCESS PERSPECTIVE

Employee Participation and Improvement

To promote quality and strengthen the participation of each employee towards usage of QC tools, MLDL rolled out Kaizen by individual employees in Cycle III. This initiative was branded as "SANKALP by Mahindra Lifespaces". Currently the Employee Participation in Kaizen is 79%. The target is to achieve 100% employee participation and get at least 1 kaizen / quarter / employee on a continuous basis, year on year.

QMS Scorecard Evaluation

To objectively and holistically assess projects on 'field quality' we instituted a Project Quality Scorecard last year.

The parameters of the QMS Scorecard have been derived from the "8 Quality Management Principles" of ISO 9004 and encompass all aspects of field quality. QMS Scorecard baseline level scores for the project are included in the KRAs of the 'quality in charges'.

Benchmarking Quality

Various international construction standards have been analysed and evaluated for their suitability to our projects. The evaluations are shared with top management for their review and feedback. Benchmarking has been done for plumbing and safety equipment. Safety equipment such as Fall Arrestor System and Combi-safe Nets have been procured by all sites to further strengthen the safety culture on project sites.

Hello Quality

A conference call is scheduled once a month on 30th or 31st for 1.5 hours, called as Quality Call, where Quality Engineers from all locations share best practices adopted by them. During the call, the Head of Quality also discusses chronic problems and team members propose alternative solutions.

Let's Meet Up

QISS's (Quality, Innovation, Safety and Sustainability) first Functional Meet was conducted in the month of August 2013. The Functional Meet was a congregation of all or selected employees of a function, especially line functions, at a predetermined location, off or on-site, at a sector, business or regional level for imparting new knowledge, skills, understanding challenges, reviewing performance etc.

Worker Skill Upgradation Programme

Construction industry is highly dependent on manpower and to ensure that the quantum of supply keeps increasing, MLDL has devised a skill upgradation programme in line with the Government's NSDC (National Skill Development Council) star guidelines. Implementation plan along with the cost has been finalised for the next four years.

QUALITY ASSURANCE

Quality Assurance in Contracts

We standardised the general and special conditions related to quality and safety in contracts for new projects. These standardised conditions were used for all tenders floated during the year for new projects.

Weekly Review Mechanism to Monitor Field Quality

Weekly quality reports are prepared by respective quality in-charges at each site and sent to Corporate QA function. The Head Office, QA function prepares a consolidated executive summary report on quality performance of all projects and sends a status update to the senior management, initiating necessary actions on concern areas of quality.

Quality Assurance in Execution

We have developed an annual quality programme wheel to streamline training and activities related to quality improvement. Total 146 man-days of training was given to workmen, supervisors and engineers on process and product quality during the reporting period.

Quarterly Management Review

To review and continually improve the existing QMS, a quarterly management review is conducted by the senior management to discuss internal and external quality audit findings and recommend corrective and preventive actions.

initiative

FUVI Formwork for quality construction

The use of FUVI formwork for construction of column systems in Ashvita, Hyderabad, is yet another example of how we build quality into our projects.

Coppha FUVI® Shear Wall & Column System is made from high quality polymers, and used as a substitute to timber in the construction of infrastructure, and high and low-rise buildings. It helps achieve superior quality of workmanship and finish. Light weight and simple, FUVI formwork is able to withstand high lateral concrete pressures. It is low priced and can be used multiple times.

Responsible Marketing

We provide accurate and appropriate information to help customers make judicious decisions. Our advertising, promotions and sponsorships comply strictly with required disclosures, marketing and communication requirements as well as the law of the land. Marketing and communications best practices being followed at Mahindra Lifespaces include:

Brand Communication

- Ensuring uniformity and consistency in brand language through preset guidelines. Which in turn aids recall and enables sharp positioning.

- Adherence to the corporate philosophy of Rise in all actions and initiatives

Process Driven Approach

- Following a Standard Operating Procedure for marketing

- Plan-Do-Check-Act approach is adopted for all campaigns enabling short term course corrections

Interactivity and Experiential Marketing

- Usage of new technology to augment the experience around the purchase process.

- Use of apps, touch and gesture enabled systems for enhanced interactivity

- Use of experiential zones

Customer Centricity

- Being focused and responding to changing needs and expectations of customers speedily, courteously and effectively

- Regular updates through newsletters and magazines. Our award winning quarterly magazine, Refresh brings customers up to speed with the latest buzz about our brand

- 24x7 call center availability aimed at responding to international queries

- Presence in international destinations through exhibitions, associations and partnerships

Use of Big Data, Behavioural Marketing

- Predicting behaviour using online tools

- Aggregation of data arising through multiple sources and using it to draw insights

- Behaviour based marketing through usage of patterns and trend analysis

Integrated Marketing and Communication

- Utilizing a 360 degree approach across media

- Use of social media, location based targeting and availability on mobile devices

- Lead management system for single point collection of all leads through various sources

- Click to Call widget on the website for instantly responding to interested customers

- Usage of multiple tools to complement each other in establishing marketing objectives

initiative

Customer Relationship Management

This year the CRM team has undergone various positive changes in order to raise service levels even higher. As soon as a unit is booked, a CRM representative is nominated for the customer and acts as the focal point to address all queries. Based on the benchmarking exercise conducted at start of the year, followed by an assessment center, the CRM team was split into 2 key roles - Customer Relations which would essentially focus on direct customer interaction, query handling, rapport building and other front ended activities, and Customer Support which would focus on transaction processing, systems management, invoicing, MIS and other back-end activities.

Strengthening Channel Partner Relationships

With an aim to forge stronger relations with the indirect sales channels, we organized channel partner meets across projects. Areas of support were identified for the channel partners and processes created for co-branding, marketing support as well as incentives for better sales.

Call Center Revamp

A significant number of our enquiries are made through the call center hence it was imperative to train the team on nuances of the business as well as arm them to adequately represent the brand. We conducted multiple training sessions, enhanced TAT, improved lead management and put in place better monitoring of the call center during the reporting period.

Communicating with Customers

We communicate with our customers through corporate newsletter Refresh (Lifespaces) and Skyline (World Cities), which give updates and other useful information on prevalent industry trends. We also keep our customers updated with the progress on ongoing projects on a monthly basis.

Economic Performance

Cycles are both essential to nature and quintessential of it. Days and nights, springs and falls, oceans and rains, seeds and flowers - nature rejuvenates itself through cycles. As disparate as they may seem, the laws that govern the natural world also influence the artificial world created by man. Hence there are life cycles, crop cycles and business cycles. The ups and downs of these cycles, depending on the frame of reference, are both equally important.

While the ups give us the opportunity to develop, expand and celebrate, the downs give us the time to invest, introspect and assimilate. Sustainability is achieved by treating the ups and the downs with equal importance.

The financial performance of Mahindra Lifespaces this year can best be described by using the metaphor of an everyday object that defines cycle - the bicycle. Whenever one pedal is down, the other pedal is busy taking the momentum forward. In FY 2013-14, there was a marginal slowdown, financially. But operationally, both segments of the Company - residential and integrated developments - showed progress. The frame of reference is crucial here. It all depends upon which 'pedal' we are considering.

So while the consolidated Total Income and PAT for FY 13-14 stood at INR 7.56 billion and INR 1 billion respectively, compared to INR 7.72 billion and INR 1.41 billion in the year before; in the residential segment, we launched two new projects and initiated fresh work in three of our existing projects.

In integrated developments, there was an improvement in demand from businesses aimed at the domestic market and Mahindra World City, Jaipur, saw a considerable increase in activity with closure of several lease agreements.

Management Approach

At Mahindra Lifespaces, we recognise that our economic performance not only gives us the means to undertake operational refinements and business expansions, but also continue our environmental and social initiatives and enhance their scope.

We understand that a robust project pipeline is the best way to ensure a healthy revenue stream. Hence we focus on initiating more projects at existing and new sites, and diversifying into high-potential but under-served businesses like affordable housing. We also streamline our operations and fine-tune them on a continual basis, so that we achieve speedier construction turnarounds, faster return on investment and timely reinvestment of capital.

Financial Highlights

Consolidated Total Income & PAT
INR million

Year	Consolidated Total Income (Operating + Other Income)	Profit After Tax*
2011-12	7,284	1,191
2012-13	7,725	1,414
2013-14	7,562	1,006

- ■ *Consolidated Total Income (Operating + Other Income)*
- ■ *Profit After Tax**

*After accounting for minority interests

Net Worth & Debt
INR million

Year	Net Worth	Debt
2011-12	11,551	6,666
2012-13	12,931	9,657
2013-14	12,616	14,010

- ■ *Net Worth*
- ■ *Debt*

EPS
in INR

Year	EPS
2011-12	29.16
2012-13	34.61
2013-14	24.64

On account of the challenging environment faced by the industry, the financial performance of MLDL was impacted. Even though the total income of the Company remained stable, the profitability witnessed a decline during the year due to the product mix changes and increased interest outflows.
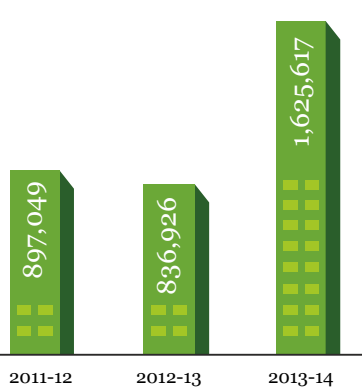
Integrated Cities Footprint
In Acres

Year	Integrated Cities Footprint
2011-12	2,415
2012-13	2,425
2013-14	2,759

Residential Footprint
In Sq.ft.

Year	Residential Footprint
2011-12	897,049
2012-13	836,926
2013-14	1,625,617
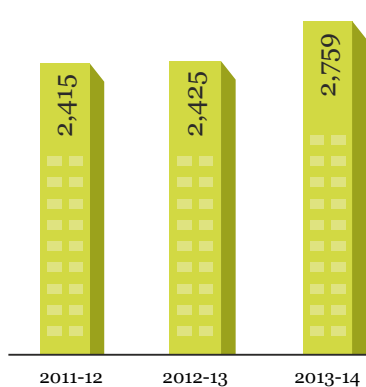
Built Up Area

We are focussed on augmenting our portfolio of residential projects for the future.

Our residential footprint increased by more than

94% in FY 2013-14,
compared to previous years.

Economic Value Generated

The decrease in profitability this year, can be attributed to various factors like changes in the product mix, increased interest outflow and decrease in revenue and profits of Mahindra World City, Chennai due to non-availability of approved industrial land for leasing - a significant contributor in previous years.

We are currently developing 4.68 million square feet of residential projects and 6.59 million square feet of land in ongoing projects or new projects that are at different stages of planning. We foresee these investments, coupled with our marked improvement in construction turnaround time, to fructify in the years to come.

	FY 2013-14 *In INR million*
Economic Value Generated	75,619.77
Economic Value Distributed	60,534.28
Economic Value Retained	15,085.49

MLDL is currently developing
4.68 million sq.ft.
residential projects and
6.59 million sq.ft.
of land in ongoing or new projects

Economic Value Distributed

This year, there was a marked increase in operating expense and employee benefits, leading to an increase in Economic Value Distributed compared to previous year, despite a decrease in Economic Value Generated.

	FY 2013-14 *In INR million*
Operating Costs	42,565.59
Employee wages and benefits	3,993.44
Payment to providers of capital	2,450.38
Payment to Government	11,524.87
Total	**60,534.28**

For the reporting year,
we proposed a dividend of
INR 6 per equity share
i.e. 60 per cent of the
face value of INR 10.

Implications of Climate Change

The first step towards finding the solution for a problem, is to accept that the problem exists. We acknowledge and accepted the reality of climate change much before it became an inalienable bitter pill to swallow for a majority of real estate developers. Today, climate change is material to our actions and mitigating it is central to our existence.

Our model of urbanisation seeks to alleviate the adverse impacts on environment instead of adding to it. Our green buildings are not only environment-friendly at construction stage but are also the greener alternative throughout their life cycles. There is an undeniable and hitherto untapped potential for business growth by addressing climate change while it can still be addressed.

But we must also address the proverbial elephant in the room - the financial risk that climate change poses to our business. In an intricately connected world that we live and do business in, a phenomenon like climate change is bound to have a snowball effect. The most obvious of the repercussions would be the cost and availability of resources. Our business, although labour intensive, is also heavily dependent on electricity, water and fuel. Scarcity of any of these resources will not only increase the operating cost, but can also bring the operations to a standstill.

Climate change also brings with it, adverse weather events like floods, droughts and storms. These can affect our construction operations and can also severely affect the overall life of our buildings.

For more information about how we are addressing climate change through our buildings please refer to the Product section in this report.

Thinking Global, Sourcing Local

As one of the pioneering promulgators of sustainable urbanisation in India, green buildings are central to all our offerings. Our continued encouragement for the use of locally manufactured building materials (within a 500 km radius of the project site) and hiring of local human resources, not only boosts the local economy, it also helps us minimise the associated environmental impact that would have been caused by transportation of material or labour.

We buy **75%** of building materials (by cost) from within 500 km range of the project site.

In INR million

Sector	Monetary Value of Total Suppliers	Monetary Value of Top 10 Significant Suppliers	% of Significant Top 10 Local Suppliers
MWC	68.92	67.26	98%
MLIFE	288.20	152.61	53%

Green Supply Chain

Green initiatives are not limited to the organisation but have been cascaded to our first and second tier suppliers and vendors.

Our Green Supply Chain Management Policy (GSCM) broadly covers aspects such as:

1 Service provider to ensure total compliance to applicable legal and other requirements which have significant impact on health, safety and environment.

2 Locally based suppliers and preference to purchase from sources which are low-polluting and/or use clean technology.

3 Preference to vendors who take the waste or scrap materials from our project sites and recycle them to manufacture new life products.

ecosystemic

Two key components of our 'ecosystemic' approach are interdependencies and life cycle thinking. It shifts the attention from individual buildings, hitherto the main focus for many in the industry, to the entire 'ecosystem' in which the individual building is integrated.

It helps us navigate through the fog of rapid development and manage the complex cause and effect relationships between various economic and ecological phenomena. The aim is to nurture a dynamic yet stable long-term ecosystem by shifting responsibility from just big buildings to the big picture.

Environmental Performance

Management Approach

Our idea of 'environmental sustainability' is rooted in the belief of creating habitats in harmony with nature. We realise that our process of creating urban spaces should not lead to destruction of natural shelters. Water in our taps should not dry the surrounding lakes. Waste from our construction site should not pollute landfills and our well-lit campuses should not empty the fossil fuel reserves. We constantly live with these responsibilities and successfully demonstrate that green business is good business.

We have always gone beyond what is statutorily considered mandatory to protect the environment. That is the reason we are recognised as India's first 'Green Homes' developer and are one of the first companies to receive the 'Platinum-rated' green homes pre-certification from IGBC (Indian Green Building Council). Our properties enhance a sense of well-being that translates into better health. They are designed to maximise daylight and cross ventilation translating into lower energy consumption and built with materials that enhance temperature insulation keeping the house cool.

Our environmental sustainability agenda rests on three pillars

| conservation of resources | reduction of pollution | reduction of carbon footprint |

These directly translate into conservation of energy, water and materials at our sites while lowering of pollution levels and our carbon footprint.

We follow an end-to-end lifecycle conservation approach to fulfill this agenda. Our efforts towards sustainability begin at design stage of our buildings and are followed through the construction phase as well as occupancy and post occupancy stage. However, we are aware of the fact that for long term success in sustainable urbanisation we have to go beyond our own operations and collaborate with right partners. Hence we work with like-minded companies and incorporate environment-friendly practices in our supply chain as well.

Our commitment towards environment protection is also reflected in our Environment Policy. In addition, the Company (by the virtue of being a part of the Mahindra Group) adheres to the UNGC principles on environment management.

Our journey on the path of environmental sustainability has been very rewarding. Our environment protection initiatives have translated into

significant cost and energy savings reinforcing our reputation as a good corporate citizen. We have been reporting environmental performance in terms of absolute and specific consumption. The specific consumption is calculated by dividing absolute consumption by a denominator, which is set based on the nature of business. For Mahindra Lifespaces it is 'per sq. ft. of area constructed' and for the MWC's it is 'acres of land developed and maintained'.

casestudy

Lifecycle Analysis

The lifecycle of a building consists of three distinct phases:

Construction   **Use**   **End-of-life**
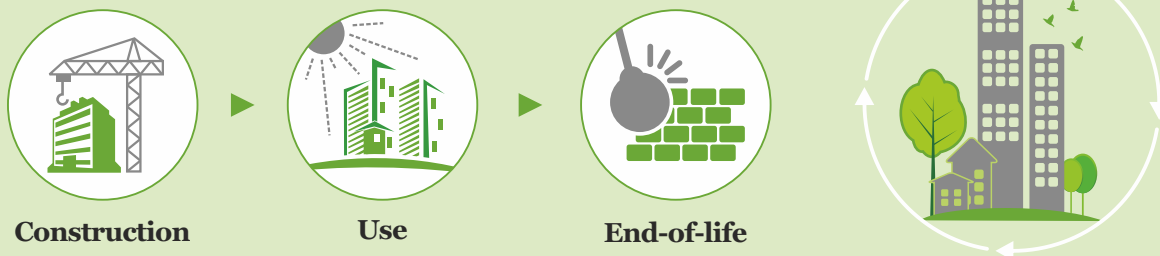
The Construction phase consists of the manufacturing and transportation of all building materials used, and the construction of the building. The Use phase encompasses all activities related to the use of the building over an assumed life of 50 years. These activities include all energy consumed within the building, including heating, cooling and lighting. The End-of-life phase deals with the eventual demolition of the building, and includes the actual dismantling of it, and transportation of waste to recycling operations or landfills.

To gauge the true environmental footprint of a building, it is necessary to rigorously scrutinise its impact throughout the entire lifecycle of the building.

This analysis also helps study embodied and operational environmental impacts in tandem to avoid unintentional burden shifting - where improvements in one life phase merely create more burden in another phase. With an aim to rise above the myopic single phase sustainability view and assess sustainability in a holistic manner, we decided to conduct a lifecycle analysis.

Taking Antheia, one of our developments in Pune, as a representative sample, we conducted an LCA to study environmental impacts across the three phases.

Impact Category	Phase with Max. Impact
Acidification Potential	Use Phase - 99.3%
Eutrophication Potential	Use Phase - 98.5%
Global Warming Potential (100 years)	Use Phase - 95.8%
Human Toxicity Potential	Use Phase - 74.2%
Photochem Total Ozone Creation Potential	Use Phase - 98.7%
Primary Energy	Use Phase - 95%

The major contributor to all six impact categories is the Use phase of the building. Thus concentrating only on the construction phase is sub-optimal.

To leverage the information gained during the LCA and translate it into implementable interventions, we modelled three scenarios:

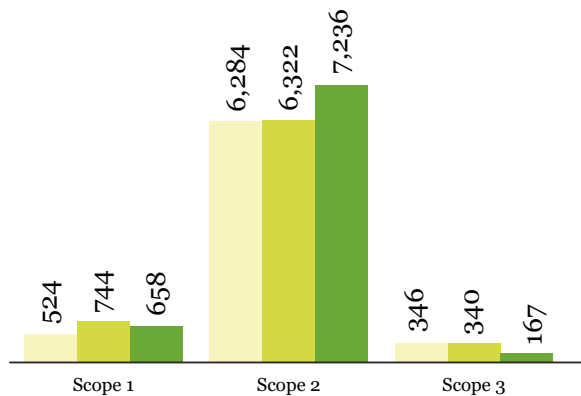| Scenarios	Performance
Reduction of 10% electricity usage in Use Phase	7.4% to 9.93%
Substitution of OPC cement with PSC cement	3% to 21.41%
Substitution of lighting electricity in Use Phase by solar	33.7% to 44.4%

GHG

Reduction of our carbon footprint is an important part of our environmental sustainability agenda. We have voluntarily committed to reduce the carbon footprint of our residential developments. We continually take up measures to monitor and manage emissions, so as to circumscribe them.

GHG emissions are categorised into three broad scopes

Scope 1
Greenhouse gas emissions that occur from burning fuel for energy.

Scope 2
GHG emissions that are from consumption of purchased electricity, heat or steam.

Scope 3
Other indirect greenhouse gas emissions, including those associated with inbound and outbound logistics, air travel, daily commutation, paper consumption and transport-related activities.
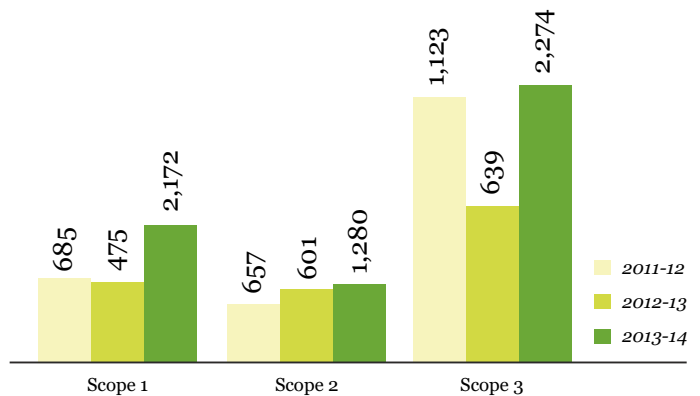
Absolute GHG Emissions - MWC
tCO$_2$e

	Scope 1	Scope 2	Scope 3
2011-12	524	6,284	346
2012-13	744	6,322	340
2013-14	658	7,236	167

Absolute GHG Emissions - MLIFE
tCO$_2$e

	Scope 1	Scope 2	Scope 3
2011-12	685	657	1,123
2012-13	475	601	639
2013-14	2,172	1,280	2,274

Total Specific Emissions

	FY 2011-12	FY 2012-13	FY 2013-14	*in tCO$_2$e / unit of measure*
	Scope 1+2	Scope 1+2	Scope 1+2	
MWC	2.819	2.914	2.861	
MLIFE	0.0015	0.001	0.002	

The increase in MLDL emission is due to inclusion of 3 new locations Antheia (Pune), Ashvita (Hyderabad), Bloomdale (Nagpur) and increase in construction activities at existing Aqually location.

Global Sustainability Benchmarking

This year we have voluntarily participated in the Climate Disclosure Leadership Index (CDLI) and are the only real estate company from India to do so. The CDLI is a disclosure medium for cities and companies to disclose the impact on the environment and actions taken to reduce them.

We are the only participant from India in pilot testing of two global GHG accounting tools by WRI. This shows clear consideration of business-specific risks and potential opportunities related to climate change and good internal data management practices for understanding GHG emissions.

Our participation in the Climate Positive Development Program (C40 program) is in line with this mission. As a candidate, Mahindra World City Jaipur provides an opportunity to be a model urban project, to implement climate change mitigation strategies for a large scale development project, and do so in an economically and environmentally viable manner.

Exterior Air Quality

We comply with the statutory emission norms laid by the Government and relevant agencies. Several pollutants are regularly monitored at our site locations. The levels of Suspended Particulate Matter (SPM), Sulphur Oxides (SOx) and Nitrogen Oxides (NOx) are commonly monitored across all our site locations. The average concentration of the pollutants is well below permissible limits prescribed in the revised National Ambient Air Quality Standards (NAAQS, 2009).

Exterior Air Quality
(in microgram/m³)

	PM 10	PM 2.5	SOx	NOx
NAAQ LIMITS - 2099	100	60	80	80
MWC	50.66	33.33	50.24	21.32
MLIFE	71.26	30.07	9.22	18.35

As reflected in the table above, the level of pollutants released at our sites is well below the level prescribed by the NAAQS.

Energy

Energy and urbanisation are intriguingly linked. While rapid urbanisation is an inevitable byproduct of economic growth, it generally raises concern over increase in energy consumption. Hence use of green fuels and renewable sources of energy are becoming increasingly important for sustainable development of any urban project.

At Mahindra Lifespaces, energy efficiency is a core component of our urban planning. We report energy consumption in the form of direct and indirect energy. Direct energy is the energy from fuel directly consumed within our project location whereas indirect energy is the energy consumed in form of electricity.

> Mahindra Lifespaces is the first developer in India to follow the policy of ensuring all its buildings are certified Gold or Platinum under the Indian Green Building Council's Green Homes rating system. The average energy savings for our IGBC gold or platinum rated buildings is around 25-30%.

Energy conservation measures are pervasive in our buildings across all the three stages - design, construction and occupancy. For details refer page no. 24 (Green Buildings Section in the Product Responsibility Chapter)
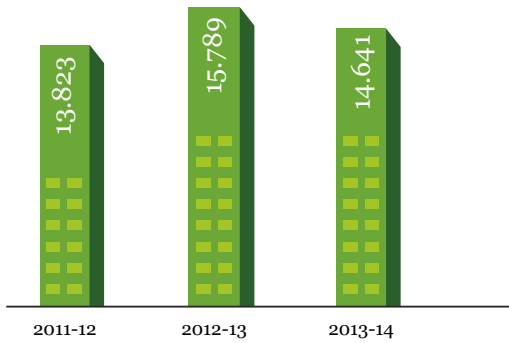
Absolute Energy Consumption
in GJ

Year	MWC	MLIFE
2011-12	33,383	12,011
2012-13	38,289	9,107
2013-14	40,394	34,879
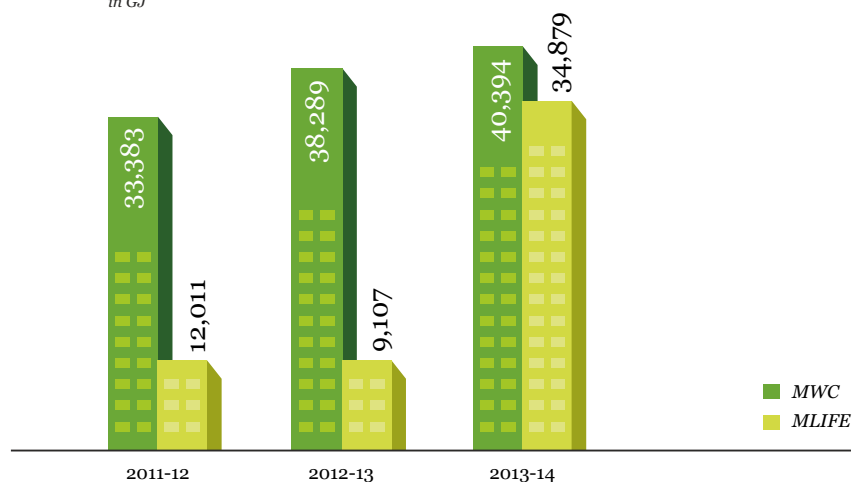
Specific Energy Consumption - MWC

in GJ/unit of measure

13.823	15.789	14.641
2011-12	2012-13	2013-14

Specific Energy Consumption - MLIFE

in GJ/unit of measure

0.013	0.011	0.021
2011-12	2012-13	2013-14

casestudy

Green Power for MWC Towers

Harnessing renewable sources of energy to generate power is an effective tool to combat climate change. It not only brightens the prospects of creating cleaner environment but also leads to enormous cost savings in the long term. Our Mahindra World City projects in Chennai and Jaipur are setting standards in efficient usage of green energy.

The green energy efforts at our Mahindra World City, Jaipur are equally laudable.

The first grid solar power plant in the state of Tamil Nadu was set up at Mahindra World City, Chennai in year FY 11-12. Installed over 800 sq. mt. and equipped with a remote monitoring system, the 75 kW rooftop solar plant is expected to generate approximately 116,000 units (kWh) of clean electrical energy annually.

Other initiatives to reduce energy consumption at MWC include use of energy efficient LED lighting. These LED lights, come with dimmable controllers which have a significant impact in maximising overall energy efficiency of the area. At Mahindra World City Jaipur, 90W LED lights are being installed in place of 150W metal halide to achieve an equivalent required lux levels on site. Savings from using LED street lights are estimated at 49.6% when compared to conventional metal halide street lamp. The total carbon abated annually is -1617.4 tCO_2e from this site-wide initiative.

Water

Parched farm fields, dry river basins and irregular rainfall have been the topic of many important roundtable discussions lately. The increasingly critical issue of water scarcity has got the environmentalists, NGOs, Government and corporate houses wear their thinking caps to combat the issue. This can be attributed to the various estimates that point to a widening gap between water demand and supply in the future.

In just 20 years, world demand for water will be 40% higher than it is today, and more than 50% higher in the most rapidly developing countries like India. The ever-expanding water demand combined with the impacts of climate change will create imbalances in the ecosystems as well as adversely impact agriculture.

This will also have a serious impact on the availability of drinking water and lead to myriad social and economic issues. Hence improved water management practices are the need of the hour.

At MLDL we are conscious of this challenge and try to make a difference by reducing our water footprint at different stages of our project - design, construction and occupancy.

Design Stage

Our projects are designed with an aim to lower water consumption of the site. Rainwater harvesting, storm water management and careful selection of water fixtures are factored in during the design stage itself.

Construction Stage

Existing water bodies are preserved to minimise ecological disturbance at site. Innovative erosion and sedimentation control management systems are developed outside the building.

Occupancy Stage

A host of initiatives are undertaken to minimise water usage during the occupancy stage. Installation of low flow fixtures with aerators in apartments reduces water demand by at least 20% vis-à-vis normal water fixtures. An integrated rainwater harvesting system enhances the ground water table and effectively reduces the municipal water demand.

Managing the Quality and Quantity of Water

Our approach to water management involves keeping a sharp focus on quality as well as quantity issues related to water, both for practical usage purposes and for environmental reasons. With the help of accredited agencies we conduct independent tests/audits to ensure that the quality of the treated wastewater at our sites is in compliance with standards mandated by State/Central Pollution Control Board.

An integrated system of efficient drainage, Sewage Treatment Plants (STP) & tertiary treatment plants, coupled with meticulous monitoring of influent & effluent, help us recycle and reuse water, as well as reduce water consumption.

100%
of waste water getting generated during operations and maintenance gets treated and recycled at all MLIFE sites as well as both MWC's

Innovative technologies such as enzymes or natural plants to treat and reuse wastewater are being put to use. To ensure that 100% of the wastewater generated in every project is recycled and treated, we have equipped all our projects with an in-house STP. The treated water is used for flushing and landscaping within the site.

Mahindra World City, Jaipur is in process to develop a system of receiving wastewater from the city of Jaipur, treating it and making it fit for use by their customers.

360° Water Management, Mahindra World City, Jaipur

Over half of the world population lives in urban areas, and the number of urban dwellers keeps growing each day. Along with this swell, the urban demand for freshwater increases every year, unfortunately the responsibility to recycle water doesn't.

Worldwide, over 80% of 'used water' is not collected nor treated. Looking at this trend, it's no surprise that water scarcity has been identified as one of the greatest threats to human progress.

Water management has been a key focus area at all of our sites. Our approach is two pronged - minimise dependence on fresh water and maximise recycling of wastewater. For MWCJ we have forecasted the water demand, effectively mapped supply sources and made provisions for future needs.

Demand & Supply

Taking into consideration various usages such as Domestic Use, Industrial Processes, Institutional Air-Conditioning, Fire Fighting, Flushing and Gardening we mapped the quantum of water required and the quantum of wastewater generated in each activity. This helped us determine the size of our STP and arrive at the probable gap between generation of wastewater and its demand.

Water Balance Sheet

	KLD
Total Water Demand	40,480.55
Total Fresh Water Demand	12,318.64
Total Recycled Wastewater Reqd.	28,161.91
Total Wastewater Generated	12,469.80
Total Recycled Water Generated (90% of Total W/w Generated)	11,222.82
Deficit of Wastewater	16,939.08

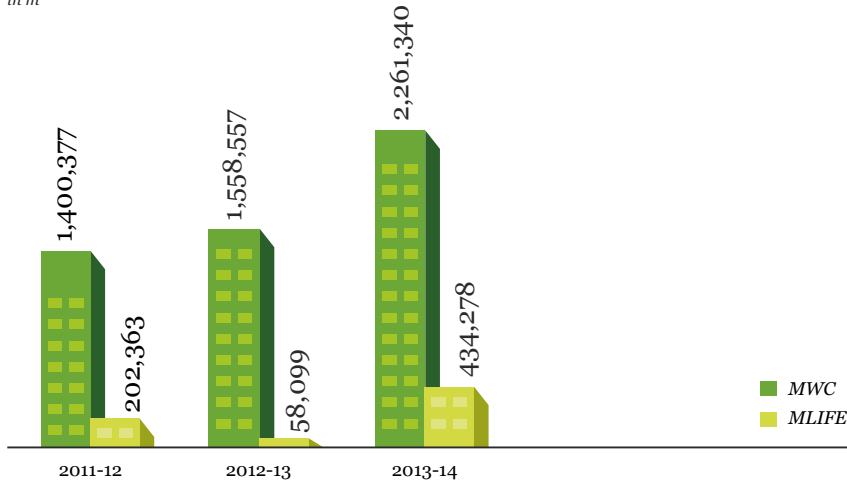To bridge the wastewater deficit, we have made provisions to pipe wastewater from the city of Jaipur.

Leveraging our MWCC learning curve, at MWCJ, we have opted for modular STP units, so that we can enhance capacity as and when the need arises. When compared to a large central STP, the advantages are manifold - lower capex cost at the start of the project, lower power consumption and lower maintenance costs.
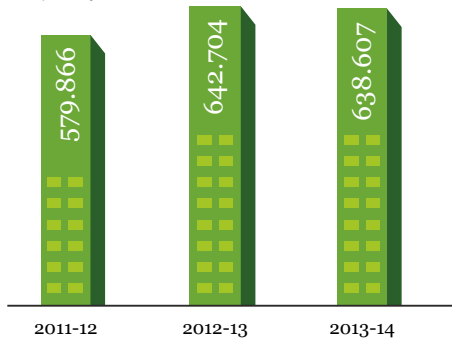
Water Consumption Analysis
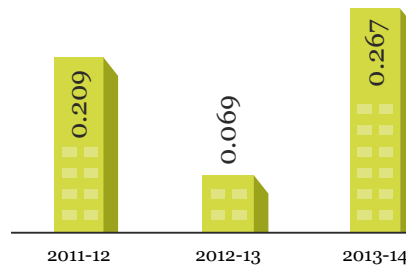
Absolute Water Consumption
in m³

Legend:
- ■ MWC
- ■ MLIFE

- 2011-12: 1,400,377 (MWC), 202,363 (MLIFE)
- 2012-13: 1,558,557 (MWC), 58,099 (MLIFE)
- 2013-14: 2,261,340 (MWC), 434,278 (MLIFE)

Specific Water Consumption - MWC
in m³/unit of measure

- 2011-12: 579.866
- 2012-13: 642.704
- 2013-14: 638.607

Specific Water Consumption - MLIFE
in m³/unit of measure

- 2011-12: 0.209
- 2012-13: 0.069
- 2013-14: 0.267

Specific Water Consumption is the total water consumption divided by sq. ft. of area constructed for MLIFE and acres of area developed and maintained for MWCs

The increase in MLDL consumption is due to inclusion of 3 new locations Antheia (Pune), Ashvita (Hyderabad), Bloomdale (Nagpur) and increase in construction phases of Aqualily (existing location)

MWC - Water Withdrawal by Source
m³

- Surface Water | **278,295**
- Water from Municipality | **188,529**
- Water from Tanker | **31,664**
- Ground Water | **1,263,370**
- Water Reused | **499,423**
- Bottled Water | **59**

MLIFE - Water Withdrawal by Source

m³

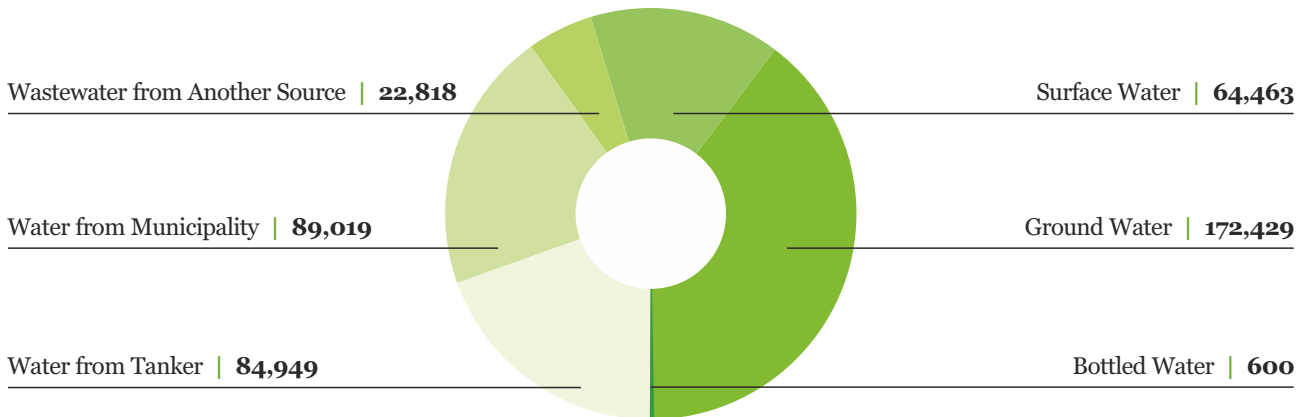| Wastewater from Another Source | **22,818** | | Surface Water | **64,463** |
| Water from Municipality | **89,019** | | Ground Water | **172,429** |
| Water from Tanker | **84,949** | | Bottled Water | **600** |
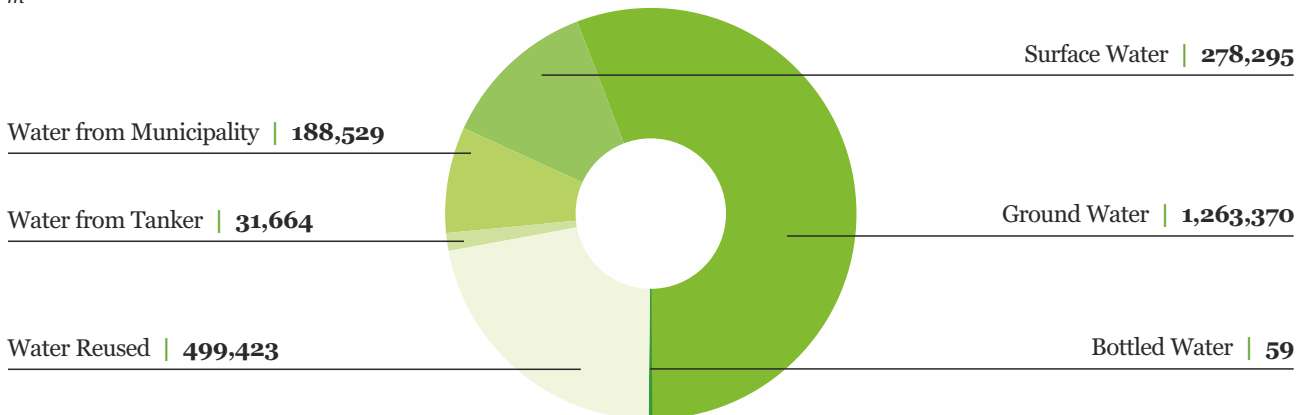
Volume of Water Recycled and Re-used

	Volume of Water Recycled and Reused (m³)	% of Water Recycled and Reused of Total Water Consumption	
MWC	499,423	21.32	
MLIFE	*Volume of water getting recycled and reused is at the occupancy stage of each of the project*		

casestudy

Business in harmony with nature

Replenishment and Resurrection of the Kolavai lake

Kolavai lake is spread across 802 hectares and has the capacity to hold nearly 476 million cubic feet of water. It is fed by nearly 25 tanks located upstream and has a catchment area spread over 53 sq. km. As the lake is located in a rocky region, the ground water recharge is not much. This makes it essential to restore the lake to sustain its water quality & quantity.

The lake is the lifeline for Mahindra World City, Chennai. MWC, Chennai has taken up the task of replenishing as well as sustainable management of the Kolavai lake.

Rainwater Harvesting and Storm Water Drainage

The two year average one-day rainfall in the project location is 12.1 millimeter/ day. This is inadequate to replenish the lake to its required quantity.

We have constructed a network of storm water drains along all the roads & buildings. This storm water drain is connected to the Kolavai lake and is used to restore the water in the lake. The total run-off from roof and non-roof areas of the residential sector including administrative building, school building, roads and vegetated open areas is over 15,000 cubic meter/ day. The network of drains directly pours this water into the Kolavai lake. The storm water drainage also improves the groundwater table besides replenishing the lake.

Besides this, rain water harvesting pits have been provided for MWC admin block and school building.

The project recharges 100% of storm water run-off through rain water harvesting structures at appropriate locations within the township and through the Kolavai lake.

Conservation and Sustainable Management

We have also taken up measures to infuse life into this lake through appropriate restoration and treatment works. These include de-silting, de-weeding, solid waste management, catchment area treatment, cleaning, deepening, widening & stabilization of banks, capacity restoration & strengthening of embankments, catchment area treatment, erosion control measures, shoreline demarcation and protection.

The site has also established an on-site common STP to avoid the waste water stream running into the lake. The site has developed water quality testing procedures, overall drainage pattern and selection of proper sewage treatment technology to ensure proper treatment of water at the site before it is discharged in to the lake. The total sewage generated at site is 1.48 million gallon per day out of which 0.93 million gallon per day is consumed as grey water for the site.

The treated water from the STP is used for landscaping and flushing in commercial and residential establishments. The surplus treated waste water of 0.55 million gallon per day is discharged into Kolavai lake.

We have also implemented innovative landscape design and technology at MWC. Xeriscaping (landscaping and gardening that reduces or eliminates

the need for supplemental water from irrigation) & embedded clay pots are used to minimise the water consumption from the lake for irrigation.
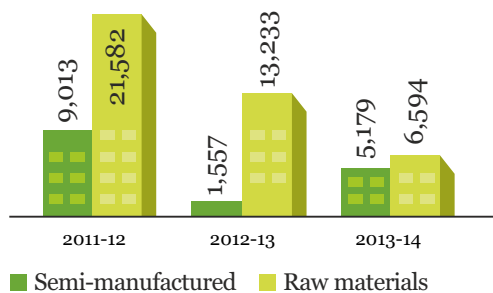
Materials

We understand that efficient management of building materials goes a long way in making our projects sustainable. Therefore, material sourcing, procurement and quantum of consumption are our primary focus areas across project locations. We keep track of the quantity of material reused within our site or recycled through an approved vendor. Moreover, to encourage local economies we keep a tab on the distance our purchases travel before they reach us.
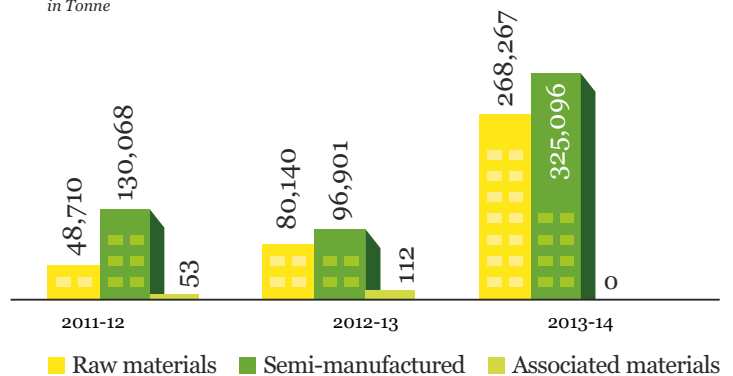
Material Consumption - MWC
in Tonne

	2011-12	2012-13	2013-14
Semi-manufactured	9,013	1,557	5,179
Raw materials	21,582	13,233	6,594

Material Consumption - MLIFE
in Tonne

	2011-12	2012-13	2013-14
Raw materials	48,710	80,140	268,267
Semi-manufactured	130,068	96,901	325,096
Associated materials	53	112	0

Waste

We continue to develop methods and processes that enhance the efficiency of our waste management procedures and provide opportunity for significant climate change mitigation. Our operational processes only generate non-hazardous waste, most of which gets reused within the site. All our sites reuse more than 75% of construction waste in landscape elements such as pathways, pavements, etc.

We have tried to build in a robust waste management system as part of our project lifecycle.

Design Stage

Our innovative techniques to reduce, reuse or recycle waste are incorporated in the design stage of our projects. For eg. we have laid a 16 km long wastewater pipe network for the entire township area of Mahindra World City, Chennai. This pipe network is tapped at various points for the purpose of landscaping.

Construction Stage

At least 75% of our construction waste is diverted from landfills. We follow a construction waste management plan to track the recyclable construction waste. All the construction waste is collected & segregated at a demarcated location. There is an allocated waste storage area for broken bricks & blocks, steel rods, aggregate waste, broken pipes etc.

Occupancy Stage

All our sites are provided with colour coded bins - red, green and blue to collect recyclable waste such as inorganic waste / hazardous waste, bio-degradable waste / organic waste and paper / plastic / cardboard waste respectively. All the treated biodegradable waste is converted into manure and is used for landscaping.

MWC, Chennai has onsite Solid Waste Disposal (SWD) plant of 16 tons per day capacity in order to segregate & dispose the township waste effectively. MWC, Chennai also treats solid / semi-solid organic bio-degradable waste generated post-occupancy. The site has plans to set-up a bio-methanation based biogas plant to generate electricity and use it for various utility requirements in the future.

Other waste generated at our sites such as paint containers etc. are sent back to the manufacturer for recycling. Leftover spent oil is reused as shuttering oil at site locations. We are in process of setting up a system to capture the quantity of spent oil generated, reused and leftover.

MWC

Hazardous Waste	2011-12	2012-13	2013-14
Batteries (nos.)	332	0	0
Non-hazardous Waste			
Solid (Tonne)	822	1,094	1,954
Containers (Tonne)	5.5	0	0

No Hazardous Solid Waste for MWC since last 3 years.

MLDL

Hazardous Waste	2011-12	2012-13	2013-14
Solid (nos.)	DNA	DNA	12
Non-hazardous Waste			
Solid (MT)	58.4	328	564
Solid (nos.)	DNA	DNA	10,361

Note: The inconsistent increase or decrease in the absolute waste generation is mainly due to the following reasons:

a) Waste disposal which is scheduled to optimise transportation cost without compromising on legal compliance especially for drums and containers;

b) Useful life of a particular material e.g. Batteries, Cartridges, Oil filters, e-waste, tyres, etc;

c) Increase or decrease in the business activities e.g. MWC;

d) Utilisation of waste generated in one process into another e.g. Mahindra Lifespaces uses the solid waste for pavements and reclamations.

Organic Empowerment

In the reporting year, a practical training on Vermicomposting was arranged for about 300 labourers and their family at Bloomdale, Nagpur. The womenfolk showed special interest in the programme.

Vermicomposting is a simple biotechnological process of composting, in which certain species of earthworms are used to enhance the process of waste conversion and produce better compost (manure). It also improves soil's physical, chemical and biological properties.

Earthworms consume various organic wastes and reduce the waste volume by 40 to 60%. Each earthworm weighs around 0.5 to 0.6 g. and eats waste equivalent to its body weight, producing compost equal to about 50% of the waste it consumes in a day.Earthworms through a type of biological alchemy are capable of transforming garbage into gold. 1 kg. vermicompost is equivalent to about 30 kg. dung manure. Thus it plays a major role in improving growth and yield of crops.

Hence, vermicomposting is not only helpful in sustaining communities, but also environment.

Other benefits

Increased soil productivity through improved soil quality

Better quantity and quality of crops

For landless people, it provides additional source of income generation

Cost-effective pollution abatement technology

Waste management, as it does not create dirt or pollution and is converted into valuable raw material for enhancing soil fertility

Biodiversity

At Mahindra Lifespaces we invest in creating natural spaces to ensure that your dream home is a green home, sometimes quite literally.

In a major environmental project called "Mahindra Hariyali" started in 2008-09 with support from the Department of Forest, Government of Maharashtra and in collaboration with a local NGO - A K Rural Development Trust, the Company has taken 205 hectares of forest land under a 7 year lease for tree plantation, and soil and water conservation.

During the year, apart from maintenance of trees planted in previous years, 22,500 new trees were planted taking the total plantation to 165,000.

Tree Plantation

- Over 20,000 trees were planted during World Environment Day celebrations at Antheia, Pune; MWC, Jaipur & Chennai sites.

- 1,000 trees have been planted in Mahindra World City, Chennai in association with the Tamil Nadu Forest Department in September.

- Chennai site also donated 500 coconut saplings to the villagers of Thenmelpakkam near MWC benefitting 250 families.

- Mahindra Bebanco Developers Ltd. (MBDL) helped students and staff of D Y Patil International School to plant 250 trees as part of a plantation drive.

- Apart from these, over 7,000 trees were planted at other locations such as Jaipur, Chennai, Nagpur and Delhi.

- Besides this, we propose draught tolerant species which are water efficient and adapt to dry conditions.

Vermicomposting Training for Workers

MBDL in collaboration with Yashodhara Bahudeshiya Sangh conducted Vermicomposting workshop for around 300 workers and their families at Bloomdale site in Nagpur.

Responsible use of Topsoil

Topsoil, which is usually up to eight inches below the earth's surface, is rich in minerals, water, nutrients, organic matter, air and living organisms. We conserve this topsoil through its planned retention within the project area with the objective of onward use.

This captive retention translates into a number of benefits: saving of hydrocarbons in transportation of topsoil as well as cost savings by avoiding transportation and manual labour to transfer the soil, plus it aids rich vegetative growth.

Horticulture breeds new life into Mahindra World City, Jaipur

Well mowed lawns, green grove of trees, unique species of shrubs and blooming flowers; offices at Mahindra World City, Jaipur are always filled with sunshine even on a dreary day. The excellent landscape planning and maintenance at the Jaipur campus is a result of untiring efforts of the MWCJ horticulture team and the landscape architect. However, growing and maintaining plants in the dry and arid region of Rajasthan is a daunting task.

Challenge

The main challenge faced by the MWCJ team was ensuring survival of plants in the extreme hot weather of the terrain. Most of the plant species selected for developing the garden used to wither away as the temperature soared above 45°C in summers.

A fresh look at the planning and selection of species was required. The landscape planning team of MWCJ carefully studied various species of plants and zeroed in on plants which had high survival rate. The existing plants were then replaced with the newly selected plants like Pongomia Pinnata, Jarupat Multifeda, Silver Oak suitable for the region. With renewed efforts, the garden once again started blooming with small shrubs. However, the cost of procurement of these new species was very high as these were not available in the local market.

Intervention

To overcome this challenge the team at MWCJ came up with the idea of developing an in-house nursery to breed and grow the required varieties of plants. With dedicated research and study, the nursery has become an example of best practices in horticulture. Horticulture practices that ensure proper plant propagation and cultivation have drastically improved the growth, resistance and quality of plants at the MWCJ campus.

Benefits

| Decrease in plant mortality rate | Improved landscape with increase in number of plants | Time saving as transportation of plants is avoided | Substantial cost saving due to local sourcing from in-house nursery |

Outcome

Over 5,000 saplings sourced from the nursery now form a natural ecosystem at the MWCJ campus.

The horticulture practice of MWCJ has transformed a bone dry stretch of land into a green campus aptly called 'Mahindra Hariyali (meaning greenery)'.

The nursery also supplies plants to the parent group company M&M, to the residing companies of MWCJ as well as to other companies in the adjoining campuses. Special visits to the nursery are arranged for students to spread awareness on environment sustainability.

Mahindra World City Limited always adds a touch of 'green' to all its projects and the horticulture practice at the Jaipur campus is a grand testimony to that.

Total Environmental Expenditure

in ₹

	MLDL	MWC
STP / ETP Maintenance Contract cost and expenses incurred for treatment chemicals	25,000	2,913,161
Expenses incurred for air emission monitoring (Stack and ambient)	86,708	985,000
Cost for water quality monitoring	75,908	324,120
Fees paid to Pollution Control Boards for consent application / renewal	---------	1,538,000
Total Environmental Expenditure	**187,616**	**5,760,281**

happitat

India's definition of urbanisation needs to go beyond the economic framework and requires accepting the quality of life, cultural institutions and community conservation as touchstones of development.

We create happy life spaces which, in addition to commerce, also enhance culture and connectivity. For us, urbanisation is the means to provide a higher quality of life for every stakeholder.

Our Employees

Overview

Happiness begins at home. Employees are one of our key stakeholder segments and it is our constant endeavour to make their jobs more fulfilling and rewarding. From training programmes that enhance potential, to challenging projects that provide the opportunity to perform, and from customised career paths that align individual ambitions with organisational goals to sustainable meritorious growth - all aspects are geared to make every employee feel valued and celebrated.

Management Approach

Our people are the foundations on which the company is built and the pillars that enable the company to Rise. They are the challengers who add green to the blueprint; they are the thought leaders who also walk the talk; and they are our ambassadors who live the spirit of brand Mahindra.

Our talent sustainability approach is driven by one belief

Great People, Great Experiences, Great Performances

We hire the finest of minds and offer them the strongest of performance motivators right from enabling work environment to enriching challenges & opportunities, right from identifying their hidden potential to channelising this potential into performance, right from ensuring work-family balance to enhancing gender balance. We are focused on remaining a great place to work. This commitment is so strong, that 'being an employer of choice' has been instituted as a target in our sustainability roadmap.

We provide our employees opportunities which are rewarding as well satisfying. Our employees are encouraged to

Think Independently

Develop Leadership Skills

Explore Innovative Ideas

Put their competencies to work and grow professionally, while making a difference in the lives of our customers and contributing to the infrastructure needs of the country. In a nutshell, our approach is to lead our employees with our heart, head and hands.

Policies at Work

A host of HR policies reinforce our commitment towards building a safe, enriching and rewarding workplace for our employees. These policies serve as effective guide for everybody in the organisation to take charge of their conduct and flag-off concerns.

Human Resources Policy	**Health & Safety Policy**	**'Industrial Disputes Act' Related Policy**
employee development, grievance redressal mechanism, employee counselling	assurance of stringent OHS standards	3-week notice period for all operational changes
Employee Unions Policy	**Employee Relations Policy**	**Policy on Sexual Harassment for Women Employees**
right to form unions and collective bargaining	equal opportunity and diversity	zero tolerance approach towards any act of sexual harassment

Talent Management

We don't like to just win, we like to win-win. Our focus hence remains on not just attracting best talent and shaping them into better professionals, but enabling them with platforms to grow - financially, socially and intellectually.
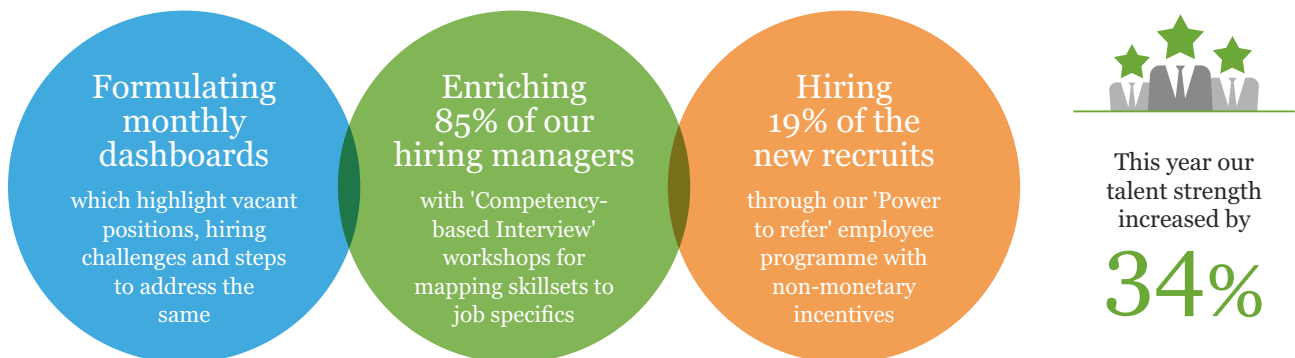
Our integrated talent management system has strategic processes to recruit, retain, develop, reward and recognise our human resources. This culminates into a driven and productive workforce - helping the organisation as well as the employees, reach the set goals.

Attracting Best Talent

It is people who build an organisation. It is talent that leverages technology, explores opportunities, steers innovation, develops sustainable products and delivers customer delight. Smarter the talent, stronger the edifice. At Mahindra Lifespaces, we attract both 'capacities' and 'competencies' by offering financial and developmental growth enablers.

With business plans of entering new geographies and new businesses, this year our talent strength increased by 34%. Despite the fact that the industry is not first choice for job aspirants, we were successful in hiring best talent owing to our attractive pay packages, inspiring work culture, exciting opportunities and the Mahindra brand experience. Multiple sourcing mechanisms such as campus recruitments, employee referrals and recruitment partners helped us in acquiring talent:

Formulating monthly dashboards
which highlight vacant positions, hiring challenges and steps to address the same

Enriching 85% of our hiring managers
with 'Competency-based Interview' workshops for mapping skillsets to job specifics

Hiring 19% of the new recruits
through our 'Power to refer' employee programme with non-monetary incentives

This year our talent strength increased by

34%

Sourcing talent is one but not the only step to talent acquisition. The company's onboarding process is the next and crucial step, for it serves as the first touch-point for the new recruits and goes a long way in retaining them.

Onboarding feedback is taken thrice on the 7th, 15th and 90th day of recruitment, the responses measured on a 10-point rating scale and the feedback is shared with respective Heads to address relevant points. This rating has been consistent with the average rating of 80% across locations. A quarterly feedback is also held which evens out the slightest of gaps, if any.

In June 2013, we introduced a welcome package called First Mile, comprising a booklet on the Company, its various policies and standards.

Leveraging Peak Potential

Continuous improvement is a culture at Mahindra Lifespaces. Be it transforming capacity into competency or channelising expertise and leadership, be it identifying and nurturing hidden traits or upgrading talent with changing technologies and business landscape - we invest in talent development, across the hierarchy and around the year. Our ultimate aim is to provide enough learning platforms so that 'people's performance outgrow their potential'.

For our employees to continuously improve, our learning & development mechanisms need to be continually updated. We regularly review our talent development strategy and bridge gaps.

> The fabulous journey with Mahindra Lifespaces is full of challenges, accomplishments and learning. It helped me a great deal to sharpen my skills, prove my abilities and ensured that I would always have some new areas I could explore.
>
> **Sindhuri Inuguru**
> Mahindra Lifespaces employee

In FY 11-12, we validated our functional skill sets and defined the proficiency levels. This was followed by the revision of skill matrix forms, to include desired levels and existing proficiency levels in addition to actions for improving the competencies in FY 12-13.

In the reporting year, we further enhanced our skill matrix forms to capture year-to-year proficiency comparisons in each competency. We also revamped our training process, introducing a number of programmes during the year. Below is a snapshot of some of them:

> In the reporting year, we achieved an average of over five training man days per on-roll employee with coverage of 91% of employees.

Need-based Development

Project Managers received customised training based on the gaps identified in Business Process Reengineering (BPR) exercise. Conducted with the help of MIQ and internal faculty at all the regions, the training primarily addressed issues related to quality, safety and supervision, project management process, role of a project manager at site, planning fundamentals, budgeting and cost estimation, as well as statutory and regulatory compliance.

Customer Service Excellence

To streamline the reorganisation of the Customer Relationship Management (CRM) teams, all Sales and CRM team members underwent this programme in view of enhancing customer satisfaction. The module was devised by Inspire One, our training partner.

Leadership Building Programmes

One of the focal points of our talent development approach is 'creation of a robust leadership pipeline' and we have rolled out a number of leadership building programmes:

- Leadership Communication & Executive Presence programme was organised for senior management to prepare them to be visible in forums like CREDAI and industry bodies like CII and FICCI

- High potential managers were sent for AIMA's Leadership Retreat in order to develop them for senior leadership roles.

- A Reflective Conversations programme was conducted for all Senior General Managers and above, to enable them to have more meaningful conversations during appraisals, crucial times etc. with their teams.

Enabling Our Employees to Rise

With a view to inculcate and reinforce Rise behaviour, a Rise training workshop was conducted in Mumbai. This programme is being planned across locations in the coming year.

Over and above the training workshop, RISE culture was also promoted through following interventions:

- Enhanced awareness

- Linking rewards and recognition with RISE pillars

- Communication pack on RISE during onboarding

- RISE philosophy and stories were featured in the articles of 360° View, the daily newsletter as well as the RISE portal

Quality & Safety Compliance

We continue to reinforce the compliance of quality and safety standards across all our projects. We regularly impart project execution training to our employees on fixed term contract as well as the staff of contractors which includes labour. A total of 86 training programmes amounting to 317 man days were conducted across project sites.

Special Functional Workshops

'Kaleidoscope' is an online forum conducted once a month for architects across locations wherein they share the project status and best practices of the project such as technology or material used, and new product or technologies emerging in the industry.

Building Communication Bridges

An engaged employee is a more productive employee. We have in place effective interaction platforms and periodic announcement channels at all levels, be it within the business segments, across locations or between team members.

Our Engagement Initiatives are driven by a 5C Objective

CONNECT

One-on-one engagement between a head and a colleague, or team talks plug communication gaps and trust deficits, nip problems in the bud, and create a culture of openness.

| Skip Level Conversations | 360° View, Daily Newsletter | Focussed Group Discussions |

CLARIFY

The 'vision' is shared and expectations from employees are conveyed, as to how do they fit into the 'big picture' and how to contribute to the company's as well as their own growth.

| Expressions, Biannual Communication Forum | Springboard, Annual Conference |

COLLABORATE

Ideas are welcomed with open arms, across functions. Special idea generation drives are steered and potential ideas are not just implemented, but also rewarded.

Greens - A Special Idea Generation Campaign

CELEBRATE

Bonding transcends business - with biannual celebration forums including debates and quizzes which not only fosters team spirit, but also develops personal skills.

| Expressions - Biannual Communication Forum | Springboard - Annual Conference |

CONGRATULATE

Recognition builds confidence among employees and boosts willingness to do better. Informally or formally - good performers are congratulated and motivated to become better.

| Champ of the Month | Rainmakers, Annual Awards |

Specific employee engagement channels which are in place at Mahindra Lifespaces have been elaborated in 'Stakeholder Engagement' section, pg. no. 18

This year we participated in the M-CARES Group employee engagement survey with a score of 3.79. We also participated in the Great Place to Work survey and in the engagement parameter stood at a score of 65.0. The findings of M-CARES as well as GPTW surveys have been shared with employees across the sector.

Growing Together

We stand by the concept of 'Shared Value' by ensuring that our employees are rightfully appraised, in more ways than one. Below are key growth enablers that we offer our workforce:

- Introduction of Balance Score Cards (BSCs) has enhanced the management of performance appraisal.

- Performance Management System (PMS) continues to be online, wherein all the goal sheets, appraisals, career planning and individual development action plan are integrated. In the reporting year, a number of features were modified based on the feedback from employees.

- After introducing 'flexi-pay' for all permanent employees in FY 12-13, this year we automated flexi-pay stages using SAP making the mechanism more convenient.

- Internal Job Postings (IJP) for lateral as well as upward movement were also announced, for employees to plan their career path.

These growth motivators coupled with the surety of stability, the self developmental platforms, empowering work culture and uncorrupted work ethics - enable us to retain our workforce. While the retention eases the talent acquisition, it also reduces the cost of development to be incurred on the new employee and the loss of productivity in the intervening period.

Apart from other HR initiatives, permanent employees also got the following benefits:

Parental Insurance

Mobile Facility

Mobile Reimbursement

Accident Insurance

Retirement Benefits

Leave Accumulation

Employee Stock Options/ Restricted Stock Units

Maternity/Paternal Leave

initiative

Change Management

In 2013, we analysed the organisation design of the Projects and benchmarked the organisation design standards. These have been implemented across all project sites and are updated monthly at all sites with a view to enable rapid redeployment of idle manpower in the interest of optimum utilisation of resources.

In line with the recommendations of this exercise, we also hired a Head of Projects who will be responsible for Product, Safety and Innovation in the Company. To ensure implementation efficiency, a Central Project Monitoring Office has been set up.

Health & Safety

As pioneers of sustainable development, ensuring safety at our worksites remains uncompromised. For us, employee wellness is at the heart of our business philosophy and we pursue proactive measures to reduce occupational injuries and illnesses, invest in safety equipment and infrastructure, design accident awareness and preventive programmes, and provide prompt and effective first-aid and emergency facilities.

We are committed to our zero accident target and are coming closer towards it, slowly but steadily. A case in point is achieving a feat of

2 Million
Safe Manhours at Antheia.

Beyond the standard measures, we are also ensuring provision of adequate drinking water and safe sanitary measures, housing for construction workers and social support measures including day-care/crèche/school facility for workers' children.

Our Safety Wheel

The Company's commitment to safety over the years has been reflected in a Safety Programme Wheel comprising a 'PDCA' discipline, covering the plan-do-check-act elements. This PDCA discipline is ongoing which comprises of daily discussions, weekly reviews, quarterly trainings and periodic audits. In FY 12-13, we institutionalised the Safety Wheel which streamlined on-going safety measures and introduced emerging best practices.

Action points range from awareness, safety education, training, workplace safety, health & hygiene, system checks and audits, motivation, employee involvement to continuous improvement functions.
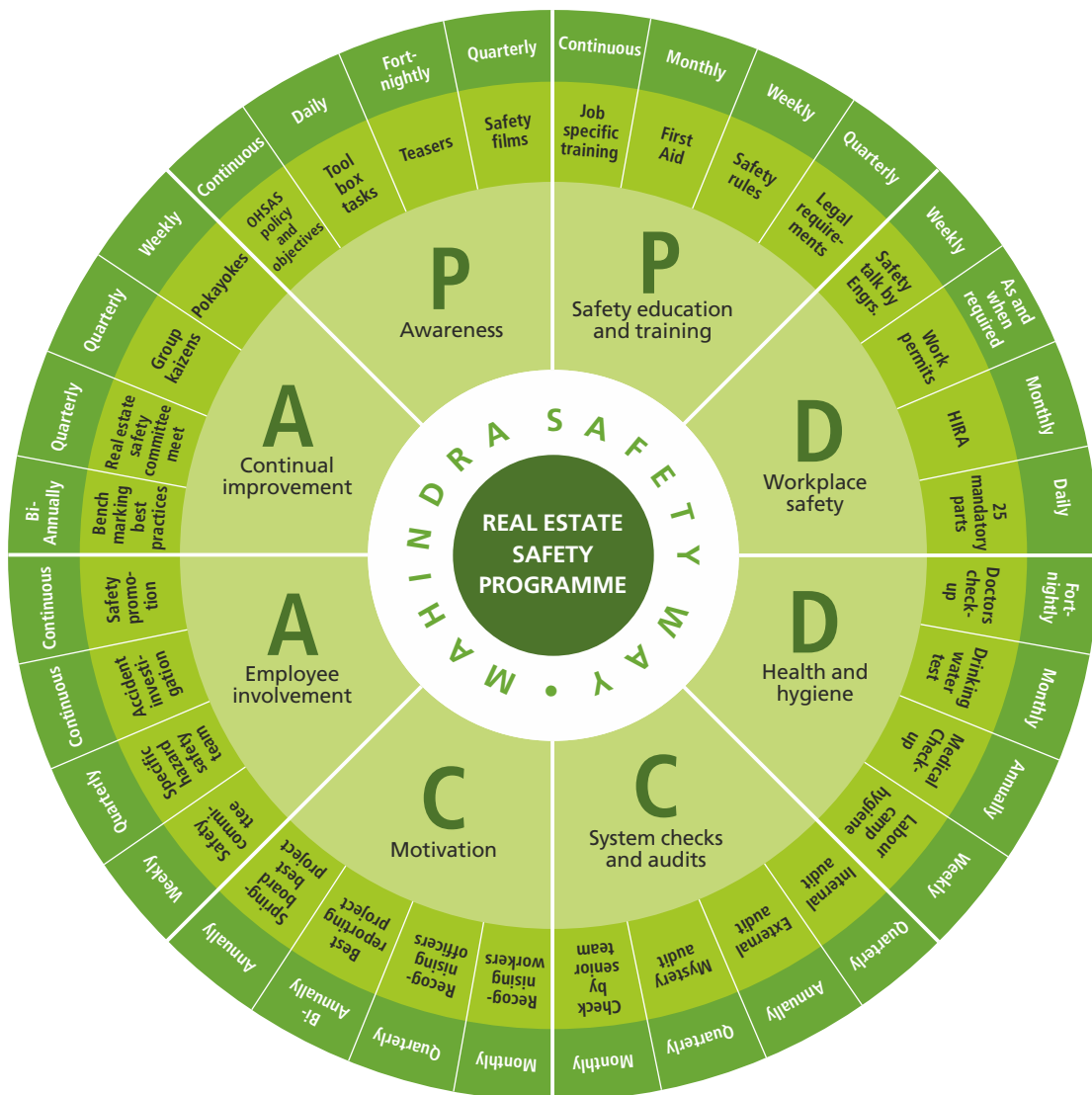
On further prioritising the Safety Wheel, a list of 25 most crucial parameters were derived which are checked on-site daily and reported monthly. This has considerably enhanced the safety quotient on-site. A planned approach is established to address on-site safety; legal requirements are proactively addressed; labour morale has improved; and the company has reinforced its brand as one of the safest workplaces.

safety initiatives

Demystifying Safety

While we comply with all requisite safety standards like ISO 9001:2008, OHSAS 18001:2007 and ISO 14001:2004, this year we went a step further and introduced third-party mystery audits to further strengthen the system and rectify the deviations.

Mystery audit started in the month of May 2013 is aimed to cover all the ongoing projects of MLDL & MWC once a year. To ensure credibility of the audit, an external certified auditor or auditor from the Central Safety Council is also invited. The primary aim to carry out the audit is to check the compliance to MLDL's 25 mandatory points. In the reporting year, eight locations were audited without prior notice.

Based on the findings, 25 safety mandatory points have been revamped keeping in mind the actual site conditions.

Result

Based on the findings of the audits, 25 mandatory points have been revamped keeping in mind the actual site conditions.

Score card of adherence of 25 mandatory points for all projects was found to be 57%

Instituting a Central Safety Committee

The geographical spread of the projects and their enormous scales pose resistance to the project teams to share their experiences and seek fruitful solution to their problems. Also occasional contacts are hard to establish for the new person joining, involved directly with the job.

To overcome this limitation, a Real Estate Sector Safety (RESS) Committee has been established and brings all the concerned authorities on one platform. The committee comprises the Head Projects, Project Managers and Safety In-charges of respective projects, and Corporate Quality & Safety Managers.

It acts as a fulcrum for all employees involved directly or indirectly with the safety of respective projects.

The committee meets once in a quarter - to share best practices, discuss industry benchmarks and collaborate for problem solving.

Result

Frequent interactions have led to standard solutions being adopted at all sites.

Industry or location best practices are shared with all locations and their implementation is encouraged.

safety initiatives

A Safety Benchmark

The safety team achieved a feat of 2 Million Safe Manhours at Antheia, Pune since the beginning of the project (7.29 million safe hours in FY 14) with 467 accident free mandays. The safety focus was so unflinching that at times they even let go off the project target, if conditions were noted be unsafe. This was possible by embedding a safety culture among the project team as well as the workers and rigorous implementation of safe working conditions, right from the start.

Key Protocols & Procedures that ensured a safe work culture

- Root cause analysis was done to find out the possibilities of occurrence of non conformities/accidents. It was identified that issues occur either with new labour or labours related to commencement of new works.

- First discipline was brought with protocols like issuance of Photo ID card for all workers after completing the safety induction, time log, job specific training etc. This resulted in setting the expectations before a worker starts his first day at work.

- Strictly restricted the entry of the people without PPE at site.

- Regular training sessions were conducted to create awareness in workers and to ensure that safe work protocols were adhered to.

- Audit were being conducted on half yearly basis.

- Worker welfare activities such health camps and distribution of free medicines were spearheaded.

- A customised behaviour-based safety training programme was conducted for all the safety officers and nominated project engineers from all projects.

> These steps has not only increased safety, but has also decreased worker turnover, leading to better efficiency.

Safe Steps, Safer Path

Earlier the safety analysis was centralized and done on the basis of HIRA (Hazard Identification & Risk Assessment) matrix available with the safety incharge at the location/site. This year, the safety mechanism was further bolstered by introducing SWMS (Safe Work Method Statement) for specific jobs.

This entailed preparation of SWMS for all potential hazards related to each individual job. 40 critical SWMS were developed, which covered all the critical steps, potential hazards and safety control measures to be adopted in each job clearly defined for all the users.

> This resulted in each person being aware of the safety needs on the job and necessary steps to be taken for all procedures to be safe.

Health & Hygiene Support

- Cleanliness drive and audits for creating healthy and safe working conditions

- Medical health check-up camps, eye check-up camps & vaccination camps

- AIDS awareness seminar, camps and workshops at various locations.

- Road shows and puppet shows for awareness on health & hygiene

- Distribution of free medicines

- Diabetes screening and de-addiction programme

Continuous Safety Training for Workers

Prevention is better than cure. To enhance safety conditions at site, we regularly conduct job-specific trainings, mock drills and precautionary demos for the workers at different locations depending on the construction phase and nature of the project. This year too our worker safety training drive continued at all locations. Below are the key focus areas:

At All Projects
Behaviour Based Safety to reduce incidents directly attributable to human errors

Antheia
- Using Fall Arrestor System for Working at Height
- Fixing of Safety Brackets in MIVAN

MWCC
- Working at Height
- Fire Fighting

Bloomdale
- De-shuttering of Aluminum Plates
- Using Bar Bending Machines
- Working at Height
- Fire Fighting

Iris Court
- Fire Fighting
- Slab Collapse

NOVA
- Evacuation
- Fire Fighting

Ashvita
- Working at Height demo by an external agency
- Rescuing a person using a rescue bucket and tower crane
- Evacuation

Aura
Fire Fighting

L'Artista
Using Fire Extinguishers

Aqualily
Scaffold Training

Analysing Accidents for Enhancing Safety

The sheer scale of operations and the quantum of variables involved make accidents an unfortunate yet inalienable part of the construction process. Despite incorporating best practices and SOPs gathered from over 20 years of experience and global exposure, we understand that accidents cannot be wished away.

In October 2013, a fatal accident occurred at our Iris Court project site in Chennai when an H frame scaffolding, weighing around 25 kg, came crashing down at a third party contract worker while it was being lowered from the third floor of one of the towers.

We instituted an investigation team to do a Root Cause Analysis of the incident. Based on the findings, corrective and preventive actions were taken to enhance safety at the project site.

Findings	Corrective Actions
• The deceased person had joined the site only two months prior to the incident and was imparted with initial induction training and the basic Personal Protective Equipment (PPE)	Behaviour Based Safety training being imparted to all workers on a regular basis Frequency of awareness training programs like induction programs, job specific trainings and tool box talks increased
• The H frame lowering activity was done manually using a nylon rope, instead of the chain pulley that was available at the site • Area was not cordoned off with hard barricading • There was no secondary support provided to prevent the H frame from falling directly below, in case of a slip	A chain pulley arrangement has been deployed at all buildings for lifting of all materials safely. System established for implementation of hard barricades for all the non-routine activities
• Grease was observed at many locations on the nylon rope • The rope was also not tested by third party competent authority	Work Permits revised to incorporate the physical condition of the lifting tools and tackles Testing will be carried out by a third party competent agency for the ropes in addition to all lifting tools and tackles
• This activity was not identified in Hazard Identification & Risk Assessment (HIRA), hence risk analysis was not carried out	Existing HIRA revised to identify and include multiple hazards For all new routine and non-routine activities, the project manager and safety manager will verify whether the activity is covered in HIRA and issue work permit accordingly
• Everyone was authorised to issue Work Permit	SOP for implementation of Work Permits released Work Permits can now be initiated only by building in-charges and verified by MLDL Safety Officers
• There was no channel of communication between the third floor and the ground floor	Communication established by blowing whistles and training given for using the same

Diversity Management

We strive to foster a culture of diversity, wherein the sum of divergent perspectives is greater than the whole.

We strictly discourage people who discriminate on the basis of caste, religious / political affiliation, gender, nationality, age, sexual orientation or handicap. For us meritocracy is the only threshold to progress. Harassment of any kind is dealt with in the severest manner. We comply with all labour-related legislations of the Central and State Governments and do not advocate child or forced labour.

> Our HR department has set forth various norms, policies and initiatives ensuring transparency, fair conduct and competitive growth for the employees.

Human Rights

Upholding the dignity of the individual is one of our core values and remains uncompromised. The Mahindra Group is a signatory to the following United Nations Global Compact (UNGC) Principles on human rights and labour practices and we adhere to the same in true spirit:

THE GLOBAL COMPACT — WE SUPPORT

Principle 1
Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2
Ensure that businesses are not complicit in human rights abuses

Principle 3
Businesses should work against corruption in all its forms, including extortion and bribery

Principle 4
Businesses should uphold the freedom of association and effective recognition of the right to collective bargaining

Principle 5
The elimination of all forms of forced and compulsory labour

Principle 6
The effective abolition of child labour

Principle 7
The elimination of discrimination with respect to employment and occupation

> To ensure that our employees understand the value of human rights, we conduct human rights training on a regular basis.

Upgrading Skill, Uplifting Will

Challenge

The real estate sector is an easy choice for unskilled and uneducated workers to find employment.

This results in low productivity, poor workmanship and substandard quality.

Intervention

To bridge this skill gap and to contribute to the real estate industry by creating skilled certified workers, MLDL partnered with RAGC (Rustomjee Academy of Global Careers) and National Skill Development Council for pioneering the Worker Skill Development Programme.

6 Key Trades were identified for skill upgradation

- Brickwork & Concreting Masons
- Plastering Masons
- Tiling Masons
- Carpenters (Formworks)
- Bar Benders & Fitters
- Plumbers

The implementation plan included:

- Identification of space • Construction of on-site training centre
- Purchase of required equipment
- Recruitment of master trainer • Introduction to contractors and workers
- Daily training (including breakfast)
- Making batches (one trade per month with 20 masons in the group)

This was followed by weekly review tests, assessment and on-site supervision, after which the certifications were provided.

Outcome

The pilot programme was launched at Antheia, Pune. Following benefits are envisioned from this programme.

- Enhanced skill level of workforce • Higher productivity • Reduction in rework, repairs & wastage
- Improved construction quality • Better position in the market • Motivated workforce
- Enhanced safety, moving towards zero accident/injury
- Better customer satisfaction • More opportunities for the underprivileged

Future Plans

Based on the outcomes of the pilot project, the programme will be subsequently cascaded to other projects.

1 To certify at least **40%** of the average manpower at every ongoing project

2 To employ minimum **30%** of certified skilled labour in all future projects

3 To institutionalise **worker skill development** as one of the verticals of MLDL Center of Excellence

4 To train atleast **3,000** workers by FY 17

MWC - Employment Distribution

Females | **85**

Males | **538**

Total
623

MLIFE - Employment Distribution

Females | **302**

Males | **5,942**
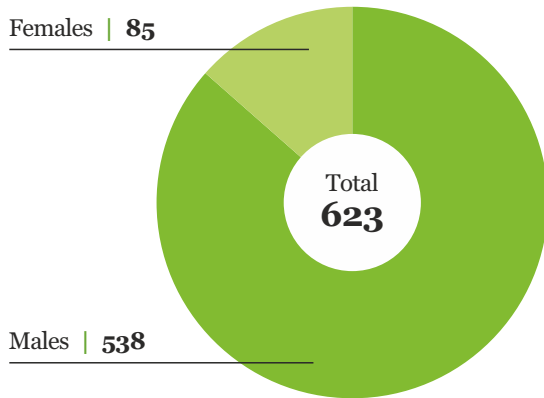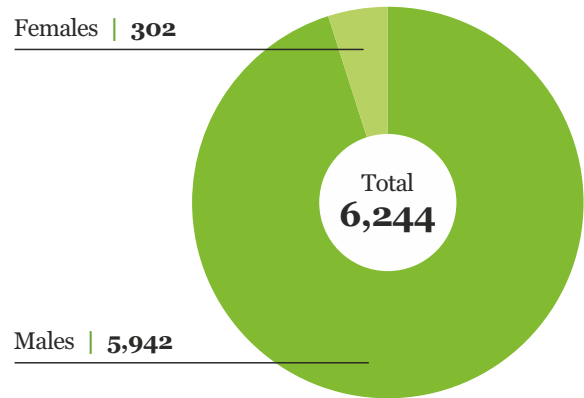
Total
6,244

Employment Grade & Type

Sector	Jr. Mgmt	Mid. Mgmt	Sr. Mgmt	Workmen	Fixed term Contract	Third party Contract	Others	Total
MWC	22	20	8	0	1	572	0	623
MLIFE	45	160	43	0	14	5,982	0	6,244

Employment Grade & Type Gender Break-Up: Permanent Employees

Sector	Jr. Management			Mid. Management			Sr. Management			Workmen			Total		
	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total
MWC	18	4	22	19	1	20	8	0	8	0	0	0	45	5	50
MLIFE	31	14	45	134	26	160	37	6	43	0	0	0	202	46	248

Employment Grade & Type Gender Break-Up: Non-Permanent Employees

Sector	Fixed Term Contract			Third Party Contract			Others			Total		
	Males	Females	Total	Males	Females	Total	Males	Females	Total	Males	Females	Total
MWC	1	0	1	492	80	572	0	0	0	493	80	573
MLIFE	12	2	14	5,728	254	5,982	0	0	0	5,740	256	5,996

Gender Composition and Turnover

Sector	Head Count		Turnover		Rate of New Hires Joining		Rate of New Hires Leaving	
	Male	Female	Male	Female	Male	Female	Male	Female
MWC	538	85	2%	0%	3%	2%	0%	0%
MLIFE	5,942	302	1%	4%	1%	3%	0%	1%

Age Composition

	% Turnover <30 yrs	% Turnover between 30-50 yrs	% Turnover >50 yrs	Rate of new joinee <30	Rate of new joinee 30-50 yrs	Rate of new joinee >50yrs	Rate of new Join leaving <30yrs	Rate of new joinee leaving 30-50 yrs	Rate of new joinee leaving <50yrs
MWC	1%	2%	2%	2%	4%	2%	0%	0%	0%
MLIFE	0%	2%	5%	1%	2%	2%	0%	0%	0%

The age group bifurcation is not available for the female Third Party workforce employed at MWC Chennai.

Training (Man-Hours)

Sectors	Jr. Mgmt.			Mid. Mgmt.			Sr. Mgmt.		
	Training Male	Training Female	Total	Training Male	Training Female	Total	Training Male	Training Female	Total
MWC	798	449	1,247	6,686	1,073	7,759	1,449	109	1,558
MLIFE	102	96	198	251	34	285	74	0	74

Sector	Workmen			Fixed Term Contract			Third Party Contract			Others		
	Training Male	Training Female	Total	Training Male	Training Female	Total	Training Male	Training Female	Total	Training Male	Training Female	Total
MWC	0	0	0	0	0	0	0	0	0	0	0	0
MLIFE	0	0	0	0	0	0	179	30	209	0	0	0

Occupational Health & Safety (Contract Employees)

Sector	Lost time Injury Rate	Lost Day Rate	Fatality
MWC	0.105	316.705	1
MLIFE	0.413	20.633	0

community

Overview

Integral to our goal of sustainable urbanisation, is integration with the local community. Provision of infrastructure, creating livelihood opportunities, stimulating local economy, arresting migration and promoting indigenous culture are some of the key steps we undertake to create shared value.

Across all our sites, we engage with the local community, identify their needs and extend our support in areas of education, health and skill building.

Management Approach

We believe that enhancing gross national happiness is as important as gross national product. Therefore, we are committed to build infrastructure which enhances the quality of life in a more holistic manner - not just of our customers, but also of the workers who built it and the neighbouring communities who will surround it. Hence, we have laid strategic focus on inclusive growth in our three key tenets of business:

Inclusiveness Housing for All	**The art of living** Shaping Communities	**Responsible Citizenship** Safeguarding Tomorrow

While we develop sustainable spaces, we also touch many lives within our sphere of construction - primarily including workers and community members. The Mahindra Group's decision to spend 1% of PAT of each business towards community development every year is a testimony of our commitment. Of this, 0.5% will be expended by the management of M&M Ltd. on core CSR activities, while the remaining 0.5% is set aside for its business units to spend on social initiatives of localised nature.

Implementation Structure

To effectively drive positive change, our social interventions are helmed by a dedicated team comprising a CSR Head at the corporate level, CSR committees, 1-2 CSR champions and volunteering employees.

The CSR Head	**The CSR Committee**	**The CSR Champions**	**The Volunteers**
provides strategic guidance to all CSR committees, decides on budget allocation, reviews the CSR performance bi-annually and provides quarterly report to the EC as well as the Group CSR committee.	prepares the annual CSR activity calendar, disseminates it to all employees, executes and communicates the initiatives, tracks the progress of the initiatives and reviews their quality, encourages volunteerism, reassesses the employee participation trends, and sends regular CSR reports to the Corporate Office.	coordinate with the CSR committee on one side and all the participating employees on the other, regarding detailed execution of all activities.	through Esops participate along with their families in different activities based on their passions and contribute in making the communities better, healthier, cleaner and more literate.

CSR Spend

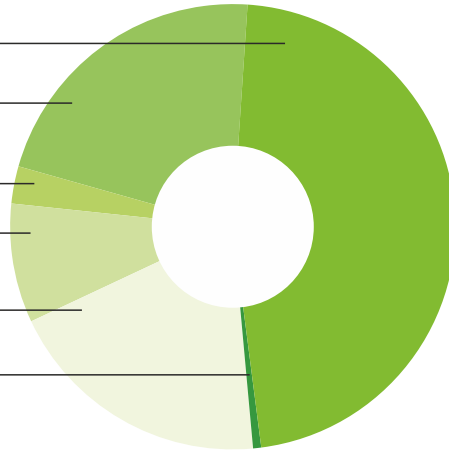## MLDL CSR Spend
in lac

Mahindra Foundation | **40.25**

Education | **18.61**

Health | **2.37**

Social | **7.47**

Environment | **16.70**

Others | **0.42**

The total CSR spend for FY 13-14

INR 85.82 lac
includes MLIFE and MWC

Over and above financial resources, we also invest human resources in CSR through our on-going volunteering programme 'Esops - Employee social options'.

Strengthening the Base of Pyramid
Education | Health | Skill Building

We believe that it's the bottom of a pyramid that defines the altitude it can achieve. A society also functions similarly; it can only prosper, when those living at the bottom are empowered. Growth, if not equitable, can take us only so far.

We endeavour to strengthen the foundation of the social pyramid of our operating environment. We primarily invest in three building blocks of positive change - healthcare, education and skill development. In the reporting year, we reinforced our ongoing initiatives and spearheaded new ones at all our project sites.

EDUCATION

It is our business to build infrastructure and we believe that education is an infrastructural pillar of an inclusive and just society. If children, especially the ones from the underprivileged sections of the society are empowered by education, they can write their own future.

Hence, we invest in creating education facilities like Gyandeep - an informal school for children of the local community and migrant workers, conducting summer camps for labourers' children and organising bridge courses for rural students.

▍ Let there be Gyandeep

Gyandeep is an informal school for the kids of the workers, which provides a conducive environment for learning. Well-designed infrastructure with dedicated teachers, it seeds knowledge which over a period of time helps the little ones to bloom. This is of one of our endeavours to improve the living conditions of our construction workers and equip them with a better future.

Learning is fun at Gyandeep, as interactive learning tools such as electronic visual aids are adopted to teach the kids. The school includes a beautiful entrance, neat rooms, colourful tables and chairs, a garden and not to mention the happy faces of children. Children are provided with school kits, comprising 2 sets of uniform, shoes, school bag, notebooks, pencil box and water bottle. They are

often provided with biscuits and chocolates ensuring their enthusiasm to come back to school, every day.

Gyandeep School has already empowered our workers in Nagpur and Delhi and this year, we launched it in Pune and Jaipur. We also inaugurated 'Gyandeep Play School' - a pre-primary wing, at Pune to take care of kids young enough to go to school, but can learn through various play activities. By inculcating the joy of learning at a tender age, these children are being prepared to graduate to primary school.

Our Gyandeep Schools have ensured quality education for children of labourers.

Mahindra World School

Mahindra World School (MWS) is a premier educational institute located within the ecosystem of the Mahindra World City. Established in 2008 with 13 students, today the total strength of the school is 592 students from pre-primary to class 12th. A 5-acre campus, it follows the CBSE system of curriculum and lays stress on progressive learning faculty - amalgamating the joy of discovery with academics; developing facilities of critical thinking and social responsibility, and helping children achieve their potential in a global, multicultural society.

The school has students from diverse backgrounds. They are not only from the families living in and around MWC but also from the villages surrounding it. Many students also come from lower socio-economic strata with parents in the occupation of farming, milk selling, grocery business and cycle repair shops.

The school conducts various CSR activities on a regular basis, embedding greater environmental and social consciousness among the students, who in turn share the same with their family members.

The school has also created employment opportunities. Teachers from areas close to MWC are employed at the school, while the contractual workers employed in the school are from the nearby villages.

MWS has received the prestigious "International School Award" from the British Council.

On the Road to Safety

To create road safety awareness among kids, we celebrated Road Safety Week at Jaipur and Chennai.

Team Chennai organised various interesting activities such as drawing, slogan and essay writing competitions on the topic of 'Road Safety' for students of the Government Higher Secondary School, Anjur. Around 100 students from class 6th to 12th participated with enthusiasm and commitment. Team Chennai also conducted an awareness program for over 140 Mahindra World School children briefing them on safety signages and traffic rules.

Team Jaipur conducted safety quiz competition for students of 8 neighbouring villages. The competition was well received and winning participants were encouraged with prizes and certificates.

Learning is Fun

With parents working in the sun, children of workers end up unattended and often get misled. We strive to go that extra mile at Mahindra Lifespaces to work towards productively engaging with these kids on regular basis.

In the reporting year, a summer camp was organised for kids by the Delhi team comprising activities such as drawing competition.

▍ Run for the Girl Child

Nanhi Kali is an NGO which provides primary education to underprivileged girl children in India. Initiated in 1996 by the K. C. Mahindra Education Trust (KCMET), currently 75,000 girl children are being empowered with quality education. Mahindra Lifespaces is part of this journey and to support the cause we organised a marathon race at MWC, Chennai with more than 1,000 participants from within and outside MWC, raising about INR 2.3 lac.

We also participated in the Standard Chartered Mumbai Marathon, which raised funds to educate over 2000 girl children.

▍ Street Play

'Nukkad Naatak' (a street play) on the importance of education was organised by MLDL Delhi Esops team in collaboration with Kala Niketan (a dance and theatre group) in the slums near Bhikaji Cama Place. For 2,000 families, mostly working as domestic help and earning daily wages, this was an engaging and effective way to make them understand the importance of education.

HEALTH

Awareness and prevention are the key focus areas of our health interventions. Construction workers are generally not highly educated and often sacrifice health issues on the altar of finances. Our health interventions promote awareness and encourage prevention. Our initiatives include camps for eye check-up, yoga, blood donation and visits to old age homes.

▍ A Lease of Life

Blood is a life-saver and we encourage our employees as well as our community members to donate selflessly. This year, a series of camps were organised at various locations:

1. In the blood donation camp at Delhi, a pre-health check-up was conducted for all employees and 14 persons were short-listed for blood donation.

2. At the MWC, Jaipur blood donation camp, we involved our clients to engage and increase awareness about blood donation to help Thalassemia patients.

3. Mahindra Bebanco Developers Limited (MBDL) & B.E. Billimoria & Co Limited (BEBL) organised a blood donation camp at Bloomdale site in Nagpur, where 20 persons donated blood.

4. Antheia, Pune organised a blood donation and Tetanus vaccination camp. 250 labourers benefited from the vaccination, while 57 employees including workers donated blood.

A Greater Vision

Loss of vision also leads to loss of independency and self-esteem. At any age, lack of vision becomes a major impediment and hence we conducted eye camps for students as well as the elderly.

1   The Chennai team organised an eye check-up camp for class 10th, 11th and 12th students of the Government Higher Secondary School, Anjur. Around 300 students were checked, out of which 50 students who were given spectacles.

2   The Delhi team organised an eye check-up camp at Vasant Kunj Ashram, an old age home. Around 150 elderly persons benefited from the camp where new spectacles and medicines were provided, and six cases were recommended for cataract operations.

A Shade of Relief

The Chennai team observed that the Leprosy Rehabilitation Centre, Paranur, housing about 250 inmates lacked an overhead cover over the dining area, leading to inconvenience during summer and monsoon. The team not only built a shed but also constructed ramps to provide easy access to differently-abled inmates.

Towards Holistic Health

Just like sustainability brings a balance to economic, environment and community development, yoga brings synchronization between mind, body and soul. At MWC, we prescribe this medicine to the younger generation for holistic health. In the reporting year, MWC, Jaipur organised yoga camps at the 'Maharani Engineering College for Women' and 'Sunder Mahavidyalaya'. The students were taught the nuances of yoga, meditation and 'pranayam' and engaged on 'how to lead a happy & healthy life'.

Visit to Old Age Home

It is of prime importance that good quality healthcare be made available to the elderly, especially those living in old age homes. The Mumbai team visited the 'Little Sister for the Poor' (Home for the Aged) in Andheri to donate essential medicines required by the residents on a daily basis.

SKILL DEVELOPMENT

A key focus area of our CSR interventions, skill development creates livelihood opportunities, stimulates the local economy and empowers youth and women. It gives birth to a more productive and integrated society. Across various sites, we organised training programmes for school drop-outs/unemployed youth and women in areas such as sewing & tailoring, doll-making & soft toy making as well as vermicomposting. Through our 'Skill Upgradation cum Entrepreneurship Development' programme, we empowered several individuals to become electricians, plumbers, electronic technicians, security guards, computer operators or beauticians.

A Stitch in Time

For empowering women working at the site, MBDL started a sewing school at the Bloomdale, Nagpur site. With 15 women in 2 batches, each batch trains women in various aspects of drafting, cutting and sewing garments as well as home decor items. A participation certificate is also awarded to all successful women.

The course is designed in such a manner that the women can utilise these skills for their personal use or as a livelihood opportunity. For income generation, they can either design clothes and related products for others or start their own coaching classes to impart skills to others.

The Chennai team empowered women residing in nearby villages of MWC by conducting a 2-month programme in tailoring and soft toy making. Over 25 women from the neighbouring villages were taught by the Government certified trainers.

The infrastructure is created near the labour colony itself, so as to make it easily accessible. The classroom is well ventilated and equipped with professional sewing gear, to offer women practical training. The Chennai team also initiated doll making training for kids of an orphanage during their quarterly holidays. The aim was to channelise their time during holidays and nurture their creative energies.

They took part in this session with great enthusiasm and created soft toys for themselves. This 5-day training touched their lives and made a difference, while imparting a handy skill.

Self Help = Best Help

At MWC Jaipur, 75 SHGs have been formed till date with a member strength of more than 800 women. SHG helps empower women on the socio-economic front. The SHG members interact on issues related to ill-treatment, alcohol addiction, access to clean drinking water, epidemics, etc. This year, close to 25 SHGs were formed.

A Step to Bridge the Opportunity Gap

Challenge

The youth of nine neighbouring villages of MWCJ were grappling with lack of employment opportunities. Deeper research by team MWCJ yielded high number of school dropouts and unskilled youth in these villages.

Intervention

The team decided to set up a centre for vocational training to train these youth. High employment potential areas were identified and livelihood programmes were initiated. This includes:

• Electrical & Electronics • Security Guards • Computer Training
• English Speaking • Personality Development • Stitching: for women
• Beautician: for women

The objective was not just to train the youth in specific trades but also to nurture their social skills and entrepreneurial potential to make them capable of seeking employment or opting for entrepreneurship.

Activity flowchart of the intervention.

Informal village survey & meetings with sarpanchs → Identification of skill sets required and training needs → Finalisation of training programmes

Support for placement opportunities ← Conducting training as per schedule ← Branding & awareness
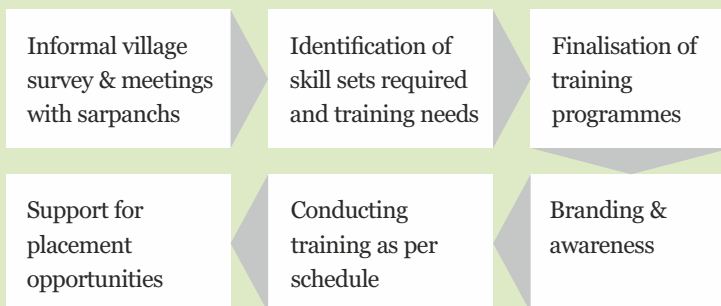
Mass mobilisation strategies were deployed to spread awareness among the villages and motivate the youth to enrol for the programme.

Outcome

Initiated three years ago, the vocational skill training programme has received an encouraging response from the village youth.

Number of Beneficiaries | FY 13-14

185 youths

including women were empowered through the Vocational Skill Training Programme

550 women

were benefitted through Self Help Groups. These SHGs increased from 39 in FY 12-13 to 50 in FY 13-14

Overall Impact

• Enhanced employability of village youth

• Empowered women by providing them income generation opportunities

Social Impact Assessment | Mahindra World City, Chennai

Objectives

1 Assess social and economic impact on local communities

2 Validate relevance of initiatives and overall sustainability

3 Gauge transformative potential in order to replicate salient features in other MWCs

Based on interactions with a wide spectrum of stakeholders, the research team tabled findings which shed light on pockets of progress and areas of improvements.

Pockets of Progress

Clients & Vendors

Facilitated creation of
33,000 jobs

Vendors reported that significant percentage of their revenue can be attributed to MWC

Small Business Enterprises

75% of the businesses established post 2008

83% have indicated that MWC is responsible directly or indirectly for their establishments' growth and expansion

Residents

64% of residents were employed in companies within MWC

Reasons for Relocation
67% for proximity to work
14% for better schooling

Mahindra World School

82% of households with children send their wards to Mahindra World School

94% are happy with the school infrastructure

73% are happy with the teaching

Local Community

7% of local village population employed at MWC and clients

Panchayat received Property & Service Tax revenue from MWC
**4 - 5 lakhs to
1.25 - 2 crores**
Utilised for concrete roads, piped water, lights, constructing drainages and sanitation

Land value has appreciated
2-3 times

Improved quality of life for those employed with MWC

Empowerment of women through Self Help Groups

Room for Improvement

Affordable housing, public infrastructure and transportation options are the three areas where enhancements have been suggested by stakeholders and actions have been outlined.

Our Agents of Positive Change

Over and above financial resources, we also invest human resources in CSR through our on-going volunteering program 'Esops - Employee social options'. Our employees, across hierarchies, roll-up their sleeves to embrace positive change. Even their families share time, energy and expertise to make a difference in the society and the environment. Based on the needs of the community - they ideate, initiate and implement projects in education, health, environment, etc.

Compared to last year, the employee participation in Esops increased by 10%.

The location-wise break-up of the number of volunteers and hours of volunteering

Location	FY 2012		FY 2013		FY 2014	
	Total Esops Volunteers	Total Esops Person hours	Total Esops Volunteers	Total Esops Person hours	Total Esops Volunteers	Total Esops Person hours
MLDL Delhi	107	624	82	925	36	404
MLDL Mumbai HO					8	57
MLDL Mumbai					79	180
MLDL Pune					10	36
MLDL Chennai					72	574
MLDL Nagpur					14	265
MWC, Chennai	6	75	266	2,062	27	500
MWC, Jaipur	32	128	35	156	38	332
Total	**145**	**827**	**383**	**3,143**	**284**	**2,348**

AWARD WINNING ESOPS INITIATIVES

To encourage businesses to volunteer further and farther, the Mahindra Group has instituted two awards:

1 Esops Awards
that recognise the most promising social intervention projects

2 Esops Star Performer Awards
felicitate the best performing locations and individuals in the social sphere

This year, Mahindra Lifespaces bagged four of these awards building CSR benchmarks for other businesses:

Esops Awards

WINNER
MWC Jaipur

Category
Non-factory Location
(1 to 50 employees)

Esops Star Performer Awards

WINNER
MWC Chennai

Category
Non-factory Location
(1 to 50 employees)

Esops Star Performer Awards

RUNNER-UP
MWC Jaipur

Category
Non-factory Location
(1 to 50 employees)

Esops Star Performer Awards

RUNNER-UP
MLDL

Category
Non-factory Location
(50 to 100 employees)

CELEBRATIONS THAT INSPIRE

Celebrations are a perfect tool to inspire change. Our volunteers enjoyed festivities by adding cheers to many a life.

▌ The Spirit of Freedom

Team Chennai celebrated Independence Day in an orphanage near MWC by distributing sweets and snacks to the children and donating grocery items.

▌ Childrens' Day Special

Team Chennai celebrated the joy of being a child on Children's day by planning a series of activities over period of 5 days wherein toys, clothes, stationeries, colour boxes were distributed to the children. Our employees also volunteered to teach these kids for the next three months.

▌ The Diversity of Life

While Team Pune celebrated Christmas at an orphanage run by the Mother Teresa Foundation for the differently able, and those suffering from AIDS, Team Chennai celebrated Diwali by distributing clothes and sweets to the kids and elderly ladies in an orphanage near MWC

▌ Celebrating the Spirit of Womanhood

Team Chennai celebrated International Women's Day by organising a wellness awareness session for the women from villages near MWC. On the same day, Team Jaipur gifted bouquets to the women teachers and helpers at Gyandeep and distributed sweets to the kids.

Independent Assurance Statement

Mahindra Lifespace Developers Limited

To the Management of Mahindra Lifespace Developers Limited

KPMG India was engaged by Mahindra Lifespace Developers Limited (MLDL) to provide independent assurance on their Corporate Sustainability Report ('the Report') for the Financial Year (FY) 2013 -14.

ASSURANCE STANDARDS

We conducted our work in accordance with requirements of 'Limited Assurance' as per 'International Federation of Accountants' (IFAC) International Standard for Assurance Engagements [ISAE 3000, Assurance Engagements Other than Audits or Reviews of Historical Financial Information] and 'Type 2 Moderate Level' assurance requirements of AA1000 Assurance Standard 2008 by AccountAbility. Under this standard, we have reviewed the reliability and accuracy of sustainability performance data and information.

SCOPE OF OUR ASSURANCE ENGAGEMENT

The assurance has been provided for the sustainability data and information presented by MLDL in its Report. The reporting boundary and scope of assurance included data and information for the period of 01 April, 2013 to 31 March, 2014 based on Global Reporting Initiative's (GRI) G3.1 Guidelines. The boundary of the report comprises of data and information from MLDL's following sites:

- Mahindra Lifespaces: Splendour and Eminente (Mumbai), Aura (Gurgaon), Antheia (Pune) and Ashvita (Hyderabad)

- Mahindra Bebanco Developers Limited: Bloomdale, Nagpur

- Mahindra Residential Developers Limited: Aqualily, Chennai

- Mahindra Integrated Township Limited: Iris Court, Chennai

- Mahindra World City Developers Limited – Chennai

- Mahindra World City Jaipur Limited

SPECIFIC LIMITATIONS AND EXCLUSIONS

- Verification of data or information other than that covered in Scope of assurance

- Verification of data and information related to MLDL's financial performance, sourced from its audited annual report for FY 2013 – 14

- Verification of data and information outside the reporting period as mentioned in the Scope

- Verification of any statement indicating intention, opinion, belief and/or aspiration by MLDL

- All data was verified from the corporate office and limited site visits undertaken

MAIN ELEMENTS OF OUR WORK

We have obtained all the evidence, information and explanations that were considered necessary in relation to the assurance scope and to arrive at conclusions mentioned below. Our work included a range of evidence-gathering procedures including:

- Assessment of stakeholder consultation processes and methodology for determining the material issues

- Interaction with the senior management and sustainability core group of MLDL

- Verification visits to sites at Ashvita (Hyderabad), Antheia (Pune), Iris Court (Chennai), Mahindra World City (Chennai) and Mahindra World City (Jaipur)

- Review of systems deployed for collection, collation and analysis of sustainability data and information on a six-monthly and annual basis

- Interviews with MLDL's personnel responsible for managing sustainability data management systems

- Evaluating the Report's content to ascertain its application level as per the criterion mentioned in the Global Reporting Initiative's G3.1 Guidelines

- Testing on a sample basis, the evidence supporting the data and information

- Review of the Report to ensure that there is no misrepresentation of disclosures as per scope of assurance and our findings

CONCLUSIONS

Based on the 'work undertaken' in line with the 'assurance scope' and the 'limitations and exclusions', no discrepancy has come to our attention for us to believe that the Report does not meets the requirements of GRI principles and AA1000 Accountability Principles Standard for defining report content and quality as elaborated below:

Materiality

MLDL has adopted a structured methodology for materiality assessment.

Stakeholder Inclusiveness

The report fairly presents the various stakeholder engagement initiatives conducted during the reporting period.

Responsiveness

The organization responds to the stakeholder concerns through policies, procedures and governance systems in line with their material issues

Sustainability Context

As part of the report content development process, MLDL has considered all relevant topics from a sustainability context

Completeness, Reliability and Balance

The sustainability data and information presented in the Report are complete and cover the report boundary disclosed in the report. The data is balanced and reliable

Comparability and Accuracy

The data and information presented in the Report are comparable and within accepted margins of error and along with appropriate presentation of underlying assumptions and techniques.

GRI Application Level Check

The report meets the A+ application level criteria as per GRI G3.1 guidelines.

KEY OBSERVATIONS

The following is an excerpt from the observations and opportunities reported to the management of MLDL. These do not, however, affect our conclusions regarding the Report, and they are consistent with the management action plans.

- The Senior Management of MLDL have evidenced commitment towards embedding sustainability in to business processes.

- MLDL conducted a formal assessment for identification and prioritization of material issues. Key stakeholders like customers, local communities, government etc. are kept informed about the sustainability performance of the company.

- The prioritized material issues have been clearly linked to 'Aspiration 2017' - MLDL's vision for its business.

- Some of the key sustainability initiatives adopted by MLDL include:

  - A life cycle assessment was done to measure the true environmental footprint of a building over its life cycle (viz. material transport, construction and occupancy phase) for its ongoing project Antheia (Pune) to identify areas for reducing environmental impacts

  - A living building assessment was done at Mahindra Splendour to analyze the environmental performance against the green building commitments

  - Engaging with suppliers to make sustainable products that use less water and energy

- Deployment of a 'wellness' roadmap for improving the well-being of employees and labourers at project sites

- Set up 'Gyandeep' schools for the children of the construction workers across all project sites

- Sourcing of 100% construction material for Mahindra Lifespace Developers Limited and 98% of raw material for Mahindra World Cities from top ten local suppliers within a 500km radius of the project site

• There is an increasing focus on improving the sustainability performance of the supply chain partners.

• During the verification visits, data transcription and calculation, errors were detected and resolved. Overall, the data and information presented are well within accepted margins of error.

INDEPENDENCE

The assurance was conducted by a multidisciplinary team including specialists in ISAE 3000, stakeholder engagement, auditing of environmental, social and economic information and real estate and construction sector experts. Our work was performed in compliance with the requirements of the IFAC Code of Ethics for Professional Accountants, which requires, among other requirements, that the members of the assurance team (practitioners) as well as the assurance firm (assurance provider) be independent of the assurance client with respect to scope of work, including not being involved in writing the Report. The Code also includes detailed requirements for practitioners regarding integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence.

RESPONSIBILITIES

MLDL is responsible for developing the Report contents. MLDL is also responsible for identification of material sustainability issues, establishing and maintaining appropriate performance management and internal control systems and derivation of performance data reported. This report is made solely to the Management of MLDL in accordance with the terms of our engagement and as per scope of assurance. Our work has been undertaken so that we might state to MLDL those matters for which we have been engaged and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than MLDL for our work, for this report, or for the conclusions expressed in this independent assurance report. By reading this assurance statement, stakeholders acknowledge and agree to the limitations and disclaimers mentioned above.

Santhosh Jayaram
Director, KPMG
30th October, 2014

AA1000
Licensed Assurance Provider
000-25

Statement
GRI Application Level Check

GRI hereby states that **Mahindra Lifespace Developers Limited** has presented its report "Urboonisation" (2014) to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 13 November 2014

Ásthildur Hjaltadóttir
Director Services
Global Reporting Initiative

The "+" has been added to this Application Level because Mahindra Lifespace Developers Limited has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 03 November 2014. GRI explicitly excludes the statement being applied to any later changes to such material.

GRI Index

■ STANDARD DISCLOSURES PART I: Profile Disclosures

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission
1. Strategy and Analysis						
1.1	Statement from the most senior decision-maker of the organization.	Fully	Page 1, 2			
1.2 COMM	Description of key impacts, risks, and opportunities.	Fully	Page 10,14			
2. Organisational Profile						
2.1	Name of the organization.	Fully	Page 4			
2.2	Primary brands, products, and/or services.	Fully	Page 4			
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Page 3			
2.4	Location of organization's headquarters.	Fully	Page 3			
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	Page 3			
2.6	Nature of ownership and legal form.	Fully	Annual Report 2013-14 page 40, section: Share Transfer System, Shareholding Pattern			
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Page 3, 4			
2.8 COMM	Scale of the reporting organization.	Fully	Page 3, 4			
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Page 3			
2.10	Awards received in the reporting period.	Fully	Page 12			
3. Report Parameters						
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Page 3			
3.2	Date of most recent previous report (if any).	Fully	FY 2012-13 2nd Sustainability Report FY 2013-14 Annual Report			
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Page 3			
3.4	Contact point for questions regarding the report or its contents.	Fully	Page 3			
3.5	Process for defining report content.	Fully	Page 3, 13, 14			
3.6 COMM	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	Page 3			
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	Page 3			
3.8 COMM	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	Page 3			
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	Page 43 to 45, 48, 49, 51, 52			
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g.,mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	There are no restatements			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	There are no significant changes			
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	Page 86			
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Page 82 to 84			

4. Governance, Commitments, and Engagement

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	Page 5, 6			
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	Page 5			
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	Page 5			
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Page 19			
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	Annual Report 2013-14, Section-Corporate Governance Report, Remuneration Paid to Directors			
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	Page 18, 19			
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	Page 5, 6, 9			
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	Page 9, 15, 31			
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	Page 6			
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	Page 6			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	Page 8, 13			
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	Page 24			
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	Page 10, 11			
4.14 COMM	List of stakeholder groups engaged by the organization.	Fully	Page 15, 17			
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Page 13, 15			
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	Page 17			

Profile Disclosure	Disclosure	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	Page 14 to 20			

■ **STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)**

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
DMA EC	**Disclosure on Management Approach EC**						
Aspects	Economic Performance_{COMM}	Fully	Page 37, 38				
	Market presence	Fully	Page 84				
	Indirect Economic Impacts_{COMM}	Fully	Page 36				
DMA EN	**Disclosure on Management Approach EN**						
Aspects	Materials_{COMM}	Fully	Page 24, 39, 51				
	Energy_{COMM}	Fully	Page 24, 44				
	Water_{COMM}	Fully	Page 24, 46				
	Biodiversity_{COMM}	Fully	Page 40, 53				
	Emissions, effluents and waste_{COMM}	Fully	Page 40, 43, 51				
	Land Degradation, Contamination and Remediation	Fully	There is no degradation, contamination of land. We carry out soil testing for all our sites on monthly basis				
	Products and Services_{COMM}	Fully	Page 23, 24				
	Compliance	Fully	Page 5				
	Transport_{COMM}	Fully	Page 39				
	Overall	Fully	Page 40, 41				
DMA LA	**Disclosure on Management Approach LA**						
Aspects	Employment_{COMM}	Fully	Page 58				
	Labor/management relations	Fully	Page 58				
	Occupational Health and Safety_{COMM}	Fully	Page 60, 63				
	Training and Education_{COMM}	Fully	Page 60				
	Diversity and equal opportunity_{COMM}	Fully	Page 68				
	Equal remuneration for women and men	Fully	Page 68				
DMA HR	**Disclosure on Management Approach HR**						
Aspects	Investment and procurement practices_{COMM}	Fully	Page 58, 59				
	Non-discrimination_{COMM}	Fully	Page 68				
	Freedom of association and collective bargaining	Fully	Page 68				
	Child labor_{COMM}	Fully	Page 68				
	Prevention of forced and compulsory labor_{COMM}	Fully	Page 68				
	Security Practices_{COMM}	Fully	Page 68				
	Indigenous rights	Fully	Page 68				
	Assessment	Fully	Page 68				
	Remediation	Fully	Page 68				
DMA SO	**Disclosure on Management Approach SO**						
Aspects	Local communities_{COMM}	Fully	Page 72				
	Corruption_{COMM}	Fully	Page 68				

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
	Public policy	Fully	Page 10				
	Anti-competitive behavior_COMM	Fully	Page 10				
	Compliance	Fully	Page 10				
DMA PR	**Disclosure on Management Approach PR**						
Aspects	Customer health and safety_COMM	Fully	Page 40, 41, 42				
	Product and service labelling_COMM	Fully	Page 34				
	Marketing communications	Fully	Page 34				
	Customer privacy	Fully	Page 34				
	Compliance	Fully	Page 34				

■ **STANDARD DISCLOSURES PART III: Performance Indicators**

ECONOMIC

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Economic Performance							
EC1_COMM	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	Economic Value Generated and Distributed- Page 38, CSR Spend- Page 73, Employee Compensation - Page 55, 56, 57 of Annual Report FY 13-14				
EC2_COMM	Financial implications and other risks and opportunities for the organization's activities due to climate change and other sustainability issues.	Fully	Page 38				
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	Annual Report 2013-14 section- Employee Benefits				
EC4	Significant financial assistance received from government.	Fully	We do not receive financial assistance from the Government				
Market Presence							
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Fully	We pay local minimum wage at all our locations of operation				
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	Page 39				
EC7_COMM	Procedures for local hiring and proportion of senior management and all direct employees, contractors and sub-contractors hired from the local community at significant locations of operation.	Fully	Currently we do not have any specific procedure for local hiring of senior management, direct employees, contractors, sub-contractors. Hiring takes place purely on merit.				

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Indirect Economic Impacts							
EC8_{COMM}	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	Page 79				
EC9_{COMM}	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	Page 79 Done through Social Impact Assessment for Mahindra World city Chennai, however no formal mechanism is in place to capture the same for all locations				
ENVIRONMENTAL							

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Materials							
EN1_{COMM}	Materials used by weight, value or volume.	Fully	Page 51 No raw materials are used for MWC. All the building materials we procure are not certified by third party on sustianbility qualities but are screened under our Green Supply Chain Management (GSCM) policy which clearly defines the percentages of total building material purchased (by value) within 500 km radius. For preference to the recycled content in the materials refer Page 39				
EN2_{COMM}	Percentage of materials used that are recycled and reused input materials.	Fully	Page 39 As all the buildings are IGBC rated green buildings, we use materials which contain minimum 10% recycled content in it.Tracking out the same is captured in half yearly green building compliace report				

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Energy							
EN3_{COMM}	Direct energy consumption by primary energy source.	Fully	Page 44, 45				
EN4_{COMM}	Indirect energy consumption by primary source.	Fully	Page 44, 45				
CRE1	Building energy intensity.	Fully	Page 45				
EN5_{COMM}	Energy saved due to conservation and efficiency improvements.	Fully	Page 26, 45				
EN6_{COMM}	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	Page 24, 25, 26				
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	Page 24, 25, 26				
Water							
EN8_{COMM}	Total water withdrawal by source.	Fully	Page 48, 49				
EN9_{COMM}	Water sources significantly affected by withdrawal of water.	Fully	There is no source of water as of now which is significantly affected by withdrawal				
EN10_{COMM}	Percentage and total volume of water recycled and reused.	Fully	Page 49				
CRE2	Building water intensity.	Fully	Page 48				
Biodiversity							
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Fully	Page 53				
EN12_{COM}	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	Page 53				
EN13_{COMM}	Habitats protected or restored.	Fully	Page 53				
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Fully	Page 53				
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Fully	None of our projects are located near habitats where IUCN red list species are observed				
Emissions, Effluents and Waste							
EN16_{COMM}	Total direct and indirect greenhouse gas emissions by weight.	Fully	Page 43				
EN17_{COM}	Other relevant indirect greenhouse gas emissions by weight.	Fully	Page 43				
CRE3	Greenhouse gas emissions intensity from buildings.	Fully	Page 43				
CRE4	Greenhouse gas emissions intensity from new construction and redevelopment activity.	Fully	Page 43				
EN18_{COM}	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	Page 43				
EN19	Emissions of ozone-depleting substances by weight.	Fully	Page 43				
EN20	NOx, SOx, and other significant air emissions by type and weight.	Fully	Page 44				

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
EN21COMM	Total water discharge by quality and destination.	Fully	Page 46, 47				
EN22COMM	Total weight of waste by type and disposal method.	Fully	Page 52				
EN23	Total number and volume of significant spills.	Fully	There are no significant spills during this year				
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Fully	Across our sites we are not involved in any activity related to transporting, importing, exporting or treatment of waste deemed hazardous under basel convention.				
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Fully	None of our projects locations discharged water into water bodies & related habitats				

Land Degradation, Contamination and Remediation

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
CRE5	Land and other assets remediated and in need of remediation for the existing or intended land use according to applicable legal designations.	Fully	None in this reporting period				

Products and Services

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
EN26COMM	Initiatives to enhance efficiency and mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	Page 24				
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Fully	Owing to the nature of our business we do not use any packaging material for the final product				

Compliance

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	There are no fines with respect to environmental laws and regulations				

Transport

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
EN29COMM	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	Page 39 Through our GSCM Policy we minimise the adverse impact on the environment as we have defined the radius within which we procure the building materials				

Overall

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
EN30	Total environmental protection expenditures and investments by type.	Partially	Page 56	Additional Green Building expenditures like use of energy efficient building envelops/	Not available	It is a mandate in Mahindra Lifespaces to develop all the projects as green	2015

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
				fenestration like low e glass, heat reflective paints, low flow fixtures, sewage treatment plants, rain water harvesting system, solar street lights, organic waste converter, energy efficient equipments for all our projects		building projects. We don't capture these expenses seperately under environmental protection expenditures/ green invstments. During the feasibility study of the project for green building rating, these expenses are considered in the project budget itself.	

■ Social: Labor Practices and Decent Work

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Employment							
LA1COMM	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	Page 70, 71				
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Fully	Page 70, 71				
LA3COMM	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	Page 62				
LA15	Return to work and retention rates after parental leave, by gender.	Fully	1 Male and 1 Female have returned to work after parental leave				
Labor/Management Relations							
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	By nature of our operations and workforce we do not have any formal trade unions. However we do not restrict any workforce at site to form independent trade union				
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	There were no significant operational changes during the reporting period.We follow the laws of the land to provide notice period to our employees incase of significant changes				
Occupational Health and Safety							
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not			Not applicable	There is no representation in formal joint management-worker health and safety committees. However, all our site locations have Safety committees which involve our internal	

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
						employees like site engineers, project managers and contractors or subcontractors employees. It doesn't include contract workforce.	
LA7$_{COMM}$	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Fully	Page 71				
CRE6	Percentage of the organization operating in verified compliance with an internationally recognized health and safety management system.	Fully	Page 64				
LA8$_{COMM}$	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	Page 65				
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully		Formal agreements with trade unions are not applicable as by nature of our operation and workforce we do not have any formal trade unions.			

Training and Education

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
LA10$_{COM}$	Average hours of training per year per employee by gender, and by employee category.	Fully	Page 71				
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	Page 60, 69				
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	100% permanent employees received regular performanace appraisal and career developmnent reviews				

Diversity and Equal Opportunity

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
LA13$_{COMM}$	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	Annual Report 2013 -14 Corporate Governance Report				

Equal Remuneration for Women and Men

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
LA14$_{COMM}$	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Fully	Ratio of basic salary of men to women is 1:1				

Social: Human Rights

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Investment and Procurement Practices							
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not			Not available	Currently we do not monitor the number of significant investments agreements / contracts which include human rights concern or have undergone human rights screening	2015
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	We do not carry out screening for human rights. However, human rights clauses are incorporated in the supplier/ contractor audit checklist and agreements from this year. One of our site (Aqually, Chennai) has appointed a Third party Auditor to check their compliances				
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	we have conducted Human Rights session (2 hours/ location) across locations for all employees				
Non-discrimination							
HR4_{COMM}	Total number of incidents of discrimination and corrective actions taken.	Fully	No incident occurred during the reporting period				
Freedom of Association and Collective Bargaining							
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Fully	Collective bargaining is not applicable as by nature of our operations & workforce we do not have any formal trade unions				
Child labor							
HR6_{COMM}	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Fully	We have made a mandatory clause in all our contractual agreements or work orders given to contractors on child labour restrictions also we have launched a				

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
			pilot project called "Protect Child Labour" in which we monitor our sites to address this issue				

Forced and Compulsory Labor

| HR7 | Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor. | Fully | Our business does not include any forced labor. | | | | |

Security Practices

| HR8 | Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations. | Fully | We have hired a 3rd party service provider who ensures all the securites persaonal are trained on human rights application, are deployed at all our sites on rehular basis | | | | |

Indigenous Rights

| HR9 | Total number of incidents of violations involving rights of indigenous people and actions taken. | Fully | No incident occurred during the reporting period | | | | |

Assessment

| HR10 | Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments. | Not | | | Not available | Currently we do not carry out explict human rights review. We will implement appropriate systems in place to carry out Human Rights reviews in the near future | 2015 |

Remediation

| HR11 | Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms. | Fully | No such grievances were filed during the reporting period | | | | |

■ **Social: Society**

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in

Local Communities

| SO1COMM | Percentage of operations with implemented local community engagement, impact assessments, and development programs. | Fully | Page 79 | | | | |
| SO9COMM | Operations with significant potential or actual negative and positive impacts on local communities. | Fully | Page 79 There are no negative impacts on the surrounding communities as there is no resettlement of communities. Also there are | | | | |

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
			no emissions of hazardous materials from our sites. We carry out Environment Impact Assessment (EIA) study for our area development projects as required by regulatory authorities				
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	Page 79 There are no prevention and mitigation measures required as there are no negative impacts on the surrounding communities because of resettlement of communities. Also there are no emissions of hazardous materials from our sites				
CRE7	Number of persons voluntarily and involuntarily displaced and/or resettled by development, broken down by project.	Fully	There is no resettlement due to construction activity				

Corruption

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	There are no such business units analysed for risks related to corruption				
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	No such training on Anti-corruption has been provided. However our anti-corruption policies are included in the Code of Conduct				
SO4	Actions taken in response to incidents of corruption.	Fully	No such cases were filed in the reporting year				

Public Policy

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
SO5COMM	Public policy positions and participation in public policy development and lobbying.	Fully	Page 10				
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	We do not make any contribution to political parties				

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Anti-competitive Behavior							
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	There were no incidents in the reporting year				
Compliance							
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	There are no significant fines paid for non-compliance with laws and regulations.				

■ Social: Product Responsibility

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
Customer Health and Safety							
PR1COMM	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Fully	All the buildings designed and developed by MLDL are in line with safety standards set by the National Building Code (NBC), Government of India and other relevant IS Codes. All our project locations ensure safe working conditions and are OHSAS (Occupation Health & Safety Assessment Series) 18001:2007 certified				
PR2COMM	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	No incident of non-compliance observed during the reporting period.				
Product and Service Labelling							
PR3COMM	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	Page 34				
CRE8	Type and number of sustainability certification, rating and labeling schemes for new construction, management, occupation and redevelopment.	Fully	2 Platinum rated certified green buildings and 11 Pre-certified green buildings under IGBC Green Homes Rating system				
PR4COMM	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	No incident of non-compliance observed during the reporting period.				

Profile Disclosure	Description	Level of reporting	Location of disclosure	If applicable, indicate the part not reported	Reason for omission	Explanation for the reason for omission	To be reported in
PR5_{COMM}	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Customer satisfaction is measured through customer feedback, Customer as a Promotor Score (CaPS) as well as through Customer Satisfaction (CS) survey				

Marketing Communications

PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	Page 34				
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	No incident of non-compliance observed during the reporting period.				

Customer Privacy

PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	No such complaints have been reported in this reporting year				

Compliance

PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	No fines were paid for such non-compliance of products and services during the reporting period				

UNGC principles

Principle	Category	Description	Page No.
Principle 1	Human Rights	Businesses should support and respect the protection of internationally proclaimed Human Rights.	Management Approach - Page 58 Materiality - Page 13, 14 Stakeholder Engagement - Page 15, 17 to 22
Principle 2	Human Rights	Businesses should make sure that they are not complicit in Human Rights abuses.	Management Approach - Page 58 Materiality - Page 13, 14
Principle 3	Labor	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	Management Approach - Page 58
Principle 4	Labor	Businesses should uphold the elimination of all forms of forced and compulsory labor.	Management Approach - Page 58 Materiality - Page 13, 14
Principle 5	Labor	Businesses should uphold the effective abolition of child labor.	Management Approach - Page 58
Principle 6	Labor	Businesses should uphold the elimination of discrimination in respect of employment and occupation.	Management Approach - Page 58 Core Values - Page 07
Principle 7	Environment	Businesses should support a precautionary approach to environmental challenges.	Management Approach - Page 24 Financial Implications of Climate Change - Page 38 Environmental Management - Page 40 to 55
Principle 8	Environment	Businesses should undertake initiatives to promote greater environmental responsibility.	Management Approach - Page 24 Environmental Management - Page 40 to 55
Principle 9	Environment	Businesses should encourage the development and diffusion of environmentally friendly technologies.	Management Approach - Page 24 Environmental Management - Page 40 to 55 Materiality - Page 13, 14, 15
Principle 10	Anti-corruption	Businesses should work against corruption in all its forms, including extortion and bribery.	Management Approach - Page 58 Core Values - Page 07

Mahindra
LIFESPACES

We are part of the Mahindra Group, and have been at the forefront of transforming urban landscapes by creating sustainable communities.

With sustainability deeply engrained in our culture, green design and healthy living form the foundations of all our projects.

One of the first companies in India to launch the green homes movement, we are also pioneers in voluntarily reporting on our performance metrics with respect to triple bottom-line approach.

We are actively furthering the cause of sustainable urbanisation, through the development of green communities in large urban centers, the creation of new economic centers of Livelihood- Living-Life and by enabling access to quality housing at affordable prices to a larger section of people.

cognito

Mahindra Lifespace Developers Limited, CIN L45200MH1999PLC118949

Mahindra Towers, 5th Floor, Road No. 13, Worli, Mumbai - 400 018
Tel: +91 22 6747 8600, +91 22 6747 8601 | Fax: 022 - 24975084
Toll free no. - 18001023455 | homes@mahindralifespaces.com
www.mahindralifespaces.com | www.mahindraworldcity.com

Our Presence

Mumbai | Faridabad | Gurgaon | Chennai | Jaipur | Pune | Nagpur | Hyderabad | Bengaluru