

Business Responsibility & Sustainability Report

Section A: General Disclosure

This section provides a general overview of the business operations, workforce, key material risks & opportunities.



I. Details of the Listed Entity

1. Corporate Identity Number (CIN) of the Listed Entity	Mindspace Business Parks REIT (Mindspace REIT) is a Trust and hence CIN is not applicable. The ISIN of Mindspace REIT is INE0CCU25019.
2. Name of the Listed Entity	Mindspace Business Parks REIT (Mindspace REIT)
3. Year of incorporation	Mindspace REIT is registered in the Republic of India as a contributory, determinate and irrevocable trust on November 18, 2019 at Mumbai under the Indian Trusts Act, 1882 and as a real estate investment trust on December 10, 2019 at Mumbai under the Securities and Exchange Board of India (Real Estate Investment Trusts) Regulations, 2014, having registration number IN/REIT/19-20/0003.
4. Registered office address	Level 8, Block 'G', C-30, Raheja Tower, Bandra Kurla Complex, Mumbai, Maharashtra, 400051.
5. Corporate address	Level 8, Block 'G', C-30, Raheja Tower, Bandra Kurla Complex, Mumbai, Maharashtra, 400051.
6. Email	reitcompliance@mindspacereit.com
7. Telephone	+91 - 22 - 2656 4000
8. Website	www.mindspacereit.com
9. Financial year for which reporting is being done	This report highlights our environmental, social, governance and performance for the financial year April 1, 2022, to March 31, 2023
10. Name of the Stock Exchange(s) where shares are listed	Mindspace REIT has its units listed on the following stock exchanges : 1. National Stock Exchange of India Limited 2. BSE Limited
11. Paid-up Capital	Being a Trust, Mindspace REIT has its units listed on the stock exchanges. The unit capital comprises 59,30,18,182 units as on March 31, 2023.
12. Contact Person	
Name of the Person who may be contacted in case of any queries on the BRSR report	Mr. Anubhav Saxena Lead Sustainability Officer
Telephone	+91 - 22 - 6509 6297
Email address	asaxena@kraheja.com
13. Reporting Boundary	
Type of Reporting - Select from the Drop - Down List	Consolidated
If selected consolidated :	The reporting boundary for BRSR includes Mindspace REIT and its eight (8) Asset SPVs as per the below list, collectively referred to as Mindspace REIT Group : 1. Mindspace Business Parks Private Limited 2. Avacado Properties & Trading Private Limited 3. Gigaplex Estate Private Limited 4. KRC Infrastructure & Projects Private Limited 5. Horizon View Properties Private Limited 6. Sundew Properties Limited 7. Intime Properties Limited 8. K Raheja IT Park (Hyderabad) Limited

Note: - Mindspace Business Parks REIT Group comprising Mindspace Business Parks REIT ("Mindspace REIT") and its Asset SPVs (hereafter referred to as "Mindspace REIT Group" or "Mindspace" or "Group" or "we" or "us" or "our Entity").

II. Product/Services

14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
1.	Renting & Maintenance	Renting of immovable properties i . e . IT/ITES and office spaces	85 . 6%
2.	Construction	Development of commercial projects including IT parks / IT/ITES SEZs	10 . 0%
3.	Power Distribution	Distribution of power as a licensee in the SEZ area	2 . 6%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% Of Total Turnover contributed
1.	Development , renting and maintenance of immoveable properties	Not Applicable	85 . 6%
2.	Revenue from works contract	Not Applicable	10 . 0%
3.	Power Distribution	Not Applicable	2 . 6%

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants/Projects	No. of Offices	Total
National	10	3	13
International	-	-	-

17. Market served by the entity

	Locations	Numbers
a. No . of Locations	National (No . of States)	3
	International (No . of Countries)	-
b. What is the contribution of exports as a percentage of the total turnover of the entity?	Not Applicable , as all of our assets are located in India .	
b. A brief on types of customers	The assets are leased to IT/ITES entities , banks , global MNC's , corporates , Fortune 500 Companies , etc .	

IV. Employees

18. Details as at the end of Financial Year:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a.	Employees and workers (including differently abled)					
	Employees					
1	Permanent Employees (A)	192	154	80 . 21%	38	19 . 79%
2	Other than Permanent Employees (B)	0	0	0	0	0
3	Total Employees (A+B)	192	154	80 . 21%	38	19 . 79%
	Workers					
4	Permanent (C)	0	0	0	0	0
5	Other than Permanent (D)	3 , 342	2 , 873	85 . 97%	469	14 . 03%
6	Total Workers (C+D) ⁽¹⁾	3 , 342	2 , 873	85 . 97%	469	14 . 03%
b.	Differently abled employees and workers					
	Employees					
7	Permanent Employees (E)	2	1	50%	1	50%
8	Other than Permanent Employees (F)	0	0	0%	0	0%
9	Total Employees (E+F)	2	1	50%	1	50%
	Workers					
10	Permanent (G)	0	0	0%	0	0%
11	Other than Permanent (H)	0	0	0%	0	0%
12	Total Differently Abled Employees (G+H)	0	0	0%	0	0%

⁽¹⁾ The Asset SPVs of Mindspace REIT engage third party vendors/contractors through the process of issuing tenders, post carrying out financial due diligence. Thereafter, workers are engaged by such approved vendors/contractors, and such engagements are based on site requirements and compliance with applicable laws and regulations. This note applies consistently throughout the report for employee & worker related indicators.

19. Participation/Inclusion/Representation of women

S. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1.	Board of Directors	6	1	16.67
2.	Key Management Personnel	2	1	50

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	27.92%	26.32%	27.60%	21.97%	14.71%	20.77%	9.58%	12.50%	9.84%
Permanent Workers ⁽¹⁾	NA	NA	NA	NA	NA	NA	NA	NA	NA

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding/subsidiary/associate companies/joint ventures

S. No.	Name of the holding/subsidiary/associate companies/joint ventures	Holding/Subsidiary/Associate/Joint Venture	% Of shares held*	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Mindspace Business Parks Private Limited	Asset SPV	100%	Yes
2.	Avacado Properties & Trading Private Limited	Asset SPV	100%	Yes
3.	Gigaplex Estate Private Limited	Asset SPV	100%	Yes
4.	KRC Infrastructure & Projects Private Limited	Asset SPV	100%	Yes
5.	Horizon View Properties Private Limited	Asset SPV	100%	Yes
6.	Sundew Properties Limited	Asset SPV	89%	Yes
7.	Intime Properties Limited	Asset SPV	89%	Yes
8.	K Raheja IT Park (Hyderabad) Limited	Asset SPV	89%	Yes

VI. CSR Details

22 a. Whether CSR is applicable as per section 135 of Companies Act, 2013:

Yes, applicable to the Asset SPVs namely Mindspace Business Parks Private Limited, Avacado Properties & Trading Private Limited, Gigaplex Estate Private Limited, KRC Infrastructure & Projects Private Limited, Sundew Properties Limited, Intime Properties Limited and K Raheja IT Park (Hyderabad) Limited.

Turnover (in ₹) #	23,660 million
Net worth (in ₹) *	14,021 million

Revenue from operations for Assets SPVs as defined in a. above for FY 2022-2023.

* For Asset SPVs where CSR is applicable for the financial year FY 2022-2023.

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redress policy	FY 2022-23			FY 2021-22		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	communitygrievance@mindspacereit.com	0	0		0	0	
Investors (other than unitholders)	Yes	https://www.mindspacereit.com/the-manager#page4	0	0		0	0	
Unitholders	Yes	https://www.mindspacereit.com/the-manager#page4	703	0	-	559	0	
Employees and workers	Yes	wecare@kraheja.com	0	0		1	0	
Customers	Yes	We have CamplusOne portal with complaint management module for tenants feedback and concerns	0	0		0	0	
Value Chain Partners	Yes	Kindly refer Our ESG policy	0	0		0	0	
Other (please specify)	NA	NA						

24. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Customer Relationships	Opportunity	Our tenants are the key to the success of our business performance and growth and relationships with our clients is critical to ensure growth, retention and reduce leasing downtime.		Positive
2.	Customer preferences	Risk	Customer preferences have evolved post the pandemic especially in the manner that our clients operate including adopting flexible and hybrid models of operations and this may affect the demand for commercial real estate.	Our constant engagement with market participants and clients allows us to respond to opportunities that arise including, adapting our products to match the customer needs, catering to an emerging industry sector or an emerging asset class. Further, we have established long term relationships with our clients and actively collect feedback including Net Promoter Score (NPS) survey to improve the experience, address their needs and provide a best-in-class experience.	Negative
3.	Regulatory Compliance	Risk	We are subject to various regulations and policies in the course of our day-to-day business and non compliance with prevailing regulations can impact both our reputation and economic performance.	We have defined internal controls with robust processes and policies to implement strict adherence to the compliance framework. We have standard operating procedures and systemic controls in place to ensure non adherence. We have also developed and implemented various corporate policies, over and above legal compliance, to stimulate the culture of achieving zero non compliance.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4.	Environmental impact of development and operations	Risk	Monitoring environmental impact is integral to our business operations, as the efficient use and management of environmental resources such as energy, water and waste, contributes to our long-term sustainability and reduce the carbon footprint of our business.	We recognize the impact our operations have on the environment and our strategies are aligned with our long-term objectives to reduce the ecological footprint and conserve natural resources. We have undertaken initiatives such as Sustainable Architecture and Design, Site Selection and Planning, Water Conservation, Energy Efficiency, Building Materials and Resources, Indoor Environmental Quality along with Innovation and Development to undertake sustainable development. close to 100% of our existing portfolio are registered for Green Building certification and 97.3% are been certified. All our new developments are designed in line with green building certification guidelines.	Negative
5.	Occupational Health and Safety	Risk	Control of hazards and risks at the workplace by implementing controls effectively to ensure these hazards and risks do not cause harm to employees and workers.	Our health and safety practices include providing training to enable all our people to work safely and competently, promoting safety awareness among all employees, workers, customers and vendors and implementing effective management systems to identify, minimize and manage health and safety risks across all projects. We have received 9 Sword of Honour Awards for our assets that have received Five Star Rating under British Safety Council's Occupational Health and Safety Audits.	Negative
6.	Community Engagement	Opportunity	In all our project locations, we strive to develop with minimum disruption to the local community and look for ways to promote socio-economic development. We have a CSR policy under which we take up various causes in the areas of environment, health, education and skill development.		Positive
7.	Human Capital	Opportunity	Our employees are a critical resource in achieving our goals and we invest in equipping them with the necessary trainings and skillsets for their growth and development and contribute to the success of the organization. We have programmes such as SHIKHAR and SHEROES for high performing employees and women leaders to expand their potential.		Positive
8.	Data Security	Risk	Today, Data is one of the key resources in the success of the organization. We ascribe paramount importance to ensure data privacy and data security across our assets to avoid any kind of breach.	We deploy robust technological solutions to ensure that our systems are safeguarded against violations such as hacking and phishing scams, amongst others. Also, we periodically review our systems to avoid cyberattacks and data breaches.	Negative

Section B: Management and Process Disclosures

Integrating the principles of the National Guidelines for Responsible Business Conduct into the structures, policies and processes ensure that stakeholder interests are integrated into the business fabric. Creating adequate governance enables businesses to contribute towards wider development goals.



NGRBC Principles

Principle 1: Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable.

Principle 2: Businesses should provide goods and service in a manner that is sustainable and safe.

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders.

Principle 5: Businesses should respect and promote human rights.

Principle 6: Businesses should respect and make efforts to protect and restore the environment.

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Principle 8: Businesses should promote inclusive growth and equitable development.

Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.mindspacereit.com/the-manager								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes, we have established procedures and processes for the successful implementation of the policies at the management and operational levels.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, our policies apply to relevant stakeholders and encourage adherence to the same.								
4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>Standards Adopted by Mindspace REIT Group</p> <ul style="list-style-type: none"> ■ ISO 45001 : 2018 ■ ISO 14001 : 2015 ■ ISO 27001 ■ India Green Building Council (IGBC) ■ Leadership in Energy and Environmental Design (LEED) ■ International Well Building Institute (IWBI) <p>Our policies are based on the National Voluntary Guidelines (NVG) principles and conform to the international standards such as ISO 9000, 14000, and 45001, United Nations Global Compact (UNGC) principles, ILO principles and United Nations Sustainable development goals (SDGs).</p> <p>We follow Global Reporting Initiative (GRI) standards for measuring and reporting sustainability performance.</p> <p>The policies are regularly updated based on market trends, global good practices, and feedback received from the stakeholders.</p>								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>Mindspace REIT ESG goals & yearly targets are forming part of the ESG Report, and the progress against these targets is communicated through the sustainability report and other stakeholder disclosures such as CDP's RE100 initiative & Global Real Estate Sustainability Benchmark (GRESB) available in the public domain.</p> <p>Mindspace REIT has adopted targets against 13 KPIs under 3 focus areas :</p> <ol style="list-style-type: none"> 1. Resource Conservation and Efficiency 2. Employee and Community Relations 3. Responsible Business Conduct 								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Performance against Targets will be available in the ESG Report FY23								

Governance, Leadership and Oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements

I am pleased to share with you Mindspace REIT's ESG Report for FY202-23. Our second ESG report reiterates the commitment towards our vision 'to be a sustainability leader in the realty industry by creating long-term value for stakeholders through an ESG focused business strategy'.

Our ESG strategy, backed with KPI's ensures we make measured progress, as we continue to invest a value driven future, which is guided by our purpose to 'build a sustainable ecosystem', in which communities, tenants and our people thrive.

– **Mr. Deepak Ghaisas**, Independent Member & Chairperson of Governing Board.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).

The Governing Board of K Raheja Corp Investment Managers LLP, acting as the Manager to Mindspace REIT is responsible for monitoring the implementation and oversight of the Business Responsibility policies.

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Yes, the entity is having an Executive Committee (EC).

The EC Committee comprises of 2 (Two) Non-Independent Directors and 2 KMP's (CEO & CFO) of the Governing Board of Manager to Mindspace REIT.

The EC is responsible for providing strategic direction, ensuring proper implementation of the policy, and periodically reporting progress towards ESG goals to the Governing Board. Additionally, the members of this committee are tasked with promoting a culture of ESG adherence within Mindspace. If needed, the EC may also form specific task forces or smaller groups to carry out particular tasks. The EC is empowered to form committees/groups as and when required for undertaking ESG initiatives and achieve set targets in relation to ESG strategy. The ESG policy is overseen by the EC committee.

Besides EC, we also have an ESG Committee comprising:

- Head – Leasing
- Head – Asset Management
- Lead – Projects
- Head – Corporate Finance and Investor Relations
- Compliance Officer

The ESG Committee is tasked with identifying gaps in previous sustainability initiatives, approve ESG targets, allocating budget and monitoring the effectiveness of implementation. The committee reports progress against ESG Strategy to the executive committee on a quarterly basis.

The ESG Committee may invite other officials or persons to contribute on the various aspects of ESG matters or to seek expert advice on matters concerning ESG initiatives of the organization.

10. Details of Review of NGRBCs by the Company:

	P1	P2	P3	P4	P5	P6	P7	P8	P9
Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
Performance against above policies and follow up action	All the policies are reviewed periodically or as the need may arise.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Compliances are reviewed on an on-going basis and action, if any, are taken.								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
If yes, provide name of the agency.	TUV India Pvt. Ltd. provided assurance on non-financial sustainability disclosures based on GRI standards								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

Section C: Principle Wise Performance Disclosure

Principle 1:

Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.



Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	2	Information Security , Anti Corruption	33% (We have considered Internal Board Members)
	1	Environmental , Social and Governance ("ESG") roadmap for Mindspace Business Parks REIT Group & Awareness session on BRSR	100%
	2	ESG update on Mindspace Business Parks REIT and its portfolio	100%
Key Management Personnel	2	Anti - Corruption	50%
		Code of Conduct	50%
Employees other than BODs and KMPs	3	ESG	75%
		Code of conduct	86%
		BRSR	95%
Workers	419	<ul style="list-style-type: none"> ■ Height Works Safety ■ Electrical Safety ■ Hot Works ■ Confined Space Entry ■ Excavation Safety ■ Hand held power tools safety ■ Scaffolding Safety ■ Gondola Operations ■ Safety in Blockworks ■ Tower Crane Operations ■ Importance of Housekeeping etc . 	100% (workers are covered in at least one of the topics mentioned)

2. Details of fines/penalties/punishment/award/compounding fees/ settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format.

a. Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

b. Non-Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

- Not Applicable

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

- Yes, it is the policy of K Raheja Corp Investment Managers LLP (manager to the Mindspace Business Parks REIT) to conduct all business activity with honesty, integrity and the highest possible ethical standards and to enforce its business practice of not engaging in Bribery or Corruption. This policy is also applicable to the Mindspace REIT Group. The entity has a zero tolerance policy to bribery and corruption and is committed to implementing and enforcing effective systems to counter bribery.

- Web-link: <https://www.mindspacereit.com/wp-content/uploads/2023/06/Anti-Corruption-policy.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest:

Topic	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	-	0	-

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

- Nil

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

- Note: Awareness programmes for value chain partners are planned for next financial year

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in value chain covered by the awareness programmes
NA	NA	NA
NA	NA	NA

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

- Yes, we have a 'Code of Conduct Policy' in place to avoid/manage conflict of interest involving members of the Board. Refer the weblink - <https://www.mindspacereit.com/the-manager#policies>

Details of the Policy

- The Governing Board of K Raheja Corp Investment Managers LLP (manager to the Mindspace Business Parks REIT) has formulated the Code of Conduct for the Governing Board and Senior Management. All the members of the Governing Board of K Raheja Corp Investment Managers LLP (manager to the Mindspace Business Parks REIT) and Senior Management have a responsibility towards Mindspace REIT's stakeholders and each other. Although this duty does not prevent Mindspace REIT and the Manager from engaging in personal transactions and investments, it does demand that situations where a conflict of interest might occur, or appear to occur, must be avoided.
- Members of the Governing Board of K Raheja Corp Investment Managers LLP (manager to the Mindspace Business Parks REIT) and Senior Management shall not engage in any business, relationship or activity, which may be in conflict with the interest of Mindspace REIT's and the Manager. A conflict of interest exists where the interest or benefits of one person or entity conflict with the interest or potential benefits of Mindspace REIT and the Manager. None of the Management and Employees shall enter into any agreement for himself or on behalf of any other person, with any Unitholder or any other third party with regard to compensation or profit sharing in connection with dealings in the Units of Mindspace REIT, except in terms of provisions of REIT Regulations.

PRINCIPLE 2:

Businesses should provide goods and services in a manner that is sustainable and safe



Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Type	FY 2022-23	FY 2021-22	Details of improvement in social and environmental aspects
Research & Development (R&D) ¹	0.1%	NA	-
Capital Expenditure (CAPEX)	6.8%	NA	-

Note: Total CAPEX made during FY2023 stands at ₹ 7,652 Mn

¹ R&D cost mainly includes manpower cost incurred in various initiatives taken to improve environmental & Social performance of our assets during the financial year

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
 - Yes, we have sustainable procurement policy approved by the Governing Board of Manager to the Mindspace REIT. Mindspace REIT ensure active engagement with its suppliers to deliver responsible and sustainable supply chain outcomes in the provision of services and products across its portfolio.
- b. If yes, what percentage of inputs were sourced sustainably?
 - We procure 61.9% (by monetary value) of our materials as per our sustainable procurement policy.
 - The criteria of sustainable procurement includes but not limited to the following: adherence to the Supplier Code of Conduct, procurement of environment friendly & energy efficient materials like AAC block work, glass, insulation, Cement, Gypsum, Tiles, Chillers and AHUs etc.
3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.
 - We have onboarded vendors authorized by the State Pollution Control Board to recycle the waste generated at our assets.
4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.
 - Extended Producer Responsibility (EPR) is not applicable for Mindspace REIT Group as it is a service-based real estate entity.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?
 - Yes, Mindspace REIT Group has carried out a whole building lifecycle assessment via third party for 1 new building construction at Madhapur, Hyderabad
 - This LCA focused on assessing the embodied carbon emissions arising from the different building materials that have been considered for the construction of the building.
2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.
 - No significant social or environmental concerns and/or risks were identified from the LCA
3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
Recycled Structural steel , AAC blocks , fly ash and GGBS in ready mix concrete , Glass in façade , insulation material , gypsum , tiles etc	9.03%	Not Available

Note: The percentage is derived based on the total civil material procured.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:
 - Not Applicable
5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.
 - Not Applicable

PRINCIPLE 3:

Businesses should respect and promote the wellbeing of all employees, including those in their value chains



Essential Indicators

1. a. Details of measures for the wellbeing of employees:

	% of employees covered by										
Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% F/A)
Permanent Employees											
Male	154	154	100%	154	100%	NA	NA	154	100%	154	100%
Female	38	38	100%	38	100%	38	100%	NA	NA	38	100%
Total	192	192	100%	192	100%	38	20%	154	80%	192	100%
Other than Permanent Employees											
Male	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note: Mindspace REIT does not have a separate Accident Insurance policy. The same benefits are offered under our Group Health Insurance & Term Insurance Policy.

b. Details of measures for the wellbeing of workers:

	% of employees covered by										
Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No.(D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent Workers											
Male	2,873	0	0	2,873	100%	0	0	0	0	0	0
Female	469	0	0	469	100%	0	0	0	0	0	0
Total	3,342	0	0	3,342	100%	0	0	0	0	0	0

Note: Mindspace REIT Group only covers Accidental Insurance as part of our Third-Party Coverage. Contractors cover the workers for other insurances.

2. Details of retirement benefits, for Current FY and Previous Financial Year:

Sr. No.	Benefits	FY 2022-23			FY 2021-22		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
1.	PF	100%	NA	Yes	100%	100%	Yes
2.	Gratuity	100%	NA	Yes	100%	NA	Yes
3.	ESI	NA	NA	NA	NA	NA	NA
4.	Others – Please Specify	NA	NA	NA	NA	NA	NA

Note: Our contractors are mandated to deposit applicable benefit amount and produce relevant documentation as a part of our vendor compliance, through an online portal for vendors & suppliers.

3. **Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

- Yes, Mindspace REIT premises are accessible for differently abled employees & workers.
- Our premises include features like dedicated washroom for differently abled employees, Ramp for entry and access, Brailles and audio assistance in Elevators etc.

4. **Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

- Yes, Our ESG policy includes a provision related to equal opportunity. Web-link: [ESG-Policy_12th-May-2022.pdf \(mindspacereit.com\)](#)
- Additionally, we have dedicated equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016 present in our internally available Corporate HR Policy Manual.

5. **Return to work and Retention rates of permanent employees and workers that took parental leave.**

Gender	Permanent Employees		*Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention Rate
Male	100%	100%	NA	NA
Female	0	0	NA	NA
Total	67%	100%	NA	NA

Note: *Not Applicable as Mindspace employs all workers through authorized third party vendors & contractors

6. **Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.**

Category	Yes/No	Details of the mechanism in brief
Permanent Workers ¹	No	In addition to WeCare (dedicated email id for grievance reporting), we have EConnect ie. one day every quarter dedicated for employees and staff to reach out HR for grievance redressal. We also have POSH ICC and Whistleblower policy for grievance redressal in these areas.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

7. **Membership of employees and worker in association(s) or Unions recognized by the listed entity:**

Note: Not Applicable

Category	FY 2022-23			FY 2021-22		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Permanent Employees						
Male	154	NA	NA	173	NA	NA
Female	38	NA	NA	34	NA	NA
Total	192	NA	NA	207	NA	NA
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

On Health and Safety Measures

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received Health & Safety (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	%(D/C)
Employees						
Male	154	143	92%	173	166	95 %
Female	38	36	94%	34	30	88%
Total	192	179	93%	207	196	94 %
Workers						
Male	2,873	2,873	100%	Not Available	NA	NA
Female	469	469	100%	Not Available	NA	NA
Total	3,342	3,342	100%	Not Available	NA	NA

On Skill Upgradation

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received training on Skill Upgradation (B)	% (B/A)	Total employees /workers in respective category (C)	No. of employees workers in respective category, who received training on Health and Safety (D)	% (D/C)
Employees						
Male	154	101	65%	173	77	44%
Female	38	26	68%	34	14	41%
Total	192	127	66%	207	91	43%
Workers						
Male	0	NA	NA	NA	NA	NA
Female	0	NA	NA	NA	NA	NA
Total	0	NA	NA	NA	NA	NA

9. Details of performance and career development reviews of employees and worker:

Category	FY 2022-23			FY 2021-22		
	Total employees /workers in respective category (A)	No. of employees/ workers in respective category, who had a career review (B)	% (B/A)	Total employees /workers in respective category (C)	No. of employees/ workers in respective category, who had a career review (D)	% (D/C)
Employees						
Male	154	140	90.9%	173	156	90%
Female	38	33	86.8%	34	33	97%
Total	192	173	90.1%	207	189	91%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

Note: Employees who have joined before Sept 30th and those who are not serving notice as on March 31st are only considered in the performance appraisal exercise.

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)

a. What is the coverage of such system?

Considering the context of organization, the organization has defined the scope as follows :

- "Provision of Facility Management Services which includes Engineering & Maintenance, Security, Safety, Fire Safety & Emergency Response, Horticulture and Soft Services."
- The Physical boundaries and applicability of the Integrated management system (IMS) include the activities carried out at all buildings which are managed and operated by all the assets of Mindspace REIT group.

Activities/Products/Services :-

- The Scope of activities involves Engineering Service, Soft services, Horticulture, Security, and Fire & Safety.
- The IMS scope also includes the activities carried out by Employees, Customer Employees, Contractor, Contract employees, Inspectors/ Government Officials as well as the Visitors of the Facility within the premise or outside premise for activities of organization.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

- We have adopted British safety council Five-star standard 2021 to Identify hazards and risk assessment. System Procedure no. MSHY-SYS-P04 established for Risk assessment is being developed and implemented for Routine activity and not routine activity and also for changes if any in existing process. Employees have undergone repetitive Risk assessment training after that risk assessment is being carried out based on the opportunity for improvement is identify to reduce the risk at an acceptable level. Quality of the process is ensured by the periodical audit of the process reducing the trend of the incident. Competency of members is ensured by periodical training of the members.
- For continued improvement, the opportunity of improvement points are identified and based on that actions are being taken. The process undergoes yearly external audit.
- Hierarchy of Controls :
 1. Elimination of risk
 2. Substitute method/material etc.
 3. Engineering control
 4. Admin control and PPE.
- First priority is given to eliminate the hazard and based on technology available & feasibility of the controls adopted.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Yes

d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million - person hours worked)	Employees	0	0
	Workers	1.13	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

Note: Mindspace REIT Group employs all workers through authorized third-party vendors & contractors.

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Providing safe and healthy workplaces to our workforce is of outmost importance to us. With regards to the same, we have implemented below initiatives:

- British safety Council's FSA Audit Standards is implemented across the assets
- Hazard Identification and Risk Assessment (HIRA) done for all routine and non-routine activities
- Job Safety Analysis (JSA) done
- Permit to work systems implemented
- External and internal audits are regularly carried out
- Monthly Cross functional safety rounds are conducted
- Risk prevention activities like safety railing, access equipment installed
- Behavior monitoring system implemented at all the properties
- Monthly safety committee with workers participation implemented
- Camplus system: A leading software system for Tracking complaints and accepting suggestions is implemented across the properties
- Safety trainings are conducted at regular intervals

13. Number of Complaints on the following made by employees and workers:

Topic	FY 2022-2023			FY 2021-2022		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	1	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.

- Corrective Actions on Working Conditions
 - ◆ Hand railings are added on the staircase and over-head tank.
 - ◆ Installing ramp side wall sprinkler, pump room sprinkler - for all building work in progress
 - ◆ Installed Safety Bullard for fire hydrant system
 - ◆ We are currently sealing all our electrical shafts
- Corrective Actions on Health and Safety
 - ◆ Health and Wellbeing activities are planned and implemented with the third party
 - ◆ All Mock drills (Confined Space, Façade rescue, Snake bite, Lift rescue, chemical spillage, fire emergency, etc.) are organised and executed as per schedule.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).
 - a. Employees (Yes/No): Yes
 - b. Workers (Yes/No): **Not Applicable** as we employ workers only through the third-party contractors/vendors. Our contractors are mandated to provide benefits stipulated in the applicable labour regulations.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

- We have engaged third party agency 'Core integra' for auditing & managing contractor compliance against the statutory dues.

3. Provide the number of employees/workers having suffered high consequence work related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No).

- Mindspace REIT does not provide transition assistance program. However, for certain retirement cases, we retain the retiring employee as a consultant on case to case basis.

5. Details on assessment of value chain partners:

- Supply Chain partner assessment format has been created and we are in the process of notifying our suppliers. Detailed supplier assessment is planned to be taken up in the next financial year.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

- Detailed supplier assessment is planned to be taken up in the next financial year. The value chain partners of Mindspace REIT are required to maintain safe working conditions as per the Supplier's Code of Conduct as well as the general conditions of the contract. No corrective actions are currently under progress.

PRINCIPLE 4:

Businesses should respect the interests of and be responsive to all its stakeholders



Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity:

- We identify our stakeholders as groups and individuals, who can influence or/ are impacted by its operations/ activities, change in technology, regulations, market and societal trends either directly or indirectly which include communities, employees, supply chain partners, customers, investors, unitholders, regulators, government agencies, and civil society organizations across all the organization.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Tenant Satisfaction surveys Health & Safety Awareness Programs, ESG awareness, Social events, Sport events, Festivities celebration etc.	Ongoing Basis	1. Green Building Certification 2. Due Diligence 3. ESG 4. Tenant satisfaction 5. Health & Safety
Communities	Yes	Community engagement through various CSR programmes and initiatives	Annually	1. Responsible Corporate Citizenship 2. Contribution to society and its betterment 3. Community upliftment and providing opportunities
Business Partners/ Vendors/ Contractors	No	1. Formal and informal meetings with existing and potential partners 2. Feedback and annual evaluations of a select few suppliers 3. Participation at trade fairs 4. Regular compliance and risk assessments	Quarterly	1. Knowledge transfer (on quality parameters) 2. Smooth supply chain 3. Green certifications 4. Long term association
Employees	No	1. Interactive internal communication 2. Training programs and discussions 3. Team engagement initiatives 4. Employee feedback surveys 5. Townhalls	Ongoing	1. Measure impact and enhanced disclosure 2. Governance of ESG related activities/ targets
Workers	No	1. Training programs and discussions	Ongoing	1. To enhance awareness on safe workplace practices
Regulatory Bodies	No	Meetings with key regulatory bodies, Written communications, Presentations, Industry associations.	Ongoing	1. Regulatory Compliance, Corporate Governance, Seeking clarifications on regulations, communicating challenges and providing recommendations, knowledge sharing, etc.
Unitholders/ investors	No	1. Dedicated Compliance and Investor Relations team to engage with unitholders and investors 2. Dedicated Investor Relations section on the entity's website 3. Annual Report 4. Meetings with investors and participation in roadshows 5. Quarterly earnings calls 6. Quarterly updates on business and other areas 7. Investor presentations 8. Annual Report, Annual General Meeting, Press releases, etc.	Ongoing	1. To understand investor and unitholder feedback, grievances, etc. and address them in a timely manner 2. To update on business and financial performance of Mindspace REIT

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

- We have a cross-functional ESG governance framework, which is especially responsible for identifying, developing, and monitoring our ESG efforts. Executive committee is responsible for steering the implementation of ESG strategy.

Executive Committee: Our ESG policy is overseen by a committee consisting of Board members and key managerial personnel. This committee is responsible for providing strategic direction, ensuring proper implementation of the policy, and periodically reporting progress towards ESG goals to the Governing Board. Additionally, the members of this committee are tasked with promoting a culture of ESG adherence within Mindspace. If needed, the committee may also form specific task forces or smaller groups to carry out particular tasks. The committee is empowered to form committees/groups as and when required for undertaking ESG initiatives and achieve set targets in relation to ESG strategy.

ESG Committee: Under the executive committee, an ESG Committee consisting of frontline heads from various functions, such as leasing, asset management, projects, procurement, finance, compliance, etc. has been established. This team reports to the executive committee and is responsible for ensuring last mile implementation of the overall strategy. The ESG Committee is responsible for identifying gaps, setting current targets for the same parameters, guiding the development of an appropriate roadmap to meet those goals, and monitoring the effectiveness of implementation. Furthermore, this committee is expected to remain informed of changes in the legal and policy landscape that may affect Mindspace REIT and provide advice on internal changes as necessary. The committee is also responsible for making decisions on material issues related to stakeholders and the company and adjusting ESG goals accordingly. The Committee meets at designated intervals and provides necessary updates to the executive committee.

The Governing Board of the Manager to Mindspace REIT plays a critical role in providing executive and strategic direction to business operations, risk management, ESG goals, and stakeholder management. Its primary responsibility is to ensure that we remain accountable to all stakeholders as we strive to achieve our mission and vision. We pride ourselves on a balanced board with members from varied experiences across industries and geographies, members of different genders and ages, and a balance between independent directors and non-executive directors. This ensures that we have the variety of exposure and experience that is needed for effectively guiding Mindspace. Governing Board comprises four independent members and two non-executive members.

The Governing Board is apprised on the Environmental, Social and Governance ("ESG") roadmap for Mindspace Business Parks REIT Group and progress made thereon and ESG report.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

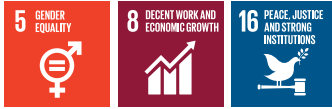
- Yes, as a part of the materiality assessment carried out for the identification of key material ESG topics for the business, Stakeholder interactions are carried out to understand their perspective on our economic, social, and environmental performance. The detailed process will be available in the ESG Report FY23.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalised stakeholder groups.

- We understand that the vulnerable have various areas where they can be supported. To gain a better understanding of their needs, we conducted a Community Needs Assessment across two of our assets during FY22-23.
- Going forward, we endeavour to develop our CSR programs, with interventions that address some of these concerns

PRINCIPLE 5:

Businesses should respect and promote human rights.



Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	192	192	100%	207	207	100%
Other than permanent	NA	NA	NA	NA	NA	NA
Total Employees	192	192	100%	207	207	100%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

Note: All employees are sensitized on the Human Rights related aspects during the on-boarding process. Additionally, our Human Rights Policy is available for access on our intranet portal for all employees.

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B /A)	No. (C)	% (C /A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees – Minimum wages is not applicable to employees .										
Permanent	NA	NA		NA	NA	NA	NA		NA	NA
Male	NA	NA		NA	NA	NA	NA		NA	NA
Female	NA	NA		NA	NA	NA	NA		NA	NA
Other than Permanent	NA	NA		NA	NA	NA	NA		NA	NA
Male	NA	NA		NA	NA	NA	NA		NA	NA
Female	NA	NA		NA	NA	NA	NA		NA	NA
Workers										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent	3 ,342	0	0%	3 ,342	100%	Not Available	Not Available	NA	Not Available	NA
Male	2 ,873	0	0%	2 ,873	100%	Not Available	Not Available	NA	Not Available	NA
Female	469	0	0%	469	100%	Not Available	Not Available	NA	Not Available	NA

3. Details of remuneration/salary/wages, in the following format:

Not disclosed due to confidentiality.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

- Yes, Human rights Committee is instituted and acts as a focal point for all human rights related issues as per our Human Right Policy

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

- All relevant stakeholders are consulted on a periodic basis to seek feedback. Additionally, any grievances related to violations of human rights can be reported at appropriate levels. To encourage reporting of observed violations of this policy, confidentiality to the extent reasonably possible within the objectives of this policy shall be maintained. The Group shall not discharge, demote, suspend, threaten, harass or in any other manner discriminate against, such an officer or employee in the terms and conditions of his or her employment. Any person who participates in any such retaliation is subject to disciplinary action, including termination.

6. Number of Complaints on the following made by employees and workers:

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	1	0	This case has been resolved
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

- Mindspace REIT Group has policy on Prevention of Sexual Harassment At Workplace (POSH). An Internal Committee has been constituted to consider and redress complaints of Sexual Harassment. Any employee who feels being sexually harassed directly or indirectly may submit a complaint of the alleged incident to any member of the Internal Committee in writing with his/her signature within 3 months from the date of the incident and in case of a series of incidents, within a period of 3 months from the date of the last incident.
- <https://www.mindspacereit.com/wp-content/uploads/2023/03/POSH-Policy-Final.pdf>

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

- Yes

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	100%
Forced/involuntary labor	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	NA

10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.

- No significant risk/concerns were noted.

Leadership Indicators**1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

- Note: Not Applicable

2. Details of the scope and coverage of any Human rights due -diligence conducted.

- For FY 2022-23, Mindspace conducted Human Resource Due Diligence (HRDD) for 1 Asset – Mindspace Airoli West. We plan on conducting 1 more HRDD for our operational sites in the coming financial year. Also, we are exploring a process of developing a glide path of conducting HRDD exercise for our development sites and key suppliers.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

- Yes, Mindspace REIT has the necessary infrastructure in place to make the workplaces accessible to differently abled employees and visitors.

4. Details on assessment of value chain partners:

We have not conducted assessment for value chain partner and currently working on the roadmap

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	0%
Forced/involuntary labour	0%
Sexual harassment	0%
Discrimination at workplace	0%
Wages	0%
Others – Safety	0%

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

- Not Applicable as we have not conducted any assessment of the value chain partners

PRINCIPLE 6:

Businesses should respect and make efforts to protect and restore the environment



Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A) (GJ)	370,059	2,67,108
Total fuel consumption (B) (GJ)	4,825	2,844
Energy consumption through other sources (C) (GJ)	0	0
Total energy consumption (A+B+C) (GJ)	3,74,883	2,69,952
Turnover (in ₹ Million) ⁽¹⁾	20,685	17,577
Energy intensity per rupee of turnover ⁽²⁾	18.12	15.36
(Total energy consumption/ turnover in rupees) (GJ/₹ million)		
Total Occupied area (sq. ft.)	2,15,00,000	1,99,00,000
Energy intensity per total occupied area (GJ/sq. ft.)	0.0174	0.0136

⁽¹⁾ Revenue from Operations include Regulatory Income of Power Business post re-classification and excludes Revenue from Works Contract Services amounting to ₹ 2,277 million in FY23.

⁽²⁾ During FY23, absolute energy consumption at our properties has increased in comparison to the FY22 which was affected by COVID-19. During the reporting period, our properties saw increased footfall, as our tenants resumed work-from-office either partially or fully. Similar trends are observed under water consumption and waste generation indicators. Increase in absolute emissions is also directly correlated with increase energy consumption.

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, External assurance has been carried out by TUV India Pvt. Ltd.

2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

- No, Mindsapce REIT does not have any site or facilities identified under the PAT Scheme

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in million kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	2,23,164	1,31,821
(iii) Third party water	9,70,086	6,86,864
(iv) Seawater/desalinated water	0	0
(v) Others (Tanker water)	1,03,425	33,656
Total volume of water withdrawal (in kL) (i + ii + iii + iv + v)	12,96,675	8,52,341
Total volume of water consumption (in kilolitres)⁽²⁾	12,96,675	8,52,341
Turnover (in ₹ million) ⁽¹⁾	20,685	17,577
Water intensity per rupee of turnover (Water consumed/turnover) (kL/₹ million)	62.69	48.49

⁽¹⁾ Revenue from Operations include Regulatory Income of Power Business post re-classification and excludes Revenue from Works Contract Services amounting to ₹ 2,277 million in FY23.

⁽²⁾ Total water consumption is exclusive of the recycled water generated through our STP/ETP

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, External assurance has been carried out by TUV India Pvt. Ltd.

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

- Yes, Mindspace REIT campuses are equipped with advance technology Sewer treatment Plants across locations and waste water is treated and reused for secondary purpose like Horticulture, flushing and HVAC. The STP's are with MBR technology and with Automated process. Mindspace REIT does not discharge any wastewater into municipal drains or at any external surfaces.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	Tonnes	2,170	1,656
SOx		16,206	15,991
Particulate matter (PM)		1,089	0,564
Persistent organic pollutants (POP)		-	-
Volatile organic compounds (VOC)		-	-
Hazardous air pollutants (HAP)		-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, External assurance has been carried out by TUV India Pvt. Ltd.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY2022-23	FY 2021-22
Total Scope 1 emissions	tCO ₂ e	3,538 ⁽¹⁾	1,205
Total Scope 2 emissions	tCO ₂ e	68,943	50,378
Total Scope 1 and 2 emissions	tCO ₂ e	72,481	51,583
Turnover (₹ million) ⁽²⁾	₹ million	20,685	17,577
Total Scope 1 and Scope 2 emissions per turnover	tCO ₂ e/₹ million	3.50	2.93
Total Occupied area (sq. ft.)	Sq. ft.	2,15,00,000	1,99,00,000
Total Scope 1 and Scope 2 emissions per total occupied area	tCO ₂ e/Sq. ft.	0.00337	0.00259

⁽¹⁾ Scope 1 emissions calculated during FY2023 also includes fugitive emissions of 1,783 tCO₂e from the refrigerants.

⁽²⁾ Revenue from Operations include Regulatory Income of Power Business post re-classification and excludes Revenue from Works Contract Services amounting to ₹ 2,277 million in FY23.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, External assurance has been carried out by TUV India Pvt. Ltd.

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide detail

- 1.93 MW of Roof top Solar has been installed during the FY23.

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0	0
E - waste (B)	3 . 17	1 . 12
Bio - medical waste (C)	0	0
Construction and demolition waste (D) ⁽¹⁾	64 , 519	0
Battery waste (E) (MT)	29 . 27	66 . 54
Radioactive waste (F)	0	0
Other Hazardous waste . (Used engine Oil) (KL)	38 . 99	34 . 90
i . Used engine Oil	24 . 07	25 . 84
ii . STP Sludge	14 . 92	9 . 06
Other Non - hazardous waste generated (H) . Please specify , if any . (Break - up by composition i . e . by materials relevant to the sector)	2 , 143	1 , 226
i . Wet Waste	1 , 134 . 43	761 . 03
ii . Dry Waste	778 . 12	335 . 38
iii . Horticuture	230 . 12	129 . 15
Total (A+B + C + D + E + F + G+ H)	66 , 733	1 , 328
For each category of waste generated , total waste recovered through recycling , re - using or other recovery operations (in metric tonnes)		
Category of waste		
i . Recycled	66 , 733	1 , 328
ii . Re - used	0	0
iii . Other recovery operations	0	0
Total	66 , 733	1 , 328
For each category of waste generated , total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
i . Incineration	0	0
ii . Landfilling	0	0
iii . Other disposal operations	0	0
Total	0	0

⁽¹⁾ The sharp increase in the total waste generation during FY23 is due to the demolition of 2 buildings in Hyderabad location . 100% of demolition waste is diverted to an authorised recycler

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, External assurance has been carried out by TUV India Pvt. Ltd.

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

- Mindspace REIT is committed for environmental concerns and to support the cause our Hazardous Waste is disposed through State Pollution control board's authorized recyclers so the waste can be scientifically treated/recycled and reused to ensure it is not sent to landfills. For Non- hazardous waste like WET Waste, we have OWC plants at campuses level to treat the WET waste and reuse as manure for horticulture use and Dry waste is sent to recycler for recycling and reusing.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required, please specify details in the following format:

■ Not Applicable, currently no Mindspace REIT is part of ecologically sensitive areas.

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

S. No.	Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
1.	M/S. KRC Infrastructure & Projects Pvt. Ltd on behalf of GERA Developments Pvt Ltd.	EC22B039MH136531	May 04, 2022	Yes	Yes	Gera Commerzone Kharadi Business IT Parks in Pune Mindspace India
2.	Mindspace Madhapur KRIT - Building No. 1	EC22B000TG184355	December 19, 2022	Yes	Yes	Under Progress
3.	Mindspace Madhapur KRIT - Building No. 4A & 4B	EC22B038TG147959	November 04, 2022	Yes	Yes	Under Progress

12. Is the entity compliant with the applicable environmental law/regulations/guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

■ Yes, Mindspace REIT group is compliant with the applicable environmental law/ regulations/ guidelines in India in all material respect except as disclosed in the Litigation Section of the Annual Report.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23	FY 2021-22
From renewable sources in GJ		
Total electricity consumption (A) (GJ)	22,932	8,021
Total fuel consumption (B) (GJ)	0	0
Energy consumption through other sources (C) (GJ)	0	0
Total energy consumed from renewable sources (A+B+C) in GJ	22,932	8,021
From non-renewable sources in GJ		
Total electricity consumption (D) (GJ)	3,47,127	2,59,087
Total fuel consumption (E) (GJ)	4,825	2,844
Energy consumption through other sources (F) (GJ)	0	0
Total energy consumed from non-renewable sources (D+E+F) in GJ	3,51,951	2,61,931

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, External assurance has been carried out by TUV India Pvt. Ltd.

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
– No treatment		
– With treatment – please specify level of Treatment		
(ii) To Groundwater	0	0
– No treatment		
– With treatment – please specify level of Treatment		
(iii) To Seawater	0	0
– No treatment		
– With treatment – please specify level of Treatment		
(iv) Sent to third - parties	0	0
– No treatment		
– With treatment – please specify level of Treatment		
(v) Others	0	0
– No treatment		
– With treatment – please specify level of Treatment		
Total water discharged (in kilolitres)	0	0

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, External assurance has been carried out by TUV India Pvt. Ltd.

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility/plant located in areas of water stress, provide the following information:

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format

Note: Not Applicable as none of our facilities are located in the water stress area

4. Please provide details of total Scope 3 emissions & its intensity, in the following format

- Not available for FY2023

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

- Not applicable as none of our facilities are located in ecologically sensitive area

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Single Use Plastic prohibition in campuses	To make this contractually legal obligation on part of the business partners, the PO/WO issued by entity is having clause which substantiate the commitment for environmental concerns.	Discouraging SUP usage and supporting the cause of reducing SUP related environmental concerns.
2.	Sewer Treatment Plant - STP Technology Upgrade	STP refurbished by introducing the advance technology equipment's, automation of STP process, MBR membrane from one of the global leaders Dupond.	Enhancement of waste water treated quality, efficiency and performance, this resulted in reducing dependency in fresh water requirements.
3.	Integrated Building Management System - IBMS	Upgraded the building automation by introducing IBMS with the latest and advance technology by integrating the building MEP equipment, the automation with help is optimization and conservation of energy and enhance the performance of the system.	Automation of MEP equipment resulted in optimal utilisation of energy and decarbonisation.

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

- Yes, we have a risk management plan. The risk management document is available internally.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

- We require all our business partners to comply with necessary environmental regulations. Our supply chain results in scope 3 GHG emissions. We are currently assessing our scope 3 footprint and we shall prepare an action plan.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impact

- Our Supplier code of conduct (SCoC) is applicable to all suppliers and is an integral part of new contracts and new vendor empanelment process. We have received compliance of compliance to our SCoC from our Tier 1 suppliers who contribute ~ 60% of our construction spent on ESG parameters.

PRINCIPLE 7:

Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent



Essential Indicators

- (a) Number of affiliations with trade and industry chambers/associations.

■ 4

- (b) List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	Indian Green Building Council	National
2.	US Green Building Council	International
3.	Global Real Estate Sustainability Benchmark (GRESB)	International
4.	Asia Pacific Real Assets Association (APREA)	International

- Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities

■ None, there were no cases of anti-competitive conduct during the financial year FY 2022-23.

Leadership Indicators

- Details of public policy positions advocated by the entity

■ Not Applicable

PRINCIPLE 8:

Businesses should promote inclusive growth and equitable development.



Essential Indicators

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

■ Not Applicable

- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

■ Not applicable as there are no such projects undertaken

- Describe the mechanisms to receive and redress grievances of the community

■ At Mindspace REIT group, we have a dedicated email Id (communitygrievance@mindspacereit.com) for local communities to raise their grievances and same email Id is used to address and communicate all action taken, If required.

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ Small producers	14 . 03%	17 . 97%
Sourced directly from within the district and neighboring districts*	74 . 18%	67 . 76%

* As we have pan India presence , we have defined local sourcing as sourcing done within 1,000 Km radius.

Leadership Indicators

- Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**
 - Not applicable as no Social Impact assessments were undertaken during the current financial year
- Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**
 - Not applicable as we have not undertaken CSR projects in designated aspirational districts identified by government bodies
- Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No)**
 - No
 - From which marginalised/vulnerable groups do you procure?**
 - Not Applicable
 - What percentage of total procurement (by value) does it constitute?**
 - 0%
- Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge.**
 - Not applicable for our business operations
- Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**
 - Not applicable as there were no intellectual property related disputes

6. Details of beneficiaries of CSR Projects.

S. No.	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised group
1.	Construction of Government school in Gambhiraopet , Telangana	400	100%
2.	Center for Civil Society (Lokneeti Course)	20	NA
3.	Rehab Courses for Disabled Soldiers at Queen Mary's Technical Institute (QMTI)	20	NA
4.	Supporting special schools for deaf through DEED charitable foundation	285	NA
5.	Durgam Cheruvu Lake Restoration & Maintenance	6 Lacs +	NA
6.	Rehabilitation of people with Parkinson's Disease & Educational Program on Neurological Disorders	243	NA
7.	Nutrition Project for the Special Care School	180	100%
8.	Upliftment of needy children in Uttarakhand - Purkal Youth Development Society (Purkal)	4	100%
9.	Rehabilitative care and residence to paraplegic and quadriplegic soldiers	17	NA

PRINCIPLE 9:

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



Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

- We have a Helpdesk portal to capture customers complaints. Also, we used captured customer feedbacks through Customer Satisfaction Survey (CSAT)/Net Promoter Score (NPS) survey.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information.

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	
Safe and responsible usage	100%
Recycling and/or safe disposal	

3. Number of consumer complaints

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber - security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others	2,927	128	These are the service requests which we receive on day - to - day operational related aspects and facility assistance related complaints.	3,564	95	These are the service requests which we receive on day - to - day operational related aspects and facility assistance related complaints.

4. Details of instances of product recalls on account of safety issues

- Not applicable.

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

- We are ISO 27001:2013 certified organization. We have robust structure for monitoring and implementation of the Information Security Management Systems (ISMS) framework. Our cyber security and data Privacy policy is internally available.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.
 - Not applicable, as no issues have been raised at Mindspace REIT group & relating to the aforementioned issues.

Leadership Indicators

1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available).
 - All the information of the services provided by Mindspace can be accessed on the entities website.
 - Weblink: <https://www.mindspacereit.com/portfolio>
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.
 - Standard Operating Procedures (SOP's)/Work instructions as per the requirement of British Safety Council standards are communicated to our tenants to enhance workplace safety
 - Developed and shared Office Occupant fit-out guideline with our tenants which includes necessary procedures on fit-out, sustainability & HSE related requirements among other
3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.
 - All tenants are informed in advance through Email communication about planned annual shutdown for electrical maintenance activities.
4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)
 - Product information display requirements are not applicable for real estate renting business.
 - Yes, we conduct Customer Satisfaction Survey & Net Promoter Score survey at all of our operational assets.
5. Provide the following information relating to data breaches:
 - a. Number of instances of data breaches along-with impact
 - 0
 - b. Percentage of data breaches involving personally identifiable information of customers
 - 0%