

**Environment, Social
and Governance
Report FY'19
DLF Limited**

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Performance Snapshot

Social (People and Safety)

Safety

- DLF developments awarded 11 Swords of Honour from the British Safety Council in a single year-2018
- All projects are developed one level above the seismic zone regulatory requirements
- First company to implement its own Fire Stations at 3 locations (2 nos. at Gurgaon & 1 no. at Chennai) to mitigate fire risk
- Security Connect app for residential customers towards quick resolution of needs and interests

People

- 1,608 Number of Regular Employees
- 177 new employees hired during reporting period
- 111 differently abled person employed across Rental Commercial & Retail Building through facility management Company
- Zero fatalities in our rental business projects in FY 2018-19
- 4 dimensional program to strengthen employee well being
- > 4.5 lakh Lives impacted through CSR initiatives from FY'17 to FY'19
- Digital App enabled with key learning modules for real time learning
- Lukout App released for personalized shopping experience
- 11,387 units of asset development for Economically Weaker Section (EWS)
- Facilitated first private metro thereby strengthening public transportation system
- Improved last mile connectivity through facilitation of public transport– Pioneered 'Walk to Home' concept

Corporate Governance

- 17 members in Board of Directors with nine (53%) Independent directors
- 2 women directors
- ESG Governance structure ensures risk mitigation through triple bottom line performance



Environment

- DLF has the largest LEED PLATINUM Certified buildings in India. 27.5 msf of office spaces are LEED PLATINUM Certified through USGBC (United States Green Building Council).
- 4.5 msf of residential project is LEED Platinum Certified (Camellias) and 2.5 msf of residential project is LEED Gold Certified (Crest)
- 2.68 MW capacity of solar power installed in projects pertaining to rental business
- Over 120 lacs units of electrical energy conserved in FY 18-19 through lighting, electrical and HVAC related initiatives in all Rental buildings
- Zero Water Discharge across STPs in all projects
- All Rental assets (commercial & retail) are ISO 9001, 14001 & 45001 Certified

Economic

- Sales increased by 25% to 8,366 Crore
- Debt decreased by 38% from 7,224 in Q3-FY'19 to 4,483 Cr in Q4-FY'19
- Geographical presence expanded to 21 cities across 14 states/union territories
- 331 msf Area developed since inception
- 221 msf of strategic land reserves
- INR 11,650 crore ready Inventory for revenue realization
- Raised INR 3,173 crore of equity through Qualified Institutions Placement
- 18x increase in rental income since FY'07

About the Report

At DLF, we are committed to environmental, social and governance (ESG) practices to make a meaningful impact on the communities and the ecosystem in which we operate. Being a responsible organisation, we recognise the importance of documentation and disclosures related to responsible business practices. In our first ESG Report for FY'19, we provide our stakeholders with clarity on how our Company enhances stakeholder value in a responsible manner. This report showcases our approach to sustainability with a focus on issues material to our organisation. The report communicates ongoing ESG initiatives and achievements.

The information disclosed in the report pertains to the period from 1st April 2018 to 31st March 2019, unless stated otherwise. The report is in accordance with 'Core' option of the Global Reporting Initiative (GRI) Standards. The reporting boundary includes DLF's development business (residential) and rental business (retail & offices). The rental business comprises rental assets of both DLF group and DCCDL group.

We welcome your comments on this report. Please send your feedback to sustainability@dlf.in

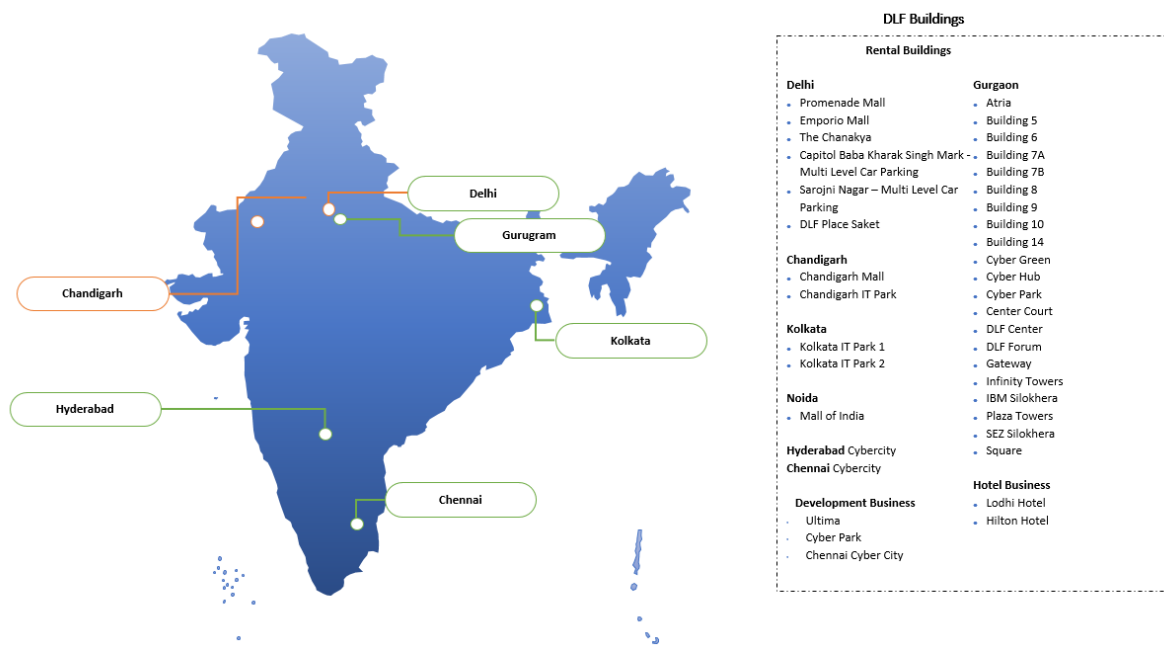


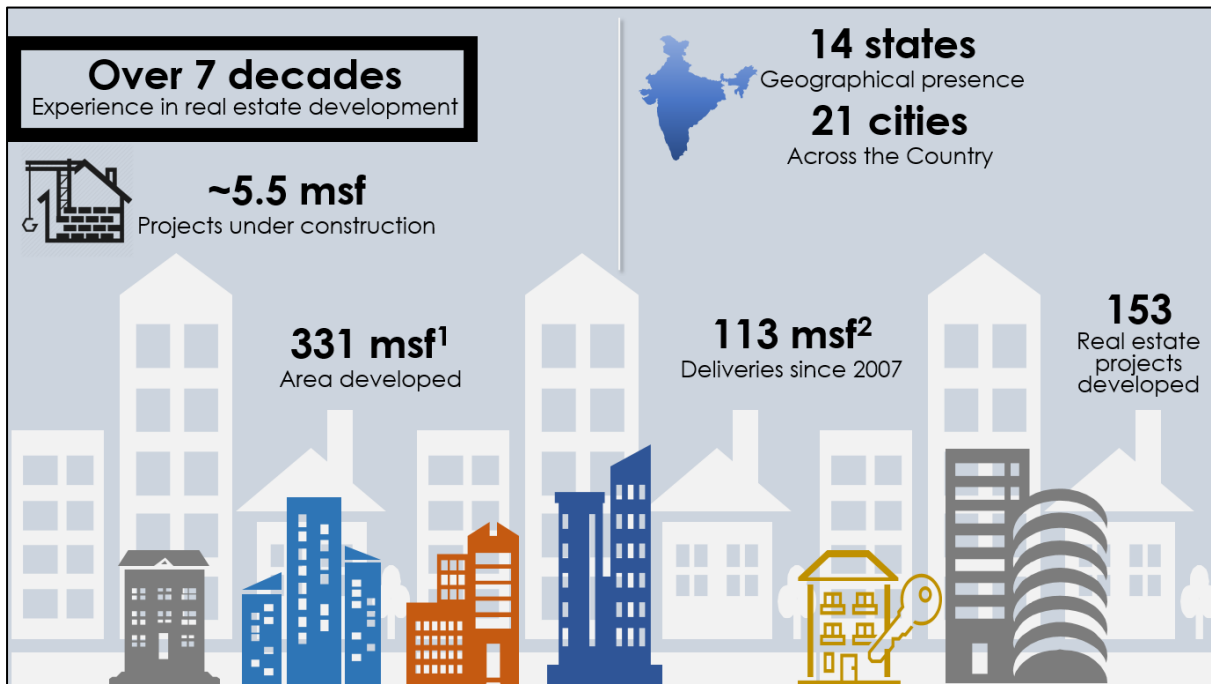
Fig: Report Boundary - Rental and Development business project sites

Company Profile

Overview of DLF Limited

Over seven decades, DLF Limited has been the bellwether of India's real estate revolution. The Company induced a paradigm shift in the industry by redefining urban spaces, shopping, recreation and leisure experiences.

Headquartered in Gurugram, the Company has developed 153 real estate projects across the country and mitigated down cycles through a presence across businesses, segments and geographies. As a result, DLF is now a name synonymous with new generation of residential, commercial and retail properties in India that are at par with best-in-class global standards.



¹ DLF share | ² Total includes JV Share

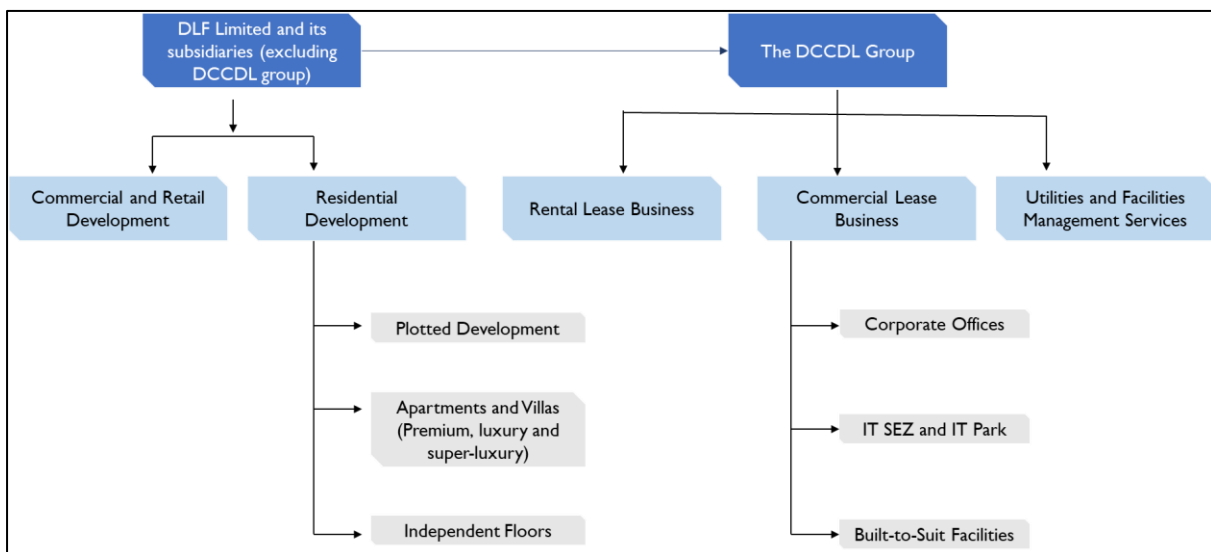


Fig: DLF Limited Group Structure

The Company has strengthened its business model through earnings generated from the development and rental businesses comprising marquee properties.

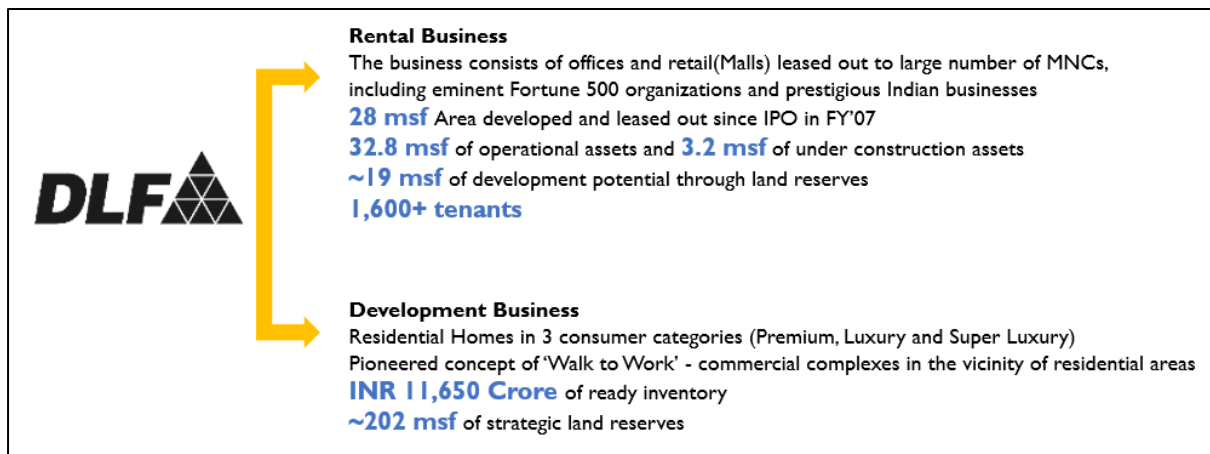


Fig: DLF Business verticals

Our Vision, Mission and Values

Vision

To contribute significantly to building the new India and become the world's most valuable real estate company

Mission

To build world-class real-estate concepts across six business lines with the highest standards of professionalism, ethics, quality and customer service

Values

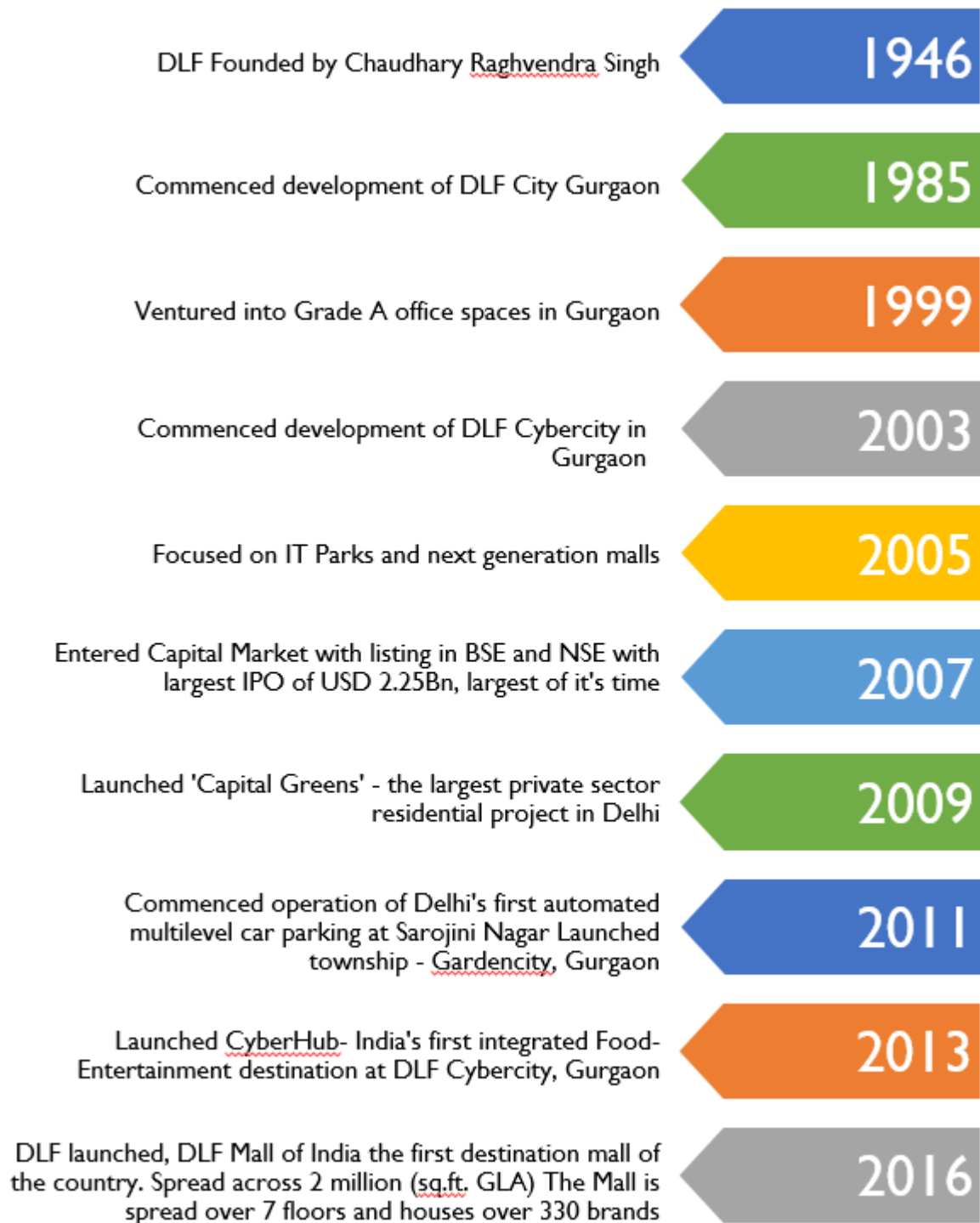
Sustained efforts to enhance customer value and quality

Ethical and professional service

Compliance and respect for all community, environmental and legal requirements



Journey of the Company



1950-64

Developed 22 Urban Colonies in Delhi

1996

Ventured into Group Housing projects

2002

Ventured into organized retail complexes

2004

Launched premium residential complexes with luxurious milieu of Golf links

2006

Progressed in pursuing and ramping up new businesses - hotels and large townships

2008

Commenced operation of India's first luxury mall - Emporio

2010

After a decade, residential plots launched in Gurgaon, creating a new suburb - New Gurgaon

2012

Launched 8.3km 16 lane signal free expressway project in partnership with HUDA. Set up 3 fire stations at Cybercity, DLF5 and Chennai SEZ. Commenced operation of Second multilevel parking facility at Baba Kharak Singh Marg

2014

DLF Emporio and DLF Promenade concluded India's first CMBS issue
India's first development company to get ISO certificate
World's first real estate company to get British Safety Council's (BSC) 'Sword of Honour' for the highest standards in office space safety

2017

Partnered with GIC Real Estate in DCCDL
Launched The Chanakya, in Luyten's Delhi.

Awards and Certifications



Quality



Golden Globe Tigers Award

Developer of the year- luxury
Developer of the year- residential
King's Court – Luxury Project of the Year
The Crest – Luxury Project of the Year

ET Now Real Estate Awards

DLF – Developer of the Year
DLF – Developer of the year (Residential Buildings)
The Crest : Luxury Project of the Year
Two Horizon Center : Luxury Project of the Year – Commercial
DCCDL – Brand of the Year
DLF Cyber City : Business/IT Park of the Year
Cyber Hub – Smart Project of the Year - Retail

National Infrastructure Construction Awards, 2018:

DLF Limited : Best Real Estate company of the Year

LEED Platinum Certification - US Green Building Council
Green Project of the Year- Reality Plus awards
Greenbuild Leadership Award - US Green Building Council
Two Horizon Center : Green Building Project of the Year - National Infrastructure Construction Awards, 2018

NDTV Property Awards 2018

- The Crest : Super Luxury Apartment Project of the Year 2018
- Two Horizon Center : Commercial Building Project of the Year

DNA

- The Crest : Luxury Project of the Year
- The Crest : Residential Project of the Year

Other Awards

- The Crest : Best Residential Project – Ultra Luxury by CNBC-AWAAZ Real Estate Awards 2018
- The Crest : India's Most Stylish Property by HT Most Stylish Property Awards 2018
- King's court: Luxury project of the year - by Zee Business



Environment



Safety



Sword of Honour - British Safety Council
Five Star rating - British Safety Council
Five Star Occupational Health and Safety Audit - British Safety Council



CSR



CSR Initiative of the year - Franchise India
CSR Initiative of the year by a Real Estate Firm - ET NOW
CSR Initiative of the year by a Real Estate Firm – DNA
DLF Foundation : CSR Initiatives of the Year - National Infrastructure Construction Awards, 2018

External Associations and Membership

The Company deals with multiple trade bodies, chambers and associations like Federation of Indian Chambers of Commerce & Industry (FICCI), The Associated Chambers of Commerce of India (ASSOCHAM), PHD Chamber of Commerce and Industry (PHDCCI), Confederation of Real Estate Developers Association of India (CREDAI), National Real Estate Development Council (NAREDCO) and UN Global Compact Network, India.



General Contractors	Project Management Companies	Facility Management Companies	Design Consultants
Larsen and Toubro	Mace	Jones Lang LaSalle	WSP Global
Leighton International	Aecom	Cushman and Wakefield (C&W)	TT Limited
Shapoorji Pallonji Group	Turner International	CBRE	Rockwell Collins India Pvt Ltd
Tata Projects Limited	Hill International	Mace Macro Limited	SWA Group
Eversendai Construction Pvt. Ltd.	Parsons Corporation	Colliers International	Meinhardt Group
Simplex Infrastructures Ltd.	URS Corporation		CallisonRTKL
	Confluence		DP Architects
	Synergy Corporate		AHC

Fig: Key Partnering Organizations

Corporate Governance

Governance Structure

DLF Limited is committed to the highest degree of ethical business practices. A strong governance structure is the corner-stone of its sustainable business. We periodically review our structure, governance system and policies adapted to the evolving regulatory landscape, guidelines and best practices. We believe in transparency, fairness and accountability to all stakeholders. The Board of Directors is the apex body appointed by the shareholders for overseeing DLF's Triple Bottom Line performance. It reviews Company's strategic direction, management policies and effectiveness, ensuring that shareholders' long-term interests are served.



17 Board members
9 Independent directors
2 Women Directors



Leading global auditor
 Statutory auditor – S.R. Batliboi (Member EY group)
 Internal auditor – KPMG, Grant Thornton



Leading Global Investors
 GIC | Hines

The Company is committed to ensure compliance with the laws of the country. It has implemented adequate systems to monitor compliance to all applicable laws, rules and regulations.

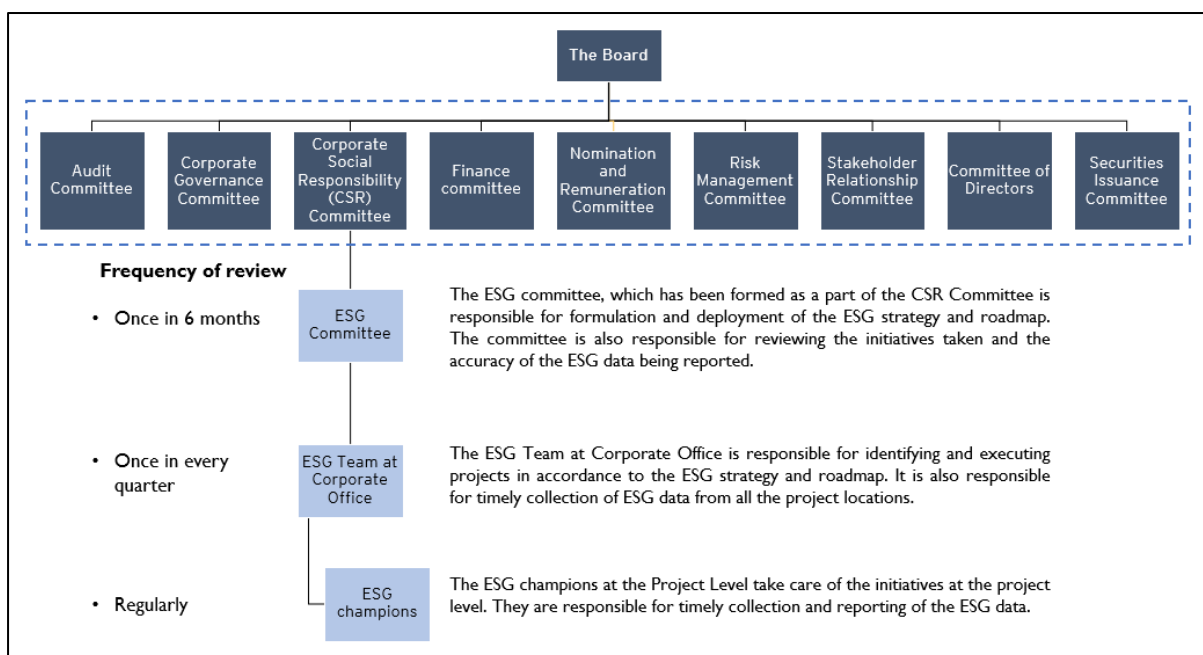


Fig: ESG governance structure at DLF Limited

We have implemented a multi-tier governance structure for the implementation of new projects. This structure includes (i) Level I - Doers, (ii) Level II - Reviewers and (iii) Level III – Managers.

- Level I teams are involved in designing, constructing and costing
- Level II teams are responsible for reviewing the work
- Level III consist of project managers (DLF Development Team) for managing the overall health and quality of the project.

Code of Conduct and other policies

DLF Limited is committed to a corporate culture addressing the highest standards of integrity and ethics. The Code of Conduct implemented at DLF is applicable to all Directors and employees, across all subsidiaries. All Board members, senior management and employees have affirmed their compliance with the Code for the year ending 31st March 2019.

The Code of Conduct is complemented with policies that guide DLF's business.

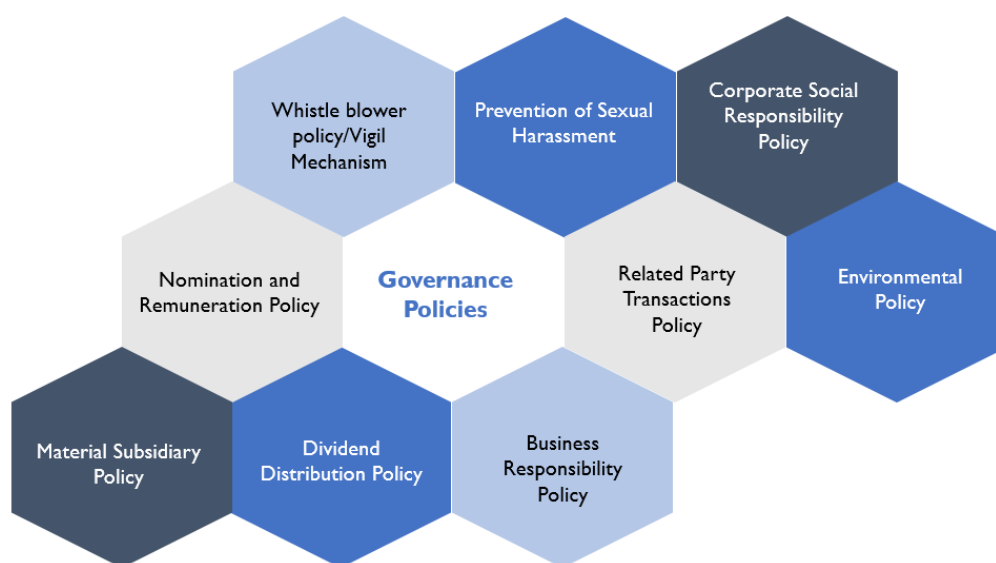


Fig: Policies at DLF Limited

<p>Respecting Human Rights</p> <p>DLF is committed to respecting human rights throughout its operations and strives to ensure that there is no forced labour or child labour employed in its operations. The commitment towards human rights is covered in the DLF Code of Conduct.</p>	<p>Gender Sensitivity</p> <p>A well-defined mechanism for a quick redressal of complaints and our strict policies prevent any form of sexual harassment. As a proactive and preventive measure, workshops on gender sensitivity are regularly organized within DLF with the help of external experts to minimize such</p>
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Further information on Corporate Governance at DLF, including details of Board members, committees and policies can be found in the Corporate Governance Report on page 61. Information regarding compliance and complaints received and resolved can be found in the Business Responsibility Report on page 43.

Operating Sustainably

Management Approach

DLF Limited is committed to create shared value for all stakeholders by integrating ESG metrics into its business model. Through this integration, we aim to not only reduce the ecological impact on the environment and communities, but also improve cost and resource efficiency. Strengthening ESG performance increases the potential for higher investment returns while reducing operational and reputational risks.

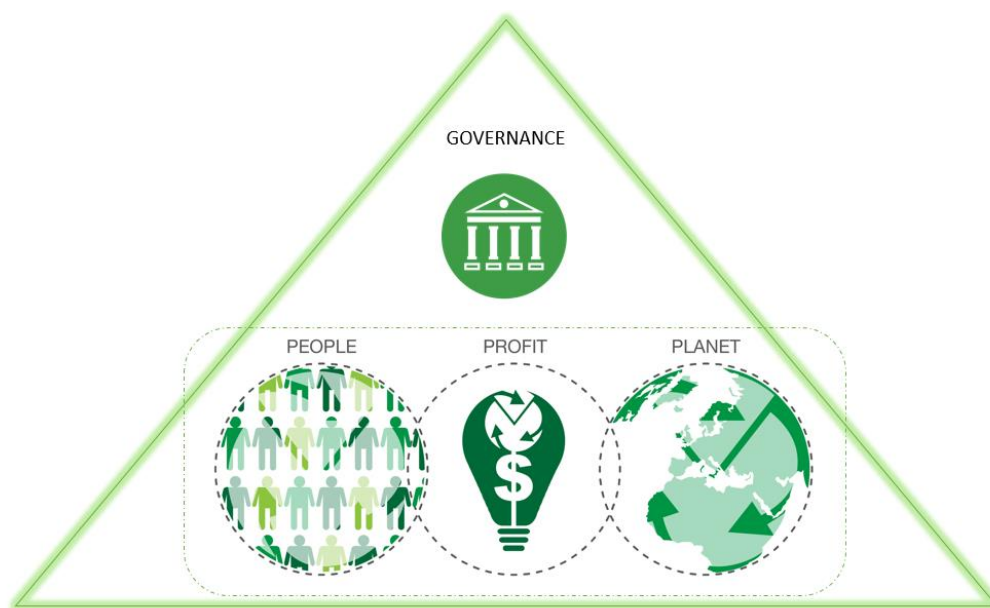


Fig: DLF committed to triple bottom line performance

We aim for excellence across all areas of our business. Our projects are implemented through collaboration with National and International players of repute. Our employees are the driving force of our organization and ensuring their safety and rights is quintessential for us. We aspire to foster an enriching environment that unleashes the potential of all our employees. Our policies and practices are benchmarked with the best in the industry.

It is our constant endeavour to conduct our business in line with the highest ethical standards. We continuously monitor and improve our systems and practices to be able to meet the legal norms of the future. We believe that acting responsibly towards our stakeholders is imperative for a profitable and sustainable business. We actively engage with all our stakeholders and strive to address their concerns. Through our CSR initiatives, we wish to empower our community towards building a better India.

	Short-Medium Term	Long Term
Economic	<ul style="list-style-type: none"> Reduce Debt Foray into new markets in India 	<ul style="list-style-type: none"> Emerge as the most preferred real estate player in India
Environment	<ul style="list-style-type: none"> All new projects to be developed in accordance to the requirements of leading sustainability standards 	<ul style="list-style-type: none"> Increase share of renewable energy and waste heat recovery projects in the portfolio
Social	<ul style="list-style-type: none"> Increase training hours per employee by 10% Reduce employee turnover rate 	<ul style="list-style-type: none"> Zero Harm to all employees and Customers
Governance	Addressing all stakeholder concerns within the stipulated time frame	

Stakeholder Engagement

Our key stakeholders include investors, employees, community, customers, contractors and regulatory bodies. We are committed to understanding their needs and concerns and responding appropriately. We engage with these stakeholders in a regular and transparent manner, thus working together towards our growth.

	MODE OF ENGAGEMENT	STAKEHOLDER CONCERN & INTEREST
 <p>Investors</p>	<ul style="list-style-type: none"> Annual shareholder meetings Quarterly investor presentations and conference calls Investor conferences and meets Press releases (AR, IP) and newsletters 	<ul style="list-style-type: none"> Company's performance and growth Competition, market and other risks Dividend payments
 <p>Employees</p>	<ul style="list-style-type: none"> Employee newsletters Intranet Portal Cultural events Trainings and performance management system Functional and cross-functional committees Emails, written communication 	<ul style="list-style-type: none"> Growth opportunities Health and safety matters Training and development Transparent communication and grievance redressal Performance evaluation and reward
 <p>Community</p>	<ul style="list-style-type: none"> Community meetings and visits CSR interventions and initiatives Awareness camps Community events 	<ul style="list-style-type: none"> Livelihood support Quality education Health & sanitation Rural infrastructure development Enhancing employability
 <p>Customer</p>	<ul style="list-style-type: none"> Direct consumer calls Customer satisfaction Complaint handling & feedback 	<ul style="list-style-type: none"> Assured quality Grievance redressal Timely delivery
 <p>Contractor</p>	<ul style="list-style-type: none"> Contractor meets Regular interaction through phone, e-mail and in person 	<ul style="list-style-type: none"> Pricing and terms of payment Delivery period
 <p>Government</p>	<ul style="list-style-type: none"> Annual reports Communications with regulatory bodies Formal dialogues 	<ul style="list-style-type: none"> Regulatory Compliance Corporate Social Responsibility

Materiality Assessment

Materiality assessment is one of the most important aspect to identify the ESG topics critical to the company and its stakeholders. While identifying the material issues, we have considered material aspects of our peer companies, Sustainability Accounting Standards Board (SASB) guidelines for home builders, real estate and real estate services and Global Reporting Initiative (GRI) sector supplement for construction and real estate sector. Subsequently, the top management deliberated on the identified aspects to assess the likelihood and severity of impact corresponding to each material aspect. As a result, the following material aspects were finalised for DLF. Through this report, we have detailed on our management approach and key performance indicators corresponding to the material aspects.

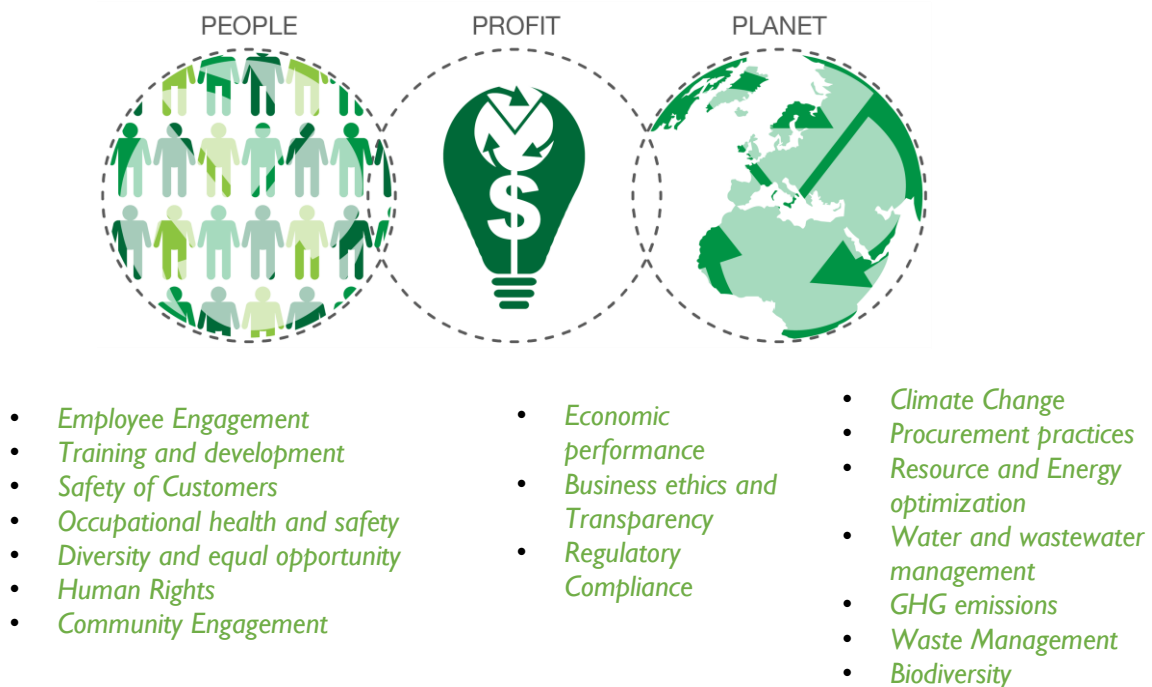


Fig: Material Aspects at DLF Limited

Managing Risks and Opportunities

The business environment is continuously shifting owing to changes in customer expectations, regulatory updates and economic volatility. Our ability to create sustainable value is dependent on recognizing and effectively addressing upcoming risks and opportunities.

We have a robust risk management framework with an established process for identifying and managing our corporate risks. Through this process and with the help of an external agency, we carry out an assessment of risks periodically. Latest assessment was performed in 2019.

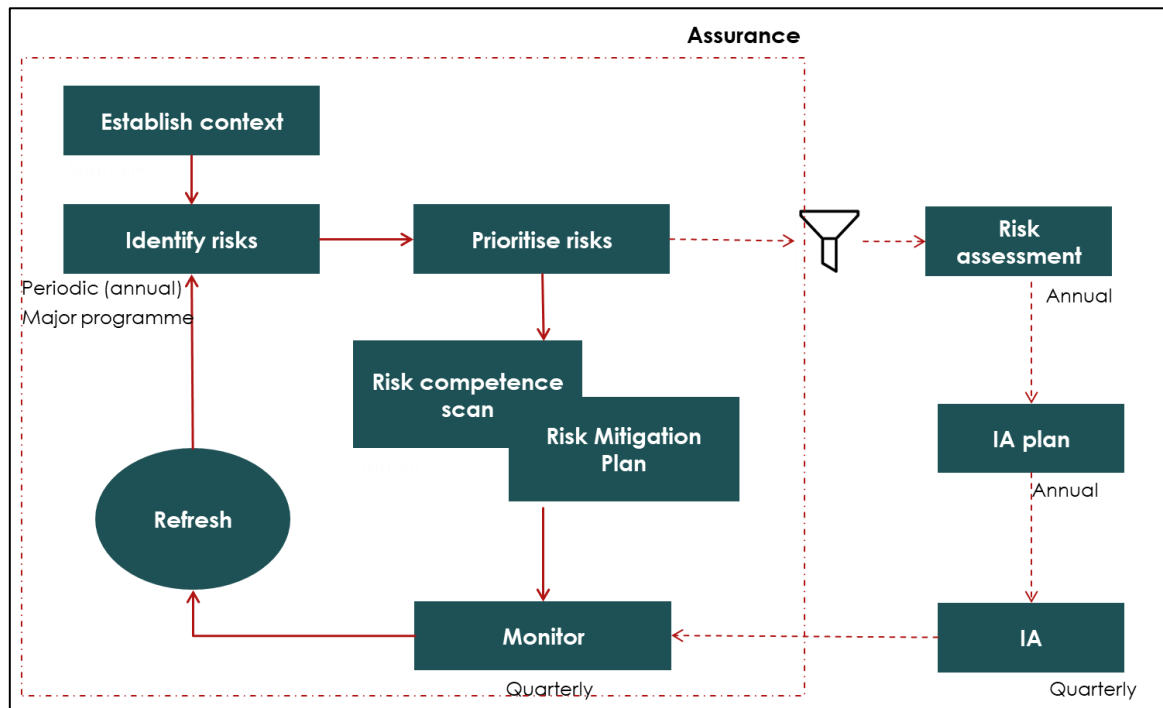


Fig: Risk Management Framework at DLF Limited

We have a Risk Management Committee (RMC) which reviews key risks and corresponding mitigation programs. The RMC meets quarterly to discuss emerging risks and deep dive into mitigation strategies. We have aligned our risk monitoring structure in line with other committees.

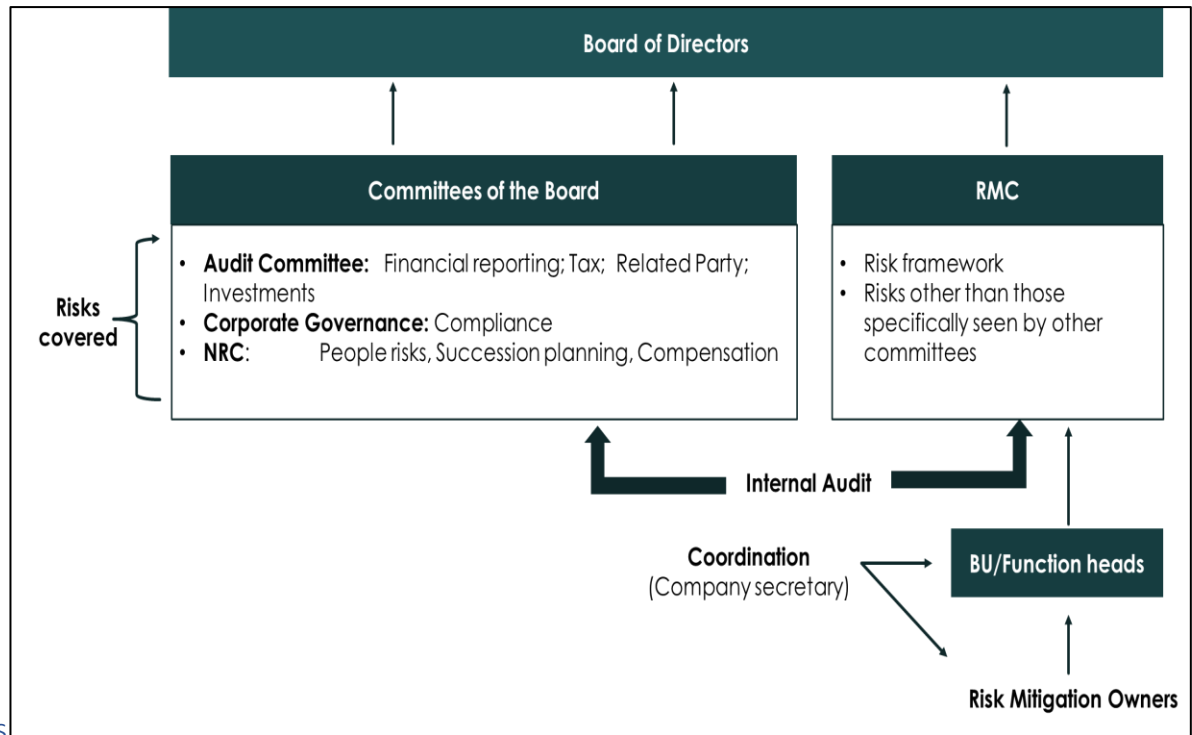


Fig: Risk Management Governance Structure

Due to the dynamic nature of the external environment, we perform periodic evaluation of the key risks to the business. The findings from the assessment performed in FY 19 risks are detailed below. Further details on our risks mitigation framework can be found on page 149.

<i>Risk</i>	<i>Mitigation Strategy</i>
<i>Regulatory Compliance</i>	<ul style="list-style-type: none"> ▪ The Company engaged with professional consultants to study the existing systems and processes in accordance to the applicable laws to identify the gaps/improvement opportunities and strengthen the overall compliance to current and future regulations
<i>Land Title/Safeguarding</i>	<ul style="list-style-type: none"> ▪ The Company has detailed procedures for background verification, due diligence, mutation of records, document management (including digitization) and physical security/ patrolling of its land parcels. ▪ The Company implemented a central team that considers the documentation, digitization and management of land records. The Company ensures that due diligence is implemented in all dealings.
<i>Customer Management</i>	<ul style="list-style-type: none"> ▪ Employees at DLF are trained in line with best-in-class international standards and practises to ensure customer delight through the Triple Bottom Line performance management
<i>Debt Management</i>	<ul style="list-style-type: none"> ▪ The Company diversified into Rental business that generates annuity income for the business, breaking the externality induced through fluctuations in real estate market ▪ Proceeds from sale of CCPS in DCCDL were invested by promoters into DLF to ensure that debt declined to the desired level.
<i>Project Management (Schedule, Cost and Quality)</i>	<ul style="list-style-type: none"> ▪ DLF team engages with best in class organizations of national and international repute to ensure that the quality, cost and timelines of the projects are not compromised. ▪ The team at DLF conducts an end-to-end supervision of projects. Periodic audits ensure that project modalities are in line with organisational commitments.
<i>Health, Safety and Environment Performance</i>	<ul style="list-style-type: none"> ▪ The Company partnered with Dupont to strengthen system and processes for reducing safety incidents ▪ Most projects implemented by the organization were LEED Platinum-certified to ensure minimal environment impact
<i>Cyber Security</i>	<ul style="list-style-type: none"> ▪ Key IT applications were hosted on Azure cloud ▪ Key functions such as finance and IT were developed in-house
<i>Succession Management</i>	<ul style="list-style-type: none"> ▪ Succession planning policy was at a development stage under the guidance of the Nomination and Remuneration Committee. ▪ Key professionals were identified and trained in key aspects to enable them to undertake leadership roles in the near future
<i>Change Management</i>	<ul style="list-style-type: none"> ▪ The HR team ensures periodic training to acquaint the team with the latest technical and behavioural knowledge ▪ A diverse Board and structured governance structure at DLF ensured Triple Bottom Line performance, proactively mitigating risks and leveraging opportunities

<i>Opportunity</i>	<i>Leverage Strategy</i>
<i>Economic Performance</i>	<ul style="list-style-type: none"> ▪ The Company caters to multiple customer target groups through product offerings covering the premium, luxury and super luxury categories. ▪ The Company reduced debt to the desired level by diversifying into the Rental business and selling few projects ▪ The Company maintains a healthy inventory across geographies address economic benefits of healthy markets ▪ Strengthening sales force skills and customer outreach would enable enhanced customer engagement while reducing information asymmetry and dependence on third parties

Economic Performance

Our vision is to generate value for all stakeholders and maintain leadership in India's real estate sector. In FY'19, we continued to generate positive cash flows across segments and maintain a healthy Balance Sheet. We enjoy a strong promoter commitment and partnership with respected global investors reinforced by a culture of best-in-class corporate governance, safety and compliance practices.

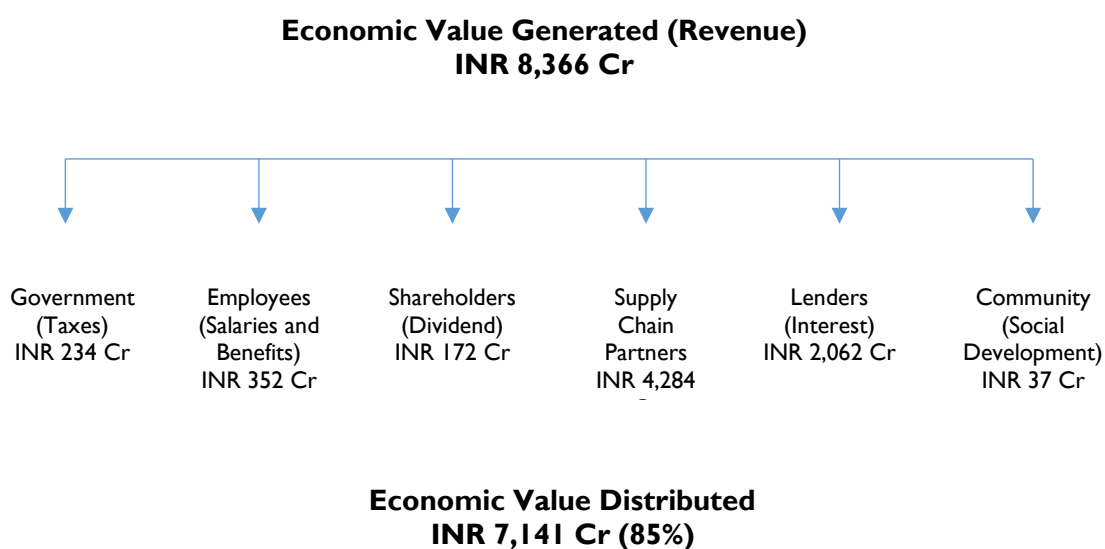


Fig: Direct Economic Value generated and distributed

Growth Drivers

The prominent growth drivers that promote our businesses are shown below. For further information regarding our financial performance, refer to page 53 of the report.

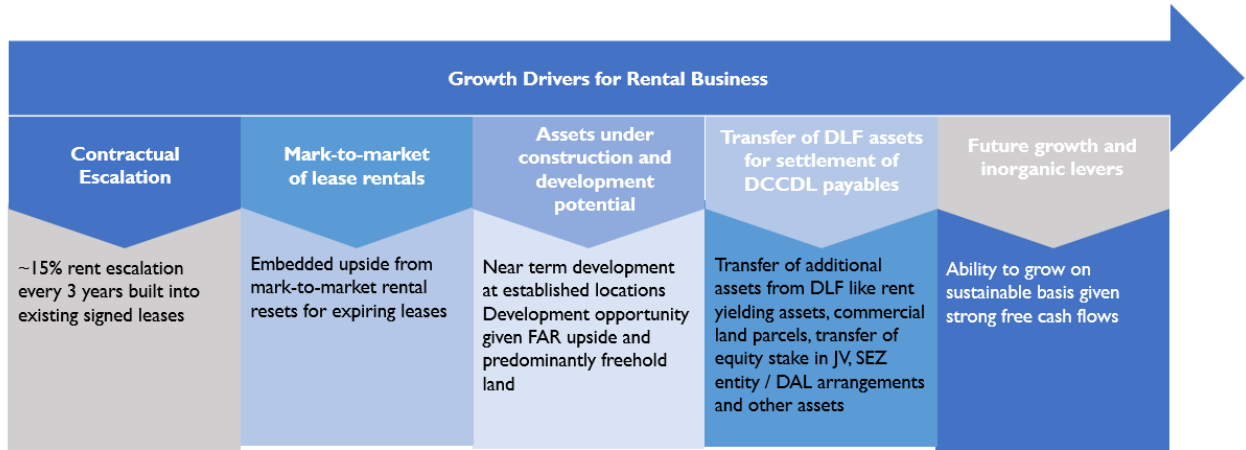


Fig: Growth drivers for Rental Business

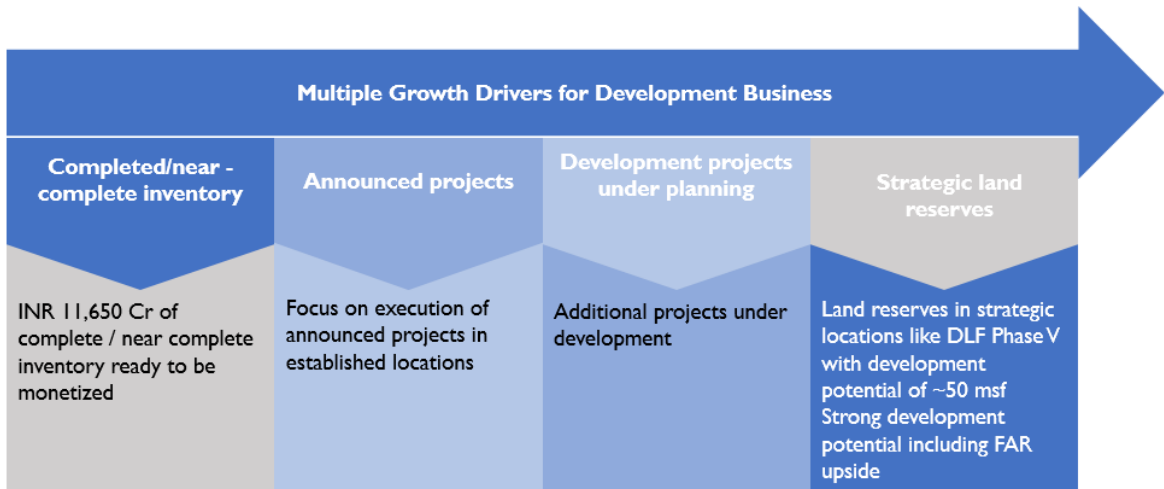
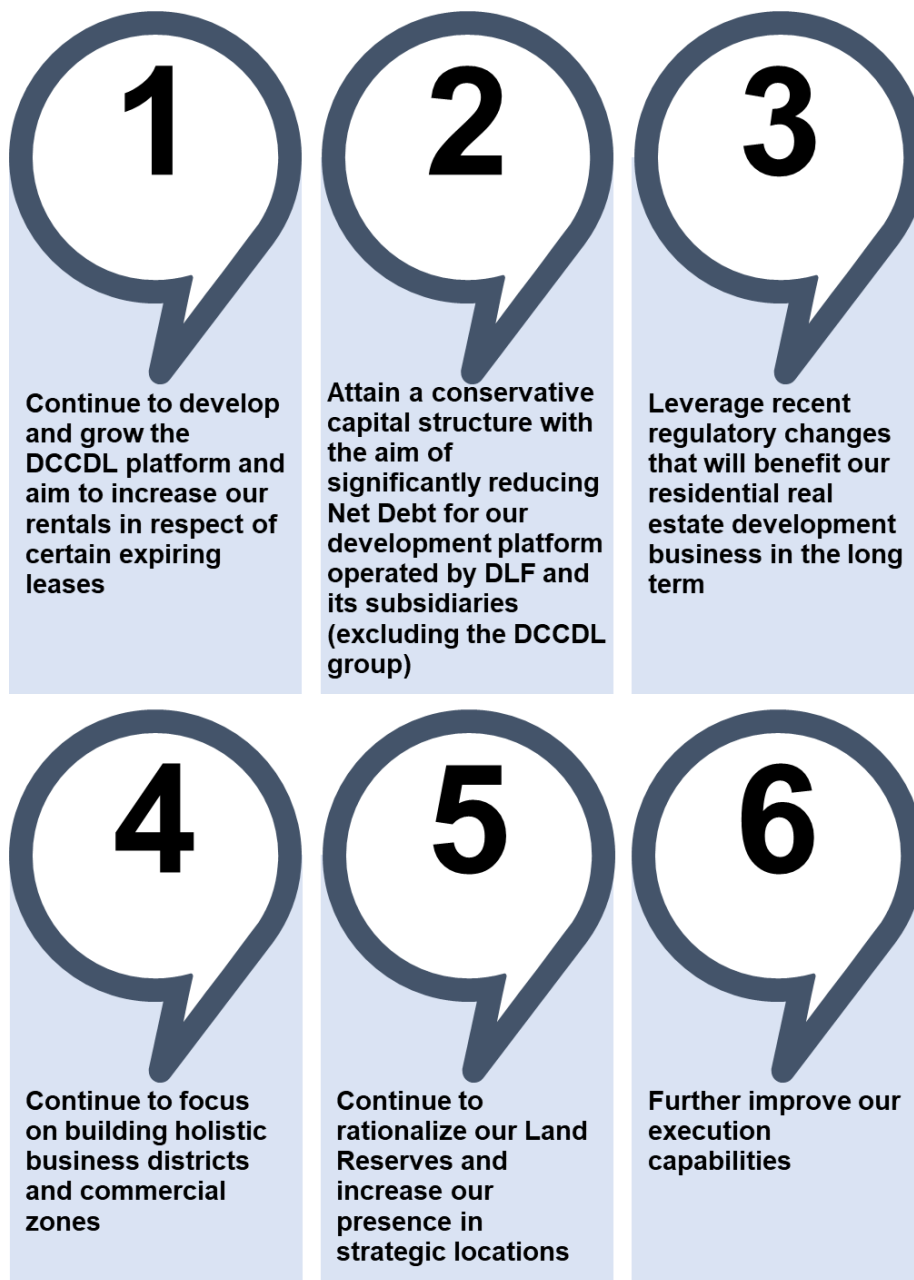


Fig: Growth drivers for Development Business

Our business strategy

The key elements of our business strategy are shown below.



DLF Limited has leveraged its experience in the construction and real estate sector to transition towards a supervisory role from an implementation one. The services of project management company and the general contractor company enables DLF Limited to focus on holistic performance of each project including the social and environmental aspects.

Key differentiators for DLF

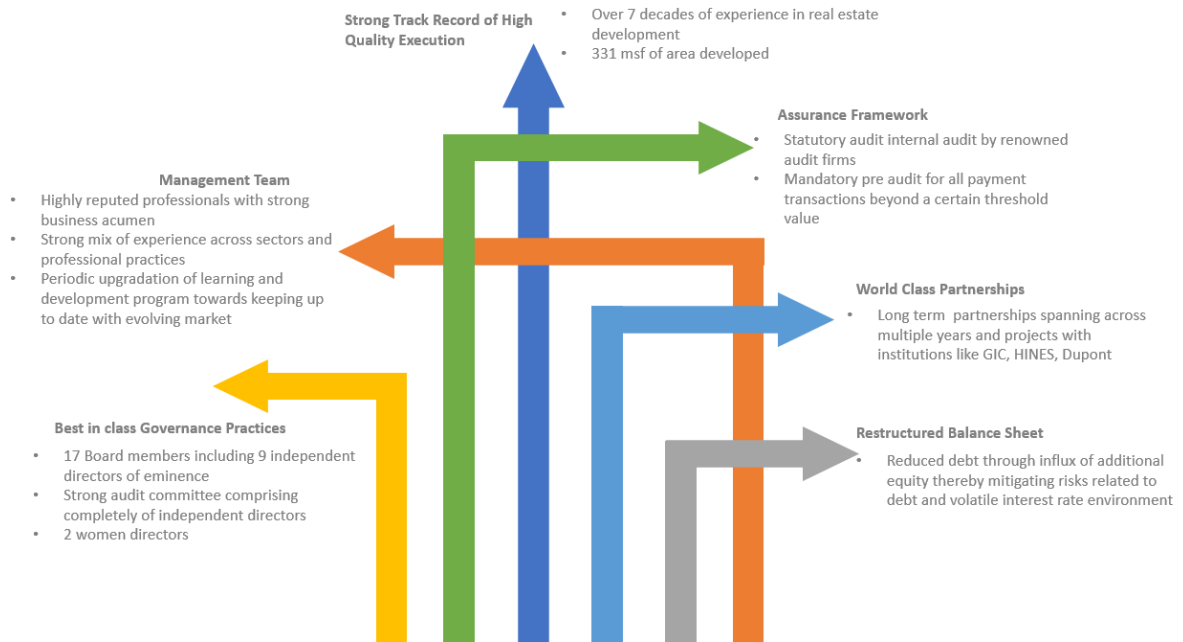
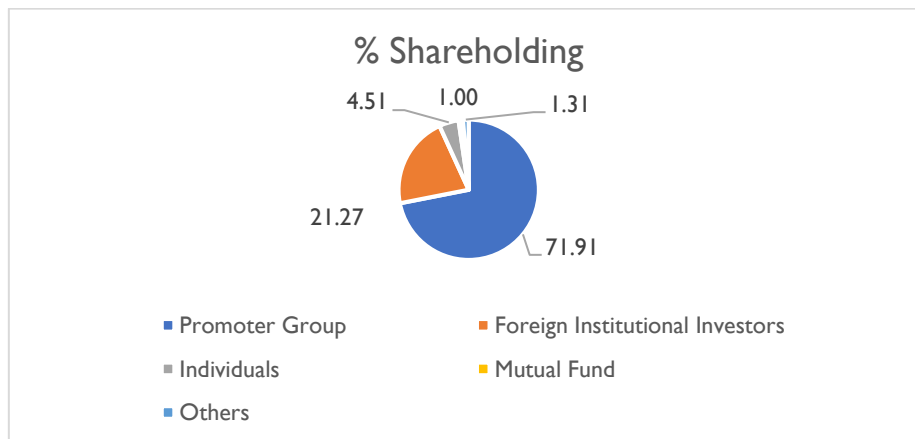


Fig: Key differentiators at DLF Limited

Shareholding pattern



Shareholding pattern as on 31st Mar 2019

Protecting the Environment

Management Approach

Safeguarding our environment is of fundamental importance. We recognise the positive impact we can make in protecting and enriching the environment by preserving natural resources like water, air, fuel and raw materials. We believe this not only makes sound economic sense but also strengthens business continuity through responsible value creation.



**Reduce
Reuse
Recycle
Replenish**

Rising population and the consequent demand for housing and infrastructure leads to a stress on natural resources. Our approach involves minimal ecological impact through focused interventions throughout our value chain. We are committed to improve our performance by leveraging the principle of Reduce–Reuse–Recycle–Replenish, leveraging low carbon opportunities in our operations.



27.5 msf of our offices buildings are **LEED platinum** certified by U.S. Green Building Council (USGBC)

Our Environmental Policy outlines our adherence towards environmental protection. To raise awareness among our employees towards environmental conservation, we celebrate Environment Day annually in collaboration with the NGO ‘Sahas’.



New **residential development**,
 ✓ **Camellias**, with a built-up area of 4.5 msf is **Platinum LEED** certified
 ✓ **Crest**, with a built-up area of 3.5 msf is **Gold LEED** certified

While reporting, we have apportioned the environmental performance indicators(energy, water and waste) to the common areas in each of our rental assets. For the development business, we have considered the assets that were in construction phase during the reporting period.

Procurement practices and Resource optimization

DLF prefers sourcing most of its raw materials locally thereby reducing carbon emissions associated with the transportations and logistics. We source supplies through empanelled vendors who meet environmental prerequisites and are not associated with companies blacklisted by the government/other agencies.

Raw material consumption data for Development business

Raw Material	Units	FY'18	FY'19
Welding rods	MT	85,687	63,146
Cement	MT	54,948	33,598
Ready mix concrete	MT	19,577	62,535
TMT	MT	18,053	10,275
Bricks	'000	5,323	3,187
Ply Board	sq ft	4,800	5,504

GI sheet	sqm	4,371	1,01,456
Glass	Sqm	3,108	40,630
Sand	sq ft	1,000	1,500
Mortar	m3	752	1,343
Steel structure	MT	522	1,264
Solid Blocks	'000	366	85
Fly Ash Blocks	'000	-	550

Improving energy efficiency

The drastic effects of global warming are creating long-term changes in the global climatic system. This threat can lead to irreversible consequences that urgently need to be acknowledged. DLF is committed to decreasing its dependence on conventional energy resources and increasing the use of non-conventional renewable energy sources. We have been extensively engaged in revolutionising ways in which we utilise energy through conservatory initiatives and by deploying renewable energy in operations.

Energy Consumption within the organisation Development business

Energy	Units	FY'18	FY'19
Electricity (Grid)	kWh	85,81,068	88,13,266
Diesel	KL	1,485	1,032
PNG	m3	6,86,154	7,97,752

Energy Consumption within the Rental business

	Units	FY 2017-18	FY 2018-19
Electricity (Grid, Energy Centre, Solar and Diesel Generator)	mn kWh	323	320

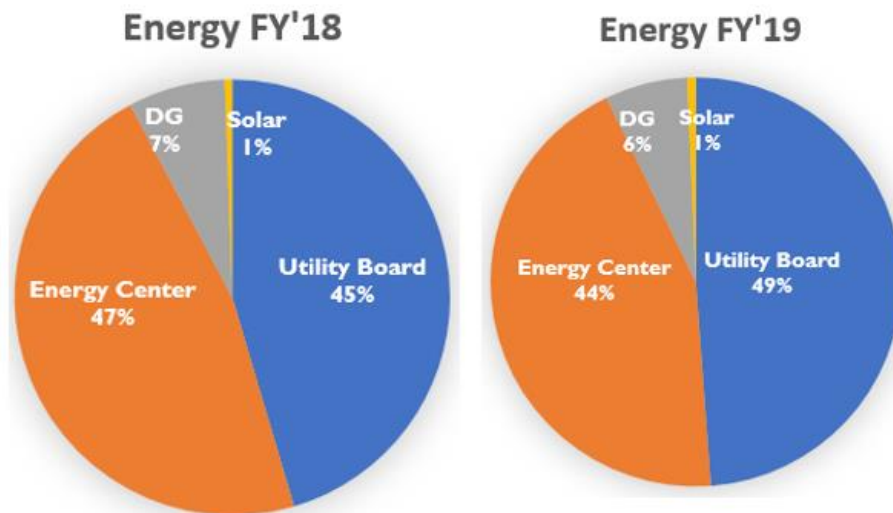


Fig: Source of Energy for Rental Projects

Energy Conservation initiatives of Rental business

S.No.	Initiatives	Savings (compared to FY'18)
1.	Replacement of conventional lights with LED lights	40 lac units
2.	Initiatives in electrical systems <ul style="list-style-type: none"> • Improvement of Power factor • Optimization of Lux levels • Use of energy efficient pumps • Use of clock timers, motion sensors, optical sensors 	45 lac units
3.	Savings through initiatives in HVAC systems <ul style="list-style-type: none"> • Installation of Automatic tube cleaning system for condensers • Use of VFD for secondary pumps • Optimization of conditioned space temperature • Optimization of chilled water system 	36 lac units

Moving towards Renewable Energy

In light of the increasing air pollution and stress on the natural resources, it is important that we reduce our reliance on traditional fuel sources through the organisation. We continue to evaluate and deploy renewable energy solutions wherever possible and are steadily increasing our renewable energy portfolio.



2.68 MW
Installed Solar
Capacity in Rental
Business

0.68 MW
Installed Solar
Capacity in
Development Business



215+ KLD
Solar Water
Heating
Capacity

Solar Power



Solar Plants of capacity **2.68 MW** are installed on the roof tops across DLF Rental buildings.

Open access power



Open access Power is being used (from Hydro power plants) in DLF Retail buildings.

Wind power




Wind power is being used at IT Park Chennai to cater 48% of the total electrical load requirement resulting in low carbon emissions.


Reducing emissions

We follow a holistic approach to reduce emissions while designing, building and managing urban spaces, thereby decelerating the pace of climate change. Our comprehensive approach to integrate sustainable business planning into decision making has led us to create strategic balance across social, economic and environmental considerations. We follow various process and practices with an aim to reduce carbon emissions and other toxic emissions.

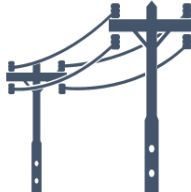
In Gurugram, **Natural Gas** (ecofriendly) is being used in our Energy Centre as a fuel to cater to the power requirements corresponding to a load of **60 MW**. Gas turbines exhaust is being used in **VAM (Vapor Absorption Machine)** to generate Chilled water for air-conditioning load, resulting in further reduction in carbon emission.


Development business

	Indirect Energy		Indirect Emissions	
		TJ		tCO ₂
	FY'18	30.9	7,036	
FY'19	31.7	7,227		

	Direct Energy		Direct Emissions	
		TJ		tCO ₂
	FY'18	81.9	5,595	
FY'19	69.2	4,579		

Rental business

	Indirect Energy		Indirect Emissions	
		TJ		million tCO ₂
	FY'18	575	0.15	
FY'19	601	0.15		

	Direct Energy		Direct Emissions	
		TJ		million tCO ₂
	FY'18	591	0.13	
FY'19	552	0.14		

We regularly monitor air emissions in all DLF Buildings. Stack emission testing of DG exhaust is carried out every 6 months in DLF Pan India buildings. We have sensors installed in basement of all DLF buildings, which are integrated with exhaust fans to limit CO concentration in the basements to <9 PPM (as per ASHRAE guidelines).

Air emissions in Rental business

Parameters	GAS Generators		DG Sets	
	MOEF Standard Limits	~ Actual	MOEF Standard Limits	~Actual
Particulate Matter, mg/Nm ³		7.8	75	52
Oxides of Nitrogen (as NO ₂), ppm	100	44	710	340
Carbon Monoxide		31	150	50

(as CO),
ppm
Hydro
Carbon (as
HC)

100

16

Empowering the community to Greener Transportation System

To reduce emissions from transportation and logistics, we work towards enabling greener transportation alternatives near our projects. We encourage our employees to carpool to work thereby reducing air emissions. We have implemented efforts to reduce emissions associated with employee commutes through the introduction of shared transportation and strengthened last mile connectivity with the public transportation system. These initiatives include Rapid Metro, Zeebee and Quick ride, among others.



Facilitated
First private metro network
in the country

Electrically operated (environment friendly) Rapid Metro

It runs in Cybercity, which directly connects Cybercity building occupants to various parts of Delhi NCR through Delhi Metro. This mode of mass transportation system has resulted in reduction of vehicular pollution in and around Cybercity, in addition to providing great convenience to the employees.



Quick Ride (Car Pool) Carpooling

DLF has also promoted car-pooling through mobile based apps and is being widely used by building occupants which helps in reduction of traffic congestion, fuel consumption and carbon footprint.

Shuttle Service

DLF has promoted CNG based shuttles facility (mass transportation) to run between Cybercity to various location of Delhi NCR. It has reduced vehicular pollution in addition to traffic congestion.


Women Shuttle at Hyderabad

DLF Cybercity Hyderabad is an executive member in SCSC (Society for Cyberabad Security Council) under the chairmanship of Cyberabad Police Commissioner. DLF Limited sponsors shuttle services plying between DLF Cybercity and Lingampally Railway Station with a frequency of approx. 11 trips per day.



Zeebee (E-Vehicle)

E-Vehicles are engaged for last mile connectivity between DLF buildings and nearest metro stations as well as for seamless connectivity among DLF buildings.



Enabling Last Mile Connectivity - Cyber City, Gurugram

DLF, with its vision of Building India, has implemented several interventions to promote 'Walk to Work' culture by strengthening connectivity with public transportation system. The organization partnered with Mobycy (India's first dock-less bicycle sharing application) for providing e-bikes or e-scooters to bridge the connectivity gap thus encouraging the commuters to use public transportation. For a distance up to 5 km, the users can locate and rent out custom e-bikes or e-scooters by scanning a QR code through their mobile application and search for a convenient parking destinations at the click of a button.

DLF also facilitated electric charging infrastructure by facilitating Zypp Stations (charging stations) at 7 strategic points for convenient connectivity. The initiative has strengthened connectivity between buildings and from metro stations in the vicinity of Cyber city, Gurugram.

The service enabled commuters to cover short distances without any waiting time at a very nominal cost (INR 3 to unlock and INR 2 per minute for the ride). It has been estimated that every minute an e-cycle reduces 117.4 gm of CO₂ emission by reducing one car (single passenger) on the road.

Water and wastewater management

We recognise the value of water conservation and are committed to reduce water use. The visibility of this initiative can be seen in most locations with water reserves, rain water harvesting basins and flow fixtures etc. We have adopted the 4R Principle (Reduce, Recycle, Reuse and Replenish) in all projects.

Some water-efficiency measures across our projects comprise the following:

- Low flow dual flushing systems working on 3 & 6 litres/ flush instead of conventional 12.5 litres.
- Low flow taps & faucets with aerators to reduce the flow rate by 50-60%, e.g. from 15 litres/min to 6 litres/min.
- Pressure-reducing valves in high rise buildings used to reduce the water pressure and water flow
- Sensor based fixtures used for urinals and taps in wash basins
- Waterless urinals in common areas of commercial buildings
- Sprinkler irrigation used in grass lawns to save water
- At Chennai IT Park, approximately 80 KL per day of AHU's condensed drain water is being reused as makeup water in cooling towers

Water withdrawal by source and water recycled/reused for Development business

	Units	FY 2017-18	FY 2018-19
Water Withdrawal	mn KL	0.243	0.240

Water withdrawal by source and water recycled/reused for Rental business

	Units	FY 2017-18	FY 2018-19
Water Withdrawal	mn KL	3.8	3.3

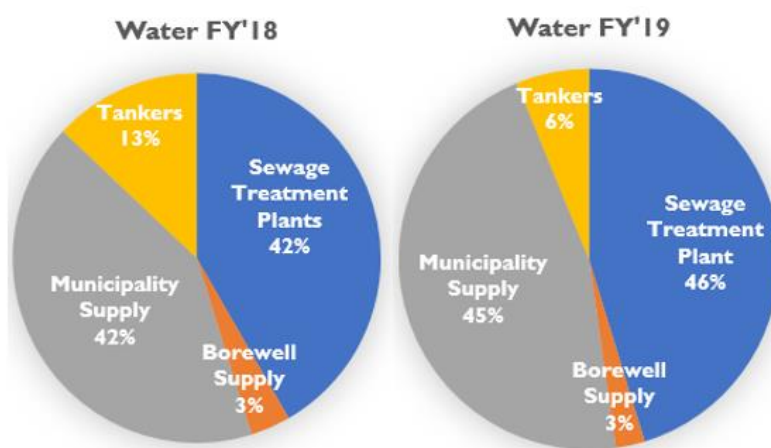


Fig: Source of Water for Rental Projects

Water Consumption Details – Actual vs Norms for Rental business

Sr No.	Building Category	Govt Standard Parameter (Litres/head)	DLF Standard Parameter (Litres/head)	Average actual Building Usage Parameter as on March,2019
1	Office Buildings	45	30	25.25
2	Malls	15	12	10.85

Rain Water Harvesting(RWH)

Rainwater harvesting is being practiced in both rental and residential projects. The collected water from the rain water harvesting pits is recharged into the ground through RWH pits, helping raise the ground water level. All underpasses constructed by the company in Gurugram have been invested with rainwater harvesting. Water harvesting interventions have been implemented at all assets leading to reduction in fresh water withdrawal. All new projects, comply to legal norms such as zero water withdrawal through borewells.



All DLF projects have rainwater harvesting system installed. All residential, commercial and even upcoming properties have this facility to conserve the rainwater.



800+
Rain water harvesting pits
in Development and
Rental Projects

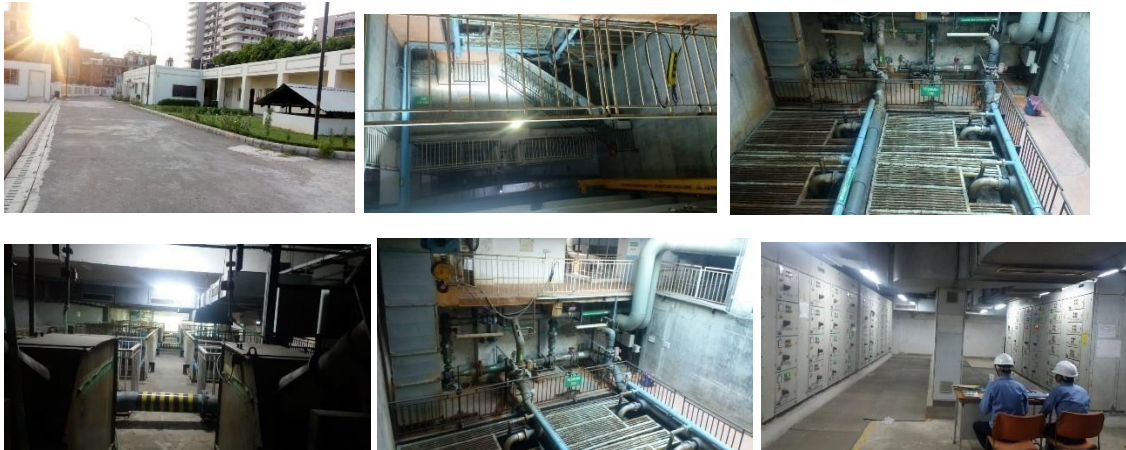
> 42,500 KLD
STP Capacity installed in
Development and Rental
Projects

All rental and residential projects at DLF are zero-discharge based. The company installed sewage treatment plants in all buildings and the treated water is used for horticulture, toilet flushing and in cooling towers for HVAC and DG Sets. Around 12400+ KLD capacity of STPs were installed in the new Gurugram projects. Dual pipe plumbing systems in buildings enabled the use of recycled or treated water for flushing. The sludge of STP is used as manure in horticulture. All STP's are being efficiently managed to attain much lower outlet parameters than prescribed limit by the Government of India.



Zero discharge of water
from all STPs

DLF5 Sewage Treatment Zero Liquid Discharge Plant



DLF5 City is the fastest growing location in Gurugram. DLF established an STP plant of 15 MLD to reuse waste water through recycling. The plant was earlier based on Sequential Bio reactor (SBR) technology (9 MLD) Solely. However, keeping with pace, latest renowned Membrane Bio reactor (MBR) technology (6 MLD) was added to the plant.

The recycled water (8 MLD) is being used in Golf Lake for replenishment and irrigation to maintain the landscape of entire DLF5. Multiple buildings at DLF5 possess the dual flushing system in which recycled water is used. The biosolid (sludge) generated from both systems is being processed through the centrifuge system. This dried sludge contains high nutrients essential for plant and vegetation growth used as manure to develop the land scape at DLF5.

Highlights:

1. 3 MLD of potable water is saved by using STP water for flushing
2. DLF5 STP providing livelihood to almost 40+ people through employment
3. Zero discharge is maintained at DLF5
4. Around 400 m³ of de-watered sludge/manure is being generated every day and being used as manure by the horticulture team.

At the Magnolias, the solid waste is segregated and processed at the plant and turned into compost for horticultural use. The kitchen food waste is segregated and processed with sawdust before it is turned into manure. Around 350 kg of organic waste is generated per day.

Managing waste

All the waste generated is disposed as per the DLF standard operating procedure. Used lube oil and batteries are disposed through authorised vendors. An organic waste composting machine recycles bio-degradable waste at the site. E-waste such as printer cartridges, LED light drivers, electronic component etc. are disposed through authorised vendors as well. As an environmental friendly initiative, the company has implemented a tablet-based visitor management system across project sites to reduce the wastage of paper.

Waste segregation

Three types of wastes are segregated as below and measured in the buildings, the tenants also practice the same:

- **Green bin** – Biodegradable items like fruits, vegetables etc.
- **Black bin** – Non-biodegradable items like sanitary domestic waste, bulbs, tube lights, batteries etc.
- **Blue bin** – Dry waste / recyclable waste like papers, metal etc.

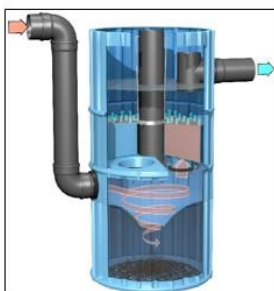
Hazardous Waste: Development Business

Hazardous Waste	Units	FY'18	FY'19
Used Oil	KL	4.55	3.3
Lubricating Oil	KL	0.3	0
E-Waste	kg	353	268

Hazardous Waste: Rental Business

Hazardous Waste	Units	FY'18	FY'19
E Waste	Tons	20	56

Non-Hazardous Waste	Units	FY'18	FY'19
Municipal Waste	Tons	7,073	8,680



Hydrodynamic Separator (HDS)

DLF has implemented 6 sump wells in its underpasses having capacity of 35 Lac liters. The HDS uses continuous deflective separation – a combination of swirl concentration and indirect screening to screen, separate and trap waste such as debris, sediment, and hydrocarbons from storm water runoff. This superior pollutant removal and water harvesting intervention was implemented at an investment of INR 11 Cr.

Advantages: Superior pollutant removal | Ease of maintenance | Excellent pollutant retention



Delivering Value to our Customers

Management Approach

At DLF, we are committed to enhance customer experience. We aspire to produce world-class urban spaces. Our projects are designed to address the needs of our customers at all checkpoints. We provide our customers with exceptional experience that guarantees enhanced work life and shopping experience for all our stakeholders and a positive environment impact.

All our buildings are designed and constructed to moderate our ecological impact while bringing customers closer to nature. We optimise energy savings, water consumption, indoor environment quality and material use to enhance sustainable living.



27.5 msf of our offices buildings are **LEED platinum** certified by U.S. Green Building Council (USGBC)

Our efforts in this direction are recognised by USGBC. All our office buildings in the rental business portfolio are conferred LEED Platinum Certification. In addition to LEED certification, our commercial and retail buildings are ISO 9001 and ISO 14001-certified. All DLF operational (under rental) sites are ISO 45001: 2018 certified by TUV SUD South Asia Pvt Ltd. (valid until 2022)



Won **11 Swords of Honour** from British Safety Council in a single year represent the pinnacle of achievement in the world of health and safety management



- DLF Cybercity & Office Complexes, Gurugram (17 office buildings)
- DLF CyberHub, Gurugram
- DLF Centre, Delhi
- DLF Cybercity, Hyderabad
- DLF iPark & DLF IT SEZ, Kolkata
- DLF IT Park and City Centre, Chandigarh
- DLF Mall of India, Noida
- DLF Emporio Mall, Delhi
- DLF Promenade Mall, Delhi
- DLF Place Saket Mall, Delhi
- Multi-Level Car Parking in DLF CapitolPoint & DLF South Square

DLF achieved Five Star Rating and Sword of Honour from British Safety Council for Occupational Health & Safety Management System for all sites under Rental business (except DLF Cyber City, Chennai, The Chanakya and The Lodhi, where the evaluation for rating is still under progress. DLF Rental business won 11 Sword of Honour awards from British Safety Council, the only company across the globe to win 11 Swords in a single audit year.



Fig: Sample Recognition received by DLF Limited

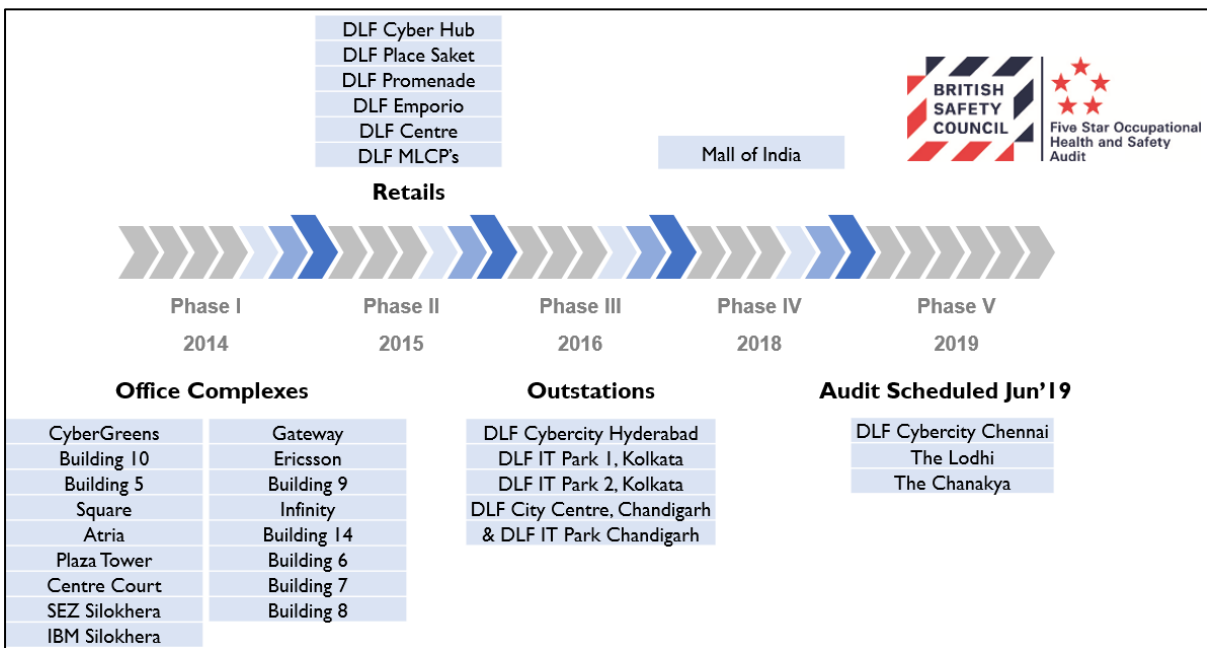


Fig: Five Star rating received by DLF Limited

“In 2014, DLF became the first real estate company in the world to achieve the Five Star rating & Sword of Honour from British Safety Council”

DLF is the only real estate organisation in the world to get 11 Nos. of Sword of Honour from British Safety Council in the year 2018



DLF Rental business won Finest India Skills and Talent (FIST) award 2019 for “Safe & secure commercial Project of the Year”

DuPont was appointed as **Safety Partner** in 2011 (Rental assets) for our efforts towards building a “Safer and Productive” workplace and mitigating risk of fire and safety.



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Safety standards



‘Train the Trainer’ Program

64 Gold Trainers

264 Silver Trainers

Providing a safe and secure environment

The safety of our residents and tenants is the core value of our business and we believe that all accidents are preventable. There is 100% compliance to all statutory safety requirements. We conduct periodic training and awareness programs to keep our stakeholders afloat with the systems and processes implemented to ensure safety and wellbeing. All our buildings are designed for a seismic zone higher than the zone of the area that they are built in.



All accidents are **preventable**



DLF’s policy is to build **one Level above seismic zone** requirements

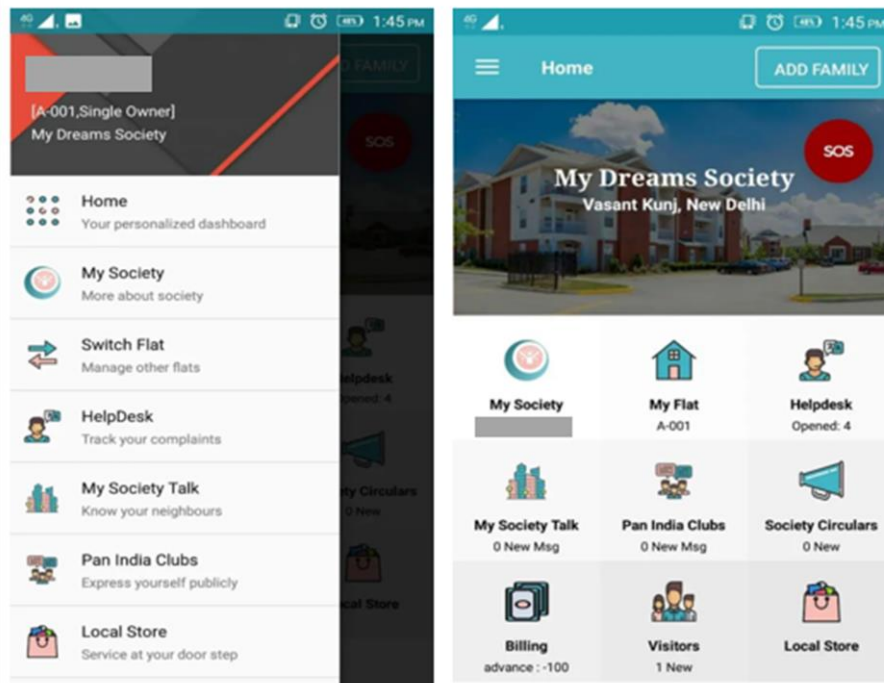
Towards a safer DLF5

DLF 5 has set up a **quick response team** to enhance and ensure discreet & effective security practices of the highest standards. This team comprises security squads, horse and dog squads as well as a fleet of SUVs and motorcycles. Along with this, an efficient surveillance system was commissioned for instant monitoring and response, enabling Unified Command Centre System, equipped with 4 LED TV enabling security personnel monitor 17 PTZ (all weather auto tracking, privacy masking, 360/120 rotation/tilt, with range up to 2km) with 17 fixed cameras (light finder technology, very focal lens, day and night tech) to be anchored for the security of residents.

DLF augmented the security tier for its township, through a dedicated Cyber Crime Police station (first of its kind in Haryana) in addition to a special police office. The station is equipped with modern equipment and software to deal with the new age cybercrime. It acts as a centralized monitoring station for all kinds of crimes.

Enhancing Customer Experience through Security Connect App

The society connect app is an apartment management tool to facilitate billing and accounting, complaint tracking and Resident Welfare Association (RWA) notifications. Through this app, services to the customers become automated and can be accessed with the click of a button.



Strengthening Customer Safety and Security at HSVP Raghvendra Marg

Wire rope safety system, procured by Hill & Smith Limited is built to redirect and absorb energy to protect human bodies in case of collisions. The system dissipates the energy from the crash away from the people in the vehicle and also deflects the vehicle from hitting other objects. The Company invested INR 6 Cr towards the initiative taking road safety to a new level. A total of **33 accidents have been prevented since its inclusion.**

The **Lighting system** (designed in accordance with the global standards CIA 88) implemented in the main carriageway (of underpasses) comes with a higher luminous flux i.e. 35-40 and the underpasses are packed with a power back up to maintain a minimum illumination of 45 lux. **The illumination system prevents blinding of drivers entering the underpass** in daylight even at high speeds and good lux level ensures safe and smooth movement of traffic. The Company invested approximately INR 30 Cr towards the initiative taking road safety to a new level.

3 Foot Over bridges (FOB) along with escalator and elevators for pedestrian's convenience and safety, are installed in Cyber City to cross the busy 16 lane sector road. All underpasses and important junctions are monitored **through high quality CCTV cameras**. The information systems installed at more than 10 different locations of the stretch provides real time data to the commuters regarding temperature, traffic snarls etc.

Fire Safety Management

The safety of our tenants, customers and residents lies at the core of our business values. All buildings are enabled with early fire detection alarm system and a public-address system. Dedicated fire pump house with fire water tanks are implemented and water augmentation for firefighting is achieved by interconnecting underground and overhead tanks. Automatic sprinkler system integrated with fire detection and alarm system are installed, covering all areas of the buildings. Buildings / facilities also have a wet riser system with fire hose cabinet in all areas. Various types of fire extinguishers are provided as per BIS 2190. Moreover, fire suppression systems are provided for critical installations.

First real estate developer to have own fire stations

DLF is the first real estate developer in the country to have its own fire stations equipped with state-of-the-art appliances and equipment. The DLF fire stations cater to a cluster of buildings at the following locations:

1. DLF CyberCity, Gurugram
2. DLF 5, Gurugram
3. DLF CyberCity, Chennai

These fire stations are provided with Bronto Skylift, water bowser and rapid intervention vehicles with state-of-the-art fire and rescue equipment. These stations are manned by qualified and trained fire personnel, round the clock.

Bronto Sky lift Hydraulic Platform



90 m height, imported from Finland. The Skylift can reach all DLF buildings for rescue and firefighting. (DLF Cybercity Chennai has 60-meter Skylift as the height of the buildings is within this range)

Water Bowser



Built on Mercedes Benz, water tank capacity-18KL and water monitor discharge- 3800 LPM

State of art firefighting & rescue equipment at each fire station



Rosenbauer Ultra-High-Pressure Water Mist System



High Expansion Foam Generator



Water Mist Back Pack

Breathing Apparatus Training Gallery



State-of-the art facility for training fire personnel under simulated fire conditions.

Deployment of fire personnel

Qualified and well-trained fire personnel are deployed at each building round the clock, to ensure upkeep of fire protection system/equipment and to respond quickly in case of an emergency.

Rapid Intervention Vehicle (RIV)



RIV is a state-of-the-art first responder, used to reach fire scene promptly, even in congested areas and building basements, where access of normal fire tender is difficult. The vehicle is equipped with emergency equipment like positive pressure ventilation fan, hydraulic combi tool, power saw, winch system, fixed light mast, breathing apparatus sets etc. Fire is extinguished using water mist technology, which enable to tackle sizable fire with limited water.

Emergency Response & Management

DLF has well-defined emergency response standards. Based on this, all rental facilities have developed site-specific emergency response plans, which cover roles and responsibilities, command and control, resources and emergency response agencies. The plan covers three levels of response, namely (1) Building level response (2) DLF Fire station response (3) External agency response.

Building level emergency arrangements

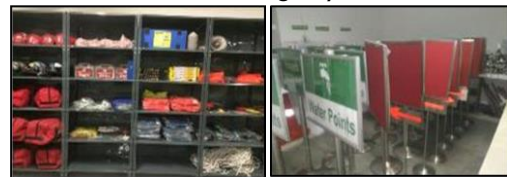
Emergency equipment

Building level emergency equipment are deployed in buildings, which includes self-contained breathing apparatus set, fire proximity suits, rescue stretchers, etc.



Disaster Management & Disaster Recovery Plan (DMDRP) rooms

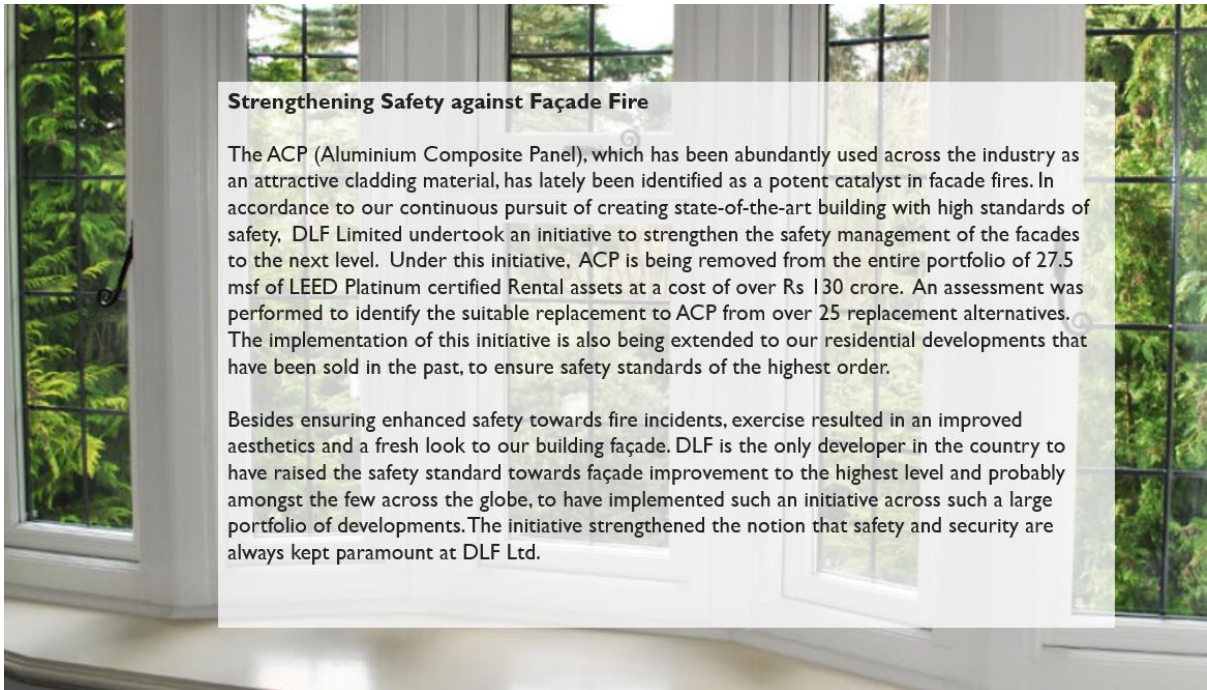
The DMDRP rooms are equipped with various emergency equipment including search lights, ropes, dewatering pumps, reflective jackets, shovel etc. to handle emergency situations.



Emergency drills



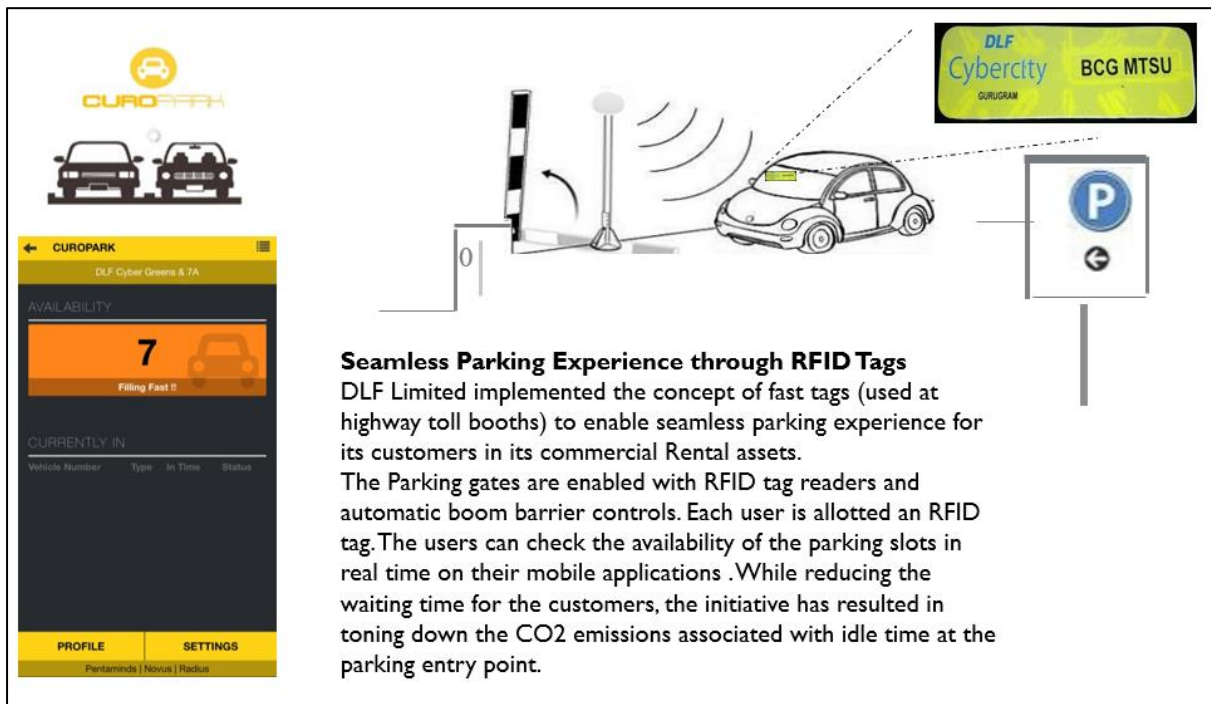
To test our emergency plan and to meet local statutory requirements emergency drills are conducted at all buildings. Emergency agencies respond to such drills as per plan. During building fire emergency/ evacuation drills occupants are evacuated from the building. Tenant fire wardens play a leading role in this. Major emergency exercises also have participation from state fire service, police etc.



Strengthening Safety against Façade Fire

The ACP (Aluminium Composite Panel), which has been abundantly used across the industry as an attractive cladding material, has lately been identified as a potent catalyst in facade fires. In accordance to our continuous pursuit of creating state-of-the-art building with high standards of safety, DLF Limited undertook an initiative to strengthen the safety management of the facades to the next level. Under this initiative, ACP is being removed from the entire portfolio of 27.5 msf of LEED Platinum certified Rental assets at a cost of over Rs 130 crore. An assessment was performed to identify the suitable replacement to ACP from over 25 replacement alternatives. The implementation of this initiative is also being extended to our residential developments that have been sold in the past, to ensure safety standards of the highest order.

Besides ensuring enhanced safety towards fire incidents, exercise resulted in an improved aesthetics and a fresh look to our building façade. DLF is the only developer in the country to have raised the safety standard towards façade improvement to the highest level and probably amongst the few across the globe, to have implemented such an initiative across such a large portfolio of developments. The initiative strengthened the notion that safety and security are always kept paramount at DLF Ltd.



Seamless Parking Experience through RFID Tags

DLF Limited implemented the concept of fast tags (used at highway toll booths) to enable seamless parking experience for its customers in its commercial Rental assets.

The Parking gates are enabled with RFID tag readers and automatic boom barrier controls. Each user is allotted an RFID tag. The users can check the availability of the parking slots in real time on their mobile applications. While reducing the waiting time for the customers, the initiative has resulted in toning down the CO2 emissions associated with idle time at the parking entry point.

Maintaining air quality and cleanliness in the buildings

At DLF, protection of the people and environment is a priority. We have implemented various measures to control air pollution in and around our assets such as:



Green Cleaning Chemicals

All the Cleaning Chemicals are used in the building approved by one of the following standards/ products:

- a. Environmental Choice
- b. Environmental protection agency (EPA) comprehensive procurement guideline
- c. Green Seal

Green cleaning equipment

Battery operated / electrically operated equipment are used such as:

- vacuum cleaner
- carpet extraction machines
- high speed power floor maintenance machines
- automated scrubbing machines



Standardization of insecticides

- Central Insecticide Board approved insecticides are used
- Integrated pest management System is followed with LEED approved pesticide list

10 feet long mat systems

- For all the entrances of the building, 10 feet long mat systems have been provided to trap the dust and dirt from the shoes of people entering the building



Air quality monitoring

PM 2.5 & PM 10 are maintained inside the building as per the ASHRAE standard 62.1-2007.

Air quality maintenance

Water is sprayed at regular intervals on all the trees located within complex of the buildings to reduce pollution



Air Filtration System

An air filtration system is inbuilt into the HVAC system in selected properties such as Camellias.

Enabling a healthy environment at Camellias and Magnolias

DLF aspires to provide its tenants with the best in class abodes. A significant factor in ensuring our health is the air that we breathe. The air quality in the apartments and common areas at our assets are maintained by adding additional layers of static/dynamic filtration to keep pollution (concentration of to PM2.5 and PM10) at bay.

The air quality within the apartments at 'Magnolias' is maintained through 'Treated Fresh Air' (TFA) units. TFAs are high static pressure units of air that are produced from fresh air in the atmosphere after filtration and conditioning towards a desired temperature.

The TFAs are supplied at a slightly higher pressure in comparison to the atmospheric pressure to ensure exfiltration of recirculated air and infiltration of treated fresh air. This results in optimum air quality within the apartment even under external dust storms or heavy polluted environment. In addition, the air conditioning systems installed in the common areas of the complexes have Electrostatic precipitation systems (ESP) which filters all pollutants and maintains optimum concentration of PM 2.5 around PM 10 at a much lower level than prescribed by WHO.

At 'The Camellias', we have moved one step ahead and have implemented TFA system at each entrance lobby and apartments together with micro filters and ESPs.

We intend to install HEPA filters in addition to the ESPs in the air conditioning systems to eradicate any possibility of microbial growth and keep the environment hygienically clean, specifically at a gym/ banquet hall in a community center.

There is regular real-time monitoring of PM 2.5 to ensure the residents enjoy healthy and hygienic environment within the complexes.

Enhancing biodiversity at the Golf Course

At DLF, we aim to work with multi-pronged initiatives to safeguard our natural resources. Our business activities do not have an impact on areas with high biodiversity values. We have adopted the best measures at DLF Golf and Country Club to enable water conservation, soil conservation, transplantation and habitat preservation practices. Our company has worked to create a safe habitat for migratory and residential birds at building sites. As a practice, we generally transplant trees instead of pursuing deforestation. DLF Golf and Country Club is the preferred venue for several international events of high importance. It has one of the most successful Golf Programs in the country.

Awarded **Best Golf Course** in India



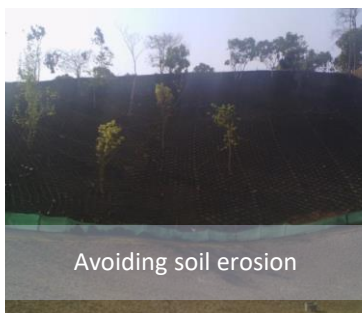
DLF Golf and Country Club- A history of many firsts

First Arnold Palmer Design Signature Course in India

First Gary Player Design Signature Course in India

First Night Golf facility in India

First Professional Golf Academy in India



Tree Transplantation

With a focus on environment and ecology, DLF has possibly conducted the largest tree-transplantation exercise in South-East Asia at the DLF Golf and Country Club. In a first of its kind venture, close to **600 mature trees** were prepared and **transplanted** within DLF5, using the latest technology and equipment.

The site had a stock of full-grown mature trees in and around the existing development plan, which were to be relocated and judiciously used in the master planning of the new project at specific locations.

The trees were grown in an avenue layout, along the right and left side of the main entrance road, and each tree was planted at appropriate spacing. Due to their shape, size and age, relocating these trees required extensive planning combined with a considerable level of expertise. It also required a high level of remedial care with substantial expenses, to accommodate maximum trees in the proposed development plan.

Water supports life, and we are committed to water conservation. We have created huge water reservoirs in the form of lakes at the Golf Course. Also, we have an 15 MLD STP in place that is used to recycle water.



Water Reservoirs



Lakes



Water management equipment



Current images of Golf Course





PROJECT PULSE at DLF Camellias, Gurgaon

A greener environment that benefits everyone

Green initiatives are now imperatives and DLF places great importance on building environments that are in harmony with their surroundings both now and long term. We have been consistent and steadfast in our efforts towards sustainability, through a dedicated green-development philosophy, preservation of trees and much more.

Just one example is the 25,000 trees that make the green cover at the Golf and Country Club of DLF5, which spans over 81 hectares (200 acres).

In February, the National Highways Authority of India (NHAI) was forced to cut a large number of fully-grown trees on Sohna Road for the construction of a flyover and widening of the road. DLF took up a voluntary initiative to mitigate this massive loss. We carefully identified the species of trees that were transplant-friendly and successfully replanted 74 fully mature trees to the precincts of The Camellias.

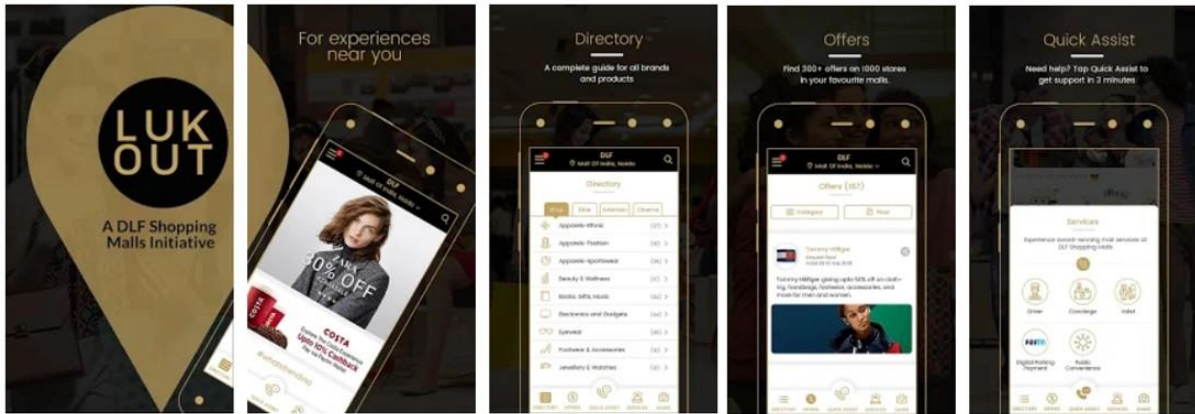
Some of the species selected were Ficus Infectoria, Delonix Rega, Pongamia Spp and Alstonia Scholaris. These beautiful trees now thrive in their new homes across the development, simultaneously increasing the overall green quotient of DLF5.

Successful transplantation of large, mature trees requires plenty of expertise and not every tree will survive being uprooted and re-planted. Our horticulture team delivered an impressive success rate of over 95% while carrying out major tree transplantations in the past at DLF Golf and Country Club.

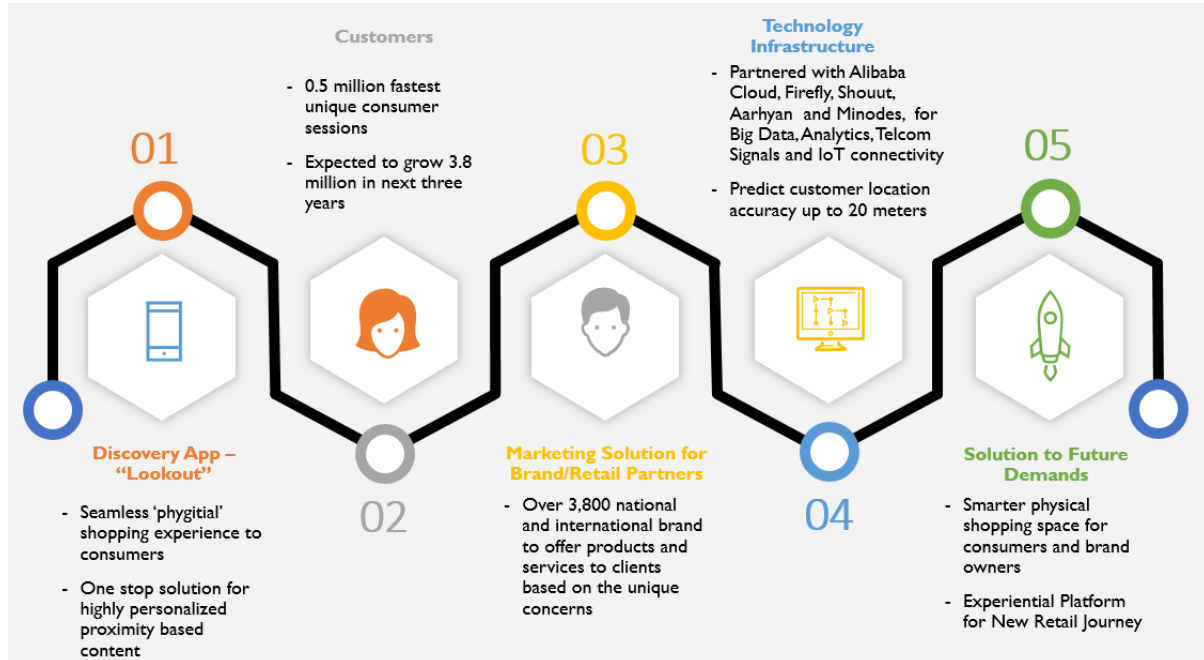
Another notable achievement, our team was able to prevent a further 300 mature trees from being cut down. DLF5 initiated their transplantation using precision technology and ensured a maximum survival rate by utilizing artificial rain. This insightful effort has since been echoed by several other sustainability initiatives in the region.

Future of retail mall? Its Phygital!!

With an aspiration to redefine the future of retail shopping experience, the Company has launched the industry's first ever 'Phygital' initiative, leveraging on cutting edge technology across IOT, big-data, real time analytics and proximity personalized marketing to realize our vision for seamlessly connectivity across physical and digital ecosystems.



The 'Lukout' app has empowered India's top brands across DLF Shopping Malls to embark on this new retail journey while enabling personalised experiences for millions of our consumers as part of our phygital initiative. The app is a one-stop solution that offers personalized proximity-based engaging content in terms of latest looks, trends, real-time location-based offers while providing conveniences like one-touch parking payment, valet, concierge along with having its own social network for millions of consumers.



DLF's Discovery App "Lukout"

- An experiential platform for the consumers offering to browse stores virtually
- Accessibility to over 3,800 brand/retail partner
- Enable Retail brands to optimize marketing expenditure
- Real time insights to brands housed inside DLF premises to offer customers with attractive and compelling proposals

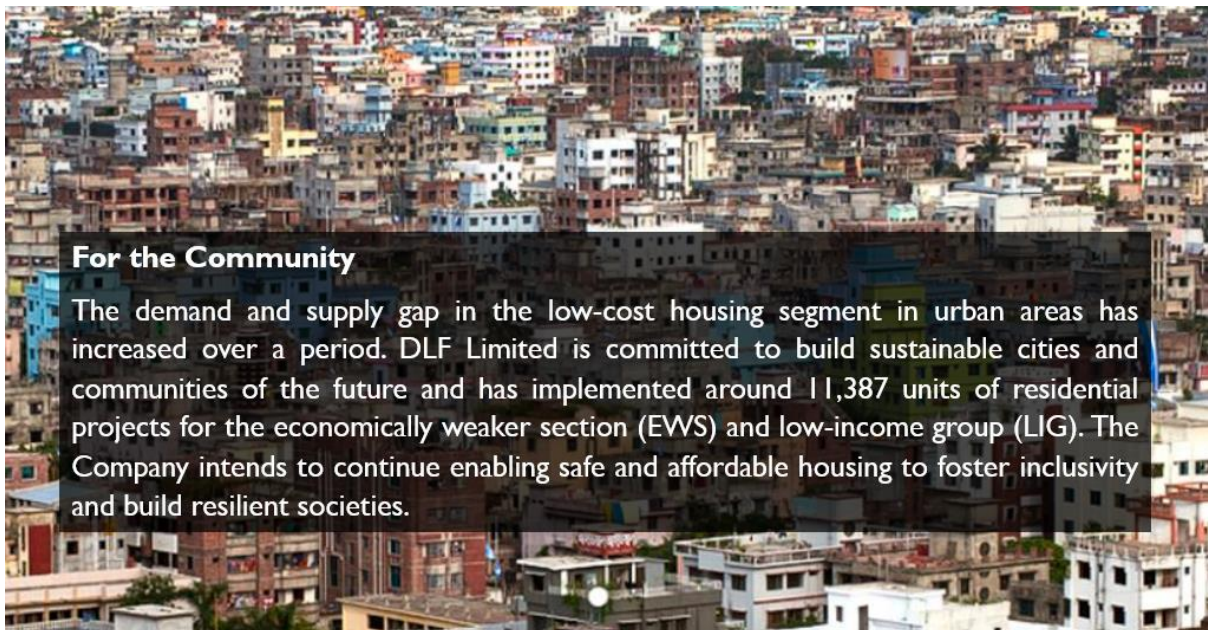
Awards won by the initiative

Digital transformation of the year by Mopic in 2019
Phygital transformation by images retail forum in 2019
Top 5 Phygital companies with best of both worlds - Deccan Herald
Phygital Transformation of the year - Images Retail Awards
Digital Transformation of the Year - India Retail Forum

Probable Future Aspirations

- Lukout lounge for click and collect services
- Payments bank
- Over the top platform
- 'Smart cash' as unified loyalty program

Projects for Economically weaker section (EWS)



Nurturing Employee Experience

Management Approach

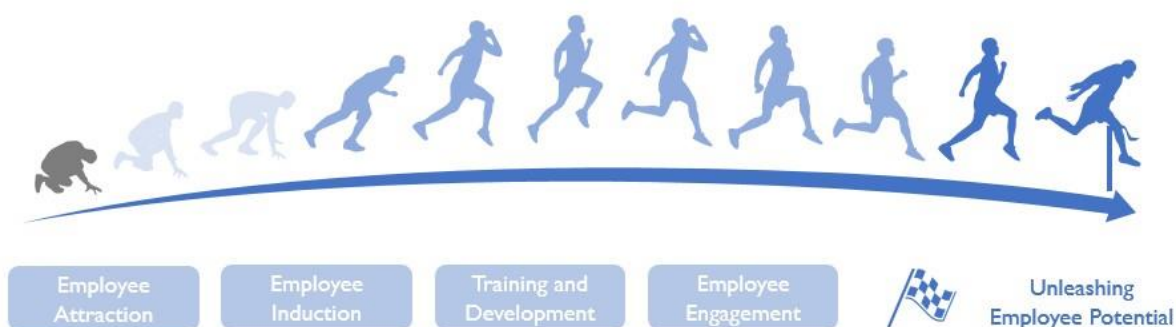
Energetic and engaged employees are critical to organisational growth. At DLF, we focus on employee capacity building and create a performance-oriented work culture to accelerate mutually-beneficial relationships between employees and the organisation. An encouraging culture and involving workforce helps to promote ethics, fairness, equality and care.

Maintaining labour relations, employee satisfaction, diversity and inclusion, connect and engagement, learning and development and respecting human rights (equal opportunity and non-discrimination) are some tenets of the Company's human resource practices. The Company adopted policies and instituted several initiatives for employee benefit. DLF evolved HR practices based on emerging trends and feedback received from employees.

The Company institutionalized its brand values, promoted innovation, fostered team working and recognized employee contribution towards priorities. This recognition resulted in continuous improvement in productivity and performance.



Fig: Employee Culture at DLF Limited



Attracting and Retaining Talent

The Company's employees are key business drivers. To enhance productivity and employee satisfaction, we have facilitated the creation of a workplace culture free from unlawful discrimination i.e., gender, race, cast, creed, sexuality etc. We have recognised equal employment opportunity as a social responsibility. We have employed specially-abled people in functions like housekeeping, customer services, operations etc. to provide equal opportunities to enable them to perform to their potential. DLF's streamlined and efficient recruitment cum selection process to find and attract the best talents, thereby creating a competitive strength and strategic advantage for the company. All our senior management personnel are hired locally, i.e., from within India.

We regularly review the potential of our employee base for the identification of top talent for growth opportunities with a focus on nurturing young talent. The imperative is to leverage difference in the age, knowledge, qualifications, skills, professional experience and sector to retain the competitive edge with a focus on refreshing and upgrading talent pools at key positions as per changing business needs. We also ensure that existing benefits to our employees continue to be available despite challenging business requirements. It is important to hire the right person for the job. But it is even more important to retain employees and protect knowledge capital.

**First company to introduce
'Walk to Work' Culture**

Table: Employee Strength (as on 31st Mar 2019)

Development Business	Male	Female
Regular Employees	1,056	96
Senior Management	64	4
Middle Management	456	42
Junior Management	526	50

Development Business	< 30 Years	> 30 and < 50 Years	> 50 Years
Regular Employees	34	739	379
Senior Management	0	16	52
Middle Management	3	324	181
Junior Management	31	399	146

Rental Business	Male	Female
Regular Employees	385	71
Senior Management	18	2
Middle Management	239	39
Junior Management	128	30

Rental Business	< 30 Years	> 30 and < 50 Years	> 50 Years
Regular Employees	46	332	78
Senior Management	0	7	13
Middle Management	8	220	50
Junior Management	38	105	15

Contract Employees (employed with the partnering organizations)

Development Business	FY'18	FY'19
Contract Employees	4,293	3,423
Male	4,264	3,402
Female	29	21

Table: Employee Hire and Turnover for FY 2018-19

New Hires	Total	Turnover	Total
Male	86	Male	105
Female	17	Female	21
Under 30 years old	18	Under 30 years old	7
30-50 years old	70	30-50 years old	69
Over 50 years old	15	Over 50 years old	50
Total	103	Total	126

Development Business

New Hires	Total	Turnover	Total
Male	55	Male	52
Female	19	Female	16
Under 30 years old	18	Under 30 years old	7
30-50 years old	56	30-50 years old	52
Over 50 years old	0	Over 50 years old	0
Total	74	Total	68

Rental Business

Taking care of our women employees


Keeping in view the focus on women safety, the Company formulated guidelines to be followed by concerned stakeholders.

- Late sitting in case of women employees to be discouraged beyond working hours
- Prior approval of HOD (not less than Vice President) to be obtained in case of work urgency. In such cases, the Company ensures that women employees do not travel alone and reach home safely
- Female employees in every business are being reached out regularly by respective HR teams to understand their concerns and issues relating to workplace safety and transport arrangements

Employee Induction

When DLF inducts an employee into the organization, we conduct an employee induction program to streamline the candidate's journey within the organization. The induction program extends up to two weeks. Even before the joining date, the employees are informed about the program. During the induction program, each employee is introduced to DLF Limited, business functions and policies, among others. The employees are introduced to the team and taken on field visits to acquaint with organizational nuances.

UDAAN



Creating Leadership pipeline for future is a key imperative for growth and sustainability of the organisation. Focus of this program is to identify and develop employees with potential for larger roles in future.

Training and development

We promote a culture of improvement and innovation through best in class learning facilities for our employees. A stimulating work environment for learning and development opportunities along with a platform for working with the best professional/outsourced partners is provided. A

framework has been implemented to determine the levels of orientation and training required for the job roles. The company has designed various training platforms, i.e. 'on-the-job', 'off-the-job' and 'online training'.

Advanced Training for Senior Management

We run a program for the senior management where-in they are sent for training in prestigious institutes like Harvard, MIT etc.

Vikas



This is our in-house program which provides training in wide ranging programs covering customer experience, business communication, interpersonal skill, positive attitude and team working etc.

Seekh – Saksham



Puruskar aur Manyata

This is our reward and recognition program in which all employees on the rolls of DLF and its subsidiaries at the level of L2 & below (AGM and below) are eligible. The underlying principles to be followed are right time/ right reason/ right way and right combination.

Fig: Training Initiatives implemented by DLF Limited

A variety of programs are run for personal growth and customer delight. We also provide cross-functional opportunities to employees for better learning and career progression. The theme for this year's training activities is 'Enhancing customer experience' and all the training modules are centred round this theme.



Fig: Training and Development theme for FY 19

	FY19 (Man-Hours)
Senior management	416
Middle management	866
Junior management	2,080
Total	3,362

Table: Training imparted to Employees in FY19

Training Need Identification

To strengthen employee competence, a Training Need Identification (TNI) process is carried out. The training plan and calendar are prepared for all sites and programs, carried out by certified trainers. The training need evaluation is carried out through inputs from leadership team and performance appraisal forms.

Training at your Leisure: The DLF Mobile learning App

We have launched a mobile learning app to enable 24*7 learning of our employees. It covers a variety of topics such as communication & presentation skills, interpersonal skills, leadership and managerial skills, managing people, personal development, selling & negotiation skills, computer/IT skills and customer experience.



Assesso

Learning through question and answer methodology

Course-ware

Learning the traditional way – concept followed by assessments

Videos

Content is in the format of small videos of industry wizards such as Narayana Murthy etc.

Snippetz

Content flashes twice a day on a topic which has been selected by the user

Book Crux

Summary of best selling management books

Games

Games on various topics for user to learn while playing

Occupational Health and Safety

Just as a building draws its strength from a strong foundation, 'health and safety' is a sub-structure for enabling a stronger organisation. It necessitates protection of employees from any harm in operations. We follow the OHS wellbeing activities based on occupational health and wellbeing approved procedure. We have engaged with DuPont as our partner in the safety journey for almost a decade. This has brought about a cultural change in the organization; safety is now a way of life for DLF employees and associates. We have developed a Health, Safety & Environment Policy implemented across all rental facilities in 2014.



Parameters	FY 2018-19
Fatalities	1
Reportable injuries	1
Non-reportable injuries	0
Lost days	6,003
Near misses	38
Man-hours worked	3,14,44,100

Table
:
Health
incidents
at
Devel

opment business (FY19)

Parameters	FY 2018-19
Fatalities	0
Reportable injuries	0
Medical Treatment Case	11
First Aid Cases	1
Lost days	0
Fire Incidents (including tenants)	46
Man-hours worked	18,815,544

Table : Health incidents at

Rental business (FY19)

Safety Management System (SMS)

The Safety Management System implemented by DLF Rental business provides a systematic approach to managing workplace / occupational health and safety. The concept of the process adopted in the SMS is based on the 'Plan-Do-Check-Act' principle.

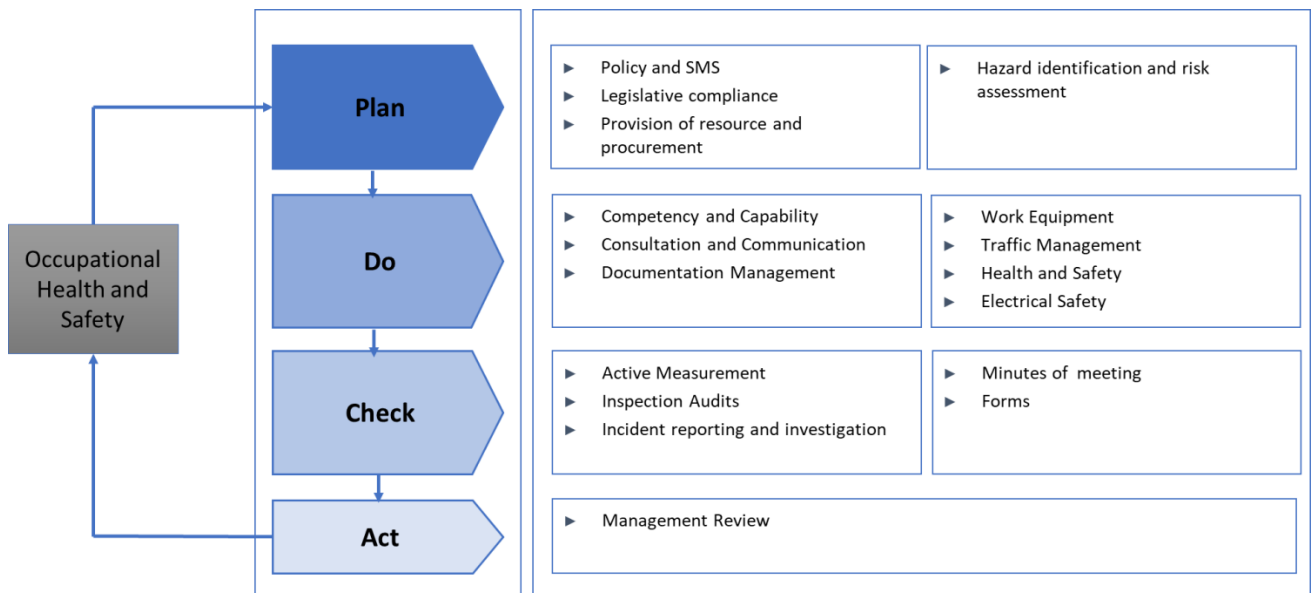


Fig: Safety Management System implemented by DLF Limited (Rental Business)

Governance Structure for Safety Management

Leadership plays a prominent role in implementation of the HSE policy and SMS. It drives teams towards continuous improvement of OH&S performance and achieves the highest safety standards. Given below is our organizational structure for safety management.

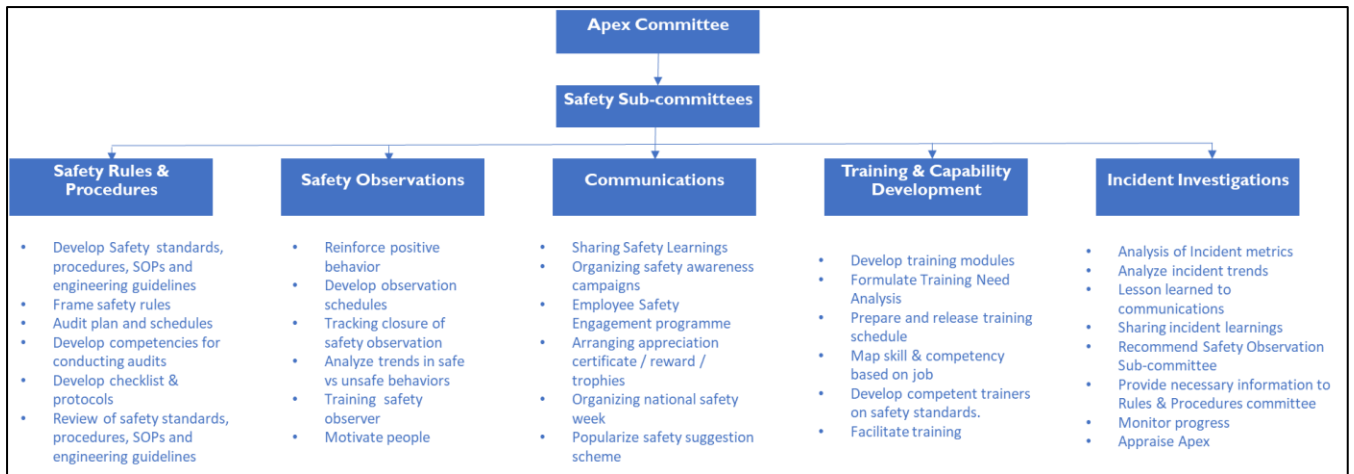


Fig: Governance Structure for Safety Management at DLF Limited (Rental Business)

Responsibility and Accountability

The line management is responsible for implementing safety management systems through detailed job description. The building managers are accountable for implementation and compliance. The building managers assign roles and responsibilities to the line management to ensure a compliance with the safety management systems. Operational heads ensure compliance with the SMS through building managers. They review, guide and support operational teams. Fire and safety professional provide adequate guidance and support to line management in driving safety initiatives.

DLF safety mascot - SAFE00

In our safety excellence journey, a safety mascot was developed and introduced for use in all communication to spread stakeholder awareness.



DLF Safety Mascot and 'Learning Improving from Experiences' (LIFE)

DLF Safety Mascot at DLF5 Assets

DLF **सुरक्षा प्रतिज्ञा** **DLF5**

मैं यह शपथ लेता हूँ कि मैं सुरक्षा नीति, नियमों एवं विधियों का पालन करूंगा।
 कभी भी मेरी या अपनी सहकर्मियों की सुरक्षा से समझौता नहीं करूंगा।
 अपने सहकर्मियों और परिवार के लिए एक अच्छा प्रेरणा स्रोत रहूंगा।
 सुरक्षित आदतों को अपनाकर सही सलामत जैसे आया हूँ, सही सलामत अपने परिवार के पास वापस जाऊंगा।

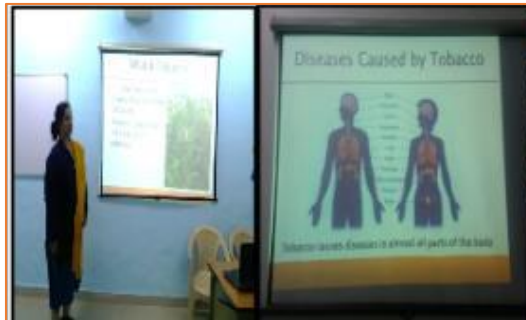
Safety Pledge

Promoting health and wellbeing

On a periodic basis, DLF conducts primary health awareness camps providing free medical consultancy, eye check-up, blood donation camps, dental check-up, general body check-up, dietary



Annual health medical checkup for all employees and special medical checkup for employees working in high risk areas (e.g. work at height, high noise areas such as DG, STPs etc.)



Awareness sessions by occupational health professionals on tobacco, gutka, HIV/Aids, cancer, alcohol & drug abuse, occupational stress etc.



Lifestyle moderation



First aid training and certification



Deployment of ambulance and first aid rooms at strategic locations

consultation among others for employees.

Fig: Key initiatives to promote healthy life style among DLF employees

Annual Safety Conclave



The Safety Management Team at DLF5 conducts annual Safety Conclave wherein each complex demonstrates the Safety Improvements & overall performance of SMS implementation. Employees from each department get an opportunity to speak and share their learnings about their safety & coworkers.

Maintaining contractor safety

DLF has developed a contractor safety management system with DuPont. The six-step contractor safety management process was designed to provide a methodology for managing risks associated with contractor activities across DLF facilities.



- 1 Contractor pre-qualification
- 2 Contract preparation
- 3 Contract award
- 4 Contractor orientation and training
- 5 Contractor work coordination and auditing
- 6 Contractor evaluation



Fig: Safety training to contract employees

Employee Engagement

At DLF, we believe that highly engaged and satisfied employees are more productive. Periodic employee engagement initiatives each month are based on employees' feedback and expectations. An annual outbound activity is conducted each year in which various team building activities are organized. Some employee benefits comprise health insurance Medclaim, accidental insurance and annual vacation leave, among others.



Fig: 4 Dimensions of Employee Wellness program at DLF Limited

Providing work-life balance

A workplace that enables employees to achieve work-life balance motivates employees. Happy employees tend to stay with employers longer and are more productive. We undertake employee engagement activities that enhance the work-life balance. The provision of flexi-timings is also available.

Celebrations and activities



Birthday celebrations



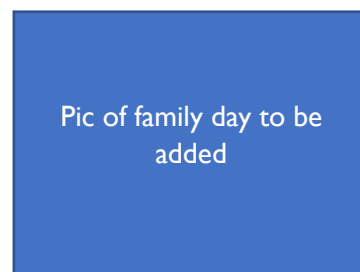
Christmas celebration



Diwali celebration

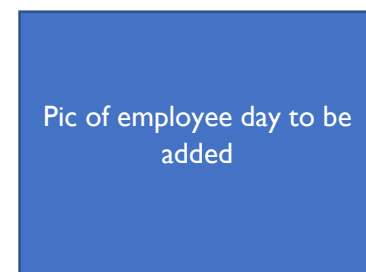


DLF EPL Grand Finale



Pic of family day to be added

Family Day



Pic of employee day to be added

Employee Day

Employee Survey: Why I love DLF?

To measure the impact of our employee engagement activities, we conduct internal employee satisfaction surveys every year. These are conducted informally but the feedback induces a positive change. In the last financial year, we conducted a survey titled 'Why I love DLF?'

Performance Management System

All DLF employees are covered in the annual performance appraisal cycle. Employees joining between October and December are considered for appraisal in the subsequent year. The Key Responsibility Areas (KRAs) of the employees are defined and revised on a year-on-year basis. These KRAs also determine the variable pay component of the senior employees.

Supporting internal mobility

Internal mobility keeps an organization alive. At DLF, we follow a dynamic internal mobility process for moving employees from role to role – at the leadership, professional and operational levels. We identify high potential employees and train them for future roles higher than the current job level of the employee. This initiative forms a part of our succession planning.

Strengthening Labour Relations

DLF has partnered with world-renowned facility management firms like Jones Lang LaSalle (JLL), Cushman & Wakefield (C&W) and CBRE, among others. Periodic monitoring on quality and compliance standards is conducted through comprehensive Service-Level Agreements (SLAs) with partner firms. There are no trade unions at DLF and the rights of contractual labour are ensured through contract management with our partnering organisations.

We ensure that the interests of contractual employees are safeguarded through the implementation of contracts and periodic audits at the site. Every periodic cycle, we undertake a declaration from contracting partners confirming that all regulatory laws and norms are adhered completely. All contract clauses are non-negotiable and quarterly audits by DLF ensure adherence to legal requirements.

Empowering Community

Management Approach

We are committed to create shared value for all our stakeholders. Our community is an indispensable stakeholder and we endeavour to strengthen our 'social license to operate' through mutually beneficial interventions. Our objective of building India starts with the responsibility of building lives of the underserved people and community members residing in and around DLF projects who have been an integral part of our growth story. Our Company follows an integrated holistic approach for pivotal implementation through our CSR arm 'DLF Foundation'.



> 4.5 Lakh
Lives Impacted*
FY'17 to FY'19



37 Cr
CSR Expenditure
FY 19



VISION

Building India's Human and Social Capital by Nurturing Healthy Educated Enterprising and Sustainable Communities.

MISSION

Empowering communities by creating multiple opportunities and providing platforms for the underprivileged by promoting inclusive growth which is holistic, sustainable and socially uplifting, thus enabling them to emerge as significant contributors in India's growth story.

Focus Areas

The CSR intervention programs are primarily focussed on four pillars of positive change, viz Education, Skill Development, Healthcare and Social infrastructure.



Key focus areas of CSR Program

DLF Sahyog – An Educational Support Program

The program aims at 'Building Lives' through quality education, mentoring and providing financial support. Initiatives under the program include:

- 1** **DLF Sahyog**
 - a) *In-School Education Support Scheme*
 - b) *Beyond-School Education Support Scheme*
- 2** **Government Schools Upgradation Program**
- 3** **Learning Excellence Program**
- 4** **Support to Foundation Schools**



DLF Sahyog students at Remedial Centre

DLF Sahyog

The flagship CSR initiative, provides education support to students from the disadvantaged sections of society from school to university while others are facilitated for vocational courses. The program has two distinct components:



865
Students impacted in In-School Program

209
Students impacted in Beyond School Program

- **In-School Education Support Scheme**

The Scheme aims to provide need based educational and financial support to students from class III to class XII to facilitate completion of their schooling and to ensure their holistic development. Students are mentored, counselled and hand held to achieve their potential through enrolment in

- Good schools
- Enrichment workshops
- Aptitude testing
- Remedial teaching
- Career Counselling

Individual goals are set for each student by the counsellors who work with parents and teachers to help students achieve them.



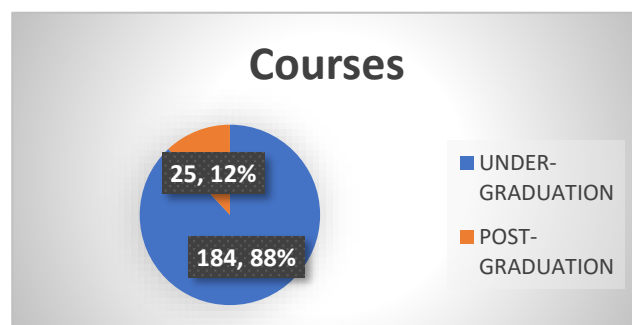
DLF Sahyog – Annual Conclave

- **Beyond-School Education Support Scheme**

Students exhibiting academic excellence are supported in getting admission into institutions for higher studies depending on their aptitude and interests. Other students are provided assistance to enrol for vocational courses or skill based training.

The Beyond-School Education Support Scheme organizes enrichment sessions on personality development, career counselling, resume writing and preparing for interviews etc. The program also facilitates internships and placements.

Financial support to meet the educational expenses is an integral part of the scheme.



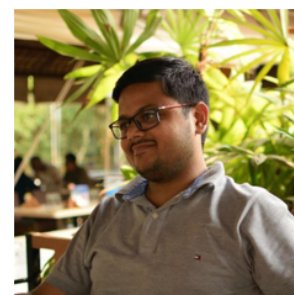
Enrichment session being conducted at the Annual Conclave

Success stories of the DLF Sahyog

Sahil Garg's father works in the local grocery shop while his mother is as a house wife. A bright student, Sahil wanted to pursue B.Tech. from Deenbandhu Chotu Ram University of Science and Technology at Sonipat, but the education loan from the bank was insufficient to meet the tuition fees and accommodation expenses.

DLF Foundation supported Sahil in fulfilling his life's aspiration by providing him with financial support to complete his education. He completed his course with flying colours and is presently employed with Fidelity Investments in Delhi NCR as a software engineer.

"I am in complete gratitude to the DLF Foundation for their support in helping me achieve my life's aspirations. I urge my fellow DLF students to avail of the opportunities provided to us from time to time during the enrichment workshops. It's a great platform for learning and networking.





DLF Sahyog – Achievers of the year

DLF Sahyog - High Achievers

S.No.	Name	School Name	Board	Grade	% in Class X
1	Divya Yadav	Basant Valley Sr Sec School, Ggn	CBSE	X	98
2	Anshu	Drona Public School, Ggn	CBSE	X	97
3	Akshita	Lady Florence Convent School, Ggn	CBSE	X	94
4	Kuldeep Singh Thakur	Vidya School, Ggn	CBSE	X	94
5	Shivani Mishra	Shishu Kalyan Sr Sec School, Ggn	CBSE	X	93
6	Ankit	Drona Public School, Ggn	CBSE	X	92
7	Shalini Priya	Shishu Kalyan Sr Sec School, Ggn	CBSE	X	91
8	Anjali Singh	Col's Central Academy, Ggn	CBSE	XII	96
9	Shivani Maurya	Children Public School, Fatehpur	CBSE	XII	93
10	Tanya Kaushik	Lions Public School, Sector 10, Ggn	CBSE	XII	89.3

Yashasvi Bhardawaj, a grade XII student, is a brilliant scholar supported by DLF Foundation. She has been receiving the scholarship since FY 2013-14 (Grade VI). A highly motivated and focused young girl she secured 92.8% marks in Class X.



“DLF Foundation has not only provided financial support but has inculcated in me great values and shaped my personality beyond words through multiple enrichment workshops over the years. Enrichment sessions on personality development, presentation and communication skills, Life-skills, stress management etc have helped me hone my personality. It has enabled me to cope up with my studies and supported my talent in music. I am blessed to be a part of the DLF Foundation - Yashasvi”

Government Schools Upgradation Program

The Integrated School Development Program (ISDP) endeavours to strengthen the Government Schools in Gurugram, Delhi and Noida through interventions such as

- Staff Skilling
- Digital Education
- Hobbies & Games through partners



**Interventions: 12
Government schools**



**>5,779
Students impacted**

View of Government Schools impacted through DLF Sahyog



Learning Excellence Program

DLF Foundation, in association with 'Pratham', an NGO, has set up Rural Learning Excellence Centres in Government Schools to identify students with lower learning levels and provide them with specialized coaching. Over 6,100 students in 15 Government Schools were supported. 23 teachers from the local community, with a mobile library and IT-based learning tools helped in enhancing the Learning Excellence Program.



**6,100
Students impacted**

Support to Foundation Schools



Two education centres aimed at addressing the needs of school dropouts provided free education and mid-day meals to over 900 slum children. The Program also facilitated mainstreaming the students into the formal education system.



Inquiry based Digital learning at Foundation Schools

Curious Minds at work

DLF Golf Excellence Program

The DLF Golf Excellence Program was started in Gurugram with an aim to institute a Golf program that will support junior boys and girls of merit, and train them in all aspects of the game to excel at an international level. It would further provide all resources that are needed by the juniors to achieve their goals. Under this program, scholarship was provided to 12 students in the financial year 2019.



Camps with international coach Jonathan Mannie (Austria)

To conduct regular assessments and to suggest the way forward, Jonathan Mannie continued his visits to DLF Golf Academy periodically. Each visit was scheduled for a duration of six days. Each camp focusses on individual golf lessons and assessments with Jonathan Mannie and the golf coaching staff. It included short game lessons, on-course planning, lectures on course management and development of an elite player, regular interactions and feedback with parents, fitness professionals and Jonathan Mannie.

Indian Golfer Hitaashee wins Hong Kong Junior Golf Championship



DLF Foundation Golf Excellence Programme has reason to rejoice as one of their scholars, Hitaashee Bakshi, has bagged the first place at The Hong Kong Junior Golf Championship (under 13-14 years age category). Kartik Sharma and Sunhit Bishnoi, who are also DLF Foundation's scholars, did India proud by standing second and third respectively, in the 15-17 years age category of the tournament. The championship was held at Discovery Bay Golf Club in Hong Kong where approximately 60 juniors from 8 countries had participated. Six juniors from the DLF Golf Excellence Club played in this year's championship and were accompanied by Akhil Nayar, who is a senior professional at the DLF Golf Academy.



Fig: Kartik Sharma with the NSW Amateur trophy

Other Notable Achievements

1. Kartik Sharma won the New South Wales Amateur Championship in January 2019
2. Kartik Sharma achieved #1 Amateur ranking in the Order of Merit released by the Indian Golf Union on 17 March 2018
3. Sunhit Bishnoi achieved #1 Junior ranking in the Order of Merit released by the Indian Golf Union on 29 September 2018
4. Jahanvi Bakshi achieved the #1 Ladies ranking in the Final Order of Merit released by the Indian Golf Union for 2018

Skills and employability are imperative for improving the quality of life. The benefits not only include livelihood opportunities but also extend to rejuvenation and revitalisation of local economy, empowering youth and women. This program provides skills and training via various initiatives.



376
Students trained via online
international courses through
www.edx.com

Programs under the Initiative

1

Communication and Life Skill Training Program

2

BPO Initiative: Hello. How can I help you?

3

E-Learning Centre



Inauguration by the Chief Minister of the State

Communication and Life Skill Training Program

DLF Foundation has partnered with British Council to impart English communication and Life Skills training in areas of Hospitality and Security to migrant workers residing in and around DLF City, Gurugram. The training was imparted by a team of well qualified trainers with internationally recognised qualifications such as the Cambridge CELTA and DELTA.



Life Skills Training Program

BPO Initiative: Hello. How can I help you?

Youth from underprivileged backgrounds are provided free training in trades like Retail and Customer Relations for domestic BPOs. The training delivered from state of the art training labs incorporate all elements of life skills and includes certification and placement support. Trained youth have been placed in leading organizations. Being an employment assured Program, the trained youth have been placed across the industry with leading corporate brands like the Future Group, ITC, Ashok Leyland, Reliance, Vodafone, Airtel, Eureka Forbes, Hindustan Lever, and Tata Teleservices. By placing them on a progressive career journey, DLF Foundation has contributed significantly to the overall target of skilling and upskilling the youth.



Glimpses of the Customer Relations training program

E Learning Centre

The Skills Program initiated for providing inter alia Life Skills, communication and counselling training to the underserved, benefitted 300 girls at the E-Learning Skill Centre established at the Government Girls College in Gurugram. The Centre provided them access to international online courses being offered at World's leading Universities like Harvard, MIT, Carnegie Mellon etc. DLF Foundation has also supported the international certification cost for these courses.



E Learning Skill Centre

Good health is the foundation for growth and development. But, it is no secret that social variables play a key role in defining one's access to healthcare. Keeping this in mind, DLF has set up primary health centres in areas lacking basic health infrastructure and healthcare services.

- Healthcare Initiatives**
- 1** Mobile Diagnostic Bus
 - 2** Health Centres
 - 3** Medicare Programs



43,769
Patients impacted



47
Villages covered

Mobile Wellness Bus

Mobile Wellness Bus, a flagship DLF Foundation project, addresses the early screening for diabetes and cancer (cervical, breast and prostate) for the underserved community around DLF projects in Gurugram. The initiative provides basic healthcare and testing/ diagnostic facilities to the large slum and village population of Gurugram in addition to serving DLF City. The bus is manned by a team of doctors, pathologists, nurses and lab technicians.



2,200
Beneficiaries

The diagnostic tests that are carried out free of cost in the Mobile Wellness Bus include inter alia HBIAC, BP & Pulse, P.S.A, Lipid Profile, Colposcopy & Cryocautery and I- Breast testing for all women



Flagging off the Mobile Wellness Bus

Health Centres

Six DLF Primary Health Centres in urban and rural Gurugram, Delhi and Mohali have been addressing the health challenges faced by unprivileged communities residing in rural and slum areas at these places.



17,975
Beneficiaries



Patients getting treatment at primary health centres

Medicare Programs

DLF Mobile Medical Vans have provided healthcare services to urban and rural poor in Gurugram, Delhi, Noida, Lucknow, Panchkula, Kasauli and Indore through teams of experienced doctors, pharmacists and paramedics. The Mobile Medical Project was instrumental in impacting a large beneficiary segment as it serviced multiple locations each day.



32,000
Beneficiaries

CGS VETERINARY HOSPITAL

The CGS Hospital provides a complete health care solution for dogs and cats in Delhi NCR. The 24 X7 hospital provides quality veterinary treatment under one roof for companion animals with a footfall of 21,438 cases in 2018-19, of which 2,337 were stray cats and dogs.

Equipped with a fully functional Out-patient department for dogs and cats separately, the hospital offers services in line with latest advancements in veterinary medicine and diagnostics like computerized Radiography, Ultrasonography, Endoscopy, Laparoscopy, minimal invasive orthopedic surgeries, laboratory services, that are routinely performed at the Clinic and in the hospital. To address the increasing demand of the pet owners, new facilities launched at hospital in FY 2018-19 includes an Ophthalmology unit and a State- of-the- art CT Scan unit.



21,438
companion
animals treated
in FY 2018-19

The Hospital provides free out-patient treatment and free/ concessional surgeries for stray dogs and cats. Free vaccination and sterilization projects for stray dogs and cats are performed during the year. Apart from pro bono treatment, general awareness of zoonotic diseases, pet care and management information was imparted to pet parents and visiting school children.



Minimal invasive surgery being performed at CSG Hospital



CT Scan unit at CGS Hospital

Growing economies and communities has necessitated the development of comprehensive infrastructure for quality life style. DLF has been addressing the need for building sustainable societies through a range of initiatives focussed on transforming the city.

Programs under the Initiative

- 1** *Live Young*
- 2** *Solid Waste Management*
- 3** *DLF's Road to Safety*
- 4** *Art, Culture and Spirituality*

Live Young

DLF Foundation has established a Senior Citizen Recreation Centre in DLF Phase-II Community Centre to provide a platform for senior citizens to interact socially, build a support network, boost self-esteem and lead an active life. Various activities for senior citizens are arranged throughout the year. The company has partnered with Dignity Foundation, a non-profit organization focussed on senior citizens, to encourage senior citizens to step out of their homes and engage with each other.



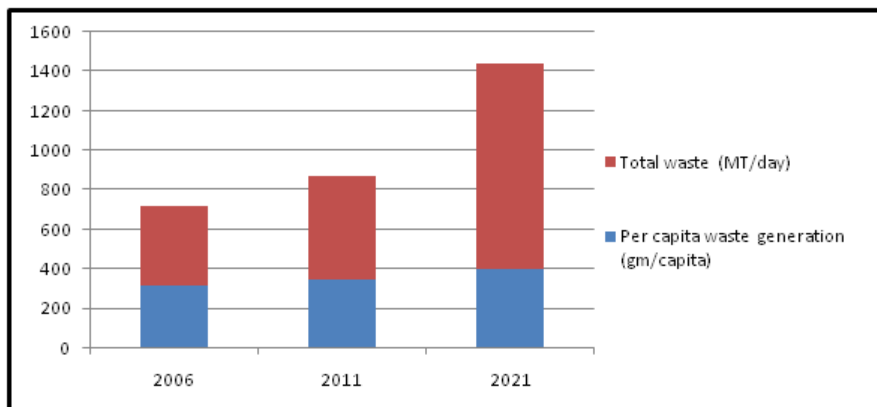
Activities at Senior Citizen Recreation Centre

A New Lease



This eclectic group of senior citizens have redefined their usual way of life. They are learning new skills like gardening, waste management and attending to a medical emergency to name a few. They play games, watch movies, conduct talent shows and celebrate birthdays and festivals together. Health has taken centre stage with Yoga, Tai Chi and sessions with health expert facilitated by DLF foundation.

Solid Waste Management



Under the aegis of the Gurugram Rejuvenation Project, DLF Foundation embarked on an initiative to address Waste Management. In accordance to the Government of India's Swachh Bharat Abhiyan, the organization provided carts and manpower to the relevant sites for the collection of waste. A pilot project was initiated at G & H-Block, Silver Oaks Avenue at DLF Phase I. Under the initiative, the responsibility of establishing a composting unit and its complete management is brought under the liability of the Resident Welfare Association of the said blocks. As a result, almost 70% of the waste is now being treated at source and segregation is done at the household level. Efforts are being made to increase the treatment of waste from 70% to 100%.

DLF's Road to Safety

DLF Foundation, in association with 'Fleet Forum', an interagency association focussed on improving delivery of aid & development programs, initiated the 'Driving to Gold' program. The program covered approximately 20 drivers stationed at DLF offices. Under the program, the drivers were educated towards overcoming challenges on the road, including hostile environments and other unfair demands.



20
Drivers impacted



Successful completion of 'Driving to Gold' program

Art, Culture and Spirituality

The initiative aimed at establishing an Institute for imparting and sharing knowledge on art, culture, spirituality, healthy living and ethical leadership in accordance to India's ancient Vedic philosophy. Vedic learning could help people strengthen their intellect – the capacity to think, reason, judge and decide. The Institute aims at creating platforms for knowledge dissemination, ensuring ethical leadership, balanced growth and a healthy, peaceful and happy life. The objective includes creation of a platform for courses on Vedanta philosophy using modern technologies resulting in the following outcomes:

- Promoting ethical principles governing business and relationships
- Promoting human values for youth to promote leadership
- Promoting value education ethics for children for ensuring a balanced and healthy life through a focus on physical and spiritual wellbeing



Cultural Activities

Biodiversity Study Finds Endangered Species



A study was conducted by DLF Foundation in association with Bombay Natural History Society (BNHS), a non-governmental organization engaged in conservation and biodiversity research, to map the flora and fauna to form an ecological model which can be replicated over multiple sites in Gurugram. 25 wildflowers from 13 families were mapped during the Biodiversity study. The butterfly survey revealed 36 species representing five families. Floral survey revealed 61 species from 16 families. A total of 76 species representing 36 families were recorded in the Avian population. The study would serve as a precursor to the Green and Blue Gurugram 2030 workshop, planned by the DLF Foundation. The Gurugram 2030 workshop aims to sensitize stakeholders on sustainable urban development and fortifying our ecosystem as the topmost priority. The idea is to create an effective and sustainable blueprint which can be replicated across cities.

GRI Mapping

GRI Standards: Core option			
GRI Standard No.	GRI Title	Reference Section	Page No.
Organisational Profile			
102-1	Name of the organization	Overview of DLF Limited	
102-2	Activities, brands, products, and services	Overview of DLF Limited	
102-3	Location of headquarters	Overview of DLF Limited	
102-4	Location of operations	About the Report	
102-5	Ownership and legal form	Ownership and Control	
102-6	Markets served	About the Report, Overview of DLF Limited	
102-7	Scale of the organization	Overview of DLF Limited	
102-8	Information on employees and other workers	Attracting and Retaining Talent	
102-9	Supply chain	Overview of DLF Limited	
102-10	Significant changes to the organization and its supply chain	No significant changes in the FY'19	
102-11	Precautionary Principle or approach	Protecting the Environment - Management Approach	
102-12	External initiatives	External Associations and Membership	
102-13	Membership of associations	External Associations and Membership	
Strategy			
102-14	Statement from senior decision-maker	Message from Chairman	
Ethics and integrity			
102-16	Values, principles, standards, and norms of behaviour	Our Vision, Mission and Values	
Governance			
102-18	Governance structure	Governance Structure	
Stakeholder engagement			
102-40	List of stakeholder groups	Stakeholder Engagement	
102-41	Collective bargaining agreements	Strengthening Labour Relations	
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	
102-43	Approach to stakeholder engagement	Stakeholder Engagement	
102-44	Key topics and concerns raised	Stakeholder Engagement	
Reporting practice			
102-45	Entities included in the consolidated financial statements	Annual Report	
102-46	Defining report content and topic Boundaries	About the Report	
102-47	List of material topics	Materiality Assessment	
102-48	Restatements of information	Not Applicable	
102-49	Changes in reporting	Not Applicable	
102-50	Reporting period	About the Report	
102-51	Date of most recent report	About the Report	
102-52	Reporting cycle	About the Report	
102-53	Contact point for questions regarding the report	About the Report	
102-54	Claims of reporting in accordance with the GRI Standards	About the Report	

I 02-55	GRI content index	<i>About the Report</i>	
I 02-56	External assurance	<i>Not assured</i>	
GRI 103	Management Approach		
GRI 200	Financial Topics		
I 03	Management Approach	<i>Economic performance</i>	
GRI 201	Economic Performance		
201-1	Direct economic value generated and distributed	<i>Economic performance</i>	
GRI 202	Market Presence		
202-2	Proportion of senior management hired from the local community	<i>Attracting and Retaining Talent</i>	
GRI 204	Procurement Practices		
204-1	Proportion of spending on local suppliers	<i>Procurement practices and Resource optimization</i>	
GRI 300	Environmental Topics		
I 03	Management Approach	<i>Protecting the Environment: Management Approach</i>	
GRI 301	Materials		
301-1	Materials used by weight or volume	<i>Procurement practices and Resource optimization</i>	
GRI 302	Energy		
302-1	Energy consumption within the organization	<i>Improving energy efficiency</i>	
302-4	Reduction of energy consumption	<i>Improving energy efficiency</i>	
GRI 303	Water		
303-1	Water withdrawal by source	<i>Water and wastewater management</i>	
303-3	Water recycled and reused	<i>Water and wastewater management</i>	
GRI 304	Biodiversity		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	<i>Enhancing biodiversity through Golf Course</i>	
GRI 305	Emissions		
305-1	Direct (Scope 1) GHG emissions	<i>Reducing emissions</i>	
305-2	Energy indirect (Scope 2) GHG emissions	<i>Reducing emissions</i>	
305-5	Reduction of GHG emissions	<i>Reducing emissions</i>	
305-7	Nitrogen oxides (NO _x), sulphur oxides (SO _x), and other significant air emissions	<i>Reducing emissions</i>	
GRI 306	Effluents and Waste		
306-1	Water discharge by quality and destination	<i>Water and wastewater management</i>	
306-2	Waste by type and disposal method	<i>Managing waste</i>	
GRI 307	Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	<i>Code of Conduct and other policies</i>	
GRI 400	Social Topics		
I 03	Management Approach	<i>Delivering Value to our Customers: Management Approach Nurturing Employee Experience: Management Approach Empowering Community: Management Approach</i>	
GRI 401	Employment		
401-1	New employee hires and employee turnover	<i>Attracting and Retaining Talent</i>	

401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<i>Employee Engagement</i>	
GRI 403	Occupational Health and Safety		
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	<i>Occupational Health and Safety</i>	
GRI 404	Training and Education		
404-1	Average hours of training per year per employee	<i>Training and development</i>	
404-2	Programmes for upgrading employee skills and transition assistance programmes	<i>Training and development</i>	
404-3	Percentage of employees receiving regular performance and career development reviews	<i>Performance Management System</i>	
GRI 405	Diversity and Equal Opportunity		
405-1	Diversity of governance bodies and employees	<i>Attracting and Retaining Talent Governance Structure</i>	
GRI 408	Child Labour		
408-1	Operations and suppliers at significant risk for incidents of child labour	<i>Code of Conduct and other policies</i>	
GRI 409	Forced or Compulsory Labour		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	<i>Code of Conduct and other policies</i>	
GRI 413	Local Communities		
413-1	Operations with local community engagement, impact assessments, and development programmes	<i>Empowering Community</i>	
GRI 416	Customer Health and Safety		
416-1	Assessment of the health and safety impacts of product and service categories	<i>Providing a safe and secure environment</i>	