

**DLF LIMITED**

DLF Gateway Tower, R Block,  
DLF City Phase – III, Gurugram – 122 002,  
Haryana (India)  
Tel.: (+91-124) 4396000, [investor-relations@dlf.in](mailto:investor-relations@dlf.in)



13<sup>th</sup> July 2025

The General Manager Dept. of Corporate Services <b>BSE Limited</b> P.J. Tower, Dalal Street, Mumbai – 400 001	The Vice-President <b>National Stock Exchange of India Limited</b> Exchange Plaza, Bandra Kurla Complex, Bandra(E), Mumbai – 400 051
--	---

**Sub: Business Responsibility and Sustainability Report for Financial Year (FY) 2024-25**

Dear Sir/ Madam,

In compliance with Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended and relevant circular(s) issued by SEBI in this regard, please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) for FY 2024-25 along with Reasonable Assurance Statement for BRSR Core Indicators from an Independent assurance provider. The BRSR also forms part of the Annual Report of the Company for FY 2024-25.

This is for your kind information and record please.

Thanking you,

Yours faithfully,  
For **DLF Limited**

**R. P. Punjani**  
**Company Secretary**

Encl.: As above

For Stock Exchange's clarifications, please contact:

Mr. R. P. Punjani – 09810655115 / [punjani-rp@dlf.in](mailto:punjani-rp@dlf.in)

Ms. Nikita Rinwa – 09069293544/ [rinwa-nikita@dlf.in](mailto:rinwa-nikita@dlf.in)

**Section A: GENERAL DISCLOSURES****I. Details of the listed entity**

1. **Corporate Identification Number (CIN) of the Listed Entity:** L70101HR1963PLC002484
2. **Name of the Listed Entity:** DLF Limited ('DLF')
3. **Year of incorporation:** 1963
4. **Registered office address:** Shopping Mall 3<sup>rd</sup> Floor, Arjun Marg, Phase - I, DLF City Gurugram - 122 002 (Haryana)
5. **Corporate address:** DLF Gateway Tower R Block, DLF City, Phase-III, Gurugram - 122 002 (Haryana)
6. **E-mail:** [corporateaffairs@dlf.in](mailto:corporateaffairs@dlf.in)
7. **Telephone:** 0124-4334200 and 0124-4396000
8. **Website:** <https://www.dlf.in>
9. **Financial Year (FY) for which reporting is being done:** 2024-25
10. **Name of the Stock Exchange(s) where shares are listed:** BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11. **Paid-up Capital:** ₹ 495.06 crore
12. **Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report:**  
Name: Mr. R.P. Punjani  
Designation: Company Secretary & Compliance Officer  
Telephone: 0124-4396000  
E-mail Id: [punjani-rp@dlf.in](mailto:punjani-rp@dlf.in)

13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).**

The disclosures under this report are made on a consolidated basis i.e. for DLF Limited and its subsidiaries, including joint ventures and associates (including joint ventures and associates which are not consolidated as per the applicable accounting standards).

14. **Name of assessment or assurance provider:** SGS India Private Limited

15. **Type of assessment or assurance obtained:** Reasonable Assurance for BRSR Core Indicators

**II. Products/ Services**

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Real Estate	Real Estate Activities with own or leased property	100

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

S. No.	Product/ Service	NIC Code	% of total Turnover contributed
1	Real Estate Development	681	100

**III. Operations****18. Number of locations where plants and/ or operations/ offices of the entity are situated:**

Location	Number of plants	Number of offices	Total
National	Not applicable	16 <sup>1</sup>	16
International	Not applicable	0	0

**19. Markets served by the entity:****a. Number of locations**

Locations	Number
National (No. of States and Union Territories)	13 <sup>2</sup>
International (No. of countries)	0

**b. What is the contribution of exports as a percentage of the total turnover of the entity?**

Not Applicable

**c. A brief on types of customers**

DLF is one of the leading real estate companies striving to be at the forefront of sustainable urbanization in India. DLF has built a diverse portfolio encompassing residential, commercial and retail properties, each thoughtfully designed to fulfill the needs of both businesses and individual customers. The Company's unwavering commitment to sustainability is evident in its broad array of developments, which contribute to the creation of vibrant and environmentally conscious urban spaces across the country.

i. **Development portfolio** of DLF encompasses residential housing projects, designed to meet the needs of residential customers (including under-construction projects);

ii. **Rental portfolio** of DLF comprises of operational commercial office spaces including under-construction projects, retail offerings encompassing malls, shopping complexes and recreational spaces; and

iii. **Hospitality portfolio** of DLF comprises of hotels and clubs.

1 Includes own offices of DLF Group and project offices that are part of rental portfolio.

2 Includes 11 States and 2 Union Territories.

**IV. Employees****20. Details as at the end of Financial Year:****a. Employees and Workers (including differently abled):**

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/ A)	No. (C)	% (C/ A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	3,103	2,788	89.85	315	10.15
2.	Other than Permanent (E)			Not Applicable <sup>3</sup>		
3.	<b>Total employees (D+E)</b>	<b>3,103</b>	<b>2,788</b>	<b>89.85</b>	<b>315</b>	<b>10.15</b>
<b>WORKERS</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)			Not Applicable <sup>4</sup>		
6.	<b>Total workers (F+G)</b>					

**b. Differently abled Employees and workers:**

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/ A)	No. (C)	% (C/ A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)			Not Applicable <sup>3</sup>		
3.	<b>Total employees (D+E)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)			Not Applicable <sup>4</sup>		
6.	<b>Total workers (F+G)</b>					

**21. Participation/ Inclusion/ Representation of Women**

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B/ A)
Board of Directors <sup>5</sup>	12	4	33.33
Key Managerial Personnel (KMPs) <sup>6</sup>	2	0	0

**22. Turnover rate for permanent employees and workers**

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	19%	35%	21%	18%	29%	19%	19%	18%	17%
Permanent Workers					Not Applicable <sup>4</sup>				

<sup>3</sup> DLF does not have any 'Other than Permanent' employees. Hence, in all the sections, details sought for 'Other than Permanent' employee category are not applicable to DLF.

<sup>4</sup> All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

<sup>5</sup> Upon completion of second tenure of Mr. A.S. Minocha on 19 May 2025, the Board of Directors of the Company at its meeting held on 19 May 2025 appointed Ms. Vinati Kastia Kilambi as an Independent Director of the Company, subject to the approval of the Shareholders of the Company. Consequent to her appointment, the number of women and % representation in the Board of Directors has increased to 5 and 41.67%, respectively.

<sup>6</sup> As on 31 March 2025, DLF had 5 KMPs. Out of these KMPs, 2 Managing Directors and 1 Whole-time Director designated as the Chairman, are reported under Board of Directors. Mr. Badal Bagri, who was appointed as Group Chief Financial Officer w.e.f. 6 December 2024 and Mr. R.P. Punjani, Company Secretary and Compliance Officer, are reported under KMPs.

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****23. (a) Names of holding/ subsidiary/ associate companies/ joint ventures**

S. No.	Name of the holding/ subsidiary/ associate companies / joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
1	Rajdhani Investments and Agencies Private Limited	Holding	61.53	Yes, the Company's Policies on Code of Conduct, Corporate Governance and principles of BRSR are applicable and followed across the Company and its Subsidiaries. The Holding, Joint Ventures and Associates do not participate in the Business Responsibility initiatives of the Company.
2	Amishi Builders & Developers Private Limited	Subsidiary	100.00	
3	Angelina Real Estates Private Limited	Subsidiary	100.00	
4	Breeze Constructions Private Limited	Subsidiary	100.00	
5	Dalmia Promoters and Developers Private Limited	Subsidiary	100.00	
6	Delanco Realtors Private Limited	Subsidiary	100.00	
7	Deltaland Buildcon Private Limited	Subsidiary	100.00	
8	DLF Aspinwal Hotels Private Limited	Subsidiary	100.00	
9	DLF Cochin Hotels Private Limited	Subsidiary	100.00	
10	DLF Property Developers Limited	Subsidiary	100.00	
11	DLF Home Developers Limited	Subsidiary	100.00	
12	DLF Homes Goa Private Limited	Subsidiary	100.00	
13	DLF Info Park (Pune) Limited	Subsidiary	100.00	
14	DLF Luxury Homes Limited	Subsidiary	100.00	
15	DLF Projects Limited	Subsidiary	100.00	
16	DLF Clubs and Hospitality Limited (formerly DLF Recreational Foundation Limited)	Subsidiary	99.74	
17	DLF Residential Partners Limited	Subsidiary	100.00	
18	DLF Southern Towns Private Limited	Subsidiary	100.00	
19	DLF Universal Limited	Subsidiary	100.00	
20	DLF Utilities Limited	Subsidiary	100.00	
21	Domus Real Estate Private Limited	Subsidiary	100.00	
22	Edward Keventer (Successors) Private Limited	Subsidiary	100.00	
23	Galleria Property Management Services Private Limited	Subsidiary	100.00	
24	Isabel Builders & Developers Private Limited	Subsidiary	100.00	
25	Lodhi Property Company Limited	Subsidiary	100.00	
26	Niobe Builders & Developers Private Limited	Subsidiary	100.00	
27	Paliwal Developers Limited	Subsidiary	100.00	
28	Riveria Commercial Developers Limited	Subsidiary	100.00	
29	DLF Builders and Developers Private Limited	Subsidiary	100.00	
30	Shivaji Marg Maintenance Services Limited	Subsidiary	100.00	
31	DLF Info City Hyderabad Limited	Subsidiary	100.00	
32	Kolkata International Convention Centre Limited	Subsidiary	99.90	
33	DLF Homes Panchkula Private Limited	Subsidiary	99.94	
34	Ananti Builders & Construction Private Limited	Subsidiary	100.00	
35	Atherol Builders & Developers Private Limited	Subsidiary	100.00	

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

S. No.	Name of the holding/ subsidiary/ associate companies / joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
36	Blanca Builders & Developers Private Limited	Subsidiary	100.00	
37	Cadence Builders & Constructions Private Limited	Subsidiary	100.00	
38	Damalis Builders & Developers Private Limited	Subsidiary	100.00	
39	Demarco Developers and Constructions Private Limited	Subsidiary	100.00	
40	Garv Developers Private Limited	Subsidiary	100.00	
41	Karida Real Estates Private Limited	Subsidiary	100.00	
42	Kokolath Builders & Developers Private Limited	Subsidiary	100.00	
43	Milda Buildwell Private Limited	Subsidiary	100.00	
44	Mohak Real Estate Private Limited	Subsidiary	100.00	
45	Mufallah Builders & Developers Private Limited	Subsidiary	100.00	
46	Naja Estates Developers Private Limited	Subsidiary	100.00	
47	Nadish Real Estate Private Limited	Subsidiary	100.00	
48	Raeks Estates Developers Private Limited	Subsidiary	100.00	
49	Skyrise Home Developers Private Limited	Subsidiary	100.00	
50	Talvi Builders & Developers Private Limited	Subsidiary	100.00	
51	Uncial Builders & Constructions Private Limited	Subsidiary	100.00	
52	Verano Builders & Developers Private Limited	Subsidiary	100.00	
53	Zima Builders & Developers Private Limited	Subsidiary	100.00	
54	Cyrano Builders & Developers Private Limited	Subsidiary	100.00	
55	Hathor Realtors Private Limited	Subsidiary	100.00	
56	Hesper Builders & Developers Private Limited	Subsidiary	100.00	
57	Ken Buildcon Private Limited	Subsidiary	100.00	
58	Baal Realtors Private Limited	Subsidiary	100.00	
59	Gaynor Builders & Developers Private Limited	Subsidiary	100.00	
60	Hurley Builders & Developers Private Limited	Subsidiary	100.00	
61	Muriel Builders & Developers Private Limited	Subsidiary	100.00	
62	Rujula Builders & Developers Private Limited	Subsidiary	100.00	
63	Senymour Builders & Constructions Private Limited	Subsidiary	100.00	
64	Adana Builders & Developers Private Limited	Subsidiary	100.00	
65	Ati Sunder Estates Developers Private Limited	Subsidiary	100.00	

S. No.	Name of the holding/ subsidiary/ associate companies / joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
66	DLF WellCo Private Limited (formerly Ethan Estates Developers Private Limited)	Subsidiary	100.00	
67	First India Estates and Services Private Limited	Subsidiary	100.00	
68	Musetta Builders & Developers Private Limited	Subsidiary	100.00	
69	Niabi Builders & Developers Private Limited	Subsidiary	100.00	
70	Pegeen Builders & Developers Private Limited	Subsidiary	51.00	
71	Sugreeva Builders & Developers Private Limited	Subsidiary	100.00	
72	Tatharaj Estates Private Limited	Subsidiary	100.00	
73	Zebina Real Estates Private Limited	Subsidiary	100.00	
74	DLF Office Developers Private Limited	Subsidiary	100.00	
75	DLF Assets Limited	Subsidiary	66.66	
76	DLF Cyber City Developers Limited	Subsidiary	66.66	
77	DLF Info City Developers (Chandigarh) Limited	Subsidiary	66.66	
78	DLF Info Park Developers (Chennai) Limited	Subsidiary	66.66	
79	DLF Power & Services Limited	Subsidiary	66.66	
80	DLF Promenade Limited	Subsidiary	66.66	
81	Nambi Buildwell Limited	Subsidiary	66.66	
82	Paliwal Real Estate Limited	Subsidiary	66.66	
83	DLF Info City Chennai Limited	Subsidiary	66.66	
84	Fairleaf Real Estate Private Limited	Subsidiary	66.66	
85	Atrium Place Developers Private Limited	Subsidiary	67.00	
86	DLF Midtown Private Limited	Subsidiary	50.00	
87	DLF Urban Private Limited	Subsidiary	100.00	
88	Bhamini Real Estate Developers Private Limited	Subsidiary	100.00	
89	Chandrajyoti Estate Developers Private Limited	Subsidiary	100.00	
90	DLF Exclusive Floors Private Limited	Subsidiary	100.00	
91	Nellis Builders & Developers Private Limited	Subsidiary	100.00	
92	Rochelle Builders & Constructions Private Limited	Subsidiary	100.00	
93	Urvasi Infratech Private Limited	Subsidiary	100.00	
94	Oriel Real Estates Private Limited	Subsidiary	100.00	
95	Afaaf Builders & Developers Private Limited	Subsidiary	100.00	
96	Aaralyn Builders & Developers Private Limited	Subsidiary	100.00	
97	Akina Builders & Developers Private Limited	Subsidiary	100.00	

S. No.	Name of the holding/ subsidiary/ associate companies / joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
98	Arlie Builders & Developers Private Limited	Subsidiary	100.00	
99	Cadence Real Estates Private Limited	Subsidiary	100.00	
100	Hoshi Builders & Developers Private Limited	Subsidiary	100.00	
101	Jayanti Real Estate Developers Private Limited	Subsidiary	100.00	
102	Naja Builders & Developers Private Limited	Subsidiary	100.00	
103	Ophira Builders & Developers Private Limited	Subsidiary	100.00	
104	Qabil Builders & Developers Private Limited	Subsidiary	100.00	
105	Sagardutt Builders & Developers Private Limited	Subsidiary	100.00	
106	Unicorn Real Estate Developers Private Limited	Subsidiary	100.00	
107	Vamil Builders & Developers Private Limited	Subsidiary	100.00	
108	Zanobi Builders & Constructions Private Limited	Subsidiary	100.00	
109	Tane Estates Private Limited	Subsidiary	100.00	
110	Invecon Private Limited <sup>§</sup>	Subsidiary	5.22	
111	Uni International Private Limited <sup>§</sup>	Subsidiary	3.24	
112	Highvista Buildcon Private Limited (formerly Vikram Electric Equipment Private Limited) <sup>§</sup>	Subsidiary	4.48	
113	Prewitt Builders & Constructions Private Limited <sup>§</sup>	Subsidiary	0.00	
114	Berit Builders & Developers Private Limited <sup>§</sup>	Subsidiary	0.00	
115	Adoncia Builders & Developers Private Limited <sup>§</sup>	Subsidiary	0.00	
116	Amandla Builders & Developers Private Limited <sup>§</sup>	Subsidiary	0.00	
117	Murdock Builders & Developers Private Limited <sup>§</sup>	Subsidiary	0.00	
118	Manini Real Estates Private Limited <sup>§</sup>	Subsidiary	0.00	
119	Arizona Globalservices Private Limited	Associate	49.67	
120	Designplus Associates Services Private Limited	Associate	42.49	
121	DLF SBPL Developers Private Limited	Associate	50.00	
122	GHL Hospital Limited	Associate	50.00	

## VI. Corporate Social Responsibility (CSR) Details

24. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹): 4,481.51 crore

(iii) Net worth (in ₹): 29,814.08 crore

[The Turnover (Revenue from Operations) and Net-Worth have been reported based on the Standalone Financial Statements of DLF Limited with respect to CSR details].

<sup>§</sup> Subsidiary Companies by virtue of control over the composition of the Board of Directors of these Companies.

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes (Refer Point 1)	0	0	-	0	0	-
Investors (other than shareholders)	Yes (Refer Point 2)	0	0	-	0	0	-
Shareholders	Yes (Refer Point 3)	12	1 <sup>7</sup>	Complaints pertained to the rematerialisation request, request for issuance of duplicate share certificates, non-receipt of dividend etc.	6	0	Complaints pertained to the rematerialisation request, request for transmission of shares, IEPF related requests and request for annual report. All investor grievances received were promptly resolved.
Employees and workers <sup>4</sup>	Yes (Refer Point 4)	0	0	-	0	0	-
Customers	Yes (Refer Point 5)	17,318*	44	Complaints received pertained to the delivery of services in DLF's rental properties, such as housekeeping, parking, security, plumbing and elevator operations etc. These were addressed within the defined turnaround time. Also includes consumer complaints filed with judicial forums.	924	43	Complaints pertained to matters including delivery of services in DLF's rental buildings (provision of electricity, security, plumbing, elevator services etc.) that are closed within the turnaround time, else are escalated/ parked for appropriate closure. Also includes consumer complaints filed with judicial forums.
Value Chain Partners	Yes (Refer Point 6)	1	0	The complaint was duly investigated and closed	0	0	-

\* The complaints reported for FY 2024-25 includes day to day operational issues.

Every stakeholder group has a grievance redressal platform in the organization, details of which are present on the Company's website.

#### 1. Communities

DLF engages with community members via its social arm i.e. DLF Foundation. The community stakeholders can report their concerns and grievances to DLF through dedicated channels provided on the website of

<sup>4</sup> All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence, in all the sections, details sought for the 'Workers' category are not applicable to DLF.

<sup>7</sup> The Company resolved the grievance by issuing Letter of Confirmation on 26 March 2025, however, on 31 March 2025, the portal reflected the complaint as Pending. It is to be noted that as on the date of this report, the complaint stands closed.

DLF Foundation i.e. <https://www.dlffoundation.in/contact.php>, including contact number, e-mail and office address. Additionally, community members can e-mail their concerns or grievances, directly to DLF Foundation's official e-mail ID i.e. [dlf-foundation@dlf.in](mailto:dlf-foundation@dlf.in).

In addition, DLF is closely connected with communities as part of its CSR programmes. The respective programme team engages with community stakeholders through field visits and community meetings, to receive and redress their concerns.

## 2. Investors

Investors have access to the Company Secretary of DLF Limited through a dedicated e-mail ID i.e. [investor-relations@dlf.in](mailto:investor-relations@dlf.in), to report any concerns or grievances.

Additionally, the website of DLF Limited also hosts a dedicated section for the Institutional Investors to post their queries.

## 3. Shareholders

Shareholders have access to the Company Secretary of DLF Limited through a dedicated e-mail ID i.e. [investor-relations@dlf.in](mailto:investor-relations@dlf.in), to report any concerns or grievances.

### Refer link for Shareholders Rights Policy

## 4. Employees

DLF has a formal mechanism under its Whistle Blower Policy, that allows employees to report any concerns or grievances to the Whistle Blower Committee or otherwise as mentioned under the Whistle Blower Policy.

### Refer link for Whistle Blower Policy

In addition, employees can report their grievances to HR Business Partners assigned to each

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (positive or negative implications)
1	Regulatory Compliance	Risk	Refer Point 1 below	Refer Point 1 below	Negative
2	Impacts of Climate Change	Risk	Refer Point 2 below	Refer Point 2 below	Negative
3	Health and Safety	Risk	Refer Point 3 below	Refer Point 3 below	Negative
4	Water and Wastewater Management	Risk	Refer Point 4 below	Refer Point 4 below	Negative
5	Energy Efficiency	Opportunity	Refer Point 5 below	Refer Point 5 below	Positive

employee. Further, there are internal processes in place for the employees to report their concerns.

## 5. Customers

A dedicated team of trained customer service professionals is in place to efficiently manage and resolve customer complaints. A comprehensive digital complaint management system has been deployed, enabling customers to conveniently register their concerns through a user-friendly application. Each complaint is systematically logged, tracked and addressed within a clearly defined resolution timeframe.

Customers may also raise concerns or grievances via the Customer Support portal available on DLF's website: <https://www.dlf.in/customer-Support>.

Further, to reinforce its customer-centric approach, DLF has implemented a Customer Satisfaction Policy that underscores the Company's commitment to continuously enhance the customer experience and the quality of its products and services. It applies across DLF's product portfolio including all subsidiaries and associates.

### Refer link for Customer Satisfaction Policy

## 6. Value Chain Partners

DLF's Whistle Blower Policy provides a transparent and secure channel for value chain partners, including suppliers, contractors and vendors engaged in business with the Company, to report their concerns or complaints directly to the Whistle Blower Committee. This policy serves as an extension of Company's Code of Conduct, reinforcing its commitment to ethical business practices.

This policy ensures that all disclosures made in good faith are protected by appropriate safeguards, thereby fostering a culture of integrity across the Company's operations.

### Refer link for Whistle Blower Policy

## 1. Regulatory Compliance

### **Risk:**

The dynamic nature of environmental and social regulations presents an ongoing area of focus for the Company. As regulatory frameworks continue to evolve, maintaining compliance requires proactive monitoring and adaptive strategies. Non-compliance could result in operational disruptions, legal action, damage to brand reputation and loss of stakeholder trust. Further, non-compliance with evolving regulations may hinder future project approvals and limit business opportunities, potentially affecting the Company's growth prospects and market position.

### **Mitigation Measures:**

DLF has institutionalized a culture of compliance that prevails at all levels of the organization. This commitment is reinforced by a zero-tolerance policy towards non-compliance and is supported by a comprehensive set of ESG-aligned policies and procedures. The Company maintains a proactive stance in monitoring regulatory developments and continuously strengthens its internal systems to ensure alignment with prevailing legal frameworks and industry best practices.

Key initiatives include:

- A clearly defined governance structure that ensures all requisite statutory and regulatory approvals are obtained prior to the commencement of any project or business activity.
- A structured disciplinary framework, bolstered by regular training and awareness programmes on the Company's Code of Conduct, aimed at fostering ethical conduct and minimizing compliance-related risks.
- Systematic monitoring of compliance across all business verticals, including periodic internal reviews and annual third-party audits, to identify, assess and rectify any deviations from established norms.
- A robust and institutionalized compliance management framework that provides senior leadership and the Board of Directors with comprehensive oversight and assurance regarding the effectiveness of compliance controls.
- The deployment of a digital Compliance Management Tool that enhances transparency, strengthens internal controls, facilitates real-time monitoring and reporting through automation.

## 2. Impacts of Climate Change

### **Risk:**

The increasing severity and frequency of climate-related events such as natural disasters, rising

average temperatures and sea-level rise pose a material risk to the Company's real estate portfolio. This can result in adverse impacts in future in the form of costs to repair and replace damaged assets in case of any natural disasters and subsequent property downtime.

A notable consequence of deteriorating environmental conditions is the escalation of pollution levels, which has prompted regulatory authorities to impose temporary halts on construction activities at affected sites. Such Government-mandated stoppages directly contribute to project delays, impacting delivery timelines and increasing associated costs.

In addition to these physical threats, the Company also faces transition risks associated with the global shift toward a low-carbon economy. These include the need to adopt emerging technologies, implement sustainable energy solutions and secure adequate capital to support climate adaptation and mitigation efforts.

To proactively address these challenges, DLF's rental business portfolio has undertaken a comprehensive Climate Change Risk Assessment (CCRA). This assessment, grounded in scenario-based analysis, evaluates both physical and transition-related risks. The scenarios recommended by the Taskforce on Climate-related Financial Disclosure have been used for physical and transition risk assessment across different time horizons.

### **Key Physical Risks Identified:**

- **Acute Risks:** Sudden and severe events such as inland floods and coastal floods, storm surges, wind hazard and tropical cyclones.
- **Chronic Risks:** Long-term environmental pressures including drought, heatwaves, rising temperatures and sea-level rise.

### **Key Transition Risks Identified:**

- **Policy and Legal:** Increasing regulatory requirements, including enhanced emissions disclosure requirements on existing products and services.
- **Technological:** Capital-intensive transitions to low-emission technologies.
- **Market:** Evolving consumer preferences that favor environmentally responsible development.

### **Mitigation Measures:**

In response to these identified risks, DLF has developed and implemented a comprehensive climate resilience strategy. This includes detailed mapping of physical vulnerabilities across both existing assets and planned developments. Based on these assessments, the Company has integrated a range of adaptation and mitigation measures designed to protect at-risk properties and ensure business continuity.

Key initiatives include:

- Engineering buildings to exceed seismic safety standards applicable to their respective zones, thereby enhancing structural resilience against earthquakes. Additionally, rainwater harvesting systems have been installed to reduce flood risk and promote water conservation.
- Designing the majority of new developments in alignment with internationally recognized green building and sustainability standards. DLF's rental portfolio has achieved multiple certifications and accolades that reflect its commitment to resource-efficient and resilient construction. These include:
  - Leadership in Energy and Environmental Design (LEED) Platinum Certification** from the U.S. Green Building Council (USGBC) for several assets.
  - LEED for Cities and Communities** in recognition of its strategic implementation of responsible, sustainable and targeted initiatives across natural systems, energy, water, waste, transportation and other key domains.
  - LEED Zero Water** Certification for all assets in the rental portfolio, demonstrating water neutrality.
  - LEED Zero Waste** and **LEED Zero Energy** Certifications for certain assets, showcasing excellence in waste management and energy efficiency.
  - WELL Health-Safety Rating (HSR)** as well as **Sword of Honour** from the **British Safety Council**, which recognizes excellence in safety management, environmental responsibility and emergency preparedness.
  - Bureau of Energy Efficiency (BEE) 5-Star Rating** awarded to certain assets, recognizing outstanding energy performance.

Alignment with these standards has enabled DLF to strengthen its climate resilience strategy and reinforce its leadership in sustainable real estate development.

- Implementing a suite of physical and operational measures across the rental portfolio to address climate-related risks. These include adoption of flood resilience measures, stormwater management systems, water-efficient technologies, third-party insurance coverage and the establishment of Standard Operating Procedures (SOPs) for emergency response. By combining structural reinforcements with procedural safeguards, DLF aims to minimize climate-

related disruptions and enhance the long-term sustainability of its operations.

### 3. Health and Safety

#### Risk:

As the Company is in large-scale construction and property management, DLF identifies Occupational Health and Safety (OHS) as a key operational risk. The nature of construction activities inherently involves exposure to safety-related hazards, making the well-being of employees, contractors and nearby communities a top priority. Inadequate safety measures or non-compliance with regulatory standards can increase the risk of occupational injuries and ill-health, directly impacting workforce productivity and potentially leading to operational delays and reputational concerns.

Furthermore, DLF is committed to ensuring that all its leased properties provide a secure and safe environment for its customers, including occupants and tenants.

#### Mitigation Measures:

Health and Safety, including Fire Safety, are integral to DLF's operational ethos. The Company has established strategic partnerships with leading health and safety consultants and service providers to ensure adherence to global standards through regular audits, assessments and continuous improvement initiatives.

Key initiatives include:

- The establishment of a comprehensive Health and Safety Management System aligned with ISO 45001 standards. This system is supported by rigorous safety protocols and DLF has earned a Five Star Rating from the British Safety Council, reflecting its commitment to excellence in occupational safety. Additionally, DLF has received the WELL Health-Safety Rating from the International WELL Building Institute, further affirming its commitment to creating safe, healthy and resilient environment for occupants.
- Regular identification and assessment of potential hazards and risks, followed by the formulation and execution of mitigation strategies to proactively manage safety concerns.
- Implementation of extensive training programmes and awareness campaigns focused on safety, health and well-being. These initiatives are designed for all stakeholders, including employees, contractors and tenants across DLF's leased properties.
- A clearly defined corporate objective of achieving 'zero harm,' with a strong emphasis

on eliminating fatalities and serious incidents across all facets of operations from asset development to ongoing portfolio maintenance.

- Implementation of targeted action plans aimed at continuously enhancing the effectiveness and responsiveness of the Company's OHS management system.

#### 4. Water and Wastewater Management

##### **Risk:**

Water availability is critical to all stages of real estate development from construction to ongoing operations. Water unavailability poses significant risks to project timelines, operational continuity and the health and well-being of workers on-site.

With India's growing population and increasingly erratic monsoon patterns, water scarcity has become a critical concern. National groundwater assessments have classified numerous Indian cities as 'critical' or 'over-exploited' in terms of groundwater availability. This presents a risk to DLF's real estate operations, particularly in regions already identified as water stressed. The risk is further compounded by factors such as drought i.e. reduced water supply due to below normal rainfall and high evapotranspiration rates, seasonal variability and high competition for common water resources among multiple stakeholders for industrial and domestic use.

In this context, efficient water management, encompassing conservation, reuse and replenishment, are essential not only for ensuring business continuity but also for optimizing operational costs and supporting the development of resilient and sustainable communities.

##### **Mitigation Measures:**

DLF has adopted a holistic and forward-looking approach to water stewardship, anchored in the 4R strategy **Reduce, Reuse, Recycle and Replenish** to enhance water-use efficiency across its portfolio.

Key initiatives include:

- All DLF properties are equipped with water recycling systems aimed at minimizing freshwater withdrawal. Rainwater harvesting infrastructure has been established to support groundwater recharge, thereby contributing to long-term water availability.
- Both residential and commercial developments are planned with Zero Liquid Discharge (ZLD) principles in mind. On-site wastewater treatment plants have been installed across managed properties. Treated water is repurposed for non-potable applications such as landscape irrigation, toilet flushing and cooling systems for

Heating, Ventilation and Air Conditioning (HVAC) and Diesel Generators (DG) sets. Dual plumbing systems further facilitate the use of recycled water for flushing.

- The Company has integrated high-efficiency plumbing fixtures, sensor-based low-flow taps, leak detection systems and drip irrigation technologies to further reduce water consumption and prevent wastage.
- DLF's rental portfolio has achieved the prestigious LEED Zero Water Certification from the USGBC for all its properties, including five of its malls. This certification affirms the Company's ability to maintain a net-zero potable water balance across its operations.
- In alignment with insights from the CCRA, DLF has implemented additional measures such as pressure-reducing valves, automated tank-filling systems and aerators to mitigate the risks associated with water scarcity and ensure long-term water security.

#### 5. Energy Efficiency

##### **Opportunity:**

India's green infrastructure sector has witnessed significant momentum, driven by supportive Government policies, fiscal incentives and focused sustainability programmes. This national progress mirrors global trends that emphasize the importance of energy-efficient urban development and environmentally responsible construction. As demand for certified green buildings, particularly those aligned with LEED standards, continues to grow among multinational corporations and environmentally-conscious tenants, DLF recognizes a strategic opportunity to lead in this evolving space. Advancing energy efficiency allows DLF to stay ahead of climate-related policy changes thereby enhancing its resilience to climate risks, as well as reinforces the Company's competitive edge and long-term value proposition.

##### **Measures:**

DLF has embedded energy efficiency and low-carbon development principles into the design, construction and operation of its rental portfolio. The Company's approach is guided by internationally recognized benchmarks and certification frameworks, ensuring that its portfolio meets the highest standards of environmental performance.

Key initiatives include:

- DLF has achieved LEED Platinum Certification from the USGBC for its rental portfolio which includes operational as well as under-construction projects. ~39.99 msf of its rental portfolio is certified under the Building Operations and Maintenance (O+M)

category. In addition, ~11.90 msf is certified under Building Design and Construction (BD+C) category (including few properties which have also achieved certification under O+M category post completion), reflecting a strong commitment to sustainable asset development and management.

- The Company has implemented a comprehensive suite of energy efficiency and decarbonization measures to reduce its carbon footprint and mitigate transition risks. These include demand-side energy management, optimization of building design for energy conservation and a shift toward renewable energy sources. All buildings are designed in accordance with American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) 90.1-2010 standards, as required under green building certification programmes such as USGBC LEED.
- DLF has adopted advanced technologies to enhance energy performance across its portfolio. These include LED lighting systems, motion sensors for lighting control, high-efficiency HVAC systems, automatic tube cleaning systems in chillers and thermal insulation for building envelopes. These measures collectively contribute to significant energy savings and operational efficiency.
- DLF has adopted renewable energy generation including solar and wind energy. Rooftop solar

installations with a cumulative capacity of 4 MW have been deployed across rental properties. Notably, DLF Cyber City in Hyderabad operates on 100% renewable electricity, while Chennai IT Park and Mall of India, Noida, have achieved 85% and 50% renewable energy integration, respectively. Wind energy and open-access solar power are also utilized to meet energy demands at selected commercial sites.

- DLF's leadership in sustainable real estate has been acknowledged by the USGBC, which recognizes the Company as a global partner in advancing the transformation of the built environment. Additionally, the Company's rental portfolio has received Green Star Ratings in both the Development and Standing Investment categories in the latest ESG assessment conducted by the Global Real Estate Sustainability Benchmark (GRESB). Further, two leading credit rating agencies CRISIL (Subsidiary of S&P) and ICRA (Subsidiary of Moodys) have awarded DCCDL with credit rating of AAA with a Stable outlook- reinforcing its commitment to environmental stewardship and responsible asset management.
- DLF Cyber City in Hyderabad has earned the LEED Zero Energy Certification, while several assets have received BEE 5-Star Ratings reinforcing DLF's position as a leader in energy-efficient and high-performance building operations.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
<b>1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/ No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>b. Has the policy been approved by the Board? (Yes/ No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>c. Web Link of the Policies, if available</b>	DLF's Business Responsibility and Sustainability Policy (BRSR Policy) is aligned with all the 9 Principles of NGRBC. The BRSR Policy can be referred at <a href="https://www.dlf.in/pdf/DLF-Business-Responsibility-Policy.pdf">https://www.dlf.in/pdf/DLF-Business-Responsibility-Policy.pdf</a> In addition to the BRSR Policy, the Company also has in place additional policies that align with these principles. Please refer to Table 1 below for details								
<b>2. Whether the entity has translated the policy into procedures. (Yes/ No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/ No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>4. Name of the national and international codes/ certifications/ labels/ standards adopted by your entity and mapped to each principle.</b>	Please refer to Table 2 below for details								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>									
<b>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</b>									
<b>Governance, leadership and oversight</b>									
<b>7. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.</b>	<p>DLF prioritizes environmental stewardship, social responsibility and good governance by working closely with its key stakeholders. The Company's commitment to sustainability is evident in its adoption of LEED Green Building standards. The rental portfolio of the Company had achieved LEED Platinum Certification which includes operational as well as under-construction projects. ~39.99 msf of its rental portfolio is certified under the Building Operations and Maintenance (O+M) category. In addition, ~11.90 msf is certified under Building Design and Construction (BD+C) category (including few properties which have also achieved certification under O+M category post completion). DLF's portfolio has achieved further sustainability milestones, earning accolades for minimizing waste and water usage with the USGBC's LEED Zero Waste and LEED Zero Water Certifications. Moreover, the USGBC recognizes DLF's portfolio of leased properties as the largest in the world to have achieved the LEED Zero Water Certification. Beyond environmental sustainability, DLF prioritizes occupant well-being and safety, as demonstrated by the International WELL Building Institute's WELL Health-Safety Rating and the prestigious Sword of Honour Award from the British Safety Council. Additionally, DLF Cyber City in Gurugram has the distinction of being the world's first developer-owned community to be awarded with the LEED Cities and Communities Certification, followed by DLF Cyber City, Chennai. Looking ahead, DLF's pursuit of excellence is driven by its commitment to create value for stakeholders while integrating environmental, social and governance considerations into its operations.</p>								
<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).</b>	Mr. Ashok Kumar Tyagi Managing Director DIN: 00254161	Mr. Devinder Singh Managing Director DIN: 02569464							
<b>9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.</b>	<p>Yes</p> <p>During FY 2024-25, DLF has 3 Board Committees which are responsible for decision making on sustainability related issues:</p> <p><b>Risk Management Committee</b></p> <p>Mr. Vivek Mehra (Chairman), DIN: 00101328 Mr. Ashok Kumar Tyagi, DIN: 00254161 Mr. Devinder Singh, DIN: 02569464 Mr. A.S. Minocha, DIN: 00010490 (up to 19 May 2025) Lt. Gen. Ajai Singh (Retd.), DIN: 10540436</p> <p><b>Corporate Social Responsibility Committee</b></p> <p>Ms. Pia Singh (Chairperson), DIN: 00067233 Ms. Priya Paul, DIN: 00051215 Mr. Vivek Mehra, DIN: 00101328 Lt. Gen. Ajai Singh (Retd.), DIN: 10540436</p> <p><b>Corporate Governance Committee<sup>^</sup></b></p> <p>Mr. A.S. Minocha (Chairman), DIN: 00010490 Lt. Gen. Aditya Singh (Retd.), DIN: 06949999 (up to 28 August 2024)<sup>\$</sup> Dr. Umesh Kumar Chaudhary, DIN: 10263441 Mr. Mahender Singh, DIN: 07850935 (w.e.f. 29 August 2024)<sup>#</sup></p>								

<sup>\$</sup>Ceased to be a member of the Corporate Governance Committee upon completion of his second term as Independent Director.

<sup>#</sup>Mr. Mahender Singh was appointed as a member of the Corporate Governance Committee w.e.f. 29 August 2024.

<sup>^</sup>The Corporate Governance Committee was dissolved by the Board of Directors w.e.f. 19 May 2025 and the key Terms of Reference of this Committee were entrusted to the Audit Committee.

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee										Frequency (Annually/ Half-yearly/ Quarterly/ Any other - please specify)									
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9		
Performance against above policies and follow-up action	Y	Y	Y	Y	Y	Y	Y	Y	Y										Quarterly	
Compliance with statutory requirements of relevance to the Principles and rectification of any non-compliances <sup>8</sup>	Y	Y	Y	Y	Y	Y	Y	Y	Y										Quarterly	
<b>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide name of the agency.</b>	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9											
	N	N	N	N	N	N	N	N	N								Y*	N		

\* Deloitte Touche Tohmatsu India LLP

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/ No)									
The entity is not at a stage where it is in the position to formulate and implement the policies on specified principles (Yes/ No)									
The entity does not have the financial or/ human and technical resources available for the task (Yes/ No)									Not Applicable
It is planned to be done in the next financial year (Yes/ No)									
Any other reason (please specify)									

**Table 1- Annexure to 1(c) DLF Policies aligned to NGRBC Principles**

Principle	DLF Policy	Principle	DLF Policy
P1	Code of Conduct	P6	Environment Policy
	Whistle Blower Policy		Supplier Code of Conduct
	Supplier Code of Conduct	P7	Code of Conduct
P2	Environment Policy	P8	CSR Policy
	Supplier Code of Conduct		Stakeholder Engagement Policy
P3	Human Rights Policy	P9	Customer Satisfaction Policy
	Supplier Code of Conduct		Code of Conduct
P4	Stakeholder Engagement Policy		Environment Policy
P5	Human Rights Policy		Human Rights Policy

8 Statutory Compliance Certificate on applicable laws is provided by the Company Secretary and Compliance Officer to the Board of Directors on a quarterly basis.

**Table 2 - Annexure to 4 - National and International standards**

<b>Principles</b>	<b>Name of the national and international codes/ certifications/ labels/ standards</b>
<b>P1</b>	<ul style="list-style-type: none"> <li>• Reporting on non-financial indicators aligned to GRI standards.</li> </ul>
<b>P2</b>	<ul style="list-style-type: none"> <li>• ISO 14001:2015 Environment Management System.</li> <li>• LEED Platinum Certification in Operations and Maintenance Category from USGBC.</li> <li>• LEED Pre-Certification for 'Platinum' rating (Core and Shell Development) from USGBC.</li> <li>• LEED Platinum for Cities and Communities from USGBC for DLF Cyber City, Gurugram and DLF Cyber City, Chennai.</li> <li>• LEED Zero Water Certification from USGBC for DLF's rental properties.</li> <li>• LEED Zero Waste Certification from USGBC for DLF's rental properties.</li> <li>• LEED Zero Energy Certification from USGBC for DLF IT Park, Hyderabad.</li> <li>• LEED Platinum Certification – World's largest residential development from USGBC for 'The Crest', Gurugram.</li> <li>• TRUE Platinum Certification for DLF's rental properties.</li> <li>• BEE 5-Star Ratings for DLF's rental properties.</li> </ul>
<b>P3</b>	<ul style="list-style-type: none"> <li>• ISO 45001 Occupational Health and Safety Management System.</li> <li>• Sword of Honour from the British Safety Council – Five Star safety rating system, awarded to DLF's commercial, retail and hospitality properties.</li> <li>• WELL Health and Safety Certification for Facility Operations and Management by International WELL Building Institute.</li> <li>• LEED for Cities and Communities from USGBC for DLF Cyber City, Gurugram.</li> </ul>
<b>P4</b>	-
<b>P5</b>	<ul style="list-style-type: none"> <li>• DLF's Human Rights Policy is governed by Protection of Human Rights Act, 1993 and guided by international standards and principles, including UN Guiding Principles on Business and Human Rights.</li> </ul>
<b>P6</b>	<ul style="list-style-type: none"> <li>• ISO 14001:2015 Environment Management System.</li> <li>• LEED Platinum Certification in Operations and Maintenance Category from USGBC.</li> <li>• LEED Pre-Certification for 'Platinum' rating (Core and Shell Development) from USGBC.</li> <li>• LEED Platinum for Cities and Communities from USGBC for DLF Cyber City, Gurugram and DLF Cyber City, Chennai.</li> <li>• LEED Zero Water Certification from USGBC for DLF's rental properties.</li> <li>• LEED Zero Waste Certification from USGBC for DLF's rental properties.</li> <li>• LEED Zero Energy Certification from USGBC for DLF IT Park, Hyderabad.</li> <li>• LEED Platinum Certification – World's largest residential development from USGBC for 'The Crest', Gurugram.</li> <li>• TRUE Platinum Certification for DLF's rental properties.</li> <li>• BEE 5-Star Ratings for DLF's rental properties.</li> </ul>
<b>P7</b>	-
<b>P8</b>	<ul style="list-style-type: none"> <li>• DLF's Corporate Social Responsibility (CSR) Policy is in accordance with the provisions of Section 135 of the Companies Act, 2013 and the Rules made thereunder.</li> </ul>
<b>P9</b>	<ul style="list-style-type: none"> <li>• ISO 14001:2015 Environment Management System.</li> <li>• ISO 9001 Certified Quality Management System.</li> <li>• WELL Health and Safety Certification for Facility Operations and Management by International WELL Building Institute.</li> <li>• Sword of Honour from the British Safety Council - Five Star safety rating system, awarded to DLF's commercial, retail and hospitality properties.</li> <li>• WiredScore Platinum Certification.</li> </ul>

**Table 3 - Annexure to 5 and 6 - Progress on Targets**

Material Topic	Targets	FY 2025 Progress	Target Status
<b>Environmental Stewardship</b>	By 2030, reduce energy intensity in DLF's rental assets (energy consumption per sq.ft. of rental portfolio) by 15% using FY 2019-20 as the baseline.	0.0127 MWh/ sq.ft. energy intensity in rental assets (energy consumption in MWh per sq.ft. of rental portfolio).	In-Progress
	By 2030, increase renewable energy intensity in rental assets by 60% using FY 2019-20 as baseline.	During FY 2024-25, renewable Energy Intensity (energy consumption from renewable sources in MWh per sq.ft.) in rental assets has increased by 30% per sq.ft., from the baseline.	In-Progress
	By 2030, reduce water intensity in DLF's rental assets (freshwater consumption per sq.ft. of rental portfolio) by 15%, using FY 2019-20 as baseline.	During FY 2024-25, water intensity (freshwater consumption in KL per sq.ft. of rental portfolio) in rental assets has decreased by 33% per sq.ft., from the baseline.	In-Progress
<b>Social Stewardship</b>	To ensure zero harm each year, i.e. zero fatalities, resulting from operations each year, including operation and maintenance of portfolio and development of assets (construction).	Zero harm status maintained in FY 2024-25 i.e. there were no fatalities resulting from operations, including both operation and maintenance portfolio and development of assets.	Achieved <sup>9</sup>
<b>Sustainable Business</b>	Ensure compliance with the green building certification guidelines while designing and developing new buildings.	<p>In FY 2024-25, projects ensured to adhere to the guidelines for green building certification.</p> <ul style="list-style-type: none"> <li>LEED Zero Water Certification achieved by DLF Cyber City, Gurugram, DLF Cyber City, Chennai, Hyderabad, Kolkata and Chandigarh along with 4 Malls, making DLF the global leader in LEED Zero Water.</li> <li>Several other assets have been awarded TRUE Platinum Certification, LEED Zero Waste, LEED Zero Energy as well as BEE 5-Star Ratings.</li> </ul>	In-Progress
	Ensure compliance with all applicable regulatory requirements, standards and obligations.	Compliance with all applicable legal and regulatory standards was ensured during FY 2024-25.	Achieved <sup>9</sup>
	By 2030, ensure that at least 90% of total rental portfolio is Green Building certified.	~45.38 msf of rental portfolio is LEED Platinum Certified as on 31 March 2025, which includes ~40 msf of operational portfolio plus ~5 msf of under-construction.	Achieved <sup>9</sup>

<sup>9</sup> This is an annual target which was achieved for FY 2024-25.

**SECTION C: PRINCIPLE WISE DISCLOSURES**

**PRINCIPLE 1: Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.**

**Essential Indicators**

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

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
<b>Board of Directors (BoD)</b>	<b>50</b>	ESG Principles covered as part of below sessions: <ul style="list-style-type: none"> <li>• DLF Code of Conduct Training</li> <li>• Regulatory Updates</li> <li>• Risk Management</li> <li>• Business Development</li> <li>• Project Updates</li> <li>• Orientation Programmes</li> <li>• Functional Updates</li> </ul>	100
<b>Key Managerial Personnel (KMPs)</b>	<b>5</b>	ESG Principles covered as part of below sessions: <ul style="list-style-type: none"> <li>• Regulatory Updates</li> <li>• Business Development</li> <li>• Orientation Programmes</li> <li>• Prevention of Sexual Harassment at Workplace (POSH) Training</li> <li>• DLF Code of Conduct Training</li> </ul>	100
<b>Employees other than BoD and KMPs</b>	<b>19</b>	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Health, Safety, Security &amp; Environment (HSSE)</li> <li>• Hazard Identification &amp; Risk Assessment (HIRA)</li> <li>• Work at Height</li> <li>• Electrical Safety</li> <li>• Permit to work</li> <li>• 7 Life Saver Safety Module <ul style="list-style-type: none"> <li>◦ Excavation;</li> <li>◦ Lifting &amp; Support Loads;</li> <li>◦ Mobile Equipment;</li> <li>◦ Electrical Safety;</li> <li>◦ Lock Out Tag Out &amp; Try Out (LOTOTO);</li> <li>◦ Hot Work; and</li> <li>◦ Confined Space</li> </ul> </li> <li>• Awareness on ESG-related Procedures</li> <li>• Prevention of Sexual Harassment at Workplace</li> <li>• Responsibility Accountability Consulted Informed (RACI)</li> <li>• ESG Principles covered as part of below sessions: <ul style="list-style-type: none"> <li>◦ Graduate Engineer Trainee (GET) Aspire journey</li> <li>◦ Soft Skills Trainings</li> <li>◦ Leadership Trainings</li> <li>◦ Technical Trainings</li> </ul> </li> <li>• Finance &amp; Real Estate/ Project Finance</li> <li>• Crisis Management</li> <li>• Management System Framework (MSF)</li> <li>• Sustainable Safety and Security, Audit and Action Tracking, Compliance to Standards, Hazard Identification, Emergency Management &amp; Training SOP (SACHET)</li> </ul>	95
<b>Workers</b>		Not Applicable <sup>4</sup>	

4 All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence, in all the sections, details sought for the 'Workers' category are not applicable to DLF.

2. **Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by Directors/ KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):**

Monetary					
Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
<b>Penalty/ Fine</b>	Nil	-	Nil	Not Applicable	
<b>Settlement</b>	Nil	-	Nil	Not Applicable	
<b>Compounding fee</b>	Nil	-	Nil	Not Applicable	
Non-Monetary					
Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/ No)
<b>Imprisonment</b>	Nil	-		Not Applicable	
<b>Punishment</b>	Nil	-		Not Applicable	

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

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

Yes, guidelines on anti-corruption and anti-bribery form a part of the DLF Code of Conduct and the BRSR Policy. The policy documents can be referred at <https://www.dlf.in/pdf/Code-of-Conduct.pdf> and <https://www.dlf.in/pdf/DLF-Business-Responsibility-Policy.pdf>, respectively.

DLF upholds a strong commitment to ethical business practices, guided by a comprehensive Code of Conduct that applies uniformly to all employees, members of the Board and extends to its subsidiaries, associate and joint venture companies. The organization places the highest importance on integrity and compliance in every aspect of its operations.

In alignment with this commitment, DLF mandates that its Directors and employees remain fully informed of and compliant with all relevant anti-bribery and anti-corruption laws across the jurisdictions in which it operates. The policy strictly prohibits the offering, receiving or facilitation, whether directly or indirectly, of any unlawful payments, gifts, donations or incentives

intended to secure business advantages or unethical benefits.

To uphold a culture of ethical compliance, all employees and Directors are required to confirm their understanding of and adherence to the Code of Conduct, with particular emphasis on anti-corruption and anti-bribery principles. They are required to annually affirm their commitment to these standards through a declaration process.

DLF has also instituted a robust Whistle Blower Mechanism, providing a secure and confidential channel for employees, Directors and external stakeholders to report any suspected misconduct, including instances of bribery or corruption. Instances can be directed to the Whistle Blower Committee or in exceptional cases, escalated to the Chairman of the Audit Committee to ensure timely and appropriate action.

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

	FY 2024-25	FY 2023-24
<b>Directors</b>		
<b>KMPs</b>	Nil	Nil
<b>Employees</b>		
<b>Workers</b>	Not applicable <sup>4</sup>	

4 All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence, in all the sections, details sought for the 'Workers' category are not applicable to DLF.

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

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors		Nil		Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		Nil		Nil

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

Not Applicable.

**8. Number of days of accounts payables [(Accounts payable\*365)/ Cost of goods/ services procured] in the following format:**

Number of days of accounts payables	FY 2024-25	FY 2023-24
	127.96	163.65

**9. Open-ness of business**

**Provide details of concentration of purchases and sales with trading houses, dealers and related parties along with loans and advances & investments, with related parties, in the following format:**

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	Nil	Nil
	b. Number of dealers/ distributors to whom sales are made	Nil	Nil
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	Nil	Nil
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties/ Total Sales)	0.77%	1.86%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	12.52%	8.68%
	d. Investments (Investments in related parties/ Total Investments made)	94.05%	95.91%

**Leadership Indicators****1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes <sup>10</sup>
11	<ul style="list-style-type: none"> <li>• Health, Safety, Environment (HSE) Induction</li> <li>• Work at Height</li> <li>• Awareness on all individual HSE SOPs</li> <li>• Electrical Safety</li> <li>• Crisis Management</li> <li>• Management System Framework (MSF)</li> <li>• HSSE Policies and Code of Conduct</li> <li>• Hazard Identification &amp; Risk Assessment (HIRA)</li> <li>• Permit to Work</li> <li>• 7 Life Saver Safety Module <ul style="list-style-type: none"> <li>o Excavation;</li> <li>o Lifting &amp; Support Loads;</li> <li>o Mobile Equipment;</li> <li>o Electrical Safety;</li> <li>o LOTOTO;</li> <li>o Hot Work; and</li> <li>o Confined Space</li> </ul> </li> <li>• Sustainable Safety and Security, Audit and Action Tracking, Compliance to Standards, Hazard Identification, Emergency Management &amp; Training SOP (SACHET Modules)</li> </ul>	96

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

DLF maintains a strong and proactive approach to manage conflicts of interest, which is integral to its broader corporate governance philosophy. The Company's **Code of Conduct** outlines a structured framework for identifying, disclosing and addressing potential conflicts across all tiers of the organization, including the Board of Directors and employees. These guidelines ensure that individuals in decision-making roles act with impartiality and transparency. Directors are specifically required to report any situations that may give rise to a conflict of interest to the Board

or its designated Committees and must recuse themselves from participating in any deliberations or decision-making where any potential conflicts may exist.

In addition, DLF has instituted a comprehensive **Policy on Related Party Transactions** to further safeguard against conflicts in business dealings. This policy establishes clear procedures for the identification, approval and disclosure of transactions involving related parties. It explicitly restricts any Director with a potential conflict from participating in discussions or voting on such transactions. Through these mechanisms, DLF reinforces its commitment to ethical governance, ensuring that all corporate decisions are made objectively and in the interest of its stakeholders.

**PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe.****Essential Indicators****1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	-	-	-

<sup>10</sup> Value chain partners include contractors and vendors engaged in construction of projects and Facility Management partners engaged in management of rental properties.

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
Capex	1.16%	2.30%	<p><b>Environmental Impacts</b></p> <ul style="list-style-type: none"> <li>Reduction in energy consumption and Green House Gas (GHG) emissions through installation of energy-efficient equipment in commercial properties, retail properties and hospitality buildings, such as retrofit emission control devices, energy efficient pumps, solar hot water generation systems with enhanced efficiency.</li> <li>Replacing LPG connections with PNG to reduce carbon emissions in the hospitality properties.</li> <li>Effective insulation of the refrigerant pipes and ducts in VRV and other Units respectively to reduce energy wastage and maintain optimal operations in the hospitality properties.</li> <li>Anti-Smog guns operational at construction sites to keep pollution under check.</li> <li>Paving of roads/ walkways to reduce dust emissions at the commercial properties.</li> <li>Construction of wheel wash bay to control dust from vehicles exiting the construction site.</li> <li>Sprinkling recycled water to mitigate dust emissions.</li> <li>Installation of STP to treat wastewater, thus increasing the use of recycled water.</li> <li>Installation of Automatic Tube Cleaning System on HVAC to enhance heat exchange efficiency.</li> <li>Waterproofing &amp; UV coating on the terraces for increased thermal comfort.</li> <li>Transitioning to the increased use of Electric Vehicles.</li> <li>Installation of cooling towers to enhance energy-efficient thermal comfort.</li> <li>Installation of Air Handling Unit to enhance the efficiency of the HVAC system.</li> </ul> <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>DLF's commercial properties had the roadways around sites repaved for safety of commuters.</li> <li>Personal Protective Equipment (PPEs) provided at construction sites to enhance onsite safety of workers.</li> <li>Enhancement of sanitation facilities for onsite staff at the construction sites.</li> <li>Enhancing site security through increased boundary fencing and digital surveillance at the hospitality properties.</li> <li>Tensile canopies installed on pedestrian walkways for enhanced safety and comfort at the rental properties.</li> <li>Facade safety improved with aluminum sheet replacement at the rental properties.</li> <li>Expansion joints have been treated to prevent flooding during sprinkler activation at the rental properties.</li> <li>Improved fire safety measures through installation of onsite LED Fire Exit signages at some clubs.</li> <li>Metal false ceiling has been installed in the kitchen to enhance health and hygiene standards in kitchen operations at certain hospitality properties.</li> <li>Spill control kits, air purifiers and confined space entry tripods with accessories have been procured by select clubs to mitigate operational hazards.</li> </ul>

**2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/ No)**

Yes, DLF's Supplier Code of Conduct and the ESG criteria verified at development sites ensures that sustainability is integrated into its supply chain and sourcing practices.

**b. If yes, what percentage of inputs were sourced sustainably?**

Presently, DLF has not carried out an evaluation/assessment on the percentage of inputs that were sourced sustainably.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

DLF is involved in real estate development sector and engages in the construction, operation and maintenance of a wide array of real estate properties, including residential properties, commercial office spaces, retail establishments such as malls and hospitality ventures which include hotels and clubs. Given the long-term nature of these developments, typically extending

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

beyond 50 years, DLF is not involved in the reuse or recycling of these developed properties at the end of their lifecycle. Therefore, the reclamation of products at the end of life, is not relevant to the Company's operations.

DLF has established procedures to ensure the responsible management of waste generated during the operation and maintenance phases of its projects. Non-hazardous solid waste, such as paper, plastic and metal scrap, is recycled by authorized recyclers. Organic waste is processed into manure using Organic Waste Converters (OWC) and e-waste, along with other hazardous waste, is safely disposed of by authorised vendors.

Demonstrating its commitment to sustainable practices, the majority of DLF's buildings have achieved LEED Platinum Certification in either the 'Operations and Maintenance' or the 'Design and Construction' category. This reflects DLF is adhering to LEED Green Building Standards for waste reuse, recycling and disposal. Furthermore,

some of the assets have been awarded the LEED Zero Waste Certification by the USGBC and the TRUE Platinum Certification which is awarded to buildings that achieve a minimum of 90% waste diversion from landfills and incineration, demonstrating a commitment to zero waste practices.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/ No). If yes, whether the waste collection plan is in line with the EPR plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

EPR does not apply to DLF's operations as the Company is engaged in the business of real estate development. However, DLF has established protocols to ensure proper management of waste generated during the construction, operation and maintenance of its buildings. This is achieved through responsible recycling, reuse or treatment of the generated waste in compliance with regulatory standards.

### Leadership Indicators

**1. Has the entity conducted Life Cycle Perspective/ Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link
681	Commercial building	N.A. <sup>11</sup>	<p>A preliminary Life Cycle Assessment (LCA) is underway for one of DLF's commercial projects including building structure and enclosure, based on a 60-year service life. The objective is to compare the environmental impact of the current design with the ASHRAE 90.1-2010 baseline building standard across six key impact categories:</p> <ul style="list-style-type: none"> <li>- Global warming potential (greenhouse gases), in CO<sub>2</sub>e;</li> <li>- Depletion of the stratospheric ozone layer, in kg CFC-11;</li> <li>- Acidification of land and water sources, in moles H+ or kg SO<sub>2</sub>;</li> <li>- Eutrophication, in kg nitrogen or kg phosphate;</li> <li>- Formation of tropospheric ozone, in kg NOx, kg O<sub>3</sub>, or kg ethene; and</li> <li>- Depletion of non-renewable energy resources, in Mega Joules (MJ).</li> </ul>	Yes	No

<sup>11</sup> The Life Cycle Assessment is being undertaken for one of the commercial properties of the Company, by a third-party consultant. Operations for this commercial property have not yet commenced, therefore the share of revenue contributed by this site is nil.

**2. If there are any significant social or environmental concerns and/ or risks arising from production or disposal of your products/ services, as identified in the Life Cycle Perspective/ Assessments (LCA) or through any other means, briefly describe the same along with action taken to mitigate the same.**

Life Cycle Assessment undertaken by DLF revealed a reduction in carbon emission intensity from 750 kg CO<sub>2</sub>-eq/m<sup>2</sup> to 657 kg CO<sub>2</sub>-eq/m<sup>2</sup>, achieved through sustainable sourcing of raw materials and energy-efficient production. The Company continues to implement measures to further minimize its environmental impact.

Name of Product/ Service	Description of the risk/ concern	Action Taken
	Not Applicable	

**3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Indicate input material	Recycled or Reused input material to total material	
	FY 2024-25	FY 2023-24
Fly ash	6.28%	2.84%
Ground Granulated Blast Furnace Slag used in RCC and PCC works	0.34%	0.90%

**4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled and safely disposed, as per the following format:**

Material	FY 2024-25			FY 2023-24		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (Including packaging)						
E-waste						
Hazardous waste						
Other waste						

DLF operates in the real estate sector, focusing on the development, construction, operation and maintenance of real estate properties. Hence, reclamation of products and packaging material is not applicable due to nature of its business.

**5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable

DLF operates in the real estate sector, focusing on the construction, operation and maintenance of real estate properties. Hence, reclamation of products and packaging material is not applicable due to the nature of its business.

**PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.****Essential Indicators****1. a. Details of measures for the well-being of employees:**

Category	% of employees covered by									
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities
		Number (B)	% (B/ A)	Number (C)	% (C/ A)	Number (D)	% (D/ A)	Number (E)	% (E/ A)	Number (F)

**Permanent employees**

Male	2,788	2,788	100	2,788	100	N.A.	N.A.	-	-	N.A.	N.A.
Female	315	315	100	315	100	315	100	N.A.	N.A.	315	100
<b>Total</b>	<b>3,103</b>	<b>3,103</b>	<b>100</b>	<b>3,103</b>	<b>100</b>	<b>315</b>	<b>100</b>	-	-	<b>315</b>	<b>100</b>

**Other than permanent employees**

Male										
Female	Not Applicable <sup>3</sup>									
<b>Total</b>										

**b. Details of measures for the well-being of workers:**

Category	% of workers covered by									
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities
		Number (B)	% (B/ A)	Number (C)	% (C/ A)	Number (D)	% (D/ A)	Number (E)	% (E/ A)	Number (F)

**Permanent workers**

Male										
Female	Not Applicable <sup>4</sup>									
<b>Total</b>										

**Other than Permanent workers**

Male										
Female	Not Applicable <sup>4</sup>									
<b>Total</b>										

**c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:**

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	0.10	0.10

<sup>3</sup> DLF does not have any 'Other than Permanent' employees. Hence, in all the sections, details sought for 'Other than Permanent' employee category are not applicable to DLF.

<sup>4</sup> All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence, in all the sections, details sought for the 'Workers' category are not applicable to DLF.

## 2. Details of retirement benefits, for Current FY and Previous FY.

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/ N/ N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/ N/ N.A.)
PF	100	N.A. <sup>4</sup>	Y	100	N.A. <sup>4</sup>	Y
Gratuity	100		Y	100		Y
ESI	-		N.A.	-		N.A.

## 3. Accessibility of workplaces

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

DLF is committed to foster an inclusive work environment by ensuring that its facilities are accessible to individuals with disabilities, in alignment with the Rights of Persons with Disabilities Act, 2016. The Company has taken proactive steps to integrate universal design principles into the planning and development of all new offices and premises, prioritizing accessibility, safety and ease of use for Persons with Disabilities. Simultaneously, DLF is proactively working towards fulfilling the essential regulatory standards in its existing offices and premises.

Recognizing the unique challenges faced by Persons with Disabilities, DLF has implemented a range of measures to create a more supportive and accommodating built environment:

- **Physical accessibility:** DLF has incorporated strategies into the architectural designs to ensure a barrier-free environment within the DLF premises. Few of the features of DLF's facilities are mentioned below:
  - i Parking spots are designed in a convenient manner with well-defined signages for differently abled people and access to the lift lobby;
  - ii Provision of ramps at entry and exit points, including non-slippery ramps with handrails on both sides;
  - iii Adequate width is ensured for the main walkways and pathways in the exterior areas, allowing for unobstructed movement;
  - iv Leveled-floor maintained uniformly throughout, ensuring smooth and barrier-free movement;

- v Lifts are equipped with braille and audio assistance to aid visually impaired individuals;
- vi Separate washroom facilities for differently abled with easy-access doors; and
- vii Availability of wheelchairs at all atriums and malls.

- **Communication:** DLF ensures that all communication channels are inclusive by providing information in alternative formats such as braille, large print and audio, thereby enabling individuals with visual or auditory impairments to access essential content with ease.

- **Awareness and Training:** The organization conducts regular training programmes to sensitize employees on ensuring inclusive behaviour and equip them with the knowledge to provide appropriate support to colleagues and visitors with disabilities.

- **Ongoing Evaluation and Enhancement:** DLF ensures continuous improvement by periodically reviewing its accessibility practices, assessing compliance with workplace accessibility standards and identifying opportunities for further enhancement.

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

Yes, DLF strives to cultivate a culture rooted in trust and respect, thereby promoting an inclusive work environment for all employees. The Company is steadfast in its commitment to provide equal employment opportunities, a dedication clearly articulated in both the Company's Human Rights Policy and BRSR Policy, which can be referred at <https://www.dlf.in/pdf/Human-Rights-Policy.pdf> and <https://www.dlf.in/pdf/DLF-Business-Responsibility-Policy.pdf>, respectively.

<sup>4</sup> All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence, in all the sections, details sought for the 'Workers' category are not applicable to DLF.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	N.A.	N.A.	Not Applicable <sup>4</sup>	Not Applicable <sup>4</sup>
Female	100%	100%		
<b>Total</b>	<b>100%</b>	<b>100%</b>		

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

		Yes/ No (If Yes, then give details of the mechanism in brief)
Permanent Workers		Not Applicable <sup>4</sup>
Other than Permanent Workers		
Permanent Employees		Yes, grievance redressal mechanism is available at respective Project site establishments. Further, complaints can be raised through HR Business Partners via e-mail or phone. Complaints received through other platforms, if any, are also addressed and resolved. DLF also has a <b>Whistle Blower Policy</b> , that provides a formal mechanism for all employees to report any concerns or grievances to the Whistle Blower Committee.
Other than Permanent Employees		Not Applicable <sup>3</sup>

## 7. Membership of employees and workers in association(s) or Union(s) recognized by the listed entity:

Category	FY 2024-25			FY 2023-24		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union(s) (B)	% (B/ A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union(s) (D)	% (D/ C)
<b>Total Permanent Employees</b>	<b>3,103</b>	<b>0</b>	<b>0</b>	2,507	0	0
Male	<b>2,788</b>	<b>0</b>	<b>0</b>	2,223	0	0
Female	<b>315</b>	<b>0</b>	<b>0</b>	284	0	0
<b>Total Permanent Workers</b>				Not Applicable <sup>4</sup>		
Male						
Female						

## 8. Details of training given to employees and workers:

Category	FY 2024-25				FY 2023-24					
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/ A)	No. (C)	% (C/ A)		No. (E)	% (E/ D)	No. (F)	% (F/ D)
<b>Employees</b>										
Male	<b>2,788</b>	<b>2,375</b>	<b>85.18</b>	<b>2,046</b>	<b>73.39</b>	2,223	1,890	85.02	1,669	75.08
Female	<b>315</b>	<b>160</b>	<b>50.79</b>	<b>305</b>	<b>96.83</b>	284	184	64.78	206	72.54
<b>Total</b>	<b>3,103</b>	<b>2,535</b>	<b>81.69</b>	<b>2,351</b>	<b>75.77</b>	2,507	2,074	82.73	1,875	74.79
<b>Workers</b>										
Male						Not Applicable <sup>4</sup>				
Female										
<b>Total</b>										

3 DLF does not have any 'Other than Permanent' employees. Hence, in all the sections, details sought for 'Other than Permanent' employee category are not applicable to DLF.

4 All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence, in all the sections, details sought for the 'Workers' category are not applicable to DLF.

## 9. Details of performance and career development reviews of employees and workers:

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/ A)	Total (C)	No. (D)	% (D/ C)
<b>Employees</b>						
Male	2,788	2,360	84.65	2,223	1,890	85.02
Female	315	264	83.81	284	232	81.69
<b>Total</b>	<b>3,103</b>	<b>2,624<sup>12</sup></b>	<b>84.56</b>	2,507	2,122 <sup>12</sup>	84.64
<b>Workers</b>						
Male						
Female						
<b>Total</b>				Not Applicable <sup>4</sup>		

## 10. Health and safety management system:

### a) Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?

Yes. The Company has implemented a comprehensive Occupational Health and Safety Management System certified to ISO 45001, that encompasses all aspects of its business, including project sites, managed assets (operational premises) and the hospitality division.

Aligned with DLF's vision, objectives and policies, this management system adheres to internationally recognized best practices.

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

#### Hazard Identification and Risk Assessment

DLF has instituted a robust, organization-wide framework for systematic identification and evaluation of occupational hazards. This process is embedded within its Management System Framework (MSF) and is applied consistently across operations on a routine and non-routine basis. Responsibility for hazard identification is shared across all leadership levels, ensuring accountability within each functional area. DLF follows a structured approach based on the Plan-Do-Check-Act cycle to ensure effective hazard identification and risk management across the organisation.

Risk assessments are conducted to evaluate the likelihood and potential severity of identified safety hazards against DLF's established HSE and Security risk thresholds. A 5x5 Risk Matrix is employed to

categorize and prioritize risks, enabling the implementation of appropriate mitigation strategies based on a hierarchy of controls. This approach ensures that risks, whether related to health, safety, environmental impact or security, are managed effectively and proactively.

Furthermore, DLF conducts weekly safety walkthroughs and scheduled safety inspections. These are carried out by trained personnel, including internal staff, construction contractors and Facility Management (FM) partners. Observations from Occupational Health and Safety (OHS) assessments, along with both leading and lagging safety indicators, are systematically recorded and reviewed. This continuous monitoring supports ongoing compliance and drives improvements in workplace safety.

#### Health and Safety Audits

DLF's rental properties are subject to rigorous health and safety audits conducted by independent third-party agencies in accordance with ISO 45001:2018 standards. In addition to scheduled evaluations, unannounced audits are also performed to assess real-time safety performance and adherence to protocols.

Risk assessments are conducted annually to assess reported incidents or in line with directives from regulatory bodies, insurer or auditor feedback, safety committee recommendations, changes in operational processes or updates to legal and safety standards. Based on these assessments, corrective actions and preventive measures are implemented across business units to eliminate recurrence and enhance overall safety resilience.

<sup>4</sup> All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence, in all the sections, details sought for the 'Workers' category are not applicable to DLF.

<sup>12</sup> Certain employees were not eligible for annual performance review, based on their date of joining. All eligible employees as on the date of FY ending, have received performance and career development reviews.

**c) Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/ N)**

Yes, DLF has established a comprehensive procedure to manage the reporting, classification and investigation of health and safety incidents. This mechanism allows employees to swiftly report work-related hazards while ensuring a clear framework for recording and examining incidents. Furthermore, it aids in identifying corrective and preventive measures and ensures that lessons learned are effectively shared to prevent similar occurrences. To mitigate these risks, DLF adheres to a standardized hierarchy of controls, striving to reduce hazards to an 'As Low As Reasonably Practicable' (ALARP) level.

In addition to this, DLF actively fosters a culture of safety by encouraging employee engagement in workplace health and safety practices through structured programmes and participatory mechanisms. Key initiatives include:

- Safety Inspector of the Day (SIOD):**

As part of this initiative, a designated employee is appointed every day at each site to serve as SIOD. The SIOD is responsible for conducting a comprehensive inspection of the premises to identify unsafe conditions or potential hazards. Findings are documented by the SIOD, in a detailed report and submitted to the facility manager for implementation of corrective actions.

- Safety Suggestion Programme:**

This platform enables employees to contribute proactively to workplace safety by submitting suggestions for improving safety protocols or addressing unsafe practices. The initiative promotes a sense of ownership among employees and continuous improvement in safety standards across the organization.

- Spot the Hazard Campaign:**

Under this initiative, employees are

encouraged to remain vigilant and report any observed risks or unsafe conditions. This proactive approach enhances employee awareness on hazard identification and thereby strengthens the overall safety management system.

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

DLF is committed to fostering a culture of holistic well-being by offering a wide range of health and wellness services that go beyond occupational safety. In addition to equipping every project site with advanced emergency response systems and 24\*7 paramedic support, DLF has implemented several initiatives to support the physical and mental health of its workforce.

- To promote preventive healthcare and wellness awareness, DLF regularly organizes health camps in collaboration with certified medical professionals. These camps provide employees with access to routine check-ups, screenings and consultations. Complementing these efforts, the Human Resources team facilitates periodic wellness workshops and digital training sessions focused on lifestyle management, nutrition, mental health and stress reduction.
- DLF has also partnered with external healthcare providers to offer seamless access to medical consultations through the Ekin app, enabling employees to connect with doctors via teleconsultation or in-person appointments. To further support healthy living, employees are offered subsidized rates on prescription medications and enjoy exclusive discounts on both monthly and annual gym memberships.
- All employees are comprehensively covered under health insurance plans, ensuring financial protection and access to quality healthcare services for both occupational and non-occupational medical needs.

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

<b>Safety Incident/ Number</b>	<b>Category</b>	<b>FY 2024-25</b>	<b>FY 2023-24</b>
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	<b>0.13</b>	0
	Workers	Not Applicable <sup>4</sup>	
Total recordable work-related injuries	Employees	<b>0</b>	0
	Workers	Not Applicable <sup>4</sup>	
No. of fatalities	Employees	<b>0</b>	0
	Workers	Not Applicable <sup>4</sup>	
High consequences for work-related injury or ill-health (excluding fatalities)	Employees	<b>0</b>	0
	Workers	Not Applicable <sup>4</sup>	

<sup>4</sup> All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence, in all the sections, details sought for the 'Workers' category are not applicable to DLF.

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

DLF places the safety, security and well-being of its employees at the core of its operations. The Company is dedicated to creating and maintaining workplaces that are safe, healthy and well-protected, aligning with all relevant codes, standards and best practices. Committed to 'Zero Harm', DLF has established a robust HSSE Management System Framework designed to enhance performance and minimize health and safety related risks. To achieve this, DLF implements HSSE Management System and Plans, Competent Resourcing, Periodic Health Surveillance, Trainings, Audits and Management Reviews. Additionally, the Company has established stringent safety protocols to prevent safety risks at the workplace in line with leading international standards including:

- Permit to Work Safety Standard;
- Confined Space Entry Safety Standard;
- Lockout & Tagout Safety Standard;
- Electrical Safety Management Standard;
- Management of Change Standard;
- Hot Work Safety Standard;
- Work at Height & Façade Cradle Safety Standard;

- Safety Observations;
- Incident Investigation;
- Scaffolding Safety Standard;
- Excavation;
- Emergency Response Standard;
- Fit-out Standard;
- Personal Protective Equipment Standard;
- Office Safety;
- Barricading Standard;
- Management of Change Standard; and
- Contractor Safety Management Standard.

Further, DLF provides training to all employees via professional trainers on Occupational Health and Safety Standards (OHSS) such as:

- Use and handling of lifting equipment;
- Use and handling of pressure system;
- Safe use and handling of work equipment;
- Management of noise and vibration;
- Handling and storage of materials;
- Personal Protective Equipment;
- Display Screen Equipment Risk Assessment (DSERA);
- Fire Risk Assessment (FRA); and
- Control of Substances Hazardous to Health (COSHH).

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

**14. Assessments for the year:**

All development initiatives at DLF undergo independent audits to validate the HSSE processes and their implementation. Additionally, all operational assets are subject to third-party audits for electrical, fire and life safety.

DLF's operational sites are annually assessed through the British Safety Council's Five Star Audits on HSSE. Notably, DLF holds the unique distinction of being the only organization in the world to have received 21 Sword of Honour Awards for its operating sites.

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

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

There were no significant safety related incidents or concerns, arising from health and safety assessments. However, there was one case of lost-time injury which was thoroughly investigated and closed with necessary Corrective and Preventive Actions to mitigate recurrence. In line with its proactive safety culture, DLF has undertaken several key initiatives to strengthen its HSE framework:

- **Structured Audit Planning:** All project sites were directed to develop detailed activity plans, which were subsequently subjected to a three-tier audit process internal, second-party and third-party verifications to ensure comprehensive oversight.

- **Lifecycle-based HSE Interventions:** Defined stage gates were introduced at critical phases of the building and asset lifecycle, enabling timely and targeted HSE interventions.
- **Leadership-Led Safety Walkthroughs:** Senior leadership was actively involved in conducting project site walkthroughs. These visits, guided by risk-based 'life saver' protocols, led to improved on-ground visibility and actionable safety outcomes.
- **Cross-Site Knowledge Sharing:** Learnings and best practices from safety observations and incident analyses were horizontally deployed across all sites to foster a culture of continuous improvement.
- **Digital Safety Management System - SACHET:** DLF leveraged its digital platform, SACHET (Sustainable Safety and Security, Audit and Action Tracking, Compliance to Standards, Hazard Identification, Emergency Management & Training), to enable real-time

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

	Total no. of affected employees/ workers		No. of employees/ workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	0	0	0	0
Workers	Not Applicable <sup>4</sup>			

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

No

**5. Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed <sup>10</sup>
Health and safety practices	100
Working Conditions	100

reporting, monitoring and implementation of safety measures across its operations.

#### Leadership Indicators

1. **Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/ N) (B) Workers (Y/ N).**
  - i. **Employees:** Yes, employees are entitled to the Group Personal Accidental Death Insurance
  - ii. **Workers:** Not Applicable<sup>4</sup>
2. **Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

The Company has partnered with third party payroll vendor to ensure deduction and deposit of statutory dues and the same is validated with the challans/ receipts submitted by the vendor.

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

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

**Corrective and Preventive Action (CAPA):** DLF has instituted a comprehensive internal audit mechanism aligned with its management system framework, encompassing all construction sites, operational assets and associated facilities. As part of this process, health and safety practices and working conditions of value chain partners are regularly assessed. All audit findings and instances of non-compliance are systematically documented and communicated for timely resolution. CAPA reports are prepared for all second and third-party audits and these are subject to periodic review across various organizational levels.

<sup>4</sup> All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence, in all the sections, details sought for the 'Workers' category are not applicable to DLF.

<sup>10</sup> Value chain partners include contractors and vendors engaged in construction projects and Facility Management partners engaged in management of the rental properties.

**Compliance:** DLF has established a comprehensive compliance register that systematically captures all applicable statutory obligations for construction contractors engaged in development of DLF's projects and facility managers engaged in management of rental assets. Independent third-party assessments of compliance documentation are conducted at regular intervals to ensure continued adherence and transparency.

**HSSE Performance Review:** DLF accords high priority to health and safety across all facets of its operations, including its value chain. Accordingly, all contractors engaged in the construction of DLF projects are required to adhere to the Company's Health and Safety Manual and appoint a designated Site Safety Officer responsible for implementing a comprehensive Site Safety Plan. The Company rigorously monitors relevant Key Performance Indicators (KPIs) and undertakes timely corrective measures to address any identified gaps.

#### **PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**

##### **ESSENTIAL INDICATORS**

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

DLF places strategic importance on stakeholder engagement as a cornerstone of its business philosophy. The Company is committed to create long-term, sustainable value for a diverse group of stakeholders, including investors, employees,

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website,) Other	Frequency of engagement (Annually/ Half-yearly/ Quarterly/ Others )	Purpose and scope of engagement including key Topics and Concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> <li>• E-mails</li> <li>• Direct customer calls</li> <li>• Advertisements</li> <li>• Customer satisfaction surveys</li> <li>• Promotion of sustainability programmes and initiatives</li> <li>• Customer engagement meetings</li> <li>• Customer newsletters</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Product launch awareness;</li> <li>• Customer service delivery;</li> <li>• Seeking customer feedback; and</li> <li>• Customer query and its resolution.</li> </ul>

customers, suppliers, business partners, communities and the Government.

The process of stakeholder engagement at DLF is decentralized, where individual departments are entrusted with the responsibility of engaging with relevant internal and external stakeholders based on their specific functions. This approach ensures that engagement is both contextually relevant and responsive to stakeholder expectations.

DLF's engagement practices are governed by its Stakeholder Engagement Policy, which is publicly accessible on the Company's website at <https://www.dlf.in/pdf/Stakeholder-Engagement-Policy.pdf>. The policy outlines a structured framework for identifying and prioritizing stakeholders as those individuals, groups or organizations:

- that are directly or indirectly dependent on DLF's activities, real estate portfolio or services or on whom DLF is dependent in order to operate;
- towards whom DLF has legal, commercial, operational or ethical/ moral, responsibilities; and
- who can influence or have impact on DLF's strategic or operational decision making.

The policy further delineates key stakeholder categories, investors, customers, employees, local communities, strategic business partners, NGOs and regulatory/ Government bodies. Through this structured and inclusive approach, DLF ensures that stakeholder perspectives are integrated into its decision-making processes, reinforcing transparency, accountability and mutual trust among its key stakeholders.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website,) Other	Frequency of engagement (Annually/ Half-yearly/ Quarterly/ Others )	Purpose and scope of engagement including key Topics and Concerns raised during such engagement
Suppliers and Contractors	No	<ul style="list-style-type: none"> <li>• E-mails</li> <li>• Phone calls</li> <li>• Meetings</li> </ul>	Others – depending on the project requirements	<ul style="list-style-type: none"> <li>• Timely delivery of material and work completion;</li> <li>• Enhancing the deployment of resources and manpower;</li> <li>• Timely resolution of payment issues (if any);</li> <li>• Issuing of contract amendments (if any);</li> <li>• Environment, Health and Safety (EHS) Performance of the contractors; and</li> <li>• Ensuring regulatory compliance.</li> </ul>
Investors and Shareholders	No	<ul style="list-style-type: none"> <li>• Annual General Meetings</li> <li>• Regular interaction with investors/ shareholders through conferences and meetings</li> <li>• Periodic disclosures including Quarterly presentations</li> <li>• Press releases and newsletters</li> <li>• Corporate Announcements uploaded on the Stock Exchange(s) Websites and Company's Website</li> <li>• Quarterly Investor/ Analyst Calls and Asset Tour</li> <li>• Letters/ E-mails for IEPF and Dividend related matters</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Economic performance and growth;</li> <li>• Shareholders awareness on business developments;</li> <li>• Key risks related to the Company, such as competition and market risk; and</li> <li>• Dividend payments.</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>• Employee newsletters</li> <li>• Intranet portal</li> <li>• E-mail and other written communication</li> <li>• Performance review meetings</li> <li>• Trainings &amp; Offsites</li> <li>• Skip Level meetings</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Keep employees updated on organizational goals, vision, mission and objectives and also align with the business plans;</li> <li>• Learning and development;</li> <li>• Career advancement opportunities;</li> <li>• Insights on future business plans;</li> <li>• Performance Evaluation;</li> <li>• Occupational health, safety and well-being of employees;</li> <li>• Rewards and Recognition; and</li> <li>• Transparent communication and grievance redressal.</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website,) Other	Frequency of engagement (Annually/ Half-yearly/ Quarterly/ Others )	Purpose and scope of engagement including key Topics and Concerns raised during such engagement
Regulatory Bodies	No	<ul style="list-style-type: none"> <li>• Electronic and physical correspondence with regulatory bodies</li> <li>• Face to face meetings</li> <li>• Through industry chambers</li> <li>• Annual Report</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Regulatory compliance;</li> <li>• CSR activities and compliance of spending; and</li> <li>• Deliberations and inputs on regulations and policies that have bearing on DLF's operations and businesses.</li> </ul>
Community	Yes	<ul style="list-style-type: none"> <li>• Awareness on sustainability programmes and initiatives through e-mails, newsletters and website</li> <li>• Stakeholder engagement meetings with Community and partner NGOs</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• CSR activities and Programme implementation;</li> <li>• Programme related regular monitoring, evaluation and reporting;</li> <li>• Need and Impact Assessment;</li> <li>• Training and Development;</li> <li>• Engagement and Feedback; and</li> <li>• Volunteering and Advocacy Initiatives.</li> </ul>

### Leadership Indicators

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

DLF periodically conducts consultations with key internal and external stakeholders as part of its materiality assessment process, ensuring the identification and re-assessment of critical economic, environmental and social topics relevant to its business. The Board has entrusted management with the responsibility of overseeing this process. During these consultations, stakeholders provide their feedback to help prioritize material topics while integrating their concerns and expectations into the assessment.

The insights gathered from stakeholder consultations are analyzed to prioritize Environmental, Social and Governance (ESG) issues that are significant for the business. The findings are then presented to the Board and considered while defining ESG targets and initiatives of the Company. Additionally, various DLF departments regularly engage with stakeholders within their respective domains, to gather feedback in order to understand and address their needs and expectations. This feedback is consistently communicated to senior leadership to enable informed and strategic decision-making.

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

Yes, DLF periodically engages in consultations with key stakeholder groups as part of its materiality assessment exercise, seeking their feedback to identify and prioritize significant ESG issues while incorporating their concerns and expectations into the assessment.

The insights gathered through stakeholder consultations are analyzed to determine critical ESG issues for the business. The results of the materiality assessment shape DLF's ESG strategy, influencing its policies, goals and objectives. For instance, DLF has implemented ESG policies aligned with evolving stakeholder concerns, ESG trends and international standards, including guidelines around environmental management, human rights, supply chain sustainability and customer engagement.

Further, DLF has established long-term ESG targets to mitigate key environmental and social impacts within its portfolio, addressing areas such as health and safety, water conservation, energy efficiency, carbon emissions reduction and biodiversity protection. Additionally, insights gathered through community need assessments guide the DLF's CSR strategy, enhancing

development programmes to effectively address the most pressing needs of communities near the Company's operational areas.

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

DLF, through its social development arm, 'DLF Foundation' actively engages with vulnerable and marginalized communities to address their needs and promote inclusive growth. The Foundation conducts periodic need assessments in areas surrounding DLF's operations to design targeted CSR and community development programmes. Regular interactions with these communities help evaluate the impact of interventions and ensure continuous improvement. Some key instances of engagement with marginalized stakeholder groups, include:

- Access to Healthcare for Underserved Communities:** In order to address the need for affordable quality healthcare services, DLF established Family Health Centre in Gwal Pahari, Gurugram, that provides free healthcare services including diagnostic screenings, OPD consultations and essential medications to villagers and slum residents.
- Promoting Inclusive Education:** DLF has implemented multiple initiatives to support education for underserved communities:
  - i Scholarships under *DLF CARES* Programme support students from economically weaker sections.
  - ii Partnerships with organizations like *Pardada Pardadi Educational Society*

and *Ekal Vidyalayas* promote education for underprivileged girls and literacy and economic self-reliance for rural and tribal communities, respectively.

- iii Vocational trainings are provided to youth with intellectual disabilities in collaboration with NGO partners to promote livelihood generation.

**Empowering Women's Livelihoods:** In Uttarakhand, women from disadvantaged backgrounds received training and equipment for income-generating activities such as sewing, paper plate-making and oyster farming.

**Enhancing Access to Government Welfare Schemes:** The Suvidha Kendra Initiative, in partnership with Haqdarshak, aims to improve awareness and access to Government welfare schemes related to education, healthcare and social security for underprivileged individuals.

**Equitable Access to Education and Medical Support:**

- i DLF's *Social Support Programme* provides financial aid to students from disadvantaged backgrounds, enabling access to quality education and helping reduce dropout rates.
- ii Financial assistance is provided to NGOs, healthcare institutions and critically ill patients who cannot afford essential medical care. This initiative promotes equitable access to healthcare across public and private institutions.

**PRINCIPLE 5: Businesses should respect and promote human rights**

**Essential Indicators**

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees/ workers covered (B)	% (B/ A)	Total (C)	No. of employees/ workers covered (D)	% (D/ C)
<b>Employees</b>						
Permanent	3,103	3,103	100	2,507	2,507	100
Other than permanent				Not Applicable <sup>3</sup>		
<b>Total Employees</b>	<b>3,103</b>	<b>3,103</b>	<b>100</b>	<b>2,507</b>	<b>2,507</b>	<b>100</b>
<b>Workers</b>						
Permanent				Not Applicable <sup>4</sup>		
Other than permanent				Not Applicable <sup>4</sup>		
<b>Total Workers</b>						

All employees are provided with training on Code of Conduct of the Company and Prevention of Sexual Harassment (POSH), which covers human rights related aspects.

<sup>3</sup> DLF does not have any 'Other than Permanent' employees. Hence, in all the sections, details sought for 'Other than Permanent' employee category are not applicable to DLF.

<sup>4</sup> All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

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

Category	FY 2024-25				FY 2023-24					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/ A)	No. (C)	% (C/ A)		No. (E)	% (E/ D)	No. (F)	% (F/ D)
<b>Employees</b>										
Permanent	3,103	0	0	3,103	100	2,507	0	0	2,507	100
Male	2,788	0	0	2,788	100	2,223	0	0	2,223	100
Female	315	0	0	315	100	284	0	0	284	100
Other than Permanent						Not Applicable <sup>3</sup>				
Male						Not Applicable <sup>3</sup>				
Female						Not Applicable <sup>3</sup>				
<b>Workers</b>										
Permanent						Not Applicable <sup>4</sup>				
Male						Not Applicable <sup>4</sup>				
Female						Not Applicable <sup>4</sup>				

**3. Details of remuneration/ salary/ wages**

**a. Median remuneration/ wages:**

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹ in lakhs per annum)	Number	Median remuneration/ salary/ wages of respective category (₹ in lakhs per annum)
Board of Directors (BoD)*	9	103.50	4	59.50
Key Managerial Personnel (KMPs)*	2	246.16	0	0
Employees other than BoD and KMPs	2,783	14.38	315	14.00
Workers		Not Applicable <sup>4</sup>		

- \* For the purpose of calculating median remuneration, total number of directors during the financial year (including those who ceased to be on the Board as on financial year end date) have been considered. Directors who are also KMPs have been considered under 'Board of Directors'. Consequent to the resignation of Mr. Vivek Anand as Group Chief Financial Officer w.e.f. 29 February 2024, the Board of Directors of the Company w.e.f. 13 May 2024 had appointed Mr. Ashok Kumar Tyagi as Chief Financial Officer (CFO) (until a new CFO is appointed) in addition to his existing role as Managing Director. No separate remuneration was paid for his additional role as the CFO of the Company. Subsequent to the appointment of Mr. Badal Bagri as Group CFO w.e.f. 6 December 2024, Mr. Tyagi ceased to be CFO and continued in his existing role and responsibilities as the Managing Director of the Company. Accordingly, the remuneration details of Mr. Tyagi have been considered under Board of Directors. However, Median Remuneration of KMPs includes remuneration paid to Mr. Badal Bagri (from 6 December 2024 to 31 March 2025) and Mr. R.P. Punjani, Company Secretary for FY 2024-25.

**b. Gross wages paid to females as % of total wages paid by the entity, in the following format:**

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	10.24	11.26

3 DLF does not have any 'Other than Permanent' employees. Hence, in all the sections, details sought for 'Other than Permanent' employee category are not applicable to DLF.

4 All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

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

Yes. At DLF, the Human Rights Policy defines guidelines for addressing any human rights related issues or impacts. The Human Rights Policy is owned and maintained by the Human Resources (HR) Department that is responsible for ensuring the implementation of these guidelines across the organisation. In addition, DLF has an Internal Complaints Committee (ICC) that is responsible for addressing any incidents and complaints related to sexual harassment.

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

DLF has established a formal mechanism to enable

individuals to report and address human rights concerns through its Whistle Blower Policy. This mechanism ensures that all complainants receive necessary protection to disclose their concerns in good faith. The mechanism is accessible to all stakeholders, including employees, suppliers, customers and vendors of DLF and treats all violations with utmost seriousness and confidentiality. Once a violation is substantiated, the Policy prescribes appropriate disciplinary actions, which may include warnings, penalties, legal measures or termination of employment and business contracts.

Additionally, DLF has an ICC for redressal of complaints relating to sexual harassment. The ICC provides a dedicated platform for individuals to report incidents, following the procedures detailed in DLF's Policy on Prevention of Sexual Harassment.

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

Complaints	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees/ workers	0	0
Complaints on POSH upheld	0	0

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

DLF's Whistle Blower Policy enables employees, contractors and vendors to report concerns related to human rights without fear of retaliation. The Policy ensures that individuals raising issues in good faith receive necessary protection and support. Its provisions are structured to safeguard the rights and well-being of the complainant.

Through the Policy, the Company ensures that:

- The identity of the complainant is kept confidential, except where disclosure is required by law or regulatory authorities.
- Individuals are protected from any retaliatory actions for reporting concerns. In line with the Human Rights Policy, DLF encourages all employees, suppliers and partners to report any potential violations or risks related to human rights.

c) The Company strictly prohibits any form of discrimination, harassment or adverse employment action against whistle blowers. This includes protection from:

- Retaliatory practices such as threats, suspension or termination;
- Disciplinary actions like demotion, denial of promotion or forced transfers; and
- Misuse of authority that may hinder the complainant's ability to perform their duties.

DLF remains committed to maintaining a fair, transparent and secure environment for reporting and addressing grievances.

## 10. Assessments for the year:

Complaints	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100
Forced/ Involuntary Labour	100
Sexual Harassment	100
Discrimination at Workplace	100
Wages	100

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

During FY 2024-25, no instances or risks related to sexual harassment, workplace discrimination, child labour, forced labour or non-compliance with minimum wage requirements were identified through human rights-related assessments.

### Leadership Indicators

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

There have been no significant human rights related concerns or grievances. However, the Company has proactively strengthened its internal protocols to address and mitigate potential human rights risks across its business activities and the value chain.

To reinforce its commitment, DLF has instituted a Supplier Code of Conduct that sets forth clear human rights guidelines for all value chain partners, including suppliers, contractors, vendors, service providers and other business associates. This Code outlines expectations related to ethical labour practices, non-discrimination and the prohibition of child and forced labour.

In addition, DLF conducts evaluations of key suppliers particularly those involved in the

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

Yes, DLF's Supplier Code of Conduct and General Conditions of Contract clearly articulate the Company's expectations regarding the protection and promotion of human rights across its value chain. These documents outline mandatory standards for suppliers, contractors, service providers and other business partners, covering critical areas such as the prohibition of child and forced labour, fair compensation, working hours and ethical labour practices.

All value chain partners are required to formally acknowledge and adhere to these principles, which reflect DLF's broader commitment to responsible sourcing and ethical business conduct.

development and construction of its projects, to assess their employment policies. These assessments are designed to identify and prevent any potential human rights violations or related breaches within the supply chain.

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

DLF has established a strong internal compliance framework to uphold human rights standards across all facets of its operations. This system ensures alignment with applicable laws and internal policies related to labour and human rights.

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

DLF is committed to ensuring that its offices and premises are accessible and inclusive for Persons with Disabilities, in accordance with the Rights of Persons with Disabilities Act, 2016. The Company has proactively integrated accessibility, safety and user-friendly features into the design and development of all new buildings to accommodate the needs of differently abled individuals.

In addition to these forward-looking measures, DLF is also undertaking systematic upgrades to its existing infrastructure to align with applicable regulatory standards. These efforts reflect the Company's broader commitment to fostering

an environment that supports equal access and dignity for all.

- **Physical accessibility:** DLF has incorporated strategies into the architectural designs to ensure a barrier-free environment within the DLF premises. Few of the features of DLF's facilities are mentioned below:
  - i Parking spots are designed in a convenient manner with well-defined signages and access to the lift lobby;
  - ii Inclusion of ramps at all entry and exit points with anti-slip features and handrails on both sides to ensure appropriate support;
  - iii Lifts are equipped with Braille and audio assistance to aid visually impaired individuals;
  - iv Separate washroom facilities for differently abled with easy-access doors;
  - v Availability of wheelchairs at all atriums and malls;
  - vi Adequate width is ensured for the main walkways and pathways in the exterior areas, allowing for unobstructed movement; and
  - vii Leveled-floor maintained uniformly throughout, ensuring smooth and barrier-free movement.
- **Communication:** DLF has implemented measures to ensure that information is effectively communicated to individuals with disabilities. This includes the provision of written materials in accessible formats such as Braille and audio, enabling inclusive access to essential content.
- **Disability Awareness Training:** To foster an inclusive workplace culture, DLF conducts regular training sessions focused on disability awareness. These programmes are designed to equip employees and FM partners with the knowledge and sensitivity required to engage effectively with Persons with Disabilities.
- **Commitment to Continuous Improvement:** DLF regularly evaluates its progress in meeting accessibility standards across the workplace. These assessments help identify gaps and inform enhancements, ensuring that the organization evolves in line with the needs of differently abled individuals.

#### 4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed <sup>13</sup>
Sexual Harassment	Nil
Discrimination at workplace	Nil
Child Labour	Nil
Forced Labour/ Involuntary Labour	Nil
Wages	Nil

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

Assessments conducted across DLF's value chain partners did not reveal any significant human rights-related risks or issues of concern.

#### PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment.<sup>14</sup>

##### Essential Indicators

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format<sup>15</sup>:

Parameter	Unit	FY 2024-25	FY 2023-24
<b>From renewable sources [in Giga Joules (GJ)]</b>			
Total electricity consumption (A)	GJ	<b>1,93,583.91</b>	1,69,868.41
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)	GJ	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	GJ	<b>1,93,583.91</b>	1,69,868.41

13 DLF promotes its value chain partners to adopt environmentally and socially sustainable practices by incorporating environment impact and labour law-related clauses in the General Conditions Contacts/ Service Level Agreements. However, presently, there is no formal assessment being undertaken in this regard.

14 For data reported under Principle 6, the boundary includes all of DLF's rental portfolio and hospitality portfolio that was operational and development/ residential projects where construction was ongoing, in FY 2024-25 and FY 2023-24, respectively.

15 Until FY 2023-24, DLF used to report total electricity consumed in its commercial properties in BRSR. However, from FY 2024-25, DLF has changed its Scope 2 GHG emission accounting methodology in line with the GHG Protocol and the electricity consumption from commercial properties now only includes the consumption in DLF operated common areas. In line with this approach, the electricity figures have been restated for FY 2023-24.

Parameter	Unit	FY 2024-25	FY 2023-24
<b>From non-renewable sources [in Giga Joules (GJ)]</b>			
Total electricity consumption (D)	GJ	<b>7,53,679.20</b>	7,73,720.22
Total fuel consumption (E)	GJ	<b>2,51,949.58</b>	2,60,114.50
Energy consumption through other sources (F)	GJ	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	GJ	<b>10,05,628.78</b>	10,33,834.72
<b>Total energy consumed (A+B+C+D+E+F)</b>	GJ	<b>11,99,212.69</b>	12,03,703.13
<b>Energy intensity per rupee of turnover<sup>16</sup></b> (Total energy consumed/ Revenue from operations)	Total energy consumption in GJ/ per turnover in rupee	<b>0.000015</b>	0.000019
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)<sup>17</sup></b> (Total energy consumed/ Revenue from operations adjusted for PPP)	Total energy consumed in GJ/ per turnover adjusted for PPP in rupee	<b>0.000310</b>	0.000429
<b>Energy intensity in terms of physical output</b>	Total energy consumption in GJ/ area of portfolio (including total leasable and saleable area) in sq. mtrs.	<b>0.123</b>	0.144

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

**Yes, assurance of the data herein has been carried out by SGS India Private Limited.**

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

Not Applicable.

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

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source in kilolitres (KL)</b>		
(i) Surface water	-	71,179.00
(ii) Groundwater	<b>3,31,793.81</b>	7,11,909.83
(iii) Third party water	<b>69,25,059.81</b>	41,04,130.71
(iv) Seawater/ desalinated water	<b>4,130.00</b>	-
(v) Others	-	-
<b>Total volume of water withdrawal (in KL) (i+ii+iii+iv+v)</b>	<b>72,60,983.61</b>	48,87,219.54
<b>Total volume of water consumption (in KL)<sup>18</sup></b>	<b>1,15,53,788.21</b>	72,41,284.07
<b>Water intensity per rupee of turnover<sup>16</sup></b> (Total water consumption/ Revenue from operations) (Water consumed in KL/ Turnover in rupee)	<b>0.000145</b>	0.000113
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)<sup>17</sup></b> (Total water consumption/ Revenue from operations adjusted for PPP)	<b>0.003307</b>	0.002578
<b>Water intensity in terms of physical output</b> [Total water consumption in KL/ area of portfolio (including total leasable and saleable area) in sq. mtr.]	<b>1.18</b>	0.87

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

16 Turnover is total 'Revenue from Operations'. However, it may be noted that as per the accounting standards, the revenue of DLF Cyber City Developers Limited (DCCDL), a material subsidiary of the Company, is not consolidated in the Consolidated Turnover and is accounted as a Joint Venture. This is in alignment with the reporting made for FY 2023-24.

17 The turnover has been adjusted to the Purchasing Power Parity prices as published by the International Monetary Fund (IMF) for FY 2024-25 and by the Organisation for Economic Co-operation & Development (OECD) for FY 2023-24.

18 This includes freshwater withdrawal along with water recycled from on-site sewage treatment plants and consumed within facilities.

**4. Provide the following details related to water discharged:**

Parameter	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment [in Kilolitres (KL)]</b>		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	<b>42,443.32</b>	1,16,575.80
- No treatment	<b>42,443.32</b>	1,16,575.80
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
<b>Total water discharged in KL</b>	<b>42,443.32</b>	1,16,575.80

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

**Yes, assurance of the data herein has been carried out by SGS India Private Limited.**

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

DLF has successfully implemented the Zero Liquid Discharge (ZLD) mechanism across all its rental assets, clubs and select residential and development projects. This initiative, coupled with the achievement of the LEED Zero Water Platinum Certification, highlights the Company's steadfast commitment to responsible water management.

At the core of this initiative, deployment of Zero discharge sewage treatment plants including Sequencing Batch Reactor and Extended Aeration Technology, which enables the treatment and reuse of waste water for non-potable applications in our rental properties and construction sites including flushing, gardening, softscape irrigation, cooling tower operations and dust suppression.

In locations where on-site treatment facilities are not available such as certain clubs, waste water is routed to Resident Welfare Association (RWA) managed or centralized third-party treatment

systems, ensuring ZLD compliance even at under-construction and operational sites.

To further enhance water conservation, DLF has adopted a suite of advanced waste water treatment technologies and water efficiency measures at its rental properties and hospitality portfolio, including:

- Installation of meters and sub-meters to monitor water usage in real time;
- Leak detection systems and proactive maintenance to minimize water loss;
- Reuse of condensate from air handling units and optimized plumbing systems;
- Sensor-based and low-flow fixtures to reduce water consumption;
- Automation and pressure regulation in water supply systems for efficient distribution;
- Recirculation of rejected water from treatment systems for secondary uses; and
- Rainwater harvesting systems to support groundwater recharge and reduce reliance on municipal water supply.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	(mg/ Nm3)	<b>256.65</b>	188.30
SOx	(mg/ Nm3)	<b>23.29</b>	38.73
Particulate Matter (PM)	(mg/ Nm3)	<b>44.04</b>	27.06
Persistent Organic Pollutants (POP)	(mg/ Nm3)	<b>25.70</b>	49.40
Volatile Organic Compounds (VOC)	(mg/ Nm3)	<b>3.10</b>	-
Hazardous Air Pollutants (HAP)	(mg/ Nm3)	<b>44.85</b>	-
Carbon Monoxide (CO)	(mg/ Nm3)	<b>29.00</b>	25.74
Ammonia (NH3)	(mg/ Nm3)	-	-
Ozone (O3)	(mg/ Nm3)	-	-
Hydrocarbon (HC)	(mg/ Nm3)	<b>57.20</b>	17.80

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

**Yes, Laboratories approved and accredited by National Accreditation Board Limited/ Ministry of Environment, Forest and Climate Change (MOEFCC) carried out Independent Assessment for Rental Assets.**

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format<sup>19</sup>:**

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) <sup>20</sup>	Metric tonnes of CO <sub>2</sub> equivalent	<b>22,343.18</b>	28,539.90
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) <sup>21</sup>	Metric tonnes of CO <sub>2</sub> equivalent	<b>1,52,168.43</b>	1,53,884.35
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover<sup>16</sup></b> (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	Metric tonnes of CO <sub>2</sub> e per rupee of turnover	<b>0.0000022</b>	0.0000028
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)<sup>17</sup></b> (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)		<b>0.0000449</b>	0.0000649
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	Metric tonnes of CO <sub>2</sub> e per sq. mtr. of portfolio (including total leasable and saleable area in sq. mtr.)	<b>0.018</b>	0.022

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

**Yes, assurance of the data herein has been carried out by SGS India Private Limited.**

<sup>16</sup> Turnover is total 'Revenue from Operations'. However, it may be noted that as per the accounting standards, the revenue of DLF Cyber City Developers Limited (DCCDL), a material subsidiary of the Company, is not consolidated in the Consolidated Turnover and is accounted as a Joint Venture. This is in alignment with the reporting made for FY 2023-24.

<sup>17</sup> The turnover has been adjusted to the Purchasing Power Parity prices as published by the International Monetary Fund (IMF) for FY 2024-25 and by the Organisation for Economic Co-operation & Development (OECD) for FY 2023-24.

<sup>19</sup> Until FY 2023-24, DLF used to report total electricity consumed in its commercial properties in BRSR. However, from FY 2024-25, DLF has changed its Scope 2 GHG emission accounting methodology in line with the GHG Protocol, and the electricity consumption from commercial properties now only includes the consumption in DLF operated common areas. In line with this approach, the Scope 2 GHG emission figures have been restated for FY 2023-24.

<sup>20</sup> DLF's Scope 1 GHG emissions include emissions from stationary and mobile combustion of fuels consumed including Diesel, PNG, LPG, Acetylene, Petrol, Coal and CNG, emissions from Refrigerants and Fire extinguishers.

<sup>21</sup> DLF's Scope 2 GHG include emissions from the generation of purchased electricity i.e. electricity purchased from grid as well as purchase of DG units not owned or operated by DLF.

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

DLF is committed to improving energy efficiency and lowering Greenhouse Gas (GHG) emissions across its operations and real estate portfolio. With a strategic focus, the Company has introduced various initiatives aimed at promoting energy conservation and use of renewable energy throughout its properties to reduce its carbon footprint. DLF complies with LEED Green Building standards with numerous DLF buildings earning LEED Platinum Certification from the USGBC. These certifications highlight DLF's dedication to incorporating energy-efficient designs and technologies into its developments. In addition, DLF emphasizes the use of high-efficiency equipment and appliances. The Company has implemented the following measures:

**a. Scaling up renewable energy generation to reduce reliance on fossil fuels**

- DLF has installed rooftop Solar PV systems, including a proposed 173 KW solar PV plant at select commercial properties, in combination with existing solar water heating systems at certain sites. Additionally, certain rental properties have entered into Power Purchase Agreements (PPAs) to procure solar energy, enabling 100% green

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

Parameter	FY 2024-25	FY 2023-24
<b>Total Waste generated [in metric tonnes (MT)]</b>		
Plastic waste (A)	<b>481.36</b>	560.10
E-waste (B)	<b>27.61</b>	20.64
Bio-medical waste (C)	<b>0.02</b>	1.49
Construction and demolition waste (D)	<b>47,706.73</b>	2,34,766.27
Battery waste (E)	<b>107.61</b>	65.34
Radioactive waste (F)	-	-
<b>Other Hazardous waste. Please specify, if any (G)</b>		
Used Lube Oil	<b>53.06</b>	19.36
Used DG filters and Cotton Waste	<b>56.38</b>	2.88
<b>Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)</b>		
I. Paper Waste	<b>3,397.08</b>	1,913.18
II. Scrap Metal	<b>1,048.98</b>	588.25
i. Aluminum	<b>0.23</b>	113.29
ii. Iron	<b>771.10</b>	140.34
iii. Other Scrap Metal	<b>277.65</b>	334.62
III. Organic Waste	<b>5,425.39</b>	4,891.78
IV. Miscellaneous <sup>22</sup>	<b>4,380.97</b>	1,532.62
<b>Total (A+B+C+D+E+F+G+H)</b>	<b>62,685.16</b>	2,44,361.87

22 Miscellaneous waste comprises of glass, wood, cotton and cardboard waste.

energy usage in selected buildings. These efforts are aimed at reducing dependency on grid electricity and lowering the overall carbon footprint.

**b. Demand side management, to improve energy efficiency across managed assets**

- DLF has transitioned to LED lighting across its commercial and residential developments, including common areas, clubs and basements. PIR-based sensor lighting has been deployed in low-occupancy zones at certain hospitality properties to further optimize energy use.
- Energy-efficient HVAC systems, including VRVs, chillers and AHUs with variable frequency drives, have been deployed across DLF properties.
- Insulated roofing has been incorporated into building designs at select commercial properties to reduce heat gain, thereby lowering cooling loads and related emissions.
- DLF promotes low-emission transport within its campuses by adopting battery-operated golf carts and electric scooters at selected hospitality properties.
- In kitchen operations, hospitality sites have replaced LPG with PNG, resulting in reduction of carbon emissions.

Parameter	FY 2024-25	FY 2023-24
<b>Waste intensity per rupee of turnover<sup>16</sup></b> (Total waste generated/ Revenue from operations)	<b>0.00000078</b>	0.00000380
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)<sup>17</sup></b> (Total waste generated/ Revenue from operations adjusted for PPP)	<b>0.00001794</b>	0.000087
<b>Waste intensity in terms of physical output</b> [Total waste generated in MT/ area of portfolio (including total leasable and saleable area) in sq. mtr.]	<b>0.00641069</b>	0.02930000
<b>For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	<b>11,031.06</b>	7,466.23
(ii) Reused <sup>23</sup>	<b>7,122.24</b>	1,18,242.65
(iii) Other recovery operations <sup>24</sup>	<b>-</b>	68,351.86
<b>Total</b>	<b>18,153.30</b>	1,94,060.74
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	<b>0.91</b>	1.75
(ii) Landfilling	<b>147.62</b>	434.36
(iii) Other disposal operations <sup>25</sup>	<b>44,383.32</b>	48,178.96
<b>Total</b>	<b>44,531.84</b>	48,615.06

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

**Yes, assurance of the data herein has been carried out by SGS India Private Limited.**

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

DLF has adopted comprehensive waste management system across all its operations, ensuring alignment with national regulations, municipal guidelines and global sustainability frameworks such as LEED. The Company emphasizes waste minimization, segregation at source, reuse, recycling and safe disposal through authorized vendors. It also undertakes responsible procurement practices to avoid the use of hazardous and toxic substances.

**Waste Collection, Segregation and Management measures**

- It is a constant effort to ensure all generated waste is suitably treated and no waste is sent

to landfill at all its sites. Construction waste generated during concreting and plastering process is collected, segregated and reused in filling underneath the stich slab. Steel scrap is used in non-structural members of the building to reduce waste. In addition, to divert waste from landfills, DLF tries to source or sell to recycling facilities. For example, DLF has a battery buy-back policy.

- DLF has established dedicated waste collection areas and waste separation facilities at its managed sites. Solid waste undergoes segregation in specific assigned areas, where it is directed for reuse, recycling, or energy recovery, depending on the type of waste. Three types of waste are segregated and monitored as mentioned below:

- a. Green Bin:** Biodegradable organic waste such as food waste, wet waste collected through these bins, is transferred to

16 Turnover is total 'Revenue from Operations'. However, it may be noted that as per the accounting standards, the revenue of DLF Cyber City Developers Limited (DCCDL), a material subsidiary of the Company, is not consolidated in the Consolidated Turnover and is accounted as a Joint Venture. This is in alignment with the reporting made for FY 2023-24.

17 The turnover has been adjusted to the Purchasing Power Parity prices as published by the International Monetary Fund (IMF) for FY 2024-25 and by the Organisation for Economic Co-operation & Development (OECD) for FY 2023-24.

23 The excavation activity for some of the projects at DLF's development sites has reduced this year, hence showing a decrease in reuse of excavated earth, as compared to last year.

24 For FY 2023-24, other recovery operations include 68,344.66 MT of excavated earth which is used for various purposes including land levelling in the development portfolio.

25 Other disposal operations pertain to waste that was managed through authorized third-party vendors.

organic waste composters installed on-site for composting. The manure generated from this process is used as a fertilizer for horticulture purpose in landscaping.

- b. Blue Bin:** Other non-hazardous recyclable waste such as plastic, paper, metal waste, are sorted as dry waste and is further directed for reuse, recycling through authorised vendors or sent to waste-to-energy plants.
- c. Black Bin:** Hazardous waste items such as sanitary waste and e-waste. The e-waste and hazardous waste like used lube oil and batteries are safely disposed through Government authorized vendors, in line with regulatory requirements.

### **Solid and Organic Waste Management**

- DLF has implemented strict waste segregation protocols at all sites using color-coded bins for dry, wet, recyclable and hazardous waste. Dedicated waste collection areas and organized storage facilities have been established to facilitate systematic diversion.
- Dry waste such as paper, cardboard, plastic, metal and Autoclaved Aerated Concrete blocks is handed over to authorized recyclers.
- Wet waste is processed through Organic Waste Composters (OWCs) installed at various rental sites. The compost generated is reused for horticulture and landscaping within the premises. At a majority of the hospitality sites, wet waste is handed over to municipal bodies or authorized vendors and local RWAs.
- Construction and demolition waste such as concrete debris is reused for temporary road filling and backfilling at construction sites, in line with LEED Platinum pre-certification requirements. Remaining waste is disposed of through authorized agencies with proper documentation and tracking.
- Food and kitchen waste generated from commercial, retail and hospitality properties, is either composted on-site or handed over to authorized NGOs and municipal vendors for responsible disposal.

### **Hazardous and E-waste Management**

- E-waste and battery waste is collected and safely disposed of through Pollution Control Board-authorized recyclers and other certified vendors. All necessary

documentation and compliance certificates are maintained.

- Used lube oil is collected and sold to certified recyclers for recovery and reuse. Oil-contaminated waste including DG filters and cleaning clothes is disposed of through CPCB/ SPCB-authorized handlers.
- Used cooking oil is disposed of annually through licensed vendors, ensuring safe recycling or reuse.
- Biomedical waste generated from on-site clinics is stored in color-coded bins and collected from the construction sites by authorized biomedical waste disposal agencies. Records of collection and disposal are maintained in line with regulatory requirements.

### **Toxic Waste Management and Chemical Safety**

DLF has established a robust system to minimize and manage hazardous and toxic substances:

- **Material Safety Data Sheets (MSDS):** DLF has adopted the use of MSDS for all materials used in construction and operations. MSDS provides detailed information on potential hazards including health effects, fire and reactivity risks, storage, handling, disposal and spill/ leak procedures. Materials are screened and approved based on MSDS, ensuring that only safe and compliant products are used, thereby preventing the use of materials with toxic content.

### **Sustainable Procurement**

DLF promotes the use of low-VOC paints, non-toxic adhesives and eco-friendly construction materials to reduce chemical exposure and environmental impact.

### **Safe Handling and Disposal**

Hazardous substances such as solvents, sealants and chemicals are properly labeled and stored in designated areas. These materials are disposed of through CPCB/ SPCB-authorized agencies. No toxic chemicals are used on-site beyond essential items such as lubrication oil, which is handled responsibly.

DLF's waste management and toxic substance reduction practices are reinforced through regular audits, vendor compliance checks and employee awareness programmes, ensuring adherence to environmental standards and promoting long-term sustainability.

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

S.No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Y/ N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable <sup>26</sup>			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No)	Relevant Web-link
DLF IT Park by DLF Info Park Developers (Chennai) Limited	SEIAA-TN/F.6645/EC/8(b)/689/2020 dated: 22.01.2020	Compliance Report submitted on 1 December 2024	Yes	Yes	<a href="https://www.dlf.in/pdf/HY_Compliance_Report.pdf">https://www.dlf.in/pdf/HY_Compliance_Report.pdf</a>

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

S. No.	Specify the law/ regulation/ guideline which was not complied with	Provide details of the non-compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control boards or by courts (in ₹)	Corrective action taken if any
1	C&D Waste Rules, 2016	Non-compliance of C&D Waste	3,67,776.00	Ensure proper dispose of the C&D waste
2	Commission for Air Quality Management in National Capital Region and Adjoining Areas Act, 2021	Non-compliance of GRAP directions & direction No. 11 & 69 issued by Commission for Air Quality Management in NCR and adjoining areas	25,00,000.00	Regular sprinkling of water and covering of construction material

#### Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress [in kiloliters (KL)]:

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

(i) Name of the area: DLF has operations across the locations of North Capital Region (Gurugram and New Delhi), Chennai and Hyderabad.

(ii) Nature of operations: Construction and Infrastructure Development, Hospitality for clubs and hotels and Rental of commercial properties as mentioned in Section A.19(c).

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
	Water withdrawal by source [in kiloliters (KL)]	
(i) Surface water	32,440.00	71,179.00
(ii) Groundwater	2,70,488.81	2,02,018.00
(iii) Third party water	27,79,942.01	22,58,983.06
(iv) Seawater/ desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal in KL</b>	<b>30,82,870.81</b>	25,32,180.06
<b>Total volume of water consumption<sup>18</sup> in KL</b>	<b>65,59,561.51</b>	52,02,292.26

<sup>18</sup> This includes freshwater withdrawal along with water recycled from on-site sewage treatment plants and consumed within facilities.

26 None of DLF's operations are located around ecologically sensitive areas.

Parameter	FY 2024-25	FY 2023-24
<b>Water intensity per rupee of turnover<sup>16</sup> (Water consumed/turnover)</b>	<b>0.000082</b>	0.000081
<b>Water intensity in terms of physical output</b> [Total water consumption in KL/ area of portfolio (including total leasable and saleable area) in sq. mtr.]	<b>0.67</b>	0.62
<b>Water discharge by destination and level of treatment (in KL)</b>		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(iv) Sent to third parties	<b>12,248.22</b>	1,16,575.80
- No treatment	<b>12,248.22</b>	1,16,575.80
- With treatment- please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment- please specify level of treatment	-	-
Total water discharged (in KL)	<b>12,248.22</b>	1,16,575.80

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

**Yes, assurance of the data herein has been carried out by SGS India Private Limited.**

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	-	-
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO <sub>2</sub> equivalent	-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO <sub>2</sub> equivalent	-	-

The Company is actively in the process of building the capability to monitor Scope 3 emissions for future reporting. At present, the same is not being monitored.

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

**Not Applicable.**

**3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

**Not Applicable<sup>26</sup>**

16 Turnover is total 'Revenue from Operations'. However, it may be noted that as per the accounting standards, the revenue of DLF Cyber City Developers Limited (DCCDL), a material subsidiary of the Company, is not consolidated in the Consolidated Turnover and is accounted as a Joint Venture. This is in alignment with the reporting made for FY 2023-24.

26 None of DLF's operations are located around ecologically sensitive areas.

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Green Energy Solutions	<ul style="list-style-type: none"> <li>• DLF promotes the use of renewable sources for energy generation across its real estate portfolio. Approximately one-third of terrace space is being utilized for solar panel installations to generate clean energy on-site at some development sites;</li> <li>• Select retail properties have entered into a Power Purchase Agreement (PPA) with a third-party solar energy provider to supplement renewable energy sourcing;</li> <li>• Existing wind energy PPAs at select rental properties continues to contribute to the Company's renewable energy mix; and</li> <li>• Transitioned from LPG to Piped Natural Gas (PNG) in kitchens at select hotels to support cleaner fuel usage and reduce carbon emissions.</li> </ul>	Increased green power consumption resulting in lower GHG emissions
2.	Energy Efficiency Measures	<p>Measures undertaken to promote energy efficiency across the Company's portfolio include:</p> <ul style="list-style-type: none"> <li>• Replaced all conventional lighting with energy-efficient LED fixtures across assets;</li> <li>• Upgraded traditional pumps with high-efficiency pump systems at rental and hotel properties;</li> <li>• Substituted vapor absorption machines with energy-efficient chillers;</li> <li>• Installed Variable Frequency Drives (VFDs) on Air Handling Unit (AHU) panels at certain hotels to optimize energy use;</li> <li>• Deployed new Fan Coil Units (FCUs) at select commercial sites to enhance HVAC efficiency;</li> <li>• Installed energy-efficient pumps and exhaust fans to reduce overall power consumption;</li> <li>• Replaced conventional air-cooled chillers with advanced, energy-efficient models to lower emissions and improve system performance at select hotel and commercial sites;</li> <li>• Smart grid/ smart building technologies installed in our properties; and</li> <li>• Wall and roof insulation.</li> </ul>	Improved energy efficiency and reduced GHG emissions
3.	Air Quality Improvement Measures	<ul style="list-style-type: none"> <li>• Treated water from STPs used for dust suppression;</li> <li>• Initiated installation of Retrofit Emission Control Devices (RECDs) on diesel generator sets to significantly reduce particulate and gaseous emissions;</li> <li>• High Efficiency Particulate Air (HEPA) filter-based air purification systems installed in DLF Malls (retail properties) to enhance indoor air quality and reduce pollution; and</li> <li>• Use of anti-smog guns at construction sites to reduce air pollution.</li> </ul>	Indoor air quality improvement and reduction in air pollution
4.	Water Conservation Measures	<p>Measures undertaken to promote water efficiency across our portfolio including:</p> <ul style="list-style-type: none"> <li>• Installed CP fittings with aerators at certain commercial sites to reduce water flow without compromising functionality;</li> <li>• Reuse of treated water from STPs for dust suppression, reducing reliance on municipal freshwater;</li> <li>• Deployed IoT-based flow meters for real-time monitoring and management at rental properties of water consumption;</li> <li>• Installed low flow plumbing fixtures to minimize water usage across facilities;</li> <li>• Implemented metering and sub-metering systems to track and optimize water usage at granular levels;</li> <li>• Automated tank filling and water supply systems to prevent overflow and ensure efficient distribution;</li> <li>• Repurposed RO system discharge water for non-potable applications, further reducing water wastage; and</li> <li>• Implemented Condensate Water Utilization (refers to the practice of collecting and reusing water formed through condensation) from Air Handling Units.</li> </ul>	Improved water use efficiency and reduced water consumption

5.	Resource Conservation Measures	<ul style="list-style-type: none"> <li>Adopted post-tensioned (PT) concrete slab design to reduce slab thickness by approximately 50 mm, leading to material savings and structural efficiency;</li> <li>Incorporated fly ash - a byproduct of coal combustion into concrete mixes to reduce the use of high-carbon Portland cement, thereby lowering embodied carbon and promoting circular use of industrial waste;</li> <li>Maximized the use of coil steel to minimize material wastage compared to conventional cut and bend steel bars processed onsite;</li> <li>Implemented on-site segregation of construction and demolition (C&amp;D) waste, reusing suitable materials in plain cement concrete (PCC) under stitch slabs to reduce overall waste generation; and</li> <li>Installation of organic waste converters (OWC) at our managed sites to recycle organic waste into nutrient-rich compost, which is then used for horticultural purposes, eliminating the use of chemicals for gardening purposes.</li> </ul>	Reduced embodied carbon of buildings, improved resource efficiency and waste reduction.
----	--------------------------------	---	---

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

Yes, DLF Limited has established a comprehensive Business Continuity and Disaster Management Plan under its Emergency Response and Preparedness Plan (ERPP) framework. This plan spans all operational and construction activities and is designed to ensure resilience, safety and minimal disruption during emergencies.

The ERPP identifies a wide range of potential risks, including natural disasters (earthquakes, floods, cyclones), fire outbreaks, gas leaks, power outages, civil unrest, epidemics and other human-induced incidents. The plan is structured to ensure prompt notification, escalation and resolution of emergencies, thereby safeguarding people, assets and operations.

Key features of the ERPP include:

- Deployment of Emergency Response Teams across all managed sites, aligned with ISO 45001:2018-compliant Safety Management Systems;
- Regular emergency preparedness training, mock drills and awareness campaigns to equip employees and contractors with the skills to respond effectively;
- Advanced fire safety systems such as early warning detection, automatic sprinklers and suppression systems installed across all buildings;
- Earthquake-resilient infrastructure, with all real estate projects designed one level above the applicable seismic zone requirements;
- Flood mitigation measures, including rainwater harvesting structures at project sites;

- Clearly marked assembly points and evacuation maps at construction sites to ensure safe congregation during emergencies;
- Dedicated safety teams at all sites to monitor compliance and ensure continuous improvement in emergency readiness; and
- Tie-ups with local hospitals to provide immediate medical support during emergencies.

Through this integrated and proactive approach, DLF ensures business continuity, operational resilience and the well-being of all stakeholders.

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

Real estate is an energy intensive sector, with construction and operation of buildings contributing significantly towards global GHG emissions, making energy and resource efficiency essential to business operations, building designs as well as supply chain operations. A large percentage of emissions generated by the real estate sector arise from the value chain, including production of construction materials. However, in FY 2024-25, there have been no significant adverse impacts to the environment arising from any of the DLF's projects. The Company promotes responsible development practices through adoption of climate resilient building design, maintaining compliance to all applicable regulatory requirements, promoting use of renewable energy and procuring sustainable construction material. Any potential environmental impact is identified and assessed at the time of project planning and preventive or mitigative measures are undertaken accordingly.

**7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

DLF encourages its value chain partners to adopt environmentally sustainable practices by incorporating environment impact related clauses in the General Conditions Contracts/ Service Level Agreements. However, presently, there is no formal assessment being undertaken in this regard.

**8. How many Green Credits have been generated or procured:**

- a. By the listed entity**
- b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners**

No green credits have been generated or procured by DLF. Further, presently the Company has not done any assessment of its value chain partners.

**PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory bodies, should do so in responsible and transparent manner**

**Essential Indicators**

**1. a. Number of affiliations with trade and industry chambers/ associations.**

DLF maintains affiliations with 11 trade and industry chambers/associations operating at, both national and state levels. Through these affiliations, the Company actively contributes to sectoral policy advocacy and promotes enhanced standards of transparency and corporate governance.

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

<b>S. No.</b>	<b>Name of the trade and industry chambers/ associations</b>	<b>Reach of trade and industry chambers/ associations (State/ National)</b>
1	Confederation of Indian Industry (CII)	National
2	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
3	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
4	National Real Estate Development Council (NAREDCO)	National
5	World Travel and Tourism Council, India Initiative	National
6	Confederation of Indian Industry (CII), New Delhi	State
7	Confederation of Real Estate Developers' Associations of India (CREDAI), NCR	NCR
8	Confederation of Real Estate Developers' Associations of India, Goa	State
9	Confederation of Real Estate Developers' Associations of India, Chennai	State
10	National Real Estate Development Council, Haryana	State
11	Asia Pacific Real Estate Association, Singapore	International

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

There were no incidents of anti-competitive conduct by DLF during FY 2024-25, hence this is not applicable.

<b>Name of authority</b>	<b>Brief of the case</b>	<b>Corrective action taken</b>
	Not Applicable	

**Leadership Indicators****1. Details of public policy positions advocated by the entity:**

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of review by Board (Annually/ Half-yearly/ Quarterly/ Others - please specify)	Web Link, if available
1	Non-requirement of approval of the Layout Plan for a single plot under the Municipal Corporation of Delhi's Building Plan Approval System whereas such a provision does not exist in the Delhi Development Authority's or New Delhi Municipal Committee's building Plan Approval System	Through trade chambers	Yes	Monthly	-
2	Eligibility of Input tax credit on expenses incurred in the construction of immovable property intended for further supply of commercial leasing services	Through trade chambers	Yes	Monthly	-
3	Applicability of Green Building Incentives or Green Blue Factor as per the Ratings for Integrated Habitat Assessment (GRIHA) in the Master Plan of Delhi 2041	Through trade chambers	Yes	Monthly	-
4	Fast Track Clearance of the appeal cases filed with the Appellate Committee for grant of height permission of High-rise building projects from Airports Authority of India	Through trade chambers	Yes	Monthly	-
5	Issuance of desired height permission during the initial height NOC stage from Airports Authority of India	Through trade chambers	Yes	Monthly	-
6	Clarification regarding Occupancy & Completion Certificate as per RERA Act (In ref. to Hon'ble Supreme Court of India-Writ Petition Civil No. 1216/2020; Interim Order dated 9 January 2023)	Through trade chambers	Yes	Monthly	-
7	Suitable amendments in policy with respect to Additional FAR Charges for Hotel Plots in NCT of Delhi	Through trade chambers	Yes	Monthly	-

**PRINCIPLE 8: Businesses should promote inclusive growth and equitable development****Essential Indicators****1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No)	Relevant Web-Link
Not Applicable					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	Name of Project for which R&R is ongoing	Date of notification	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs during FY (In ₹)
Not Applicable							

3. Describe the mechanisms to receive and redress grievances of the community.

DLF engages with local communities through its dedicated social development arm, DLF Foundation as well as other non-governmental organizations. Community stakeholders are provided with multiple avenues to express concerns and submit grievances, including contact details, e-mail ID and office locations, listed on DLF Foundation's official website.

Additionally, the concerns may be directly communicated via the Foundation's designated e-mail ID ([dlf-foundation@dlf.in](mailto:dlf-foundation@dlf.in), [dlfcares@dlf.in](mailto:dlfcares@dlf.in)) ensuring accessibility and responsiveness.

A structured grievance redressal framework is in place to facilitate timely and equitable resolution of issues. Feedback and complaints received through, both digital and in-person channels are escalated to appropriate officials and senior management for review. The process emphasizes impartiality, confidentiality and thorough documentation to uphold transparency and accountability across all projects.

DLF further strengthens its community relations through ongoing CSR initiatives, maintaining regular dialogue with stakeholders via meetings and feedback sessions to proactively address emerging concerns and foster inclusive development.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ Small Producers	27.00%	38.40%
Directly from within India	100.00%	99.96%

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers<sup>4</sup> employed on a permanent or non-permanent/ on contract basis) in the following locations, as % of total wage cost

Location	FY 2024-25	FY 2023-24
Rural	-	-
Semi-Urban	-	-
Urban	78%	77%
Metropolitan	22%	23%

#### Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators):

Details of negative social impact identified	Corrective action taken
Not Applicable	

<sup>4</sup> All of DLF's workforce is categorized as 'Employees' and it does not have any 'Workers'. Hence in all the sections, details sought for the 'Workers' category are not applicable to DLF.

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by Government bodies:

S. No.	State	Aspirational District	Amount spent (In ₹)
1.	Haryana	Mewat	60,000.00
2.	Bihar	Aurangabad, Begusarai, Gaya, Jamui, Khagaria, Mujaffarpur, Navada, Sitamarhi	8,40,810.00
3.	Rajasthan	Baran, Dholpur, Karauli	79,200.00
4.	Uttar Pradesh	Chandauli, Fatehpur	1,51,731.00
5.	Jharkhand	Chatra	40,000.00

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/ vulnerable groups? (Yes/ No)

No

(b) From which marginalized /vulnerable groups do you procure?

Not Applicable

(c) What percentage of total procurement (by value) does it constitute?

Not Applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Not applicable. DLF does not have any intellectual properties owned or acquired based on traditional knowledge.

S. No.	Intellectually Property based on traditional knowledge	Owned/ Acquired	Benefit shared	Basis of calculating
			Not Applicable	

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of Authority	Brief of Case	Corrective action taken
		Not Applicable

6. Details of beneficiaries of CSR Projects.

S. No.	CSR Project/ Programme	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	<b>Environment Sustainability - Greening Cities</b> In partnership with local Government authorities, over 6,05,740 square meters of public green area was adopted, developed and maintained. A total of ~16,33,934 trees and shrubs were planted across these public parks and green belts	General Public	N.A.
2	<b>DLF CARES In-School &amp; Higher Education Scholarship Programme</b> This Programme supported underprivileged students across 20 states, offering scholarships, academic support, counselling and remedial learning to selected scholars coming from low-income families, empowering them to excel in studies and build brighter futures.	3,000	100

3	<b>Shanti Sthaan Crematorium with the Government of Haryana</b> In partnership with the Government of Haryana, an environmentally sustainable and culturally sensitive crematorium is being developed as a benchmark project, spread over 6.26 acres in Sector 72A, Gurugram. It is a civic amenity that will cater to over 1.5 million residents of Gurugram.	General Public	N.A.
4	<b>DLF Engage, a Programme to drive Volunteering (activity and skill-based volunteering opportunities) across communities</b> Over 2,000 Volunteers contributed ~6,456 volunteering hours including, both activity and skill-based opportunities in partnership with 25 NGO Partners.	General Public	N.A.
5	<b>Suvidha Kendra in collaboration with Haqdarshak</b> In partnership with Haqdarshak, Suvidha Kendra has been developed, to empower underprivileged communities by improving awareness and access to Government welfare schemes on education, healthcare and social welfare.	1,903	100
6	<b>Education and Skill Development - Uttarakhand</b> Underprivileged women were supported with training and livelihood skills and tools including paper plate making, knitting, sewing machines and oyster farming resources enabling sustainable income generation and self-reliance.	107	100
7	<b>Intellectual Disability Education Support</b> In partnership with Muskaan PAEPID, a six-month hospitality training programme was conducted, to empower individuals with intellectual disabilities. The training covered provision of employability skills such as food & beverage services, housekeeping and essential soft skills.	3	100
8	<b>Social Support Scholarship Programme</b> The Social Support Scholarship Programme provided financial aid to ensure access to quality education for children, supporting meritorious children from low-income families and those who have lost a sole earning parent due to accidents, illness or COVID-19 pandemic.	35	100
9	<b>Empowering Rural Communities through Education</b> The programme supported the education of students across 10 Ekal Vidyalayas in Badaun, Uttar Pradesh, fostering learning opportunities in underserved rural communities.	303	100
10	<b>Support the Education of Underprivileged Girl Child in collaboration with Pardada Pardadi Educational Society (PPES)</b> Through this programme, girls from low-income families at Pardada Pardadi School received essential educational stationery, helping support their learning.	400	100
11	<b>24x7 Emergency Ambulance Services</b> In order to make emergency healthcare services accessible to underserved communities, DLF Foundation provided 24x7 free emergency ambulance services for the general public in multiple locations. Three ambulances have been deployed in Gurugram and Panchkula, delivering critical pre-hospital emergency care.	428	N.A.
12	<b>Medical Assistance to the people in Need</b> The Project supported patients requiring critical medical treatments, including patients of heart surgery, cancer, stroke and chronic illnesses, in receiving quality medical care at hospitals and medical institutions. Additionally, the screening of marginalised individuals for tuberculosis (TB) was also facilitated. Further, an X-ray machine was donated to the Lions International Charitable Trust, strengthening diagnostic capacity for underserved communities.	362	100

13	<b>Family Health Centre</b> In partnership with Adharshila Trust, free healthcare services including diagnostics, consultation and essential medicines were provided in Gwal Pahari, Gurugram to villagers and slum residents who lacked access to affordable medical care.	6,725	100
14	<b>Naturopathic &amp; Alternative Medicine</b> The Project provided preventive healthcare solutions to individuals in Delhi and Gurugram through naturopathy concepts. The project emphasised preventive care and patient awareness, equipping individuals with the knowledge and tools to maintain a healthy lifestyle.	5,077	100
15	<b>Saving lives through Safer Road</b> Pedestrian walkways have been developed in Gurugram in partnership with Gurugram Metropolitan Development Authority (GMDA) and National Highways Authority of India (NHAI) to ensure safety of pedestrians from road accidents.	General Public	N.A.
16	<b>Stray Cattle Welfare</b> A Cattle Shelter was developed in Jugsana Kalan Village, Bulandshahr, Uttar Pradesh. Spread over 11,000 sq. ft., the facility provides shelter and medical care to injured and abandoned stray cattle. Five dedicated sheds for stray cattle were constructed as part of the development. Additionally, a veterinary clinic, solar panels and basic amenities were included in the shelter.	Animal Beneficiaries	N.A.
17	<b>Supporting an Animal Shelter established by 'All Creatures Great and Small' (ACGS)</b> Provided shelter and medical care to animals through an NGO - All Creatures Great and Small (ACGS)	21,318 (Animal Beneficiaries)	N.A.
18	<b>Development of a Physiotherapy and Hydrotherapy Centre for small animals</b> Physiotherapy and Hydrotherapy Centre were developed for cats and dogs, both injured and abandoned, along with a Feline Centre at the CGS Veterinary Care Hospital in Gurugram.	Animal Beneficiaries	N.A.
19	<b>Common Facility Centre Development in collaboration with Atulya Foundation</b> Construction of 8,000 sq.ft. Common Facility Centre, in Jugsana Kalan Village, Bulandshahr, Uttar Pradesh was completed with a dedicated medical centre, skill development centre, computer lab, village library and village secretariat.	General Public	N.A.
20	<b>Community Centre Development in collaboration with Atulya Foundation</b> Supported the construction of 6,000 sq.ft. Community Centre in Jugsana Kalan Village, Bulandshahr, Uttar Pradesh to serve as a hub for social, educational and cultural empowerment in the village.	General Public	N.A.
21	<b>Golf Excellence Programme</b> Talented and aspiring golfers i.e. young boys and girls were supported through intensive coaching, access to practice and play facilities including coverage of travel expenses for tournament participation.	11	100

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

**Essential Indicators**

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

DLF ensures transparent and efficient management of customer feedback and complaints through its Customer Relationship Management (CRM) team. New customers are informed about this process via the contact details provided in the initial correspondence.

Additionally, DLF's digital complaint management system guarantees that every customer issue is logged and tracked for resolution within a specified timeframe. Customers of rental properties of the Company can submit complaints via dedicated application, allowing them to monitor the status of their complaints in real-time.

Furthermore, customers can also connect to the Company through DLF's customer support portal on the DLF website at <https://www.dlf.in/customer-support>, where the CRM team promptly addresses all queries and complaints.

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

		<b>As a percentage to total turnover</b>
Environmental and social parameters relevant to the product		
Safe and responsible usage		100
Recycling and/ or safe disposal		

**3. Number of consumer complaints in respect of the following:**

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
<b>Data privacy</b>	<b>0</b>	<b>0</b>	-	0	0	-
<b>Advertising</b>	<b>0</b>	<b>0</b>	-	0	0	-
<b>Delivery of essential services<sup>27</sup></b>	<b>17,183</b>	<b>0</b>	<b>These included complaints related to the delivery of essential services in DLF's rental properties, covering areas such as housekeeping, parking, security, plumbing and elevator operations etc. These were addressed and promptly resolved.</b>	861	0	<b>These included complaints related to provision of essential services in DLF's rental buildings (e.g. provision of electricity, plumbing, elevator services etc.) that were promptly resolved.</b>
<b>Restrictive Trade Practices</b>	<b>0</b>	<b>0</b>	-	0	0	-
<b>Unfair Trade Practices</b>	<b>0</b>	<b>0</b>	-	0	0	-
<b>Cyber Security</b>	<b>0</b>	<b>0</b>	-	0	0	-
<b>Other</b>	<b>0</b>	<b>0</b>	-	0	0	-

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

	<b>Number</b>	<b>Reasons for Recall</b>
Voluntary Recall		Not Applicable
Forced Recall		

Given the nature of DLF's operations within the real estate sector, product recalls due to safety concerns is not applicable.

<sup>27</sup> By the nature of business of DLF, this field is applicable only to DLF's rental business (leased properties), hence the data has been provided accordingly.

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

Yes, DLF has implemented a comprehensive Cyber Security and Information Security Policy, accessible internally to all employees, aimed at safeguarding information assets from theft, tampering and unauthorized access. The Policy is also available on the Company's intranet and is regularly circulated to all employees.

Ensuring information security by protecting data from theft, tampering and unauthorized access is a key priority in DLF's business processes. This reinforces the importance of maintaining integrity and confidentiality in handling sensitive data. DLF utilizes advanced technology, structured processes and dedicated resources to strengthen security controls, ensuring compliance with laws and industry standards while mitigating potential risks.

- The Company prioritizes data privacy for its customers, employees and stakeholders, collecting only the essential customer information required for providing products or services, in accordance with the Cyber Security and Information Security Policy, which is aligned with ISMS 27001:2022;
- Regular security updates are provided to safeguard collected data against emerging threats, with employees undergoing training on information security and data privacy to ensure proper handling of sensitive information;
- Consent is obtained from the concerned parties before collecting or sharing their data with any third party, demonstrating DLF's commitment to customer privacy rights and preferences;
- The Company has robust security systems for data leakage prevention and incident management, including continuous security log monitoring, multi-factor authentication, end-point device security, disk encryption and periodic software audits conducted by the IT department; and
- An incident management process is in place to report and resolve any security incidents promptly. Employees are encouraged to report any security breaches, misuse of equipment, software or sensitive information for timely resolution and risk mitigation of potential risks.

This comprehensive approach ensures that DLF remains proactive in securing its information assets while aligning with industry best practices.

**6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/ action taken by regulatory authorities on safety of products/ services.**

DLF has received complaints related to the delivery of essential services in its rental properties, encompassing grievances regarding electricity, housekeeping and parking allocation etc. These concerns were attended to and promptly resolved through remedial actions which involved reinstating services and performing the required repairs and other activities.

**7. Provide the following information relating to data breaches:**

- a. **Number of instances of data breaches:** Nil
- b. **Percentage of data breaches, involving personally identifiable information of customers:** Nil
- c. **Impact, if any, of the data breaches:** Not applicable

#### **Leadership Indicators**

**1. Channels/ platforms where information on products and services of the entity can be accessed (provide web link, if available).**

Details of all the products and services are provided on the Company's website at <https://www.dlf.in/> and [www.dlf.in/offices/](https://www.dlf.in/offices/).

**2. Steps taken to inform and educate consumers about safe and responsible usage of products and/ or services.**

DLF actively promotes safe and responsible usage of its buildings by engaging with consumers at key touchpoints both during the handover process and throughout ongoing operations. A range of initiatives have been implemented to ensure occupants are well-informed and prepared. Few of the steps taken in this regard, are mentioned hereinunder:

- **Documentation of Environmental and Social Aspects:** Key environmental and social considerations related to the property are clearly outlined in the allotment letters for residential and commercial properties or incorporated in the lease agreements for leased assets.
- **User Handbook Distribution:** At the time of possession or handover of residential properties, customers are provided with a comprehensive user handbook. This guide includes essential instructions on building usage, covering areas such as fire

- and electrical safety, responsible use of appliances and general safety practices.
- **Accident Prevention Measures:** The above-mentioned handbook also details protocols aimed at minimizing the risk of accidents and injuries within the premises.
- **Awareness Generation in Leased Properties:** For leased assets, the FM team disseminates safety-related information through e-mails, notices and guidelines, such as fire safety guidelines developed in consultation with fire safety experts, ensuring tenants remain informed and vigilant.
- **Disaster Preparedness Guidance:** DLF also educates tenants on emergency response procedures for natural disasters, such as earthquakes, to enhance resilience and preparedness.
- **Safety Awareness Campaigns:** In its leased buildings, DLF organizes events like National Safety Week and Fire Service Week, complemented by regular mock drills and interactive activities, such as online quizzes to reinforce safety awareness.
- **Tenant Engagement and Feedback:** DLF maintains open channels of communication with tenants through structured feedback sessions. These interactions also serve as a platform to share insights around ensuring efficient energy and water usage, for promoting sustainable practices.

### 3. Mechanisms in place to inform consumers of any risk of disruption/ discontinuation of essential services.

DLF ensures timely communication with its customers and tenants regarding any disruptions to essential services. In addition to operational interruptions, tenants are also kept informed about service disruptions arising from external factors such as adverse weather conditions, VIP movements or the closure of public areas.

Following the handover of residential properties within the development portfolio, the responsibility for ongoing communication is managed by the FM agency or the respective Residents' Welfare Association. These entities are tasked with providing real-time updates to residents, ensuring they are always well-informed of any potential or ongoing service disruptions.

### 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/ No/ Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/ No)

DLF's diverse portfolio spans the development of residential homes, commercial office spaces, retail properties (Malls) and hospitality projects (Hotels and Clubs). Relevant product details are included in the documentation provided to customers at the time of building handovers or lease agreement signings. Customers also receive a comprehensive user handbook, outlining building features and guidelines for safe and responsible usage.

Additionally, a significant portion of DLF's rental portfolio buildings have obtained LEED Green Building Certifications under the Operations and Maintenance or Design and Construction categories by USGBC. Information about these LEED Certifications are prominently displayed across all leased buildings.

To assess customer satisfaction, DLF conducts periodic Sentiment Analysis by way of online Resident Surveys. These exercises are targeted towards gathering feedback from tenants occupying leased buildings and property buyers through third-party engagement. This survey covers key clusters within its real estate portfolio, enabling the Company to gain valuable insights into customer perceptions and drive continuous improvements.

## INDEPENDENT REASONABLE ASSURANCE STATEMENT

### Independent Reasonable Assurance Statement to DLF Limited on its Business Responsibility and Sustainability Report for FY 2024-25

The Board of Directors

DLF Limited

8<sup>th</sup> Floor, DLF Gateway Tower

R Block, DLF City, Phase-III

Gurugram, Haryana – 122002

#### **Nature of the Assurance**

SGS India Private Limited (hereinafter referred to as 'SGS India') was engaged by DLF Limited (the 'Company' or 'DLF') to conduct an independent assurance of the Company's Business Responsibility and Sustainability Reporting ('BRSR' or the 'Report') pertaining to the reporting period of 1 April 2024 to 31 March 2025. SGS India has conducted a Reasonable level of Assurance for BRSR core parameters. This assurance engagement was conducted in accordance with 'International Standard on Assurance Engagements (ISAE) 3000 (Revised) and ISAE 3410'.

#### **Reporting Framework**

The Report has been prepared following the

- 1) Regulation 34(2)(f) of the Securities and Exchange Board of India ('SEBI') (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, read with SEBI Master Circular No. SEBI/HO/ CFD/PoD2/CIR/P/0155 dated 11 November 2024 and SEBI Circular No. SEBI/HO/CFD/CFD-PoD-1/P/CIR/2025/42 dated 28 March 2025;
- 2) SEBI Circular No. SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated 20 December 2024, read with BRSR Core Reporting Standard formulated by Industry Standards Forum; and
- 3) Greenhouse Gas Protocol Standard.

#### **Intended Users of this Assurance Statement**

This Assurance Statement is provided with the intention of informing all DLF's Stakeholders.

#### **Responsibilities**

The information in the Report and its presentation are the responsibility of the management of the Company. SGS India has not been involved in the preparation of any of the material included in the report.

Our responsibility is to express an opinion on the text, data and statements within the defined scope of assurance, aiming to inform the management of the Company and in alignment with the agreed terms of reference. We do not accept or assume any responsibility beyond this specific scope. The Statement shall not be used for interpreting the overall performance of the Company, except for the aspects explicitly mentioned within the scope.

#### **Assurance Standard**

SGS India has conducted an engagement in accordance with the International Standard on Assurance Engagement (ISAE) 3000 (Revised) and ISAE 3410 (Assurance Engagements other than Audits or Reviews of Historical Financial Information). Our evidence-gathering procedures were designed to obtain a 'Reasonable' level of Assurance, which is a high level of Assurance in accordance with ISAE 3000 (Revised) Standard, but is not absolute certainty. It involves obtaining the sufficient and appropriate evidence to support the conclusion that the information presented in the Report is fairly stated and is free from material misstatements.

#### **Statement of Independence and Competence**

The SGS Group of companies is the world leader in inspection, testing and assurance, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS India affirms its independence from DLF Limited, being free from bias and conflicts of interest with the organization, its subsidiaries and stakeholders.

The assurance team was assembled, based on their knowledge, experience and qualification for this assignment and comprised of auditors registered with ISO 26000, ISO 20121, ISO 50001, SA8000, RBA, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance.

## Scope of Assurance

The assurance process involved assessing the quality, accuracy and reliability of BRSR Core Indicators within the Report for the period 1 April 2024 to 31 March 2025. The reporting scope and boundaries include projects and sites spread across the Development, Rental and Hospitality verticals of the Company.

The assurance covered the following sample locations for the assessment:

- Gateway Tower, Gurugram
- Building 5, Gurugram
- Building 7A and 7B, Gurugram
- Downtown 2&3, Gurugram
- Building 6, Gurugram
- DLF Avenue, New Delhi
- The Atrium Place, Gurugram
- The Arbour, Gurugram
- The Crest, Gurugram (Hospitality)
- The Camellias, Gurugram

## Assurance Methodology

The assurance comprised a combination of desktop review, interaction with the key personnel engaged in the process of developing the Report, on-site visits and remote verification of data. Specifically, SGS India undertook the following activities:

- Assessment of the suitability of the applicable criteria in terms of its comprehensiveness, reliability and accuracy;
- Interaction with key personnel responsible for collecting, consolidating and calculating the BRSR core KPIs and assessing the internal control mechanisms in place to ensure data quality;
- Application of analytical procedures and verification of documents on a sample basis for the compilation and reporting of the KPIs;
- Assessing the aggregation process of data at the Head Office level; and
- Critical review of the Report regarding the plausibility and consistency of qualitative and quantitative information related to the KPIs.

## Limitations

The assurance scope excludes:

- Disclosures other than those mentioned in the assurance scope;
- Data review outside the operational sites as mentioned in the reporting boundary;
- Validation of any data and information other than those presented in 'Findings and Conclusion';
- The assurance engagement considers an uncertainty of  $\pm 5\%$ , based on the materiality threshold for Assumption/ estimation/ measurement errors and omissions;
- The Company's statements that describe the expression of opinion, belief, aspiration, expectation, aim to future intention provided by the Company and assertions related to Intellectual Property Rights and other competitive issues;
- Strategy and other related linkages expressed in the Report; and
- Mapping of the Report with reporting frameworks other than those mentioned in the Reporting Criteria above.

SGS India verified the data on a sample basis; the responsibility for the authenticity of the data entirely lies with the Company. The assurance scope excluded forward-looking statements, product-or service-related information, external information sources and expert opinions. SGS India has not been involved in the evaluation or assessment of any financial data/ performance of the Company. Our opinion on the financial indicators is based on the third-party audited financial reports of the Company. SGS India does not take any responsibility for the financial data reported in the audited financial reports of the Company

**Findings and Conclusions**

Based on the procedures, we have performed and the evidence, we have obtained, we are satisfied that the information presented by the Company in its Report, on the Core Indicators (as per Annexure A) is complete, accurate, reliable, has been fairly stated in all material respects and is prepared in line with the BRSR requirements.

**For and on behalf of SGS India Private Limited****Ashwini K. Mavinkurve,**

Head – ESG &amp; Sustainability Services, SGS India

Pune, India

27 June 2025

**Abhijit Joshi**

Technical Reviewer - ESG &amp; Sustainability Services, SGS India

**Muskan Jain**

Lead Verifier - ESG &amp; Sustainability Services, SGS India Gurugram, India

**Team Members:****Harishankar Tiwari, Muskan Gupta****ANNEXURE A**

The list of BRSR Core Indicators that were verified within this assurance engagement is given below:

S.No.	BRSR Core Attributes	BRSR Core Indicators
1	Greenhouse gas (GHG) footprint	<ul style="list-style-type: none"> <li>» Total Scope 1 emissions</li> <li>» Total Scope 2 emissions</li> <li>» GHG Emission Intensity (Scope 1+2)</li> </ul>
2	Water footprint	<ul style="list-style-type: none"> <li>» Total water consumption</li> <li>» Water consumption intensity</li> <li>» Water Discharge by destination and levels of Treatment</li> </ul>
3	Energy footprint	<ul style="list-style-type: none"> <li>» Total energy consumed</li> <li>» % of energy consumed from renewable sources</li> <li>» Energy intensity</li> </ul>
4	Embracing circularity	<ul style="list-style-type: none"> <li>» Plastic waste</li> <li>» E-waste</li> <li>» Bio-medical Waste</li> <li>» Construction and Demolition waste</li> <li>» Battery waste</li> <li>» Radioactive Waste</li> <li>» Other hazardous waste</li> <li>» Other non-hazardous waste</li> <li>» Total waste generated</li> <li>» Waste intensity</li> <li>» Total waste recovered through recycling, re-using or other recovery operations</li> <li>» Total waste disposed by nature of disposal method</li> </ul>
5	Employee well-being and safety	<ul style="list-style-type: none"> <li>» Spending on measures towards well-being of employees as a % of total revenue from operations of the Company</li> <li>» Details of safety related incidents for employees</li> </ul>
6	Enabling gender diversity in business	<ul style="list-style-type: none"> <li>» Gross wages paid to females as % of total wages paid</li> <li>» Complaints on POSH</li> </ul>

<b>S.No.</b>	<b>BRSR Core Attributes</b>	<b>BRSR Core Indicators</b>
7	Enabling inclusive development	<ul style="list-style-type: none"> <li>» Input material sourced from MSMEs/ small producers as % of total purchases-Directly sourced from MSMEs/ small producers and directly from within India</li> <li>» Job creation in smaller towns - Wages paid to persons employed in smaller towns as % of total wage cost</li> </ul>
8	Fairness in engaging with customers and suppliers	<ul style="list-style-type: none"> <li>» Instances, involving loss/ breach of data of customers as a percentage of total data breaches or cyber security events</li> <li>» Number of days of accounts payable</li> </ul>
9	Open-ness of business	<ul style="list-style-type: none"> <li>» Concentration of purchases &amp; sales done with trading houses, dealers and related parties</li> <li>» Loans and advances and investments with related parties</li> </ul>