

# DLF EDGE

SAFER WORKSPACES YESTERDAY, TODAY AND TOMORROW

**iNFHRA's Workplace  
Excellence Awards**  
**WINNER - Chennai**



**Actions taken by  
DLF for safer  
return to work**

**Sadak Suraksha –  
Jeevan Raksha**  
*National Road Safety  
Week Celebration*



**Disinfection  
cold fogging**





## Leadership Speak

COVID-19 presents unique challenges and learnings for occupiers, developers and the corporate real estate workplace ecosystem to work together in decoding the impact, opportunities and preparation to battle this health and economic pandemic together.

COVID-19 did not start as a real estate or a financial crisis at first. It was an 'international health emergency' that later cascaded into a 'business continuity challenge' for organisations and its employees. It can't be stressed more, that the safety and wellness of customers and their employees is of the highest importance. CEOs of organisations and business leaders across the globe will be measured by how they deal with the crisis and help their organisations, employees and customers come out of it.

The biggest change for our industry is how we define customer centricity going forward. It's an important time to be humble with our clients when they are looking at us for assurance. We are engaging with customers, not to sell, but to be partners and to assure that we are present for them in these pressing times.

Workplace Health and Safety Management is our key focus area and we have taken steps which have been recommended by the Government or otherwise to endeavor that the DLF business parks are safe, secure and hygienic.

At DLF not only have we implemented all the guidelines from MoHFW, but also have gone beyond and taken following measures to ensure the safety and wellness of our tenant partners and their employees.

- Frequent sanitization of the entire workplace, common facilities and all points which come into human contact for eg. door handles etc. which will be ensured including between shifts.
- Staggering of work / business hours will be followed in offices, workplaces and commercial developments.
- **Screening & hygiene:** Provision of thermal scanning, hand wash and sanitizer is made at all entry and exit points and all common areas.
- **Social Distancing:** All persons in charge of workplaces will



**Mr Amit Grover**  
Executive Director,  
DLF Offices Business



**N.C Somaiah**  
Head Operations  
DLF Offices Business, South

ensure adequate social distance between workers and adequate gaps between shifts and staggering the lunch breaks.

- **Face coverings:** Wearing of face cover is compulsory in public places, in workplaces, and during transport.
- **Visitor entry:** All visitors and tenant employees to have Arogya Setu App on their smart phones with location, Bluetooth and notifications activated.
- **Elevator & lobby preparedness:** There are clear markings in the elevators to ensure social distancing is practiced religiously and not more than 4 (depending on the elevator size) are allowed inside the elevators per trip. Dedicated manpower has been deployed for cleaning and disinfecting elevators.
- **Service staff, vendor & material movement:** Materials coming inside the building e.g. stationery, consumables, MEP supplies, pantry or kitchen supplies etc. for all offices will be thoroughly disinfected before they are sent to their respective offices.

DLF stands ready to extend any support that may be required in these uncertain times. Our operations teams are available on-ground to support mission-critical services.

Please feel free to connect with us or the leadership board or with the local leasing and operations heads in your city on how we can facilitate a safer return to work for you and your employees in the new normal.

Looking forward for your comeback in our business parks with an optimum workforce strength as per your organizational needs.

## Connect with our regional team



**Ravi Gokulanthan**  
Assistant Vice President,  
Operations - DLF Chennai



**Madhanraj CS**  
Group Manager,  
Chennai Operations



**Amit Singhal**  
Assistant Vice President,  
Leasing- DLF Cybercity,  
Manapakkam, Chennai



**Julian Francis**  
Assistant Vice President,  
Leasing- DLF Downtown Taramani,  
Chennai



**Varalakshmi Srinivasan**  
Senior Manager, Chennai



**M.J.Dinaka**  
Senior Manager,  
DLF Technical Services, Chennai



**Rageesh Kumar**  
Leasing Team



**Lovnish Chawla**  
Leasing Team



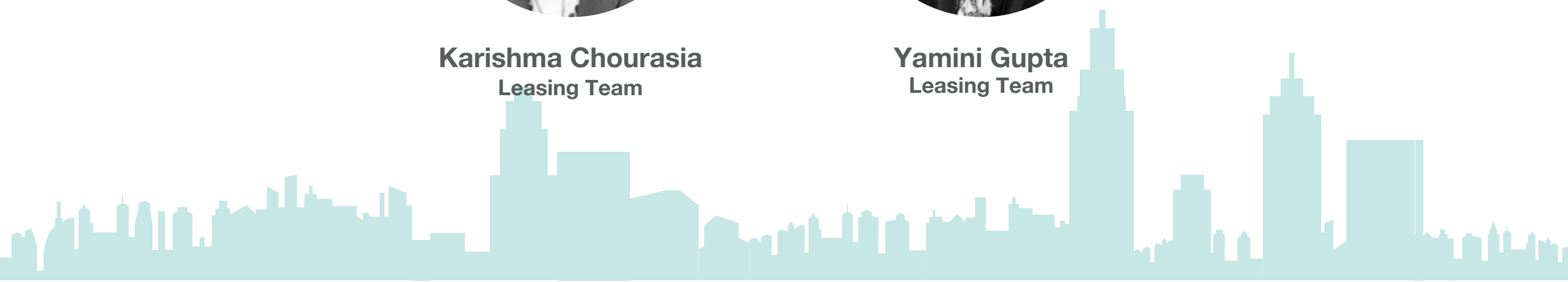
**Ramesh Sharma**  
Leasing Team



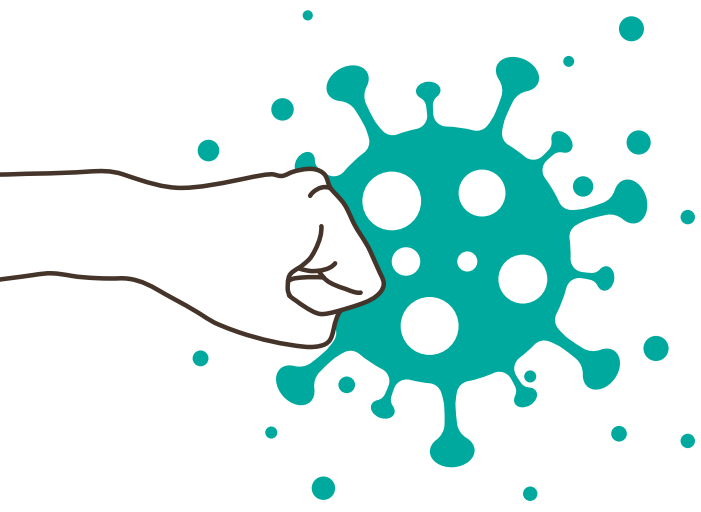
**Karishma Chourasia**  
Leasing Team



**Yamini Gupta**  
Leasing Team







# Actions taken by DLF for safer RETURN TO WORK



**VEHICLE SANITIZATION**



**DISINFECTING**

Circulation of advisories  
Awareness posters / displays at strategic locations like block atriums, food court and other areas.  
Temperature screening at the campus entrance  
Hand sanitizer made available at various touchpoint areas  
Vehicle sanitization at designated location



**DISTANCING**

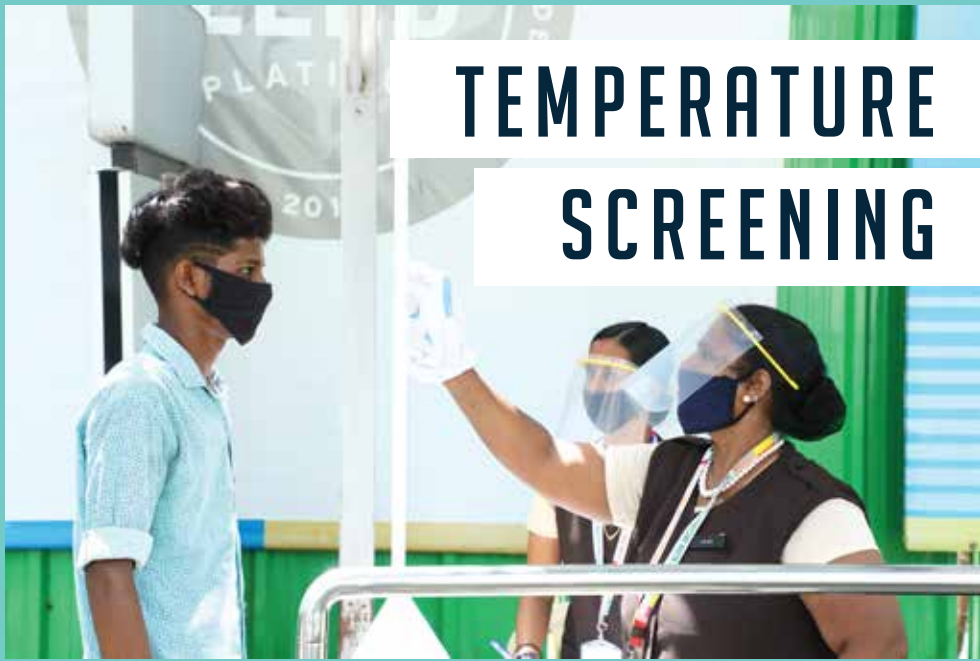


**FUMIGATION**



**SANITIZATION**

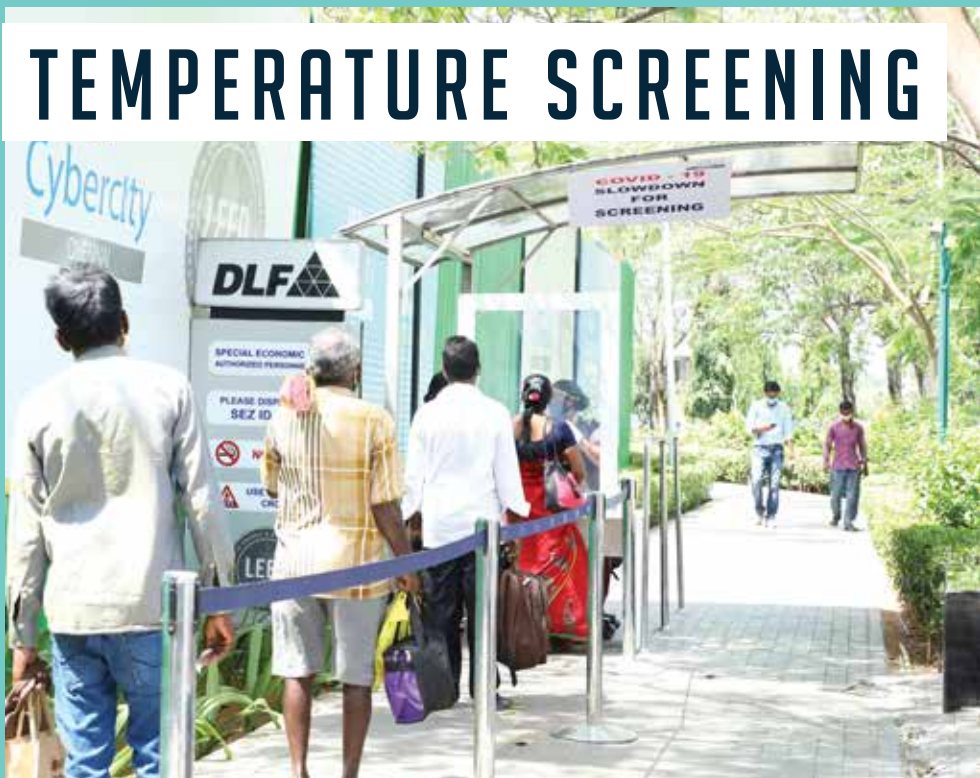




**TEMPERATURE  
SCREENING**



**HAND SANITIZER**



**TEMPERATURE SCREENING**



**HAND SANITIZER**



**TEMPERATURE SCREENING**

# **Actions taken by DLF for safer RETURN TO WORK**

Special task force sanitizing employee touchpoint areas like atriums, lift buttons, door handles, ATMs, turnstiles, visitor areas, hand rails etc.

Disinfection cold fogging of all areas including common restrooms and garbage rooms

Fumigation done on a regular basis at common areas

Contactless entry to the office premises

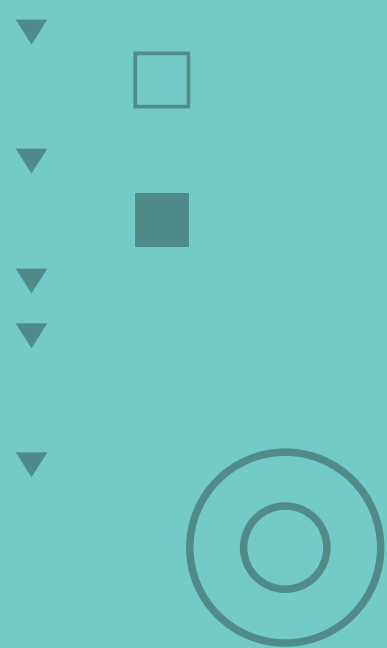
Social distancing- seating realignment at various locations

Social distancing- elevator demarcation and awareness posters

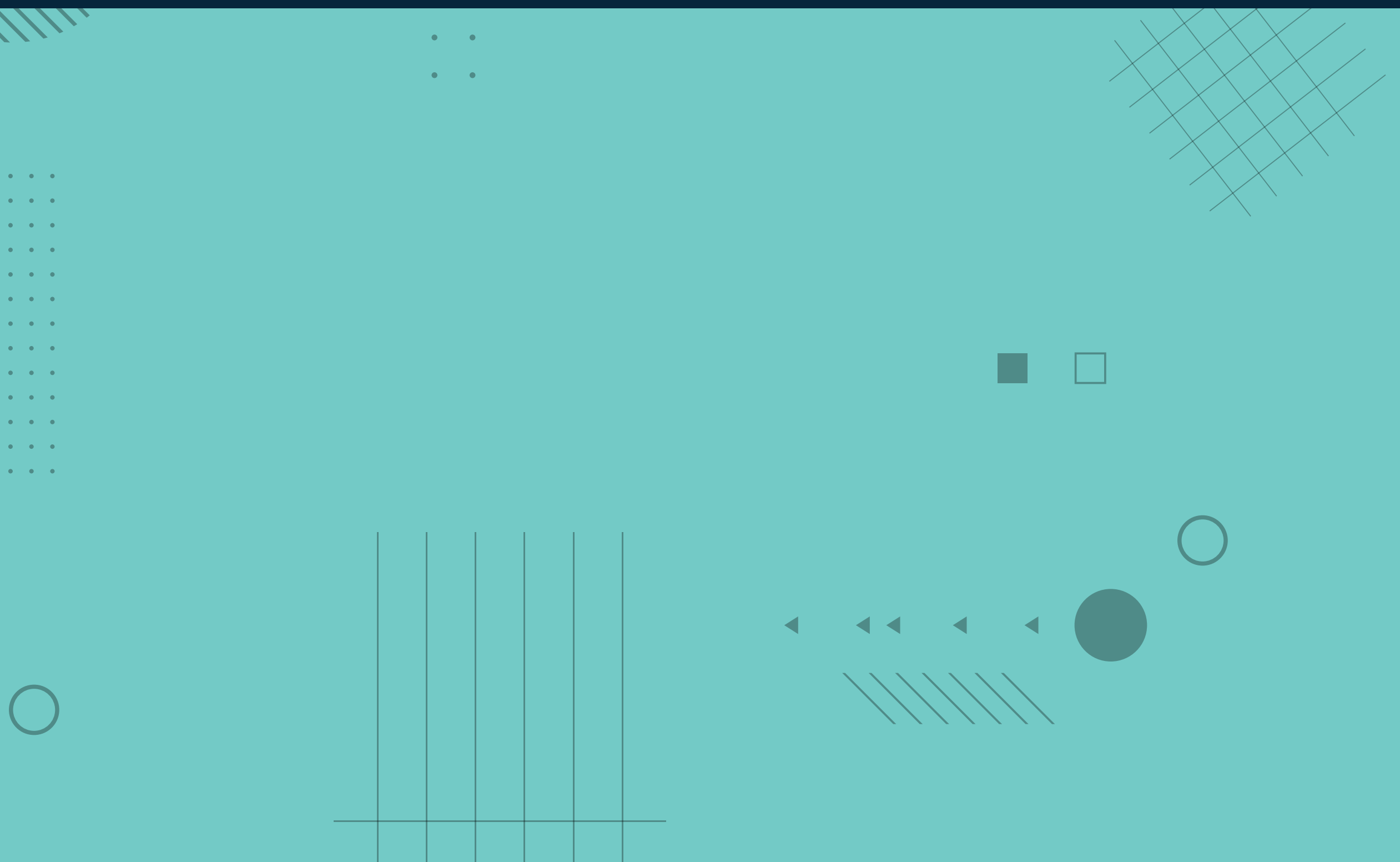


AUGUST 2020

**DLF**  
**Cybercity**  
CHENNAI 3.0



# Memories



## Contract Management Software

As part of our customer service improvement process, we've upgraded the contractor management system at the main gate and also in the tenant portal.

The new system allows users to login with their username and password to create a request for contractor gate passes and view the status of the applications online.

## Customer-care software for complaint/request management

In order to enhance customer experience, the complaint management system has been digitized and the whole process of resolving a complaint/request has become automated.

The primary agenda was to give access to tenants to register complaints/requests through the mobile app, which will automatically be assigned to the designated skilled personnel of the respective departments.



## National Road Safety Week Celebration

11<sup>th</sup> to 17<sup>th</sup> January



The 31st National Road Safety Week was observed from 11th to 17th January, 2020. **The theme for this year's National Road Safety Week was "Sadak Suraksha – Jeevan Raksha"**. DLF has undertaken various activities such as a road safety awareness campaign for employees, a driver education program, a road safety walkathon, events, awareness video screenings, and lectures.



# Champion of Champions – Women’s Throwball Tournament

3rd to 6th March, 2020



DLF Cybercity Chennai proudly hosted Champion of Champions - Women’s Throwball Tournament from 3rd to 6th March, 2020 at our in-house sports arena Fairplay. We would like to thank everyone for making the event a huge success. Congratulations to all the winners and special mention to all the participants for the enthusiasm and sportsmanship that was displayed.

There were 32 teams and three rounds of play before the final match between Cognizant and IBM.

**Winning team: Cognizant**  
**Runner up: IBM**  
**Third place: Boeing**





## Awards and Accolades

### Best SEZ Developer for Best Employments & Investments

We are delighted to share that DLF Cybercity Chennai bagged the Best SEZ Developer for Best Employments & Investments for the years 2016-2017 & 2017-2018 (four awards) under Export Excellence Awards, received



from the Hon'ble Governor of Tamil Nadu Shri Banwarilal Purohit. We would like to thank all stakeholders and customers for the wonderful patronage.



### iNFHRA's Workplace Excellence Awards WINNER - Chennai

Chapter -13th Mar 2020  
**DLF CYBERCITY CHENNAI - WINNER**

- (1) Category "Safety & Security" – Organisation Level
- (2) Category "Best Project - Architect and Corporate" – Organisation Level





# New on-boarding

The DLF Cybercity family grew bigger with our new occupants:



Photon commenced its operations at Block 8



Citi is operational at Block 7



BIS Integrity RCM is operating at Block 7



String commenced its operations at Block 1B

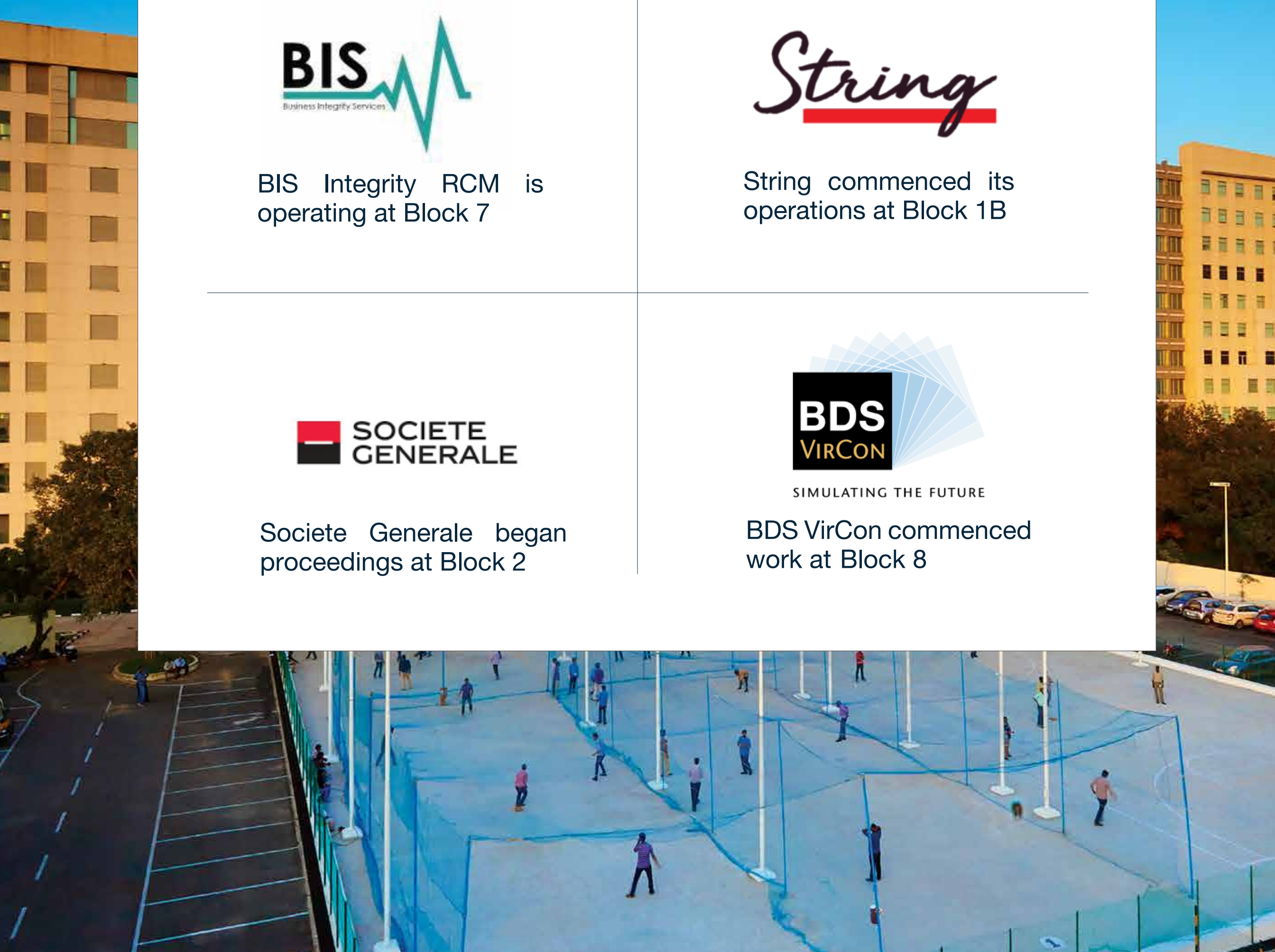


Societe Generale began proceedings at Block 2



SIMULATING THE FUTURE

BDS VirCon commenced work at Block 8





# WHEN IT COMES TO SAFETY THE LEADER STANDS TALL

Highest number of Sword of Honour Awards  
worldwide for 2 years consistently

**11 Awards in 2018 | 13 Awards in 2019**



## THE WINNING PROJECTS

- DLF Cybercity & Office Complexes, Gurugram (17 office buildings)
- DLF Cybercity, Chennai
- DLF Cybercity, Hyderabad
- DLF IT Park & DLF IT SEZ, Kolkata
- DLF Centre, Delhi
- DLF IT Park & City Centre, Chandigarh
- DLF CyberHub, Gurugram
- DLF Mall of India, Noida
- DLF Promenade Mall, Delhi
- DLF Emporio Mall, Delhi
- The Lodhi Hotel, Delhi
- The Chanakya, Delhi
- Multi-Level Car Parking in DLF Capitol Point & DLF South Square





***DLF***  
Cybercity

CHENNAI 3.0

