

DLF EDGE

SAFER WORKSPACES YESTERDAY, TODAY AND TOMORROW

**Winter
Wonderland
Celebration
2019**



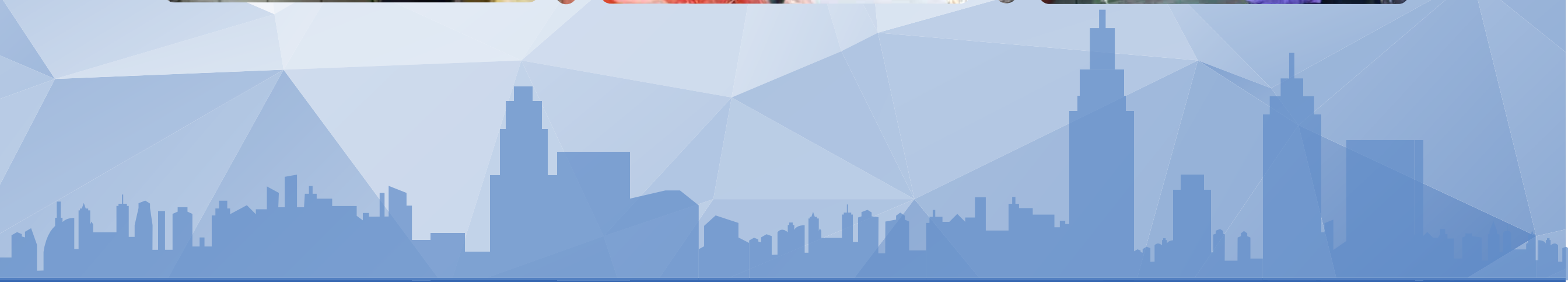
**Actions taken by
DLF for safer
return to work**

**Republic Day
Celebration**

*Rewarding the staff
for their achievements*



**Fire and safety
training to
clients**



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



Rajdeep Bhaduri
General Manager,
DLF Office Leasing



Jai Mohan Gandhi
Asst. General Manager,
DLF Office Leasing, Kolkata



Karan Nankani
Assistant Manager
DLF Office Leasing, Kolkata



Balakrishna D
Site Lead,
Operations

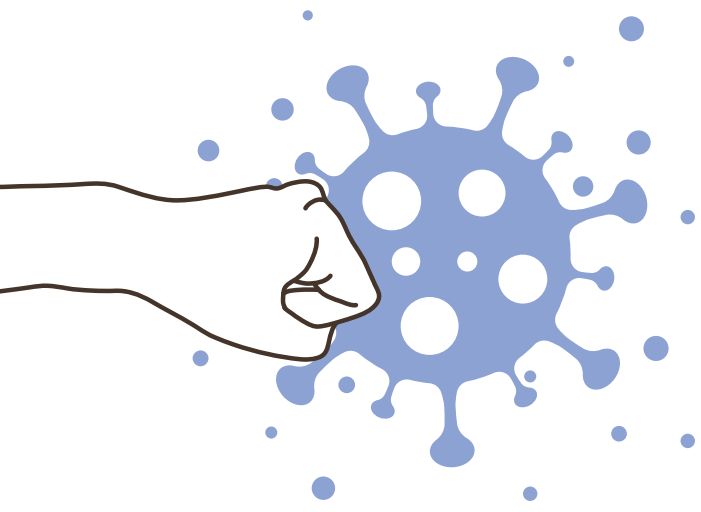


Sabrat Bhoumik
Sr. Manager,
Facilities



Saurabh Seth
AGM,
Customer Experience

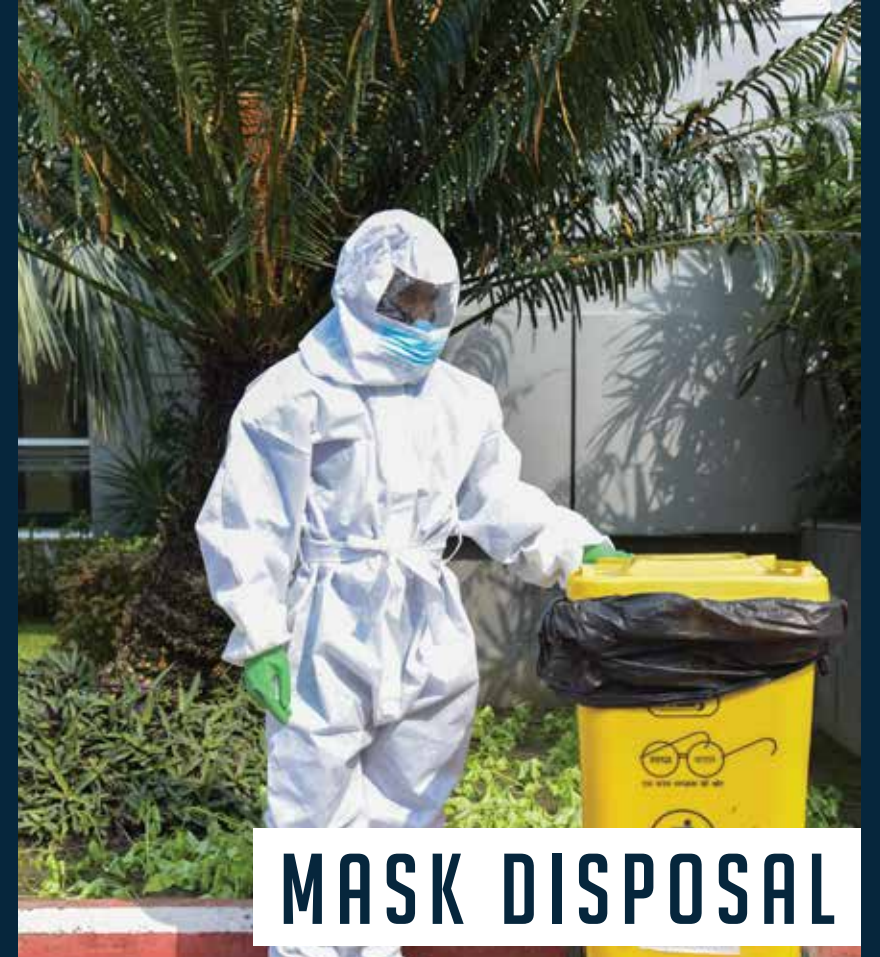




Actions taken by DLF for safer RETURN TO WORK



SANITIZATION



MASK DISPOSAL

- 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



HAND SANITIZER



TEMPERATURE SCREENING



DISINFECTING

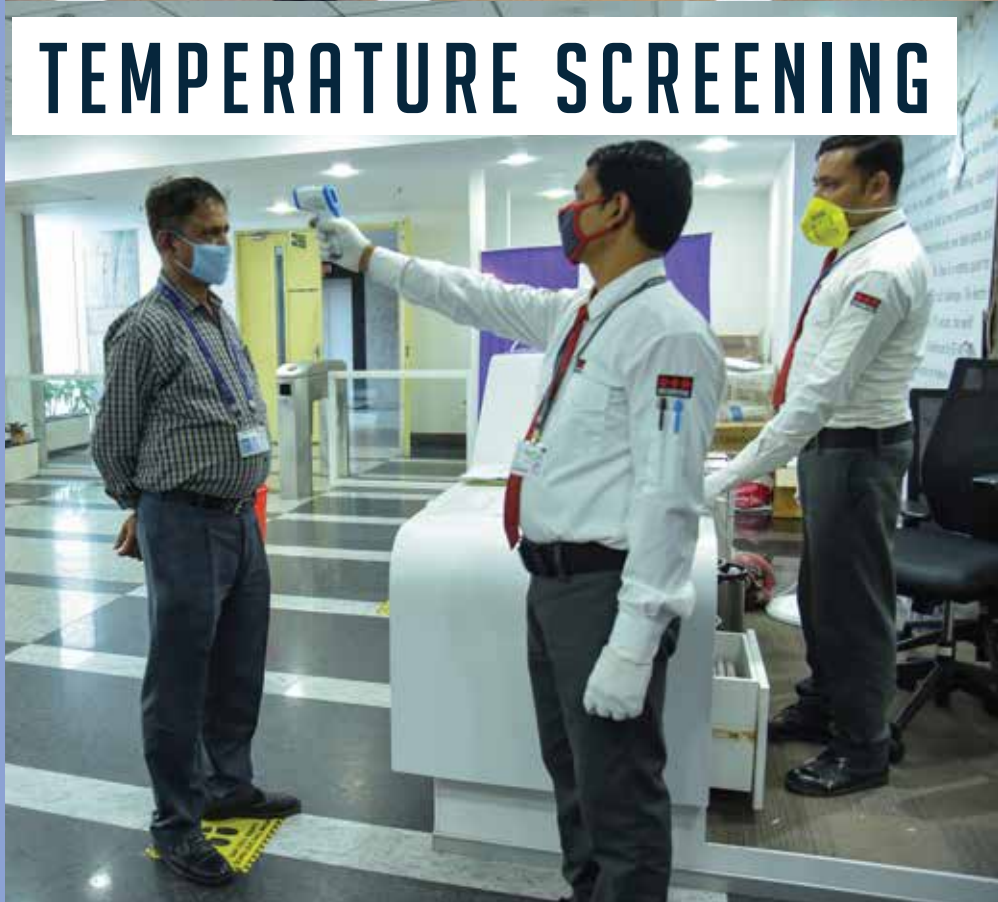
SANITIZATION



HAND SANITIZER



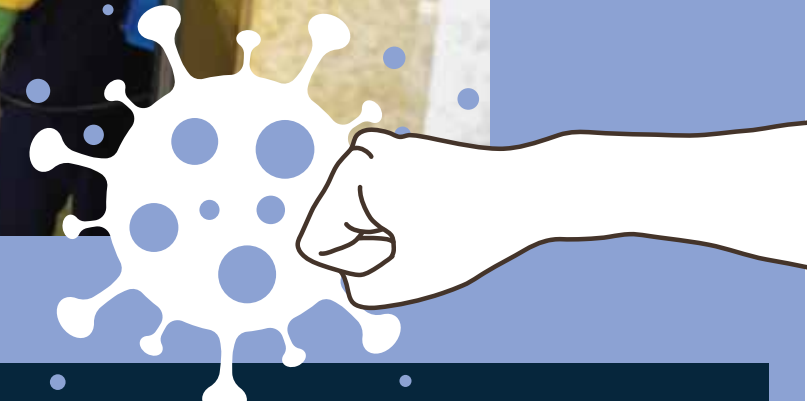
TEMPERATURE SCREENING



ELEVATOR DISINFECTION



DISTANCING



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

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

AUGUST 2020

DLF  **Park**
RAJARHAT, KOLKATA

— Memories —

Winter Wonderland Celebration 2019

- DLF welcomed the Xmas and New Year with its clients and their employees by celebrating it in grand style on 27th Dec 2019.
- Total 500+ employees participated during the day long celebration.
- Various events including stand-up comedy, spot quiz, live band and eateries around.



Fire & safety training to clients

- Monthly activity for the clients to make them aware of the safety equipments along with their functionality.



Plug-out maintenance in both our i-parks Jan & Feb 2020

- Yearly activity where all the electrical equipments, panels and risers are shut down and cleaned, tightness tested for smooth functionality throughout the year.
- This is apart from the regular PPM schedule.

Air pollution control drive Jan 2020



- Awareness on improving the air quality.
- Distributing free saplings to the clients.
- Paper bags on exchange of single use plastic bags.

AUGUST 2020

DLF  **Park**

RAJARHAT, KOLKATA

Republic Day Celebration

- Country wide celebration where DLF Kolkata celebrated Republic Day with fervour
- Flag hoisting followed by a march past by the DLF security personnel
- Various performances by the in-house team
- Rewarding the staff for their achievements
- Colourful rangoli by the in-house staff



Welcoming a new client

i Park 1 Champion of Champions – Women Throwball Tournament

- MORE- 1st hypermart in East India of 50,000 sqft
- Opened its doors for all Calcuttians on 1st February 2020
- Located on the ground floor of the mall
- One stop shop for all IT-ITEs employees

Water-aid activity

- Awareness on scarcity of water now and in future
- Educating i-park employees to save water in everyday activities



Mega evacuation drill with West Bengal NDRF team

- Mega evacuation drill was conducted in i Park-2 (SEZ) on 28th February 2020
- The situation was dealing with a fire after an earthquake



- National Disaster and Recovery Forum was called to participate along with local traffic police and new town police.
- All the clients participated in the drill and made it successful



Customer care software for complaints/requests management (We have gone live in March)

In order to enhance customer experience, we have undertaken digitization of the complaint management system and the process of resolving a complaint/request.

The main agenda to bring in this software is to give access to the tenants to register complaints/requests through the mobile app, which will automatically be assigned to the designated skilled personnel of the respective departments.

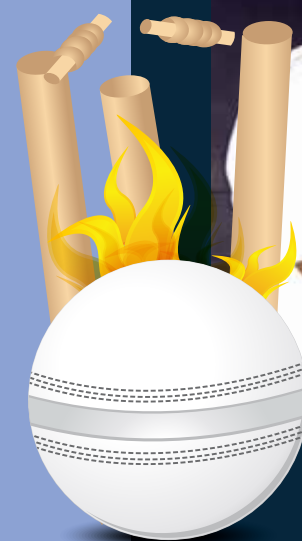
Technology Implementation (We have gone live in March)

Contract Management Software - As part of customer service improvement process, we are upgrading the contractor management system at the main gate and also in the talent portal.

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

Dlf Cricket League

- DLF Cricket League 2020 was conducted by DLF.
- It was organized in the month of February 2020.
- 16 teams played from 24th to 28th February 2020.
- EGI-2 won the league with EGI-1 being the runners-up.



Awards and Accolades

- DLF has been awarded with multiple awards at “ET NOW”
- DLF has been certified as a “**Great Place to Work**”.
- ET Presents Stars of the Industry Awards for Excellence in REAL ESTATE 2019
- Green Building Project of the year
- Leed Platinum Certified by US Green Building Council



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



Client testimony

Hi Mr. Saurabh & Mr. Dipta,

Greetings & Happy 71st Republic Day 2020 to the entire DLF team.

Thanks a lot to you both and the entire DLF team on this great occasion.

This not only enabled me to address the team & share my thoughts/ views on our Indian Constitution and Republic Day Celebrations across, but am also fortunate to witness the enthusiasm and energetic performances of the DLF team starting from the flag hoisting ceremony to the march past

I thank everyone involved, right from the talented children who performed to the entire team responsible for putting up this great event.

DLF is a multitalented team full of enthusiasm. Keep up the good work.

Thanks & Regards,
Sagar Sharma
IBM

DLF  **Park**

RAJARHAT, KOLKATA

