



urb^oonisation

S U S T A I N A B I L I T Y S Y N O P S I S 2 0 1 5 - 1 6

I N D E X

01	Message from the Chairman
02	Message from MD & CEO
03	Sustainability and Us
07	Responcity Product Performance Economic Performance
11	Ecosystemic Environmental Performance
17	Happitat Our Associates Community
23	Awards & Accolades

SUSTAINABILITY PHILOSOPHY

urboonisation

Urbanisation is like a dual-edged sword.
When wielded well, it has the power to yield the following



Unfortunately, what is witnessed today is unplanned urbanisation, which leads to serious socio-economic problems and, knowingly or unknowingly, causes irreparable damage.

Through Urboonisation, we at Mahindra Lifespaces, are leveraging the positive power of urban infrastructure to achieve the highest possible returns for our stakeholders and be a responsible corporate citizen for the community and the environment.

Our green buildings continue to optimise natural resource consumption across their life cycles.



Our world cities continue to improve quality of livelihood, living and life.



Our affordable housing projects continue to help thousands realise their dream of owning a house.



With climate change touching land and crunching natural resources, the ability to sustainably harness the full potential of resources, gives us a huge competitive advantage. In addition, Urboonisation is delivering two added benefits:

A better preparedness for compliance with emerging policies

A distinct customer preference

We are committed to not let the change be limited to us and are active participants in global think tanks and industry collectives. Through our unique initiative, Green Army, we are enlisting the support of children, who are the future custodians of our world, in this crusade for sustainability. We believe that the infrastructure that exists should be made as life-friendly as the ones yet to be built. Hence, this year we initiated our urban landscaping initiative with a pilot project at Sion station in Mumbai.

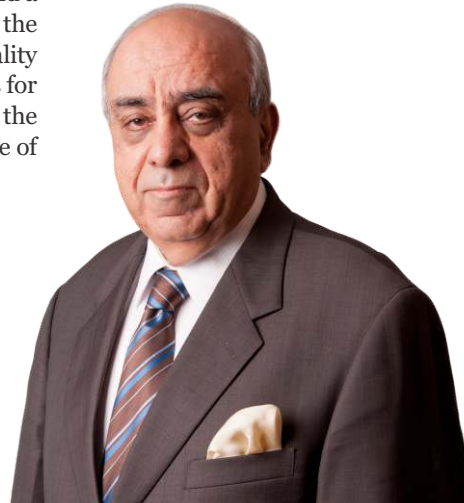
MESSAGE FROM THE CHAIRMAN

Historically, urban areas have been the melting pots of human imagination and creativity, and have contained ample opportunities for addressing economic problems, as well as the means to combat social exclusion, crime and poverty. However, for urban areas to continue to achieve this end, the means will have to be planned, governed and be made sustainable.

This is especially essential for a country like ours with a billion plus population and a growing ambition of migration from rural to urban areas. Unfortunately, though the quantum of urbanisation in India is advancing at an ever increasing pace, the quality of this development is not keeping up. Short-sighted planning is creating barriers for long-term viability of many in urban pocket. Holistically planned urbanisation is the only solution to simultaneously ensure gainful employment and healthy existence of our present and future generations.

As an organisation, we have always taken pride in designing and constructing ecologically-friendly, economically-conducive and socially-inclusive living spaces in India.

I believe that sustainable practices, like ethics, need to be more than just an inclusion in the Code of Conduct; they have to be ingrained into a company's DNA.



Our philosophy of Urboonisation, I feel, is helping us achieve this by taking our vision of developing sustainable habitats beyond the boardroom, into the real world.

Urboonisation has helped us understand and cater to the needs of not just the affluent or large corporates, but also those of the burgeoning but ambitious middle class. It has helped us add more value to our offerings and earn a brand equity that is enviable in the real estate industry today.

The year that was, can best be described as a year of hope. Signs of a rebound in the nation's economy coupled with the government's mandate to jumpstart smart development, kindled the expectations of the real estate sector for the future despite witnessing sluggish demand, this year. Though retail investors have been shying from purchasing new properties, demand from end consumers sustained quite well. These discerning customers are looking for developers with credibility and this is exactly where we score. It was an active year for our residential segment, with sales of over 1,000 units and we continued to acquire more land pockets in strategically promising areas, and introduced new phases in the existing projects. The future holds great promise, as we not only have a robust pipeline to offer to the market, but also the goodwill of a preferred choice.

I hope this report adds to your understanding of how Mahindra Lifespaces is furthering sustainable urbanisation.

Regards,

Arun Nanda
Chairman

MESSAGE FROM MD & CEO

Cities have always been the growth engines of developing economies and growth sustainers of developed ones. They have encouraged and enhanced creative interactions, technological innovations and social change. Naturally, they have also attracted more people towards them. In India alone, we are pegged to cross an urbanisation level of 40% in the next 15 years; thus adding 250 million people to the current urban population of 350 million. But for these urban areas to become the sustainers of India's development, they will have to be designed, developed and occupied sustainably. This is the third year of Urboonisation, our framework for sustainable urbanisation, comprising three pillars - Responcity, Ecosystemic and Happitat. We continue to spearhead Urboonisation as an act of business responsibility, as well as environmental stewardship.

Business Responsibility

Performance on Disclosure

In FY 2014-15, we introduced a sustainability summary as an integrated part of our annual report. This is the 5th year of our sustainability reporting journey. We continued our voluntary participation in the Climate Disclosure project with a disclosure score of 99 out of 100 on climate response.

Thought Leadership

Mahindra Lifespaces became one of the five founding signatories of the Sustainable Housing Leadership Consortium - an IFC initiative. At COP21, we took part in a panel discussion on Value Chain Transformation at the Lima Paris Action Agenda's inaugural Buildings Day.

Building Partnerships

MWC, WRI & IFC conducted a workshop on Group Captive Renewable projects for the occupants of Mahindra World City, Chennai. We are a part of the Steering Committee of the Energy Efficient Building Project (EEB) 2.0 for India and will be leading the Jaipur lab action plan.

Environment Stewardship

- As a part of Sustainable Supply Chain, we conducted a suppliers and contractors meet, motivating and mentoring them to adopt sustainable practices
- Demonstrating our commitment in Biodiversity, recommendations based on the comprehensive study undertaken last year at Boisar and Chennai are being implemented at both locations

Community Outreach

- Heading towards the ambitious target of creating catalysts through one million caring citizens, the Green Army initiative covered more than 8,000 children across 40 schools in Mumbai and Pune
- As responsible citizens of this thriving city, the Company believes that the infrastructure that exists should be made as life friendly as the ones yet to be built. With this thought we brought 'Urbscaping initiative' with a pilot project at Sion station in Mumbai



Worker safety remains a focus area for us. I am happy to report that this year, we saw 18,453,101 man-hours of work done with zero fatality and zero reportable accidents

The ability to fund the change is as important as the awareness to identify it, and the resolve to make it happen. Headwinds were strong during the year and the industry continued to see low demand for residential and industrial real estate in this environment. In FY16 residential sales grew 17% over the previous year for us and our joint venture with Sumitomo Corporation for a new industrial cluster in North Chennai, saw fruition. I am confident that a recovery in economic indicators will help drive demand across our business segments.

As always, I look forward to your valuable feedback on this report.

Regards,

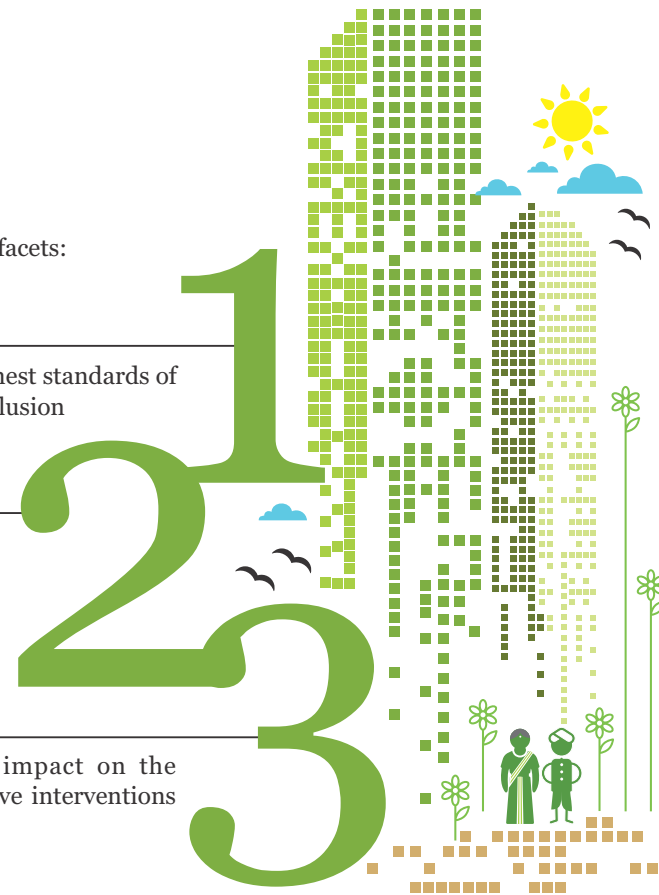
Anita Arjundas
Managing Director & CEO

Sustainability

A business imperative

Our holistic approach to sustainability manifests through three facets:

- 
Business Responsibility
 Build a sustainable business by adopting the highest standards of governance, customer centricity, diversity and inclusion
- 
Environment Stewardship
 Create a green canvas by reducing the environment footprint of our products and the supply chain, and drive innovation through the adoption of sustainable technologies
- 
Community Outreach
 Develop ecosystems that create a positive impact on the communities around our developments and drive interventions that positively influence the society at large



Sustainability risks are now an integral part of our enterprise-wide risk management framework. Not only have the risks been identified, the risk management framework has been ported into an online platform for real-time efficient monitoring.



Sustainability

A collective responsibility

There is more to urbanisation than just density of population. Urban areas are marked by civic amenities, shared responsibilities and optimised utilisation of resources. Hence it is but natural that the process of transforming Urbanisation into Urboonisation should also be collective and collaborative.

We engage with a broad spectrum of:

Policy Makers | Planners | Practitioners | Academia
 to promote responsible urbanisation and evolve sustainable frameworks that can collectively nurture the future of our cities.

We are one of the five founding members of the Sustainable Housing Leadership Consortium (SHLC) - a new CEO-led think tank convened by International Finance Corporation (IFC). The Consortium aims to mainstream sustainability in India's urban housing sector and support the transition to a low-carbon economy.

Each member commits to collaborate in developing a low carbon road-map for the housing industry aligned to India's climate change goals with the following targets, 2015 being the baseline:

- To make the housing portfolio completely sustainable by 2017, through appropriate green building certifications**
- To achieve 20% reduction in incremental variable costs for sustainable housing construction and further improve the business case for green buildings**
- To provide leadership and advocacy for broader industry and government policy actions, so as to make 20% of India's new multi-family housing construction sustainable by 2022**

Ms. Sangeeta Prasad, CEO, Integrated Cities and Industrial Clusters, participated in Lima Paris Action Agenda's (LPAA) Buildings Day as a speaker in a panel discussion on 'Value Chain Transformation'. This was the first time when Buildings Day was being celebrated in the COP Meeting and was hosted by UNEP & the French Government. Another session of participation was on 'District Energy and Buildings Efficiency - Cities enabling countries to meet their climate objectives'.

In 2014, we became the only real estate company from India to participate in the CDP Global Water Report 2014. This year, we continued our voluntary participation in the Climate Disclosure Project 2015 for climate change and water, with a disclosure score of 99 out of 100 on climate response.

Continuing our efforts under green supply chain management, we conducted Suppliers and Contractors Meet - an annual event focussed on key suppliers and contractors of all business verticals: Lifespaces, World Cities and Happinest.

This Meet aimed to strengthen the sustainability capability of our suppliers in the field of sustainable supply chain. We empowered more than 200 partner companies in West, North and South regions with knowledge on various sustainability aspects introduced in the year 2015; such as inclusion of sustainability parameters in the prequalification criteria and factory visits. We also encouraged the initiation of GHG accounting and water footprinting, and their disclosure.



Sangeeta Prasad, CEO, Integrated Cities & Industrial Clusters, MLDL at the UNEP Sessions in COP21

Roadmap 2020 | Progress Report

Business Responsibility

Targets	Status	Actions Taken
Set and uphold the highest standards of ethics and transparency with all our stakeholders	●	Enhanced level of disclosures in quarterly investor presentations Code of Conduct upgraded with detailed clauses on anti-corruption and bribery, gifts & entertainment, conflict of interest, protection of assets & information, and behaviour at workplace. The upgraded Code of Conduct will get disseminated in FY 2016-17
Increase shareholder value by significantly enhancing Return on Capital Employed	●	Continued focus on efficient capital mix through a combination of JVs & JD agreements and growing business scale and profitability
Be recognised among the most trusted brands for customers in the markets we operate through reputable survey(s)	●	Among the Top 3 developers in 4 of 5 micro market where we operate as per research conducted by Millward Brown
Be among industry leaders in the 'Great Places to Work' Survey	●	MCares scores have increased from 3.9 to 3.94 The score improved during the year. Ranked in the Top 50 in India on Culture of Workplace.
Improve our gender diversity ratio to 30% women	●	The diversity ratio stood at 20% during the reporting period. Introduced new policies facilitating working from home or alternative office, sabbaticals, adoption leave Launch of itoihelpnet, a counselling service for women associates Women associates attending women leadership forums Women networks created where women leaders from other organisations are invited Contests conducted to increase awareness and engagement about D&I
Build partnerships to drive innovation in the development of sustainable habitats and ecosystems	●	Partnership with The Energy and Resources Institute (TERI) Sustainable Housing Leadership Consortium (SHLC) with IFC and four other developers

Environment Stewardship

Targets	Status	Actions Taken
10% energy intensity reduction and 10% greenhouse gas intensity reduction	●	Detailed monitoring methodology deployed at projects Projects like Bio-CNG, energy efficiency implemented at projects
10% improvement in water efficiency and exceeding the minimum wastewater standards	●	Detailed monitoring methodology deployed at projects Water harnessing, treatment and recycling techniques adopted at projects

● Achieved ● In Progress ● Under Evaluation



Stakeholder engagement



Focus Group Discussion on how to make policies more associate-friendly



Women associates at an engagement program



The Bio-CNG plant at MWC, Chennai generates 1,000 m³ of raw biogas every day



Rooftop solar plant at Evolve - the GnNxt IT park in MWC, Jaipur



Contractors and Suppliers meets aim to create a sustainable supply chain



Biodiversity study at Happinest, Boisar is set to bear rich outcomes in future



Enlisting future environment protectors for the Green Army

Environment Stewardship

Targets	Status	Actions Taken
5% of energy to be met through renewable energy	●	We are close to 2% in share of renewable energy 10 TPD Food waste based Bio-CNG plant commissioned at Chennai 210 kWp Solar roof-top commissioned at Jaipur
Reduce waste intensity by 20%	●	Construction waste management plan developed Waste data collation underway Concepts like circular-economy under evaluation to identify waste reduction opportunities
50% of total building materials (by cost) to be procured within a distance of 400 km	●	30% of total building materials (by cost) are procured within a distance of 400 km
Build sustainable supply chain by capacity building and establish monitoring mechanism of carbon and water footprint for top 100 suppliers	●	Conducted regional supplier meet for 200 suppliers for sensitisation and capacity building on carbon and water footprinting guideline, and compliance measures Webinar held to enhance the capacity of these suppliers on carbon and water footprint and disclosure
Zero fatalities and reportable accidents in all sites, and continued reduction in lost work day accident rates	●	There was Zero fatality and reportable accident for the year Implementation of SMARRT (Safe Method and Risk Reduction Technique) Concept across locations Behavioural based trainings held at all locations Daily regional language based SMS shared with all contract workmen
Develop & implement biodiversity management plans for at least two key locations	●	Biodiversity strategy implementation underway for MWC Chennai and Boisar site MWC case study was published in India Biodiversity report published by Government of India

Community Outreach

Targets	Status	Actions Taken
100% of our projects to have community engagement programmes	●	The coverage is 90% for FY 2015-16 Community engagement program planned and implemented for most of the locations Initiatives like Community lighting, Green Army, Station beautification were undertaken across locations
Community engagement programmes to reach out/cover >30% of the target group	●	Collated data/information to establish coverage of target group across locations for community interventions Across projects the coverage has been > 40%
Enable employability by driving skill development/upgradation programmes reaching out to cover 10,000 persons	●	Trained over 4,182 persons as of FY 2015-16 to enhance their skills in various areas Launched skill development program at two locations in support training partner

responcity

The global commitment to tackle climate change is gaining momentum among nations, industries, governments and the populace at large. Today there is also a growing consensus on how cities, though a contributor to climate change, are also an essential part of the solution to ensure a low carbon future for the planet.

With a total of 16 million sq. ft. of registered green building footprint across world cities, residential developments and affordable homes – we are seeding sustainable urbanisation, which we call **Urboonisation**.

INR 8,774 mn
Economic Value
Generated

INR 7,638 mn
Economic Value
Distributed*

**No launch
without
approvals**

**Includes Operating Costs | Employee wages and benefits
Payment to providers of capital | Payment to Government*



LEED India NC*
Gold Certification MWC Club, Chennai
Green Homes
<ul style="list-style-type: none"> • Platinum Certification Splendour, Mumbai • Platinum Pre-certification The Serenes, Alibaug Vivante, Mumbai • Gold Pre-certification Luminare, Gurgaon L'artista, Pune
Green Schools
Platinum Mahindra World School# Chennai

**Leadership in Energy & Environmental
Design India New Construction
#Design, development and execution
managed by our subsidiary. Asset not
owned by our subsidiary.*



The World Cities are nestled over **4,600 acres**, house 132 reputed global companies that have invested over **INR 74 billion**, employ around **49,000 people**, generate exports in excess of **INR 104 billion** and provide a major economic boost to the neighbouring villages

Green Lifespaces

We are committed to design and construct buildings which are green across their life cycle - from construction to use to end-of-life phase.

Continuing this tradition, this year we announced two new projects 'Windchimes' in Bengaluru and 'Vivante' in Mumbai, which sport the following green features:

Health-friendly indoors | Energy-efficient lighting | Water-efficient plumbing fixtures | Alternative building materials | Sustainable location | Rainwater harvesting Water recycling and re-use | Organic waste treatment | Energy-efficient building envelope | Efficient daylighting and ventilation

Both projects garnered a strong response with over 50% of the residences booked in a short period, post launch.

Our focus on timely execution to ensure customer-centricity and cost sustainability, resulted in 3.3 million sq. ft. being completed during the year as against 1.20 million sq. ft. in the previous year. The annual customer satisfaction survey conducted by an independent agency showed significant improvements in the booking and post possession stages of home buying, driven by a strong focus on the quality of product and service.

World Cities

Mahindra World Cities provide integrated infrastructure for companies in manufacturing and services sector under SEZ and Domestic Tariff Areas, along with residential and social infrastructure.



During the year, MWC, Chennai signed a joint venture agreement with Sumitomo Corporation for the North Chennai industrial park project.

MWC, Jaipur added four new customers and three existing customers took additional space.

Well prepared for the rainy day - MWC, Chennai

THE CHALLENGE

The floods of December 2015 at Chennai were the worst recorded in over 100 years. The whole city was inundated by water for almost a week. More than 500 people lost their lives, over 1.1 million were displaced and the cost of the damage was estimated at a whopping \$200 billion.

The stormwater management system at MWC Chennai has been designed and constructed keeping in mind the natural slopes and lay of the land, and taking into account historical floodwater levels in the region. This network of storm water drains runs along the roads within Mahindra World City Chennai and is connected to the Kolavai Lake located on its southern periphery. As part of regular maintenance, pre-rain activities had been carried out in and around MWC.

The severity of the rain that started on December 01, 2015 was unprecedented and caught Chennai off-guard as the rains in November had already been quite heavy and had filled the local water bodies. Though rains caused minimal water logging within MWC, it got aggravated due to a breach in one of the water bodies. The water level at Kolavai Lake also shot up to 21 ft. against a Highest Flood Level (HFL) of 15 ft.



INTERVENTION

It was imperative to ensure safe passage/facilities to all MWC occupants and instill confidence to the residents. So the team immediately coordinated with Public Works Department (PWD) and got the breach closed by using sand bags for reinforcement.

The MWC & MLDL team then gathered all the available manpower and split into 3 groups. While Group 1 took care of the evacuation, coordination with government bodies for regular updates and arranging for basic necessities for the stranded occupants, Groups 2 & 3 ensured the free-flow of drains, removal of water from roads and traffic control.

Even though the water drained out completely by the early hours of December 02, 2015, the team stayed back at MWC for coordinating round-the-clock operations for the next 5 days.

IMPACT

MWC, Chennai, due to the thoughtful planning of infrastructure, sincere implementation of maintenance programs and quick responsiveness by the on-ground teams, not only managed to minimise the damage cause internally, but also lent a helping hand to the city of Chennai.

- Normalcy restored to MWC within 24 hours, whereas Chennai city took at least 7 days to return to normalcy
- The 220 KW substation at MWC was restored within 24 hours and was used to feed power to Chennai for 12 hours
- Most of the companies within MWC started functioning within 36 hours of the flooding
- No loss of human lives
- Provision of basic necessities to residents was maintained with minimal interruption
- MWC, Chennai in partnership with World Vision India, also distributed relief kits comprising food, non-food and hygiene items to around 850 families.
- The Team also supported around 800 migrant workers, school children and inmates of a Leprosy Centre near MWC with mats, blankets, towels, water bottles and biscuits.

The Chennai floods were a grim reminder of the fact that man, despite all the innovation and technology, was still at the mercy of nature. But it also reinforced our belief that with robust planning, regular maintenance and dedicated contingency efforts, cities can minimise the damage caused and can recuperate faster.

Affordable Homes

With an objective to make quality housing accessible to India's emerging middle class, last year we launched two affordable homes projects, one in Avadi, Chennai and one in Boisar, Mumbai. Currently, 0.78 mn sq. ft. of residential real estate is under execution with further 1.34 mn sq. ft. in the pipeline. To cater to customers who don't have income proof; we tied up with around nine NBFCs who survey their financial capability and accordingly approve the home loan. This has enabled us to ensure that the cancellation rates at Happinest are well below the industry average in affordable housing

In March 2016, Mahindra Lifespaces launched Phase 3 of Happinest Boisar. The third phase of Happinest Boisar comprises 160 units, ranging from 351 sq. ft. to 762 sq. ft. The first two phases of the project have witnessed an overwhelming response, with Phase 1 already sold out and just a few units remaining in Phase 2. Happinest Avadi also progressed rapidly, with phase 1 seeing completion within 20 months from its launch.



This year, we celebrated our 1,000th Happinest customer



Economic Dashboard

Consolidated (MLIFE + MWC)	Unit	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16
Residential Footprint*	In Square Feet	897,049	836,926	1,625,617	1,669,673	1,931,177
Integrated Cities Footprint**	In Acres	2,415	2,425	2,759	2,759	2,788

Consolidated (MLIFE + MWC)	Unit	FY 2011-12	FY 2012-13	FY 2013-14	FY 2014-15*	FY 2015-16
Total Income (Operating + Other Income)	In INR Million	7,284	7,725	7,562	11,476	8,774
Profit Before Tax	In INR Million	1,881	2,361	1,609	4,210	1,474
Profit After Tax	In INR Million	1,191	1,414	1,006	2,662	930.9

* FY 2014-15 performance includes the impact of sale of property in Byculla, Mumbai wherein we had development rights on part of the property.

MLIFE - Mahindra Lifespaces | MWC - Mahindra World Cities
* Area constructed in sq.ft. | ** Area developed and maintained

ecosystemic

As the name suggests, environmental responsibility at Mahindra Lifespaces permeates across the system and across all stages of a project. We focus on three parameters which, we believe, are key for upholding environmental sustainability.

Reduction of Carbon Footprint

To develop greener, cleaner and smarter cities

Conservation of Resources

Conservation of energy, water and material is carried out across all stages of our projects.

Reduction of Pollution

We comply with all statutory emission norms



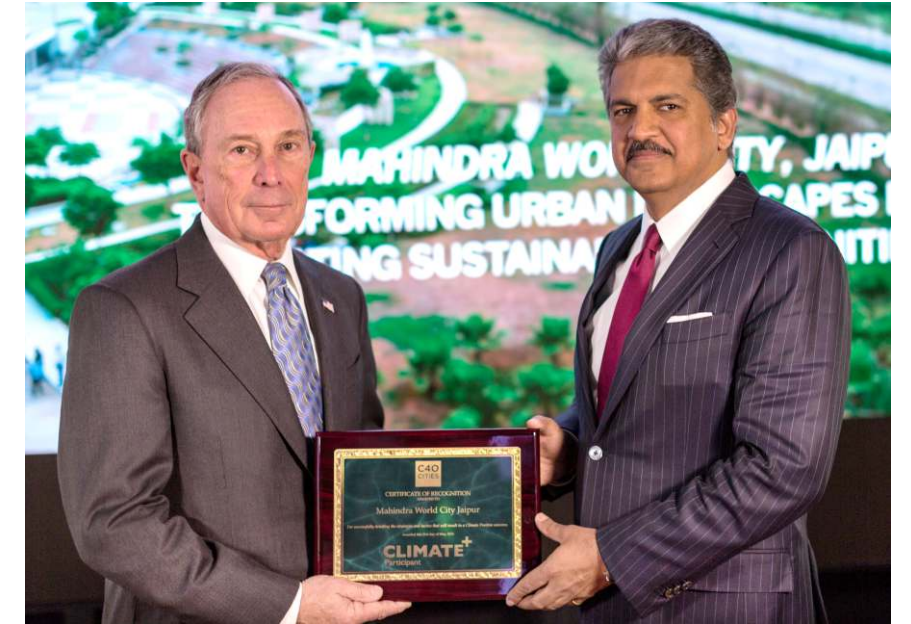
Reduction of Carbon Footprint

Cities are a key contributor to climate change. But the solution is not to develop fewer cities; it is to develop greener, cleaner and smarter cities. Our participation in the Climate Positive Development Program (C40 program), which is pushing a Climate+ve urbanisation agenda, is in line with this approach.



Sustainability is an integral part of Mahindra Group's 'Rise' philosophy and we are committed to driving sustainable practices across our businesses. The C40 has contributed greatly toward implementing meaningful and sustainable policies and programs that address the issue of global climate change. We are honoured to have received this certification.

Anand Mahindra



SUCCESS STORY

Mahindra World City Jaipur becomes the first Asian project to receive C40 Stage 2 Certification

The C40 Cities Climate Leadership Group is a global network of large cities taking action to address climate change by developing and implementing policies and programs that generate measurable reductions in both greenhouse gas emissions and climate risks.

In May 2015, Mahindra World City Jaipur became the first ever project in Asia to receive Stage 2 certification from the Cities Climate Leadership Group (C40). It is also the largest project to reach Stage 2 recognition worldwide. Mr. Michael Bloomberg, Mayor of New York and President of the Board, C40 Climate Leadership Group, presented a commemorative plaque to Anand Mahindra, Chairman, Mahindra Group at the Headquarters of Bloomberg Philanthropies in New York, in recognition of this milestone.

MWC, Jaipur is committed to a long-term roadmap which includes strategies and tactics that will be adopted to achieve net negative operational Greenhouse Gases (GHG) emissions. Given the increasing importance of climate change mitigation in a rapidly urbanising country like India, Mahindra World City, Jaipur could serve as a model for development across emerging economies.

Conservation of Resources

We take the 'our' in res'our'ces as a responsibility rather than ownership. Conservation of energy, water and material is carried out across all stages of our projects.

Some of the major interventions undertaken on this front include:



Bio-CNG Plant at MWC, Chennai



WRI interacting with potential customers



Rooftop solar PV at 'Evolve'

- Mahindra World City and Mahindra Research Valley have jointly worked to commission a Bio-CNG Plant at MWC, Chennai. Spread over an area of 1,000 sq. mt., the plant aims to generate 1,000 m³ of raw biogas from 10 tons of daily food and kitchen waste. This in turn will yield 400 kg of purified CNG grade gas/day and 4 ton of organic fertilizer/day as by-products. The biogas will be used to fuel tractors, shuttle buses and power street lights at MWC, Chennai while the organic fertilizer will enhance the soil fertility.
- Last year, MWC Chennai signed a MoU with World Resources Institute (WRI) to procure green power and provide stable supply of energy to its occupants at competitive prices. WRI has been interacting with potential customers and have reached to a stage where sizeable demand has been aggregated. Going forward, WRI will propose viable options to occupants after considering technology, cost, regulatory requirements, etc. MWC, Chennai plans to leverage strengths of International Finance Corporation (IFC) to develop a structure for this investment as well as to get an investee client on board.
- As part of our energy saving drive, we installed rooftop solar PV and retrofitted Fluorescent & T5 tubelights with LED lights at 'Evolve' - The GnNxt IT Park in MWC, Jaipur. This will generate annual savings to the tune of 300,000 kWh through rooftop solar PV and 99,450 kWh through the retrofitting.
- We have chalked out a Natural Capital Action Plan (NCAP) for our integrated cities, based on the IBBI Baseline assessment. We have also rolled out a comprehensive biodiversity management plan at Happinest Boisar.

Reduction of Pollution

Pollution at construction sites is one of the key challenges faced by our industry. It has an adverse impact on the ecology of the area as well as deteriorates public health.

Some of the practices getting adopted at the project locations include:

- Suppression of dust / fine particles by sprinkling of water, covering of construction material (sand, fine dust etc.), covering of loose earth during transportation, cleaning of roads etc. helps in controlling dust and reduces pollution in atmosphere
- Periodic monitoring of Ambient air, workplace, noise, water, soil and DG sets

Control of spillage

Debris / construction waste management

Green netting

In addition to these, we comply with all statutory emission norms laid down by the Government and relevant agencies.



Environmental Dashboard

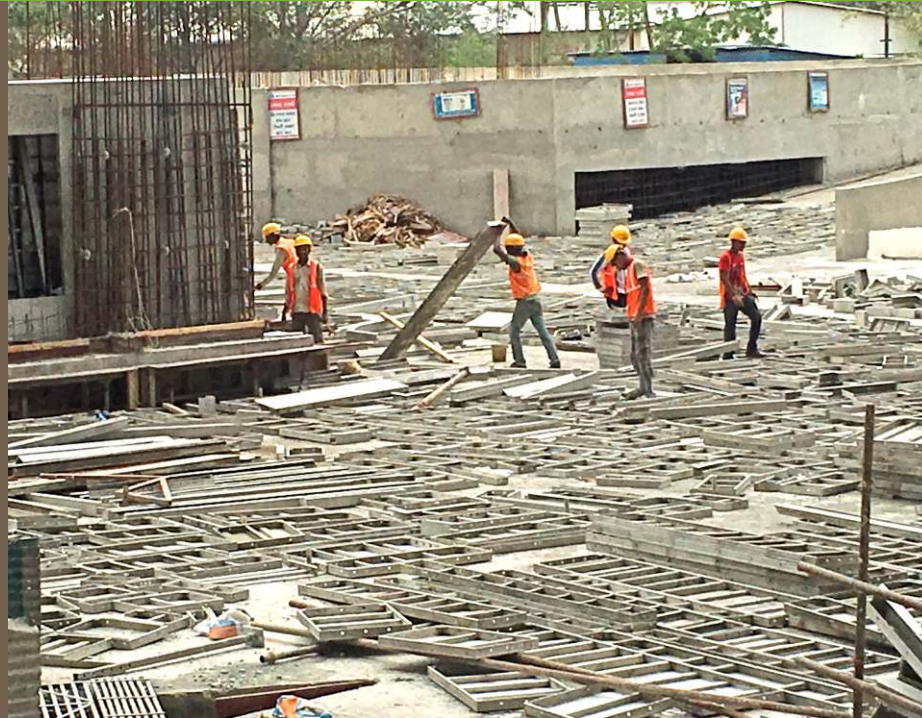
Consolidated MLIFE + MWC

Parameters	Unit	2011-12	2012-13	2013-14	2014-15	2015-16
Total Energy Consumption	GJ	45,394	47,396	75,273	78,478	73,994
GHG emissions (Absolute)						
Scope 1	tCO ₂ e	1,209	1,219	2,830	2,582	1,753
Scope 2	tCO ₂ e	6,941	6,923	8,516	9,934	11,459
Scope 3	tCO ₂ e	1,469	980	2,441	1,416	1,329
Water Consumption	m ³	1,602,740	1,616,511	2,196,195	2,764,027	2,227,304
Material Consumption	Tonnes	209,426	191,942	605,146	515,504	4,38,449
Non-Hazardous Waste	Tonnes	886	1,422	2,518	4,497	3,915

Substituting River Sand

THE CHALLENGE

River sand, an important element in the concrete mix design, has become a scarce and costly resource in recent years. Moreover, illegal river sand mining causes major environmental damages like lowering of water table, erosion of minerals from top-soil and soil infertility due to change in vegetative properties. Over time, government regulations on river sand mining have tightened, resulting in erratic supply for construction sites. Thus finding an alternative to river sand makes both business and ecological sense.



INTERVENTION

We wanted to develop a material that is not just a substitute but is actually a better material than river sand. We introduced alternative methods to eliminate river sand in concrete mix design by substituting it with artificial sand. We have looked at all four stages of construction to eliminate usage of river sand:

Brick Manufacturing

Bricks are one of the most important material for the construction industry. Conventional methods of bricks production are both resource heavy and environmentally unsustainable. For over 5 years, we have been using fly ash bricks in most of our projects instead of conventional clay brick; this has eliminated the consumption of red clay and sand.



Internal Wall plastering

Internal plastering has traditionally been done through a process of sand-cement plastering finished with POP punning. There has been a constant effort of replacing this form of plastering by a direct single coat application of gypsum plaster. So gypsum plaster was actually a replacement of two processes i.e. sand cement plastering & POP punning.



Concreting

Natural sand is one of the main constituents of concrete and makes up about 35% of its volume. At Mahindra Lifespaces, river sand has been replaced with crushed sand in concrete preparation. Additionally, keeping in mind the specific engineering properties of crushed sand, we are developing a new concrete mix design philosophy that is adapted to crushed sand.

Tiling

Tiling has traditionally been a sand, cement, water and time-intensive process. Tiles have to be cured with water and dried, then laid on a layer of sand-cement mixture - one tile at a time. We made a conscious effort to move to a dry tiling process, using adhesives instead of the sand-cement mixture.

We sourced ready-mixed tile adhesives that have been specially formulated from OPC, selected fine sand, and additives to improve its essential properties for laying tiles. All one had to do was unbox the tiles, mix the adhesive with appropriate quantity of water and use it. This saved river sand and water meant for curing purpose as well as time.



Evolving Energy-efficient Technologies - MWC, Jaipur

THE CHALLENGE

'Evolve' - The GnNxt IT Park is spread across 25 acres at MWC, Jaipur. It provides ready to occupy facilities to companies and start-ups. It comprises four units: A1, A2, B1 and B2, of which B1 and B2 have a Platinum rating and Gold rating respectively, as per LEED India (Core & Shell) certification.

With continuing efforts in the sphere of sustainability, technological breakthroughs are emerging on a regular basis. Although MWC, Jaipur has been designed with environment and energy-friendly technologies, there was a need to revisit the blueprints and incorporate the newer practices that are coming to the fore.



INTERVENTION

This year, we conducted a major study to identify means for better energy efficiency and zeroed-in on these interventions:

Installation of rooftop solar PV

We installed rooftop solar PV plants with total capacity of 210 kWp at A2, B1 and B2 units, in association with CleanMax Solar - one of India's largest providers of onsite solar power.

The project was done under the OPEX model whereby CleanMax will undertake the cost of the plant and also provide maintenance and repairs across the plant's life cycle.

In return, the generated energy will be sold to the occupants of Evolve at a pre-agreed tariff that is 20% cheaper than the grid power.



Retrofitting with LED tubelights

Previously, the common area and basement at units A1 & A2 were installed with 36W fluorescent tubelights, while units B1, B2 and utility blocks were fitted with T5 tubelights of 28W rating.

This year, all these areas were retrofitted with 22W LED tubelights. In all, 967 tubelights were replaced. The resulting decrease in energy consumption will ensure that the cost incurred is paid back within 18 months.

Other interventions

Introduction of energy-efficient air conditioning, roof insulation using Expanded Polystyrene and high SRI paint coating, green housekeeping program, ensuring use of more than 15% recycled materials (by cost), low VOC paints, adhesives, sealants and use of FSC certified wood.

IMPACT

Rooftop Solar PV Plant

- Estimated annual energy savings: **300,000 kWh**
- Estimated annual reduction in CO₂ emissions (in kg): **270,000**
- Estimated annual savings: **INR 560,000** (Based on OPEX model)

Retrofitting of LED Lights

- Estimated annual energy savings: **99,450 kWh**
- Estimated annual reduction in CO₂ emissions (in kg): **89,510**
- Estimated annual savings: **INR 765,800**

967
tubelights
replaced

18
month
payback

Overall, the green measures adopted at Evolve will improve the wellness of the occupants and make it a better place to work.

happitat

Our vision to enable a better quality of life is given shape by the passion of our associates. We have instituted a number of associate-centric policies and processes towards attracting, managing and retaining talent. These also encourage gender diversity, facilitate work-life balance and promote health and well-being.

In order to build happier communities, we spearhead a number of activities and projects focused around environment, education, health and skill development.

We believe 'being an employer of choice' is also a sustainability target

Zero Fatality, Zero Reportable Accidents

CSR Spend in FY 2015-16: **INR 48.9 million**



We improved our scores in The Great Places to Work survey over the previous year and were in the Top 50 companies in the country on Workplace Culture.

Our Associates

CUSTOMER-CENTRICITY

1 Walk the Talk:

Building a stronger relationship with customers

- Capability building workshop organised for Projects and CRM leadership team
- Positives of the projects and areas of improvement were determined by interviewing customers
- Suggestions for improvement received from customers already implemented



'My Customer-My Valentine' is an ongoing program that spearheads our customer-centricity and is spread across four projects charters

2 Relationships begin at home:

Inculcating a spirit of service

- An internal customer-ship exercise conducted at Mumbai, Delhi, Jaipur, Chennai and corporate office to identify and address inter-departmental issues
- Internal Customer Service Index (ICSI) calculated
- Customer service training and customer excellence training given to associates
- ICSI scores will be calculated at periodic intervals to check the improvement

3 Celebrating Customer Centric Behaviour:

Developing a high performance culture

- 'Here & Now' cards to commend a job well done.
- Over 500+ 'Here & Now' Cards have been handed over

4 Living the CVP:

Focusing on high standards of product and service excellence

- **C2o** (Customer Care Orientation) workshops were conducted where associates from CRM and HR functions developed skills on hiring and nurturing frontline customer relationship teams.
- **Samvaad:** A ready reckoner that comprises clear, simple turn-around time and quality standards for customer interactions.
- **Resident Assist:** Home user/O&M manual for the customers, explaining the facilities and green features installed in their homes

Talent Dashboard

Consolidated MLIFE + MWC

Parameters	Unit	2011-12	2012-13	2013-14	2014-15	2015 - 16
Total Workforce	Numbers	3,242	5,133	6,867	7,635	6,802
Male Headcount	Numbers	3,096	4,360	6,480	7,485	6,677
Female Headcount	Numbers	146	773	387	150	125
Attrition Rate#	%	12%	17%	16.43%	15%	14.62%
Training	Person-Hours	11,915	16,894	11,330	15,289	21,898.5

#Attrition rate is only for permanent employees (male+female head count)
For the workforce breakup, refer the detailed Sustainability Report

MLIFE - Mahindra Lifespaces | MWC - Mahindra World Cities

18,453,101 Man-hours, Zero Fatality, Zero Reportable Accidents

Environment, Health & Safety is accorded top priority at Mahindra Lifespaces and we are committed to protect our environment, associates, customers, visitors, operatives and general public from any harm due to our operations

Here is a glimpse of safety actions introduced, reinforced or revamped during the year

- **SMARRT Training:** A two-day SMARRT (Safe Method and Risk Reduction Technique) and 'Jaan Hai To Jahan Hai' training was organised in all locations
- **EHS Awareness:** Introduced a fortnightly EHS newsletter 'Soteria' that is sent to all associates. There is also a daily SMS-based EHS awareness campaign that is triggered to the workforce in regional languages
- **EHS Software:** A user friendly software for Environment, Health & Safety that will reduce paperwork by 95% is under development
- **Labour Camp Standards:** To ensure that the people building our homes are taken care of and are living in a safe and hygienic environment, we have revised our onsite worker housing and started implementing them in new projects. Baseline standards are defined for ongoing projects & improved standards are defined for all new and upcoming projects.



SMARRT Training
Fire fighting



SMARRT Training
Cherry picket used for painting

Our Communities

Housing for all, equal livelihood opportunities, thriving local economy, responsible future citizens and inclusive growth form the cornerstones of a sustainable future.

Our mission is to transform urban landscapes by creating sustainable communities. A CSR mechanism is in place to strategically plan, execute and evaluate need-specific social interventions.

During the reporting period, while on one hand we strengthened the sustainability quotient of our supply chain by engaging with over 100 top suppliers to build their capabilities on carbon and water footprinting projects, we also reached out to school children through our Green Army program, as they are the future torchbearers of sustainable living.

The Green Army initiative:

It involves two-hour interactive workshops that educate and sensitize 8 to 12 year old children about waste management, recycling, easy energy saving methods, sustainable agriculture/food and key habits of sustainable living, etc. In the second and third phase of the program held between September 2015 and February 2016, we reached out to 8,000 children across 40 schools in Mumbai and Pune. Since its launch in FY 2014-15, over 10,600 children and 53,00 people have been impacted by the program. Eventually, it aims to create an army of one million caring citizens.

Our CSR policy, governed and implemented by a Board-level committee, spearheads CSR activities focussed on:

Environment

Education

Health

Skill Development

Over 10,600 children and 53,00 people have been impacted by the Green Army program since its launch in 2014-16



Green Army initiative aims to create an army of one million caring citizens.



Clean washrooms and handwash platforms handed over by Chennai team



Gyaandeep kids were presented with a school bag and a book to help them kick-start the learning process.



Advanced stitching course for 30 SHG women of Kalwara village

Gyaandeep

In October 2015, Happinest Boisar inaugurated its first Gyaandeep - a school for children of workers in and around the site. The first batch of 30 kids were presented with a school bag and a book to help them kick-start the learning process. Our resolve to educate was buoyed further by looking at the high ratio of girls at the school, signifying a truly gender diverse group of bright young minds.

Child-friendly clean washrooms

The team at Chennai handed over child-friendly, clean washrooms, hand wash platforms and wall mural paintings to the government schools in Paranur, Veerapuram, Thenmelpakkam and Anjur near MWC, Chennai. Around 1,000 students and 50 teachers benefitted.

Vocational Training Classes

MWC, Jaipur continued to conduct Vocational Training classes for employable youth in the neighbouring villages through an NGO partner, TBI. A total of 300 students successfully completed the training during the reporting period. The MWCJ team also conducted an advanced stitching training course for 30 SHG women of Kalwara village. The training included bags, table mats, tea coasters, etc. and concluded with an exhibition that displayed all the works made by the women for ongoing Projects & superior standard for all new and upcoming projects.



Making Social Interaction, Environmentally Sustainable - MWC Club, Chennai

THE CHALLENGE

Mahindra World Cities are integrated zones designed to give its occupants an ideal place to live, work, learn and play. The MWC Club is our endeavour to infuse more social connectivity and interaction at MWC, Chennai. But while it needed to provide ample recreation and rejuvenation opportunities to the occupants and residents of the MWC, it also had to uphold the green philosophy we have cascaded across every building that we have constructed.



INTERVENTION

The MWC Club, in line with LEED India NC guidelines, promotes a holistic approach to sustainability by recognising performance in key areas of human and environmental health and innovation in design:

Design and Uniqueness of the Project

The architecture for the MWC Club is inspired by its location and the proximity to the lake. The design is indo-centric and provided people with a space where they feel connected to the environment while they enrich their body, mind and soul.

Responding to its geography, the building is composed of an organic freeform nestled between the hillside and lakeside and intends to wrap itself within its location. The curved planning is strategised to focus views within and outside the site.

Keeping with the theme of one-ness with nature, the aqua blue roof shingles accentuate the reflections of the water from the lake and give the building a sense of floating in its

space. All materials reflect the keen sense of environmental sustainability in its highest form, whether it is the rapidly renewable bamboo features or the usage of exposed fly ash and concrete.

The architectural form and interiors are inspired by our national bird – the peacock. Deep rooted in its indo-centricity, the peacock is expressed through the usage of plume inspired trellis forms, shades, colors and textures. Each individual space has reflections of the peacock theme.



Green features of the Project

Stormwater management through rain chains and swales

Using of local artisans for creating key feature walls

Using rapidly renewable bamboo and green wall as part of the façade

Creating overhangs with vast views towards the lakeside protects glazed surfaces from solar radiation

Balancing areas of air conditioned and non-air conditioned spaces to create natural wind drafts through the building for a naturally cooled effect

The MWC Club, with a total floor space of 61,000 sq. ft., received the prestigious IGBC's LEED 2011 for India New Construction Certification this year.

Rejuvenating Urban Spaces - Mumbai

THE CHALLENGE

The Sion railway station is one of the oldest and the busiest on the Central line of the Mumbai Suburban Railway network. Over the years, because of the heavy footfall, the station has seen gradual wear and tear. Our idea of Urboonisation goes beyond just building sustainable habitats and also involves rejuvenating existing urban spaces. We believe public spaces nurture culture and connectivity and play an important role in shaping the ethos and identity of our urban areas.



INTERVENTION

In January 2016, our associates, in coordination with Central Railways and a Mumbai-based NGO, Die Hard Indian, undertook an urbanscaping project at Sion station.

The core aim was to reclaim the station's lost charm and make it a better place for the commuters. In the months preceding the event, nearly 500 volunteers, including students from neighbourhood schools, had participated to repair the pavements and restore the station's walls.

On the day of the event, more than 80 volunteering associates (permanent + temporary), along with local community members, divided into groups and took up different responsibilities like:

Plantation of saplings	Cleaning of station premises	Re-painting certain old sections
Beautifying an area and converting it into a garden	Painting the entrance wall in murals to the theme of Mumbai City	

In addition to senior railway and police officials, the Lifespaces management team also joined the effort. By the end of the day, the Sion station was cleaner, brighter and better maintained, to the delight of commuters.



The Urbanscaping initiative is representative of our ongoing efforts to promote urbanisation best practices that leverage community participation to collectively nurture the future of our cities.

Anita Arjundas, MD & CEO, Mahindra Lifespaces

Awards & Accolades

Below are some of the key recognitions received during the reporting period:

Corporate Awards

- Winner of Investor Relations Society Awards 2015 for Best Environment, Social & Governance (ESG) Disclosure in Small Cap category
- Runner-up at the Ashden Sustainable Energy – International Awards, 2015 for Sustainable Buildings
- Recognised as one of India's Top 10 Builders by Construction World and Construction World Interiors for fifth consecutive year
- Received Commendation Certificate for significant achievement at the CII-ITC Sustainability Awards 2014
- Bagged second position in Construction Industry category at NSCI Best Safety Practices Award-2015, jointly organised by National Safety Council of India (NSCI) and Directorate of Industrial Safety & Health (DISH)
- Received the prestigious Golden Peacock Environment Management Award 2014 under the Special Commendation category
- Honoured by the Mint Institute for Competitiveness Strategy Awards in India for differentiated focus on sustainable development and exemplary quality standards
- Conferred with 'Best Realty Brands 2015' award by the Economic Times publication

Project Awards

- Mahindra World City, Chennai awarded in the 'Best Township (more than 200 acres)' category at the NDTV Property Awards 2015



- Luminare conferred with CIDC Vishwakarma Award for Construction, Health, Safety and Environment
- Iris Court awarded Best Residential Project in Chennai under the Affordable Housing segment at the 10th CNBC Awaaz Real Estate Awards 2015-16
- Splendour awarded the 'Best Developer Residential Project' at ACETECH Alpha Awards 2015
- Bloomdale awarded the Construction Industry Development Council (CIDC) Vishwakarma Award, 2015 for Construction Health, Safety and Environment



Second position in Construction Industry category at NSCI Best Safety Practices Award-2015



Won the IR Society Awards 2015 for Best ESG Disclosure in Small Cap category



CIDC Vishwakarma Award for Construction, Health, Safety and Environment

Highlights - FY16

responcity



Over 800 homes delivered to customers

INR 8.3 billion in sales; a growth of 17%



Celebrated the 1,000th Happiest customer

ecosystemic

Combined annual energy savings of 399,450 kWh through rooftop solar PV and retrofitting of LED lights at 'Evolve' IT Park in MWC, Jaipur



Planted over 44,000 trees under Project Hariyali

Scope 1 emissions came down by 41% & 30% at MWC and MLIFE respectively

5.7% reduction in absolute energy consumption

happitat



850 families and 800 migrant workers and students supported during Chennai floods

Over 8,000 children across 40 schools covered in Phase 2 & 3 of Green Army initiative

Over 46,000 people benefitted from upgradation of PHC near MWC, Chennai

3,635 man-hours of training imparted

thought leadership



One of the founding members of Sustainable Housing Leadership Consortium - a CEO-led think-tank convened by IFC

Winner of Investor Relations Society Awards 2015 for Best ESG (Environmental, Social & Governance) Disclosure in Small Cap category

Recognised as the Regional Sector Leader - Asia in the Industrial Category by GRESB Survey for second year in a row

Mahindra LIFESPACES

We are part of the Mahindra Group, and have been at the forefront of transforming urban landscapes by creating sustainable communities.

With sustainability deeply engrained in our culture, green design and healthy living form the foundations of all our projects.

One of the first companies in India to launch the green homes movement, we are also pioneers in voluntarily reporting on our performance metrics with respect to the triple bottom-line.

We are actively furthering the cause of sustainable urbanisation, through the development of green residential communities in large urban centers; the creation of new economic centers of Livelihood-Living-Life and by enabling access to quality housing at affordable prices to a larger section of people.

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