

## SOCIAL- TENANTS

# Providing a Rich Tenant Experience

## Placemaking and Holistic Experience

Our placemaking philosophy is imbibed in our daily operations and is a crucial aspect of our philosophy. We have adopted several measures to ensure that occupants can return to offices for a conducive work environment and enhanced levels of productivity. Simultaneously, we have adopted innovative solutions involving touch free interfaces, temperature checks, regular disinfection and air quality purifiers to ensure the comfort and safety of employees returning to work.

We are focused on creating value for our stakeholders through placemaking initiatives. We hope to create a communal space with robust social infrastructure where employees can come together and enjoy open spaces, gardens, food courts, modern architecture and a host of other amenities. Towards this purpose, we also organize several events and conduct various social activities promoting communication between tenants leading to a pervasive and open culture across campuses.



## On-ground Events

We aim to provide a fulfilling experience to tenants that goes beyond work and adds diversity and vibrancy color to their lives. Sustained engagement with clients helps us organize and conduct on-ground events that meet their expectations such as sports and entertainment events, educational workshops and competitive tournaments. Rich in vibrancy and dynamism, our campuses foster positivity and enhance the quality of work of our tenants.

**Festivals and Occasions** - Celebrations were held across our Portfolio to drive engagement on both Holi and International Women's Day. The occasions were marked with music, food and festive decor.

**Annual Sports Meets** - Our Annual Sports Meet in 2020 presented an opportunity for employees to come together and compete together in multiple events. This fostered team spirit and offered employees their much-needed break from monotony.

**Music Event at Rejuve Terrace** - Tenants at Candor TechSpace G2, Gurugram witnessed a night of music, revelry and magic organized by us.

**SOCIAL- TENANTS CONTD.**

## Positive Pulse- Our New Wellness Initiative

The initiative involved regular virtual engagement with stakeholders, including tenants and their employees and consultants to spread positivity while they worked in isolation from their homes. The idea was to enhance culture and connections through communication even if people could not meet in person.

### WEBINARS WITH INDUSTRY EXPERTS

These webinars were conducted as part of Positive Pulse and were based on health, nutrition, finance, career and volunteering. Some of the webinars conducted are as follows:

- 'Ayurvedic nutrition and gut health' with Dr Shijoe Mathew, Consultant, Ananda in the Himalayas.
- 'Smart money management' with Monika Halan, Author of 'Let's Talk Money' and consulting editor, Mint Money.

- 'Stay safe & healthy' with Dr Shweta Fageria, General Physician consultant, Apollo Life.
- 'Thriving in the new normal' with Dr Marcus Ranney, General Manager of Thrive Global India, Author and Keynote Speaker.
- Online cooking tutorials given by professional chefs.
- A contest to become an awareness ambassador to help fight against COVID-19 by sharing a 'safety jingle'.

### YOGA AT HOME

This was another initiative under Positive Pulse, which helped boost employee morale and enabled them to stay fit while working from home. This virtual yoga sessions were beneficial for employees' mental health and to keep them engaged.



## Inclusive Workspaces with Universal Accessibility

We are working towards making all our assets universally accessible i.e., barrier free movement. True commitment to inclusivity should be a part of definitive action and we are proud to lead the inclusivity initiative in India.

'India Inc - The Valuable 500' was hosted by the Manager in collaboration with CII-India Business Disability Network (IBDN) and Enable India. The event was organized to create awareness around people living with special abilities and encouraging business leaders to commit to making persons with disability included as a boardroom agenda. Making the event a success, 20 socially conscious business leaders took the pledge. We are proud to have taken the pledge towards inclusivity and becoming a member of Valuable 500.

Multiple disability inclusion initiatives were launched, including infrastructural upgrades. We are gradually transforming our campuses into all-inclusive "Barrier Free" spaces that will have the following features - tactile flooring, wheelchair open access through ramps and elevators, differently abled / expectant mothers parking spaces near lifts and entrances, food & beverage menus in braille, signages with braille and audio features, inclusive restrooms, vending machines with braille and extra provisions during emergency evacuation.

# Building a Constructive Environment for Our People

The health, safety and holistic development of our employees is paramount to us. Additionally, we have a detailed cultural policy framework in place and are constantly working to ensure that our employees are at the top of their mental and physical productiveness. Our efforts are also dedicated to equipping them with the requisite knowledge and experience to perform their duties.

### HUMILITY

One who self-introspects when things go wrong, respects others when in disagreement, is ready to learn from constructive criticism and is self-aware

### TOGETHER

One who builds relationships, supports their peers, respects other's decisions and collaborates with others

### OWN IT

One who dives to the finish line, sets goals and priorities, allocates the resources efficiently, maintains productivity and challenges assumptions while balancing the risks and rewards



### ATTITUDE

One who displays positive attitude, adapts to changes, seeks opportunities, remains constructive while representing the organization

### INTEGRITY

One who acts ethically with integrity, maintains the confidentiality and trust of the clients. One who acts in the best interest of the organization while following the policies and procedures

## Building Expertise

Skill upgradation through learning and development is a crucial focus area for us. Learning through sustained training measures allow our employees to be competent and proactive to take on new tasks confidently. With this objective in mind, we have adopted several growth and development initiatives such as the development of operational knowledge through trainings and workshops, training calendars and focused research, courses for self-learning, personal development plans, expert webinars and industry seminars, forum memberships, compliance trainings, assimilation and on-boarding for new hires, etc. We also covered key functional and behavioural topics.

300

DAYS OF FUNCTIONAL (29 PROGRAMS) AND BEHAVIORAL TRAININGS (12 PROGRAMS) PROVIDED TO EMPLOYEES



## Planned Opportunities for Career Advancement

We conduct leadership profiling for those with designations of Vice President and above, as well as employee profiling for General Managers and above. Those with high potential are selected for one-on-one execution coaching sessions. Simultaneously, we have set promotion panels for employee nominations.

360 degree

ASSESSMENT CONDUCTED FOR ALL HIGH POTENTIAL EMPLOYEES

## A Diverse and Inclusive Work Environment

At Brookfield India REIT, our endeavor remains to ensure a diverse and inclusive workplace without any barriers or proverbial ceilings. We commit ourselves to increase the representation of women in our forthcoming new hiring.

We believe that diversity and inclusiveness are the defining factors influencing the culture of a workplace and are committed to upholding these values. To enhance the culture of our workplace we act right from recruitment and also conduct leadership training programs where teamwork and achieving the full potential of employees is discussed. Additionally, our policy framework accounts for our objective of creating a diverse and inclusive workspace. We also conduct regular training for our employees to overcome preconceived notions and prejudices to work in harmony.



## Engaging with employees

- A quarterly newsletter 'PULSE' was launched to keep employees up to date.
- 128 awards were given out under Back Kudos Awards over the last three quarters.
- Employee offsites are held annually.
- Several events such as festival celebrations, get togethers, theme days, workshops and online webinars for robust engagement.

88%

ENGAGEMENT SURVEY SCORE



## Extending Support in Times of Crisis

A robust taskforce was established to monitor the impact of the pandemic across campuses and implement measures ensuring the safety and well-being of employees and tenants. This included the provision of medical assistance in cases of emergencies as well as the implementation of innovative solutions to limit the spread of the virus. Some key initiatives adopted by us for this purpose are.

- Vaccination drives across campuses for all adults.
- Mental and physical well-being of employees through webinars and employee chats with leading coaches.
- Oxygen concentrators facilitated across sites.
- Updated database of employees that have recovered from COVID-19 which can be referred to while seeking plasma donations.
- Stocks of crucial medicines and equipment.
- The provision of getting RT-PCR tests done for our employees.

# Keeping Community Well-being the Highest Priority

Brookfield India REIT, its Manager and its Asset SPVs are socially conscious, responsible and believe in actively contributing towards community development. With this objective, several CSR initiatives have been undertaken catering to the underprivileged members of society. These include imparting education and creating awareness, providing meals, health services and developing communities and villages. Additionally, we are working towards building a better and more sustainable environment for people to live in.

## Reducing the Burden of Pandemic

- Donated ₹2 crore to Action COVID-19 Team (ACT) a non-profit start-up launched to deal with the COVID-19 crisis. This will meet the critical requirement of oxygen concentrators and medical equipment, impacting more than 1,50,000 lives a month in the process.
- Partnered with Samta Purushottam Agrawal Memorial Foundation for distribution of PPE kits (5,000 masks) and ready meals (10,000) in Mumbai region.
- Contributed to Haryana CORONA Relief Fund to support the state government with relief activities.
- Distributed 200 dry ration kits to needy people in the containment zone near Candor TechSpace G2, Gurugram. In addition to this, we distributed another 500 dry ration kits in Mumbai.
- We partnered with Blue Chip Hospitality for providing 25,000 meals to migrant labourers and underprivileged individuals.
- Supported 1,000 workers at wildlife sanctuaries and national parks and distributed ration kits with the help of Madhya Pradesh Tiger Foundation Society.



## CSR Interventions Underway

- We collaborated with Earth Saviour - Gurukul to support around 450 abandoned senior citizens and differently abled poor people who live permanently in the NGO's shelter home.
- Partnered with Mobile Crèches for providing health, nutrition, education and childcare services to 140 children of labours working at construction sites in Gurgaon.
- Partnered with Alohomora for Project Careershala - the holistic youth development program based on the USAID's PYD (Positive Youth Development) framework. It aims at empowering 200 children of families with low income in Gurgaon to become independent learners capable of making career choices aligned to their interests and strengths.
- In Kolkata, we have undertaken the development and maintenance of green belts near our campuses with permission from the requisite authority.
- We are educating underprivileged children through an art-based medium under Project Jijivisha, designed by Slam Out Loud. 720 students have already benefited from the initiative.

## Employee Volunteering and Awareness Drives

In accordance with our core beliefs and ESG philosophy, we ensure that our contribution to society is integrated with our operations. We have undertaken several employee initiatives and awareness campaigns to create value in communities.



### WORLD NO TOBACCO DAY

We encouraged employees to help spread awareness around the negative health impact of smoking. We created a contest where participants could share virtual poster and slogans via social media.



### 'DO NOT HONK' CAMPAIGN

Candor TechSpace, in association with The Earth Saviours Foundation initiated a 'Do Not Honk' campaign in its Gurugram and Noida campuses. The objective was to sensitise drivers and riders on the ill-effects of honking. As a result of the campaign, 69,000 people pledged to say no to honking.



### PLOGGING DRIVE

Plogging is the act of picking litter while jogging and we encouraged our employees to practice this to benefit their health and their surroundings.



### GO GREEN PLANTATION DRIVE

In order to build a culture of sustainability and contribute to green spaces, 60 Candor employees got together on 4th September 2019 to plant trees at Badshahpur Bundh in Sector 70, Gurugram.