

ENVIRONMENTAL DATA

A. Greenhouse Gases (GHG) Emissions

Scope 1, 2 Emissions	Unit	2018-19	2019-20	2020-21	2021-22	2022-23
Project Development (Construction, Site Establishments)	tCO ₂ e	25,761	24,907	17,918	9,843	3,889
Scope 1 Emissions (Direct Emissions)(a+b+c+d)	tCO ₂ e	448	323	70	153	1,123
(a) Refrigerants	tCO ₂ e	4	4	4	4	704
(b) Vehicular Fuel	tCO ₂ e	15	15	14	0	0
(c) Equipment Fuel	tCO ₂ e	429	304	53	149	419
(d) CO ₂ extinguisher	tCO ₂ e	0	0	0	0	0
Scope 2 Emissions (Indirect Emissions)	tCO ₂ e	25,313	24,584	17,848	9,690	2,767
Scope 1 and 2 absolute emissions target	tCO ₂ e	-	-	-	-	7,907
Commercial Assets and Corporate Office	tCO ₂ e	10,058	8,752	4,253	5,570	6,060
Scope 1 Emissions (Direct Emissions)(a+b+c+d)	tCO ₂ e	937	937	950	982	465
(a) Refrigerants	tCO ₂ e	908	908	908	908	324
(b) Vehicular Fuel	tCO ₂ e	7	11	17	57	112
(c) Equipment Fuel	tCO ₂ e	22	19	25	18	29
(d) CO ₂ extinguisher	tCO ₂ e	0	0	0	0	0
Scope 2 Emissions (Indirect Emissions)	tCO ₂ e	9,121	7,815	3,303	4,588	5,595
Scope 1 and 2 absolute emissions target	tCO ₂ e	-	-	-	-	4,474
Corporate level Scope 1 and 2 absolute emissions target (submitted for validation to SBTi)	tCO ₂ e	-	-	-	-	12,381
Total	tCO₂e	35,819	33,659	22,170	15,412	9,949

Scope 3 Emissions

Category	Description	Unit	2021-22	2022-23
Category 1	Purchased goods	tCO ₂ e	2,28,339	3,29,847
Category 4	Upstream transportation and distribution	tCO ₂ e	1,283	1,804
Category 6	Business travel	tCO ₂ e	210	878
Category 7	Employee commuting	tCO ₂ e	1,822	2,294
Category 11	Use of sold products	tCO ₂ e	5,39,213	5,78,380
Category 13	Downstream leased assets	tCO ₂ e	5,167	7,008
	Total		7,76,034	9,20,211

B. Energy

	Unit	2018-19	2019-20	2020-21	2021-22	2022-23
Project Development (Construction, Site Establishments)	GJ	1,17,576	1,12,444	79,163	55,886	61,874
<i>Renewable - Onsite</i>	<i>GJ</i>	-	-	-	-	320
<i>Renewable - Offsite</i>	<i>GJ</i>	152	108	20	28	43,155
<i>Non Renewable - Discom</i>	<i>GJ</i>	1,11,132	1,07,928	78,358	44,157	12,220
<i>Non Renewable - Diesel Generator</i>	<i>GJ</i>	6,336	4,496	778	2,155	6,179
<i>Energy consumption intensity</i>	<i>GJ/'000 sqft</i>	-	13.93	19.05	9.37	7.19
<i>Energy reduction target @5% YOY with FY20 base year</i>	<i>GJ/'000 sqft</i>	-	13.93	13.23	12.57	11.94
Commercial Assets and Corporate Office	GJ	40,367	36,992	20,860	27,878	39,038
<i>Renewable - Onsite</i>	<i>GJ</i>	0	0	2,056	5,476	4,329
<i>Renewable - Offsite</i>		-	-	-	-	7,854
<i>Non Renewable - Discom</i>	<i>GJ</i>	40,039	34,308	14,501	20,905	24,716
<i>Non Renewable - Vehicle fuel</i>	<i>GJ</i>	-	348	516	828	1,708
<i>Non Renewable - Diesel Generator</i>	<i>GJ</i>	328	281	367	255	431
<i>Energy consumption intensity</i>	<i>GJ/'000 sqft</i>	-	33.47	15.48	24.10	33.75
<i>Energy reduction target @5% YOY with FY20 base year</i>	<i>GJ/'000 sqft</i>	-	33.47	31.79	30.20	28.69
Total	GJ	1,57,943	1,49,437	1,00,023	83,764	1,00,912

C. Water

	Unit	2018-19	2019-20	2020-21	2021-22	2022-23
Project Development (Construction, Site Establishments)	MCUM	2.54	2.40	0.90	0.58	0.45
<i>Municipal water usage</i>	<i>MCUM</i>	0.52	0.45	0.18	0.06	0.04
<i>Rain Water, surface water usage</i>	<i>MCUM</i>	0.99	1.09	0.15	0.15	0.00
<i>Tanker water usage</i>	<i>MCUM</i>	0.50	0.55	0.39	0.34	0.39
<i>Treated water usage</i>	<i>MCUM</i>	0.53	0.31	0.18	0.02	0.02
<i>Fresh water consumption intensity</i>	<i>KL/sqm</i>	-	-	-	1.00	0.53
<i>Fresh water consumption intensity target @5% reduction YOY with FY22 base year</i>	<i>KL/sqm</i>	-	-	-	1.00	0.95
Commercial Assets and Corporate Office	MCUM	0.22	0.25	0.26	0.15	0.23
Municipal water usage	MCUM	0.08	0.07	0.09	0.10	0.06
Rain Water, surface water usage	MCUM	0.00	0.00	0.00	0.00	0.00
Tanker water usage	MCUM	0.02	0.01	0.03	0.00	0.07
Treated water usage	MCUM	0.12	0.17	0.14	0.05	0.09
<i>Fresh water consumption intensity</i>	<i>KL/sqm</i>	-	-	-	1.17	1.27
<i>Fresh water consumption intensity target @5% reduction YOY with FY22 base year</i>	<i>KL/sqm</i>	-	-	-	1.17	1.11
Total	MCUM	2.76	2.65	1.16	0.72	0.68

D. Biodiversity

	Unit	2018-19	2019-20	2020-21	2021-22	2022-23
Total no. of trees planted	Nos.	9821	10516	4785	7835	5310
% of native trees	%	86%	85%	83%	68%	
High biodiversity value trees^^	%	61%	62%	66%	60%	

E. Waste

	Unit	2020-21	2021-22	2022-23
Total waste	MT	1814.04	2295.71	81768.68
Plastic Waste				
Generated	MT	31.02	46.44	31.88
Recycled	MT	31.02	46.44	31.88
Reused	MT	0.00	0.00	0.00
Disposed	MT	0.00	0.00	0.00
E-Waste				
Generated	MT	2.50	9.00	0.01
Recycled	MT	0.00	0.00	0.00
Reused	MT	0.00	0.00	0.00
Disposed	MT	2.50	9.00	0.01
Biomedical Waste				
Generated	MT	0.00	0.13	0.08
Recycled	MT	0.00	0.00	0.00
Reused	MT	0.00	0.00	0.00
Disposed	MT	0.00	0.13	0.08
Construction waste				
Generated	MT	1780.43	2229.88	81370.29
Recycled	MT	1780.43	2229.88	4200.70
Reused	MT	0.00	0.00	55413.40
Disposed	MT	0.00	0.00	21788.33
Other Hazardous Waste				
Generated	MT	0.09	2.84	7.05
Recycled	MT	0.00	0.00	0.00
Reused	MT	0.00	0.00	0.00
Disposed	MT	0.09	2.84	7.05
Other Non-Hazardous Waste				
Generated	MT	0.00	7.42	359.37
Recycled	MT	0.00	7.42	359.37

	Reused	MT	0.00	0.00	0.00
	Disposed	MT	0.00	0.00	0.00
Total waste recycled/diverted and targets					
	Generated	MT	1814.04	2288.29	81409.31
	Recycled	MT	1811.45	2276.32	4232.58
	Reused	MT	0.00	0.00	55413.40
	Disposed	MT	2.59	11.97	21795.47
	Waste diverted from landfill	%	99.86%	99.48%	73.23%
	Target waste to be diverted from landfill	%	75.00%	75.00%	75.00%

F. Building Certifications Summary

S. No	Project	Type	Area (sqm)	Area under certification (sqm)	Certification stage (Registered/ Pre-certified/ Certified)	Certification scheme/standard
1	Lodha Upper Thane	NC	2,47,401	2,47,401	Registered	IGBC Green Homes, IGBC Green Affordable Housing
2	Casa Maxima	NC	38,508	38,508	Registered	IGBC Green Homes
3	Lodha Bel Air	NC	77,492	77,492	Registered	IGBC Green Homes
4	Lodha Eternis	NC	17,001	17,001	Certified	IGBC Green Homes Gold
5	Lodha Belmondo	NC	65,404	65,404	Registered	IGBC Green Homes
6	Luxuria Crown	NC	1,56,263	1,56,263	Certified	IGBC Green Affordable Housing Platinum
7	Lodha Splendora	NC	56,547	56,547	Registered	IGBC Green Homes, IGBC Green Affordable Housing
8	Palava	NC	6,87,613	6,87,613	Registered	IGBC Green Homes
9	World Towers	NC	2,01,167	2,01,167	Registered	IGBC Green Homes
10	Lodha Park	NC	1,16,777	1,16,777	Registered	IGBC Green Homes
11	New Cuffe Parade	NC	1,17,438	1,17,438	Registered	IGBC Green Homes
12	Lodha Primo	NC	8,973	8,973	Registered	IGBC Green Homes
13	Lodha Venezia	NC	42,951	42,951	Registered	IGBC Green Homes
14	Clariant	NC	4,13,046	4,13,046	Registered	IGBC Green Homes, IGBC Green Affordable Housing
15	Lodha Vista	NC	13,917	13,917	Registered	IGBC Green Homes
16	Lodha Woods	NC	91,973	91,973	Registered	IGBC Green Homes
17	Lodha Premier	NC	6,38,239	6,38,239	Certified	IGBC Affordable Housing Platinum
18	Lodha Industrial Logistics Park	NC	5,46,265	5,46,265	Certified	Green Logistics Parks and Warehouses
19	iThink A - Palava 1	SA	14,301	14,301	Certified	USGBC LEED v4 BD+C Gold, IGBC Green EB O&M

20	Xperia Mall - Palava 1	SA	52,131	52,131	Certified	IGBC Green EB O&M, BEE 5 Star rated
21	iThink A - Lodha Business Park, Thane	SA	46,926	46,926	Certified	USGBC LEED v4 BD+C Gold, IGBC Green EB O&M
22	Lodha Excelus, Mahalaxmi	SA	13,622	52,131	Certified	IGBC Green EB O&M
23	One Lodha Place [^]	SA	1,07,748	1,07,748	Pre Certified	USGBC LEED v4 BD+C Platinum
24	Lodha Supremus, Thane	HO	34,239	34,239	Certified	USGBC LEED v4 BD+C Gold
25	Lodha iThink, Tower A, Palava Business District, Palava	NC	34,576	34,576	Pre Certified	USGBC LEED v4 BD+C Gold
26	Lodha iThink, Tower B, Palava	HO	12,013	12,013	Certified	USGBC LEED v4 BD+C Gold
27	iThink-I, Thane	HO	20,409	20,409	Certified	USGBC LEED v4 BD+C Gold
28	Lodha Excelus, New Cuffe Parade, Wadala	Sold	67,899	67,899	Certified	IGBC's LEED India Core & Shell Rating System

NC – New Construction **SA** – Standing Asset **HO** – Handed Over **^** About to become operational

Stage	Certifying body	Rating category/scheme	SUM of Area (msqft)	% of total portfolio
Certified	IGBC	Green Existing Buildings O&M	1.50	1.96%
Certified	IGBC	Green Homes	3.18	4.18%
Certified	IGBC	Green Residential Societies	17.11	22.44%
Certified	IGBC	LEED India Core and Shell	0.73	0.96%
Certified	USGBC	LEED v4 BD+C	1.75	2.29%
Pre Certified	IGBC	Green Affordable Housing	9.50	12.46%
Pre Certified	IGBC	Green Homes	2.51	3.29%
Pre Certified	IGBC	Green Logistics Parks and Warehouses	5.88	7.71%
Pre Certified	USGBC	LEED v4 BD+C	1.66	2.18%
Submitted for review	IGBC	Green Affordable Housing	3.97	5.20%
Submitted for review	IGBC	Green Homes	2.85	3.73%
Submitted for review	IGBC	Green Logistics Parks and Warehouses	0.35	0.46%
Submitted for review	IGBC	Green Residential Societies	4.59	6.02%
Registered and work in progress	IGBC	Green Affordable Housing	4.97	6.52%
Registered and work in progress	IGBC	Green Homes	13.39	17.56%
Registered and work in progress	IGBC	Green Residential Societies	0.43	0.57%
Registered and work in progress	IGBC	New Building	1.88	2.47%
Grand Total			76.245	100.00%
Portfolio covered with green building certification			43.83	57.48%
Portfolio registered for green building certification			32.42	42.52%

Targets and Commitments

Energy and GHG

- a. Achieve net zero in Scope 1 and Scope 2 emissions by FY24
- b. Reduce Scope 3 emission intensities by 51% by 2030 from FY22 (base year)
- c. Increase % of renewable energy in project development to 100% by FY25
- d. Reduce energy consumption intensity by 5% year-on-year from F20 (base year) until FY25
- e. The entire portfolio shall perform better than 5 star energy rating by Bureau of Energy Efficiency as per applicable end use category by 2027

Water

- a. In our entire portfolio, through various efficiency and awareness programs, we aim to bring down the water use intensity across usage categories below prevalent national benchmarks

Waste

- a. Divert more than 90% of total waste generated at all the sites from landfill, by deploying reduce, reuse, and recycle philosophy by 2025
- b. Become a zero waste company by FY30

Tenant health & well-being

- a. Achieve tenant NPS score of 4.0+ in FY24
- b. Achieve overall participation of 70% in wellness workshops in FY24

Biodiversity

- a. Plant 5,000 trees annually
- b. We commit to no net deforestation and to ensure that we enhance the biodiversity at all our sites
- c. We will foster stakeholder engagement on biodiversity through our initiatives for employees, customers, residents, society, suppliers and other stakeholder groups

SOCIAL DATA

A. Our Workforce

		2018-19	2019-20	2020-21	2021-22	2022-23
		%	%	%	%	%
Headcount	Organization	3900	3302	2749	3456	4305
	Permanent Employees	97.56%	97.73%	96.76%	97.19%	97.56%
	Other than permanent employees	2.43%	2.27%	3.23%	2.80%	2.44%
Permanent employees by age-group	Less than 30 years	22.55%	19.77%	18.65%	22.83%	24.98%
	Between 30 - 50 years	73.59%	76.08%	76.32%	72.02%	69.48%
	More than 50 years	3.86%	4.15%	5.04%	5.15%	5.55%
Permanent employees by management levels	Senior Management	6.91%	7.34%	7.56%	6.04%	5.88%
	Middle Management	49.54%	48.25%	48.57%	43.52%	42.43%
	Junior Management	43.55%	44.41%	43.87%	50.43%	51.69%
Permanent employees by gender	Male	86.18%	86.06%	84.44%	82.82%	81.98%
	Female	13.82%	13.94%	15.56%	17.18%	18.02%
Permanent employees by nationality	Indian	99.95%	99.91%	99.89%	99.91%	99.90%
	International	0.05%	0.09%	0.11%	0.09%	0.10%
Differently-abled permanent employees	Organization	-	-	-	0.06%	0.02%

Note: One differently-abled permanent employee (male) in FY23

B. Talent Acquisition - Permanent Employees

		2018-19	2019-20	2020-21	2021-22	2022-23
		%	%	%	%	%
Annual Hiring	Organization	1639	916	654	1780	2341
	Internal Movement	37.10%	51.75%	46.18%	24.66%	24.86%
	External Hiring	62.90%	48.25%	53.82%	75.34%	75.14%

B.2 External Hiring Details		2018-19	2019-20	2020-21	2021-22	2022-23
		%	%	%	%	%
External hiring by age-group	Less than 30 years	48.21%	56.56%	46.88%	42.95%	42.52%
	Between 30 - 50 years	51.12%	41.86%	50.00%	55.63%	55.94%
	More than 50 years	0.68%	1.58%	3.13%	1.42%	1.53%
External hiring by management levels	Senior Management	3.39%	6.11%	4.26%	2.61%	2.39%
	Middle Management	41.51%	37.10%	30.97%	35.50%	37.07%
	Junior Management	55.09%	56.79%	64.77%	61.89%	60.55%

External hiring by gender	Male	80.31%	76.70%	76.14%	78.30%	79.76%
	Female	19.69%	23.30%	23.86%	21.70%	20.24%

C. Talent Attrition - Permanent Employees

		2018-19	2019-20	2020-21	2021-22	2022-23
		%	%	%	%	%
Annual Attrition	Organization	24.79%	28.20%	30.90%	22.49%	23.94%
	Voluntary	22.46%	20.31%	14.57%	20.20%	22.09%
Voluntary Attrition in Age Groups	Less than 30 years	32.48%	36.36%	27.51%	30.09%	29.87%
	Between 30 - 50 years	19.52%	15.95%	11.73%	18.03%	19.90%
	More than 50 years	18.88%	16.37%	7.46%	11.07%	6.37%
Voluntary Attrition in Management Levels	Senior Management	18.25%	15.20%	12.79%	14.36%	9.40%
	Middle Management	21.51%	19.99%	11.23%	21.35%	22.57%
	Junior Management	24.31%	21.49%	18.54%	19.92%	22.12%
Voluntary Attrition in Gender	Male	21.49%	18.66%	13.78%	19.09%	20.76%
	Female	28.66%	30.53%	19.21%	25.83%	25.30%

Note: 1. Attrition % = (No. of persons who have left the employment of the entity in the FY *100) / Average no. of persons employed in the category | 2. Average number of persons employed in a category = (Persons employed in the category at the beginning of FY + Persons employed in the category at the end of FY) / 2

D. Diversity and Inclusion

D.1 Gender Diversity		2018-19	2019-20	2020-21	2021-22	2022-23
		%	%	%	%	%
Female workforce	Organization	14.31%	14.45%	16.41%	17.91%	18.77%
	Permanent employees	13.82%	13.94%	15.56%	17.18%	18.02%
Permanent female workforce in Departments	Non-construction departments	22.66%	22.04%	22.94%	25.88%	26.39%
	Revenue Generation	20.57%	20.14%	21.08%	25.31%	26.83%
	STEM Functions	5.62%	5.35%	5.35%	5.85%	6.59%
Permanent female workforce in Age Group	Less than 30 years	22.84%	21.63%	25.60%	31.94%	31.36%
	Between 30 - 50 years	11.61%	12.51%	13.89%	13.39%	14.29%
	More than 50 years	3.40%	3.73%	3.73%	4.62%	4.72%
Permanent female workforce in Management Levels	Senior Management	8.75%	9.70%	9.95%	10.34%	11.74%
	Middle Management	16.13%	16.31%	17.80%	18.26%	18.80%
	Junior Management	12.01%	12.07%	14.05%	17.06%	18.10%

D.2 Employees returning post parental leave		2018-19	2019-20	2020-21	2021-22	2022-23
		%	%	%	%	%
Organization - Permanent employees	Joined	99.46%	100.00%	100.00%	100.00%	100.00%
	Retained	81.62%	70.93%	76.19%	92.55%	83.44%
Permanent female	Joined	87.50%	100.00%	100.00%	100.00%	100.00%

employees	<i>Retained</i>	71.43%	81.82%	70.59%	90.00%	88.00%
Permanent male employees	<i>Joined</i>	100.00%	100.00%	100.00%	100.00%	100.00%
	<i>Retained</i>	82.02%	69.33%	78.26%	92.86%	82.57%

D.3 Gender pay parity		2018-19	2019-20	2020-21	2021-22	2022-23
		%	%	%	%	%
	<i>Senior Management</i>	0.88	0.88	0.84	0.90	0.78
	<i>Middle Management</i>	0.87	0.92	0.86	0.87	0.90
	<i>Junior Management</i>	1.07	1.11	1.01	1.03	1.01

Note:

1. Gender pay parity : Ratio of Total Remuneration of Women to Men
2. Gender Diversity Targets for FY 2027: a) 25% of women in Total Workforce, b) 44% women in non-construction departments, c) 22% of women in all permanent employees, d) 20% of women in senior management level, e) 25% of women in middle management level, f) 20% of women in junior management level, g) 24% of women in revenue generation functions, h) 6% of women in STEM functions

E. Human Capital Development - Permanent Employees

E.1 Employee Coverage		2018-19	2019-20	2020-21	2021-22	2022-23
	Total Participants	4021	12349	11098	22559	50833

E.2 Learning & Development		2018-19	2019-20	2020-21	2021-22	2022-23
		Headcount				
Annual Learning Expense (INR)	<i>Permanent employees</i>	663.26	424.73	156.21	805.46	1644.00
	<i>Organization</i>	6.65	8.80	6.10	15.00	21.43
Annual Learning Hours	<i>Permanent Employees</i>	6.67	8.82	6.13	14.11	21.50
	<i>Functional Learning Hours</i>	1.24	4.21	2.24	8.22	16.20
	<i>Behavioural Learning Hours</i>	5.43	4.61	3.89	5.89	5.30

E.2 Learning Hours		2018-19	2019-20	2020-21	2021-22	2022-23
		Headcount in Category				
Learning Hours in Management-levels	<i>Senior Management</i>	5.43	2.78	1.96	6.37	17.56
	<i>Middle Management</i>	5.97	10.35	7.37	14.47	21.92
	<i>Junior Management</i>	7.66	8.17	5.48	14.72	21.66
Learning Hours in Gender-group	<i>Male</i>	6.35	8.15	5.76	13.19	21.11
	<i>Female</i>	8.70	12.97	8.19	18.52	23.47

Note : Total learning hours for FY22 and FY23 also includes learning programs for contractual workforce

E.4 Details of training given to employees and workers

Category	FY 2023					FY 2022				
	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)
Employees										
Male	3,497	2,123	60.7%	3,359	96.1%	2,782	939	33.7%	1,982	71.2%
Female	808	313	38.7%	786	97.3%	577	29	5.0%	530	91.8%
Total	4,305	2,436	56.6%	4,145	96.3%	3,359	968	28.8%	2,512	74.7%
Workers										
Male	12,709	12,709	100%	8,598	67.7%	10,879	10,879	100%	10,098	92.8%
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	12,709	12,709	100%	8,598	67.7%	10,879	10,879	100%	10,098	92.8%

Note: Training on health and safety measures includes topics such as accident investigation and reporting, construction waste management methods, EHS alert, emergency response plan, environment protection, pollution control etc.

E. Health & Safety

F.1 Absenteeism		2018-19	2019-20	2020-21	2021-22	2022-23
		%	%	%	%	%
Absenteeism	Organization	0.12%	0.06%	0.08%	1.00%	1.30%

F.2 Fatalities		2018-19	2019-20	2020-21	2021-22	2022-23
Fatalities	Employees	0	0	0	0	0
	Worker	3	2	0	1	1

F.3 Lost Time Injury Frequency Rate		2018-19	2019-20	2020-21	2021-22	2022-23
Lost Time Injury Frequency Rate - Employees	LTIFR (n/millions hours worked)	0	0.232	0	0	0
	Data coverage (as % of employees)	100%	100%	100%	100%	100%
Lost Time Injury Frequency Rate – Worker	LTIFR (n/millions hours worked)	0.11	0.068	0.049	0.152	0.54
	Data coverage (as % of contractors)	100%	100%	100%	100%	100%

Note: Absenteeism target for FY23 was 1%; LTIFR - Lost Time Injury Frequency Rate

G. Discrimination and Harassment

G.1 Incidents/Complaints		2018-19	2019-20	2020-21	2021-22	2022-23
Harassment/Discrimination Incidents/complaints reported	<i>Sexual</i>	0	0	0	0	0
	<i>Non-Sexual</i>	0	0	0	0	0

G.2 Training on Mandatory Policies		2018-19	2019-20	2020-21	2021-22	2022-23
		%	%	%	%	%
Coverage - Permanent employees	<i>POPSH</i>	100.00%	42.83%	25.00%	99.90%	100.00%
	<i>Code of Conduct</i>	NA	38.02%	92%	100.00%	100.00%

H. Employee Engagement

H.1 NPS (Net Promoter Score)		2018-19	2019-20	2020-21	2021-22	2022-23
Current employees	<i>Organization</i>	36	41	41	59	59
Current employees - by tenure at Lodha	<i>Less than 1 year</i>	36	30	30	58	58
	<i>Between 1.1 - 2 years</i>	22	22	22	52	52
	<i>Between 2.1 - 5 years</i>	33	37	37	60	60
	<i>Between 5 - 10 years</i>	56	56	56	64	64
	<i>More than 10 years</i>		67	67		
Current employees - by management level	<i>Senior Management</i>	46	47	47	77	77
	<i>Middle Management</i>	36.5	36	36	54	54
	<i>Junior Management</i>	37.5	49	49	64	64
Current employees - by age group	<i>Less than 30 years</i>	NA	NA	NA	50	50
	<i>30 - 50 years</i>				61	61
	<i>More than 50 years</i>				86	86
Current employees - by gender	<i>Male</i>	NA	NA	NA	61	61
	<i>Female</i>				50	50

H.2 Freedom of Association		2018-19	2019-20	2020-21	2021-22	2022-23
		%	%	%	%	%
Employees represented by an independent trade union or covered by collective bargaining agreements	<i>Organization</i>	0	0	0	0	0

CUSTOMER SATISFACTION DATA

	2018-19	2019-20	2020-21	2021-22	2022-23
Score[^]	4.26	4.44	4.56	4.6	4.64
Respondent's Coverage %	99	99	87	99	98

Note:

1. [^]CSAT (Customer Satisfaction) Score is derived basis the questions asked to the customers which they rate on a scale of 1-5 (1-Lowest, 5-Highest).
2. CSAT Score is measured at 3 different stages of the customer life cycle - i.e. Registration/Sustenance/ Possession of the units.
3. CSAT Score target for FY23 was 4.6

CORPORATE SOCIAL RESPONSIBILITY (CSR) DATA

Philanthropic Contributions

A.1 Philanthropic Contributions - by Category	Unit	2022-23
<i>Charitable Donations</i>	%	4.0%
<i>Community Investments</i>	%	96%
<i>Commercial Initiatives</i>	%	0.00%

A.2 Philanthropic Contributions - by Type	Unit	2022-23
<i>Cash contributions</i>	INR	180 Mn
<i>Associate volunteering hours</i>	INR	0.1 Mn
<i>In-kind contributions</i>	INR	30 Mn
<i>Management overheads</i>	INR	58.6 Mn

SUPPLY CHAIN MANAGEMENT DATA

% of input material (inputs to total inputs by value) sourced from local or small-scale suppliers	2020-21	2021-22	2022-23	2025 Target
<i>Directly sourced from MSMEs/ small producers</i>	27.8%	39.7%	35.0%	Progressive increase YoY
<i>Percentage of suppliers geo-mapped (based on spend value)</i>	40.6%	60.5%	72.0%	> 90%
<i>Sourced directly from within 400 kms (based on spend value, from geo-mapped suppliers)</i>	59.7%	69.8%	72.1%	Progressive increase YoY

Identification of Significant Suppliers	2022-23
<i>Total number of Tier-1 suppliers</i>	1847
<i>Total number of significant suppliers in Tier-1</i>	71
<i>% of total spend on significant suppliers in Tier-1</i>	50
<i>Total number of significant suppliers in non Tier-1</i>	6
<i>Total number of significant suppliers (Tier-1 and non Tier-1)</i>	77

Sustainability Assessment	2022-23
<i>Total number of significant suppliers assessed</i>	40
<i>Target for 2022-23</i>	50
<i>Suppliers in corrective action plan and capacity building program</i>	24

Note: Note: We follow a systematic process for supplier risk identification and management: 1) Periodic self-assessment of suppliers with ~40% of spend value on ESG parameters a. Stage 1: Critical Suppliers b. Stage 2: Non-critical Suppliers; 2) Supplier wise scoring of assessment response 3) Engagement with suppliers on basis of score: a. Score < 25: Engagement on areas of non-compliance and risk mitigation; b. Score between 26 & 70: Identification of improvement areas and deriving a plan 4) Long-term corrective action plan and capacity building program for all our significant suppliers to strengthen their ESG practices and build awareness on emerging regulations