

# PROVIDENT HOUSING LIMITED ESG REPORT



**2023-24**

<b>EXECUTIVE SUMMARY</b>	<b>1</b>		
<b>01 ABOUT THE REPORT</b>	<b>6</b>		
Introduction			
Report Overview			
Reporting Framework			
Scope and Boundary			
Message from the Chairman			
Message from the Director			
Message from the CEO			
<b>02 COMPANY OVERVIEW</b>	<b>20</b>		
Our Current Projects			
Memberships and Associations			
Awards and Recognitions			
Message from the Head of ESG Compliance & Sustainability			
<b>03 OUR SUSTAINABILITY JOURNEY</b>	<b>40</b>		
Sustainability Highlights			
Sustainability Approach			
Sustainability Goals and Targets 2030			
<b>04 ENVIRONMENT</b>		<b>84</b>	
Overview			
Energy			
Emissions			
Materials Management			
Water Stewardship			
Waste Management			
Biodiversity			
<b>05 SOCIAL</b>		<b>114</b>	
Overview			
Diversity & Inclusion			
Training & Development			
OHS			
Community Engagement			
Customer Support			
Premier Sales Initiative			
<b>06 GOVERNANCE AND ECONOMICS</b>		<b>156</b>	
Overview			
Corporate Governance			
Supply Chain			
Economic Performance			
<b>07 GRI INDEX</b>		<b>176</b>	
GRI Index			



## EXECUTIVE SUMMARY

The sustainability report for Provident Housing Ltd (PHL) provides a comprehensive overview of the company's ESG initiatives and achievements for the fiscal year 2023-24. Here are the key highlights:

**Company Overview:** PHL, a leading project developer from the Puravankara Group, has been active for over 16 years. With projects across nine (9) cities, PHL has developed approximately ~20.0 million sq. ft. of residential space, including ~12.8 million sq. ft. delivered and ~7.2 million sq. ft. ongoing. The company has touched over 50,000 lives through 12,500+ homes.

**Reporting Standards:** The report is aligned with GRI Standards, covering material areas related to the economy, environment, people, and human rights. It is organized into environmental, social, governance, and economic sections, with a GRI Index for easy navigation.

**ESG Integration:** As such, PHL stands at this crucial juncture of exceeding customer expectations while delivering value that is appealing to the homeowner. The company, driven by its motto of 'More for Sure', has inducted ESG into all the stages of decision-making, to pamper its homeowners

with the guarantee of more. PHL incorporates ESG considerations into all stages of its projects, from design to final handover. This approach ensures alignment with current needs and preparedness for future trends.

**Sustainability Goals 2030:** The company has set ambitious goals, including a 10% reduction in energy consumption, implementing EDGE (Excellence in Design for Greater Efficiencies) benchmarking for all projects, achieving zero waste to landfill, and increasing the use of sustainable materials. These goals are designed to be SMART (Specific, Measurable, Achievable, Relevant, and Time-bound).

**Environmental Initiatives:** PHL's environmental initiatives focus on energy conservation, water management, waste reduction, and biodiversity enhancement. We prioritize energy efficiency and the adoption of renewable energy wherever possible. Our water management strategies include reducing freshwater dependency through rainwater harvesting and the use of efficient plumbing fixtures. To minimize reliance on river sand, we utilize M-sand and slag sand, and have implemented sewage treatment plants at our sites to conserve freshwater. Additionally, our

biodiversity efforts are highlighted by the, 'One Home One Tree' philosophy, aimed at enhancing greenery across our projects.

**Social Initiatives:** The company focuses on diversity and inclusion, with a current gender diversity rate of 32% which is a industry benchmark and a return-to-work rate of 85.7% post-maternity leave. PHL has achieved 82,75,672 hours of 'zero' injury work and maintains a high employee training and development score. Customers are integral to our business's success, as their satisfaction and loyalty directly influence the company's revenue, reputation, and growth. This year we received a CSAT score of 97.31%.

**Governance:** PHL adheres to progressive corporate governance practices, ensuring regulatory compliance and robust data and cyber security measures. There have been no cases of customer privacy breaches or data loss.

**Future Outlook:** The commitment to Sustainability Goals 2030 positions PHL to thrive in a competitive landscape, enhancing resilience and driving sustained progress.

## ABBREVIATIONS

AGM	Assistant General Manager
ALARP	As Low as Reasonably Practicable
ASTM	American Society for Testing and Materials
ATM	Automated Teller Machine
AVP	Assistant Vice President
BBMP	Bruhat Bengaluru Mahanagara Palike
BD	Business Development
BIS	Bureau of Indian Standards
C&D	Construction and Demolition
CEO	Chief Executive Officer
CFL	Compact Fluorescent Lamp
CFO	Chief Financial Officer
CGWB	Central Ground Water Board
CHRO	Chief Human Resources Officer
CPCB	Central Pollution Control Board
cPVC	Chlorinated Polyvinyl Chloride
CRM	Customer Relationship Management
CSD	Customer Service Department
CSR	Corporate Social Responsibility
CTO	Consent to Operate
CX	Customer Experience
DG	Diesel Generator
DGM	Deputy General Manager
EHS	Employee Health And Safety
EMM	Enterprise Mobility Management
EMS	Environmental Management System
EPFO	Employees' Provident Fund Organisation
ESG	Environmental, Social, and Governance
EV	Electric Vehicle
EVP	Executive Vice President
FM	Facilities Management
FY	Financial Year
GGBS	Ground Granulated Blast Furnace Slag
GHG	Greenhouse Gas
GM	General Manager
GRESB	Global Real Estate Sustainability Benchmark
GRI	Global Reporting Initiative
GRIHA	Green Rating for Integrated Habitat Assessment
HIRA	Hazard Identification and Risk Assessment
HO	Head Office
HQ	HeadQuarters
HR	Human Rights
HVAC	Heating, Ventilation, and Air Conditioning
IE	International Efficiency
IGBC	Indian Green Building Council
ISO	International Organization for Standardization
KMP	Key Managerial Personnel
KRA	Key Responsibility Area

LED	Light Emitting Diode
LEED	Leadership in Energy and Environmental Design
LPG	Liquified Petroleum Gas
MIS	Management Information Systems
MoEFCC	Ministry of Environment, Forest and Climate Change
MOU	Memorandum of Understanding
NGO	Non-Governmental Organization
OHS	Occupational Health and Safety
OPC	Ordinary Portland Cement
PCB	Pollution Control Board
PIB	Press Information Bureau
PIC	Person-in Charge
PM	Particulate Matter
PoSH	Prevention of Sexual Harassment
PPC	Portland Pozzolana Cement
PPE	Personal Protective Equipments
PVC	Polyvinyl Chloride
RERA	Real Estate Regulatory Authority
RTA	Registrar and Transfer Agent
SAP	Systems, Applications & Products in Data Processing
SCOC	Supplier Code of Conduct
SDG	Sustainable Development Goals
SEBI	Securities and Exchange Board of India
SFDC	Sales Force Dot Com
SOA	Statement of Accounts
SPOC	Single Point of Contact
STP	Sewage Treatment Plant
TB	Tuberculosis
TRX	Total Body Resistance Exercise
uPVC	unplasticized Polyvinyl Chloride
VOC paints and tiles.	Volatile Organic Compounds
VP	Vice President
YoY	Year on Year

## UNITS

CO <sub>2</sub>	Carbon dioxide
cum	Cubic meter
kg	Kilogram
kL	kilo Litres
km	Kilometer
kWh	kiloWatt hour
microgram/m <sup>3</sup>	Microgram per cubic meter
mm	Millimeter
MWh	Mega Watt hour
nos.	Numbers
RMT	Running Metre
Sq. Ft.	Square foot
Sq.m	Square meter



## ACKNOWLEDGMENT

We extend our sincere gratitude to the dedicated individuals and teams at PHL whose pivotal contributions made the successful completion of this report possible.

Their unwavering commitment, expertise, and tireless efforts have been invaluable. We would also like to express our heartfelt thanks to Dr. Gopiprasad.S, Ms. Meha Singhvi, Ms. Archana Kuri, Ms. Deepashree, Ms. Sharadhi, Mr. Karthikeyan, Ms. Minol, Mr. Vinay, Ms. Soumya Prakash, Mr. Shivakumar B.S, Mr. Uddappa. D, Mr. Pounacha, Mr. Dhruba Ghosh, Mr. Arvind Singh, Mr. Sudip Chatterjee and all participants from the site offices for their significant contributions to the report. Additionally, we deeply appreciate the efforts of all team members who worked diligently behind the scenes. The collective work has been instrumental in producing a high-quality document that will undoubtedly support our organization's continued success.

All data and information have been provided by the PHL team. The trademarks and logo used are owned by Provident Housing Limited.

The concept, design and content of the report is by SAGE Sustainability, a certified B Corp and GRESB partner organization providing sustainability consulting and advisory services.



*Artistic impression - Provident Bayscape, Chennai*



# About The Report

---

Introduction

Report Overview

Reporting Framework

Scope and Boundary

Message from the Chairman

Message from the Director

Message from the CEO



# INTRODUCTION

Provident Housing Limited (PHL), a wholly-owned subsidiary of Puravankara Limited, is a prominent developer, recognized for delivering exceptional value in the residential segment. The company addresses varied residential needs of buyers, with a strong emphasis on making aspirational home-ownership a reality. It combines its proven expertise with innovative design aesthetics, cutting-edge technology and customer-centricity to deliver exceptional living spaces that elevate the lifestyle of its residents.

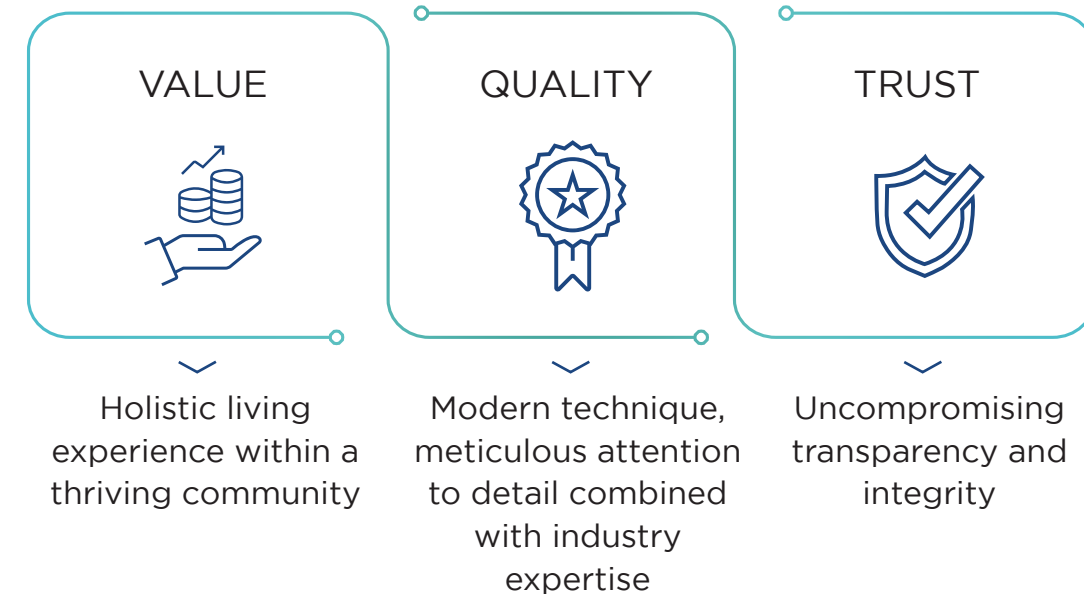
Over the years, PHL has developed an impressive portfolio of residential projects across nine (9) cities: Bengaluru, Chennai, Coimbatore, Goa, Hyderabad, Kochi, Mumbai, Mangaluru, and Pune.

With a community of over 50,000 satisfied residents, the company's scale is evident in its track record of approximately ~20 million square feet of projects—about ~12.8 million square feet completed and ~7.2 million square feet currently under construction. Furthermore, an additional ~5.2 million square feet are planned and awaiting approval for new launches.

Provident Housing pivots on the 'YOU' philosophy of customer-centricity, which focuses on enhancing customer experiences and creating value for home buyers. The credential is

combined with value, trust, and quality to offer exceptional community living experience that aims to elevate customers' lifestyles with homes designed for 'more'.

## OUR COMMITMENT - MORE FOR SURE



We go beyond floor plans, to plan homes to perfection in every room.  
 We think beyond windows, to design homes with more sunlight hours.  
 We allocate more than play areas, to include sprawling lawns and turf fields.  
 We plan more than towers in a row, to create communities with expansive open spaces.  
 Yes, we make neighborhoods,  
 But we also strive to create lifestyles that have 'more' written all over them



## REPORT OVERVIEW

We are proud to present our sustainability report for the financial year 2023-24 to our stakeholders. This report highlights our progress on ESG (Environmental, Social, and Governance) parameters, allowing our stakeholders to evaluate the impact of our initiatives.

This report's writing helped us closely review our performance and guide our ESG strategies and goals moving forward. In this report, we are introducing our sustainability mission for 2030.

## REPORTING FRAMEWORK

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards for the period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024. In compliance with GRI requirements, it outlines our company's significant economic, social, environmental, and governance impacts and achievements. We have disclosed our performance on the key material aspects most relevant to our stakeholders. These material matters were identified through previous

stakeholder engagement and validated during the report's preparation, reflecting changes in the new disclosure standard. We adhered to the GRI Reporting Principles: accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness, and verifiability throughout the process. These reporting principles have guided both our materiality approach and the overall preparation of this report.



Artistic impression - Provident Adora de Goa, Goa



### SCOPE AND BOUNDARY

This is our third sustainability report which covers our progress on ESG parameters. The boundary of this report

includes environment, social and governance aspects from our head office, Bengaluru and following projects.



For any feedback or queries regarding the Sustainability Report, please write to:  
Corporate Office:  
8, Ulsoor Road,  
Bengaluru, Karnataka 560042.  
[esg@providenthousing.com](mailto:esg@providenthousing.com)

### OUR PRESENCE



India map source: <https://www.surveyofindia.gov.in/pages/political-map-of-india>

## MESSAGE FROM THE CHAIRMAN



Dear Stakeholders,

I am elated to present our sustainability report to our valued stakeholders. The report highlights our sustainability journey throughout the financial year 2023-2024 and showcases our unwavering commitment to embedding ESG practices at the heart of our business operations.

At Provident, our dedication to quality, excellence, and customer satisfaction has established us as a leader in the real estate sector. By embracing modern technologies and prioritizing our client's needs, we have consistently delivered projects that not only meet but also exceed their expectations. Our

commitment to innovation and superior craftsmanship has made us a trusted name in the industry.

As we stand at the threshold of a rapidly evolving global landscape, our commitment to sustainability has never been more crucial. At Provident Housing Limited, we believe that our success is intrinsically linked to our ability to create value for our customers, communities, and the environment. This belief drives us to integrate sustainable practices into every aspect of our operations, right from the materials we use to the communities we help build.

Our approach to sustainability is built on three foundational pillars: environmental stewardship, social responsibility, and strong governance. By embracing innovative design strategies, we are not only reducing our carbon footprint but also enhancing the quality of life for our residents. Our projects are a testament to our commitment, featuring best-in-class technologies like cool roof systems, rainwater harvesting, and energy-efficient fixtures that underscore our dedication to environmental sustainability. Projects such as Ecopolitan and Deansgate stand as testaments to our efforts to conserve water, promote biodiversity, and create a greener future.

Our dedication to continuous improvement drives us to adopt the best practices and integrate sustainability into every aspect of our operations. We believe that by embedding sustainability deeper into our business strategy, we can achieve even greater success and create lasting value for all our stakeholders.

Best Wishes

**Ravi Puravankara**  
Chairman- Puravankara Group

## MESSAGE FROM THE DIRECTOR



Dear Stakeholders,

It gives me great pleasure to present our sustainability report for the year 2023-2024. The report showcases the meaningful progress we have made in our ongoing sustainability journey, reflecting our steadfast commitment to integrating Environmental, Social, and Governance (ESG) practices throughout our operations. Our team's dedication to innovation and responsible business practices have been instrumental in achieving these milestones.

In all our projects, we place a strong emphasis on leveraging advanced

technologies, ensuring exceptional quality, and always prioritizing our customers' needs. These core values guide every project we undertake, allowing us to create not just homes, but thriving communities that elevate the standard of living. Our pursuit of excellence ensures that we consistently deliver projects that meet the highest standards of quality and sustainability.

Looking ahead, we are acutely aware that the challenges of tomorrow require innovative solutions today. We have set ambitious targets for 2030 and the roadmap is aligned to our stakeholders' expectations. These goals, supported by every member of our organization, will guide us as we continue to build a more sustainable and inclusive future.

With a portfolio that includes a growing community of satisfied residents, we are proud of the responsible and equitable approach that defines our work. Our initiatives to conserve natural resources, enhance biodiversity, promote energy efficiency, water conservation, and waste management reflects our deep commitment to a sustainable future.

Our efforts in D&I, has helped us achieve a industry benchamrk gneder diversity of over 30% consistently over the years. Moreover, safety is a cornerstone of

our operations, and we believe that a secure work environment is essential for the well-being of our workforce. Our organization is committed to implementing and maintaining the highest safety standards, ensuring that every project is executed with meticulous attention to the safety of our workforce. I am proud to highlight another 'Zero' incident year. While we have made significant progress, we understand that the journey towards sustainability is ongoing, and we remain committed to continually raising the bar.

I would like to express my sincere appreciation to all our stakeholders, particularly our dedicated team members whose hard work and commitment has been the cornerstone of our success. I am also grateful to our customers for their trust and support. As we move forward, we remain focused on creating homes that are not only beautiful but also sustainable, with a lasting positive impact on the environment and society.

Best Wishes

**Amanda Joy Puravankara**  
Director,  
Provident Housing Ltd



## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



Dear Stakeholders,

I am pleased to present our sustainability report for the financial year 2023-24. The report highlights the significant progress we have made over the past year as we continue to lead the way in responsible and sustainable real estate development.

Our dedication to innovation, quality, and customer satisfaction remains at the core of our business, driving us to create spaces that not only meet the highest standards but also contribute positively to the environment and society. We understand that true sustainability goes beyond just words—it requires action and a shared commitment across the entire organization.

We have had an exceptional year on the business, ending registering sales of INR 522.48 Cr, with a y-o-y growth of 37%. We have a healthy pipeline of ~7.8 million sq. ft. of projects under construction and ~5.2 million sq. ft under planning, positioning us for continued success and growth in the coming years. With major projects like Ecopolitan and Deansgate underway, we see an incredible opportunity to set new benchmarks in sustainable development. Our vision is to build homes that not only meet the needs of today but also protect the world we leave behind for future generations.

Recognising the need for ambition and effective communication of our sustainability efforts, we have set ambitious goals that will guide our actions through to the year 2030. The goal-setting process involved all functional heads, ensuring ownership and accountability. The targets are SMART -Specific, Measurable, Achievable, Relevant and Time-bound. The goals focus on all the three E, S & G parameters and will guide the organization to a holistic focus on sustainability.

As part of our environmental goals, we are committed to achieving energy and emissions targets that guide us toward

future decarbonization, conserve resources and achieve zero waste beyond our operational boundaries. We are committed to biodiversity conservation through our Nature First Homes, with the promise of 'One Home, One Tree'.

On the social front, we are committed to a diverse and inclusive workforce, aligning safety practices to best-in-class standards, promoting human rights and creating an optimal environment for our employees to thrive, ensuring that we deliver the best customer experience. We are leading the industry benchmark by having over 30% women in our workforce consistently.

We are committed to progressive corporate governance practices, with ethics and integrity at the core of our operations while aligning to become a digital-first company by 2030 and empowering our supply chain with strong ESG principles.

We recognize that our employees are the pillars on which our business rests. We have initiated Employee Assistance Programmes (EAPs) to promote employee well-being along with career development and advancement opportunities.

As we continue this journey, I would like to express my deepest gratitude to our employees, partners, and stakeholders for their unwavering support and dedication. Together, we are building more than just homes; we are creating a legacy of sustainability, innovation, and excellence.

I would like to express my sincere appreciation to our customers for their trust and support. I encourage all our stakeholders to review the sustainability report and share their valuable feedback.

Warm Regards

**Mallanna Sasalu**  
Chief Executive Officer,  
Provident Housing Ltd.

# Company Overview

Our Current Projects

Awards and Recognitions

Memberships and Associations





## OUR CURRENT PROJECTS



### PROVIDENT ADORA DE GOA

HIGHLIGHTS

APARTMENTS

1, 2 & 3 BHK

LOCATION

DABOLIM, CENTRAL GOA

PROJECT STATUS

FINISHING

AREA

32 ACRES

### PROJECT OFFERINGS:

Branded luxury homes with a soul of resort in Goa. The project is designed with a fusion of the Goan architecture for its exterior and the ultra-modern amenities in the interior. The elevation is dotted with Portuguese-styled windows, windowpanes, hand-painted house numbers and Baroque statues while sporting a rain shower, digital locks and other hospitality amenities reflecting the needs of modern living.



### SUSTAINABLE DESIGN & CONSTRUCTION:

The project in compliance with the MoEFCC and State Environmental Impact Assessment Authority mandate the use of the following:

- » Ready Mix Concrete: Reduces water use and minimizes air, water, and land pollution on-site.
- » Solar Integration: Solar street lights and a common solar water heater for the project.
- » Rooftop Rainwater Harvesting: Collected and treated on-site for domestic use.
- » STP for sewage treatment: Treated water used for flushing and gardening; wastewater and stormwater systems are kept separate.
- » Low Sulfur Diesel & Efficient DG Sets: Minimizes nitrogen oxides and Particulate matter emissions:
- » M-sand use: 100% replacement of river sand with M-sand.



### PROJECT AMENITIES:

- » Prime Location: Central with growth potential; close to world class amenities, hotels and restaurants such as The Blu.
- » Convenient Access: Near airport, schools, colleges (within 5 km), and multiple Goa beaches.
- » 1-Acre Water Zone: Features include water pools, a sunken bar, a Jacuzzi, snorkelling zones, a lazy river, and an aqua gym.
- » 1-Acre Dry Entertainment Zone: Includes a clubhouse, poolside restaurant, private cabanas, and decks around The Blu.
- » Hospitality Offerings: Balinese spa, banquet services, shopping centres, and restaurants.
- » Premium Fixtures: High-quality fixtures from leading international brands.
- » Modern Apartments: Intelligently designed for contemporary living.



## OUR CURRENT PROJECTS



### PROVIDENT CAPELLA

HIGHLIGHTS

APARTMENTS

STUDIO, 1, 2 & 2.5 BHK

LOCATION

SOUKYA ROAD, WHITEFIELD,  
BENGALURU

PROJECT STATUS

FINISHING

AREA

6 ACRES

### PROJECT OFFERINGS:

Capella by Provident offers a haven for those whose lives revolve around the joys and dreams of their children. The project offers a wide range of amenities that ensure an enriching lifestyle for children.



### SUSTAINABLE DESIGN & CONSTRUCTION:

Sustainable Design & Construction Initiatives:

- » Ready-Mix Concrete: Use of ready-mixed concrete to minimize the environmental impacts.
- » Rainwater Harvesting: Rainwater harvesting plan as per CGWB and BIS standards
- » Dual plumbing system for the separation of grey and black water
- » STP-treated water for flushing and gardening
- » Energy efficiency: Glass usage is about 10% of the surface area to reduce electricity load
- » Accessibility: Ramps and separate parking
- » Low Sulfur Diesel: Usage of DG with low sulfur diesel.
- » EV Charging: Car park with EV charging options



### PROJECT AMENITIES:

Project Amenities:

- » World-class fixtures and fittings
- » Amenities include a library with a reading room, sand pit play area, jamming room, children’s gym, adventure bowl, creche, kids’ swimming pool, cricket practice pitch, fresh air tower, and jogging track.
- » Additional amenities include a tinkering room, tuition zone, adult gym, association room, multipurpose room for yoga and aerobics, and guest rooms.
- » Outdoor amenities include a multi-court, herb garden, aroma garden, kabaddi court, open-air theatre and stage, yoga lawn, outdoor gym, meditation pavilion, party lawn or barbeque counter, carwash and charging points.



## OUR CURRENT PROJECTS



### PROVIDENT DEANSGATE

HIGHLIGHTS

VILLAMENTS  
**3 BHK**

LOCATION  
**IVC ROAD,  
NORTH BENGALURU**

PROJECT STATUS  
**INITIAL STAGE**

AREA  
**15 ACRES**

### PROJECT OFFERINGS:

Provident Deansgate offers unparalleled luxury, captivating the essence of Manchester in the heart of North Bengaluru. The architecture is based on the living style emulating Manchester. Deansgate offers a blend of luxurious living with environmental responsibility, ensuring well-being for generations.



### SUSTAINABLE DESIGN & CONSTRUCTION:

Sustainable Design and Construction Initiatives:

- » Freshwater Demand Reduction: 18% reduction through water-efficient fittings.
- » Rooftop Rainwater Harvesting: Conserves 375 lakh litres of water annually.
- » Surface Rainwater Harvesting: Conserves 458 lakh litres annually.
- » Green Spaces & Eco-Conscious Construction: 4 acres of green spaces with GreenPro-certified Low VOC paints and tiles.
- » Organic Waste Conversion: 510 kg/day waste converted into manure using an organic waste converter.
- » Membrane Bioreactor STP: 100% Ultra Filtration provides high-quality treated water; dual pipe plumbing.
- » Solar Passive Design: 91% of homes employ minimum heat gain design and maximize ventilation.
- » Energy Efficiency: LED lights in common areas and solar water heaters.
- » Low Sulfur Diesel: Used for DG sets during the construction phase.
- » Solar Panels & EV Charging: 50 kW solar power for clubhouse and 4 kW solar power for EV charging.
- » Sustainable Landscaping: Over 1,550 indigenous trees are sustainably irrigated with drip and sprinkler systems.



### PROJECT AMENITIES:

Project Amenities:

- » The project provides a 12,000 sq. ft clubhouse, nature trail and multi-pool facilities.
- » Amenities offered in the project include bowling alley, squash court, badminton court, gymnasium, table tennis, basketball court, mini soccer field, children’s play area, cricket practice net, cycling track, play lawn, amphitheatre, outdoor gym, elder’s plaza and pet park.



## OUR CURRENT PROJECTS



### PROVIDENT ECOPOLITAN

HIGHLIGHTS

APARTMENTS

2 & 3 BHK

LOCATION

AEROSPACE PARK,  
BENGALURU NORTH

PROJECT STATUS

UNDER CONSTRUCTION

AREA

12 ACRES

### PROJECT OFFERINGS:

Provident Ecopolitian offers an eco-conscious lifestyle that places nature at the forefront, with one tree planted per home and accommodating more than 45 indigenous plants and shrubs. The proximity of the project to Devanahalli airport as well as key business, education and health centers offer a wholesome and sustainable living experience.



### SUSTAINABLE DESIGN & CONSTRUCTION:

Sustainable Design and Construction Initiatives:

- » Carbon Footprint Reduction: Use of PPC cement with fly ash, slag sand, M-sand, and recycled aggregates.
- » Eco-friendly Materials: Flooring with high recycled content and non-toxic VOC paints.
- » Water Efficiency: Efficient fixtures, aerators, and Membrane Bioreactor STP for water recycling (flushing, landscaping, HVAC); dual pipe plumbing.
- » Waste Management: Segregation of dry and wet waste, with 1.32 tons rotary drum composter converting wet waste into manure.
- » Renewable Energy: Rooftop photovoltaic solar system; 55kW peak solar panels for common areas and solar water heating for the top floors.
- » EV Charging: 25% of car parks are equipped with EV charging points.
- » Sustainable Landscaping: Over 1,300 trees with 45 species of indigenous flora.
- » Healthy Living: 60% lung space promotes a healthier environment.
- » Low Sulfur Diesel: Used for DG sets during the construction phase.



### PROJECT AMENITIES:

Project Amenities:

- » Exclusive Amenities: Bird-watching deck, bicycle lane, amphitheatre, outdoor gym, co-working spaces, forest greens, TRX, jamming room, squash court, multi-purpose court, high street retail, mini-soccer court, reflexology garden, nature trail, children’s play area, swimming pool, sunken seating area, and skating rink.
- » Vaastu Compliant Homes: 100% Vaastu compliance with externally ventilated rooms and full-height glazed windows for ample natural light.
- » Grand Series 2 Balcony Homes: Designed for maximum privacy, efficient carpet area, and invisible outdoor AC units.

## OUR CURRENT PROJECTS



### PROVIDENT PARK SQUARE

HIGHLIGHTS

APARTMENTS  
2 & 3 BHK

LOCATION  
KANAKAPURA ROAD,  
BENGALURU

PROJECT STATUS  
FINISHING STAGE

AREA  
20 ACRES

#### PROJECT OFFERINGS:

Park Square by Provident brings together luxurious living space with world class amenities at great prices, delivering the choice of exceptional living.

Solitaire is a premium stand-alone tower in Provident Park Square which offers premium 2 BHK and 3 BHK units.



#### SUSTAINABLE DESIGN & CONSTRUCTION:

The project complies with MoEFCC and the State's Environmental Impact Assessment Agency and uses the following:

- » Low Sulfur Diesel: DG sets use low sulfur diesel to reduce emissions.
- » Ready Mix Concrete: Used alongside site mix for construction.
- » Pre-cast Construction: Walls are made using pre-cast methods.
- » Dual Plumbing System: Separate systems for grey and black water.
- » Water Treatment: 100% treatment with a decentralized sewage treatment plant (STP) and reused for flushing and gardening.
- » Energy Efficiency: 10% glass surface area to reduce electricity consumption and AC load.
- » Solar Power: Walkways powered by solar panels; solar water heating for top two (2) floors.
- » Thermal Insulation: Roof insulated according to the Energy Conservation Code, 2007.
- » Accessibility: Ramps and separate parking are provided for the physically challenged.
- » Waste Management: Organic waste converter on-site; non-biodegradable waste sent to authorized resellers.
- » Access Points: The project site has three (3) entry and exit points.



#### PROJECT AMENITIES:

- » Sports Amenities: Three (3) multi-courts, jogging track, cricket practice pitch, skating rink, kabaddi court, wall climbing, forest trails, children's play area, hopscotch, and chess courts.
- » Clubhouse Features: Includes a swimming pool with kid's pool, creche, squash court, gymnasium, pool table, table tennis, indoor games (carrom, chess), reading room, and a culture club with jamming and tinkering rooms.
- » Leisure Amenities: Old Folk's Corner, amphitheatre, meditation deck, yoga deck, paw park, gazebo, barbecue deck, dry deck fountain, and landscaped garden.
- » Technology & Fixtures: Equipped with fixtures from leading international brands.
- » Shopping & Dining: Park Square includes a micro mall with shopping options, ATM, restaurant, banquet hall, and convenience store.



### OUR CURRENT PROJECTS



#### PROVIDENT WINWORTH

##### HIGHLIGHTS

APARTMENTS  
2 BHK + STUDY

LOCATION  
EDAPPALLY,  
KOCHI

PROJECT STATUS  
UNDER CONSTRUCTION

AREA  
16 ACRES

#### PROJECT OFFERINGS:

Winworth offers a blend of world-class amenities with the originality of Kerala. The project is a 16-acre development at the heart of Kochi is designed to provide a wholesome living experience with 60%+ open spaces.



#### SUSTAINABLE DESIGN & CONSTRUCTION:

Our 1<sup>st</sup> project pre-certified by EDGE (Excellence in Design for Greater Efficiencies) for the sustainability initiatives taken into design consideration.

The project shows an exemplary achievement compared to a standard project by:

- 37% energy savings,
- 53% water savings
- 60% less embodied carbon in materials



#### PROJECT AMENITIES:

- » World-Class Fixtures: High-quality fixtures and fittings throughout the project.
- » Unique Amenities: Spice walk, herbal garden, jamming room, paw park, social interactive spaces, cross-fit court, Zumba deck, and climbing wall.
- » Health & Wellness: Swimming pool, reading room, steam and sauna, Kalari court, gymnasium, squash court, table tennis, field archery, tennis, badminton, basketball, cricket net, bowling alley.
- » Leisure Spaces: Amphitheatre, children’s play area, meditation area, yoga deck, and reflexology park.

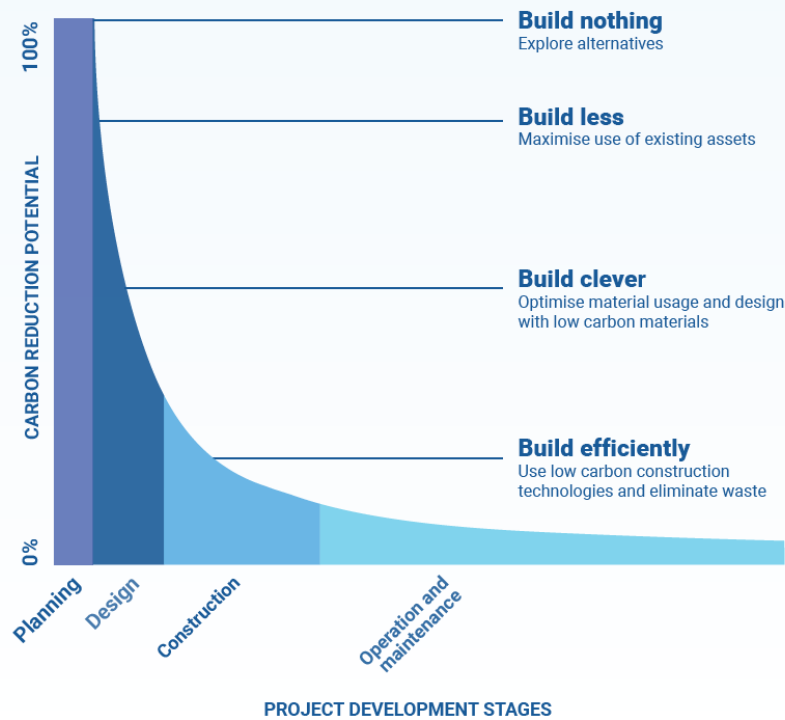


## E, S & G IN DESIGN

Currently, buildings account for 39% of energy related global CO<sub>2</sub> emissions, making it one of the largest GHG emitting sector. Of the total sectoral emissions, 28% comes from operational stage (carbon emissions during use) with 11% arising from the energy used to produce building and construction materials, usually referred to as embodied carbon. It is therefore imperative that the building plan takes into account the operational carbon of the project at the building stage.

At PHL, we have recognized this insight and have included the aspects of sustainability right in our design phase under the verticals of E-Environment, S-Social & G-Governance. Here are some of our sustainable design strategies already considered for our projects.

### Carbon reduction potential



Source: Bringing embodied carbon upfront, World GBC, 2019

### Environmental Design Considerations

**Sunpath Analysis and Building Orientation** – We conduct sun path analysis to optimize building alignment and orientation. Buildings are designed with longer facades oriented from north to south to maximize natural daylight while minimizing thermal energy ingress. This approach helps keep internal spaces cool, reducing the need for artificial cooling systems.

**Cool Roof Technology** - The top floors of buildings are coated with cool roof paint and clay tiles. Cool roof coatings, tested as per ASTM/LEED standards, reflect ultraviolet rays, while clay tiles provide natural thermal insulation, preventing thermal expansion and cracks in concrete slabs.

**Daylight and Ventilation** – The design of large glass windows placed strategically enhances natural light and ventilation, creating a spacious feel and providing unobstructed outdoor views. Window designs include sunshades and chajjas to restrict direct sunlight and maintain comfortable internal temperatures.

**Sustainable Materials** – The use of sustainable materials is a cornerstone of Provident Housing’s design strategy. For instance, the use of PPC cement, which contains 31% fly ash, reduces greenhouse gas emissions. Similarly, M-sand, a 100% replacement for river sand, is used in construction, promoting recycling and reducing environmental impact. The focus is also on using GreenPro - certified materials that conform to IGBC and GRIHA specifications.

**Landscape and Urban Heat Island Mitigation** - To mitigate urban heat island effects, design maximizes tree plantation at ground and podium levels, focusing on indigenous and adaptive plants with a healthy mix of flowering, fruit bearing and linear canopy trees. This not only reduces heat but also enhances biodiversity by attracting birds and bees. To achieve an optimum green plot ratio (GnPR), trees are planted in layers with respect to heights based on their Leaf Area Index.

**Wind Direction Consideration** - Prevailing wind directions for a site are studied to optimize ventilation and indoor air circulation in our homes. This design consideration enhances energy efficiency by reducing the need for artificial cooling and heating.

**Water and Waste Management** – At PHL projects we employ several water conservation strategies, including rainwater harvesting and the use of water-efficient fixtures and recycling wastewater to reduce the freshwater demand. Organic wastes is processed into compost for in-house landscaping along with advanced sewage treatment plants to recycle wastewater for flushing and irrigation.

**Renewable Energy and Energy Efficiency** – Solar water heating systems for units on the top two (2) floors, solar power to meet 1% demand of common area lighting, and 15% of external periphery lighting (street light poles) are integrated into the project design. Energy-efficient 5-star rated fixtures and appliances, timer-based lighting for common areas, and EV charging options are provided in the projects to reduce the overall carbon footprint.





### Social Design Considerations

Physical and mental well-being of the owners and tenants of our homes is positively influenced by optimizing lighting, acoustics, and air quality while incorporating nature through biophilic design.

**Universal Accessibility** - The design includes features that cater to people with special needs, such as ramps, accessible signages, and designated parking spaces. These elements ensure that buildings are accessible to all, promoting inclusivity.

**Biophilic Design** - Biophilic design elements are integrated into urban landscapes to increase occupant connectivity to nature, reducing carbon emissions and fostering biodiversity.



### Governance Design Considerations

Housing Limited adheres to high governance standards in its design processes, ensuring compliance with relevant regulations and promoting transparency.

**Governance Framework** - Governance framework includes corporate board oversight, management structures, and adherence to industry standards and codes, such as the National Building Code (NBC) and various IS codes for electrical, HVAC, and plumbing systems.

**Sustainable Development Governance** - Provident Housing aims to implement sustainable development principles through effective governance, contributing to global sustainability goals.



Artistic impression - Provident Palm Vista, Mumbai



## AWARDS AND RECOGNITIONS

Provident Housing Limited (PHL) has earned well-deserved recognition for its unwavering commitment to innovation and sustainability. By blending cutting-edge architectural design with sustainable practices, PHL has achieved a harmonious integration of eco-friendly features.

Our dedication towards sustainability and excellence has been acknowledged through numerous prestigious industry awards. These achievements underscore our dedication to enhancing the quality of life and fostering thriving communities.

### Best CRM Team of the Year -

2<sup>nd</sup> Annual CX Excellence Awards 2023 by Quantic, Jun-2023

### Sustainability Project in the Mixed-Use Category -

The Realty+ Harit Bharat Leadership Summit & Awards 2023 - **Provident Ecopolitan**, Oct-2023

### Sustainable Business Leader of the Year

Realty+ Excellence Awards 2023-South - **Mr Mallanna Sasalu-CEO, Provident Housing Ltd**, Dec-2023

### Themed Project of the Year -

Realty+ Excellence Awards 2023-South - **Provident Deansgate** Dec-2023

### Sustainable Project of the Year -

Global Real Estate Congress & Award 2024 - **Provident Ecopolitan**, Feb-2024

### Design Project of the Year -

Global Real Estate Congress & Award 2024 - **Provident Deansgate**, Feb-2024

## MEMBERSHIPS & ASSOCIATIONS



Confederation of Real Estate Developers Association of India (CREDAI)

## MESSAGE FROM THE HEAD OF ESG COMPLIANCE & SUSTAINABILITY



We are pleased to share the remarkable progress of our sustainability journey. This year, following extensive consultations with internal stakeholders, we have set ambitious ESG goals and targets for 2030, which will serve as our guiding framework to further embed sustainability in all our endeavors. Our roadmap emphasizes decarbonization, energy and water efficiency, waste management, resource optimization, and biodiversity conservation, supported by specific action plans and measurable key performance indicators (KPIs) evaluated semi-annually. A key aspect of our approach is the systematic collection and analysis of ESG data. We have identified critical data sources and implemented robust collection methods to ensure the accuracy and reliability of our sustainability metrics. This data-driven strategy enables us to perform in-depth analyses, effectively measure progress, and continuously improve our sustainability performance.

A notable milestone this year is achieving EDGE pre-certification for Provident Winworth in Kochi, along with subjecting our upcoming projects to preliminary EDGE assessments to address any gaps. We are also adopting the IGBC certification for our forthcoming projects. In line with our commitment to reducing our carbon footprint, we are actively integrating renewable energy sources, helping to decrease energy costs and emissions. Water conservation remains a top priority, demonstrated by the introduction of eco-ponds for rainwater harvesting and storage, which not only secure water resources for our properties but also aid in groundwater recharge for surrounding areas. On the social front, we are proud of our commitment to diversity and inclusivity, with women comprising over 30% of our workforce. Our buildings are designed to be inclusive of individuals with special needs, and our robust health and safety practices have led to a zero-incident record across all projects.

As we move forward, we are dedicated to setting new standards in sustainability that create lasting, positive impacts on both the planet and its people.

**Dr. Gopiprasad S,**  
Head - ESG compliance & Sustainability  
Provident Housing Limited

# Our Sustainability Journey

Sustainability Highlights

Sustainability Approach

Sustainability Goals and Targets 2030



### SUSTAINABILITY HIGHLIGHTS

**EDGE**



pre-certification:  
Provident Winworth,  
Kochi

**1,37,970 KL**



water saved

**~1,18,600 CUM**



of M-Sand used,  
eliminating the use  
of river sand

**254**



lorry loads of C&D  
waste re-used\*

**18,200 TONNES**



of blast furnace  
slag sand used

**3.51**



tonnes of organic  
waste composted

**2,750+**



indigenous trees planted  
for site development

**ZERO**



cases of customer  
privacy breaches or  
data loss

**32%**



gender diversity

**85.7%**



return rate from  
maternity leave

**100%**



coverage of permanent  
employees under life  
insurance

**968**



employee training  
hours

**ZERO**



accidents and  
injuries across PHL sites

**97.31%**



customer  
satisfaction score

**100%**



resolution of HR  
complaints

**INR 17.06 CR**



worth of spending on  
local purchases  
(Increase of 75.9%  
from previous year)

\*Construction & Demolition waste data provided in number of loads, which is converted to tonne as per [https://cdn.cseindia.org/attachments/0.49371000\\_1560337022\\_Construction-demolition\(C&D\)-WasteFactsheet.pdf](https://cdn.cseindia.org/attachments/0.49371000_1560337022_Construction-demolition(C&D)-WasteFactsheet.pdf) (page 10)

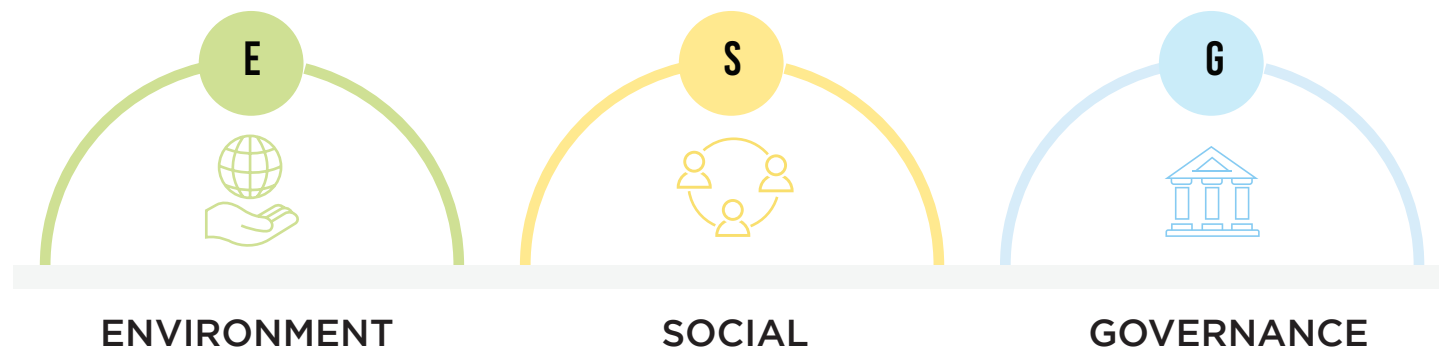
## SUSTAINABILITY APPROACH

Our sustainability approach is guided by material areas which were identified and prioritized through the lens of impact on business and stakeholders.

### SUSTAINABILITY CONTEXT

We conducted a detailed materiality analysis through stakeholder consultations in 2020-21 and have

arrived at the key material areas to start our sustainability journey and integrate sustainability into our business practices. However, in the current reporting period, we have expanded the list of material topics to include additional relevant areas significant to the real estate sector and taking inputs from GRESB framework and real estate sector review.



## LIST OF MATERIAL TOPICS

The long list of material areas identified are:

ENVIRONMENT	SOCIAL	GOVERNANCE
<ul style="list-style-type: none"> <li>Climate Change</li> <li>Water Management</li> <li>Materials Efficiency</li> <li>Waste Management</li> <li>Environmental Governance</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety(OHS)</li> <li>Customer Engagement/ Satisfaction</li> <li>Supply Chain Management</li> <li>Human Rights</li> <li>Diversity &amp; Inclusion</li> <li>Social stewardship</li> <li>Talent Acquisition and Retention</li> <li>Learning &amp; Development</li> <li>Customer Stewardship</li> </ul>	<ul style="list-style-type: none"> <li>Business Ethics, Corporate Governance</li> <li>Supply Chain Management</li> <li>Data Security and Cyber Security</li> <li>Business Growth &amp; Profitability</li> </ul>

### STAKEHOLDER ENGAGEMENT:

We engage with our stakeholders through a range of means, for discussions and consultations throughout the year. These consultations help us understand the impact of their activities on the material areas and vice-versa.

Through these ongoing dialogues, we ensure that our material issues are relevant, reflect the sustainability context, and drive long-term value creation for the organization. The details of stakeholder consultations, type of consultation, frequency, topics discussed, and outcomes are as below:

## STAKEHOLDER ENGAGEMENT

S. NO.	STAKEHOLDERS	CONSULTATIONS	FREQUENCY	TOPICS DISCUSSED	OUTCOME
1	<b>Employees:</b> To create a workplace that is fair, innovative and growth-oriented.	Townhall meetings	Quarterly	<ul style="list-style-type: none"> <li>Financial performance;</li> <li>Plan for the next quarter;</li> <li>Employee engagement activities - culture, vision &amp; mission;</li> <li>Long-term direction of the company.</li> </ul>	Employees are regularly updated on the company's performance, their career growth opportunities, and the future direction that will require their efforts.
2	<b>Customers:</b> To understand their needs and adapt to cultural, geographic and other preferences.	Customer survey	CSD (At project sites - periodical interaction)	<ul style="list-style-type: none"> <li>Customer feedback on all relevant aspects</li> </ul>	Customer satisfaction / Premier sales
		CRM Team (Interaction with the customers)	Regular & need basis	<ul style="list-style-type: none"> <li>Progress / Payment/ Interest/ SOA/ Demand update</li> </ul>	Welcome call; Agreement execution; Payment collections
		Customer events	At select project sites - monthly interaction	<ul style="list-style-type: none"> <li>Project progress related concerns</li> </ul>	<ul style="list-style-type: none"> <li>Sending progress reports with clear information on project status such as completed, in-progress, and upcoming tasks</li> <li>Feedback forms for every customer who has executed an agreement.</li> </ul>
3.	<b>Investors:</b> To ensure transparency and trust.	Annual general meeting	Annual	<ul style="list-style-type: none"> <li>Statutory matters as required by companies Act/ SEBI</li> </ul>	Regulatory compliance
		Investor queries	Real-time basis	<ul style="list-style-type: none"> <li>Re-validation of dividend warrant/ Physical copies of Annual report etc</li> </ul>	Addressed through RTA/Secretarial team
		Analyst briefings	Quarterly; As and when required	<ul style="list-style-type: none"> <li>Financial results/ operational updates etc</li> </ul>	Compliance with SEBI regulations
		Annual report	Annual	<ul style="list-style-type: none"> <li>Statutory requirements</li> </ul>	Regulatory compliance



S. NO.	STAKEHOLDERS	CONSULTATIONS	FREQUENCY	TOPICS DISCUSSED	OUTCOME
4.	<b>Local Communities:</b> To have clarity on needs of the communities and how our CSR projects are creating impact.	Online Dialogue and engagement with local NGOs	Need-based: Virtual meetings with NGOs / implementation partners	Ongoing CSR program progress, future planned interventions, community feedback on the program planned or executed, expectations from the community, potential impact on the community, program concept, proposal, the outreach of the CSR intervention, impact on the community, and project progress (ongoing project)	A concept note or proposal is submitted by the NGO, followed by progress reports, and impact reports provided upon the program's completion.
		Employee engagement	Need-based	Scope of the CSR program, its impact on the community, and the employee's role during such CSR engagement are discussed	Details of the CSR program and scope of the engagement program
		Government / Regulatory	Need-based - New License or renewal of License for CSR programs with Govt agencies (BBMP)	Program tenure, location, long-term impacts to the community, and liaising.	The signing of an MOU or Agreement or License
5.	<b>Media:</b> To communicate our progress.	Media briefings	Twice a month	<ul style="list-style-type: none"> <li>Millennial homebuying</li> <li>Increase in sales;</li> <li>Corporate Governance</li> </ul>	PHL is establishing a thought leadership position within the industry, with consistent media interactions highlighting the company's transparency and governance.
		Press Release	Need-based	<ul style="list-style-type: none"> <li>Operational updates</li> <li>Financial results</li> <li>Project launches</li> <li>Open wells revival</li> <li>Scholarships for youth</li> <li>Participation in 10k run</li> </ul>	Positive media coverage establishes the organization as a responsible corporate citizen.
		Industry story participation	Need-based	<ul style="list-style-type: none"> <li>Economic policy decisions;</li> <li>Budget expectations/reviews</li> <li>Land parcel acquisitions</li> <li>Buying trends</li> </ul>	The company's strong presence in public awareness positively reflects its stature.
		Events	Need-based	<ul style="list-style-type: none"> <li>The company is seen as encouraging thoughtful debates on issues important to Bengaluru and its development, DH Bengaluru 2040;</li> <li>DH Football Cup</li> </ul>	Social construction
6.	<b>Special initiatives:</b> To understand initiatives taken under ESG areas and finalize goals and targets	Special meetings	Annual	Initiatives were shared by each of the functional teams under different E, S and G areas	ESG goals and targets finalized

IMPACT OF MATERIAL AREAS

ENVIRONMENT				
TOPIC	POSITIVE ACTUAL	POSITIVE POTENTIAL	NEGATIVE ACTUAL	NEGATIVE POTENTIAL
<b>Environmental Governance</b>	<ul style="list-style-type: none"> <li>Existing policies and certification requirements reviewed.</li> <li>Resolution on pursuing ISO certification.</li> <li>ESG Goals and Targets for 2030 finalized.</li> <li>Environmental Governance structure formed.</li> </ul>	<ul style="list-style-type: none"> <li>EMS implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Non-adherence to compliance can lead to fines or penalties and loss of reputation.</li> </ul>
	<ul style="list-style-type: none"> <li>Our projects meet IGBC, GRIHA, and EDGE certifications.</li> <li>Solar panels installation on all project rooftops and solar water heating for top floors reducing grid electricity consumption and associated carbon emissions.</li> </ul>	<ul style="list-style-type: none"> <li>Target to have 50% renewable energy share in operations-sales, marketing office and site offices to reduce our GHG emissions.</li> <li>Increase of solar lights, EV charging options, energy efficient equipment and responsible daylight savings will result in reduced energy usage and therefore potential savings in GHG emissions.</li> </ul>	<ul style="list-style-type: none"> <li>Operations largely depend on grid electricity, leading to GHG emissions.</li> <li>Our reported emissions have increased this year due to business expansion.</li> </ul>	<ul style="list-style-type: none"> <li>GHG emissions can lead to higher climate-related risks and market uncertainty.</li> <li>Higher operational costs.</li> </ul>

## IMPACT OF MATERIAL AREAS

ENVIRONMENT				
TOPIC	POSITIVE ACTUAL	POSITIVE POTENTIAL	NEGATIVE ACTUAL	NEGATIVE POTENTIAL
Water	<ul style="list-style-type: none"> <li>Our comprehensive water management strategies, including rainwater harvesting, efficient fixtures, and treated water for construction are driving significant water conservation. Additionally, the use of deep aquifers and Membrane Bio-Reactor (MBR) technology for sewage treatment further advanced sustainable water use, ensuring a robust approach to responsible resource management.</li> <li>Water consumption from municipal sources at our HO dropped by 65% this year.</li> <li>Wastewater minimization and enhanced use of recycled/ treated water because of Zero Liquid Discharge (ZLD) implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced water management initiatives, including efficient rainwater harvesting and the use of recycled and treated water will contribute to significant water savings and a reduced demand for freshwater. Implementation of such measures will collectively meet substantial portions of a project’s annual water needs. Refer to the detailed case study attached later in the document.</li> </ul>	<ul style="list-style-type: none"> <li>As a sector highly dependent on water, our operations do impact local water and is subject to stringent legislations on the same.</li> <li>Overall water usage across projects has increased significantly as the reporting boundary includes more projects compared to previous year.</li> </ul>	<ul style="list-style-type: none"> <li>Water scarcity is a threat globally and can impact our operations.</li> <li>Local ecosystems may get impacted due to inefficient water usage.</li> </ul>



## IMPACT OF MATERIAL AREAS

ENVIRONMENT				
TOPIC	POSITIVE ACTUAL	POSITIVE POTENTIAL	NEGATIVE ACTUAL	NEGATIVE POTENTIAL
<b>Waste</b>	<ul style="list-style-type: none"> <li>Collective efforts have been made, resulting in reduced waste across all project sites and events—including compost pits, biogas plants, organic waste converters, repurposing concrete waste for road sub-bases, reduced paper consumption, and eliminating single-use plastics.</li> </ul>	<ul style="list-style-type: none"> <li>Further waste reduction and resource conservation practices across projects shall lead to cost advantage.</li> <li>Training on proper waste handling can further improve waste management, contributing to a circular economy.</li> </ul>	<ul style="list-style-type: none"> <li>E-waste handling and management</li> <li>C&amp;D wastes are disposed of through municipal vendors post-recycling as per CPCB mandate. However, improper handling of C&amp;D wastes by the vendors is contributing to the growth of landfills around the cities.</li> </ul>	<ul style="list-style-type: none"> <li>Improper waste management can lead to an increase in waste to landfill.</li> </ul>
<b>Materials</b>	<ul style="list-style-type: none"> <li>Fly ash bricks, PPC cement, slag or M-sand, and rock crystal aggregates replace traditional materials to enhance sustainability.</li> <li>We have increased the use of M-sand and adopted eco-friendly alternatives.</li> <li>Good quality non-toxic paints help us maintain a low VOC environment.</li> <li>Lower embodied carbon due to local sourcing.</li> </ul>	<ul style="list-style-type: none"> <li>Increasing the use of recycled materials will lead to reduced use of virgin material help reduce GHG emissions, and enhance the circular economy.</li> <li>Material/resource conservation - using digital alternatives to reduce paper consumption.</li> </ul>	<ul style="list-style-type: none"> <li>The construction sector is highly resource-intensive and leads to the depletion.</li> </ul>	<ul style="list-style-type: none"> <li>Depletion of natural resources.</li> <li>Increased cost, project delays.</li> <li>Increased GHG emissions.</li> </ul>

## IMPACT OF MATERIAL AREAS

ENVIRONMENT				
TOPIC	POSITIVE ACTUAL	POSITIVE POTENTIAL	NEGATIVE ACTUAL	NEGATIVE POTENTIAL
<b>Biodiversity</b>	<ul style="list-style-type: none"> <li>• Topsoil conservation across project sites.</li> <li>• Layering vegetation with grass, ground covers, higher plants, and trees while maintaining a high green plot ratio (GnPR).</li> <li>• Enhancing biodiversity through the <b>'One Home One Tree'</b> campaign.</li> </ul>	<ul style="list-style-type: none"> <li>• Biodiversity preservation by creating awareness and conservation of biodiversity.</li> <li>• Create a nursery using a glasshouse - efforts for utilizing indigenous plant/tree species, pure air.</li> <li>• Increase afforestation drives.</li> </ul>	<ul style="list-style-type: none"> <li>• Insufficient documentation on what is retained and enhanced,</li> <li>• A need for greater sensitization on biodiversity.</li> </ul>	<ul style="list-style-type: none"> <li>• Long-term environmental degradation.</li> </ul>
<b>Climate resilience</b>	<ul style="list-style-type: none"> <li>• Creating ESG awareness amongst employees and educating them on emerging climate-related risks and mitigation strategies.</li> </ul>	<ul style="list-style-type: none"> <li>• Environmentally conscious workforce.</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• The company may face inadequate preparedness for climate-related risks, increased vulnerability to disruptions, and a lack of effective response strategies.</li> </ul>



## IMPACT OF MATERIAL AREAS

SOCIAL				
TOPIC	POSITIVE ACTUAL	POSITIVE POTENTIAL	NEGATIVE ACTUAL	NEGATIVE POTENTIAL
<b>Social Stewardship</b>	<ul style="list-style-type: none"> <li>Social policies in place</li> </ul>	<ul style="list-style-type: none"> <li>Maintain adherence to policies and commitments with clear roles and objectives.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Non-compliance to social policies can lead to fines or penalties and even loss of reputation.</li> </ul>
<b>Occupational Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Our OHS practices align with relevant OHS international standards and regulations.</li> <li>Our policy emphasizes worker participation in health and safety.</li> <li>Zero fatality across projects.</li> </ul>	<ul style="list-style-type: none"> <li>OHS management system will focus on risk mapping, setting clear action plan targets, and integrating emergency preparedness.</li> <li>Continuously evaluate health risk reduction, conduct internal inspections, and seek external verification (e.g., ISO 45001).</li> <li>Implement procedures for investigating incidents and provide ongoing OHS training.</li> <li>The system will incorporate OHS criteria into procurement, ensure medical personnel are available on-site, communicate safety information effectively, and enhance safety performance, all aimed at achieving zero harm across the organization.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Lack of health and safety regulations can lead to a higher rate of accidents and injuries.</li> <li>Higher costs and legal liabilities, decrease employee morale, reduce productivity, and can create damage to the company's reputation.</li> <li>It can also lead to regulatory fines and operational delays.</li> </ul>

## IMPACT OF MATERIAL AREAS

SOCIAL				
TOPIC	POSITIVE ACTUAL	POSITIVE POTENTIAL	NEGATIVE ACTUAL	NEGATIVE POTENTIAL
<b>Diversity &amp; Inclusion</b>	<ul style="list-style-type: none"> <li>We have set a benchmark in the real estate industry by achieving a 32% gender diversity.</li> <li>Board gender diversity at 25%.</li> <li>We advanced women's leadership through targeted programs, promoted skilled females to executive roles, prioritized diversity in hiring, and enhanced diversity across revenue-generating streams.</li> <li>We have an 85.7% return to work rate for women who took maternity leave.</li> <li>We design for accessibility with ramps, signages, evacuation plans, and safe parking.</li> </ul>	<ul style="list-style-type: none"> <li>A diverse and inclusive workforce will boost accessibility, support women's career growth.</li> <li>This will lead to higher employee satisfaction and a stronger reputation.</li> <li>Planning for Great Place to Work for Women certification.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Decreased employee satisfaction, and a weakened reputation for inclusivity, potentially may lead to lower talent attraction and retention.</li> </ul>
	<ul style="list-style-type: none"> <li>We implemented buddy and mentorship programs, along with rewards and recognition initiatives, to attract and retain critical talent.</li> <li>Skill enhancement workshops further supported development.</li> <li>Our various employee communication channels foster transparency and trust, while we provide best-in-class benefits to 100% of our workforce.</li> </ul>	<ul style="list-style-type: none"> <li>Fair performance appraisals and integrating ESG into KRAs will promote equity, align individual goals with sustainability, boost employee engagement, and support long-term organizational values.</li> <li>This will enhance transparency and help attract and retain top talent.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Without fair appraisals and ESG integration, the company risks inequity, misalignment with sustainability goals, lower employee engagement, and reduced talent retention.</li> </ul>



## IMPACT OF MATERIAL AREAS

SOCIAL				
TOPIC	POSITIVE ACTUAL	POSITIVE POTENTIAL	NEGATIVE ACTUAL	NEGATIVE POTENTIAL
<b>Human Rights</b>	<ul style="list-style-type: none"> <li>Promoting human rights has ensured protection, resulting in no complaints.</li> <li>We enforce policies against child labor, forced labor and gender discrimination and have identified and addressed associated risks through robust mitigation processes.</li> </ul>	<ul style="list-style-type: none"> <li>Promoting human rights and enforcing inclusive policies will improve employee well-being, boost morale, enhance retention, and strengthen the company's reputation.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Failing to promote human rights can lead to legal issues, lower morale, damage to reputation, and non-compliance with standards.</li> </ul>
<b>Learning &amp; Development</b>	<ul style="list-style-type: none"> <li>Conducted training, workshops and awareness programs for reskilling.</li> <li>A two-year incentive plan for the core team - to retain the skilled workforce.</li> <li>Training hours - 2.8 hours per female employee and 2.3 hours per male employee.</li> </ul>	<ul style="list-style-type: none"> <li>Targeted training will help in better learning and staying ahead of industry trends.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Lack of targeted training will lead to lag in industry trends, face skill gaps, and experience reduced performance and engagement.</li> </ul>

## IMPACT OF MATERIAL AREAS

SOCIAL				
TOPIC	POSITIVE ACTUAL	POSITIVE POTENTIAL	NEGATIVE ACTUAL	NEGATIVE POTENTIAL
<b>Customer Stewardship</b>	<ul style="list-style-type: none"> <li>The implementation of a robust framework using tools such as SAP and SFDC, along with e-signing and e-invoices, has streamlined payments and enhanced communication of green values and ethical marketing.</li> <li>Improved safety measures, comprehensive training, feedback collection, and an effective issue resolution system, including weekly SPOC emails, feedback forms, surveys, and customer service camps—have collectively led to significantly higher customer satisfaction.</li> <li>The customer survey results reveal that 87% of customers rated their experience as “very good”, while 10% rated it as “good”.</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly and annual improvement targets will lead to higher customer satisfaction and enhanced referrals and sales.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Not tuning in with customer requirements can lead to, poor communication, inefficient payment collection, unethical marketing, and safety risks.</li> <li>It may also result in unresolved issues and decreased customer satisfaction.</li> </ul>



## IMPACT OF MATERIAL AREAS

GOVERNANCE				
TOPIC	POSITIVE ACTUAL	POSITIVE POTENTIAL	NEGATIVE ACTUAL	NEGATIVE POTENTIAL
<b>Corporate Governance</b>	<ul style="list-style-type: none"> <li>Regular six-month reviews and adherence to risk management and codes enhanced compliance, improve risk mitigation, and ensure operational effectiveness, resulting in a more resilient organization and better performance.</li> </ul>	<ul style="list-style-type: none"> <li>Continued focus on risk management and adherence to standards will foster long-term organizational resilience, ongoing regulatory compliance, and superior performance.</li> <li>Risk management frameworks will support sustained growth, improved governance, and enhanced strategic adaptability.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Without proper risk management and adherence to standards, the company could face regulatory issues, increased risks, and operational inefficiencies, leading to legal drawbacks and reduced performance as well as company reputation.</li> </ul>
<b>Ethics &amp; Integrity</b>	<ul style="list-style-type: none"> <li>Fair communication and implementation of policies</li> <li>Stakeholder trust.</li> </ul>	<ul style="list-style-type: none"> <li>By maintaining robust policies for ethics and integrity, we will strengthen stakeholder trust, ensure legal compliance, reduce risks, and foster strong relationships, ultimately leading to smoother project execution and increased customer satisfaction in the future.</li> <li>Attract investors, leading to long-term business success and sustainable growth.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>A lack of ethics and integrity can lead to legal, financial, and reputational damage, eroding trust among stakeholders and disrupting operations.</li> </ul>

## IMPACT OF MATERIAL AREAS

GOVERNANCE				
TOPIC	POSITIVE ACTUAL	POSITIVE POTENTIAL	NEGATIVE ACTUAL	NEGATIVE POTENTIAL
<b>Supply Chain Management</b>	<ul style="list-style-type: none"> <li>Implementing a Supplier Code of Conduct (CoC).</li> <li>All 100% of direct suppliers are certified for ISO 9001; 51% are certified for ISO 14001; 20% are certified for ISO 45001 and 7% are certified for ISO 50001.</li> <li>These certifications ensure that suppliers comply with industry regulations and best practices, and validate that they meet specific standards or criteria, often concerning quality, safety, environmental impact, or ethical practices.</li> </ul>	<ul style="list-style-type: none"> <li>Conducting ESG due diligence effectively identifies and addresses ESG risks in the supply chain, ensuring that 100% of vendors and partners adhere to ethical and sustainable practices.</li> <li>Effective supply chain management reduces costs, increases efficiency, and enhances customer satisfaction, while also mitigating risks and providing a competitive advantage.</li> <li>Additionally, it supports sustainability goals by minimizing environmental impact.</li> <li>SCOC is getting formulated, once done it will bring traction on social and environmental across the supply chain.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>ESG risks in the supply chain can lead to compliance issues and potential reputational damage.</li> </ul>
<b>Data Security and cyber security</b>	<ul style="list-style-type: none"> <li>No data or security breaches.</li> <li>Implementing access controls, antivirus software, and a cyber awareness program strengthens data security and minimizes hacking risks, ensuring all digital forms are secure, thoroughly reviewed, and protected against data or security breaches.</li> </ul>	<ul style="list-style-type: none"> <li>Long-term data protection .</li> <li>Improve organizational resilience against cyber threats.</li> <li>Foster a culture of security awareness, safeguarding both personal and enterprise information.</li> <li>Customer satisfaction</li> <li>Competitive advantage and business continuity.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Increased vulnerability to cyber threats.</li> <li>Higher risk of data breaches.</li> <li>Inadequate protection of personal and enterprise information can lead to reputational damage.</li> </ul>



### IMPACT OF MATERIAL AREAS

GOVERNANCE		
TOPIC	POSITIVE ACTUAL	POSITIVE POTENTIAL
<b>Business Growth &amp; Profitability</b>	<ul style="list-style-type: none"> <li>Achieved 37% increase in revenue, surpassing the 20% year-on-year growth target, demonstrating strong financial performance and positions the company for continued expansion and enhanced investor confidence.</li> </ul>	<ul style="list-style-type: none"> <li>Develop business strategies to achieve sustainable growth and financial stability.</li> </ul>

NEGATIVE ACTUAL	NEGATIVE POTENTIAL
<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Failure to innovate or adopt sustainable practices might lead to a loss of competitive advantage.</li> </ul>



Artistic impression - Provident Deansgate, Bengaluru



## MANAGEMENT APPROACH



### ENVIRONMENT

Managing environmental impact is crucial for ensuring sustainability, complying with regulations, and enhancing operational efficiency. It strengthens the company’s reputation, enables risk mitigation, and can drive innovation in building practices. We are in the process of reviewing our environmental policies and adopting ISO 14001 standards for Environmental Management Systems (EMS) to ensure effective environmental performance and compliance.

We will aim to transition to a greener energy mix by opting for renewable energy -solar power systems at site offices, upgrading to energy-efficient equipment, and incorporating responsive daylight design into building projects.

For effective water management, we will improve the implementation of rainwater harvesting, achieve Zero Liquid Discharge (ZLD) standards, and reduce overall water consumption. As a sector that generates large quantities of waste, we have set targets to reduce overall waste generation and promote resource conservation. We will focus on minimizing waste and conserving resources by using recycled

and locally sourced materials, eliminating single-use plastics, and transitioning to digital alternatives, such as digital business cards.

**Biodiversity Preservation:** Promote biodiversity through initiatives like the “One Home One tree” campaign, which encourages tree planting and supports local ecosystems. This approach supports environmental sustainability, aligns with ecological responsibility, and enhances resource efficiency for long-term success.



### SOCIAL

Social indicators are used for assessing a company’s impact on employees, communities, and customers, reflecting its commitment to ethical practices and social responsibility. These indicators are crucial for building trust, attracting talent, and ensuring long-term success by addressing issues like diversity, human rights, health safety and customer stewardship.

By establishing clear policies and objectives, we ensure a comprehensive Occupational Health and Safety (OHS) management system that includes risk mapping, targeted action plans, and emergency preparedness, aligned

with ISO 45001 standards. This system is supported by ongoing health risk evaluations, internal inspections and audits. We will integrate OHS criteria into procurement contracts to promote on-site safety and achieve zero harm.

We prioritize a diverse and inclusive workforce, recognizing that it enhances equity, employee engagement, and organizational resilience. Our approach includes ensuring diversity in revenue-generating roles, fair performance appraisals, and embedding ESG principles into key roles. Targeted training programs are implemented to keep our workforce ahead of industry trends.

We will ensure human rights are safeguarded across the organization through a robust Human Rights policy and continuous monitoring for any breaches or complaints.

Our customer stewardship framework is designed to address customer concerns proactively. We monitor customer complaints through comprehensive reports, gather feedback via a channel partner app, and ensure issue resolution through regular customer satisfaction surveys.



### GOVERNANCE

Governance aspects ensure accountability, transparency, and ethical conduct, while effectively managing risks and integrating ESG considerations into business strategy.

Implementing a progressive corporate governance strategy ensures compliance with all regulations and emphasizes robust risk management. It helps to identify and mitigate risks through risk mitigation frameworks for ESG risks, climate risks etc. By proactively managing risks, we enhance resilience, minimize liabilities, and seize growth opportunities, thereby safeguarding stakeholders and ensuring long-term sustainability.

Maintain high standards of ethics and integrity through policy implementation and reduce deviations from the policy. A mandatory Supplier Code of Conduct and rigorous supplier ESG due diligence will help mitigate risks across the supply chain.

Data privacy is prioritized with strong access controls, antivirus protection, USB restrictions, and comprehensive cybersecurity training programs.



## ESG GOALS- 2030

As we move ahead in our sustainability journey, we have set ambitious goals and targets for 2030.

The goals were set via thorough process that included sectoral

peer review, workshops with senior team members, and an understanding of the sustainability context for the organization. This process helped us to develop a comprehensive list of key focus areas.





Additionally, a workshop was conducted to align ESG (Environmental, Social, and Governance) priorities specific to the real estate sector and the organization. Functional-level consultations were conducted by external consultants with


HR, Admin, Design, Technical, Sales, Marketing & CRM, and IT teams. These meetings helped define each department's aspirations, action areas, and priorities, ultimately leading to the review and finalization of these goals.

ENVIRONMENT	
AREA	GOAL
<p><b>Environmental governance</b></p>	Enhancing environmental governance through a structured framework approach.
<p><b>Energy &amp; emissions</b></p>	Reduction in use of energy and accelerating decarbonization.

TARGETS	SDGs
Implementing policy and systems aligned with ISO 14001:2015 by 2025 to safeguard the environment and foster future sustainability	
To implement energy and emission monitoring and reduction strategies. Verifiable records for supply and demand	
Targeting a 10% reduction in energy consumption through conservation and optimization by 2030, with a yearly target of 2% reduction.	
Implement EDGE benchmarking for 100% of projects to establish a performance index.	
Allocate 25% of parking spaces for electric vehicles by 2030 across all projects.	
Equip 75% of project site offices with solar rooftop installations by 2030.	
To have common area renewable energy deployment beyond regulation (currently at 1%) (based on the feasibility of space)	
To have solar water deployment beyond regulation- (based on the feasibility of space)	

## ESG GOALS- 2030

AREA	GOAL
 <b>Water</b>	Conservation of water resources and for creating resilient communities
	To eliminate waste water discharge outside and close the loop
 <b>Waste</b>	To have no waste sent to landfills
 <b>Materials</b>	To promote sustainable and low-impact construction material
	To ensure resource conservation is embedded in our core design and construction ethics
 <b>Biodiversity</b>	Seamlessly integrate sustainability into operations, promoting biodiversity and environmental responsibility through direct and indirect interventions

TARGETS	SDGs
To monitor data for water use and conservation, accurately and reliably from HQ, Project site offices for operational water neutrality (water intensity reduction 10% by 2030)	 
Reduction in building water use (27%) compared to previous benchmark and reduce further 5% by 2030.	
Reduce water consumption during construction 5% by 2030	
Enhance reuse/recycle wastewater by 10% (2030)	   
To monitor waste generated, accurately and reliably from HQ, Project site offices leading to zero-waste (waste intensity reduction of 10% by 2030)	
To ensure all categories of waste generated are eliminated, reduced and disposed to achieve zero waste to landfill by 2030	
Enhance sustainable materials used by 10% by 2030 to contribute to circular economy	
To ensure resource conservation is embedded in our core design and construction ethics	
To preserve topsoil across 70% all project sites	  
To reduce paper consumption by 2% YoY	
To enhance biodiversity across all project sites	
To perform site analysis for 100% of sites for minimizing change in topography	
Green Community Initiative- One Home One Tree mission for planting at least one native tree per home.	
Indirectly impact biodiversity positively by reducing demand for paper	
To enhance air quality onsite by using means to reduce PM levels, through awareness and good governance.	
To promote green and clean city activities	
Afforestation activities	  



## ESG GOALS- 2030

AREA	GOAL
<b>Climate resilience</b>	Environmental awareness
<b>SOCIAL</b>	
AREA	GOAL
<b>Social stewardship</b>	To have exceptional social policies, verifiable credentials on data control, best practices and continual improvement
<b>Occupational health &amp; safety</b>	Incorporate Occupational Health and Safety (OHS) considerations into daily operations to cultivate a work environment that prioritizes safety and well-being, ultimately striving for zero harm across the entire organization.
<b>Diversity, equity &amp; inclusion</b>	Diverse and inclusive workforce
<b>Talent acquisition and retention</b>	Attracting top-notch talent and ensuring their continued commitment through active engagement

TARGETS	SDGs
To create awareness amongst employees for environmental stewardship	
To create awareness on emerging climate related risks and its mitigation	
Create awareness on ESG aspects for customers	
<b>SOCIAL</b>	
TARGETS	SDGs
To implement policy and systems that reflects our current position and future plans in safeguarding all social rights and justice in the organization by 2025	
<ul style="list-style-type: none"> <li>To revise OHS policy reflecting adherence to 45001:2018</li> <li>Align to the standard within the organization by 2025</li> <li>To promote on-site safety- 100% adherence to preventive safety norms across all sites; measure and monitor regularly</li> </ul>	
To have 30% gender diversity: 1% specially-abled employees by 2030	
<ul style="list-style-type: none"> <li>To acquire exceptional talent, and increase the number over years</li> <li>Ensuring 100% exposure of new hires to organisational culture through induction, trainings and surveys.</li> <li>To enhance internal communications through various channels to have employee satisfaction at rating better than the baseline</li> <li>To have best in class employee benefits for 100% of the workforce</li> </ul>	

## ESG GOALS- 2030

AREA	GOAL
<b>Learning &amp; development</b>	Foster continuous learning, innovation, and success through targeted training, mentorship, and staying ahead of industry trends within the organization.
<b>Human rights</b>	Promote human rights through an inclusive workplace culture, with adherence to international standards.
<b>Customer stewardship</b>	Elevate customer stewardship by delivering exceptional service, proactive communication, and unwavering integrity, thereby cultivating lasting trust and loyalty.
	Elevating customer well-being by providing exceptional products, services, and fostering positive interactions.

TARGETS	SDGs
L&D Programme with clear objectives and monitoring including ESG objectives	
No Human Rights violation through promoting. Respect for every human at all times	
<ul style="list-style-type: none"> <li>• Effective and Transparent Communication</li> <li>• To train the workforce for ethical selling</li> <li>• To organize customer service camps - improving 5% improvement YoY on baseline 2023-24</li> <li>• Protect safety of customers during site visits</li> <li>• To promote the spirit of shared responsibilities by enabling and facilitating sales through channel partners</li> </ul>	
To integrate safety-focused design elements for seniors and individuals with special needs within our facilities, encompassing features such as ramps, non-slip flooring, and ergonomic accessibility for 100% of the projects	
To enhance quality of life by creating open spaces and opportunities for recreation and have 20% improvement in overall safety and accessibility ratings by 2030	

## ESG GOALS- 2030

GOVERNANCE	
AREA	GOAL
<p><b>Corporate Governance</b></p>	Progressive Corporate governance, ensuring respect for all regulations, managing risks, employee and customer
<p><b>Ethics &amp; Integrity</b></p>	Ethics and Integrity at the core, periodic disclosures in a transparent manner
<p><b>Supply Chain management</b></p>	To promote ESG ethos in the entire supply chain
<p><b>Data Security and Cyber Security</b></p>	Digital proficiency and data security for employees, vendors and customer
<p><b>Business Growth &amp; Profitability</b></p>	Business Growth & Profitability

TARGETS	SDGs
Board gender diversity: 30% by 2030	
To develop a risk management framework for Business Risks, ESG Risks, and Climate risks	
To establish an internal ombudsman role to promote organizational transparency, impartial conflict resolution, and ethical practices, fostering a fair and accountable workplace environment	
Regulatory compliance -All regulations met in time, striving to go beyond compliance and regulation (One step ahead policy)	
To formulate policies and communicate and implement it fairly	
To promote ESG ethos in the entire supply chain	
To become a digital first company by 2030	
Consistent growth of 20% year-on-year	



# Environment

Overview

Energy

Emissions

Materials Management

Water Stewardship

Waste Management

Biodiversity



## OVERVIEW

In today’s rapidly evolving world, the construction industry stands at a crucial crossroads, where the need for infrastructure development intersects with the pressing demand for environmental stewardship. As a leading construction company based in India, we recognize the impact that our operations can have on the environment. Our commitment to sustainability goes beyond compliance; it is deeply embedded in our corporate ethos and operational strategies.

India’s construction sector is experiencing unprecedented growth, fueled by urbanisation, economic development, and government initiatives such as “Housing for All” and “Smart Cities.” However, this expansion brings with it significant environmental challenges, including resource consumption, waste generation, and carbon emissions. Addressing these challenges is not just a compliance requirement but an opportunity to lead by example, adopting innovative practices that minimize our environmental footprint while contributing positively to the communities we serve.

This section of the sustainability report details our environmental performance and initiatives for the past year and the goals 2030. It highlights our ongoing efforts to integrate sustainable practices into every aspect of our operations—from the materials we source to the methods we employ on-site and the end-use of the buildings and infrastructure we create. We discuss our strategies for reducing carbon emissions, managing waste responsibly, and preserving natural resources, as well as our contributions to biodiversity.

Our approach is holistic, considering the environmental impact across the entire lifecycle of our projects. We believe that sustainable construction is not just about reducing harm but also about enhancing the natural environment and promoting well-being. Through collaborative efforts with stakeholders, continuous improvement, and a commitment to innovation, we aim to set new benchmarks in sustainable construction within India.

We have set ambitious environmental goals with a target year of 2030, focusing on key areas such as environmental governance, energy and emissions, water, waste, materials,

biodiversity, and climate resilience. Our commitment includes monitoring and reducing emissions, achieving zero wastewater discharge and landfill waste, increasing the use of sustainable materials, and supporting initiatives such as ‘**One Home One Tree**’, to improve the biodiversity across our projects.

All our construction activities are executed as turnkey projects by reputed contractors. The contractor by agreement is required to take into

account all reasonable steps to protect the environment both on and off-site and to limit any negative impact. The contractors also ensure that emissions, surface discharges and effluents from their activities do not exceed specified values prescribed by applicable laws.

In the following section, we will delve into our specific environmental initiatives, metrics, and case studies that illustrate our commitment to building a sustainable future.



Artistic impression - Provident Skyworth, Mangaluru

## ENERGY

Our primary energy consumption comes from the electricity grid, which supplies power to both our head office (HO) and project sites. In addition, we utilize diesel generator (DG) sets during power outages.

### HEAD OFFICE

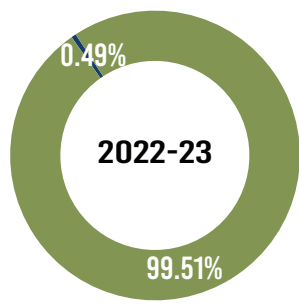
Our HO serves as the central point catering to all the sites and marketing offices.

The energy consumption at HO is mostly in the form of electricity consumption from grid and DG sets. The total electricity consumption at the HO was 260.43 MWh of which 260.23 MWh was from grid electricity and 0.20 MWh from DG sets

The other form of energy is the fuel consumption for the vehicles owned by PHL. A total of 8,832 litres of diesel was consumed in FY 2023-24.

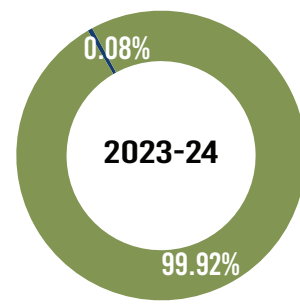
HEAD OFFICE		
ENERGY CONSUMPTION (MWH)	2022-23	2023-24
Grid Electricity	126.17	260.23
DG Sets	0.63	0.20
<b>Total Energy Consumed</b>	<b>126.80</b>	<b>260.43</b>

ENERGY SPLIT (PERCENTAGE)



■ GRID ELECTRICITY ■ DG SETS

ENERGY SPLIT (PERCENTAGE)



■ GRID ELECTRICITY ■ DG SETS

### PROJECT SITES

The total energy consumption at the sites was 976.87 MWh of which 960.55 MWh was from grid electricity and 16.31 MWh was from DG sets.

There has been a significant increase in the energy consumption reported over

the last year; this increase is due to the larger number of sites covered under this reporting period compared to the previous year. The energy consumption in a project varies by the stage of construction. Energy consumption at the finishing stage is much more than when compared to the foundation and structural construction stages.

PROJECT SITES		
ENERGY CONSUMPTION (IN MWH)	2022-23	2023-24
Grid Electricity	59.94	960.55
DG Sets	67.77	16.31
<b>Total Energy Consumed</b>	<b>127.71</b>	<b>976.86</b>

### ENVIRONMENT GOALS- 2030

GOAL	TARGET
<ul style="list-style-type: none"> <li>Reducing energy consumption and accelerating decarbonization efforts.</li> </ul>	<ul style="list-style-type: none"> <li>10% reduction in energy consumption through conservation and optimization by 2030, with a yearly target of 2% reduction.</li> <li>Implement EDGE benchmarking for 100% of projects to establish a performance index.</li> <li>Equip 75% of project site offices with solar rooftop installations by 2030.</li> <li>Deploy renewable energy solutions at feasible locations.</li> </ul>



## ENERGY

Around 75% of the energy consumed is during the use-phase/habitation phase. It is imperative to consider the design of our homes such that the lifetime energy consumption is lower compared to the standard norm, which aligns with our guarantee of **‘more for sure’**.

Aligned to our values, following features are included in our design blueprint

### Energy Efficiency Initiatives

- 5 Star-rated electrical equipment such as transformers.
- BIS 5-star certified HVAC, clubhouse equipments and refrigerator.
- Energy-efficient fixtures (LED lamps)
- Timer-based lighting system for optimum use and efficiency (basement and external street lighting)

- Energy-efficient pumps, motors & equipment.
- Copper wound transformers to reduce energy losses.

### Switching to Renewable Energy

- Solar lights in the external periphery
- Solar water heating system as per statutory requirement for at least top two (2) floors
- Power socket outlet provision for EV charging stations



## ENERGY INITIATIVES

### PROVIDENT ECOPOLITAN & PROVIDENT DEANSGATE, BENGALURU USE PHASE ENERGY SAVINGS DUE TO PROPOSED ENERGY INITIATIVES:

Two of PHL’s ongoing residential projects- Ecopolitan and Deansgate, both located in Bengaluru have incorporated several energy-saving initiatives to reduce the overall energy consumption during the use phase. Key initiatives included are:

#### Solar-based solutions

- 50% solar energy use in marketing offices
- Solar light fixtures with poles for about 15% of the total streetlights in the project, saving 3,240 kWh per annum
- Solar lighting for common areas.
- Solar water heating for the top two (2) floors, saving 4,03,200 kWh annually.

#### Energy-efficient solutions

- Switching to 5-star rated electrical equipment such as transformers and HVAC equipment in clubhouse, marketing office & model flats
- Use of efficient pumps, IE2 pumps upgraded to IE3 efficiency levels, saving 17,280 kWh annually
- All fluorescent and CFL tube lights replaced with LED lamp fixtures, saving ~80,000 kWh annually

#### EV charging & automation

- EV charging points for 25% of the total apartments.
- Common area lights with automatic controls, saving 24,300 kWh annually.

These measures are expected to result in significant energy savings and demonstrate PHL’s commitment to sustainable practices.

# EMISSIONS

Our industry is considered a hard-to-abate sector owing to the high embodied carbon emission in materials used and the informal supply chain which makes it difficult to track the emissions. The Greenhouse Gas Protocol (GHG Protocol) classifies emissions under Scope 1 – Direct emissions from operations, Scope 2 – Indirect emissions from purchased energy and Scope 3 – Other indirect emissions both upstream and downstream of the value chain.

We have tracked our Scope 1 and Scope 2 emissions for the reporting year.

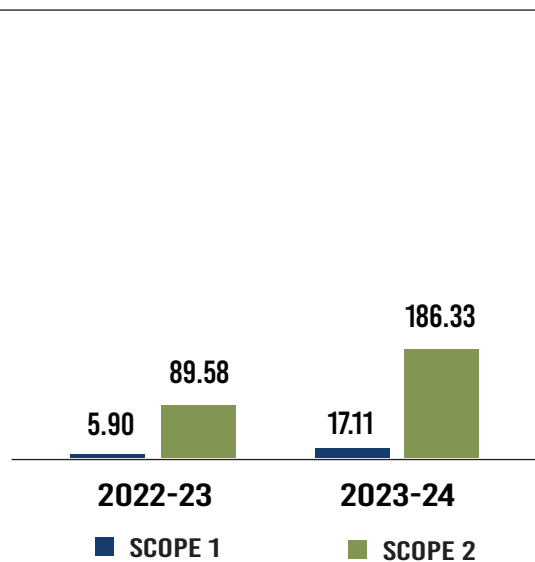
## HEAD OFFICE

Our Scope 1 emissions for HO is 17.11 tonne-CO<sub>2</sub>e and for Scope 2 emissions are 186.33 tonne-CO<sub>2</sub>e. The total scope 1 & 2 emission is 203.44 tonne-CO<sub>2</sub>e, while it was 95.48 tonne-CO<sub>2</sub>e in 2022-23 which is a significant increase over the last year partly owing to change in grid electricity emission factors and increase of employees at the HO level.

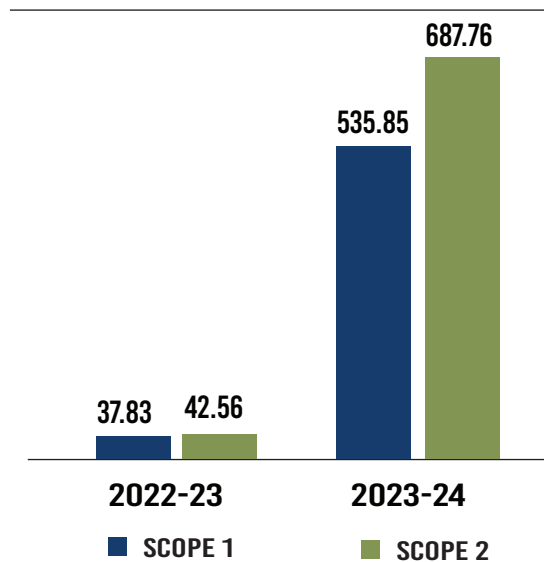
## PROJECT SITES

Our Scope 1 emissions from the sites is 535.85 tonne-CO<sub>2</sub>e and Scope 2 emissions are 687.76 tonne-CO<sub>2</sub>e. The total scope 1 & 2 emission is 1,223.61 tonne-CO<sub>2</sub>e, while it was 80.39 tonne-CO<sub>2</sub>e in 2022-23. This significant increase in total emissions is due to a higher number of projects in the reporting boundary.

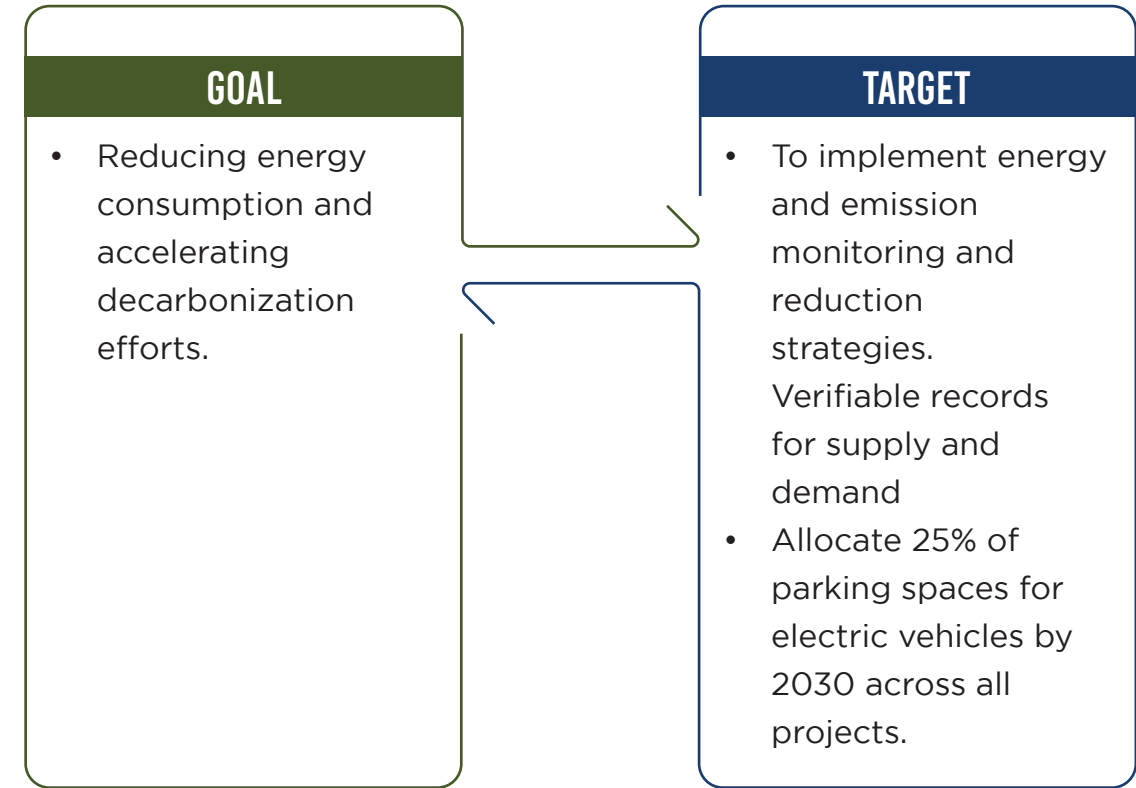
GHG EMISSIONS HO  
TONNE (CO<sub>2</sub>E)



GHG EMISSIONS PROJECT SITES  
TONNE (CO<sub>2</sub>E)



## ENVIRONMENT GOALS- 2030





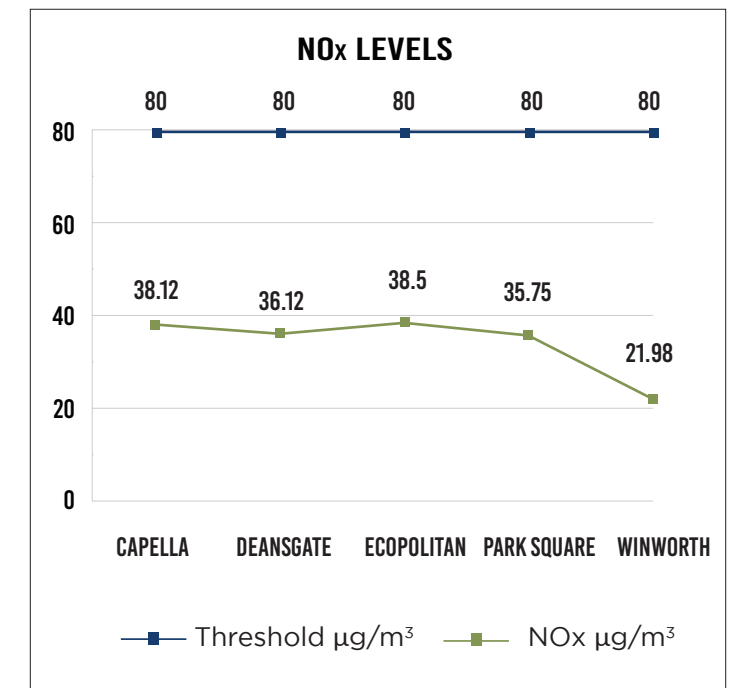
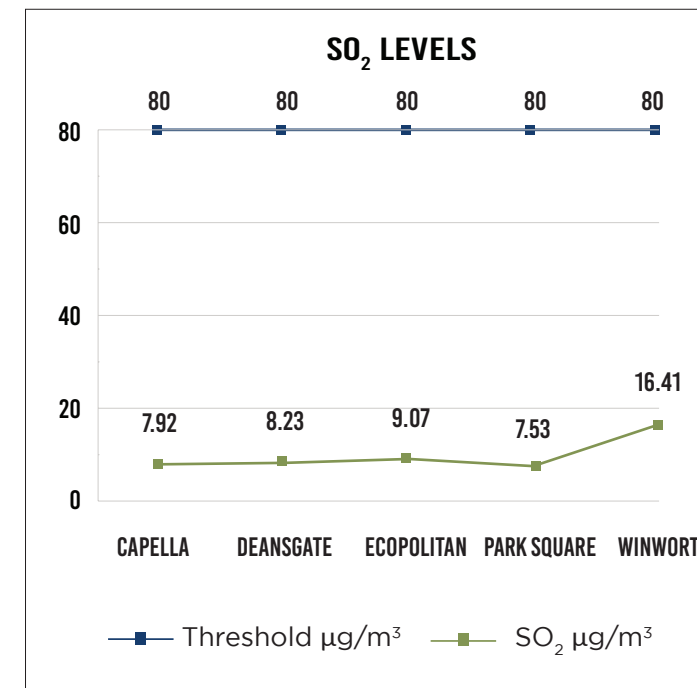
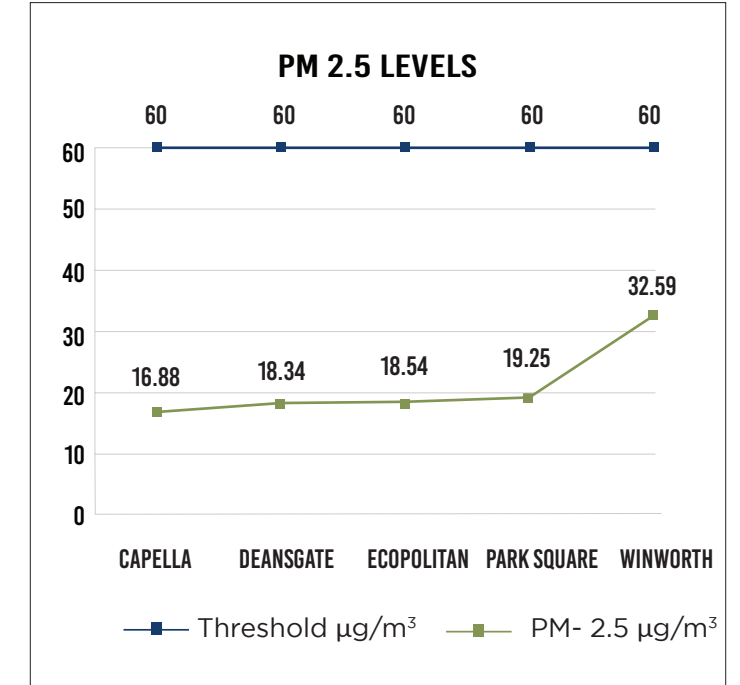
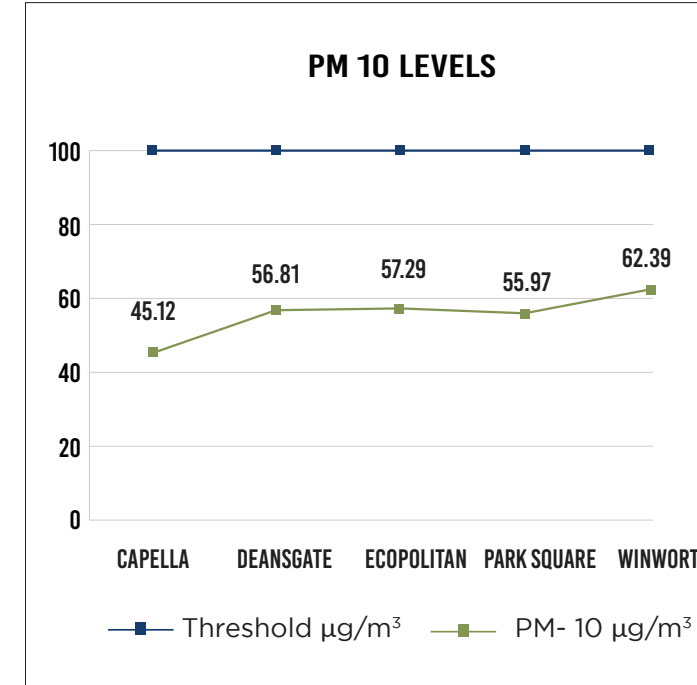
# AIR EMISSIONS

Air emissions from construction sites can potentially create health risks for workers and neighboring communities. Four primary sources of air pollution namely vehicular movement, heavy equipment, DG sets and exhaust gas emissions from construction machinery contribute to dust and mixing of exhaust gases with the air.

Accordingly, to provide a safe working environment, we regularly monitor the Particulate Matter (PM10 and PM2.5), Carbon Monoxide, Sulphur Dioxide (SO<sub>2</sub>), and Nitrogen Oxides (NOx) levels at sites. We are pleased to report that the emission levels at all our project sites are well within the threshold limits.

Some mitigation strategies that are used at the sites are:

- Mandatory vehicular Pollution Under Control (PUC) certificate check.
- DG sets are placed in the designated area, and provided with a chimney of suitable height as per the specifications given by the pollution control board.
- Use of ultra-pure and low-sulfur content diesel.
- Water sprinkling is practised for dust suppression.
- Adequate measures for taking out debris from the site.
- We are in the process of procuring PM10 & PM2.5 sensors for round-the-clock monitoring of the dust levels at our sites.





## MATERIALS MANAGEMENT

In the construction industry, the sustainable management of materials is critical to reducing environmental impacts and ensuring long-term resource availability. As a sector that relies heavily on natural resources, ranging from raw materials such as sand, stone, and timber to energy-intensive products such as steel and concrete, our choices in material sourcing and usage have profound implications for the environment.

At Provident Housing Limited, we are committed to embedding sustainability into every phase of our construction processes. Our materials strategy focuses on optimizing resource efficiency, promoting the use of sustainable and recycled materials, and reducing waste throughout the lifecycle of our projects.

We understand that sustainable construction goes beyond just selecting eco-friendly materials. It involves designing with longevity in mind, minimizing waste during construction, and ensuring that buildings are energy-efficient and environmentally responsible over their entire lifespan.

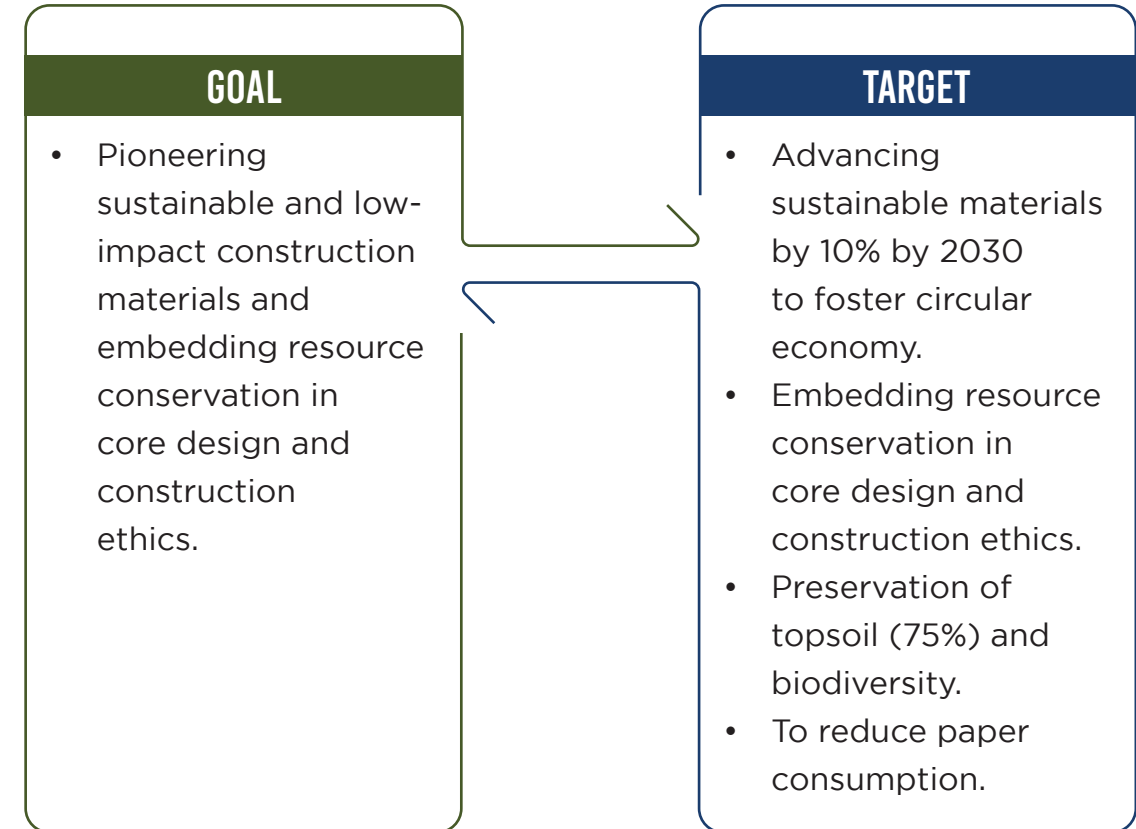
Material optimization strategies at design stage:

- Reducing design features in elevation to optimize surface area.
- Avoiding the basement level, which helps in lowering the concrete quantity for the retaining wall thickness.
- Optimized shaft design to ventilate multiple toilets.
- Modular design for ease of repeatability.
- Utilization of natural earth profiles for building landscape and ramp profiles.
- Use of aluminium formwork system for ease of execution, time optimization, and cost advantage, avoiding ply and plastering material.

Material optimization strategies during execution:

- Training labour force on the importance of reducing material wastage
- Monthly material reconciliation to monitor and control wastage
- Steel scrap reused for barricades
- Concrete cubes utilized for pathways
- Wooden scraps repurposed for creating signage boards

## ENVIRONMENT GOALS- 2030





S. NO.	CATEGORIES	MATERIALS CONSUMED	UNITS	ALL PROJECTS
1	General	Earth for back filling (available onsite)	cum.	20,575.07
2		Earth for back filling (brought from outside)		3,232.23
3a	Concrete	Construction aggregates (coarse to medium grained particulate material used in construction)	cum.	1,35,983.91
3b		Sand (M-sand)		1,12,899.60
3c		Cement for concrete	tonne	18,200.04
3d		GGBS		6,613.44
4		Cement for other works (OPC & PPC)	tonne	1,026.18
5		M-Sand (used in other than concrete works)	cum.	5,691.92
6a	Concrete Blocks	200 mm Thick	nos.	30,534.00
6b		150 mm Thick		1,25,000.00
6c		100 mm Thick		62,575.00
7	Metal	Iron (reinforcement steel)	tonne	4,549.19
8		Steel (Structural Steel)		123.26
9	Other Metals	uPVC Doors, windows and ventilators	sq.m.	7,567.00
10a	Wood	Wood frames for all types of elements	cum.	1,502.00
10b		Shutters - All types	sq.m.	2,996.49

S. NO.	CATEGORIES	MATERIALS CONSUMED	UNITS	ALL PROJECTS
11a	Plumbing	cPVC (20mm dia, 25mm dia, 32mm dia, 40mm dia, 50mm dia)	RMT	8,483.00
11b		uPVC (20mm dia, 50mm dia, 80mm dia, 100mm dia, 150mm dia)		10,476.00
11c		CP fixtures and fittings	nos.	5,460.00
12a	Paints	Internal - OBD/Acrylic/Synthetic enamel/Cement based paints	sq.m.	89021.89
12b		External - texture including emulsion		1,32,555.68
13	Waterproofing	Cementitious / Crystalline	sq. m.	51,946.80
14a	Flooring	Vitrified tiles / Ceramic tiles	sq.m.	36,734.24
14c		Granite		13,703.00
14d		Marble		17,509.19
14e		Wooden		12,015.96
14f		Pavers		3,991.92
15a		Electrical wires / Cables		Internal - wires
15b	Internal - cables		9.80	
15c	External - cables		6.20	
15d	PVC - conduiting -32 mm dia		120.75	
15e	PVC - Conduiting -20 mm dia		2,012.58	
16		PVC - others (draincell - in landscape)	sq.m.	2,251.62

## WATER STEWARDSHIP

Water is a critical resource for the construction industry. The entire value chain depends on water for processes ranging from site preparation and concrete mixing to dust suppression and landscaping. We at PHL are aware of the significant impacts that our business creates and are committed to water stewardship, recognising our responsibility to use this vital resource efficiently, reduce consumption, and protect water quality throughout our operations.

### PHL HEAD OFFICE

In the PHL head office, the main source of water is the municipal supply, and it is mainly used for domestic purposes. The water consumption in the reporting period at HO is mainly for potable uses.

HEAD OFFICE	
WATER WITHDRAWAL BY SOURCE	QUANTUM (KL)
Municipal Supply	1,050.0
<b>Total Water Withdrawal</b>	<b>1,050.0</b>
WATER CONSUMPTION	QUANTUM (KL)
Drinking Water Usage	151.2
Landscaping / Gardening	42.0
<b>Total Water Consumption</b>	<b>193.2</b>

### PHL PROJECT SITES

The construction sites use water for various activities such as the construction itself, drinking water, worker’s sanitation and landscaping. The water is sourced majorly through tankers from municipal sources, ground water (borewells) and RO cans for drinking water.

PROJECT SITES	
WATER WITHDRAWAL BY SOURCE	QUANTUM (KL)
Ground Water (borewell)	1,804.4
Water Tanker	68,913.4
<b>Total withdrawal</b>	<b>70,717.8</b>
WATER CONSUMPTION	QUANTUM (KL)
Construction Water use	45,391.0
Drinking Water use	13,118.9
Landscaping / Gardening	667.5
Sanitation	7.7
<b>Total Consumption</b>	<b>59,185.1</b>

## ENVIRONMENT GOALS- 2030

GOAL	TARGET
<ul style="list-style-type: none"> <li>Promoting water resource conservation for building resilient communities.</li> </ul>	<ul style="list-style-type: none"> <li>Operational: To monitor data for water use and conservation, accurately and reliably from HQ, Project site offices.</li> <li>Operational water neutrality Water intensity reduction 10% by 2030.</li> <li>Use phase of building target a 27% reduction in building water use compared to previous benchmarks, with an additional 5% reduction goal by 2030.</li> <li>Reduction in freshwater withdrawal during use phase through landscape &amp; irrigation, low water fixtures and rain-water use.</li> </ul>
<ul style="list-style-type: none"> <li>Striving for zero wastewater discharge and closed-loop systems.</li> </ul>	<ul style="list-style-type: none"> <li>Enhance reuse/ recycle wastewater by 10% (2030).</li> </ul>



## WATER CONSERVATION INITIATIVES

PROVIDENT DEANSGATE, PROVIDENT BOTANICO & PROVIDENT ECOPOLITAN, BENGALURU

ESTIMATED WATER SAVINGS WITH WATER-EFFICIENT FIXTURES AND RAINWATER HARVESTING

Water conservation is a critical part of our sustainability efforts. We implement various strategies to minimize water usage which not only reduce our environmental impact but also contribute to long-term resource sustainability, ensuring that we responsibly manage this vital resource. While we are exploring options to reduce our water consumption during the construction phase, the following design stage initiatives have helped in reducing the water consumption during the use phase.

- Rooftop rainwater harvesting
- Use of water-efficient fixtures

In the design stage, we proposed water conservation measures to address water scarcity.

- **Provident Deansgate**, is a residential community of 288 villas in Bengaluru. With an estimated occupancy of five (5) persons per villa, the community's daily water demand was 194.4 kL. By introducing efficient fixtures, the water consumption could be reduced by 36.0 kL per day. Additionally, rainwater harvesting systems will help collect 750.0 kL per rainy day, with an annual collection of 37,500 kL annually. **These initiatives will meet the daily domestic water needs for approximately 236 days annually**
- **Provident Botanico**, is a residential property with 1275 units in Bengaluru. With an estimated occupancy of three (3) per 2BHK and four (4) per 3BHK, the daily water requirement will be 593 kL for the community. By introducing efficient fixtures for the project, the water consumption will be reduced by 174 kL per day. Additionally, with a terrace area of 11,170 sq.m., the rainwater harvesting systems can collect 670 kL per rainy day, with collection of 33,500 kL annually. **The initiatives will meet approximately 80 days of the domestic water requirement for the project.**
- **Provident Ecopolitan**, is a property with 1272 units in Bengaluru. Considering an estimated occupancy of two (2) per 1BHK, 3 per 2BHK and four (4) per 3BHK, the total water requirement of the community will be 567 kL per day. By introducing efficient fixtures, the water consumption could be reduced by 168 kL per day. Additionally, rainwater harvesting systems will help collect 395 kL per rainy day, with collection of 19,750 kL annually. **These initiatives will meet the daily domestic water needs for approximately 53 days annually.**



## WASTE MANAGEMENT

The construction sector in India generates about 150-500 million tonnes of construction & demolition waste every year, based on official and unofficial estimates (PIB, Feb 2024). It is further estimated that 33% of the waste can be avoided if architects design for waste management during the pre-construction stage.

As a part of our sustainability goals, we aspire to achieve zero waste to landfill by 2030. To enable this, we have started setting up an efficient waste management plan comprising of waste inventory, classification of waste, packaging, storing and transporting wastes to disposal site, data management & reporting, contingency plan, personnel training and waste

minimization at all our project sites. In construction, the waste generated varies based on the stage of the project. At the beginning of the project, the generation of C&D waste may vary depending on whether it is a greenfield or brownfield project.

Further, excavation leads to the generation of earth, mud, sand, gravel and stones as waste, which is generally reused as a filler material. As the construction activities begin, materials such as glass, wood, plastics, general refuse, scrap metal etc are generated.

General refuse and sewage sludge are generated from the labor colony. At our HO, waste generated consists of organic and recyclable office waste.

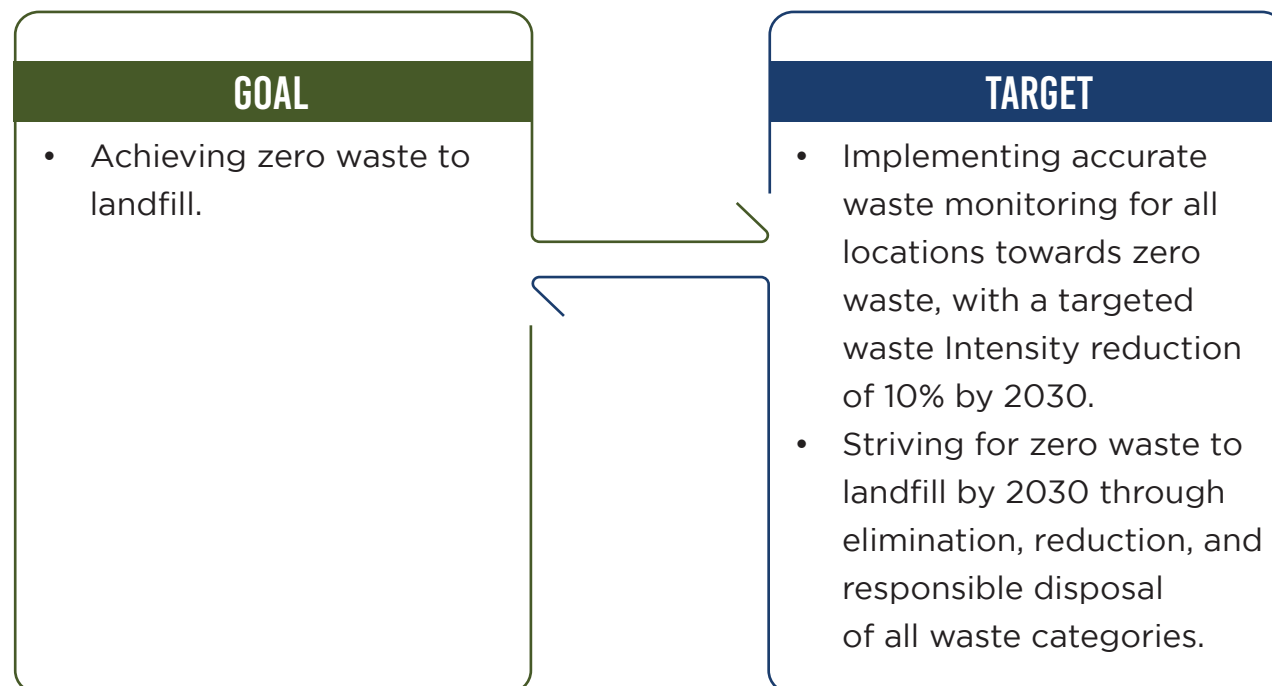
### HEAD OFFICE

Our Head Office at Bengaluru is the focal point of all sustainability initiatives. We have strict monitoring of the waste generated at our HO with initiatives like moving towards zero paper office.

In the reporting period, there was no hazardous waste generated, while non-hazardous waste such as paper, plastic and organic waste generated are disposed through recycling vendors.

HEAD OFFICE		
WASTE GENERATED AT HO	QUANTUM (KG)	METHOD OF DISPOSAL
Non-Hazardous waste		
Plastic	13.3	Sent to recycling company
Paper waste	84.0	Sent to recycling company
Organic waste	1,008.0	Disposed to BBMP garbage collection

### ENVIRONMENT GOALS- 2030





## WASTE

### PROJECT SITES

All our construction projects are on a turnkey basis. The contract document enforces responsibility on our contractors for effective waste management. As per the contract, each contractor must ensure that all waste generated on the job site is effectively managed in accordance with the rules mandated for the sector.

The following codes are applicable to all sites:

- Construction and Demolition Waste Management Rules, 2016,
- Hazardous and Other Waste (Management and Transboundary Movement) Rules, 2016,
- Plastic Waste Management (Amendment) Rules, 2022,
- Solid Waste Management Rules, 2016,
- Municipal Waste Management Rules, 2016,
- e-Waste Management Rules, 2022,
- Bio-medical Waste Management Rules, 2016.

The project sites have both hazardous and non-hazardous waste generated. The waste is handled as per the compliance guidelines for environmental clearance. The following are the handling methods:

- 1. e-waste:** e-waste is disposed off to authorized vendor.
- 2. Solid waste:** Solid waste is properly segregated on site and disposed to approved waste handlers after recovering recyclable materials.
- 3. Hazardous waste:** All hazardous waste is disposed of as per applicable rules and norms of state PCB.
- 4. Organic Waste:** Organic waste is treated by an organic waste converter on site, and the treated manure is used for gardening or on-site activity.

PROJECT SITES			
WASTE GENERATED AT SITES	UNITS	QUANTUM	METHOD OF DISPOSAL
<b>Hazardous Waste</b>			
Used oil	litres	208.0	Disposed through approved vendors
Paint wastes	kg	41.3	
Used oil filter	number	29.0	
Cotton waste	kg	70.0	e-waste generated is sent for recycling through e-waste recycling vendor
e-waste	kg	975.0	
<b>Non-Hazardous Waste</b>			
Plastic	kg	271.5	Sent to recycling company
Paper	kg	8,108.00	Sent to recycling company
Wood	kg	54,602.00	Partially reused onsite, remaining disposed of to approved vendors
Scrap steel	kg	2,14,190.00	Sent to recycling company
Organic waste (food waste -including labour colony)	kg	13,445.00	Collected by municipal waste handling body
Construction and demolition waste	kg	38,16,305.40	Partially reused onsite, remaining disposed of to approved vendors
Miscellaneous waste	kg	40.0	Disposed to recycling vendors

## BIODIVERSITY

At Provident, we recognize the vital role biodiversity plays in maintaining healthy ecosystems and the well-being of communities. As a company in the retail housing construction, we are aware of the impact that our operations can have on local flora and fauna, and we are committed to fostering a more biodiverse environment within our project sites and the broader community.

All our project sites are within city residential limits, and we do not operate any sites that are owned, leased, or managed in or near protected areas or regions with high biodiversity value outside of protected areas.

### Our Current Initiatives

- **One Home One Tree:** In our ongoing efforts to promote biodiversity, we have ensured that all our project sites incorporate significant green spaces. We have committed to ‘**One Home One Tree**’ initiative to ensure a variety of local plant species to support biodiversity and provide aesthetically pleasing environments for our customers and the surrounding community. By integrating greenery into our developments, we contribute to urban biodiversity and create spaces where nature and people can coexist harmoniously.

- **Supporting Local Biodiversity through CSR:** Beyond our construction projects, we have directed a portion of our Corporate Social Responsibility (CSR) funds towards the maintenance and enhancement of Lalbagh garden. This garden serves as a community asset in Bengaluru, providing a habitat for native species and a green space for the city’s residents to enjoy. Our support ensures that this garden remains a thriving part of the local ecosystem, contributing to the preservation of biodiversity in the area.

### Future Commitments

While our current efforts have laid the groundwork for biodiversity promotion, we acknowledge that there is more we can do to protect and enhance the natural environments in which we operate. Moving forward, we are committed to expanding our biodiversity initiatives, including:

- **Biodiversity Assessments:** Conducting assessments at our project sites to identify opportunities for enhancing local biodiversity. This will help us understand the specific needs of the ecosystems we impact and guide the integration of more diverse plant species and wildlife-friendly practices.

- **Sustainable Landscaping Practices:** Adopting sustainable landscaping practices that not only enhance the aesthetic value of our developments but also provide habitats for local wildlife. This includes using native and drought-tolerant species, reducing chemical use, and creating green corridors that connect with existing natural habitats.
- **Community Engagement and Education:** Engaging with local communities and stakeholders to raise awareness about the importance of biodiversity. Through educational programs and partnerships, we aim to foster a culture of biodiversity conservation that extends beyond our project sites.
- **Collaborations for Conservation:** Exploring partnerships with environmental organizations and experts to develop and implement biodiversity conservation projects. By expanding our efforts in biodiversity, we aim to play a more active role in preserving the natural heritage of the areas in which we operate.

We are committed to continuously improving our practices and contributing to a more sustainable and biodiverse future.





### ENVIRONMENT GOALS- 2030

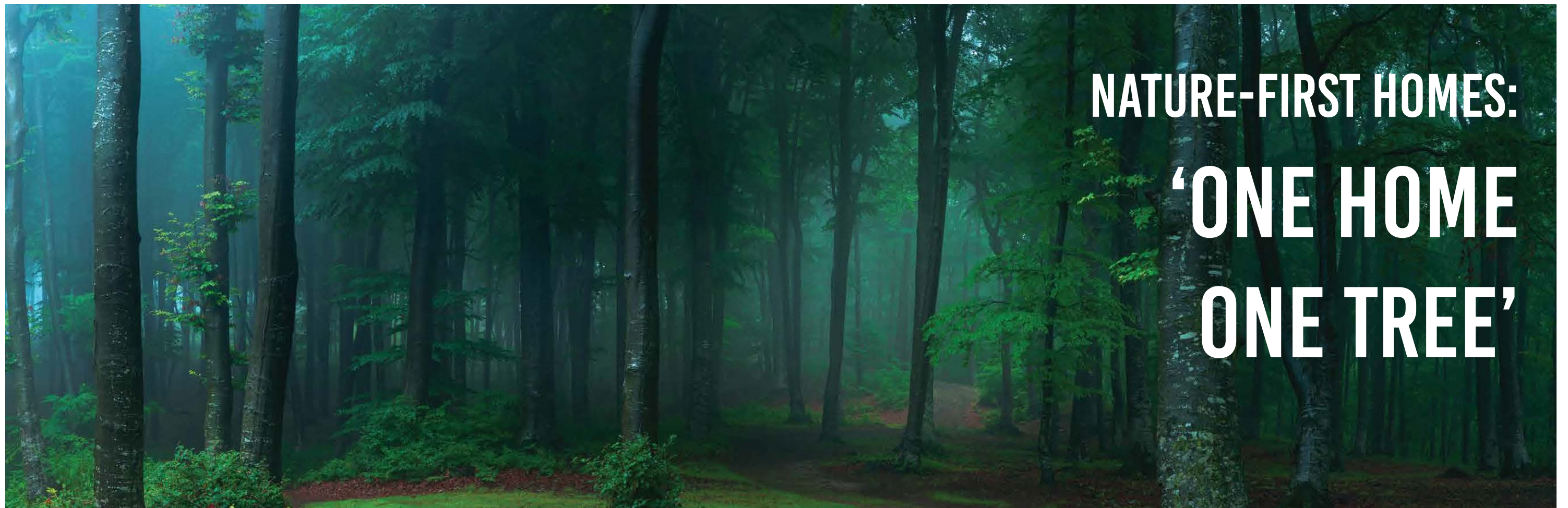
#### GOAL

- Integrate sustainability into operations, promoting biodiversity and environmental responsibility through direct and indirect interventions.

#### TARGET

- Promoting biodiversity enhancement across all project sites.
- Comprehensive site analysis for 100% sites to minimize topographical changes.
- Green community initiative- implementing a green community initiative 'One Home One Tree' to plant at least one native tree per home.

**Provident Ecopolitan** is a residential **Nature-first themed Apartment project** that reflects **responsible living** practices and **sustainability in every aspect**. The meticulous design enables residents to not just **interact with nature** outside but also **nurture it** and bring it home. With **over 1300 trees, each family gets one tree to care for. It is a biodiversity hotspot – home to over 45+ species of indigenous flora.**



**NATURE-FIRST HOMES:  
'ONE HOME  
ONE TREE'**

## IGBC & EDGE CERTIFICATIONS

To validate our sustainability efforts, achieve operational efficiencies, and enhance the overall value and resilience of our properties, we have decided to pursue prestigious Green Building certifications for some of our upcoming projects.

We are aiming to achieve an IGBC (Indian Green Building Council) Gold rating for our Provident Bayscape, Chennai, while we have achieved EDGE pre-certified status for Provident Winworth, Kochi.

### What is Green Building?

As per IGBC, a “Green Building” uses less energy, water and natural resources, creates less waste and is healthier for the people living inside when compared to a standard building.

### What are the benefits of a Green Building?

A Green Home can have tremendous benefits, both tangible and intangible. The immediate and most tangible benefit is in the reduction in water consumption and operating energy costs right from day one, during the entire life cycle of the building.

### Tangible Benefits:

- Energy savings: 20 - 30%
- Water savings: 30 - 50%

### Intangible Benefits:

- Enhanced air quality - Ventilation systems need to be designed to exceed minimum ‘Green Homes’ fresh air requirements by over 30%.
- Excellent day lighting - Natural lighting levels exceed minimum Green Homes requirements in over 75% of living spaces.
- Health & well-being of the occupants
- Healthy, low-VOC paints are to be used for interior walls. All common areas designated as tobacco-free.
- Abundant landscaped areas on the ground and roof.
- Several amenities on site or within walking distances.
- Audio and Braille assistance in elevators. Disabled friendly toilets in common areas.
- Ramps provided for entrances to each tower.
- Conservation of scarce national resources
- Over 20% recycled content in building materials
- Over 80% of building material is procured within 400km radius to minimise pollution due to transportation.
- Enhance marketability for the project



### IGBC Green Building Certification

The Indian Green Building Council (IGBC) certification is a prestigious recognition that signifies a building's adherence to the highest standards of sustainability and environmental responsibility. IGBC certification is tailored to address the unique climatic conditions and construction practices in India, offering a holistic framework for green building design, construction, and operation.

The projects can be rated across various building types, including residential, commercial, industrial, and institutional and based on the stage of development they are in. New Green Buildings are rated on the following tiered scale:

- Platinum - 75-100 points
- Gold - 60-74 points
- Silver - 50-59 points
- Certified - 40-49 points

The broad metrics on which the rating is given are:

- Sustainable architecture and design
- Site selection & planning
- Water conservation
- Energy efficiency
- Building materials & resources
- Indoor environment quality
- Innovation & development
- Occupant health & comfort



### EDGE Certification

EDGE (Excellence in Design for Greater Efficiencies) certification is an internationally recognized green building certification that focuses on making buildings more resource-efficient. Developed by the International Finance Corporation (IFC), EDGE certification is particularly beneficial for emerging markets, offering an affordable and scalable solution for sustainable construction.

The certification rates projects on 3 broad metrics of:

- Energy Efficiency
- Water Efficiency
- Embodied Energy in Materials

### The certification levels are:

- **LEVEL-1: EDGE CERTIFIED** - A minimum of 20% savings across the three resource categories
- **LEVEL 2: EDGE ADVANCED** (Zero Carbon Ready) - EDGE certified with 40% or more on-site energy savings
- **LEVEL 3: ZERO CARBON** - EDGE Advanced with 100% renewables on-site or off-site, or purchased carbon offsets to top off at 100%. All energy must be accounted for, including diesel and LPG.



# Social

Overview

Diversity & Inclusion

Training & Development

OHS

Community Engagement

Customer Journey





## OVERVIEW

At Provident, we demonstrate unwavering commitment towards our social responsibility. Our employees are the cornerstone of our organization. Their well-being and development drive our success. We place a strong emphasis on employee welfare, with policies designed to support and enhance their overall well-being.

We are committed to fostering a diverse and inclusive workforce that benefits from the collaboration of individuals from various backgrounds. We nurture our employees through comprehensive training programs, engagement initiatives and other benefits. We recognize our responsibility to the community we serve and actively contribute to the community's welfare through CSR activities. Customers are at the heart of our business, and we undertake all initiatives to provide them with the best possible experience.

We have set ambitious goals and are making significant progress towards achieving them. We are proud to share that, in the reporting year, our employee strength has increased by an impressive 56.3% compared to the previous year. Additionally, we are delighted to report a gender diversity rate of 32%, which stands as one of the best in the real estate industry. We are dedicated to

continuing this positive trend in the coming years.

This section highlights our dedication to social stewardship, detailing our initiatives in diversity and inclusion, training programs, employee engagement, health and well-being, community involvement, and the customer journey.





## DIVERSITY & INCLUSION

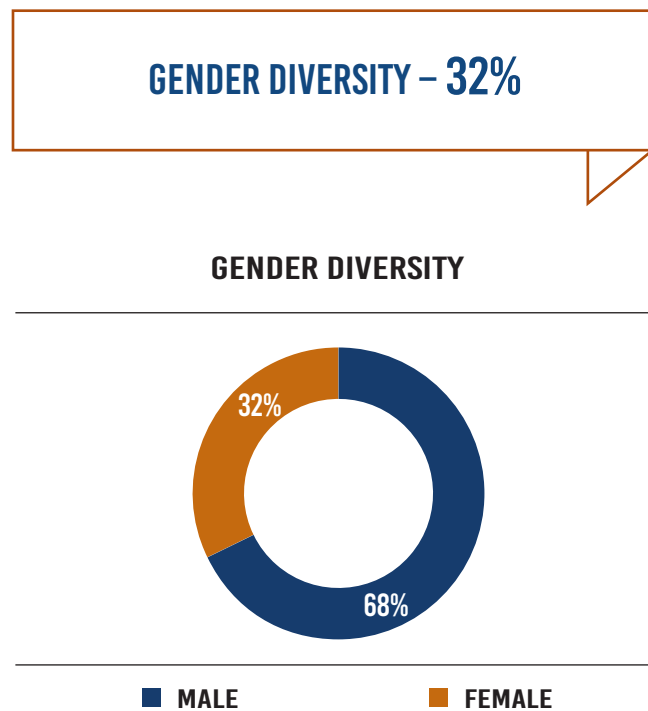
This section highlights our dedication to diversity and inclusion, providing insights into employee data, such as new hires, turnover, employee benefits, with reference to diversity indicators.

### EMPLOYEES

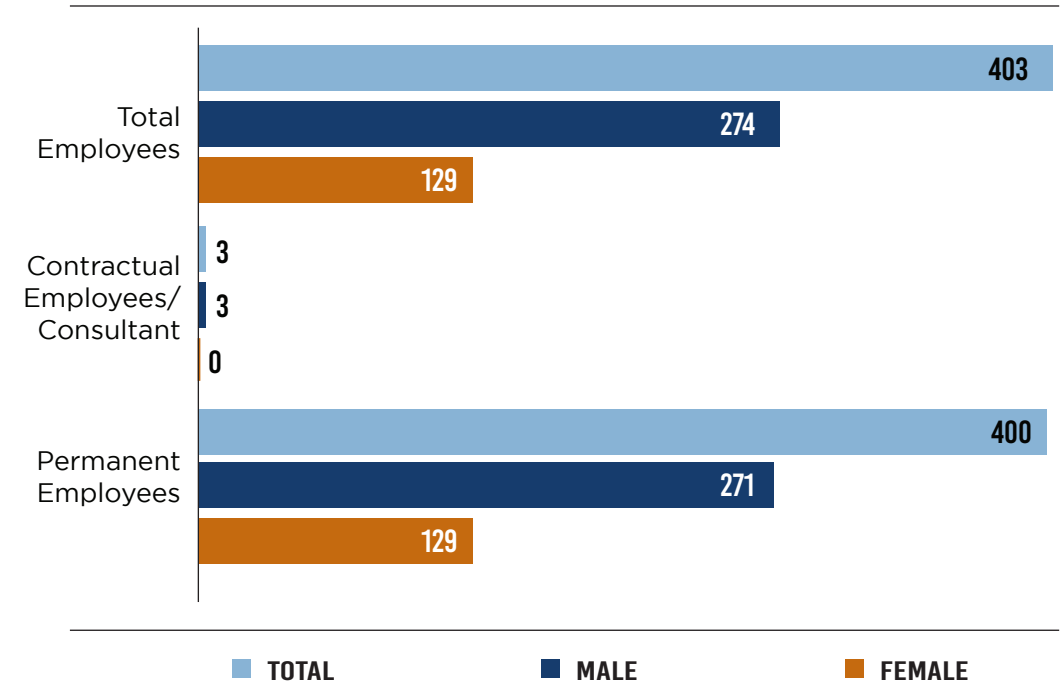
In FY 2023-24, our workforce totalled 403 employees, including 400 permanent staff and three (3) contractual employees/consultants. This represents a remarkable 56.3% increase in employee strength compared to the previous year, highlighting our strategic commitment to expanding our workforce through new hires and fostering an inclusive environment. Of the total employees,

274 were male and 129 were female, representing a gender diversity of 32%.

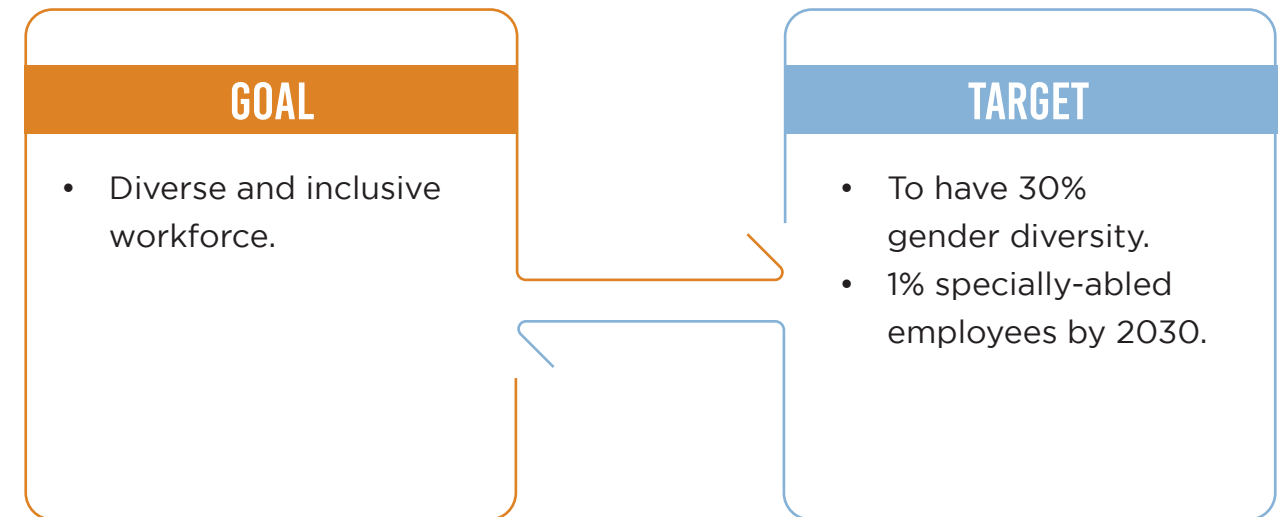
Although we had an exceptional increase in hiring which tends to skew the gender diversity due to the sector, we were able to maintain our gender diversity rate above 30% through meticulous planning and initiatives. We are proud to be ranked among the leaders in the real estate industry on this metric.



**EMPLOYEES BY TYPE AND GENDER**



### SOCIAL GOALS- 2030



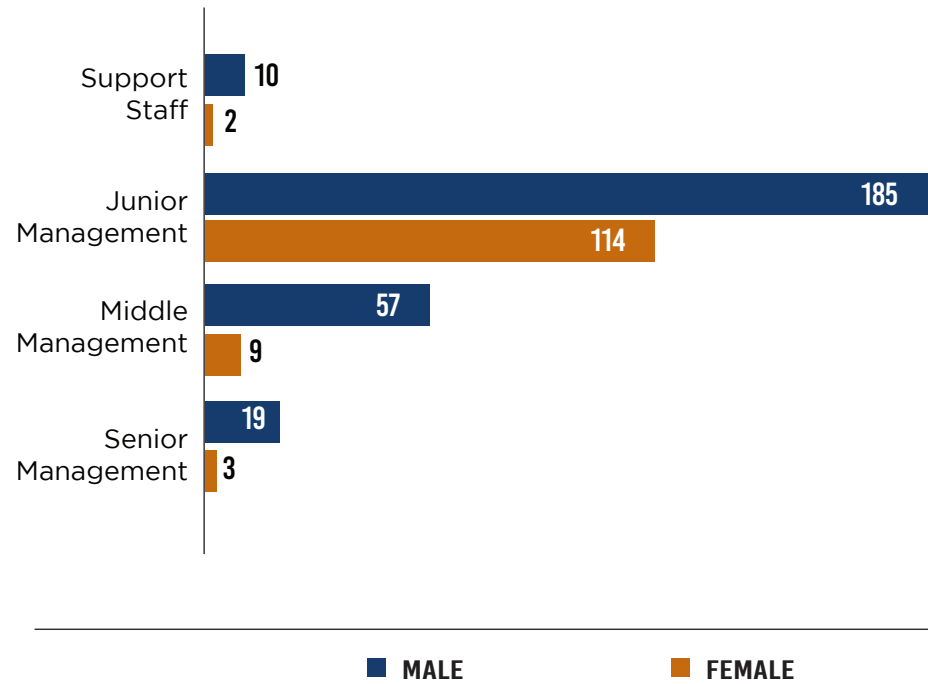


## DIVERSITY & INCLUSION

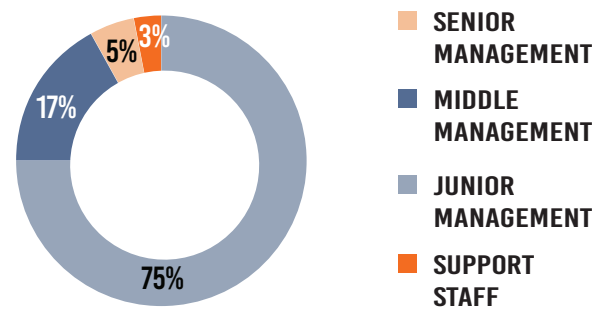
At Provident, we believe that a workforce with diverse experience levels enhances the quality of our work and fosters a collaborative environment.

Among our permanent employees, 75% are in junior management, 17% in the middle management, 5% in senior management, and 3% are support staff.

**EMPLOYEES BY CATEGORY AND GENDER**



**EMPLOYEES BY CATEGORY**





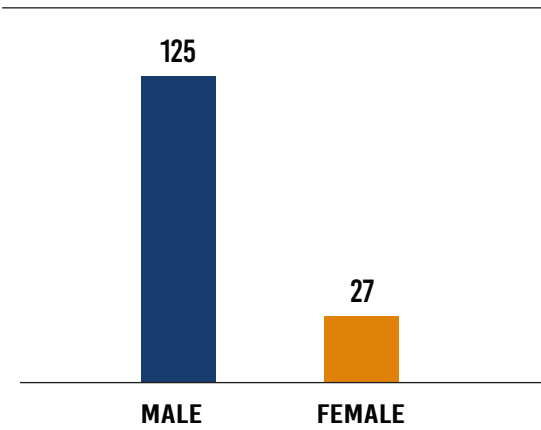
# DIVERSITY & INCLUSION

## NEW HIRES

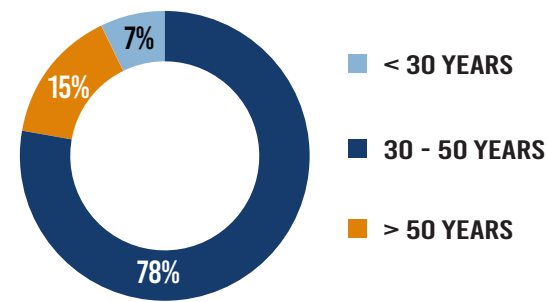
We emphasize on attracting and retaining new talent while nurturing the existing talent within the organization. New hires bring fresh energy, ideas, and perspectives, driving the organization towards greater progress.

During the reporting year 2023-24, we hired 152 new employees, of which 82% are male, while remaining 18% are female. Of the new hires, the majority were in the age category of 30-50 years at 78%, followed by above 50 years at 15% and below 30 years at 7%.

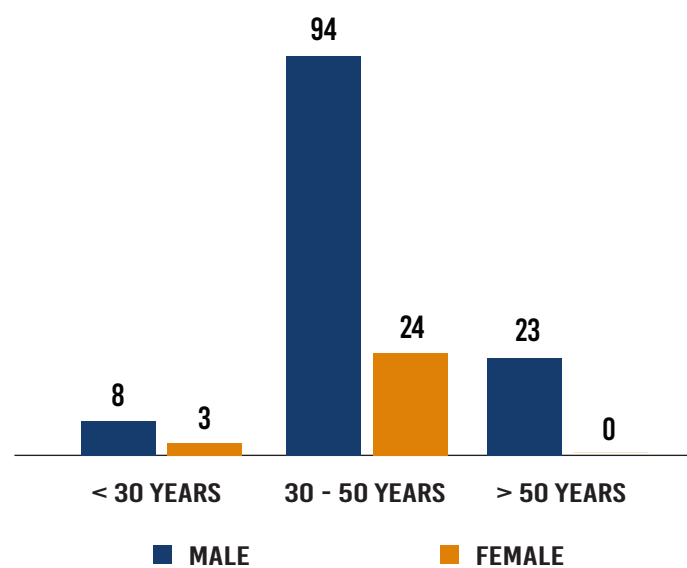
NEW HIRES



NEW HIRES BY AGE CATEGORY



NEW HIRES BY GENDER AND AGE CATEGORY



## SOCIAL GOALS- 2030

### GOAL

- Attracting top-notch talent and ensuring their continued commitment through active engagement.

### TARGET

- To acquire exceptional talent and increase this number over years.
- To ensure 100% coverage for induction, trainings and surveys for exposing new hires to the organizational culture.
- To enhance internal communications through various channels to have employee satisfaction rating better than the baseline.
- To have best in class employee benefits for 100% of the workforce.



## DIVERSITY & INCLUSION

### EMPLOYEE TURNOVER

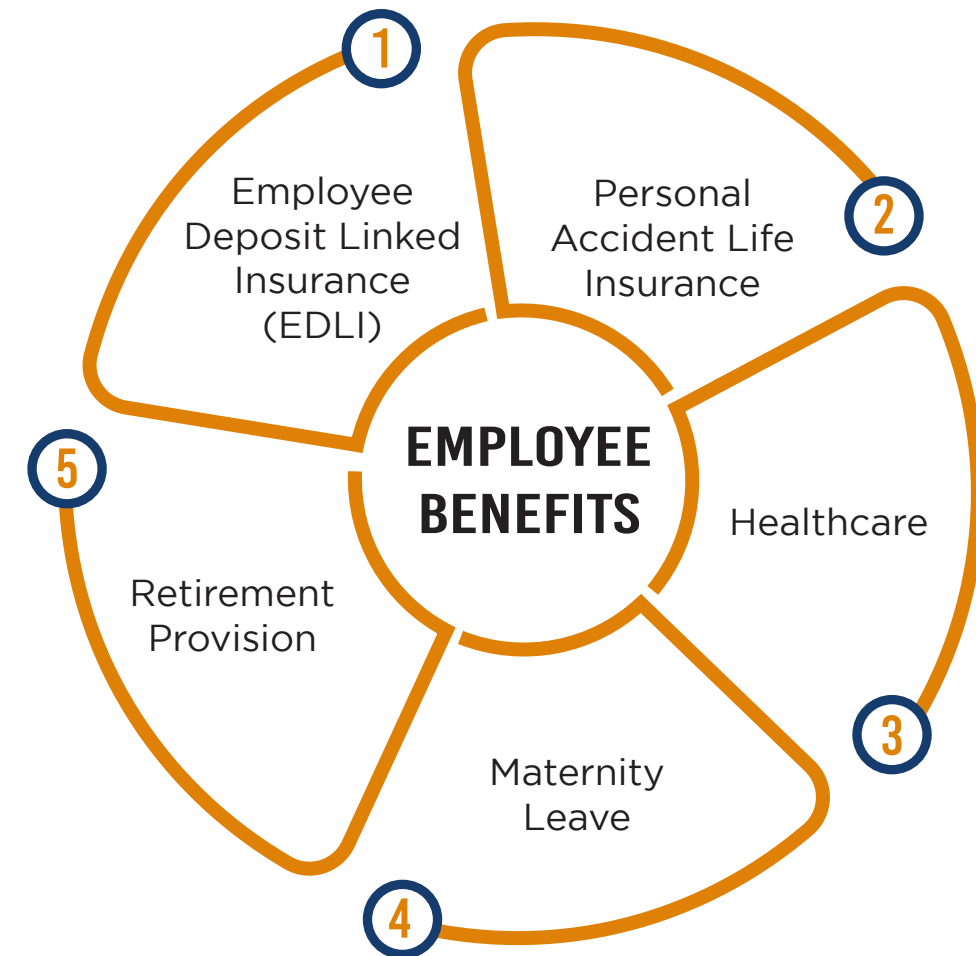
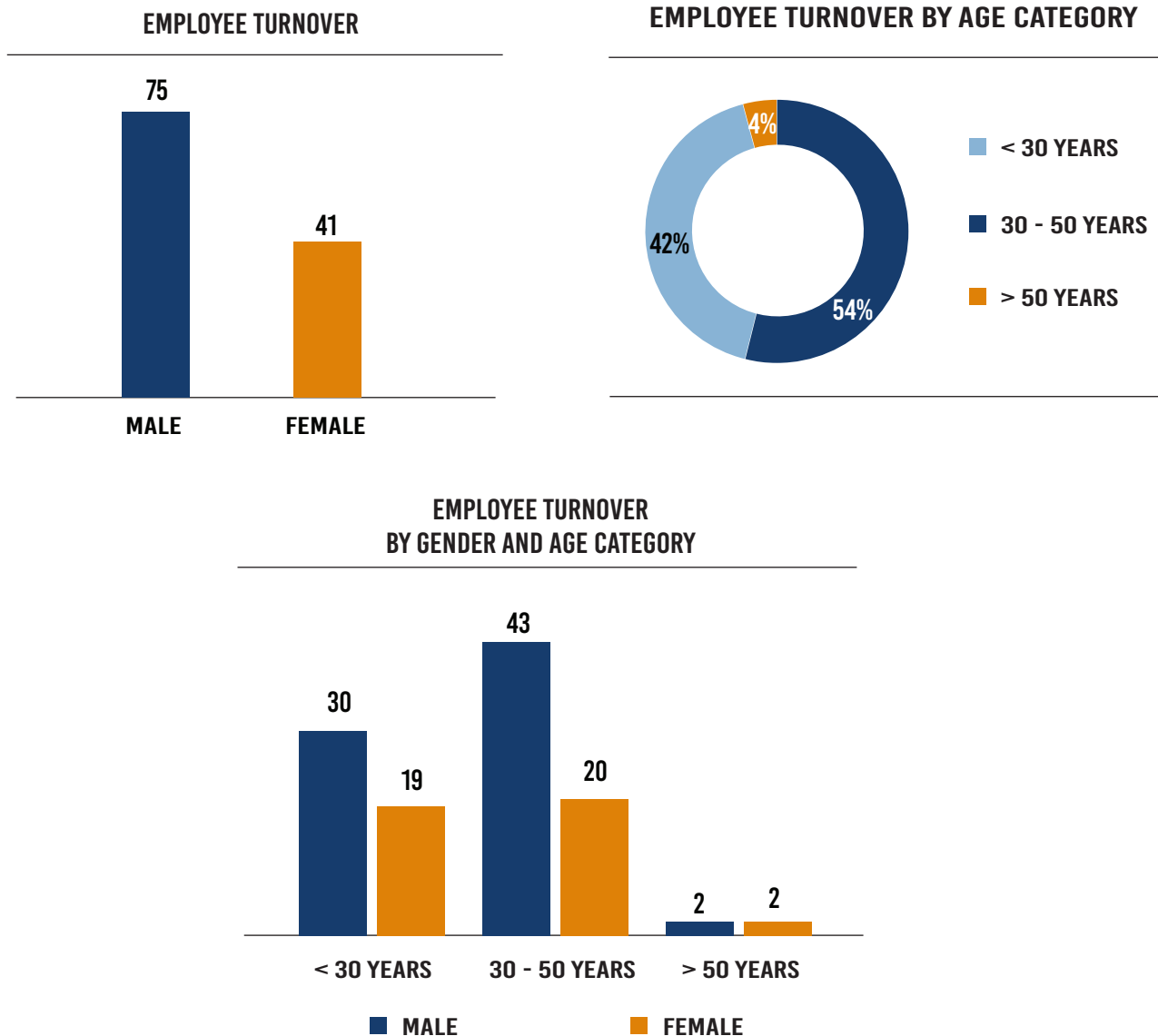
At Provident Housing Limited, we prioritize nurturing and retaining our human resources by upholding their well-being. However, employee turnover is an inevitable aspect of any organization. We recognize its impact on productivity, human capital, and financial resources, and we are continuously working to address these challenges.

In the FY 2023-24, we had a total employee turnover of 116. Of these, 65% were male and 35% were female. The maximum turnover is in the 30-50 age group, accounting for 54%, followed by the under-30 age group at 42%, and the above 50 age group at 4%.

### EMPLOYEE BENEFITS

Our organization offers a comprehensive range of benefits for our employees. All permanent and contractual employees are covered under the Employee Deposit Linked Insurance (EDLI) scheme. Permanent employees receive additional benefits, including personal accident life

insurance, healthcare, and maternity leave. These benefits reflect our commitment to supporting the well-being and security of our workforce. Among the permanent employees, 386 utilized healthcare benefits, comprising 257 male and 129 female employees.





## DIVERSITY & INCLUSION

### PARENTAL LEAVE

All our permanent female employees are entitled to maternity leave as per the Maternity Act. During the reporting year, seven (7) female employees availed of maternity leave, with six (6) returning

to work after their leave ended. Over the past five (5) years, 19 female employees have taken maternity leave, and seven (7) of them have returned to work and are still employed.

**RETURN TO WORK RATE (2023-24) - 86%**



### HUMAN RIGHTS

At Provident Housing Limited, we recognize the fundamental importance of human rights in all aspects of our operations. We are committed to ensuring that our business practices not only comply with legal standards but also promote the dignity, respect, and the well-being of all individuals involved in our projects. We strive to create an environment where human rights are upheld and protected.

In FY 2023-24, we received a total of 34 complaints, all of which were resolved satisfactorily, achieving a 100% resolution rate. Our organization values the rights of our employees, including the freedom to form unions. Currently, 35 workers are covered under the union, reflecting our commitment to fostering a supportive and inclusive work environment.

**100% RESOLUTION OF COMPLAINTS**

### SOCIAL GOALS- 2030

#### GOAL

- Promote human rights through an inclusive workplace culture, with adherence to international standards.

#### TARGET

- No human rights violation through promoting respect for every human at all times.

## TRAINING & DEVELOPMENT

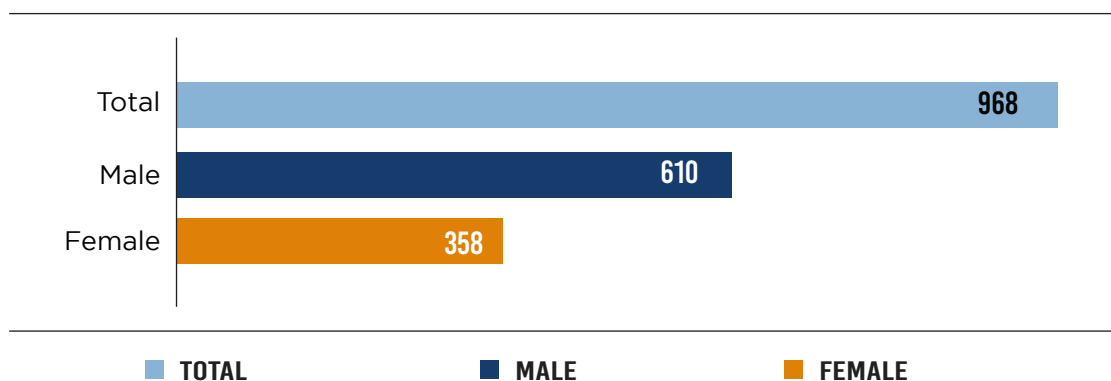
At Provident Housing Limited, we emphasize the importance of providing training to our employees to enhance their skills, knowledge and abilities.

In the reporting year, our employees received a total of 968 training hours, with female employees receiving 358 hours and male employees receiving 610 hours. The average training received was 2.8 hours per female employee and 2.3 hours per male employee.

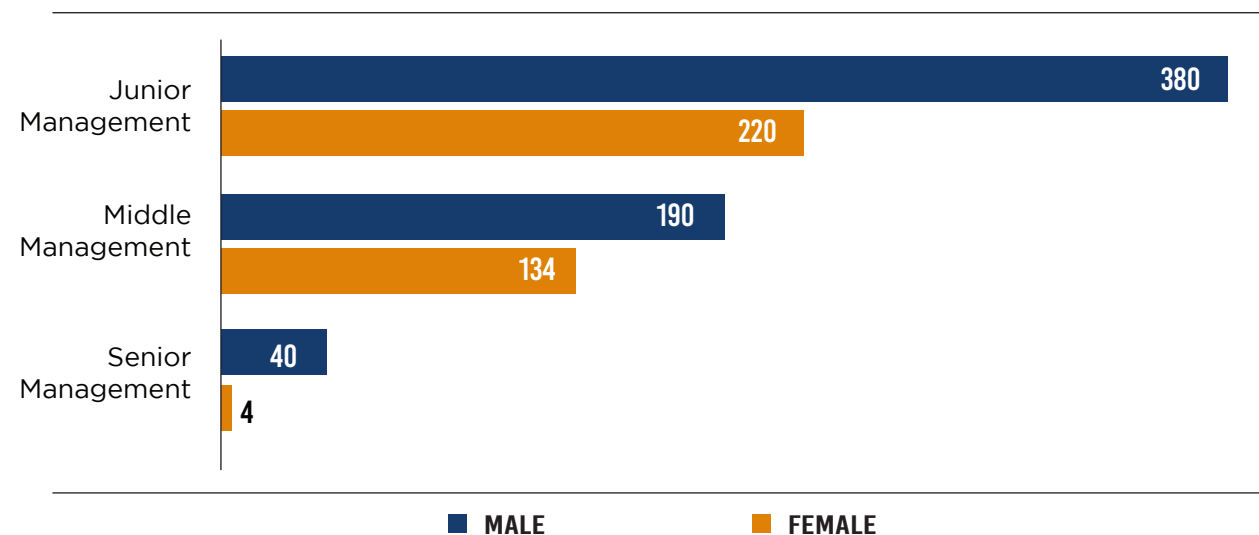
By category, senior management received two (2) hours of training per employee, middle management received 4.9 hours per employee, and junior management received two (2) hours per employee.

Additionally, we provided training on human rights policies and procedures to outsourced security personnel, with nearly 50 individuals trained across our project locations.

**TOTAL TRAINING HOURS BY GENDER**

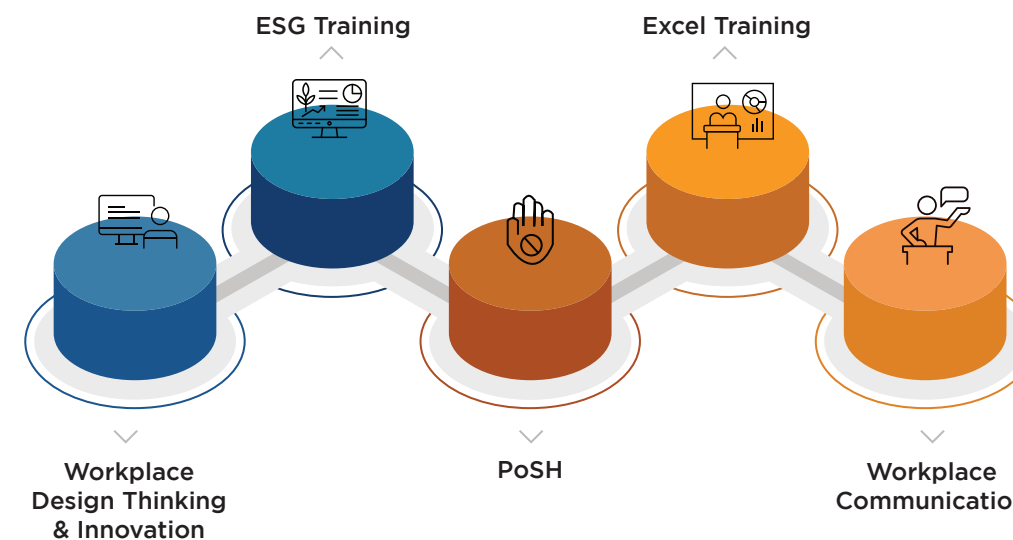


**TRAINING HOURS BY CATEGORY**



Training has been provided across various areas, including human rights, soft skills and technical skills. Training topics include PoSH, ESG, effective

workplace communication and workplace design thinking and innovation.



**GOAL**

- Foster continuous learning, innovation, and success through targeted training, mentorship, and staying ahead of industry trends within the organization.

**TARGET**

- L&D programme with clear objectives and monitoring including ESG objectives.

- **968 TOTAL TRAINING HOURS**
- **2.3 HOURS AVERAGE TRAINING PER MALE EMPLOYEE**
- **2.8 HOURS AVERAGE TRAINING PER FEMALE EMPLOYEE**
- **50 SECURITY PERSONNEL TRAINED ON HUMAN RIGHTS**



## TRAINING & DEVELOPMENT

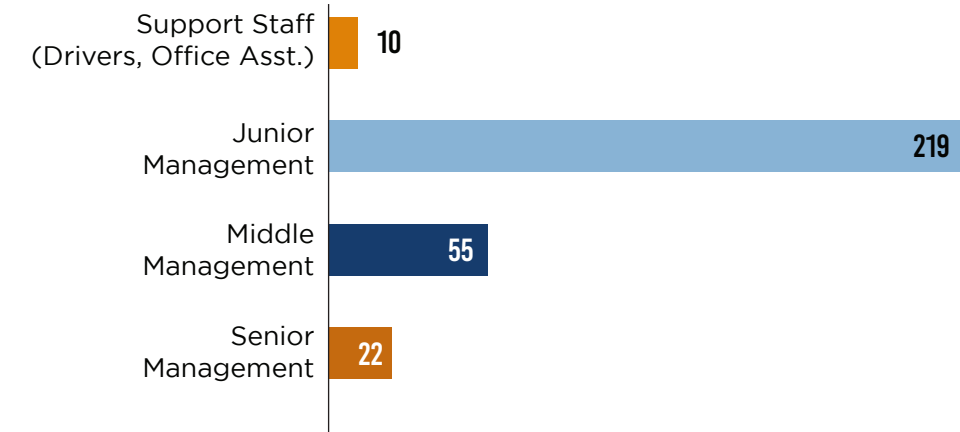
### Performance Review And Career Development

Our performance review and career development processes are designed to foster a culture of continuous improvement, personal growth, and professional excellence.

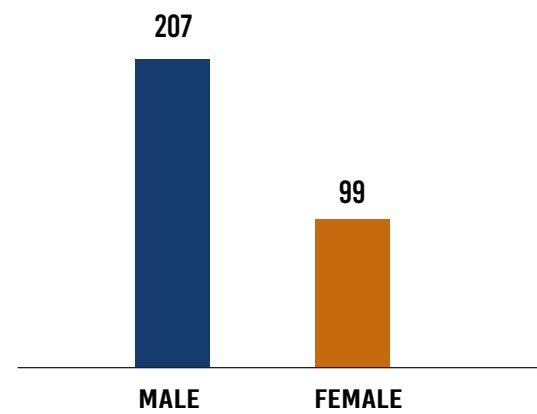
In FY 2023-24, 306 employees, accounting for 77% of the total

workforce were covered for performance and career development reviews. Of the 306 employees who received performance and career development reviews, 68% of them were male and 32% were female. By category, 100% of senior management, 83% of middle management, 73% of junior management, and 83% of support staff received these reviews.

### PERFORMANCE & CAREER DEVELOPMENT REVIEW BY CATEGORY (IN NUMBERS)



### PERFORMANCE & CAREER DEVELOPMENT REVIEW BY GENDER (IN NUMBERS)



**77% EMPLOYEES COVERED FOR PERFORMANCE APPRAISAL**



## CASE STUDY ON EMPLOYEE DEVELOPMENT

Provident Housing Limited places a strong emphasis on employee growth, nurturing talent through mentorship, training, and offering new career opportunities.



### CASE 1: EMPOWERING GROWTH THROUGH MENTORSHIP - RAVI PONANN'S JOURNEY



Mr. Ravi Ponann joined Provident Housing Limited in 2021 after completing his B.Sc. degree. Educated in a humble school in South India, Ravi faced challenges in English communication. However, identifying his skills and technical knowledge, his team leader, Mr. Govindaraj mentored him with comprehensive training focusing on enhancing his skills in Excel, Word, and crucial technical tools such as SAP, SFDC, and RAMCO along with enrollment to English classes.

Ravi acknowledges the support and grooming he received from all the quarters:

“I’m grateful for the continuous support and guidance from Ms. Ramamani, my manager, who nurtured my professional growth and instilled a culture of excellence in my work. Acknowledging Mr. Sumanth and Mr. Ashok’s pivotal role in my skill development, they have always been there to extend their support in various challenging situations.

I wish to highlight the significant influence of Mr. Bakhtiyar, a remarkable leader, whose mentorship played a pivotal role in shaping my professional journey. Mr. Bakhtiyar’s guidance and encouragement significantly contributed to the enhancement of my communication skills. He motivated me to enrol in English classes and provided unwavering support in pursuing my MBA in Marketing, ensuring a seamless balance between my professional responsibilities and educational pursuits. His leadership style fostered a culture of learning from mistakes, empowering me to evolve as a leader. His mentorship was instrumental in nurturing leadership qualities within me, and I am immensely grateful for the invaluable lessons learned under his guidance.

My experience at Provident has been fulfilling and conducive to both personal and professional growth. I am grateful for the mentorship, support, and opportunities that have shaped my journey here.”



### CASE 2: TRANSITION OF GUEST RELATIONSHIP EXECUTIVES TO SALES ROLES

Recognizing the limited growth opportunities for Guest Relationship Executives (GREs), Provident Housing Limited initiated a strategic shift to transition GREs into sales roles. The decision was driven by the belief that GREs, who frequently interact with clients, possess the potential to excel in sales with the right training.

The process began with the recruitment of young GREs, followed by a six-month sales training program that covered real estate basics, project knowledge, selling techniques, and client feedback management. This training ensured that GREs were well-prepared to transition into sales roles.

### Success Stories:

Ms. Arpita: Initially recruited as a GRE at the Sunworth City project, Arpita quickly demonstrated her ability to understand the real estate industry. Recognizing her potential, the management transitioned her to a Sales Executive role after six months.



Arpita seized the opportunity, consistently achieving her sales targets and earning incentives that exceeded her base salary, significantly contributing to her family’s financial wellbeing.



Ms. Vibha: Another successful transition involved Ms. Vibha, who joined as a GRE at the Park Square project. Her dedication to her role and willingness to go above and beyond led to her being moved to the sales team within four months. Vibha excelled in her new role, securing five sales in her first month and continuing to achieve her targets month after month.

Provident Housing Limited’s commitment to employee growth is evident in its structured mentorship programs and strategic career development initiatives. Whether through targeted mentorship or career transitions, the company ensures that employees are provided with the tools, guidance, and opportunities to advance their careers, leading to a motivated and successful workforce.



## TRAINING & DEVELOPMENT

### EMPLOYEE ENGAGEMENT

We recognize the importance of fostering a strong and healthy bond between employees and the organization through various engagement activities. These activities result in increased team bonding, higher motivation at work, and improved interdepartmental and intradepartmental communication. Some of our employee engagement activities are as follows:

#### Dress Up:

There are multiple days in a year when attires are celebrated. On ethnic day, employees dress up in their chosen traditional Indian attire to appreciate cultural diversity and acceptance of each other's diverse backgrounds. Summer casual day is celebrated to embrace all seasons. Retro theme day is a retro trends, and Bollywood theme day for celebrating one of the favourite past times of most people, Bollywood cinema. Navratri dress code for nine (9) days encourages the use of designated colours for joy.

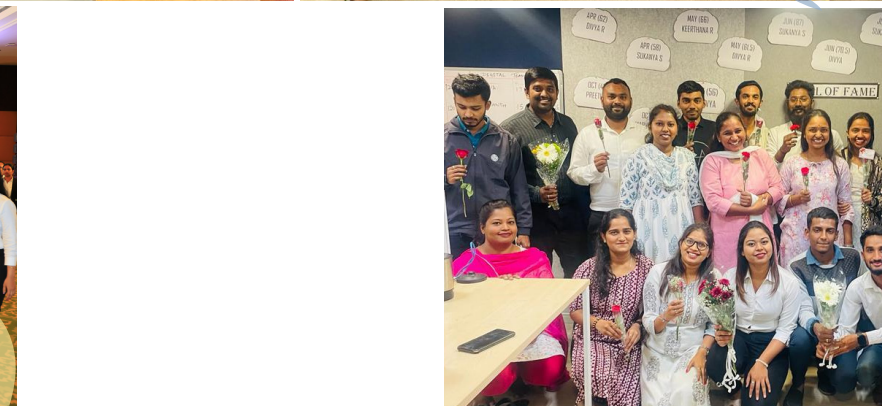
#### Women's Day:

We celebrated the invaluable contributions and achievements of our female workforce. We organized insightful talks on financial investments

and strategies to combat burnout and exhaustion. These sessions provided guidance and support, empowering women to navigate and mitigate these challenges effectively.

#### Other Themes:

We celebrated art and craft day to encourage artists amongst our employees to showcase their artistic talents. Additionally, we organized a Secret Santa game to spread the joy of surprise. Each day features a different theme, such as flowers, chocolates, teddy bears, and snacks, and culminates in a delightful gift exchange. These activities foster a sense of community and fun within our workplace.





## OCCUPATIONAL HEALTH & SAFETY

At Provident Housing Limited, the health safety and well-being of our workforce are paramount. We have established a comprehensive Health and Safety Management System and strictly adhere to safety standards. By promoting a culture of health and safety, we strive to foster a secure and productive workplace, ultimately enhancing the well-being of everyone involved in our projects.

All of our projects are executed as turnkey projects by reputable contractors. These contractors are certified in quality management systems, and many also hold certifications in environmental management and occupational health and safety standards. This strategy guarantees that our construction projects are carried out efficiently, safely, and with a strong focus on sustainability.

### HIRA Implementation

Ensuring a safe and healthy work environment is a top priority for us. Hazard Identification and Risk Assessment (HIRA) is implemented as a comprehensive approach to proactively managing workplace hazards and risks.

We actively identify work-related hazards and assess risks on both routine and non-routine basis. On a routine basis, we identify hazards through Method Statements, Job Safety Analysis (JSA), HIRA registers and analyse by evaluating the potential for harm/ adverse effects. We perform regular worksite inspections through routine walkthroughs and update our HIRA statements as needed. Additionally, we identify hazards for non-routine works on a need basis by utilizing observation reports and revising our HIRA statements accordingly.

We utilize a risk matrix to assess the level of risk. For risks categorized as “High” or “Medium,” we implement effective and practical controls to reduce the risk to ‘As Low As Reasonably Practicable’ (ALARP). Our approach includes a hierarchy of controls such as elimination, engineering, substitution, administrative measures, and the use of Personal Protective Equipment (PPE) to eliminate hazards and minimize risks.



### SOCIAL GOALS- 2030

GOAL	TARGET
<ul style="list-style-type: none"> <li>Incorporate Occupational Health and Safety (OHS) considerations into daily operations to cultivate a work environment that prioritizes safety and well-being, ultimately striving for zero harm across the entire organization.</li> </ul>	<ul style="list-style-type: none"> <li>To revise OHS policy reflecting projects adhering to 45001: 2018.</li> <li>Align to the standard within the organization by 2025.</li> <li>To Promote on-site safety - 100% adherence to preventive safety norms across all sites.</li> </ul>



## OCCUPATIONAL HEALTH & SAFETY

We integrate risk management into the planning and design stages of our project processes, and work environments. This proactive approach ensures that hazards are identified and addressed early on, making it more effective and easier to eliminate potential risks.

Work-related incidents are investigated using the 5W1H process and Ishikawa/fishbone analysis. Root cause analysis is conducted to identify hazards and risks associated with these incidents. Based on the findings, an appropriate hierarchy of controls is implemented.

Our organization has qualified and experienced personnel certified with safety specialization from authorized firms to ensure the quality of health and safety practices of our organization.

### OHS SERVICES

Pre-employment medical inspection, periodic medical examination and job-specific medical examination are carried out to minimize risks due to existing health conditions. The quality of OHS services is ensured through periodic inspection, as per the monthly EHS rating checklist.

We ensure our workers have easy access to Occupational Health and Safety (OHS) services through multiple channels. Our workers can use emergency contact numbers during both working and non-working hours. We have a medical center available on-site during working hours, and we conduct regular mock drills to prepare for emergencies. Additionally, our ambulance service is available 24/7, providing immediate medical assistance when needed.

To maintain confidentiality, we securely manage our workers' personal health-related information through our Site Administrative Officer, ensuring it is not disclosed. We use this information responsibly to ensure fair treatment. For instance, if we find new workers unfit, we do not allow them on-site until they receive the necessary treatment. Similarly, if any of our current workers are identified with ailments during their tenure, we provide them with appropriate medical care to help them recover.

### WORKERS PARTICIPATION IN OHS

We actively involve our workers in the development, implementation, and evaluation of our OHS management system. During consultations, we seek out workers' issues and discuss them in committee meetings. Joint discussions are held before any decisions are made by the Project In-Charge (PIC), ensuring that actions are jointly undertaken and agreed upon by the workers.

To facilitate communication, we provide various systems such as verbal and non-verbal methods, signages, and a suggestion box. We have a formal Joint Management-Worker health and safety committee that meets monthly with the management team. The committee is chaired by the Project PIC, with the project head serving as secretary, and includes all department heads and respective employees on-site. The Project PIC holds the decision-making authority within this committee.

### OHS TRAINING

Training sessions are conducted at regular intervals to create awareness and equip our employees and workers with necessary safety skills. Our training topics include general safety awareness, job safety for material shifting and handling in slab concrete, housekeeping and material stacking awareness, and height work awareness with edge protection. We also cover safe work procedures for aluminium formwork erection and dismantling, health and environmental issues on-site and in labor camps, working at height, electrical safety, fire and hot work, health and hygiene in labor camps, scaffolding safety, and the safe use of power tools.

<b>No. of workers inducted</b>	<b>788</b>
<b>No. of ToolBox Talk conducted</b>	<b>2,840</b>
<b>No. of workers participated in the ToolBox Talk</b>	<b>9,99,077</b>

## OCCUPATIONAL HEALTH & SAFETY

### PROMOTION OF WORKER HEALTH

We promote worker health by facilitating access to non-occupational medical and healthcare services through individual ID cards with insurance, provided upon EPFO enrollment. Workers can access these services with their ID card and HR recommendation letter. This ensures all on-site workers are eligible.

Workers can use these cards at tie-up hospitals near work locations for medical check-ups. Our occupational health program aims to prevent and control occupational injuries and ill-health. We also offer voluntary health promotion services, including quarterly health check-ups and campaigns like anti-tuberculosis and labor camp medical campaigns. Specific health risks addressed include TB, hernia, tobacco use, substance abuse, HIV/AIDS, mental health issues, injury, and violence.

Our organization is dedicated to prevent significant negative occupational health and safety (OHS) impacts directly linked to our operations, or through our business relations. We share and discuss OHS-related statistics during board meetings to address fatal or serious accidents, dangerous occurrences, and any material effluent or pollution problems. To mitigate these impacts, we hold monthly EHS tracker meetings where we address these issues. This proactive approach ensures continuous improvement in our safety practices and upholds the highest standards of worker health and safety.

We are proud to share that we have recorded zero fatalities, high-consequence injuries, work-related injuries and illness among both permanent employees and contractual workers. This highlights unwavering commitment to the health & safety of our workforce.

- ZERO FATALITIES
- ZERO HIGH- CONSEQUENCE INJURIES
- ZERO WORK- RELATED INJURIES





## COMMUNITY ENGAGEMENT

At Provident Housing Limited, we understand the critical importance of the well-being of both our environment and the communities we serve. Recognizing the significant impact our business has on these areas; we are committed to making our operations sustainable. We continually seek out and implement initiatives that enhance

the well-being of the environment and contribute positively to our community.

In FY 2023-24, our CSR expenditure of INR 4,50,000 was dedicated to community efforts, including rainwater harvesting, tree planting, and cleaning of Lalbagh Park a 240-acre garden considered the green lungs of the city.

### INITIATIVE 3

**Focus Area:** Tree planting at Parksquare  
**No. of beneficiaries:** 2,400 families  
**No. of volunteers from PHL participated:** 15  
**No. of days volunteered:** 2

### INITIATIVE 4

**Focus Area:** Cleaning of Lalbagh Park  
**No. of beneficiaries:** City level  
**No. of volunteers from PHL participated:** 250  
**No. of hours volunteered:** 4

### INITIATIVE 1

**Focus Area:** Cleaning of rainwater harvesting pits in Sunworth Project  
**No. of beneficiaries:** Entire Sunworth Project - 2000 homes  
**No. of volunteers from PHL participated:** 5  
**No. of days volunteered:** 7

### INITIATIVE 2

**Focus Area:** Tree planting at Ecopolitan  
**No. of beneficiaries:** 1,300 families  
**No. of volunteers from PHL participated:** 25  
**No. of hours volunteered:** 8





## CUSTOMER SUPPORT - AWARENESS

### MARKETING & LABELLING

Customers are at the heart of our business and exceptional customer support is the cornerstone of our success. We have a dedicated customer relationship management team committed to providing personalized, responsive, and efficient service to ensure a seamless experience for our customers. Be it helping with property inquiries, navigating the buying or renting process, or resolving any issues, our customer support team is here to assist at every stage. We strive to build lasting relationships with our customers by understanding their unique needs and delivering solutions that exceed their expectations throughout their journey.

To enhance customer convenience and accessibility, we have established our real estate listings and details in the digital platform.

#### Online Platform

BookMyHome is our first online home booking engine which allows customers to search, locate, and book their desired flats from available inventories in real-time.

The platform provides detailed information on every aspect of the

property, including orientation, type, block, availability, size, and amenities, all accessible with a single click. This ensures a seamless and transparent experience for buyers, eliminating the need for human interaction.

#### Referral Apps

To make it easier for our customers, we have also developed fully digitized customer referral apps for our brands, Purva Privilege and Provident Premier. These apps enable existing customers to refer potential buyers, allowing them to learn about our projects from trusted sources while earning benefits for themselves. We are committed to responsible customer relationship practices, providing accurate information and guidance once a referral is made through the platform.

#### Email Marketing

We use email marketing to reach and engage with our customers. It enables us to distribute newsletters, offer promotional deals, invite customers to events, and maintain customer engagement.



### SOCIAL GOALS- 2030

#### GOAL

- Elevate customer stewardship by delivering exceptional service, proactive communication, and unwavering integrity, thereby cultivating lasting trust and loyalty.

#### TARGET

- To train the workforce for ethical selling.
- To organize customer service camps - improving 5% improvement YoY on baseline 2023-24.
- To promote the spirit of shared responsibilities by enabling and facilitating sales through channel partners.



## CUSTOMER SUPPORT- PURCHASE & ONBOARDING

### CRM TEAM

The Customer Relationship Management (CRM) team is pivotal in ensuring customer satisfaction throughout their engagement with us. The team’s key responsibilities encompass delivering high-quality customer service, managing accounts, collecting receivables, handling back-office documentation, and overseeing MIS and data management. From the moment a customer makes a reservation to the final handover of the project, the CRM

team diligently manages every aspect to ensure a seamless and satisfactory experience.

### Customer Decision

The customer is handheld by respective sales manager through site visits, model flat visit, consultation for legal and financial aspects, negotiation and documentation. A SPOC assigned to a particular customer ensures that the customer is at ease when reaching out for a solution.

### Sample format for customer communication

Dear Esteemed Customer ,

Greetings for the day!!

Hope you and your family are safe & healthy.

We are pleased to inform you that, I will be your Specific point of contact for all your queries related to your apartment and project progress and Registration. Please find contact details and escalation point of contact below for your ready reference.

Particulars	Name	Designation/Department	Contact No.	Email ID	Reporting to
SPOC					
Escalation Level 1					
Escalation Level 2					

Our Site CRM team shall assist on site visit, inspection and snag issue. You can reach them on below

Possession/ Inspection Team (For Assistance of Home Loan)					
Particulars	Name	Designation/Department	Contact Number	Email Id	Reporting Manager
SPOC					
Escalation Level					

Our Mortgage team shall assist on availing your Home Loan. You can reach them on below

Mortgage Team (For Assistance of Home Loan)					
Particulars	Name	Designation/Department	Contact Number	Email Id	Reporting Manager
SPOC					
Escalation Level 1					

Please feel free to reach out to us for any assistance.

### SOCIAL GOALS- 2030

#### GOAL

- Elevating customer well-being by providing exceptional products, services, and fostering positive interactions.

#### TARGET

- To Enhance quality of life by creating open spaces and opportunities for recreation and have 20% improvement in overall safety and accessibility ratings by 2030.





## CUSTOMER SUPPORT

### Support

#### SFDC (Salesforce Module)

Every Monday and Friday, we diligently send SPOC emails and an escalation matrix to all our customers. If the CRM team is unable to resolve an issue, customers can escalate it to [crm@providenthousing.com](mailto:crm@providenthousing.com). Upon receiving an email at this address, a case is automatically generated in SFDC (Salesforce module), and the respective Relationship Manager is notified via email to address the issue. We track all cases in SFDC case management based on the nature of the queries and assign them to the appropriate departments. The CRM team lead and CRM head closely monitor the progress of these cases, ensuring that resolutions are provided promptly. Any cases not resolved within the Turnaround Time (TAT) are escalated to the next level for immediate attention.

#### Customer Service Camp

Every month, during the first week, we organize a customer service camp at our projects. Invitations, formatted accordingly, are sent to all customers beforehand. During these service camps, we address customer concerns and actively gather their feedback.

#### RERA Implementation

In compliance with the Real Estate Regulatory Authority (RERA) Act, we have ensured that all our projects are registered with RERA before commencement. Any non-compliance or property fraud can be reported here. We have been maintaining records and documentation before RERA, demonstrating our commitment to transparency.

#### RERA Complaints

During FY 2023-24, we received a total of 76 RERA complaints. Out of these, 55 cases have been resolved, one (1) is posted for order, 15 are under enquiry, two (2) are under process, and three (3) are under scrutiny. We are committed to diligently resolving these complaints and are actively working to reduce their numbers.

Of the reported customer cases, we had one case of non-compliance with marketing and labelling communications. However, there were no fines or penalties for the same and the case was disposed of in the reporting period.

STATUS	NO.OF CASES
Disposed	55
Posted for orders	1
Under enquiry	15
Under process	2
Under scrutiny	3
<b>Total</b>	<b>76</b>





## CUSTOMER SUPPORT

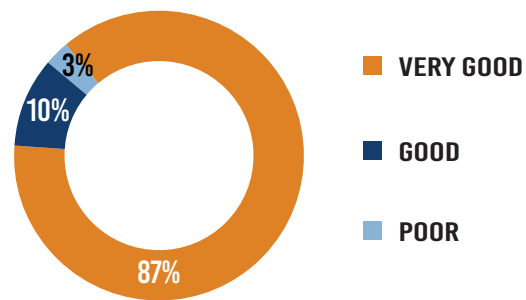
### Feedback

#### CUSTOMER FEEDBACK


We have been actively gathering customer feedback, testimonials, and referrals to enhance our services. To facilitate this, we have provided dedicated URLs for customer feedback: Provident Feedback URL (<https://www.providenthousing.com/feedback-form/crm/>)

During the reporting period for FY 2023-24, we received 522 customer feedback responses, including 138 video testimonials. The customer feedback was received for communication and process, courtesy, professionalism, and overall support. Of the 522 feedback submissions, 508 were positive, resulting in a 97.31% CSAT score. We have also reached out to customers who rated our service as ‘poor’ and completed service recovery actions.

#### CUSTOMER SURVEY RESPONSES



**97.31% CSAT SCORE**



### Service Feedback Form (CRM)

**Name**

**Unit Number**

**CRM - Relationship Manager**






**Project**

**Contact Number**

Thank you for investing in Provident Housing Ltd

We truly value your patronage. Your feedback is critical for us and hence we request you to kindly take out few minutes to provide your valuable feedback. The sole purpose is to better understand the manner in which we delivered our services.

Kindly rate your experience on the below scale. Please note 5 Being Delighted/Extremely Happy.

Rating	 (5)	 (4)	 (3)	 (2)	 (1)
Communication and Process brief by CRM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did our CRM display Courtesy and Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Support by CRM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Based on the experience, are you satisfied to recommend us?

Yes  No  May be

Please share your valuable Suggestion/Feedback if any.

Enter the Text

SUBMIT





## PREMIER SALES INITIATIVE

Our customers are the most important stakeholders who are not only our source of revenue, but also the agents of change for us. Listening and understanding their needs and feedback helps us not only better our offerings but also enables them to be proud of being associated with the brand. Provident, along with the parent organization Puravankara, have therefore set up strategic events to reach out to customers to enhance the experience and loyalty for the brand.

- **21,000+ CUSTOMERS REGISTERED ON THE SALES PORTAL**
- **20% OF THE OVERALL BUSINESS FROM LOYALTY SALES**



**Step Into  
Extraordinary Living**

EXPERIENCE PROVIDENT PREMIER

Member

Register Now

### Calls Initiative / Targeted Outreach

The initiative is a strategic effort to maintain continuous engagement and strengthen relationships with our customers. The calls enable a marketing channel whereby our customers are informed of new property listings and investment opportunities and act as a feedback channel where we become aware of the client's needs and concerns. Consistent communication aims to build trust and foster long-term relationships, while also enabling companies to anticipate customer needs, respond quickly to inquiries, and enhance overall satisfaction. We believe a well-executed call, personalized service, and care would go a long way in showcasing our commitment to customer relationships.

### Customer Connect Events

We have established a schedule for recurring customer connect events to engage our clients and keep them updated on our projects. These events include property tours, meet-and-greet sessions, workshops on investment advice and real estate trends, along with fun and engaging activities for families.

In the reporting period, 48 customer events were conducted as part of the premier sales program at the Group level, of which about 19 events were specific to the Provident Premier program.

These initiatives have been instrumental in adding value to our business. The referrals are positive word-of-mouth marketing for the brand, enabling us to have a strong lead generation and sales pipeline with healthy order values.

### Society Activation

Our customers are our family and to improve the camaraderie and foster the community spirit, we have undertaken steps to activate societies at our projects. The society, by the people, creates a sense of belonging among the residents and promotes a vibrant, inclusive community. The society organizes social programs, environmental drives, cultural events, and wellness activities for the residents and conducts workshops as and when required. The society also serves as a forum for residents to raise their concerns.

### Provident Premier Programs

An exclusive initiative for our customers aimed at enhancing loyalty and satisfaction. The program offers dual rewards to members who refer their friends and family to Provident, providing an excellent opportunity to experience life with an array of premium brands.

# Governance and Economics

Overview

Corporate Governance

Supply Chain

Economic Performance



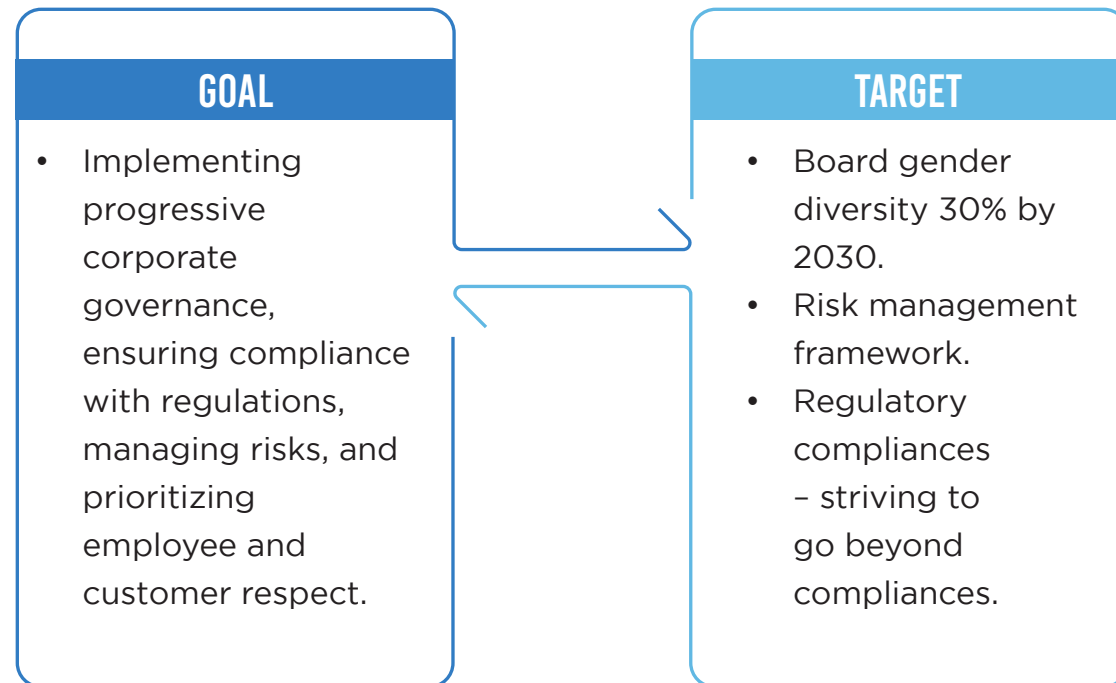


## OVERVIEW

The Governance and Economics section outlines our commitment to robust corporate governance, ethical business practices and growth. We prioritize transparency and accountability in our operations, reinforced by strong IT systems and data security measures. We disclose our economic performances that reflect our commitment to sustainable growth and value creation.

Our dedication to ethics and integrity shapes every decision, while our supply chain management ensures efficiency and responsibility. Together, these elements drive our financial stability and long-term growth, supporting our mission to deliver value to all stakeholders.

### GOVERNANCE GOALS- 2030



Artistic impression - Provident Botanico, Bengaluru



## CORPORATE GOVERNANCE

The governance architecture is thoroughly presented, outlining the roles and responsibilities of key stakeholders, as well as the mechanisms and policies in place to ensure accountability and the integration of sustainability into operations. PHL’s proactive approach to transparency, accountability, and ethical conduct underscores its commitment to generating long-term value for all stakeholders.

### BOARD AND BOARD COMMITTEES

The Board of PHL comprises four (4) members, including an independent director from the board of its parent company. The composition of the board of directors is in conformity with Section 149 of the Companies Act 2013, ensuring compliance with the requirement to appoint a woman director.

To maintain a balance of power, enhance oversight, mitigate conflicts of interest and promote accountability among the leadership, PHL has voluntarily separated the roles of the Chairperson of the board and the CEO adhering to the highest corporate standards.

### COMPOSITION OF THE BOARD

The nomination and remuneration committee is responsible for evaluating qualifications, expertise, experience and integrity of individuals for their appointment as Director, KMP or senior management. The committee has the discretion to determine whether an individual’s qualifications, expertise and experience are satisfactory for the position under consideration.

NAME OF DIRECTOR	DESIGNATION
Mr. Ashish Ravi Puravankara	Director
Mr. Nani Rusi Choksey*	Director
Ms. Amanda Joy Puravankara	Executive Director
Mr. Anup Shah Sanmukh	Independent Director

\* Mr. Nani R Choksey resigned from the position in the Board w.e.f. March 11, 2024.

**25% BOARD GENDER DIVERSITY**

**Mr. Ashish Ravi Puravankara**



Mr. Ashish Ravi Puravankara is instrumental in strategy formulation, operational control, financial management and enterprise capacity development along with bringing a strong focus on innovation in construction practices. With a Bachelor of Science degree in Business from Virginia Polytechnic Institute and State University and an MBA from Willamette University in Salem, Oregon, he brings a new age outlook to PHL’s operations. From opportunity identification to implementation of innovative construction practices, his contributions as a member of the board have been invaluable for the growth of the company.

**Mr. Anup Shah Sanmukh**



Mr. Anup Shah Sanmukh, the non-executive Independent director of the Board, possesses over 35 years of experience in law, especially in real estate law, specializing in commercial and property documentation, corporate and commercial litigation, property-related issues, land laws and arbitration and alternative dispute resolutions. Mr. Shah holds a bachelor’s degree in Commerce from HR College, Mumbai and a degree in law from Government Law College, Mumbai. He has been advising developers, builders and investors in structuring real estate transactions, leases, development agreements and joint ventures since 1993.

**Mr. Nani R. Choksey**



Mr. Choksey’s expertise in the real estate development, construction and finance sector spans over four decades. Since the inception of the Group in 1975, Mr Choksey and his incredible business acumen have been indispensable to the Company’s growth trajectory.

**Ms. Amanda Joy Puravankara**



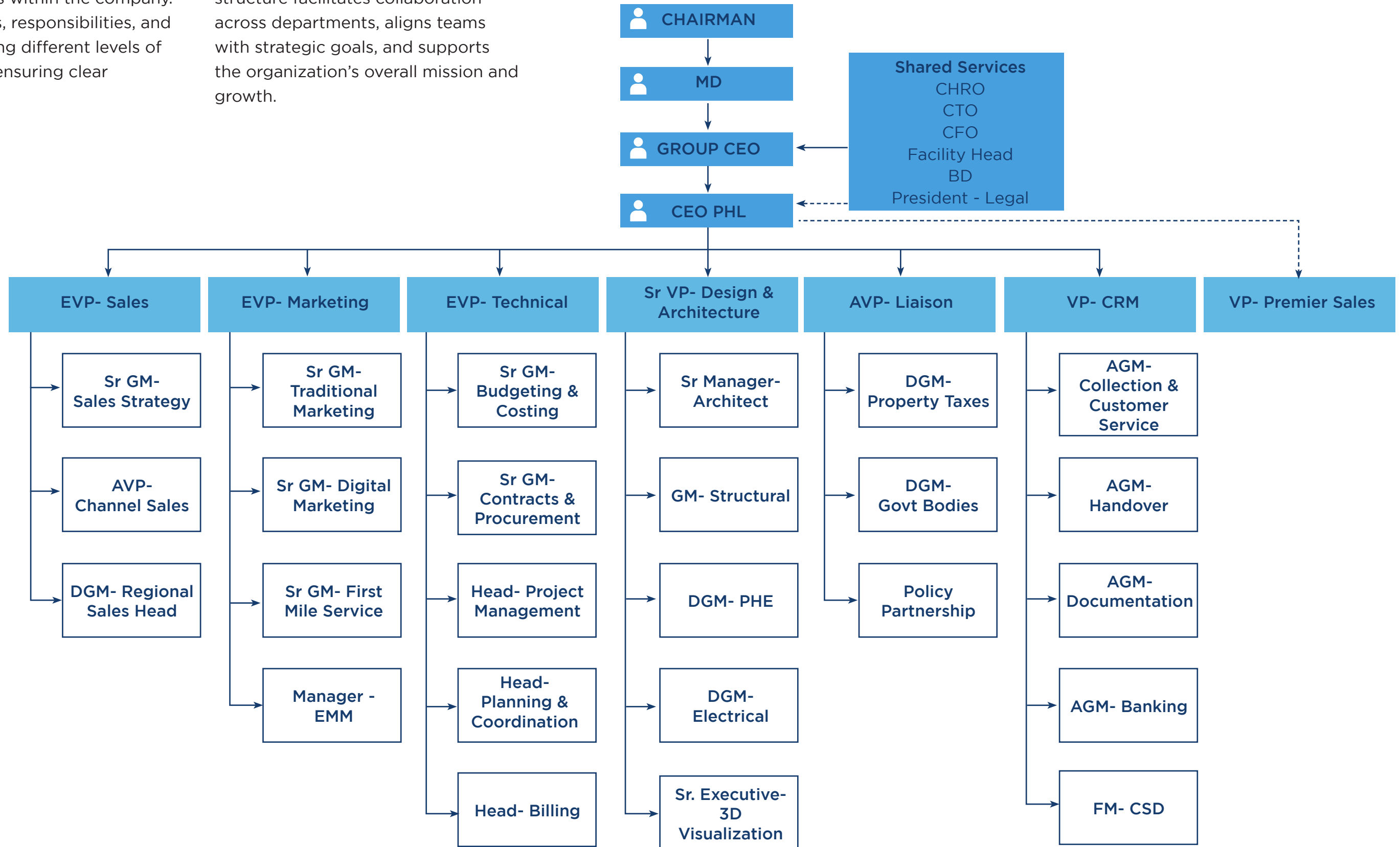
Ms. Amanda Joy Puravankara’s experience in the business affairs of the Group since an early age has built her entrepreneurial expertise and a sound understanding of the vision of the company to provide people with their dream homes. She is also an ardent advocate of women’s rights through Devedan Trust run by her.



## ORGANISATIONAL STRUCTURE

The organisational structure at PHL is clearly outlined, depicting the hierarchy and reporting lines within the company. It defines the roles, responsibilities, and relationships among different levels of the organization, ensuring clear

communication and efficient decision-making. This well-defined organizational structure facilitates collaboration across departments, aligns teams with strategic goals, and supports the organization's overall mission and growth.



**CORE COMPETENCIES OF BOARD MEMBERS**

The Board of Directors of PHL brings together diverse expertise and core competencies to enable holistic decision-making and reinforcing stakeholder trust. The confluence of varied perspectives and knowledge within PHL’s board enhances its ability to maintain informed and insightful governance and leadership.

The board’s combined industry-specific knowledge, legal expertise, operational management experience, and entrepreneurial insight contribute to a comprehensive approach to strategic decision-making, ensuring that the company’s leadership is well-rounded and forward-thinking.

DIRECTOR	CONSTRUCTION, REAL ESTATE, TECHNOLOGY, ARCHITECTURE, INTERIOR DESIGN	GENERAL CORPORATE MANAGEMENT, DIVERSITY PERSPECTIVE	MARKETING	FINANCE, TAXATION, ACCOUNTS AND STRATEGY
Mr. Ashish Ravi Puravankara	Y	Y	Y	Y
Mr. Nani Rusi Choksey	Y	Y	Y	Y
Mr. Anup Shah Sanmukh	N	N	N	Y
Ms. Amanda Joy Puravankara	Y	Y	Y	Y

Y- Yes, N- No

**COMMITTEES OF THE BOARD**

The Committees of the Board of Directors is constituted as follows:

**THE AUDIT COMMITTEE:**

The audit committee oversees financial reporting, internal controls, and compliance with legal and regulatory requirements. It plays a critical role in ensuring transparency, integrity, and accountability in the organization’s financial practices.

NAME OF DIRECTOR	ROLE
Mr. Nani Rusi Choksey	Member
Mr. Anup Shah Sanmukh	Chairman, ID
Mr. Ashish Ravi Puravankara	Member

**CORPORATE SOCIAL RESPONSIBILITY COMMITTEE:**

PHL has voluntarily complied with the provisions of Section 135 of the Companies Act 2013, which mandates the constitution of a Corporate Social Responsibility Committee with at least three (3) members of the board, including an Independent Director. The members of the CSR Committee are as follows:

NAME OF DIRECTOR	ROLE
Mr. Anup Shah Sanmukh	Member, ID
Mr. Nani Rusi Choksey	Member
Mr. Ashish Ravi Puravankara	Member

**NOMINATION AND REMUNERATION COMMITTEE:**

Provident Housing Limited has voluntarily formed a Nomination and Remuneration Committee which includes one Independent Director among the three (3) directors of the Board. The members of the Nomination and Remuneration Committee are as follows:

NAME OF DIRECTOR	ROLE
Mr. Nani Rusi Choksey	Chairman
Mr. Ashish Ravi Puravankara	Member
Mr. Anup Shah Sanmukh	Member, ID

**MANAGEMENT SUB-COMMITTEE:**

This committee focuses on specific areas of concern or issues that need detailed attention and quicker decision-making. This sub-committee may handle tasks such as strategy development, operational oversight, risk management, or other specialized functions.

NAME OF DIRECTOR	ROLE
Mr. Nani Rusi Choksey	Chairman
Mr. Ashish Ravi Puravankara	Member
Ms. Amanda Joy Puravankara	Member

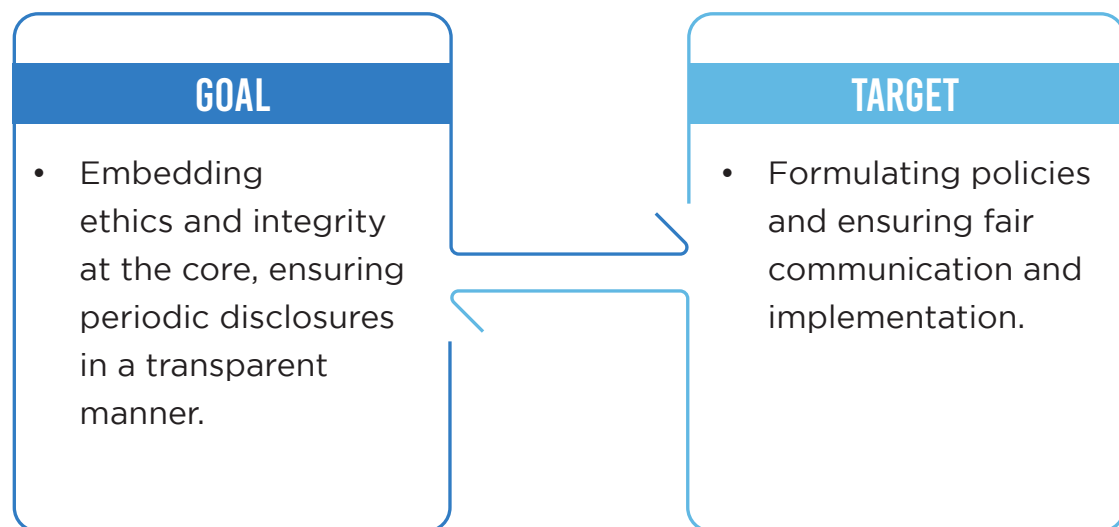


**ETHICS AND INTEGRITY**

Ethics and integrity are at the core of our values. We are committed to honesty, transparency, and doing what’s

right. This commitment builds trust, fosters respect, and drives a positive impact in everything we do.

**GOVERNANCE GOALS- 2030**



**POLICIES**

**THE NOMINATION AND REMUNERATION POLICY**

The Nomination and Remuneration Policy of PHL establishes the structure, membership, and terms of the Nomination and Remuneration Committee in compliance with Section 178 of the Companies Act 2013. The committee plays a critical role in assisting the board in formulating the criteria for the desired qualifications of the members of the board, independence of the director and in making recommendations regarding the remuneration of the board members and Key Managerial Personnel.

Additionally, the committee is responsible for determining policies related to board diversity. The committee’s responsibility extends to identifying qualified individuals for appointment in the board and senior management positions as per the criteria decided on by the committee on appointment and removal.

The Nomination and Remuneration Committee formulates criteria for compensation for both executive and non-executive directors, senior management personnel and Key Managerial Personnel.

**WHISTLE BLOWER POLICY**

In the interest of fair and transparent conduct of affairs and espousing the highest standards of professionalism, honesty, integrity and ethical behaviour, PHL has instituted a robust vigil mechanism for directors and employees to report genuine concerns regarding illegal or unethical practices, actual or suspected fraud or violation of the company’s code of conduct or ethics policy. The whistle blower policy of PHL enables stakeholders, individual employees and their representative bodies to approach the ethics Counsellor or Chairman of the Audit Committee of the company to make protected disclosures.

**PREVENTION OF SEXUAL HARASSMENT POLICY**

PHL is committed to creating a congenial working environment inclusive of all gender, caste, creed and social class and protecting the dignity and respect of all individuals. Towards this PHL has adopted a zero-tolerance policy on sexual harassment against employees protecting employees as prescribed by the provisions of the sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013 and the Rules.

**RISK MANAGEMENT POLICY**

At PHL the approach of the leadership in identifying and mitigating risks reflects a sound commitment towards protecting the shareholder’s value while navigating the dynamic complexities of the market.

**CONFLICT-OF-INTEREST POLICY**

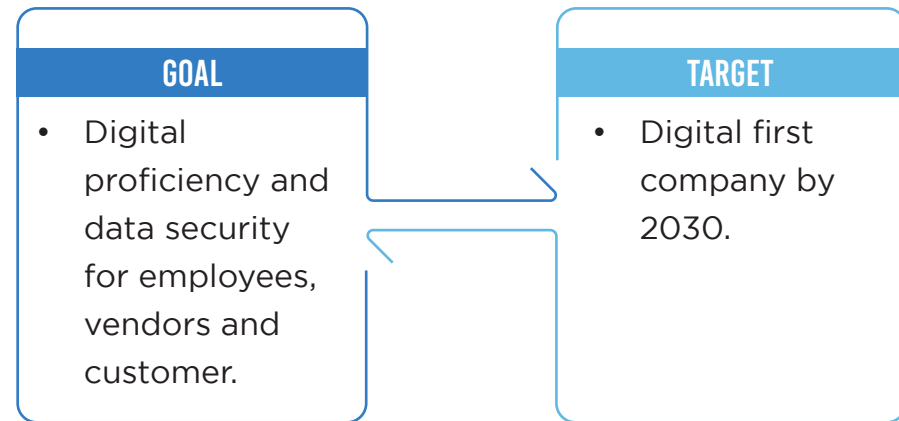
Provident Housing Limited recognizes the importance of transparency and integrity in corporate governance. Our conflict-of-interest policy ensures that directors disclose any external business interests and take appropriate actions to manage potential conflicts. The policy requires directors to declare their directorships, appointments, and interests in writing to the board using the prescribed form.

Additionally, directors promptly provide declarations in case of changes that could affect their status as Independent Directors. Compliance with independence criteria is confirmed on a yearly basis, with a particular focus on financial aspects. These measures reflect our commitment to upholding the best interests of Provident Housing Limited and promoting a culture of ethical conduct and accountability.



## DATA SECURITY AND CYBER SECURITY

### GOVERNANCE GOALS- 2030



The robustness and reliability of our IT systems are paramount to business continuity and data privacy. Our data security practices align with government regulations, defining stringent requirements for IT services and data protection. At Provident, cybersecurity measures ensure secure data storage, access control, and the prevention of unauthorized processing, with a zero-tolerance stance on sensitive data leakage. We prioritize

protecting employees' and customers' data, adhering to rigorous data management standards, processes, and governance policies. Compliance is maintained through secure, accurate, documented, and audited practices, with no reported breaches in customer privacy or data loss during the reporting period. We continuously monitor and update our cybersecurity practices and enforce a mandatory IT awareness program for all employees.

**ZERO CASES OF CUSTOMER PRIVACY BREACHES OR DATA LOSS**

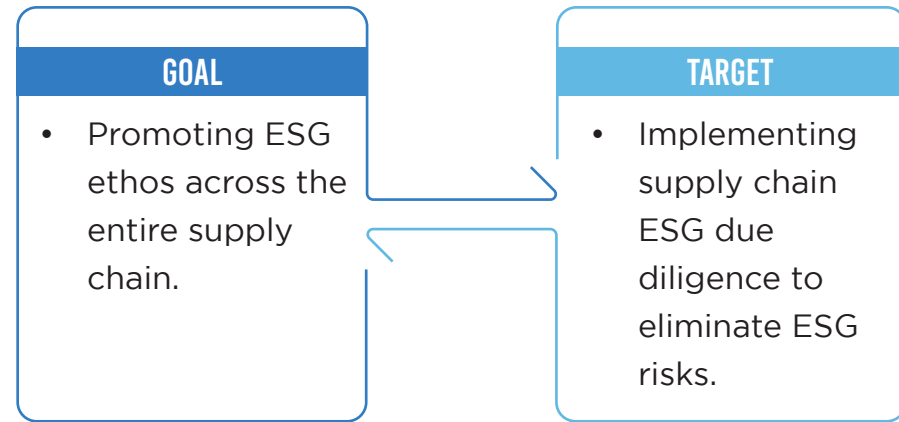


Artistic Impression - Provident Sunworth City, Bengaluru



## SUPPLY CHAIN

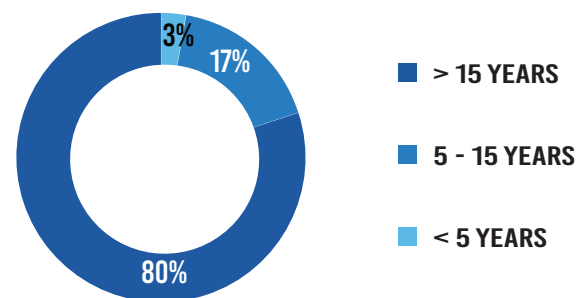
### GOVERNANCE GOALS- 2030



Supply chain considerations form an integral part of PHL’s commitment towards responsible and sustainable conduct of business. Integration of the sustainability framework within the supply chain is crucial for the maintenance of a resilient supply chain and in proactive identification and management of risks, optimizing efficiency and successful adoption of innovative practices. PHL strives to actively engage with the suppliers in the promotion of sustainable practices and aligning our procurement processes to ESG best practices.

Over the years our total vendor base spans 8,000 suppliers. In the reporting year 2023-24, PHL has 70 direct suppliers. Of the total suppliers, 80% are associated with us for more than 15 years, while 17% are associated for 5-15 years and the remaining 3% are associated for less than five (5) years. This long-standing relationship indicates mutual trust and reliability. It signifies both parties have consistently met each other’s expectations over time, leading to a stable and dependable partnership.

### LENGTH OF RELATIONSHIP WITH SUPPLIER



### SUPPLIER CERTIFICATIONS

Supplier certifications are formal validations that a supplier meets specific standards or criteria, often related to quality, safety, environmental impact, or ethical practices. These certifications are essential in ensuring that suppliers adhere to industry regulations, best practices, and the specific requirements of the businesses they serve. In the reporting period, all the suppliers are certified for ISO 9001, while 36 are ISO 14001 certified, 14 are ISO 45001 certified and 5 are ISO 50001 certified.

STANDARDS	NO. OF SUPPLIERS
ISO 9001	70
ISO 14001	36
ISO 45001	14
ISO 50001	5

### LOCAL PURCHASES

PHL is a proud supporter of local businesses. By supporting local suppliers, we indirectly attract additional investment to the local economy. Local sourcing also help ensure a steady supply, support a stable local economy, and maintain community relations.

	2023-24	2022-23
Spending on local suppliers (Cr)	17.0	9.7

**100% LOCAL SUPPLIERS**



## SUPPLY CHAIN

### SUPPLIER CODE OF CONDUCT

Moving ahead in our sustainability journey, PHL is making significant strides to evaluate and monitor suppliers along sustainability standards. The company is developing a comprehensive Supplier Code of Conduct aligning with ESG standards that we intend to incorporate in our future contracts. PHL is involved in consultations with third party experts and stakeholders for developing a robust supplier code of conduct further capacitating our sustainability journey.

### SUPPLIER ASSESSMENT AND SCREENING

Alongside the efforts in formulating a supplier code of conduct, PHL is also in the process of mapping suppliers based on environment and social criteria. Towards assessing our suppliers, we are striving to develop an assessment tool to identify potential risks and negative impacts, both social and environmental and to recognize areas where improvements could be made. PHL has also initiated the screening of our suppliers for upcoming projects.

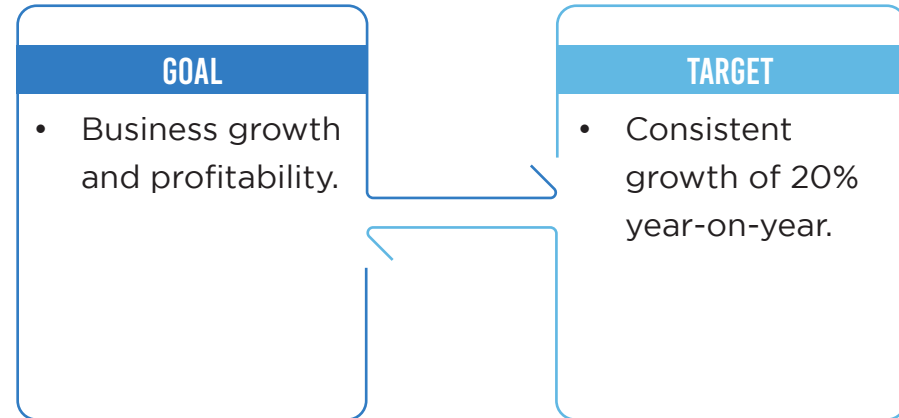


Artistic impression - Provident Winworth, Kochi



## ECONOMICS PERFORMANCE

### GOVERNANCE GOALS- 2030



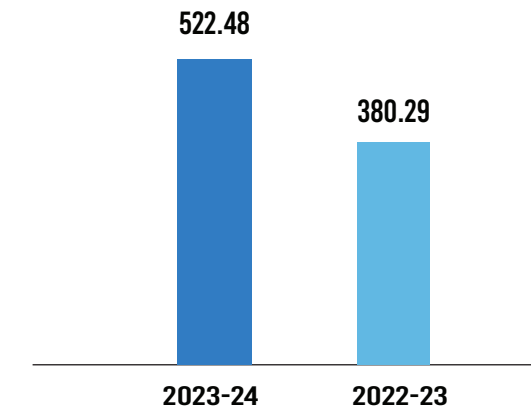
As a forward-thinking organization, we are deeply committed to generating and retaining economic value to reinvest in our business operations, ensuring long-term sustainability and growth. During the financial year 2023-24, we generated a direct economic value of INR 522.48 Cr., reflecting our robust business operations and strategic initiatives. This is a significant increase from INR 380.29 Cr. in the previous year, 2022-23.

We are committed to creating shared value for all our stakeholders. In line with this commitment, the economic value retained in 2023-24 is INR 47.79 Cr. a significant increase from INR 14.27 Cr. in 2022-23. This increase in retained value allows us to reinvest in our business, driving sustainable growth and reinforcing our dedication to economic, social, and environmental development.

By aligning our business strategies with sustainable practices, we aim to create a lasting positive impact on the environment, society, and the economy, reaffirming our dedication to sustainable development. This initiative underscores our ongoing commitment to securing the financial future of our employees, fostering a supportive and stable work environment that attracts and retains top talent.

Both the employer and employees actively contribute to this pension plan, with a consistent contribution of 12% of the basic pay during the fiscal years 2023-24 and 2022-23. This joint effort highlights our dedication to providing a sustainable and comprehensive benefits program, enabling our employees to plan for a secure and prosperous future.

DIRECT ECONOMIC VALUE GENERATED IN CR.



DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED (IN INR CR)		2023-24	2022-23
1	Direct economic value generated	522.48	380.29
2	Economic value distributed		
i.	Operating costs	339.04	261.62
ii.	Employee wages & benefits	47.82	36.39
iii.	CSR expenditure	0.48	0.13
iv.	Payments to providers of capital	82.89	67.61
v.	Payments to government	4.46	0.27
3.	Economic value retained (1-2)	47.79	14.27

# GRI Index

GRI Index





## GRI INDEX

### GRI 2 - GENERAL DISCLOSURES

GRI No.	GRI Standard & Disclosure - Description	Page Number/ Reference Link
<b>1. The organization and its reporting practices</b>		
2-1	Organization details	8, 12
2-2	Entities included in the organization’s sustainability reporting	8
2-3	Reporting period, frequency and contact point	11, 12
2-4	Restatements of information	-
2-5	External assurance	-
<b>2. Activities and workers</b>		
2-6	Activities, value chain and other business relationships	8, 22-33
2-7	Employees	118, 119
2-8	Workers who are not employees	118, 119
<b>3. Governance</b>		
2-9	Governance structure and composition	160, 162-164
2-10	Nomination and selection of the highest governance body	-
2-11	Chair of the highest governance body	160-163
2-12	Role of the highest governance body in overseeing the management of impacts	-
2-13	Delegation of responsibility for managing impacts	-
2-14	Role of the highest governance body in sustainability reporting	-
2-15	Conflicts of interest	167
2-16	Communication of critical concerns	167
2-17	Collective knowledge of the highest governance body	161, 164
2-18	Evaluation of the performance of the highest governance body	160
2-19	Remuneration policies	166
2-20	Process to determine remuneration	-
2-21	Annual total compensation ratio	-

### 4. Strategy, policies and practices

2-22	Statement on sustainable development strategy	14-19, 39
2-23	Policy commitments	166, 167
2-24	Embedding policy commitments	166, 167
2-25	Processes to remediate negative impacts	-
2-26	Mechanisms for seeking advice and raising concerns	-
2-27	Compliance with laws and regulations	106
2-28	Membership associations	38

### 5. Stakeholder engagement

2-29	Approach to stakeholder engagement	45-49, 144, 146
2-30	Collective bargaining agreements	-

### Disclosures on Material Topics

3-1	Process to determine material topics	44, 45
3-2	List of material topics	44, 45, 50-71
3-3	Management of material topics	50-83, 86

### GRI 201: Economic Performance

201-1	Direct economic value generated and distributed	174, 175
201-2	Financial implications and other risks and opportunities due to climate change	-
201-3	Defined benefit plan obligations and other retirement plans	174
201-4	Financial assistance received from government	-

### GRI 202: Market Presence

202-1	Ratios of standard entry level wage by gender compared to local minimum wage	-
202-2	Proportion of senior management hired from the local community	-

### GRI 203: Indirect Economic Impacts

203-1	Infrastructure investments and services supported	-
203-2	Significant indirect economic impacts	-

<b>GRI 204: Procurement Practices</b>		
204-1	Proportion of spending on local suppliers	171
<b>GRI 205: Anti-corruption</b>		
205-1	Operations assessed for risks related to corruption	-
205-2	Communication and training about anti-corruption policies and procedures	-
205-3	Confirmed incidents of corruption and actions taken	-
<b>GRI 206: Anti-competitive Behaviour</b>		
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	-
<b>GRI 207: Tax</b>		
207-1	Approach to tax	-
207-2	Tax governance, control, and risk management	-
207-3	Stakeholder engagement and management of concerns related to tax	-
207-4	Country-by-country reporting	-
<b>GRI 301: Materials</b>		
301-1	Materials used by weight or volume	98, 99
301-2	Recycled input materials used	34, 96, 112
301-3	Reclaimed products and their packaging materials	96
<b>GRI 302: Energy</b>		
302-1	Energy consumption within the organization	88, 89
302-2	Energy consumption outside of the organization	-
302-3	Energy intensity	-
302-4	Reduction of energy consumption	34, 35, 90, 112
302-5	Reductions in energy requirements of products and services	-
<b>GRI 303: Water and Effluents</b>		
303-1	Interactions with water as a shared resource	35, 100, 102, 112
303-2	Management of water discharge related impacts	
303-3	Water withdrawal	100
303-4	Water discharge	-
303-5	Water consumption	91, 100

<b>GRI 304: Biodiversity</b>		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	108
304-2	Significant impacts of activities, products and services on biodiversity	108
304-3	Habitats protected or restored	108, 109, 111
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	-
<b>GRI 305: Emissions</b>		
305-1	Direct (Scope 1) GHG	92
305-2	Energy indirect (Scope 2) GHG emissions	92
305-3	Other indirect (Scope 3) GHG emissions	-
305-4	GHG emissions intensity	-
305-5	Reduction of GHG emissions	-
305-6	Emissions of ozone-depleting substances (ODS)	-
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	94, 95
<b>GRI 306: Waste</b>		
306-1	Waste generation and significant waste-related impacts	104, 105
306-2	Management of significant waste-related impacts	104
306-3	Waste generated	105, 107
306-4	Waste diverted from disposal	105, 107
306-5	Waste directed to disposal	105, 107
<b>GRI 308: Supplier Environmental Assessment</b>		
308-1	New suppliers that were screened using environmental criteria	172
308-2	Negative environmental impacts in the supply chain and actions taken	-

**Social Disclosures**

<b>GRI 401: Employment</b>		
401-1	New employee hires and employee turnover	122, 124
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	126
401-3	Parental leave	126



<b>GRI 402: Labor/Management Relations</b>		
402-1	Minimum notice periods regarding operational changes	-
<b>GRI 403: Occupational Health and Safety</b>		
403-1	Occupational health and safety management system	136
403-2	Hazard identification, risk assessment, and incident investigation	136
403-3	Occupational health services	138
403-4	Worker participation, consultation, and communication on occupational health and safety	139
403-5	Worker training on occupational health and safety	139
403-6	Promotion of worker health	140
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	140
403-8	Workers covered by an occupational health and safety management system	140
403-9	Work-related injuries	140
403-10	Work-related ill health	140
<b>GRI 404: Training and Education</b>		
404-1	Average hours of training per year per employee	128, 129
404-2	Programs for upgrading employee skills and transition assistance programs	128, 129, 132-135
404-3	Percentage of employees receiving regular performance and career development reviews	130, 131
<b>GRI 405: Diversity</b>		
405-1	Diversity of governance bodies and employees	118, 120, 160
405-2	Ratio of basic salary and remuneration of women to men	-
<b>GRI 406: Non-discrimination</b>		
406-1	Incidents of discrimination and corrective actions taken	-
<b>GRI 407: Freedom of Association and Collective Bargaining</b>		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	127
<b>GRI 408: Child Labor</b>		
408-1	Operations and suppliers at significant risk for incidents of child labor	-

<b>GRI 409: Forced or Compulsory</b>		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	-
<b>GRI 410: Security Practices</b>		
410-1	Security personnel trained in human rights policies or procedures	-
<b>GRI 411: Rights of Indigenous</b>		
411-1	Incidents of violations involving rights of indigenous peoples	-
<b>GRI 413: Local Communities</b>		
413-1	Operations with local community engagement, impact assessments, and development programs	142, 143
413-2	Operations with significant actual and potential negative impacts on local communities	-
<b>GRI 414: Supplier Social Assessment</b>		
414-1	New suppliers that were screened using social criteria	172
414-2	Negative social impacts in the supply chain and actions taken	-
<b>GRI 415: Public Policy</b>		
415-1	Political contributions	-
<b>GRI 416: Customer Health and Safety</b>		
416-1	Assessment of the health and safety impacts of product and service categories	-
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	-
<b>GRI 417: Marketing and Labelling</b>		
417-1	Requirements for product and service information and labelling	144
417-2	Incidents of non-compliance concerning product and service information and labelling	148, 149
417-3	Incidents of non-compliance concerning marketing communications	148, 149
<b>GRI 418: Customer Privacy</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	168



Provident Housing Limited  
No.8, Ulsoor Road, Bengaluru, Karnataka - 560 042.  
[esg@providenthousing.com](mailto:esg@providenthousing.com)