

SP6. Transparency and Reporting



“Reporting all our progress transparently and according to various global standards helps us ensure that we are able to take our stakeholders along with us on our ESG journey. Strengthening our non-financial disclosure also helps us consistently improve our performance across ESG Ratings, reflecting our consistent efforts to create lasting positive impact.”

– Nilesh Singh, Vice President ESG and Business Excellence

ESG Disclosures & Global Commitments

We are signatories to various global and national commitments for environmental and social progress. Additionally, we scored 61 on our first Dow Jones Sustainability Initiative (DJSI) assessment and 76 in our first-time Global Real Estate Sustainability Benchmark (GRESB) exercise.



Nexus Malls & WASH Water, Sanitation and Hygiene (WASH)

In September 2022, we signed the World Business Council for Sustainable Development (WBCSD) Pledge, committing to broadening access to safe water, sanitation, and hygiene (WASH). We engage with our stakeholders to facilitate their participation and help implement various initiatives to ensure compliance with the WASH pledge across our locations. Our initiatives include:

1.7/2.0
on the WASH self-assessment compliance score



Ensuring access to free water



Water quality testing



Effective wastewater management and drainage



Providing cleaning staff with PPE



Maintaining hygienic and clean washrooms



Hygiene training for our staff

We have also made various efforts to reduce water consumption across our assets, such as implementing rainwater harvesting and low-flow fixtures and recycling our wastewater at STPs. For women across our assets and communities, we have a ‘Happyness for Her’ programme through which we have installed 63 sanitary pad dispensers across our malls and distributed over 1,95,000 sanitary pads in FY 2023.

Data Management and Cyber-Security

We generate a substantial volume of data across our portfolio, of which a significant part relates to details provided by vendors and business partners. Consequently, we bear a considerable responsibility to safeguard the information we gather and undertake proactive measures to prevent breaches in data security that can impact our brand’s reputation, erode trust, and impede overall business success.

All our employees undergo an annual training module to reinforce best practices to prevent possible compromise of internal or external data we have collected. Every new joiner is required to submit a declaration to comply with the norms for acceptable use of the data that they might use or have access to.



Zero

complaints concerning breaches of customer privacy or loss of customer data

IT Governance Structure

We have a comprehensive cyber security management procedure at our entity. Our Board Members are apprised of IT cybersecurity issues every quarter. Our Deputy General Manager and Chief Technology Officer is responsible for IT security or cybersecurity. We also have cyber security and IT policies that apply to all our employees.

Employee Awareness

We conduct monthly phishing exercises and e-mail awareness campaigns to refresh our employees’ understanding and knowledge of cybersecurity threats. We have a defined escalation process which employees can follow in case they notice anything suspicious.

Vulnerability analysis

We conduct Vulnerability Assessment and Penetration Testing (VAPT) as required. We do not store customer data and operate solely on Cloud or Software as a Service (SaaS)-based platforms.

Awards and Recognition



Won 10 awards including “The Most Admired Centre’ of the Year



Great Place to Work- Certified™ for the third year in a row



Recognised as ‘The Economic Times Best Organisation for Women 2023’



Awarded Best Workplaces for Women in 2022