

SP4. Stakeholder Engagement

Our stakeholders are vital to us, and engaging with them on a regular basis gives us the opportunity to understand their expectations and enhance value creation for them and our business. We ensure regular stakeholder engagement to identify their key concerns as well as emerging risks and opportunities for our entity.

Grievance Redressal Mechanism

We have implemented a structured Grievance Redressal Mechanism available to all our stakeholders to raise concerns and be assured of prompt redressal.

As part of this grievance redressal mechanism, we have dedicated policies on Stakeholder Engagement, Investors and Other Stakeholders Grievance Redressal, Policy on Customer Satisfaction, and Whistle Blower and Vigil Mechanism Policy. Stakeholders can also reach out to us through our website: nexusselecttrust.com/contact.

Happyness Index

At Nexus Select, we strive to optimize stakeholder satisfaction. To understand and improve their experience, we conduct an annual satisfaction survey for our customers, tenants, employees, and community. The results are shared with senior management and evaluated against a target of achieving a Happyness Index of greater than 90. This year the Happyness Index was conducted for all 17 malls.

96

Happyness Index
Score

Tenant and Customer Engagement

At Nexus Select, we take pride in our mall, office, and hotel portfolio, where the heart of our operations lies in earning and retaining the satisfaction of our stakeholders. Our ethos, built around the principles of conserve, value, and deliver to generate 'Happyness for ALL' drives us to create exceptional experiences for tenants and consumers alike. We undertake proactive measures to foster vibrant communities of tenants and customers through well-designed spaces, inclusive policies, and engaging activities.

Our malls offer sustainable spaces with high-quality indoor air, an uninterrupted supply of water and power, healthy dining options, and superior visual and acoustic comfort to ensure our tenants can be productive and deepen customer and visitor satisfaction and happiness.

96

Customer Satisfaction
Score in FY 2024

93

Retailer Satisfaction
Score in FY 2024

Our commitment extends to fostering a vibrant community through well-designed spaces, inclusive policies, and engaging activities. Embracing biophilic design helps us bring greenery within our assets, creating a natural connection for tenants and visitors. Our malls and hotels are thoughtfully designed for ease of movement and accessibility, ensuring a safe and pleasant experience for all who visit our premises.

An independent third-party agency conducts an objective evaluation of tenant and customer satisfaction levels through periodic surveys. The survey assesses their experience on parameters like ambiance, security, parking, housekeeping, staff interactions, communications, property management and responsiveness, among others. In FY 2024, we conducted customer and tenant satisfaction surveys for all our malls.

Inclusivity

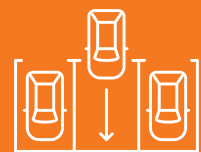
Our customers lie at the heart of our business, and we strive to make them feel valued and included in our growth journey. We have incorporated special features to enhance the inclusivity of our properties, ensuring that all our visitors feel welcome and have a convenient and unique experience at any of our locations.



All our malls are located near public transportation. to facilitate easy access for our customers



Wheelchair assistance is provided in all our properties in association with an NGO, 'My Udaan'



Pink parking spaces are marked for women drivers only



Nexus One App

Nexus One App Nexus One App launched at Nexus Elante, Nexus Ahmedabad, Nexus Westend, Nexus Seawoods, Nexus Koramangala, Nexus Shantiniketan, Nexus Hyderabad and Nexus Vijaya. No. of downloads - 2.3 lakhs The reported overall bills upload value stands at over ₹ 260 Million, as on March 2024.

Sustainable Supplier Engagement

Embedding sustainability throughout our operations requires that our entire value chain, including third-party vendors and suppliers, operate with a commitment to responsible business practices. Pursuing responsible sourcing and sustainable procurement gives our business a competitive edge.

We provide equal opportunities to all our suppliers and partner with them on fair terms. They are required to adhere to our Code of Conduct and uphold the principles of ethics and transparency that are fundamental to our business operations.

Commitment towards Supply Chain Sustainability

We have developed and adopted a comprehensive Supplier Code of Conduct, which is publicly accessible to showcase our commitment towards supply chain sustainability through collaborative efforts with our suppliers, vendors, suppliers' employees, agents, and other representatives. Each supplier is required to provide a written acknowledgment of the Supplier Code of Conduct.

The Supplier Code of Conduct requires all suppliers to adhere to the following list of ESG parameters :



Environment, Health, and Safety:

- ✓ Sustainable products and services
- ✓ Environmental impacts
- ✓ Energy optimisation
- ✓ Renewable energy integration
- ✓ Pollution prevention
- ✓ Waste management
- ✓ Resource efficiency
- ✓ Biodiversity management
- ✓ Land conservation
- ✓ No Deforestation
- ✓ Occupational Health and Safety covering
 - o Work-related Injuries
 - o Fatalities
 - o Lost Time Injury Frequency Rate (LTIFR)
 - o Emergency Preparedness and Safety training



Labor Practice and Human Rights:

- ✓ Prevention of forced or compulsory labor
- ✓ Prevention of child labor
- ✓ Working Hours as per regulations
- ✓ Wages and Benefits
 - o Minimum wage
 - o Employee Provident Fund
 - o Employee State Insurance
 - o Payment of Gratuity
- ✓ Prevention of Sexual Harassment of Women at Workplace
- ✓ Non-Discrimination and Humane Treatment
- ✓ Freedom of Association and Collective Bargaining



Responsible Business Conduct:

- Compliance with all applicable laws and regulations
- Conflicts of Interest
- Anti-Bribery and Anti-Corruption
- Anti-Competitiveness
- Anti-Money Laundering, Anti-Terrorism Financing and Sanctions
- Insider Information
- Information Security and Data Privacy
- Business Continuity

100%

Procurement from
within India

Our vendors and suppliers are encouraged to embrace local procurement approaches to promote inclusive development.

Supply Chain Screening and Assessment

Assessing our vendors and their criticality to our business is of utmost importance for running our operations seamlessly and without disruptions. We screen potential suppliers against environmental, social, governance and business relevance criteria, classifying them into different categories for a more structured engagement. The vendor screening process involves desk assessments with systematic verification of evidence wherein 25% of weightage is given to ESG indicators for positive screening, selection, and onboarding relative to other factors such as service quality, delivery scheduling, pricing, etc.

Given the nature of our business, workforce suppliers and Annual Maintenance Contractors (AMCs) are essential for our operations and, hence, are categorized as Critical Vendors. All critical vendors are subjected to an ESG-focused assessment that identifies and assesses any country-specific risk, sector-specific risk and/or commodity-specific risk.

100%

New Suppliers acknowledged
Supplier's Code of Conduct

Supplier Development Program

As part of our supplier development initiatives endeavors, we have adopted a robust ESG program that includes periodic capacity-building workshops as well as awareness sessions and trainings to be conducted on various ESG parameters for all onboarded suppliers. We assess their performance in these programs and encourage them to share their feedback so we can understand their concerns and respond to their queries on time.

Community Development

Serving and caring for our communities is core to our value system. Guided by a robust Corporate Social Responsibility Policy, developed in accordance with Section 135 and Schedule VII of the Companies Act 2013, we are committed to promoting 'Happyness for All'.

Through this platform, we implement various CSR initiatives to empower communities around our malls. Our efforts range from knowledge-building interventions, education and raising awareness about health and hygiene to strengthening biodiversity and conservation. We encourage employee volunteerism, allowing them to embrace the spirit of giving back and contribute to societal upliftment. Employees can avail special leave to participate in our CSR initiatives.

Happyness for HER:

Happyness for HER is a campaign to raise awareness about menstrual hygiene, and related health issues run in collaboration with NGO Partners and medical professionals. The initiative focuses on educating underprivileged women on menstrual hygiene, disposal of menstrual products and ways to prevent cervical cancer, addressing societal and cultural taboos regarding menstruation and women's health and providing free sanitary pads and other menstrual products.



Till FY 2024

- 300 workshops conducted for on-roll employees, frontline staff, and local communities
- Covered over 85,000 participants
- Distributed over 700,000 biodegradable sanitary napkins to date and aim to reach over 100,000 women by 2030
- Installed over 70 free sanitary pad dispensers across our malls

Beneficiaries of Happyness for HER:

We had a conversation with Anjali, a student from KMC, who informed us about an educational session on menstruation and menstrual hygiene organized by Fiza by Nexus as a part of "Happyness for HER" initiative. Anjali expressed gratitude and said, "We had a great session today under their "Happyness for HER" initiative. An informative talk on periods and menstrual hygiene was conducted and it was really helpful!"

Lakes of Happyness

Our 'Lakes of Happyness' initiative aims to rejuvenate over 15 lakes by FY 2025.

As of FY 2024, we have revived:

- ♥ Sampigehalli Lake in Bengaluru
- ♥ Kalmadu Lake in Jalgaon district
- ♥ Two lakes in Vayallanur Village in Chennai

In addition to these lakes, in Chennai, we have also created a Children's Park alongside the lake. The revival of four other lakes is in progress and will be completed by 2025. The rejuvenation was undertaken in collaboration with renowned lake rejuvenation experts of India, Anand Malligavad and Gunvant Sonawane.



Run for Happyness

To promote health and well-being within our community, we orchestrated a marathon in Bengaluru under our 'Run for Happyness' campaign. We meticulously arranged support teams stationed at various points to guarantee participants' comfort throughout the event. Our initiative received substantial media attention, reaching an estimated audience of two million, further amplifying its impact.

The event welcomed participants from all walks of life and saw over **1,300** individuals joining, symbolizing the unity of purpose.



Blanket Distribution

Nexus Select's blanket distribution campaign aims to provide warmth to the less fortunate. Our teams have distributed blankets to underprivileged individuals near our malls, offering protection in the midst of severe winters.

13,000+ Blankets distributed to underprivileged individuals



Wall of Happyness:

With the 'Wall of Happyness', we aimed to help the underprivileged by encouraging customers and employees to donate clothes, toys, books, and bags. The donated items are then distributed to those in need by our mall teams. Wall of Happyness is running across all our assets, bringing joy to over 1,000 people every month..

1,000+ Donated items are distributed to people every month

Developing and managing parks for local communities:

Developing and managing parks and children's play areas for local communities: This exemplifies our commitment to transforming dumping grounds into vibrant community spaces. These parks offer amenities that can be enjoyed by residents and children alike. Notably, we developed a children's play area at Vayallanur Village, Chennai, and established a yoga zone and skating zone at OSR Park, Chennai.



Education for Underprivileged Children

We support NGOs to help broaden access to quality education for underprivileged children.

In FY 2024, Nexus Select sponsored education for over **1,000** children in collaboration with the CRY Foundation, Elysium Smiles Foundation, Salaam Balak etc.



Nexus Select CityWalk, New Delhi, has adopted a girls' school in the Jhadol tribal area. Currently, we support **500** girl students at this school. Apart from sponsoring their education, the team also undertakes steps to enhance their health and wellness and menstrual hygiene and participates in festivals and other celebrations, bringing joy and happiness to their lives.

The Jamunwala Park spreads over 95,000 square feet and uses STP-treated water for horticulture and landscaping, features disabled-friendly ramps to access the park, energy-saving LED lights, surveillance, and security systems.

Safety Ambassador of the City

We conduct fire safety training programs to promote awareness, preparedness, and response capabilities for fire incidents amongst community members. These sessions cover various topics as outlined below:

- ✔ Educating and informing about the various fire safety measures
- ✔ Identifying potential fire hazards and mitigating the risks
- ✔ Evacuation procedures to follow in the event of a fire

- ✔ Proper use of fire extinguishers and emergency communication
- ✔ Engaging with the community
- ✔ Collaborating with local authorities, fire departments, and other relevant stakeholders to manage emergencies
- ✔ Maintenance of fire exits and adherence to safety regulations within homes and businesses

To date, over 100 trainings have been conducted for more than **30,000** participants. We aim to train more people to improve preparedness for fire emergencies and safety.

CSR Impact Assessment

As an organization committed to creating meaningful social impact through our initiatives, we are equally focused on assessing the real-world effects of our key programs, 'Happyness for HER' and 'Lakes of Happyness.' We conducted an impact assessment for the fiscal year 2024, covering the interventions carried out under these two programs through FY 2023, by engaging a third-party agency.

The impact assessment was based on the Organization for Economic Co-operation and Development (i.e., OECD) Evaluation indicators, which focus on assessing the initiatives for inclusivity, relevance, effectiveness, coherence, and sustainability.

To understand the impact created, insights were collected from mall-specific teams responsible for implementation, NGO and third-party partners, as well as contractual staff and walk-in customers, along with representatives of local communities residing within the close vicinity of our malls. Additionally, nearby schools were also visited.





Words from our beneficiaries

Happyness for HER:

"We had a great session today in our Happyness for HER workshop. It covered multiple concepts related to menstrual awareness, menstrual hygiene and overall female health, and was an informative talk . It was really helpful."

– Anjali, Student at KMC

Workshop conducted by Fiza by Nexus

"We have got about 1026 students here. So, women's health is a big deal for us, especially when it comes to periods. Some of our girls face challenges getting the right stuff for their periods, and it can get uncomfortable. But Fiza by Nexus Mall, Mangalore dropped by with their Happyness for HER initiative and had this really cool chat about periods with all our students. We are all very thankful to Nexus Select for their support in addressing students' needs."

Vanitha Devadiga,

Principal of Government Women's Pre-University College in Balmatta, Mangalore



Lakes of Happyness:

"The lake rejuvenation has given us a new lease to our lives and livelihoods here, in Jalgaon. The water level has risen by 4-5 feet, and where earlier it used to be drought-prone, and now the same groundwater is enough for 70-80 acres of farming regions. It has also spearheaded the 'Ek gaav, Ek talav' (one village, one lake) initiative, and has been immensely helpful to us all.

Yogesh Rathod, Farmer, Jalgaon district

"From not a single crop being harvested to two crops in a year-round harvest, this lake rejuvenation has been transformational for our village. It has ensured a secure future for our children, and our agriculture. It has made our efforts worth it and we feel very grateful to Nexus Select for undertaking this initiative."

Jnaneshwar Sonawane, Farmer, Jalgaon district

