



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES



I. Details

| | | |
|-----|--|--|
| 1. | Corporate Identity Number (CIN) of the Company | L07010KA1997PLC022322 |
| 2. | Name of the Company | Prestige Estates Projects Limited |
| 3. | Year of Incorporation | 1997 |
| 4. | Registered office address | Prestige Falcon Tower, No.19, Brunton Road, Bangalore - 560025 |
| 5. | Corporate office address | Prestige Falcon Tower, No.19, Brunton Road, Bangalore - 560025 |
| 6. | E-mail id | investors@prestigeconstructions.com |
| 7. | Telephone | 080-25591080 |
| 8. | Website | www.prestigeconstructions.com |
| 9. | Financial year for which reporting is being done | April 1, 2023- March 31, 2024 |
| 10. | Name of the Stock Exchange(s) where shares are listed | 1. National Stock Exchange of India Limited 2. BSE Limited |
| 11. | Paid-up capital | ₹ 40,086 Lakhs |
| 12. | Name and contact details of the person who may be contacted in case of any queries on the BRSR report | Manoj Krishna JV Email: investors@prestigeconstructions.com Contact No: - 080-25591080 |
| 13. | Reporting boundary | Disclosures made in this report are on a "Consolidated Basis" |
| 14. | Name of assurance provider | Not applicable for this FY |
| 15. | Type of assurance obtained | Not applicable for this FY |



II. Products/services

16. Details of business activities (accounting for 90% of the turnover):

| S. No. | Description of Main Activity | Description of Business Activity | % of Turnover of the entity |
|--------|---|---|-----------------------------|
| 1 | Sale of real estate developments | Development and sale of residential and commercial projects | 70% |
| 2 | Hospitality services | Leasing of commercial projects to tenants | 10% |
| 3 | Real estate activity with owned or lease property | Development of hospitality projects including golf course, clubhouses etc which are operated by leading international operators | 13% |

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

| S. No. | Product/Service | NIC Code | % of total Turnover contributed |
|--------|---|----------|---------------------------------|
| 1 | Sale of real estate developments | 45201 | 70% |
| 2 | Hospitality services | 55101 | 10% |
| 3 | Real estate activity with owned or lease property | 70106 | 13% |

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III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

| Location | Number of Plants | Number of Offices | Total |
|----------------------|---|-------------------|-------|
| National | 1. Bangalore - Prestige Falcon Tower, No.19, Brunton Road, Bangalore - 560025 | 8 | 8 |
| | 2. Mangalore - Prestige Valley Crest, Opposite to Bejai Museum Bus stop, Bejai, Mangaluru – 575004 | | |
| | 3. Goa - Unit G8, Geras, Imperium II, Patto Plaza, Panjim – 403001 | | |
| | 4. Hyderabad - SkyOne, Wing A,19th Floor, Prestige Sky Tech, Sy. Nos. 332/Part, 333/Part, Behind Continental Hospital, ISB Road, Nanakramguda, Hyderabad – 500032 Landline: 91-040-23351440/41 | | |
| | 5. Kochi - Prestige TMS Square, #801, 8th Floor, NH - 66 Bypass, Padivattom, Edapally, Kochi - 682024 | | |
| | 6. Chennai - Prestige Polygon, 471, Anna Salai Nandanam, Chennai - 600035 | | |
| | 7. NCR - 3rd Suite, Ground Floor, Atelier Office Suit, World Mark-2, Aerocity, Mahipalpur, New Delhi - 110037 | | |
| | 8. Mumbai - The Capital, B Wing, 10th Floor, Unit 1001 C, Bandra Kurla Complex, BKC-G Block, Mumbai - 400051 | | |
| International | Dubai - UAE Marketing Office, 1104, Burlington Tower, Business Bay, Dubai, UAE. | 1 | 1 |

19. Markets served by the entity:

a. Number of locations

| Locations | Number |
|----------------------------------|--------|
| National (No. of States) | 8 |
| International (No. of Countries) | 0 |

b. What is the contribution of exports as a percentage of the total turnover of the entity?

NA

c. A brief on types of customers

Prestige Group has varied customer base. They range from Individuals, Multinational Corporations (MNCs), and Small Businesses. This diverse range of customers includes personal consumers and global corporations.



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IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

| S. No. | Particulars | Total(A) | Male | | Female | |
|------------------|--------------------------|----------|-------|---------|--------|--------|
| | | | No(B) | %(B/A) | No(C) | %(C/A) |
| Employees | | | | | | |
| 1 | Permanent (D) | 9,425 | 7,701 | 81.71% | 1,724 | 18.29% |
| 2 | Other than Permanent (E) | 1,531 | 1,146 | 74.85% | 385 | 25.15% |
| 3 | Total employees (D + E) | 10,956 | 8,847 | 80.75% | 2,109 | 19.25% |
| Workers | | | | | | |
| 1 | Permanent (F) | 0 | 0 | 0.00% | 0 | 0.00% |
| 2 | Other than Permanent (G) | 313 | 313 | 100.00% | 0 | 0.00% |
| 3 | Total Workers (F + G) | 313 | 313 | 100.00% | 0 | 0.00% |

b. Differently abled Employees and workers:

| S. No. | Particulars | Total(A) | Male | | Female | |
|------------------------------------|---|----------|-------|--------|--------|--------|
| | | | No(B) | %(B/A) | No(C) | %(C/A) |
| Differently Abled Employees | | | | | | |
| 1 | Permanent (D) | 21 | 17 | 80.95% | 4 | 19.05% |
| 2 | Other than Permanent (E) | 8 | 6 | 75.00% | 2 | 25.00% |
| 3 | Total differently abled employees (D + E) | 29 | 23 | 79.31% | 6 | 20.69% |
| Differently Abled Workers | | | | | | |
| 1 | Permanent (F) | 0 | 0 | 0.00% | 0 | 0.00% |
| 2 | Other than Permanent (G) | 0 | 0 | 0.00% | 0 | 0.00% |
| 3 | Total Workers (F + G) | 0 | 0 | 0.00% | 0 | 0.00% |

21. Participation/Inclusion/Representation of women

| Particulars | Total(A) | No. and percentage of Females | |
|--------------------------|----------|-------------------------------|--------|
| | | No(B) | %(B/A) |
| Board of Directors | 9 | 2 | 22% |
| Key Management Personnel | 18 | 1 | 5% |

22. Turnover rate for permanent employees and workers. (Disclose trends for the past 3 years)

| Particulars | (Turnover rate in 2023-24) | | | (Turnover rate in 2022-23) | | | (Turnover rate in the 2021-22) | | |
|---------------------|----------------------------|--------|--------|----------------------------|--------|--------|--------------------------------|--------|--------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Permanent Employees | 20.98% | 19.64% | 20.96% | 33.00% | 31.79% | 32.80% | 32.48% | 24.39% | 31.12% |
| Permanent Workers | NA | NA | NA | NA | NA | NA | NA | NA | NA |

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V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. Names of holding / subsidiary / associate companies / joint ventures.

| S. No. | Name of the holding / subsidiary / associate companies / joint ventures (A) | Indicate whether holding/ Subsidiary/ Associate/ Joint Venture | % of shares held by listed entity | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No) |
|--------|---|--|-----------------------------------|--|
| 1 | Avyakth Cold Storages Private Limited | Subsidiary | 100.00% | Yes |
| 2 | Dollars Hotel & Resorts Private Limited | Subsidiary | 65.92% | Yes |
| 3 | ICBI (India) Private Limited | Subsidiary | 82.57% | Yes |
| 4 | K2K Infrastructure (India) Private Limited | Subsidiary | 75.00% | Yes |
| 5 | Prestige Bidadi Holdings Private Limited | Subsidiary | 99.94% | Yes |
| 6 | Prestige Builders and Developers Private Limited | Subsidiary | 100.00% | Yes |
| 7 | Northland Holding Company Private Limited | Subsidiary | 100.00% | Yes |
| 8 | Prestige Construction Ventures Private Limited | Subsidiary | 100.00% | Yes |
| 9 | Prestige Exora Business Parks Limited | Subsidiary | 100.00% | Yes |
| 10 | Prestige Falcon Realty Ventures Private Limited | Subsidiary | 100.00% | Yes |
| 11 | Prestige Garden Resorts Private Limited | Subsidiary | 100.00% | Yes |
| 12 | Prestige Hospitality Ventures Limited | Subsidiary | 100.00% | Yes |
| 13 | Prestige Leisure Resorts Private Limited | Subsidiary | 57.45% | Yes |
| 14 | Prestige Retail Ventures Limited | Subsidiary | 100.00% | Yes |
| 15 | Sai Chakra Hotels Private Limited | Subsidiary | 100.00% | Yes |
| 16 | Shipco Infrastructure Private Limited | Subsidiary | 70.00% | Yes |
| 17 | Prestige Sterling Infra Projects Private Limited | Subsidiary | 90.00% | Yes |
| 18 | Prestige Mall Management Private Limited | Subsidiary | 100.00% | Yes |
| 19 | Prestige Garden Estates Private Limited | Subsidiary | 73.00% | Yes |
| 20 | Village-De-Nandi Private Limited | Subsidiary | 100.00% | Yes |
| 21 | Kochi Cyber Greens Private Limited | Subsidiary | 100.00% | Yes |
| 22 | Prestige Projects Private Limited | Subsidiary | 60.00% | Yes |
| 23 | Prestige Mulund Realty Private Limited (formerly Known as Ariisto Developers Private Limited) | Subsidiary | 100.00% | Yes |
| 24 | Prestige Acres Private Limited | Subsidiary | 51.00% | Yes |
| 25 | Prestige Warehousing & Cold Storage Services Private Limited | Subsidiary | 92.36% | Yes |
| 26 | Apex Realty Management Private Limited (w.e.f June 24, 2022) | Subsidiary | 60.00% | Yes |
| 27 | Prestige Falcon Malls Private Limited | Subsidiary | 100.00% | Yes |
| 28 | Prestige Falcon Mumbai Realty Private Limited | Subsidiary | 51.00% | Yes |
| 29 | Prestige Vaishnai Realty Ventures | Joint Venture | 50.00% | Yes |
| 30 | Ace Realty Ventures | Subsidiary | 51.00% | Yes |
| 31 | Albert Properties | Subsidiary | 88.00% | Yes |
| 32 | Eden Investments & Estates | Subsidiary | 77.50% | Yes |



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| S. No. | Name of the holding / subsidiary / associate companies / joint ventures (A) | Indicate whether holding/ Subsidiary/ Associate/ Joint Venture | % of shares held by listed entity | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No) |
|--------|---|--|--|--|
| 33 | Prestige AAA Investments | Subsidiary | 51.00% | Yes |
| 34 | Prestige AltaVista Holdings | Subsidiary | 99.00% | Yes |
| 35 | Prestige Habitat Ventures | Subsidiary | 99.00% | Yes |
| 36 | Prestige Kammanahalli Investments | Subsidiary | 75.00% | Yes |
| 37 | Prestige Nottinghill Investments | Subsidiary | 51.00% | Yes |
| 38 | Prestige Office Ventures | Subsidiary | 99.99% | Yes |
| 39 | Prestige Pallavaram Ventures | Subsidiary | 99.95% | Yes |
| 40 | Prestige Property Management & Services | Subsidiary | 97.00% | Yes |
| 41 | Prestige Southcity Holdings | Subsidiary | 51.00% | Yes |
| 42 | Prestige Sunrise Investments | Subsidiary | 99.99% | Yes |
| 43 | Silver Oak Projects | Subsidiary | 99.99% | Yes |
| 44 | The QS Company | Subsidiary | 98.00% | Yes |
| 45 | Prestige Century Landmark | Subsidiary | 55.00% | Yes |
| 46 | Prestige Century Megacity | Subsidiary | 45.00% | Yes |
| 47 | Southeast Realty Ventures (w.e.f. March 20, 2023) | Subsidiary | 99.99% | Yes |
| 48 | Prestige Falcon Business Parks | Subsidiary | 99.00% | Yes |
| 49 | Villaland Developers LLP | Subsidiary | 99.00% | Yes |
| 50 | West Palm Developments LLP | Subsidiary | 61.00% | Yes |
| 51 | Prestige Valley View Estates LLP | Subsidiary | 51.05% | Yes |
| 52 | Prestige Whitefield Investment and Developers LLP | Subsidiary | 99.99% | Yes |
| 53 | Prestige OMR Ventures LLP | Subsidiary | 100.00% | Yes |
| 54 | Apex Realty Ventures LLP (w.e.f. June 24, 2022) | Subsidiary | 60.00% | Yes |
| 55 | Morph | Subsidiary | 40.00% | Yes |
| 56 | Prestige Ozone Properties | Subsidiary | 47.00% | Yes |
| 57 | Prestige Whitefield Developers | Subsidiary | 47.00% | Yes |
| 58 | PSN Property Management and Services | Subsidiary | 50.00% | Yes |
| 59 | Prestige Devenahalli Developers LLP | Subsidiary | 45.00% | Yes |
| 60 | Prestige Beta Projects Private Limited | Joint Venture | 40.00% | Yes |
| 61 | Thomsun Realtors Private Limited | Joint Venture | 50.00% | Yes |
| 62 | Bamboo Hotel and Global Centre (Delhi) Private Limited | Joint Venture | 50.00% | Yes |
| 63 | Pandora Projects Private Limited | Joint Venture | 50.00% | Yes |
| 64 | Prestige (BKC) Realtors Private Limited | Subsidiary | 100% holding by Falcon Realty Ventures | Yes |
| 65 | Prestige Realty Ventures | Subsidiary | 99.90% | Yes |
| 66 | Prestige MRG Eco Ventures (w.e.f. March 29, 2023) | Joint Venture | 50.00% | Yes |
| 67 | Prestige Vaishnaoi Projects | Joint Venture | 50.00% | Yes |

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| S. No. | Name of the holding / subsidiary / associate companies / joint ventures (A) | Indicate whether holding/ Subsidiary/ Associate/ Joint Venture | % of shares held by listed entity | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No) |
|--------|---|--|-----------------------------------|--|
| 68 | Turf Estate Joint Ventures Limited | Subsidiary | 100.00% | Yes |
| 69 | Prestige Estates Projects Corp. | Subsidiary | 100.00% | Yes |
| 70 | Techzone Technologies Private Limited | Associate | 48.00% | Yes |
| 71 | Evergreen Industrial Estate | Subsidiary | 50.00% | Yes |
| 72 | Prestige Lonawala Estates Private Limited | Subsidiary | 100.00% | Yes |
| 73 | Worli Urban Development Project LLP | Joint Venture | 50.00% | Yes |
| 74 | Dashanya Tech Parkz Private Limited | Joint Venture | 50.00% | Yes |

Note: The environmental and social data has been reported for significant sites, while a limited number of sites have been excluded due to their nature as plotted properties or their role primarily involving labour rather than direct engagement in water, power, and emission management as stipulated by contractual agreements.



VI. CSR Details

| | |
|---|-----------|
| 24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - | Yes |
| (ii) Turnover (in ₹ In Mn) - | 26,512.00 |
| (iii) Net worth (in ₹ In Mn) - | 68,347.00 |

Remarks: The amounts above are on a standalone basis for Prestige Estates Projects Limited





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VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy) | FY 24 | | | FY 23 | | |
|---|--|--|--|---|--|--|---|
| | | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks |
| Communities | Yes* | 0 | 0 | NA | 0 | 0 | NA |
| Investors (other than shareholders) | Yes** | 0 | 0 | NA | 0 | 0 | NA |
| Shareholders | | 0 | 0 | NA | 1 | 0 | Non-receipt of dividend and the same was paid |
| Employees and workers | Yes* | 0 | 0 | NA | 0 | 0 | NA |
| Customers | Yes*** | 534 | 3 | The 3 in process complaint are in respect to handover of the physical unit wherein the project timelines have been extended and this can be resolved only once the actual handover is completed | 454 | 1 | Reported 1 complaint on March 28, and closed on April 03, 2023. |
| Value Chain partners | Yes* | 0 | 0 | NA | 0 | 0 | NA |
| Other (please specify) | NA | 0 | 0 | NA | 0 | 0 | NA |

Policies for Investor - *<https://d1t2fdy6amcvs.cloudfront.net/investors/policies/corporate-social-responsibility.pdf>



**<https://d1t2fdy6amcvs.cloudfront.net/investors/policies/business-responsibility.pdf>

Contact Prestige - ***<https://www.prestigeconstructions.com/contact-us-corporate-office/>

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26. Overview of the entity's material responsible business conduct issues.

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

| S. No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|--|--|---|---|--|
| 1 | GHG Emissions | Risk | Construction is an energy-intensive activity that generates significant direct and indirect GHG emissions, including CO ₂ and methane from fuel use. Uncontrolled pollutants and emissions during operations impose legal and environmental risks for the Company. | To minimise emissions caused by transportation, our entity actively encourages local sourcing for raw materials. We also prioritise converting DC to AC for faucet and flush valves, improving energy efficiency. We use Portland Pozzolana Cement (PPC) in all non-structural activities, reducing the carbon footprint associated with construction projects. | Negative |
| 2 | Energy Management | Opportunity | Developing and managing real estate requires significant reliance on natural resources, including timber, water, and electricity. Managing energy consumption becomes essential. |  | Positive |
| 3 | Sustainable Construction and Procurement | Opportunity | Companies are evaluated based on the resource consumption and carbon intensity of their real estate assets, their vulnerability to environmental construction regulations, and their efforts to improve the environmental performance of their real estate assets. |  | Positive |
| 4 | Climate Change | Risk | Climate change impacts almost all geographies and industries, posing physical risks like floods and wildfires, as well as transitional risks like mandatory renewable energy use and regulatory changes. | The Company combats climate change by adopting sustainable practices in design, technology, and safety systems, and implementing renewable energy sources like solar panels. | Negative |



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| S. No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|-------------------------------------|--|--|---|--|
| 5 | Water Management | Risk | Water is a crucial resource needed during construction, operation, and maintenance. Water usage impacts the quality and quantity of local water resources, and improper discharge can lead to contamination and legal risks for the Company. | We implement sewage treatment plants (STPs) to recycle water for landscaping, toilet flushes, and dust suppression. In new projects, we aim to install smart water meters and use low-flow taps and aerators to conserve water. | Negative |
| 6 | Waste Management | Risk | The Circular Economy model promotes reusing, refurbishing, and recycling materials and products. Transitioning to a circular economy affects building design and material usage. Changes in regulations, demand, and new technology can reduce costs. | We ensure proper disposal of waste through authorised vendors and implement buyback programs for batteries. Waste is segregated and managed at a centralised facility. We prioritise processing and recycling waste, promoting a sustainable approach. | Negative |
| 7 | Employee Well-being and Development | Risk | High employee retention reflects good Company policies and practices, leading to higher employee satisfaction. High attrition indicates low satisfaction, increasing the cost of replacing and training employees, and potentially impacting business in critical roles. | We are a certified "Great Place to Work" entity, focussing on reskilling and upskilling employees in emerging technologies through digital learning. We prioritise retaining critical talent, team building activities, health programs, and maintaining a safe, inclusive workplace. | Negative |
| 8 | Diversity and Inclusion | Opportunity | High diversity and inclusion rates reflect employees' sense of belonging and fairness within the Company. |  | Positive |



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| S. No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|------------------------------------|--|--|--|--|
| 9 | Customer Satisfaction | Opportunity | Customer satisfaction gauges how effectively businesses deliver products and services that meet or exceed expectations, providing insight into overall performance. |  | Positive |
| 10 | Human rights and Labour Management | Risk | Real Estate Management and Construction are labour-intensive, often scrutinised by human rights organisations for labour practices. Effective management of a complex workforce and worker rights is crucial. | We have established a grievance redressal mechanism, adhere to POSH guidelines, ensure non-discrimination, and equal opportunity, and emphasise commitment to human rights. | Negative |
| 11 | Community Engagement | Risk | Construction contributes to social and economic development but can pose risks to local communities and the environment. Environmental concerns and community resistance can delay or cancel projects, impacting profitability and growth. | The Company actively engages with communities through CSR initiatives, investing in projects that address social, environmental, and economic needs, striving to make a positive impact. | Negative |
| 12 | Ethical Business Conduct | Risk | Business ethics management issues like fraud, executive misconduct, corrupt practices, money laundering, or anti-trust violations can lead to investigations, fines, settlements, and reputational damage. | We prioritise transparency, provide project information, and implement an Anti-Fraud & Vigilance Policy involving all stakeholders to ensure integrity and accountability. | Negative |
| 13 | Corporate Governance | Risk | Businesses are assessed on governance issues like ownership & control, Board pay, accounting, business ethics, and tax transparency. Corporate governance and ethics practices affect shareholders and investors. | We conduct internal and statutory audits for compliance, provide training and resources for compliance awareness, and have an independent internal audit team to evaluate risk management processes. | Negative |
| 14 | Data Privacy and Security | Risk | Companies are assessed on data collection, exposure to privacy regulations, vulnerability to data breaches, and data protection systems. | We have migrated business applications to SAP Cloud AWS - S4 HANA SAP Rise, implemented access controls, transitioned to Office 365, and upgraded endpoint security with advanced software to reduce risks and mitigate threats. | Negative |



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SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

| | |
|-----------|--|
| P1 | Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent, and accountable |
| P2 | Businesses should provide goods and services in a manner that is sustainable and safe |
| P3 | Businesses should respect and promote the well-being of all employees, including those in their value chains |
| P4 | Businesses should respect the interests of and be responsive towards all its stakeholders |
| P5 | Businesses should respect and promote human rights |
| P6 | Businesses should respect, protect, and make efforts to restore the environment |
| P7 | Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent |
| P8 | Businesses should promote inclusive growth and equitable development |
| P9 | Businesses should engage with and provide value to their consumers in a responsible manner |

| Disclosure Questions | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---------------|-----|-----|-----|-----|-----|-----|-----|-----|
| 1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| b. Has the policy been approved by the Board? (Yes/No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| c. Web Link of the Policies, if available | Refer note 1. | | | | | | | | |
| 2 Whether the entity has translated the policy into procedures. (Yes / No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 3 Do the enlisted policies extend to your value chain partners? (Yes/No) | No | No | No | No | No | No | No | No | No |
| 4 Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. | Refer note 2. | | | | | | | | |
| 5 Specific commitments, goals and targets set by the entity with defined timelines, if any. | Refer note 3. | | | | | | | | |
| 6 Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met. | NA | NA | NA | NA | NA | NA | NA | NA | NA |

Note:

1. Web Link of the Policies: <https://www.prestigeconstructions.com/our-investors/investors-downloads/pepl-policies>
2. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.:
(i) ISO 9001:2015 (ii) ISO 14001:2015 (iii) ISO 45001-2018 (iv) Wellness by IWCI (International Wellness Certification Institute)
(v) LEED by IGBC & USGBC (vi) ESG by GRESB (vii) Certified Great Place to Work (viii) DA1 + CRISIL GRADING.

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3. Specific commitments, goals and targets set by the entity with defined timelines, if any: The entity is currently in the early phase of BRSR (Business Responsibility and Sustainability Reporting) reporting, and as a result, specific ESG goals and targets will be determined and finalised in the upcoming year. This period allows for comprehensive assessment and alignment with stakeholders to establish measurable objectives and strengthen the entity's commitment to responsible business practices.

GOVERNANCE, LEADERSHIP AND OVERSIGHT

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)

Dear Stakeholders,

I hope this message finds you and your loved ones well. With immense pride and optimism, I am pleased to present the highlights of Prestige's remarkable achievements and our unwavering commitment to sustainability for FY24.

FY24 was a landmark year for Prestige Group, marked by outstanding performance and significant achievements. We recorded our highest-ever annual sales of Rs. 21,040 crore, a remarkable 63% increase from the previous year. Our strategic initiatives and strong market demand drove this impressive growth.

Our robust sales performance resulted in record-high collections of Rs. 11,954 crore, a 22% growth over the previous year. We completed 300 projects, delivering 25 million sq. ft. of area in FY24. Key milestones include strategic partnerships, such as our Rs. 2,001 crore deal with ADIA Kotak AIF, and the acquisition of 62.5 acres in NCR with a development potential of 10 million sq. ft.

At Prestige Group, sustainability is at the core of our mission. We are dedicated to integrating sustainable practices across all our projects. Our ESG strategy focuses on environmental sustainability, social responsibility, and robust governance. We invest in energy-efficient systems, renewable energy sources, and advanced water management practices. Our commitment to social responsibility includes community engagement, education, and an Integrated Quality Management Framework to ensure outstanding operational standards. Our dedicated ESG governance structure, including an ESG Council and Board oversight, ensures our sustainability efforts are integrated at every level.

As we look to the future, our priorities include exceeding Rs. 14,000 crore in booking value, achieving record cash collections, and delivering exceptional project outcomes. We will continue to evolve our ESG approach, with a heightened focus on climate resilience, diversity and inclusion, and digitalization.

Thank you for your continued support and trust in Prestige Group. Together, we will continue to build a sustainable future.

Sincerely,

Director

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).

Below are the ESG committee members.

Mr. Irfan Razack - Chairman & Managing Director

Mr. Amit Mor - Chief Financial Officer

Mr. Milan Khurana - Executive Director (HR, Admin, IT)

Mr. Faiz Rezwan - Executive Director (Contracts & Projects)



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9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Yes. The ESG committee.

Mr. Irfan Razack - Chairman & Managing Director

Mr. Amit Mor - Chief Financial Officer

Mr. Milan Khurana - Executive Director (HR, Admin, IT)

Mr. Faiz Rezwan - Executive Director (Contracts & Projects)

10. Details of Review of NGRBCs by the Company: Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee.

| Subject for Review | Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee | | | | | | | | | Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify) | | | | | | | | |
|---|--|----|----|----|----|----|----|----|----|--|----|----|----|----|----|----|----|----|
| | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
| Performance against above policies and follow up action | ESG committee of the Board | | | | | | | | | Any other-Periodically or on need basis | | | | | | | | |
| Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances | Board | | | | | | | | | Quarterly | | | | | | | | |


11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

| Sr. no | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|--------|-----|-----|-----|----|-----|-----|----|----|----|
| 1 | Yes | Yes | Yes | No | Yes | Yes | No | No | No |

12. If answer to question (1) above is No i.e., not all Principles are covered by a policy, reasons to be stated.

| Questions | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|----|----|----|----|----|-----|----|----|----|
| The entity does not consider the principles material to its business (Yes/No) | | | | | | | | | |
| The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) | | | | | | | | | |
| The entity does not have the financial or/ human and technical resources available for the task (Yes/No) | | | | | | Nil | | | |
| It is planned to be done in the next financial year (Yes/No) | | | | | | | | | |
| Any other reason (please specify) | | | | | | | | | |

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURES

| | | |
|-------------------------------|---|---|
| <p>PRINCIPLE 1</p> |  | <p>Businesses Should Conduct and Govern Themselves With Integrity and in a Manner that is Ethical, Transparent and Accountable</p> |
|-------------------------------|---|---|

The principle's core objective is to ensure the adoption, execution, and transparent communication of the Company's performance in an equitable manner. It underscores the application of ethical business conduct throughout the entirety of the Company's value chain. This principle is operationalised through the Company's governance framework, delineating its obligations encompassing economic, social, and environmental aspects.

At Prestige Group, we are committed to maintaining robust, ethical governance practices and transparency in our operations. We foster accountability by aligning all our operations to relevant legal and social norms, actively engage with stakeholders, promoting transparency and trust, also aiming to set an industry benchmark. In our relentless pursuit of integrity and excellence in all we do, we build and solidify on our position as a leader in the industry.

KEY HIGHLIGHTS

- ◆ 100% of KMPs & BODs covered by awareness programs.
- ◆ Zero instances against Directors/KMPs/employees on charges of bribery/ corruption.

“Towards Sustainable Growth: An Integrated Strategy”

- ◆ **Interlinkage**





BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

ESSENTIAL INDICATORS

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

| Segment | Total number of training and awareness programmes held | Topics/principles covered under the training and its impact | Percentage of persons in respective category covered by the awareness programmes |
|--|--|---|--|
| Board of directors | 1 | Business Development and Continuity Program | 100% |
| Key Managerial personnel | 10 | <ol style="list-style-type: none"> 1. Below the Line Session – Summary of must-read books 2. From Ordinary to Extra-ordinary 3. Embrace the Challenge; Your Comfort Zone Awaits Beyond 4. Sustainable Horizons: Building our ESG future. 5. Conflict, Capability, Collaboration 6. Intellect Yoga 7. India - Missed Opportunities 8. To Be Limitless | 100% |
| Employees other than BoD and KMPs | 30 | <ol style="list-style-type: none"> 1. Online LinkedIn learning 2. 212-degree Leadership program 3. Brand You 4. High Impact Presentation 5. System Walk through 6. Cyber Security Employee Awareness training 7. Cyber Security Employee Management training 8. Induction 9. Classroom-based trainings on skills such as Excel & PowerPoint 10. ESG training 11. POSH Sessions 12. Power BI Training & Microsoft 13. Excel – Macros & VBA 14. Leadership Accord Program 15. The Sales Crafter's Workshop | 100% |
| Workers | 0 | | 0 |

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

2. **Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website)**

| Monetary | | | | | |
|-----------------|-----------------|---|---------------|-------------------|--|
| Particulars | NGRBC Principle | Name of regulatory/ enforcement agencies/ judicial institutions | Amount (in ₹) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
| Penalty/ Fine | Nil | Nil | 0 | Nil | Nil |
| Settlement | Nil | Nil | 0 | Nil | Nil |
| Compounding fee | Nil | Nil | 0 | Nil | Nil |
| Non-Monetary | | | | | |
| Particulars | NGRBC Principle | Name of regulatory/ enforcement agencies/ judicial institutions | | Case brief | Has an appeal been preferred? (Yes/No) |
| Imprisonment | Nil | NA | | Nil | Nil |
| Punishment | Nil | NA | | Nil | Nil |

3. **Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

| S. No. | Case Details | Name of the regulatory/ enforcement agencies/ judicial institutions |
|--------|--------------|---|
| 1 | NA | NA |

4. **Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy: -**

Yes, Prestige Group has a comprehensive anti-bribery policy embedded within its broader anti-fraud and vigilance framework. This policy applies to all employees, intermediaries, and entities engaged in contractual relationships with Prestige Group. It strictly prohibits anyone representing the Company from making or authorising any payment, either directly or indirectly, to a government official (including employees of government-owned companies) with the intent to influence their actions or decisions, or as an inducement for dishonest, illegal, or unethical conduct in business.

To further strengthen our anti-corruption stance, Prestige Group has implemented several key measures:

- 1) Due Diligence:** We execute thorough due diligence, including customer screening in accordance with RERA, intermediary screening in line with our procurement policy, and staff background checks per our HR policy.
- 2) Administrative and Internal Controls:** Our administrative and internal controls, such as segregation of duties and a transparent procurement process, are fundamental in preventing and detecting fraud.
- 3) Physical and User Access Control:** Access controls to premises and IT systems are enforced as per our policies to minimise the risk of internal and external fraud.
- 4) Fraud Alerts:** The Anti-Fraud and Vigilance Officer develops fraud alerts in collaboration with business departments to recognise and address fraudulent attempts promptly.
- 5) Lessons Learnt:** Post-investigation, "lessons learnt" documents are created and circulated to all staff to increase fraud awareness and identification.
- 6) Fraud Deterrence:** We implement deterrent activities to dissuade potential fraudsters by emphasising the likelihood of detection and consequences.
- 7) Fraud Monitoring and Detection:** Early detection of fraud is crucial, and we put up defences to prevent recurrence.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

8) **Fraud Trends:** We monitor and analyse fraud trends to stay ahead and implement preventive measures proactively.

9) **Fraud Reporting Escalation Mechanism:** Various channels, such as a call centre for external fraud and a dedicated email for internal fraud, ensure incidents are reported to the Anti-Fraud and Vigilance Officer for necessary action.

For detailed information, the full anti-bribery policy can be accessed under anti-fraud and vigilance policy on the Company's website.

5. **Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**

| Category | FY 24 (Current Financial Year) | FY 23 (Previous Financial Year) |
|-----------|--------------------------------------|---------------------------------------|
| Directors | 0 | 0 |
| KMPs | 0 | 0 |
| Employees | 0 | 0 |
| Workers | 0 | 0 |

6. **Details of complaints with regard to conflict of interest:**

| Category | FY 24 (Current Financial Year) | | FY 23 (Previous Financial Year) | |
|--|-----------------------------------|----|------------------------------------|----|
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | 0 | NA | 0 | NA |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs | 0 | NA | 0 | NA |

7. **Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest: -**

| Fine/Penalty/Action taken on Conflicts of Interest and Corruption | Corrective Action Taken |
|---|-------------------------|
| 0 | 0 |

8. **Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:**

| Particulars | FY 24 (Current Financial Year) | FY 23 (Previous Financial Year) |
|-------------------------------------|--------------------------------------|---------------------------------------|
| Number of days of accounts payables | 57 | 66 (Not reported for FY 22-23) |

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

9. Open-ness of business

Provide details of concentration of purchases with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format: -

| Parameter | Metrics | FY 24 | FY 23 |
|----------------------------|--|--------|--------|
| Concentration of Purchases | a. Purchases from trading houses as % of total purchases | Nil | Nil |
| | b. Number of trading houses where purchases are made from | Nil | Nil |
| | c. Purchases from top 10 trading houses as % of total purchases from trading houses | Nil | Nil |
| Concentration of Sales | a. Sales to dealers / distributors as % of total sales | Nil | Nil |
| | b. Number of dealers / distributors to whom sales are made | Nil | Nil |
| | c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors | Nil | Nil |
| Share of RPTs in | a. Purchases (Purchases with related parties / Total Purchases) | 0.92% | 1.17% |
| | b. Sales (Sales to related parties / Total Sales) | 3.07% | 6.43% |
| | c. Loans & advances (Loans & advances given to related parties / Total loans & advances) | 82.40% | 74.56% |
| | d. Investments (Investments in related parties / Total Investments made) | 31.54% | 54.64% |

Remarks: For FY 23 the indicator was not reported

LEADERSHIP INDICATORS

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

| S. No. | Total number of awareness programmes held | Topics / principles covered under the training | %age of value chain partners covered (by value of business done with such partners) under the awareness programmes |
|--------|---|--|--|
| 1 | 0 | Nil | 0 |

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/ No) If yes, provide details of the same: -

Yes, Prestige Group has robust processes in place to avoid and manage conflicts of interest involving members of the Board. These processes include comprehensive disclosure requirements, regular audits, and adherence to a strict code of conduct. Board members are required to disclose any potential conflicts of interest, which are then reviewed and managed by a designated ethics committee to ensure transparency and integrity in all business dealings.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

PRINCIPLE

2



Businesses Should Provide Goods And Services in a Manner that is Sustainable and Safe

The principle underscores the priority of prioritising safety and resource efficiency in the design and production of goods. These goods should be manufactured with a focus on minimising and addressing their adverse impacts on the environment and society from their inception to disposal, all while contributing value. This principle urges organisations to grasp the entirety of significant sustainability issues across their products' life cycles and value chains.

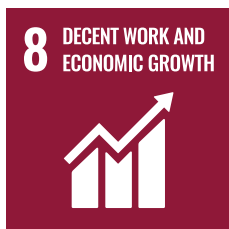
At Prestige Group, we follow a proactive approach to product responsibility and sustainable development. We prioritise innovation and quality in all our projects, ensuring that all developments are environmentally sustainable and socially beneficial. By integrating green building practices and using eco-friendly materials, Prestige Group minimises its environmental footprint. Furthermore, we engage with local communities, contributing to their development and well-being. This holistic approach not only enhances the value of our products but also demonstrates a profound responsibility towards future generations, setting a high standard for sustainability in the industry.

KEY HIGHLIGHTS

A total of 23,260.48 MT of waste have been recycled.

“Towards Sustainable Growth: An Integrated Strategy”

◆ Interlinkage



ESSENTIAL INDICATORS

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

| Category | Current Financial Year | Previous Financial Year | Details of improvements in environmental and social impacts |
|----------|------------------------|-------------------------|---|
| R&D | 0.00% | 0.00% | - |
| Capex | 0.00% | 0.10% | - |

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes, Prestige's commitment to ESG principles ensures that sustainability is woven into our supply chain operations. Our focus on sustainable practices helps to minimize our ecological footprint and bolster local economies.

We give precedence to engaging and partnering with local communities and suppliers, fostering job creation and promoting economic prosperity within the region. Through meticulous evaluation and ongoing oversight of our vendors, we maintain our high standards of quality, safety, and environmental stewardship.

This strategy not only aids our suppliers but also advances the wider social and economic development of the communities we serve.

b. If yes, what percentage of inputs were sourced sustainably?

60%

3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste –

Construction waste management involves minimizing and properly disposing of waste generated during construction projects. This practice is essential for promoting sustainability, reducing costs, and lessening the environmental impact of construction activities.

Effective waste management in the construction industry is vital to mitigating the harmful effects of construction on the environment. Construction waste includes hazardous, non-hazardous, and inert waste, each requiring specific management strategies.

As a leading construction company, we implement sustainable waste management strategies such as minimizing waste generation, recycling, reusing materials, and proper disposal. We continuously strive to increase efficiency on construction sites by training workers in waste management. By adopting these practices, we aim to contribute to a cleaner and more sustainable future for generations to come.

Understanding the different types of construction and demolition waste disposal is crucial for implementing effective waste management practices during construction.



PLANNING

The initial step is to be organised with the project with waste management in mind. This involved figuring out what materials will be required, how to utilize them and how to get rid of them.



SEGREGATION

Following the start of construction work, the waste must be segregated into various categories such as wood, concrete, metal, plastics and so on. This makes it easier to dispose of the construction waste in an eco-friendly way.



REUSE & RECYCLING

The third step is to identify materials that can be reused or recycled. For example, wood can be burned as fuel or turned into landscaping wood chips and concrete can be crushed and utilized as a base material for roadways.



DISPOSAL

The final step involves proper disposal, if reuse or recycling is not feasible. This involves safely transporting waste to designated landfill sites or treatment facilities, ensuring compliance with environmental regulations and minimizing ecological impact.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Prestige Group has implemented comprehensive processes to safely reclaim and manage products at the end of their life cycle, ensuring environmentally responsible practices across various waste categories:

- a) **Plastics (including packaging):** Using high GSM plastics and recycling, Prestige Group emphasizes sustainable practices such as converting wet waste into organic compost through OWC (Organic Waste Converter) machines.
 - b) **E-waste:** E-waste is collected at designated points, then disassembled to separate valuable components like metals, plastics, and hazardous materials. Hazardous components are safely disposed of in compliance with environmental regulations through third-party services to prevent contamination.
 - c) **Hazardous waste:** Hazardous waste is stored in secure, labeled containers to ensure safe handling and transport, and is disposed of in compliance with environmental regulations through third-party services.
 - d) **Other wastes:** Other types of waste are segregated based on their composition and potential for recycling or disposal, ensuring responsible handling throughout our operations. Materials suitable for recycling are sent to designated facilities, while organic waste undergoes composting to produce nutrient-rich soil amendments. Non-recyclable and non-compostable waste are disposed of in compliance with local regulations through authorized third-party services. Additionally, all waste woods are utilized in our Thermic Fluid Heater operations.
4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same. -**

NA

LEADERSHIP INDICATORS

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

| S. No. | NIC Code | Name of Product /Service | % of total Turnover contributed | Boundary for which the Life Cycle Perspective / Assessment was conducted | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes/No) If yes, provide the web-link. |
|--------|----------|--------------------------|---------------------------------|--|---|--|
| NA | | | | | | |

2. **If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

| S. No. | Name of Product / Service | Description of the risk / concern | Action Taken |
|--------|---------------------------|-----------------------------------|--------------|
| NA | | | |

3. **Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

| S. No. | Indicate product category | Reclaimed products and their packaging materials as % of total products sold in respective category |
|--------|---------------------------|---|
| 1 | Nil | 0% |

PRINCIPLE

3



Businesses Should Respect and Promote The Well-Being of All Employees, Including Those In Their Value Chains

The principle encompasses every practice and policy aimed at fostering fairness, respect, and the overall welfare of all individuals engaged in a Company's value chain or within its own organisational structure. This commitment is made without any form of discrimination and with a deep respect for diversity. Additionally, the principle stresses the imperative of ensuring decent work for all these individuals. Notably, the principle acknowledges the well-being of workers as well as the well-being of their families.

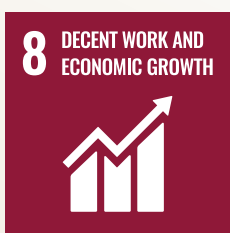
Prestige group fosters a diverse and inclusive workplace, ensuring equal opportunities for all our employees regardless of gender, ethnicity, or background. Comprehensive training and development programs are in place to nurture talent and enhance skills, while robust health and safety measures ensure a secure working environment. By promoting work-life balance and employee engagement initiatives, we cultivate a supportive and motivating atmosphere. This commitment not only enhances our employees' trust in us but also raises satisfaction and productivity levels, thereby reinforcing our reputation as an employer of choice in the industry.

Key Highlights

- ◆ 9,000+ Permanent employees.
- ◆ 100% of employees covered for Health insurance, Accident insurance, Maternity benefits and retirement benefits including provident fund and gratuity.
- ◆ 100% of workers and employees covered under training.

“Towards Sustainable Growth: An Integrated Strategy”

◆ **Interlinkage**





BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

ESSENTIAL INDICATORS

1. a. Details of measures for the well-being of employees:

| Category | % of employees covered by | | | | | | | | | | |
|---------------------------------------|---------------------------|------------------|--------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|---------------------|--------------|
| | Total (A) | Health insurance | | Accident insurance | | Maternity benefits | | Paternity benefits | | Day Care facilities | |
| | | Number (B) | % (B / A) | Number (C) | % (C / A) | Number (D) | % (D / A) | Number (E) | % (E / A) | Number (F) | % (F / A) |
| Permanent Employees | | | | | | | | | | | |
| Male | 7701 | 7701 | 100% | 7701 | 100% | 0 | 0.00% | 882 | 11.45% | 0 | 0.00% |
| Female | 1724 | 1724 | 100% | 1724 | 100% | 370 | 21.46% | 0 | 0.00% | 0 | 0.00% |
| Total | 9425 | 9425 | 100% | 9425 | 100% | 370 | 3.93% | 882 | 9.36% | 0 | 0.00% |
| Other than permanent Employees | | | | | | | | | | | |
| Male | 1146 | 67 | 5.85% | 67 | 5.85% | 0 | 0.00% | 67 | 5.85% | 0 | 0.00% |
| Female | 385 | 12 | 3.12% | 12 | 3.12% | 12 | 3.12% | 0 | 0.00% | 0 | 0.00% |
| Total | 1531 | 79 | 5.16% | 79 | 5.16% | 12 | 0.78% | 67 | 4.38% | 0 | 0.00% |

b. Details of measures for the well-being of workers:

| Category | % of employees covered by | | | | | | | | | | |
|-------------------------------------|---------------------------|------------------|---------------|--------------------|--------------|--------------------|--------------|--------------------|--------------|---------------------|--------------|
| | Total (A) | Health insurance | | Accident insurance | | Maternity benefits | | Paternity benefits | | Day Care facilities | |
| | | Number (B) | % (B / A) | Number (C) | % (C / A) | Number (D) | % (D / A) | Number (E) | % (E / A) | Number (F) | % (F / A) |
| Permanent Workers | | | | | | | | | | | |
| Male | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Female | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Total | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Other than permanent Workers | | | | | | | | | | | |
| Male | 313 | 45 | 14.38% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Female | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Total | 313 | 45 | 14.38% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

| Particulars | Current Financial Year | Previous Financial Year |
|---|------------------------|-------------------------|
| Cost incurred on well-being measures as a % of total revenue of the Company | 0.72% | NA |

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

2. Details of retirement benefits, for Current FY and Previous Financial Year.

| Benefits | No. of employees covered as a % of total employees. (CY) | No. of workers covered as a % of total workers. (CY) | Deducted and deposited with the authority (Y/N/N.A.). (CY) | No. of employees covered as a % of total employees. (PY) | No. of workers covered as a % of total workers. (PY) | Deducted and deposited with the authority (Y/N/N.A.). (PY) |
|--------------------------------|--|--|--|--|--|--|
| PF | 100 | 0 | Yes | 100 | 0 | Yes |
| Gratuity | 100 [#] | 0 | Yes | 100 | 0 | Yes |
| ESI | 48.1 | 0 | Yes | 69 | 0 | Yes |
| Others - please specify | 44 [*] | 0 | 0 | 0 | 0 | 0 |

Remarks:

*Angsana has Medclaim benefits along with other benefits listed

[#]Gratuity is not applicable for JW Marriott and Malls

3. Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard-

Prestige's buildings and workspaces are designed to be inclusive, with comprehensive adaptations made to accommodate individuals with disabilities. The company has diligently implemented a range of modifications to ensure that all new buildings and workspaces are accessible, safe, and convenient for those with disabilities. Additionally, ongoing modifications are being made to existing structures to comply with relevant legal standards. These enhancements include the installation of ramps at every entrance and exit, featuring non-slip surfaces and handrails on both sides; ensuring level flooring throughout for obstacle-free navigation.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy-

Yes

<https://d1t2fdy6amcvs.cloudfront.net/investors/policies/business-responsibility.pdf>

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

| Gender | Permanent employees | | Permanent workers | |
|--------------|---------------------|----------------|---------------------|----------------|
| | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male | 100% | 100% | NA | NA |
| Female | 100% | 100% | NA | NA |
| Total | 100% | 100% | NA | NA |

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

| Category | Yes/No (If yes, then give details of the mechanism in brief) |
|--------------------------------|--|
| Permanent Workers | NA |
| Other than Permanent Workers | |
| Permanent Employees | <p>Verbal complaints made by employees will be noted as grievances, but a formal grievance is officially recognised only when dissatisfaction is formally submitted in writing. Grievances often stem from significant discontent among employees or groups, covering issues such as wages, payment methods, leave, transfers, positions, promotions, treatment by superiors, adherence to codes of conduct, and even the quality of food in the canteen. The introduction of a Grievance Redressal Mechanism within the organisation aims to effectively handle and resolve employee concerns and complaints, whether from permanent or temporary staff. This mechanism guarantees every employee the right to voice their grievances and establishes a structured procedure for resolution. Key considerations in designing this redressal mechanism include ensuring equitable treatment of employees at all times, addressing employee complaints promptly and courteously, and ensuring fair and efficient resolution of all grievances.</p> <ol style="list-style-type: none"> Employees may report complaints and grievances related to any unethical activity, whether malicious, mala fide, or frivolous, under the Whistleblower policy Any person who has been aggrieved or, in cases where the affected individual is unable to lodge a complaint due to physical or mental incapacity, death, or other circumstances, may raise concerns under the Sexual Harassment Policy to the Internal Complaints Committee (ICC). |
| Other than Permanent Employees | |

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

| Category | FY 2023-2024 | | | FY 2022-2023 | | |
|---------------------------|--|---|-----------|--|---|-----------|
| | Total employees / workers in respective category (A) | No. of employees / workers in respective category, who are part of association(s) or Union(B) | % (B / A) | Total employees / workers in respective category (C) | No. of employees / workers in respective category, who are part of association(s) or Union(D) | % (D / C) |
| Total Permanent Employees | 9425 | 0 | 0.00% | 8393 | 0 | 0.00% |
| - Male | 7701 | 0 | 0.00% | 7037 | 0 | 0.00% |
| - Female | 1724 | 0 | 0.00% | 1356 | 0 | 0.00% |
| Total Permanent Workers | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| - Male | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| - Female | 0 | 0 | 0.00% | 0 | 0 | 0.00% |

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

8. Details of training given to employees and workers:

| Category | Total (A) | FY 2023-2024 | | | | Total (D) | FY 2022-2023 | | | |
|------------------|---------------|-------------------------------|---------------|----------------------|---------------|--------------|-------------------------------|----------------|----------------------|---------------|
| | | On Health and safety measures | | On Skill upgradation | | | On Health and safety measures | | On Skill upgradation | |
| | | No. (B) | % (B / A) | No. (C) | % (C / A) | | No. (E) | % (E / D) | No. (F) | % (F / D) |
| Employees | | | | | | | | | | |
| Male | 8,847 | 1638 | 18.51% | 3615 | 40.86% | 8582 | 3,428 | 39.94% | 4,175 | 48.65% |
| Female | 2,109 | 413 | 19.58% | 796 | 37.74% | 3563 | 977 | 27.42% | 1,495 | 41.96% |
| Total | 10,956 | 2051 | 18.72% | 4411 | 40.26% | 12145 | 4405 | 36.27% | 5670 | 46.69% |
| Workers | | | | | | | | | | |
| Male | 313 | 0 | 0.00% | 0 | 0.00% | 190 | 190 | 100.00% | 0 | 0.00% |
| Female | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0.00% |
| Total | 313 | 0 | 0.00% | 0 | 0.00% | 190 | 190 | 100.00% | 0 | 0.00% |

9. Details of performance and career development reviews of employees and worker:

| Category | FY 2023-2024 | | | FY 2022-2023 | | |
|------------------|--------------|--------------|-------------|--------------|-------------|----------------|
| | Total (A) | No. (B) | % (B / A) | Total (C) | No. (D) | % (D / C) |
| Employees | | | | | | |
| Male | 8847 | 8847 | 100% | 8582 | 3051 | 35.55% |
| Female | 2109 | 2109 | 100% | 3563 | 580 | 16.28% |
| Total | 10956 | 10956 | 100% | 12145 | 3631 | 29.90% |
| Workers | | | | | | |
| Male | 313 | 313 | 100% | 190 | 190 | 100.00% |
| Female | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| Total | 313 | 313 | 100% | 190 | 190 | 100.00% |

10. a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

The construction industry presents significant health and safety risks for site workers due to factors such as working at heights, operating heavy machinery, exposure to adverse weather, and frequent occupational hazards. These risks can lead to serious injuries, financial losses, and damage to the company's reputation.

Construction Safety Management involves systematically identifying, preventing, and managing risks on construction sites to protect the health and safety of workers, the public, and the environment. It includes various practices, policies, and procedures designed to create a safe working environment and prevent accidents and injuries.

At Prestige Group, we have implemented a rigorous Occupational Health and Safety Management System (OHSMS) to identify, assess, and mitigate workplace health and safety risks. Our safety measures include AEDs, fire alarms, CCTV surveillance, regular fire drills, and strict enforcement of safety helmets and electrical safety protocols. We also have a clinic from a renowned hospital in our parking area, complete with an ambulance for immediate medical assistance.

We recognize that each construction site has unique challenges, so we have appointed dedicated Safety Officers at each location. These officers provide focused oversight, tailored solutions, and continuous monitoring to effectively mitigate risks. They play a crucial role in enhancing safety management, reducing hazards, fostering a culture of safety awareness among workers, and significantly improving worksite safety.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? -

The Company adopts a methodical approach to identify workplace hazards and assess risks for both routine and non-routine tasks. Safety precautions, such as mandatory use of safety helmets and providing rope assistance for tasks involving heights, along with strict adherence to electrical safety protocols, are enforced. We rigorously follow management-approved occupational health and safety procedures like Hazard Identification and Risk Assessment (HIRA), Standard Operating Procedures (SOP), and Hazard and Operability (HAZOP) analysis daily to maintain a safe working environment.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)

Yes

11. Details of safety related incidents, in the following format:

| Safety Incident/Number | Category | FY 24 | FY 23 |
|---|-----------|-------|-------|
| Lost Time Injury Frequency Rate (LTIFR) (per one Mn-person hours worked) | Employees | 0 | 0 |
| | Workers | 0 | 0 |
| Total recordable work-related injuries | Employees | 0 | 10 |
| | Workers | 0 | 3 |
| No. of fatalities | Employees | 0 | 0 |
| | Workers | 0 | 0 |
| High consequence work-related injury or ill-health (excluding fatalities) | Employees | 0 | 0 |
| | Workers | 0 | 0 |

12. Describe the measures taken by the entity to ensure a safe and healthy workplace. -

Prestige places the utmost importance on health and safety, considering it fundamental to its business operations, with a steadfast commitment to fostering a workplace free of harm. The company has instituted a comprehensive Occupational Health and Safety (OHS) management system, which is supported by strategic action plans, skilled staffing, regular health check-ups, and training programs for all levels of staff and contractors. Additionally, Prestige conducts both internal and external safety risk evaluations and audits, with frequent oversight by top management. To maintain safety throughout all aspects of its operations, Prestige has established and enforced essential safety protocols tailored to various operational processes.

13. Number of Complaints on the following made by employees and workers:

| Particulars | FY 24 | | | FY 23 | | |
|--------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Working Conditions | 0 | 0 | NA | 0 | 0 | NA |
| Health & Safety | 0 | 0 | NA | 0 | 0 | NA |

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

14. Assessments for the year:

| Category | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|--|
| Health and safety practices | 100% |
| Working Conditions | 100% |

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions. -

We had no such incidents however, we have implemented a robust program that includes daily OHSE training, development sessions, audits, and mock drills aimed at achieving zero incidents/accidents. This proactive approach ensures continual improvement in our health and safety practices, addressing any identified risks promptly and effectively.

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)-

(A) **Employees:** Yes, Employees are covered under PF, Gratuity and ESI

(B) **Workers:** Yes, workers are also covered under ESI

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners. -

Prestige Group ensures compliance with statutory dues through rigorous oversight and verification across its entire value chain.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

| Particulars | Total no. of affected employees/ workers | | No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment | |
|-------------|--|-------|---|-------|
| | FY 24 | FY 23 | FY 24 | FY 23 |
| Employees | 0 | Nil | 0 | Nil |
| Workers | 0 | Nil | 0 | Nil |

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)-

No

5. Details on assessment of value chain partners:

| Category | % of value chain partners (by value of business done with such partners) that were assessed |
|-----------------------------|---|
| Health and safety practices | 0% |
| Working Conditions | 0% |



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners. -

No significant risks or concerns arose from assessments of health and safety practices and working conditions of value chain partners during the year. The contract terms mandate that our value chain partners uphold safe working conditions. Our safety policy applies universally to all contractors working on project sites. As previously discussed, comprehensive health and safety protocols, including risk identification and corrective measures, are shared across the entire project. The Group ensures suppliers adhere to relevant occupational safety and health laws and requirements for a safe and healthy work environment. Scheduled and unscheduled audits may be conducted to verify supplier compliance. Non-compliance will prompt recommendations for corrective action, which must be accepted and implemented within specified timelines.

PRINCIPLE

4



Businesses Should Respect The Interests and Be Responsive to all Its Stakeholders

This principle recognises that businesses function within an interconnected ecosystem that encompasses stakeholders like shareholders and investors. It further acknowledges that their operations have consequences for natural resources, habitats, communities, and the environment. The core emphasis of this principle lies in the acknowledgment that businesses bear a duty to optimise the favourable outcomes while simultaneously curtailing and addressing the adverse consequences of their products, operations, and methodologies for their stakeholders.

At Prestige Group, we actively engage with a broad spectrum of stakeholders including investors, customers, employees, and local communities to understand their needs and expectations. Through regular consultations and transparent communication channels, we ensure stakeholder feedback is integrated into our decision-making processes. We also collaborate with various community organisations to drive social development initiatives, addressing local needs and fostering long-term relationships. This inclusive approach not only fosters cooperation and trust but also enhances the social impact of our projects.

Key Highlights

- ◆ **ISO 9001:2015 and ISO 45001:2018 certifications**, showcasing our dedication to quality and occupational health and safety standards in our property management operations.
- ◆ **0** instances of ESG incidents, penalties or investigations.

“Towards Sustainable Growth: An Integrated Strategy”

◆ Interlinkage



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

ESSENTIAL INDICATORS

1. Describe the processes for identifying key stakeholder groups of the entity-

The importance of stakeholder identification to the accomplishment of our initiatives is something we place a lot of focus on. Our methodical approach begins with a precise analysis of operations to identify key stakeholders, Internal stakeholders encompass employees, board members, channel partners, vendors, as well as external stakeholders such as government agencies, community members, and media. We also consider how our initiatives will affect the communities in which we operate, and we value them as significant participants in our communication efforts. Understanding our stakeholders' needs allows us to anticipate their demands, reduce potential risks, and build lasting bonds that are essential to our success.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

| S. No. | Stakeholder Group | Whether identified as Vulnerable & Marginalised Group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|--------|----------------------------------|--|---|--|---|
| 1 | Customers | No | Email, Customer care contact number, Meetings, Letters, Customer portal. | Other-Regular | Advertisement, Queries, Presales (KYC, Documentation), Collections, Handover event. |
| 2 | Investors / Shareholders | No | Newspaper, Website, Email, Letters, meeting. | Other-Regular | Shareholder meeting to review Performance and growth, dividend. |
| 3 | Employees | No | Email, Notice Board, Phone, Intranet portal (Success factor), meeting. | Other-Regular | Policies, SOPs, KRA, Leadership talk, meetings, training, events. |
| 4 | Vendors / Suppliers | No | Email, Phone, letters, meeting. | Other-Regular | KYC, Pricing, Delivery & payments. |
| 5 | Govt and regulatory bodies | No | Email, letters, Govt Websites. | Other-Regular | Compliance with central/ state/ local bodies - RERA, PCBs, Taxation etc. |
| 6 | Community - 75% (Non-vulnerable) | No | Newspaper, Community meeting, Awareness camps | Other-Regular | CSR, employment, local infrastructure, feedback |
| 7 | Community - 25% (Vulnerable) | Yes | Newspaper, Community meeting, Awareness camps | Other-Regular | CSR, employment, local infrastructure, feedback |
| 8 | Channel Partners (Agents) | No | Email, Phone, meeting | Other-Regular | Meetings, Feedback |
| 9 | Media | No | Meeting, Press conference | Other-Regular | Publication of financial results, advertisement. |



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

LEADERSHIP INDICATORS

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board-

Prestige Group undertook a stakeholder-driven materiality assessment. Feedback on environmental, social, and governance (ESG) matters was gathered via digital surveys from stakeholders such as employees, vendors, contractors, clients, channel partners, and management committee members. The inputs collected were analysed by management and approved by the Board. Over the reporting period, guided by sustainability experts, the organisation reviewed its material topics in alignment with global rating agencies, reporting frameworks, and peer comparisons, and developed corresponding sustainability targets.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity. -

We regularly consult stakeholders to identify key environmental and social concerns. Using a materiality framework, we assess our top risks qualitatively and quantitatively across various dimensions. Our approach aligns with integrated reporting capitals and the latest GRI frameworks. Oversight of local stakeholder engagement is managed by our ESG Committee and reviewed by the Board. The ESG Committee, overseeing materiality assessments, identifies critical Company issues. For effective stakeholder communication we implement standardised debriefing processes, develop training modules, and host internal conferences where local managers exchange best practices.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups-

We enhance worker social protection through partnerships with NGOs and regulatory bodies. We prioritise local procurement from Micro, Small & Medium Enterprises (MSMEs), contributing to local economic growth.



PRINCIPLE

5



Businesses Should Respect and Promote Human Rights

The principle recognises that businesses function within an ecosystem that involves various stakeholders, shareholders, and investors. Moreover, it acknowledges that the emphasis on fundamental human rights such as treatment of workers, human rights policies and the initiatives based around honouring these rights influence the business environment, the reputation of internal stakeholders and determine the value of the entity's reputation. This principle underscores the necessity for businesses to protect their workforce operations, conduct, and the trust of stakeholders while also diminishing and effectively addressing the unfavourable consequences. These rights are perceived as intrinsic, inalienable, interlinked, and indivisible.

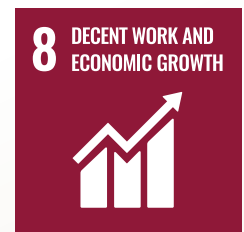
At Prestige Group, we prioritise human rights across all aspects of our operations. We enforce strict policies to prevent discrimination, harassment, and exploitation, ensuring a safe and respectful environment for all stakeholders. By adhering to international human rights standards and local requirements, we promote fair labour practices and safeguard the rights of our employees, suppliers and community members. We also conduct regular audits and training programs to ensure compliance and raise awareness about human rights issues. This unwavering dedication to human rights sets us well on our path to being an ethical and responsible organisation.

Key Highlights

- ◆ Zero complaints received on grounds of forced labour, child labour, discrimination or issues related to wages.
- ◆ Zero Human Rights Risks identified and Zero Human Rights violations in the workplace.

“Towards Sustainable Growth: An Integrated Strategy”

◆ **Interlinkage**





BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

ESSENTIAL INDICATORS

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

| Category | FY 2023-2024 | | | FY 2022-2023 | | |
|------------------------|---------------|--|----------------|---------------|--|----------------|
| | Total (A) | No. of employees / workers covered (B) | % (B / A) | Total(C) | No. of employees / workers covered (D) | % (D / C) |
| Employees | | | | | | |
| Permanent | 9,425 | 9,425 | 100.00% | 8,393 | 1,887 | 22.00% |
| Other than permanent | 1,531 | 1,531 | 100.00% | 3,752 | 0 | 0.00% |
| Total Employees | 10,956 | 10,956 | 100.00% | 12,145 | 1,887 | 15.54% |
| Workers | | | | | | |
| Permanent | 0 | 0 | 0.00% | 0 | 0 | 0.00% |
| Other than permanent | 313 | 313 | 100.00% | 190 | 190 | 100.00% |
| Total Workers | 313 | 313 | 100.00% | 190 | 190 | 100.00% |

2. Details of minimum wages paid to employees, in the following format:

| Category | FY 24 | | | | | FY 23 | | | | |
|-----------------------------|-----------|-----------------------|-----------|------------------------|-----------|-----------|-----------------------|-----------|------------------------|-----------|
| | Total (A) | Equal to Minimum Wage | | More than Minimum Wage | | Total (D) | Equal to Minimum Wage | | More than Minimum Wage | |
| | | No. (B) | % (B / A) | No. (C) | % (C / A) | | No.(E) | % (E / D) | No.(F) | % (F / D) |
| Employees | | | | | | | | | | |
| Permanent | | | | | | | | | | |
| Male | 7,701 | 474 | 6.16% | 3204 | 41.60% | 7,037 | 353 | 5.00% | 6,684 | 95.00% |
| Female | 1,724 | 135 | 7.83% | 769 | 44.61% | 1,356 | 81 | 6.00% | 1,275 | 94.00% |
| Other than Permanent | | | | | | | | | | |
| Male | 1,146 | 472 | 41.19% | 23 | 2.01% | 1,545 | 1104 | 71.00% | 441 | 29.00% |
| Female | 385 | 21 | 5.45% | 0 | 0.00% | 2,207 | 2187 | 99.00% | 20 | 1.00% |
| Workers | | | | | | | | | | |
| Permanent | | | | | | | | | | |
| Male | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0.00% |
| Female | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0.00% |
| Other than Permanent | | | | | | | | | | |
| Male | 313 | 0 | 0.00% | 0 | 0.00% | 190 | 190 | 100.00% | 0 | 0.00% |
| Female | 0 | 0 | 0.00% | 0 | 0.00% | 0 | 0 | 0.00% | 0 | 0.00% |

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

3. a. Details of remuneration/salary/wages, in the following format: Median remuneration/wages:

| Particulars | Male | | Female | |
|----------------------------------|--------|---|--------|---|
| | Number | Median remuneration/ salary/ wages of respective category | Number | Median remuneration/ salary/ wages of respective category |
| Board of Directors (BoD) | 7 | 500,000/- | 2 | 6,200,000 /- |
| Key Managerial Personnel | 18 | 8,457,317/- | 1 | 0 |
| Employees other than BoD and KMP | 6,890 | 233,911/- | 1,438 | 232,688/- |
| Workers | 313 | 150,000/- | 0 | NA |

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

| Particulars | Current Financial Year | Previous Financial Year |
|---|------------------------|-------------------------|
| Gross wages paid to females as % of total wages | 16% | Nil |

Note: Non-disclosure of the indicator in the last year report.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)-

Yes, we have a focal point responsible for addressing human rights impacts or issues caused or contributed to by the business. This responsibility is handled by the General Manager (GM) or the Human Resources (HR) department.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues-

The Company has established internal mechanisms to redress grievances related to human rights issues. Yes, we have a focal point responsible for addressing human rights impacts or issues caused or contributed to by the business. This responsibility is handled by the General Manager (GM) or the Human Resources (HR) department. Additionally, we provide multiple platforms for reporting and addressing grievances, supported by diverse engagement formats and on-site events. The Company's intranet also offers contact details for connecting with leadership on any grievance matters, ensuring a confidential and structured approach to resolving human rights concerns.

6. Number of Complaints on the following made by employees and workers:

| Particulars | FY 24 | | | FY 23 | | |
|-----------------------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Sexual Harassment | 0 | 0 | NA | 0 | 0 | NA |
| Discrimination at workplace | 0 | 0 | NA | 0 | 0 | NA |
| Child Labour | 0 | 0 | NA | 0 | 0 | NA |
| Forced Labour/Involuntary Labour | 0 | 0 | NA | 0 | 0 | NA |
| Wages | 0 | 0 | NA | 0 | 0 | NA |
| Other human rights related issues | 0 | 0 | NA | 0 | 0 | NA |



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

| Particulars | FY 24 | FY 23 |
|---|-------|-------|
| Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH) | Nil | Nil |
| Complaints on POSH as a % of female employees / workers | Nil | Nil |
| Complaints on POSH upheld | Nil | Nil |

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases-

Prestige Construction places a high priority on preventing adverse consequences for complainants in discrimination and harassment cases through robust mechanisms. Our commitment to human rights and fair treatment, enshrined in our Code of Conduct and Human Rights Policy, ensures stringent compliance. Regular monitoring and evaluation of policy adherence are overseen by the Executive Director – HR, Admin & IT. Any grievances or complaints concerning policy violations are directed to the Vigilance Officer in accordance with our Vigil Mechanism Policy (Whistle Blower Policy), ensuring a confidential and responsive process. For further information, please contact us at acchairman@prestigeconstructions.com.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)-

No

10. Assessments for the year:**11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above-**

Nil

LEADERSHIP INDICATORS

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints-

NA

2. Details of the scope and coverage of any Human rights due-diligence conducted-

We have not conducted any human rights due diligence at this time.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016? -

Absolutely, our workplace is dedicated to safeguarding the rights of persons with disabilities by ensuring maximum accessibility and usability. Our goal is to enhance accessibility across all our premises and buildings. We have incorporated various accessibility features, such as wide staircases, ramps, and accessible toilets and elevators. Additionally, we provide wide doors to facilitate wheelchair boarding. Emergency response devices, including alarm buttons and fire extinguishers, are installed at reachable heights. Our disability-friendly toilets feature anti-skid flooring, emergency buttons, accessible latches, and easy-to-operate handles and lever-type taps with long necks and sensors.

4. Details on assessment of value chain partners:

| Category | % of value chain partners (by value of business done with such partners) that were assessed |
|----------------------------------|---|
| Sexual Harassment | 0% |
| Discrimination at workplace | 0% |
| Child Labour | 0% |
| Forced Labour/Involuntary Labour | 0% |
| Wages | 0% |
| Others – please specify | 0% |

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above. -

NA





BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

PRINCIPLE

6

**Business Should Respect and Make Efforts to Protect and Restore The Environment**

In line with this principle, endeavours should be directed towards systematically tackling challenges such as pollution, biodiversity preservation, responsible resource utilisation, and climate change. It additionally prioritises addressing environmental concerns that exhibit interconnections spanning local, regional, and global scales. This guiding principle propels businesses to integrate environmental protocols and methodologies that curtail or eradicate detrimental impacts arising throughout their value chain. Moreover, it urges companies to consistently adhere to the precautionary principle in all their actions.

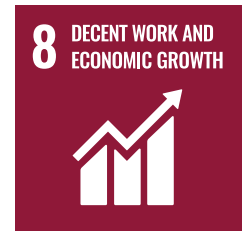
Prestige Group recognises that sustainable growth is inextricably linked to ecological stewardship. We embrace a philosophy that prioritises harmony with nature. Through innovative green building practices and resource-efficient technologies and methodologies, we minimise our environmental footprint while creating lasting value. Our dedication to reducing waste, conserving energy, and protecting biodiversity embodies deep respect for the planet. This philosophy not only guides our operations but also serves as a reminder that true progress can only be achieved through preservation and enhancement of the bountiful natural world.

KEY HIGHLIGHTS

- ◆ 100% compliance with applicable environmental law/ regulations/ guidelines.

“Towards Sustainable Growth: An Integrated Strategy”

◆ Interlinkage



ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

| Parameter | FY 24 | FY 23 |
|---|-------------------|-------------------|
| From renewable sources | | |
| Total electricity consumption (A) | 113,339.56 | 223,669.46 |
| Total fuel consumption (B) | 0.00 | 0.00 |
| Energy consumption through other sources (C) | 0.00 | 0.00 |
| Total energy consumed from renewable sources (A+B+C) | 113,339.56 | 223,669.46 |

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

| Parameter | FY 24 | FY 23 |
|---|--|--|
| From non-renewable sources | | |
| Total electricity consumption (D) | 7,514,567.98 | 481,432.62 |
| Total fuel consumption (E) | 118,670.30 | 91,773.31 |
| Energy consumption through other sources (F) | 0 | 0 |
| Total energy consumed from non-renewable sources (D+E+F) | 7,633,238.28 | 573,205.93 |
| Total energy consumed (A+B+C+D+E+F) | 7,746,577.84 | 796,875.39 |
| Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) | 9.83 (Giga Joules / ₹ in Mn) | 9.08 (Giga Joules / ₹ in Mn) |
| Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) | 819.98 GJ PPP (INR in Mn) | (Not reported for FY 22-23) |
| Energy intensity in terms of physical output | 707.06 GJ per Employee | (Not reported for FY 22-23) |
| Energy intensity (optional) – the relevant metric may be selected by the entity | NA | NA |

* Forex Value for PPP - 83.380

Note: The above figures comprise of all the sites except for Mulund site.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency-

No

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any-

Yes (Only for Hotel)

- we are using wheeling energy of solar power which is around 80% of total electricity consumption.
- Hilton is committed to reducing our water use intensity by 50% by 2030, and implementing 20 community water projects to increase access and resilience.
- Reuse of water 100% to landscape and Flushing purpose.
- Travel with Purpose is Hilton's Environmental, Social and Governance (ESG) strategy to drive responsible travel and tourism globally. Through Travel with Purpose, we seek to create positive environmental and social impact across our operations, supply chain, and communities.
- Hilton is committed to reducing our waste intensity in managed operations by 50% by 2030.
- Hilton is committed to reducing our Scope 1 and 2 carbon intensity by 75% by 2030, in line with our science-based targets, and our Scope 3 carbon intensity from franchised hotels by 56% by 2030.

3. Provide details of the following disclosures related to water, in the following format:

| Parameter | FY 24 | FY 23 |
|---|--------------|-----------|
| Water withdrawal by source (in kilolitres) | | |
| (i) Surface water | 1,928 | |
| (ii) Groundwater | 634,540 | 787,565 |
| (iii) Third party water | 1,304,651.43 | 2,082,037 |



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

| Parameter | FY 24 | FY 23 |
|--|--|--|
| (iv) Seawater / desalinated water | | |
| (v) Others | 554189.63 | 2,662,732 |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) | 2,495,308.66 | 5,532,335 |
| Total volume of water consumption (in kilolitres) | 2,495,308.66 | 5,532,335 |
| Water intensity per rupee of turnover (Water consumed / turnover) | 3.17 (KL /in Mn) | 63.06 (KL/in Mn) |
| Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) | 264 KL PPP INR in Mn | (Not reported for FY 22-23) |
| Water intensity in terms of physical output | 222.757 KL per Employee | (Not reported for FY 22-23) |
| Water intensity (optional) – the relevant metric may be selected by the entity. KL / Joules, Kilolitres, Metric tonnes, Metric tonnes of Energy, Water, Emissions and Waste | NA | NA |

Note: The above figures comprise of all the sites except for Mulund site.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency-

No

4. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres)

| Parameter | FY 24 | FY 23 |
|--|---------------|------------|
| Water discharge by destination and level of treatment (in kilolitres) | | |
| (i) To Surface water | | |
| - No treatment | 0 | Nil |
| With treatment – please specify level of treatment | 0 | Nil |
| | Nil | Nil |
| (ii) To Groundwater | | |
| - No treatment | 0 | Nil |
| With treatment – please specify level of treatment | 0 | Nil |
| | Nil | Nil |
| (iii) To Seawater | | |
| - No treatment | 0 | Nil |
| With treatment – please specify level of treatment | 2,562 | Nil |
| | Nil | Nil |
| (iv) Sent to third parties | | |
| - No treatment | 0 | Nil |
| With treatment – please specify level of treatment | 23,093 | Nil |
| | Nil | Nil |
| (v) Others | | |
| - No treatment | 0 | Nil |
| With treatment – please specify level of treatment | 29,208 | Nil |
| | Nil | Nil |
| Total water discharged (in kilolitres) | 54,863 | Nil |

Note: The above figures comprise of all the sites except for Mulund site..

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency-

No

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation-

We recycle the water treated in our STP, using it for garden, flushing, cooling in HVAC system and floor maintenance.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

| Parameter | Please specify unit | FY 24 | FY 23 |
|-------------------------------------|-----------------------|----------|----------|
| NOx | (mg/Nm ³) | 2,947.62 | 1,232.37 |
| SOx | (mg/Nm ³) | 1,378.41 | 245.43 |
| Particulate matter (PM) | (mg/Nm ³) | 186.95 | 1,071.89 |
| Persistent organic pollutants (POP) | 0.00 | 0.02 | 0.00 |
| Volatile organic compounds (VOC) | 0.00 | 0.00 | 0.00 |
| Hazardous air pollutants (HAP) | 0.00 | 4.96 | 0.00 |
| Others – please specify | 0.00 | 0.00 | 0.00 |

Note: The above figures comprise of all the sites except for Mulund site.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency-

No

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) in MTCO₂E & its intensity, in the following format:

| Parameter | Unit | FY 24 | FY 23 |
|---|--|---|-------------------------------------|
| Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) | TCO ₂ e | 12,975.90 | 7,789.99 |
| Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) | TCO ₂ e | 1,494,564.08 | 108,322.34 |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover | TCO₂e / rupee of turnover | 1.91 (tCo₂e in Mn) | 1.32 (CO₂/ in Mn) |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) | TCO₂e / rupee of turnover | 159.57 TCO₂ PPP (USD/INR Mn)* | (Not reported for FY 22-23) |
| Total Scope 1 and Scope 2 emission intensity in terms of physical output | TCO₂e / per Employee | 137.599 TCO₂ per Employees | (Not reported for FY 22-23) |
| Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity | TCO₂e / Joules, Kilolitres, Metric tonnes, Metric tonnes of Energy, Water, Emissions and Waste | NA | NA |

* Forex Value for PPP- 83.380

Note: The above figures comprise of all the sites except for Mulund site.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency-

No



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details-

Yes, the Prestige Group has undertaken several projects aimed at reducing Greenhouse Gas (GHG) emissions. These initiatives include:

- a) **Solar Panels:** The Prestige Group has installed solar panels across several of its properties. These panels harness solar energy to generate electricity, significantly reducing reliance on fossil fuels and thereby cutting down GHG emissions.
- b) **Purchasing Renewable Energy:** The Company actively purchases renewable energy from external suppliers. By sourcing energy from renewable sources such as wind, solar, and hydroelectric power, the Prestige Group minimises its carbon footprint and supports the growth of the renewable energy sector.
- c) **Energy-Efficient Products:** The Prestige Group emphasises the use of energy-efficient products in its projects. This includes the installation of LED lighting and the use of 5-star rated appliances, which consume less energy and contribute to lower GHG emissions.
- d) **LEED and Green Buildings:** Many of the Prestige Group's buildings are designed and constructed to meet LEED (Leadership in Energy and Environmental Design) standards, as well as other green building certifications. These buildings incorporate sustainable practices such as energy-efficient HVAC systems, water-saving fixtures, and the use of eco-friendly materials, all of which contribute to reduced GHG emissions.
- e) **Building Automation Systems (BAS):** The Prestige Group integrates advanced Building Automation Systems in its properties. These systems optimise energy use by controlling lighting, heating, ventilation, and air conditioning, thereby reducing energy consumption and associated emissions.

By implementing these comprehensive measures, the Prestige Group demonstrates a strong commitment to sustainability and the reduction of GHG emissions, contributing to a healthier environment and a more sustainable future.

9. Provide details related to waste management by the entity, in the following format:

| Parameter | FY 24 | FY 23 |
|--|---------------------------------------|-----------------|
| Total Waste generated (in metric tonnes) | | |
| Plastic waste (A) | 366.61 | 199.62 |
| E-waste(B) | 9.18 | 51.81 |
| Bio-medical waste (C) | NA | NA |
| Construction and demolition waste (D) | 32,860.25 | 2,214.60 |
| Battery waste (E) | 5.45 | 14.06 |
| Radioactive waste (F) | NA | NA |
| Other Hazardous waste. Please specify, if any. (G) | 113.81 | 20.89 |
| Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) | 2,999.46 | 4,870.07 |
| Total (A + B + C + D + E + F + G + H) | 36,354.77 | 7,371.04 |
| Waste intensity per rupee of turnover (Total Waste Generated / Revenue from operations) | 0.05 MT/ in Mn | NA |
| Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste Generated / Revenue from operations adjusted for PPP) | 3.85 Metric Tons PPP INR in Mn | NA |
| Waste intensity in terms of physical output | 3.32 Metric Tons per Employee | NA |
| Waste intensity (optional) the relevant metric may be selected by the entity | NA | NA |

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

| Parameter | FY 24 | FY 23 |
|--|------------------|-----------------|
| For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes) | | |
| Category of waste | | |
| (i) Recycled | 23,260.48 | 1,342.29 |
| (ii) Re-used | 579.28 | 885.35 |
| (iii) Other recovery operations | 9,719.52 | 1,313.65 |
| Total | 33,559.28 | 3,541.29 |
| For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes) | | |
| Category of waste | | |
| (i) Incineration | 0.4 | 0.00 |
| (ii) Landfilling | 80.5 | 894.60 |
| (iii) Other disposal operations | 2,248.46 | 2,935.15 |
| Total | 2,329.36 | 3,829.75 |

* Forex Value for PPP- 83.380

Note: The above figures comprise of all the sites except for Mulund site.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency-

No

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes-

The Prestige Group has implemented comprehensive waste management practices across its establishments to ensure responsible disposal and minimise environmental impact. These practices include:

- Waste Sorting and Categorisation:** All waste is meticulously sorted based on its characteristics, categorising it into hazardous, non-hazardous, biodegradable, and non-biodegradable types. Hazardous waste, mainly consisting of waste oil from diesel generator sets, as well as paint and varnish remnants, is responsibly disposed of through authorised third-party vendors in compliance with State Pollution Control Board regulations.
- Biodegradable Waste Management:** For biodegradable waste, the Prestige Group adopts an eco-friendly approach by converting it into organic manure. This manure is then used for landscaping at operational sites, preventing biodegradable waste from ending up in landfills and significantly reducing fugitive methane emissions.
- Wet Waste Management:** Wet waste, including kitchen waste, is segregated, and kept in separate green bins or buckets. This waste is disposed of in green bins with lids, without lining, and collected every morning to ensure proper handling and processing.
- Dry Waste Management:** Dry waste, such as packing materials, paper, and wrappers, is disposed of in blue bins or buckets, which are collected on Wednesdays and Saturdays in the second half of the day. This segregation facilitates efficient recycling and disposal of dry waste.
- Medical and Sanitary Waste Management:** Medical and sanitary waste is wrapped in newspaper and disposed of in red bins with lids, which are collected every morning. Sanitary waste is sealed properly before disposal to ensure safe handling and reduce health risks.
- Mixed Garbage Segregation:** The segregation of mixed garbage at the source (home) level is emphasised to ease the burden on housekeeping staff and ensure more efficient waste management practices.
- Organic Waste Composter (OWC):** The Prestige Group uses Organic Waste Composter (OWC) units to recycle wet waste, converting it into compost that can be used for various purposes within the premises.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

- h) Reduction of Plastic Use in Hotels:** In the hospitality sector, the Prestige Group is installing a new drinking water bottling plant to reduce the use of plastic bottles. This initiative aims to minimise plastic waste and promote sustainable practices in hotels. Strategy to Reduce
- i) Usage of Hazardous and Toxic Chemicals:** The Prestige Group is committed to reducing the usage of hazardous and toxic chemicals in its products and processes. This strategy includes:
- Eco-friendly Products:** The Company prioritises the use of eco-friendly products and materials in its construction and maintenance activities, ensuring minimal environmental impact.
 - Safe Disposal Practices:** Hazardous wastes are managed through safe disposal practices in collaboration with authorised third-party vendors. This includes proper labelling, storage, and disposal of hazardous materials in compliance with regulatory standards.
 - Employee Training:** Regular training and awareness programs are conducted for employees to educate them on the safe handling, storage, and disposal of hazardous materials. This ensures that all personnel are aware of best practices and regulatory requirements.
 - Innovation and Research:** The Prestige Group continuously invests in research and innovation to identify and implement safer alternatives to hazardous chemicals. This includes exploring new technologies and materials that reduce environmental and health risks. Through these comprehensive waste management practices and proactive strategies to reduce hazardous chemical usage, the Prestige Group demonstrates its commitment to sustainability and environmental stewardship.

- 11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

| S. No. | Location of operations/offices | Type of operations | Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any. |
|--------|--------------------------------|--------------------|---|
| | | | NA |

- 12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

| S. No. | Name and brief details of project | EIA Notification No. | Date | Whether conducted by independent external agency (Yes / No) | Results communicated in public domain (Yes / No) | Relevant Web link |
|--------|-----------------------------------|----------------------|------|---|--|-------------------|
| | | | | | | |

Remarks: No EIA has been undertaken by the entity during the reporting year.

- 13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

| S. No. | Specify the law / regulation / guidelines which was not complied with | Provide details of the non-compliance | Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts | Corrective action taken if any |
|--------|---|---------------------------------------|---|--------------------------------|
| | | | | |

LEADERSHIP INDICATORS

1. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):

(i) **Name of the area-** NA

(ii) **Nature of operations-** NA

(iii) **Water withdrawal, and consumption in the following format:**

NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. -

No

2. Please provide details of total Scope 3 emissions (MTCO2E) & its intensity, in the following format:

| Parameter | Unit | FY 24 | FY 23 |
|--|--|-------|-------|
| Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) | - | - | - |
| Total Scope 3 emissions per rupee of turnover | / Rupee of turnover | - | - |
| Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity | / Joules, Kilolitres, Metric tonnes, Metric tonnes of Energy, Water, Emissions and Waste | - | - |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. - No

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities-

NA

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

| Sr. No | Initiative undertaken | Details of the initiative (Web-link, if any, may be provided along-with summary) | Outcome of the initiative |
|--------|-----------------------|--|---------------------------|
| 1 | 0 | 0 | 0 |

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link-

The Prestige Group prioritises operational resilience through proactive measures aimed at ensuring continuity and response readiness. While specific documentation of a formal business continuity and disaster management plan is not currently available, our approach integrates risk assessment, emergency preparedness, and responsive action protocols across our business units. Our commitment to adaptability and swift response to disruptions underscores our dedication to maintaining operational continuity and safeguarding stakeholder interests.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard-

The Prestige Group is committed to environmental responsibility across its operations. We implement various measures to mitigate environmental impacts throughout our value chain. Mitigation and adaptation measures include:

- a) **Energy Efficiency:** Prioritising energy-efficient practices within our buildings and operations to reduce energy consumption and minimise our carbon footprint.
- b) **Water Management:** Implementing water-saving technologies and practices to conserve water resources and promote sustainable water management.
- c) **Waste Management:** Adopting waste reduction and recycling initiatives to minimise waste generation and promote sustainable waste management practices.
- d) **Green Buildings:** Incorporating green building principles and certifications where feasible to enhance energy efficiency and environmental performance of our developments.
- e) **Community Engagement:** Educating and engaging our stakeholders, including customers, employees, and partners, on environmental stewardship and sustainable practices.

These measures underscore our commitment to minimising environmental impacts and fostering sustainable development across our operations.



PRINCIPLE
7



Businesses, When Engaging In Influencing Public and Regulatory Policy, Should Do so in a Manner That is Responsible and Transparent

This principle recognises that business operations operate within the parameters of both national and international regulatory and policy frameworks that guide their expansion and set clear boundaries. The notion further acknowledges that companies have a legitimate avenue to engage with governments, whether to voice concerns or to contribute their perspectives to the creation of public policies. Furthermore, any advocacy for public policy must align with the betterment of the collective welfare within the bounds of the law.

Prestige Group recognises the idea that there should always be a sense of proactiveness when it comes to public policy advocacy. We actively engage in dialogues with the government and government bodies, industry associations and the larger civil society to contribute to the formulation of policies that promote sustainable development and ethical business practices. By participating in policy discussions and sharing our expertise, we advocate for regulations that balance economic growth with social and environmental considerations. Our transparent and constructive engagement with policymakers reflects our commitment to shaping a regulatory landscape that benefits all stakeholders, thereby acting as a catalyst for positive change in the society.

KEY HIGHLIGHTS

- ◆ Affiliations with 11 trade and industry chambers/ associations.
- ◆ Zero cases related to anti- competitive conduct.

“Towards Sustainable Growth: An Integrated Strategy”

◆ **Interlinkage**





BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

ESSENTIAL INDICATORS**1. a. Number of affiliations with trade and industry chambers/ associations-**

11

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body the entity is a member of/ affiliated to.

| S. No. | Name of the trade and industry chambers/associations | Reach of trade and industry chambers/ associations (State/National) |
|--------|---|---|
| 1 | BCIC - Bangalore Chamber of Industry and Commerce | Chamber – State |
| 2 | CREDAI - The Confederation of Real Estate Developers' Associations of India | Association – National |
| 3 | CRISIL - Real Estate Developer Grading | National |
| 4 | FIABCI - International Real Estate Federation, India | Federation – International |
| 5 | NAREDCO - National Real Estate Development Council | National |
| 6 | CII - Confederation of Indian Industry | National |
| 7 | MCHI - Maharashtra Chamber of Housing | Chamber – State |
| 8 | The Federation of Hotel and Restaurant Associations of India | Federation – National |
| 9 | Karnataka Employers Association | Association – State |
| 10 | Shopping Center Association of India | Association – National |

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

| S. No. | Name of authority | Brief of the case | Corrective action taken |
|--------|-------------------|-------------------|-------------------------|
| | | NA | |

LEADERSHIP INDICATORS**1. Details of public policy positions advocated by the entity:**

| S. No. | Public policy advocated | Method resorted for such advocacy | Whether information available in public domain? (Yes/No) | Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify) | Web Link, if available |
|--------|-------------------------|-----------------------------------|--|---|------------------------|
| | | | | | |

Nil

PRINCIPLE

8



Businesses Should Promote Inclusive Growth and Equitable Development

The principal underscores alignment with the national and developmental agenda, aligning with government goals and priorities, and addressing the socioeconomic challenges facing the country. This is particularly crucial in regions where social tensions and limited human development persist. Within this developmental framework, the principle emphasises the significance of collaboration between businesses, government entities, and civil society. This concept reaffirms the intricate relationship among economic prosperity, inclusive growth, and balanced development.

At Prestige Group, we strongly believe that transparency and accountability in all our operations is a must. We ensure our financial and non-financial disclosures are accurate, comprehensive, and accessible to stakeholders. By maintaining high standards of reporting and engaging in regular audits, we foster trust and credibility. This openness extends to our environmental and social impacts as well, where we proactively communicate progress and challenges. Through our commitment to transparency, we not only uphold ethical standards but also empower our stakeholders with the information needed to make informed decisions.

KEY HIGHLIGHTS

- ◆ 99% input material sourced from within India.
- ◆ Zero IPR disputes in FY 24

“Towards Sustainable Growth: An Integrated Strategy”

◆ **Interlinkage**





BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

ESSENTIAL INDICATORS

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

| S. No. | Name and brief details of project | SIA Notification No. | Date of notification | Whether conducted by independent external agency (Yes / No) | Results communicated in public domain (Yes / No) | Relevant Web link |
|--------|-----------------------------------|----------------------|----------------------|---|--|-------------------|
| NA | | | | | | |

Remarks: No specific project required a Social Impact Assessment under relevant laws.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

| S. No. | Name of Project for which R&R is ongoing | State | District | No. of Project Affected Families (PAFs) | % of PAFs covered by R&R | Amounts paid to PAFs in the FY (In ₹) |
|--------|--|-------|----------|---|--------------------------|---------------------------------------|
| Nil | | | | | | |

Remarks: No such projects during reporting year

3. Describe the mechanisms to receive and redress grievances of the community-

At Prestige, we have implemented robust mechanisms to handle community grievances efficiently. Residents can share their concerns using multiple platforms, including emails, phone calls, and service tickets through our dedicated customer portal. Every grievance is addressed promptly and strives to achieve resolution within specified timeframes. Upholding our dedication to Inclusive Growth & Equitable Development, any grievances concerning policy breaches are promptly escalated to the Vigilance Officer under our Vigil Mechanism Policy (Whistle Blower Policy). Residents are invited to reach out to the Vigilance Officer via email at acchairman@prestigeconstructions.com for matters related to policy violations.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

| Category | Current Financial Year | Previous Financial Year |
|--|------------------------|-------------------------|
| Directly sourced from MSMEs/ small producers | 19% | 14% |
| Sourced directly from within India | 99% | 83% |

5. Job creation in smaller towns- Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost. (Place to be categorised as per RBI Classification System - rural / semi-urban / urban / metropolitan)

| Location | Current Financial Year | Previous Financial Year |
|--------------|------------------------|-------------------------|
| Rural | NA | NA |
| Semi-urban | NA | NA |
| Urban | NA | NA |
| Metropolitan | NA | NA |

LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

| S. No. | Details of negative social impact identified | Corrective action taken |
|--------|--|-------------------------|
| 1 | NA | NA |

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

| S. No. | State | Aspirational District | Amount spent (In ₹) |
|--------|-------|-----------------------|---------------------|
| | | NA | |

3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)

NA

- b. From which marginalised /vulnerable groups do you procure? -

NA

- c. What percentage of total procurement (by value) does it constitute? -

NA

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

| S. No. | Intellectual Property based on traditional knowledge | Owned/ Acquired (Yes/ No) | Benefit shared (Yes / No) | Basis of calculating benefit share |
|--------|--|---------------------------|---------------------------|------------------------------------|
| | | | Nil | |

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property-related disputes wherein usage of traditional knowledge is involved.

| S. No. | Name of authority | Brief of the Case | Corrective action taken |
|--------|-------------------|-------------------|-------------------------|
| | | Nil | |

Remarks: Currently, there are zero cases of adverse orders in intellectual property disputes involving the usage of traditional knowledge, hence no corrective actions are underway.

6. Details of beneficiaries of CSR Projects:

| S. No. | CSR Project | No. of persons benefitted from CSR Projects | % of beneficiaries from vulnerable and marginalised groups |
|--------|--|---|--|
| 1 | Ration Kit Distribution - Through Prestige Foundation | 2,58,570 | - |
| 2 | Al-Ameen Scholarship Trust - Through Prestige Foundation | 1,523 | - |
| 3 | Sunbird Trust - Through Prestige Foundation | 26,194 | - |



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

PRINCIPLE

9



Business Should Engage with and Provide Value to their Consumers in a Responsible Manner

The core principle asserts that a Company's primary objective is to deliver secure products and services to its customers, resulting in value creation for both parties involved. Acknowledging the multitude of choices available to consumers, businesses diligently strive to present their customers with products that are not only safe but also affordably priced, user-friendly, and environmentally responsible in their disposal. Businesses, in collaboration with vital stakeholders, assume a pivotal role in mitigating the adverse effects of excessive consumption of their products on the overall welfare of society.

At Prestige Group, we underline our dedication to fostering a culture of continuous improvement and innovation. We actively invest in research and development to advance sustainable business practices and enhance operational efficiency. By embracing technological advancements and encouraging a mindset of learning and adaptation, we ensure that our business practices evolve in response to emerging challenges and opportunities in our environment. This drives long-term growth and through our dynamic approach and also exemplifies how proactive improvement can lead to meaningful impact.

KEY HIGHLIGHTS

- ◆ 99.43% complaint resolution rate as of the year ending FY 24.

“Towards Sustainable Growth: An Integrated Strategy”

◆ Interlinkage



ESSENTIAL INDICATORS

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback. -

Prestige has a Customer Value Policy dedicated to delivering products that excite customers and meet their needs. Any grievances or complaints regarding policy violations are to be reported to the Vigilance Officer as per the Vigil Mechanism Policy (Whistle Blower Policy) adopted by the Company. The Vigilance Officer can be reached via email at acchairman@prestigeconstructions.com.

Prestige has implemented comprehensive systems for managing consumer complaints and feedback, encompassing both construction and property management. For construction-related issues, customers can contact us through emails, phone calls, and the customer portal, where they can submit queries, requests, and complaints via service tickets. Each ticket is addressed within 7 working days, with unresolved issues automatically escalated to the next level of the CRM team. Additionally, we gather customer feedback through surveys to ensure continuous improvement.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Regarding property management, complaint management software from various SAAS-based service providers has been installed at our properties to log and monitor resident complaints. These are managed on-site by the helpdesk, with escalations tracked by their supervisors. An annual customer feedback survey, distributed via a link with a structured questionnaire, invites all residents to participate. The escalation matrix for resolving complaints varies by property, ensuring a customised and efficient approach to addressing concerns.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

| Category | As a percentage to total turnover |
|---|-----------------------------------|
| Environmental and social parameters relevant to the product | NA |
| Safe and responsible usage | NA |
| Recycling and/or safe disposal | 0 |

3. Number of consumer complaints in respect of the following:

| Particulars | FY 24 | | | FY 23 | | |
|--------------------------------|--------------------------|-----------------------------------|---|--------------------------|-----------------------------------|---|
| | Received during the year | Pending resolution at end of year | Remarks | Received during the year | Pending resolution at end of year | Remarks |
| Data privacy | 0 | 0 | NA | 0 | 0 | NA |
| Advertising | 0 | 0 | NA | 0 | 0 | NA |
| Cyber-security | 0 | 0 | NA | 0 | 0 | NA |
| Delivery of essential services | 0 | 0 | NA | 0 | 0 | NA |
| Restrictive Trade Practices | 0 | 0 | NA | 0 | 0 | NA |
| Unfair Trade Practices | 0 | 0 | NA | 0 | 0 | NA |
| Other | 534 | 3 | The 3 in process complaint are in respect to handover of the physical unit wherein the project timelines have been extended and this can be resolved only once the actual handover is completed | 454 | 1 | Reported 1 complaint on March 28, 2023 and closed on April 03, 2023 |

4. Details of instances of product recalls on account of safety issues:

| Category | Number | Reasons for recall |
|-------------------|--------|--------------------|
| Voluntary recalls | 0 | NA |
| Forced recalls | 0 | NA |



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy-

Yes, the Prestige Group has a comprehensive framework and policy on cybersecurity and risks related to data privacy. The policy outlines the measures taken to protect personal information and ensure data security. Similar to many other websites, the Prestige Group utilises cookies to enrich the browsing experience, collect general visitor insights, and monitor website visits. To safeguard personal information, the Company employs a range of security measures when users make requests, input, submit, or access their personal data. These measures include the use of password-protected directories and databases to ensure the protection of information. The policy includes:

- a) **Data Collection:** Information is collected when users register or fill out forms to enhance services and personalise experiences.
- b) **Use of Cookies:** Cookies are used to improve browsing experiences, gather insights, and monitor visits.
- c) **Use of Information:** Collected data is used to tailor user experiences, improve the website, and enhance customer service. Users may receive occasional emails, with an option to unsubscribe. –
- d) **Security Measures:** Personal information is protected using password-protected directories and databases.
- e) **Third-Party Disclosure:** Information is not sold or shared with external parties, except for trusted third parties under confidentiality agreements.
- f) **Third-Party Links:** The website may feature third-party products or services with their own privacy policies.
- g) **Compliance with COPPA:** The Company complies with the Children's Online Privacy Protection Act and does not collect information from individuals under 13 years old.
- h) **Policy Scope:** The policy applies only to information collected online.
- i) **User Agreement:** By using the site, users agree to the privacy policy. Any changes to the policy will be announced on the privacy policy page. <https://www.prestigeconstructions.com/privacy-policy>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services. -

No corrective actions have been taken or are underway concerning advertising, delivery of essential services, cybersecurity and data privacy of customers, product recalls, or penalties/actions by regulatory authorities on product/service safety.

7. Provide the following information relating to data breaches.

a. Number of instances of data breaches along-with impact

Nil

b. Percentage of data breaches involving personally identifiable information of customers

Nil

c. Impact, if any, of the data breaches

Nil

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

LEADERSHIP INDICATORS

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available). -

All the information about products and services of the entity is available in the public domain on the website and other multiple channels.

- a. Prestige Group website: <https://www.prestigeconstructions.com/>
- b. Prestige Customer portal: <https://www.prestigeconstructions.com/falcon-connect/>
- c. RERA website:
 - i. <https://rera.karnataka.gov.in/home?language=en>
 - ii. <https://rera.kerala.gov.in/>
 - iii. <https://rera.tn.gov.in/>
 - iv. <https://maharera.maharashtra.gov.in/>
 - v. <http://rera.telangana.gov.in/>
 - vi. <https://rera.goa.gov.in/reraApp/>
- d. Prestige Group quarterly magazine: Falcon news

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services. -

Consumers are educated about the safe and responsible use of Prestige Group's buildings through various initiatives implemented both during building handover and throughout ongoing operation and maintenance. The Prestige Group has set forth guidelines and rules aimed at educating clients and occupants regarding interior work and living conditions. These guidelines include:

- a) **Enforcing QHSE Protocols:** All visitors and service providers are required to comply with Quality, Health, Safety, and Environment (QHSE) protocols. This includes obtaining work permits and using mandatory safety equipment such as helmets and safety belts to ensure a safe working environment.
- b) **Fire Prevention Systems:** Comprehensive fire prevention systems are installed in completed properties. Annual fire drills are conducted to demonstrate emergency procedures, and feedback is solicited from occupants to continually enhance these safety measures.
- c) **Emergency Service Information:** Occupants are provided with emergency service contact information, including ambulance, police, fire, and utility services, ensuring they have access to critical support when needed.
- d) **Safety Signage:** Signage is strategically placed to highlight safe usage practices for amenities such as elevators, swimming pools, and driveways. This helps occupants use these facilities responsibly and safely.
- e) **Safety Guidelines:** Guidelines outlining safety practices are issued to occupants. These guidelines include specific dos and don'ts to ensure the well-being of all residents and users of the buildings.

Through these measures, the Prestige Group ensures that consumers are well-informed and educated about the safe and responsible use of their buildings, promoting a secure and healthy living environment.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services. -

The Property Management Team at Prestige Group employs a structured communication protocol to notify occupants and tenants about any disruptions or discontinuations in essential services. Advanced notice is provided for Planned Preventive Maintenance activities, such as water tank cleaning and lift maintenance. Notifications are communicated through the following channels:



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

- a) **Alerts via Dedicated Apps:** Alerts are sent through dedicated apps like MyGate (<https://dashboard.mygate.com/login>), providing real-time updates and notifications to residents.
 - b) **Notice Boards:** Strategic notice boards within the premises display information regarding upcoming maintenance or service disruptions, ensuring visibility for all occupants.
 - c) **Printed Notices:** Printed notices are delivered directly to doorsteps, ensuring that all residents receive timely information about potential disruptions or changes to essential services. Customers of Prestige Group properties can rely on these proactive communication channels to stay informed about any planned maintenance or service interruptions, ensuring minimal inconvenience and smooth operations within the premises.
4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)-**

Product Information: Yes, based on the nature of the business, the Prestige Group categorises its offerings into five products and one service:

- a) Residential units developed for sale.
- b) Commercial office space developed for lease.
- c) Retail Malls developed for lease.
- d) Hospitality assets.
- e) Property Management Services.

Information about these products is displayed extensively in marketing collaterals, advertisement campaigns, brochures, application forms, customer/client agreements, the Company website, social media channels, and any relevant certifications required by local laws and RERA regulations. This ensures comprehensive transparency and accessibility of product information to the public.

Customer Satisfaction: Yes, Prestige Group conducts regular customer satisfaction surveys across all its asset classes as part of its commitment to continuous improvement. Quarterly surveys are sent to customers, and feedback is meticulously analysed and shared with the management team and executives. This feedback loop helps in enhancing service levels across residential, commercial, and property management verticals. In the Hospitality and Retail Malls divisions, live feedback and rating tools are utilised to gather guest feedback across all properties, ensuring immediate insights into customer experiences. For Property Management services, an annual customer feedback survey covers aspects such as security services, cleanliness of common areas, water supply, backup power, landscape maintenance, and staff behaviour and courtesy. These surveys are integral to maintaining high standards of customer satisfaction and service quality across all operations of the Prestige Group.

