

# Ensuring the Highest Standards of Safety

Our agile response to the disruptions caused by the pandemic, has helped ensure the smooth continuity of critical operations. Despite the scarcity of labor, we've ensured that the developments in our properties are on track.

We have a dedicated task force overlooking the safety of our employees and tenants. Simultaneously, we adopted several on-ground initiatives involving technology integration and creation of touch-free interfaces to curb the spread of the virus. The safety of our employees and tenants remains our foremost priority, leading to the adoption of several measures such as temperature checks, social distancing, regular sanitization and fumigation, health check-ups, signages and safety training for the staff. Given the unpredictability associated with the pandemic, we drew up a suitable response strategy, covering three key areas of response and containment, communication and preparedness.

## KEY ELEMENTS OF PANDEMIC OPERATIONAL RESPONSE PLAN

PREPARATION	RESPONSE AND CONTAINMENT	
<p><b>Phase 1 – Transmission</b></p> <ul style="list-style-type: none"> <li>■ Risk re-assessment and health and safety plan review</li> <li>■ Physical drills and desktop simulations</li> <li>■ Deep cleaning</li> <li>■ Critical Standard Operating Procedure refresher Training</li> <li>■ Detailed planning for the following:                             <ul style="list-style-type: none"> <li>- Amenities – food court/gym etc.</li> <li>- Staffing – Assessment and training (Security/ Housekeeping/Electrical &amp; Mechanical)</li> <li>- Equipment</li> <li>- Inventory – Personal Protective Equipment/ Chemicals, among others and hazardous waste disposal</li> <li>- Medical resources</li> </ul> </li> </ul>	<p><b>Phase 2 – Pandemic declaration</b></p> <ul style="list-style-type: none"> <li>■ Activation of rapid response team</li> <li>■ Continuous monitoring and calibrated response</li> <li>■ Mass temperature screening</li> <li>■ Strict enforcement of social distancing</li> <li>■ Health monitoring of staff by trained paramedics deployed 24x7</li> <li>■ Provision of boarding and lodging onsite for critical staff</li> </ul>	<p><b>Phase 3 – Return to operations</b></p> <ul style="list-style-type: none"> <li>■ Reconfirmation from local health authorities</li> <li>■ Activation of phased ramp up plan including the following:                             <ul style="list-style-type: none"> <li>- Occupant shift timings and staffing levels confirmation</li> <li>- Traffic flows</li> <li>- Access control points</li> <li>- Vendor communications</li> <li>- Updation of health and safety plan (if required)</li> </ul> </li> </ul>
<p><b>COMMUNICATION PLAN</b></p> <p>Maintaining round the clock active communication with all stakeholders including employees, occupants and local public health authorities.</p>		

## ROBUST RESPONSE AND ACTION KEY SAFETY MEASURES



### TEMPERATURE CHECKS

A no-contact policy is implemented by deploying handheld thermal scanners to screen the people entering the premises for high temperatures.



### CLEANING AND SANITIZING CAMPUS AREAS

A sanitizing schedule has been implemented targeting common touch surfaces, such as elevator buttons, doorknobs, staircase railings, among others.



### REGULAR HEALTH CHECK-UPS

We partnered with several hospitals to organize health camps across campuses for our tenants on a periodic basis. We are also equipped with an ambulance to provide immediate medical assistance. Also, all frontline employees regularly undergo periodic health checks at the round the clock medical facility on campus.



### FUMIGATION

We fumigate our campuses at periodic intervals to mitigate the proliferation of the virus. Areas we spray include staircases, lobbies, food courts, basement and terrace among others.



### SOCIAL DISTANCING AND SIGNAGE

We repeatedly emphasized on social distancing norms with continuous communication and visual signage and guidelines to ensure our employees and occupants follow them.



### PROTECTIVE EQUIPMENT FOR CLEANING CREW

Personal protective equipment (PPE) suits, masks and gloves are provided to the cleaning crew operating on the frontlines of the pandemic.



### SAFETY TRAINING

Training is given to cleaning crews and staff to safeguard them against the virus while adhering to guidelines. We are staying abreast of evolving guidelines, conducting awareness sessions and regular refresher training sessions.



### CONTACTLESS HAND SANITIZERS

Sanitizers can be found in all common areas, including lobbies, food courts, entrances, washrooms, among others.

## COVID-19 RESPONSE AND BUSINESS CONTINUITY CONTD.

### ADOPTING AN INNOVATION-BASED APPROACH



#### THERMAL IMAGING

We have put in place an infrared thermal detection system to map temperatures from a distance.



#### COVID-19 HELPLINE

To ensure immediate accessibility to health-care assistance in times of emergencies or COVID-19 related symptoms, we provided a dedicated helpline number to our occupants with which they could reach out to the helpdesk for aid.



#### SMART VEHICLE SANITIZATION AISLE

This is an in-house measure that employs a motion sensor, controller and nozzles to automatically sanitize vehicles.



#### ANTIMICROBIAL SANITISER COATING

While traditional disinfectants can cause damage to the environment, the sanitiser coating is made of natural ingredients while staying effective for a year.



#### PERSONAL PROTECTIVE EQUIPMENT VENDING MACHINES

The machines carry masks, sanitisers, gloves and health foods to enhance accessibility of critical personal protection equipment for our patrons.



#### AIR FILTRATION MECHANISM

We are upgrading AHU's to MERV 13+ filtration systems as per ASHRAE recommendations to provide clean, filtered air for our occupants.



#### TOUCHLESS ELEVATOR CONTROL

We are piloting touchless controls in elevators to reduce the need to press buttons to operate the elevator, thereby avoiding any physical contact. Additionally, occupants have the benefit of using their phones to call the lift or pick a floor.



#### ELECTRONIC RECEIPTS

We have moved towards e-parking receipts where the vehicle number is entered into a POS machine and the ticket and receipt are sent via SMS.



#### DIGITAL LOGBOOKS

To avoid transmission via contact during shift changeovers, micro teams are being created equipped with digital app based logbooks & checklists to ensure regular upkeep of our assets.



#### TRANSPARENT DESK GUARD

These are installed at our lobbies and security desks.

### NOTABLE INITIATIVES

- Conducting random swab tests of contact surfaces using ATP machines to establish the efficacy of the disinfection and cleaning process.
- Disposal of bio-medical waste for personal protective equipments through sanctioned third parties to prevent contamination.
- Provision of BVQI safeguard label for 3<sup>rd</sup> party assurance on COVID-19 countermeasures.

### TRANSFORMING WELLNESS IN THE WORKPLACE

Poor air quality in cities like Gurugram and Noida pose a threat to the health and well-being of people and simultaneously adds to the risk of respiratory complications caused by COVID-19. We have installed electronic air filters in our campuses at Candor TechSpace, to ensure that tenants have access to clean breathable air. Better air quality not only translates to enhanced efficiency, but electronic air cleaners also help bring down the load on HVAC systems leading to cost optimization.

95%

EFFICIENCY OF FILTERING OF PM10 AND PM2.5 ENTRAPMENT WITH ELECTROSTATIC FILTER WITH EC FANS



### COVID-19 VACCINATION DRIVE

We understand the urgency to win the race against the COVID-19 virus. Thus, to protect lives and livelihoods, we have embarked on a robust vaccination drive across our Portfolio. We have partnered with both government and private healthcare partners to ensure the vaccination of our frontline workers, employees, tenants and communities. Operating within government guidelines, we have strategically established partnerships with reputed health care service providers to vaccinate people across Mumbai, National Capital Region and Kolkata.

- Corporate Vaccination Centers have been setup in collaboration with our health partners. Our tenants' employees above the age of 18 years can get vaccinated at our campuses in Gurugram and Mumbai.
- We have also teamed up with local authorities for Drive Thru vaccinations and counselling frontline workers' families to use local dispensaries if required.

We are confident that with the robust vaccination drive, both tenants and employees will feel more comfortable returning to offices in turn adding to the vibrancy of our office parks. As more people get vaccinated, we should soon witness the revival of mobility and business activity. Simultaneously, we are focused on ensuring vaccination of our blue-collar and crucial frontline workers.