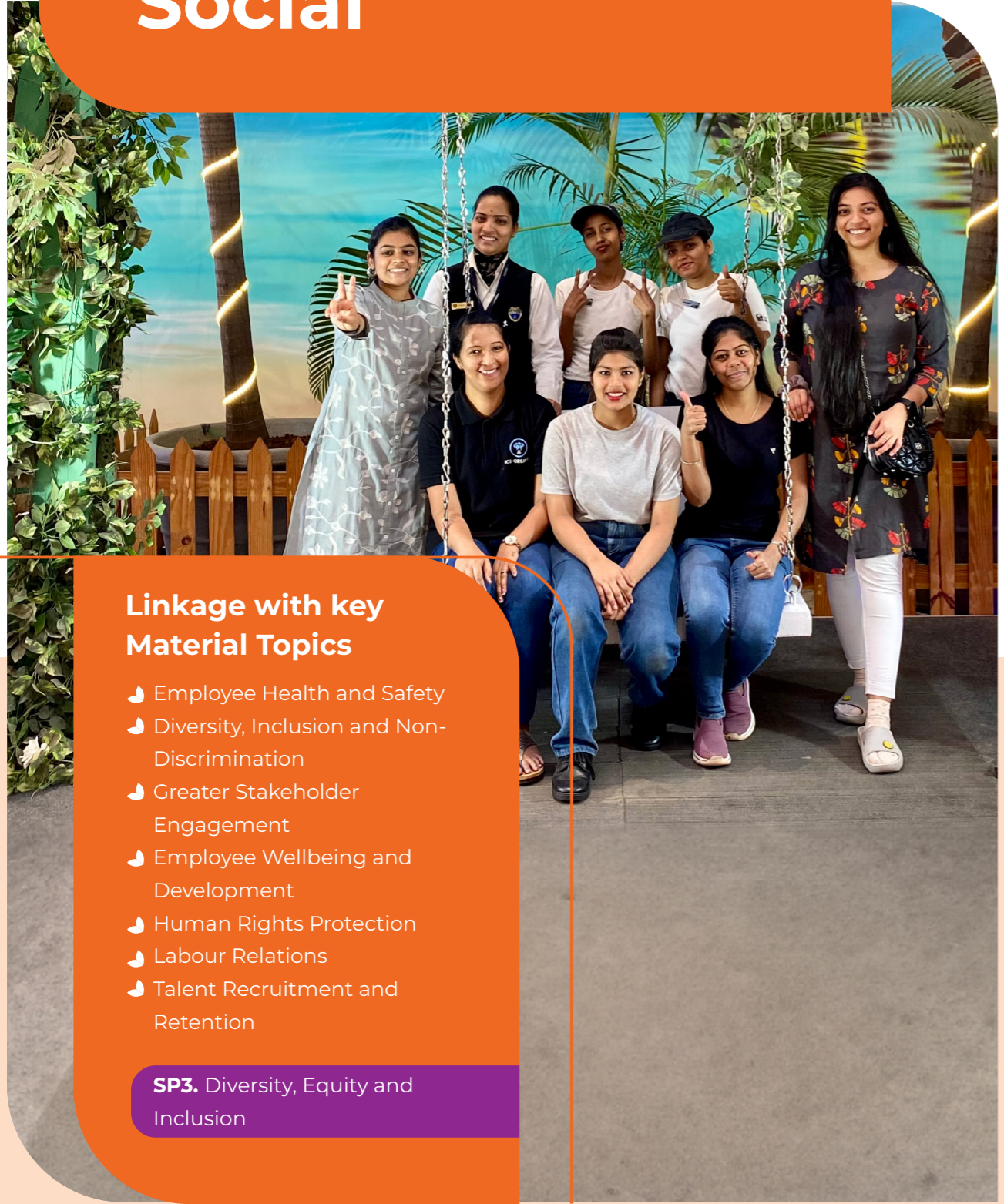




Social



Linkage with key Material Topics

- Employee Health and Safety
- Diversity, Inclusion and Non-Discrimination
- Greater Stakeholder Engagement
- Employee Wellbeing and Development
- Human Rights Protection
- Labour Relations
- Talent Recruitment and Retention

SP3. Diversity, Equity and Inclusion

SDG Alignment




SP3. Diversity, Equity, and Inclusion

Nexus Select Trust recognises that a healthy and happy workplace that is rich with career development opportunities is critical for the seamless running and expansion of business.

Diversity & Equity in the Workplace

We believe that equality is not only a moral imperative but also a business imperative, as it helps to foster a culture of respect, collaboration, and innovation that benefits everyone. We value diverse perspectives and have various policies and procedures to ensure we provide opportunities to our employees based purely on merit.

As a result of our continuous efforts to provide our employees with a safe and healthy workplace, with ample development opportunities, we have achieved the Great Place to Work Certification for the third year in a row.



A Diverse Workforce

As an equal opportunity employer, we do not discriminate against any eligible talent on the grounds of gender, ethnicity, age, culture, language, or any other criteria. We hire, groom, and grow our talent based on merit and contribution to our goals. Our job descriptions are gender neutral, and we have a Gender Affirmation Policy that reflects our support for gender identity to be a personal choice. The Prevention of Sexual Harassment (POSH) training programmes for all employees ensure a safe workplace with a 24-hour hotline available for reporting violations.



20%
women in new hires


Beyond gender, our diversity endeavours focus on creating opportunities for people with disabilities, ex-members of the defence forces, their kin, and sportspeople.



1.5%
people with disabilities in our workforce in FY2023



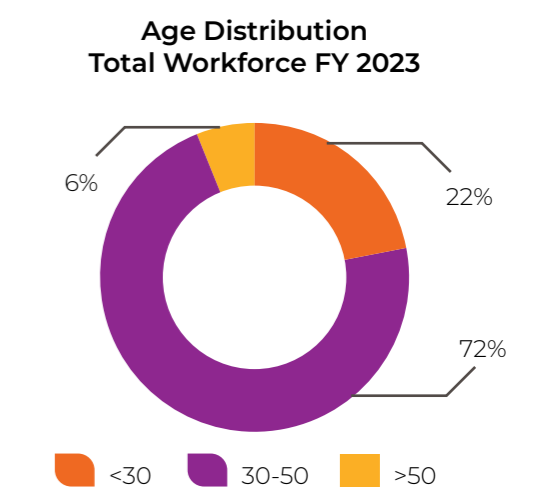
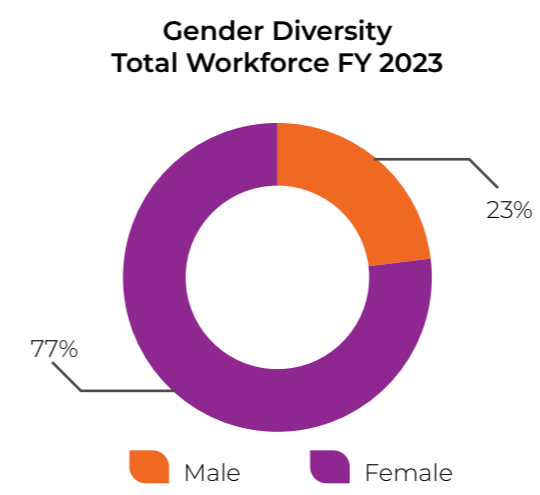
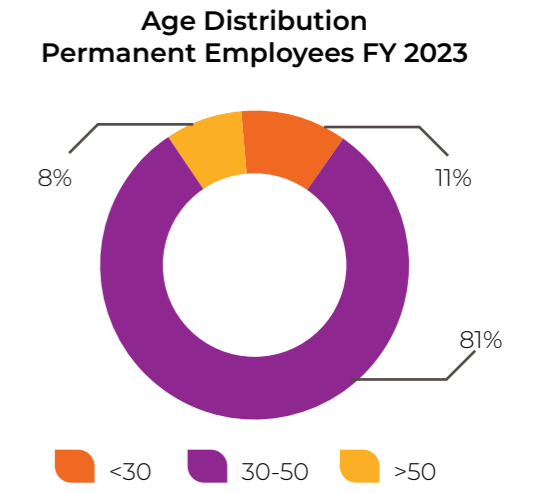
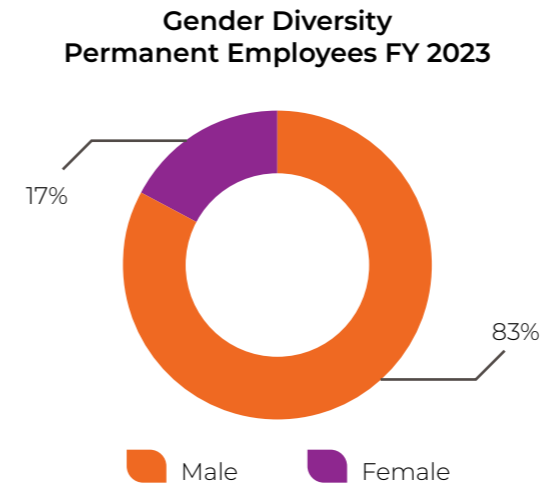
Received the Best Organisations for Women 2023 award by The Economic Times



1.4%
representation of ex-servicemen & their kin and people with a sports background in the total workforce



Employee Category	Total Employees	Age Group			Gender		
		<30 years	30-50 years	>50 years	Male	Female	
Permanent	Senior Management	64	-	51	13	52	12
	Middle Management	152	5	138	9	119	33
	Junior Management	322	43	254	25	274	48
	Staff	70	16	51	3	59	11
Total Permanent Employees	608	64	494	50	504	104	
Contractual	Senior Management	-	-	-	-	-	-
	Middle Management	4	-	4	-	4	-
	Junior Management	3	-	2	1	3	-
	Workers	3,853	178	316	20	2,892	961
	Staff	86	22	57	7	82	4
Total Contractual Employees	3,946	200	379	28	2,981	965	
Total Workforce Count	4,554	264	873	78	3,485	1,069	



Ratio of basic remuneration of women to men



“Diversity, Equity and Inclusion is not something we measure in our organization by solely setting targets and goals. It is an organization-wide culture of inclusivity that we strive for every day, helping us build a corporate culture in which people thrive.”

– Rohan Vaswani, Chief Human Resources Officer

Gender Pay Parity

Nexus Select Trust assures that all employees are compensated fairly per industry standards. The salary ratio for entry-level women to men employees is 92%, with no discrimination based on any criteria.

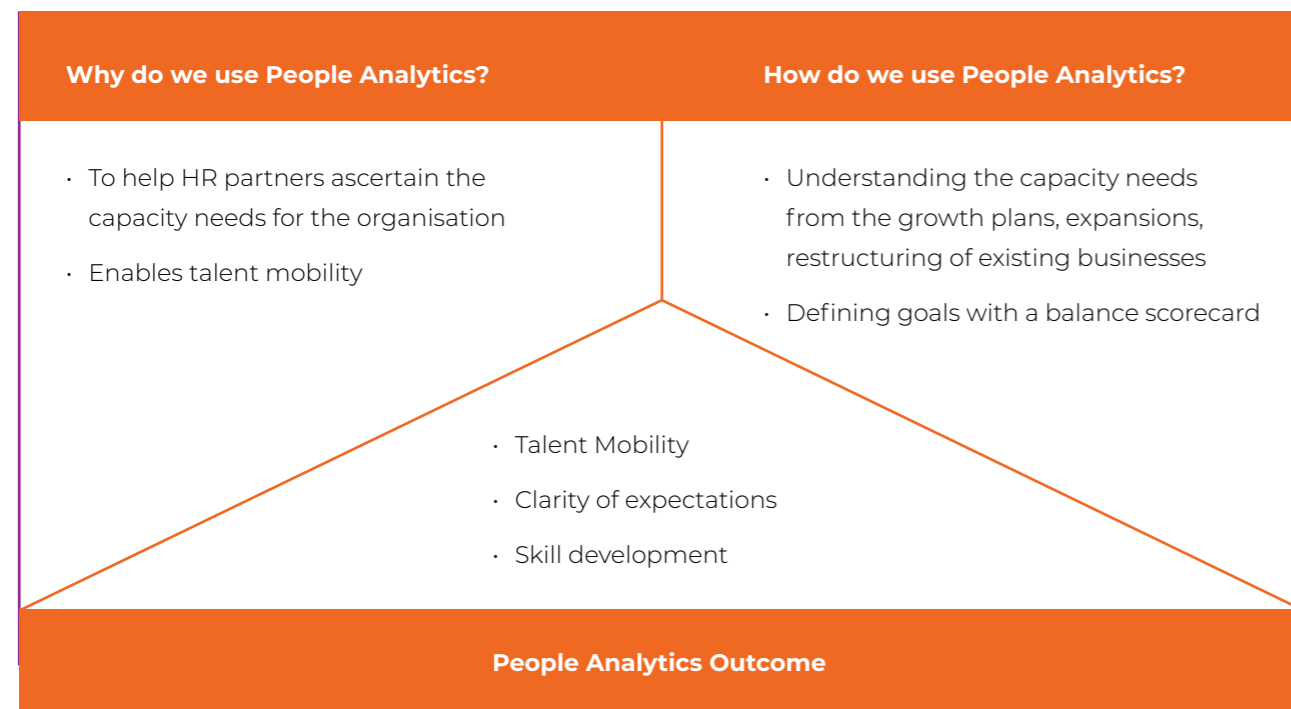


Employee Engagement and Retention

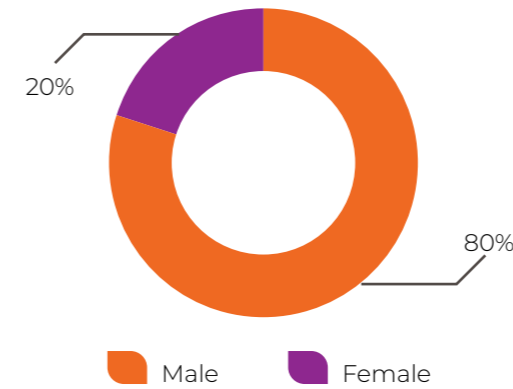
We have several employee engagement initiatives that offer multiple benefits and career development opportunities.

Talent Attraction and Retention

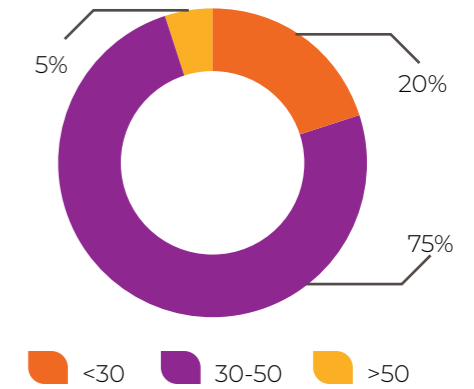
A Strategic Workforce Planning approach ensures effective recruiting at Nexus Select Trust with a focus on developing, hiring, or outsourcing capacity and capabilities as needed. It enables us to identify the talent we need to realise the organisation's future goals and establish a strategy to ensure it has the right mix of people, technologies, and employment models to reach them. The approach uses People Analytics to derive current and future capacity-capability requirements subject to short and long-term business strategies.



New Hires by Gender FY 2023



New Hires by Age Group FY 2023



Other Hiring Related Indicators

	FY 2020	FY 2021	FY 2022	FY 2023
Total new hires	44	7	77	111
% of employees hired through internal job posting	1%	2%	2%	5%
Average cost of hiring (INR)	22,15,914	17,06,512	89,25,287	49,78,058

Employee Turnover

We offer our employees a free and fair workplace where they can learn, grow, and thrive. This is reflected in our turnover rate which stands at 20%.

Employee Benefits

Beyond industry-benchmarked compensation, we offer our employees a bouquet of benefits to empower them to live fulfilling lives. Flexible work arrangements defined in our Work-from-Home policy allow our employees to customise their work schedules to balance their work and life and be productive. We also provide 10 days of special leave to our permanent and contractual employees such as menstrual and mental health leave. Twice a year, we conduct individual and team-based performance appraisals through various mechanisms. In FY2023, 100% of our eligible employees received performance appraisals.



17 days
leave availed through
our special leaves
program in FY2023



Insurance

- Life Insurance
- Medical Coverage
- Group Accidental Coverage
- Term life insurance



Leaves

- Casual Leaves
- Parental Leaves
- Anniversary Leaves
- Special Leaves



Allowances

- Travel Allowance
- Mobile Handset Reimbursement
- Marriage Gift
- Anniversary Gift
- New-born Child Gift



Employee Development and Support

We offer learning and development opportunities that apply equally to all individuals, subject to their ambitions, aptitude, and achievements.

Employee trainings include:

- Training on technical and functional skills such as electrical safety, plumbing, HVAC fundamentals, etc.
- Wellness and soft skill trainings on stress management, personality development, diversity, and inclusion.
- Leadership programmes to enhance the competencies of our management in collaboration with leading global business schools on strategy, technological disruption, diversity and inclusion, quality control, etc.
- Trainings on the latest technologies and software, such as digital marketing and analytics, software implementation etc.



16092

total training hours



26

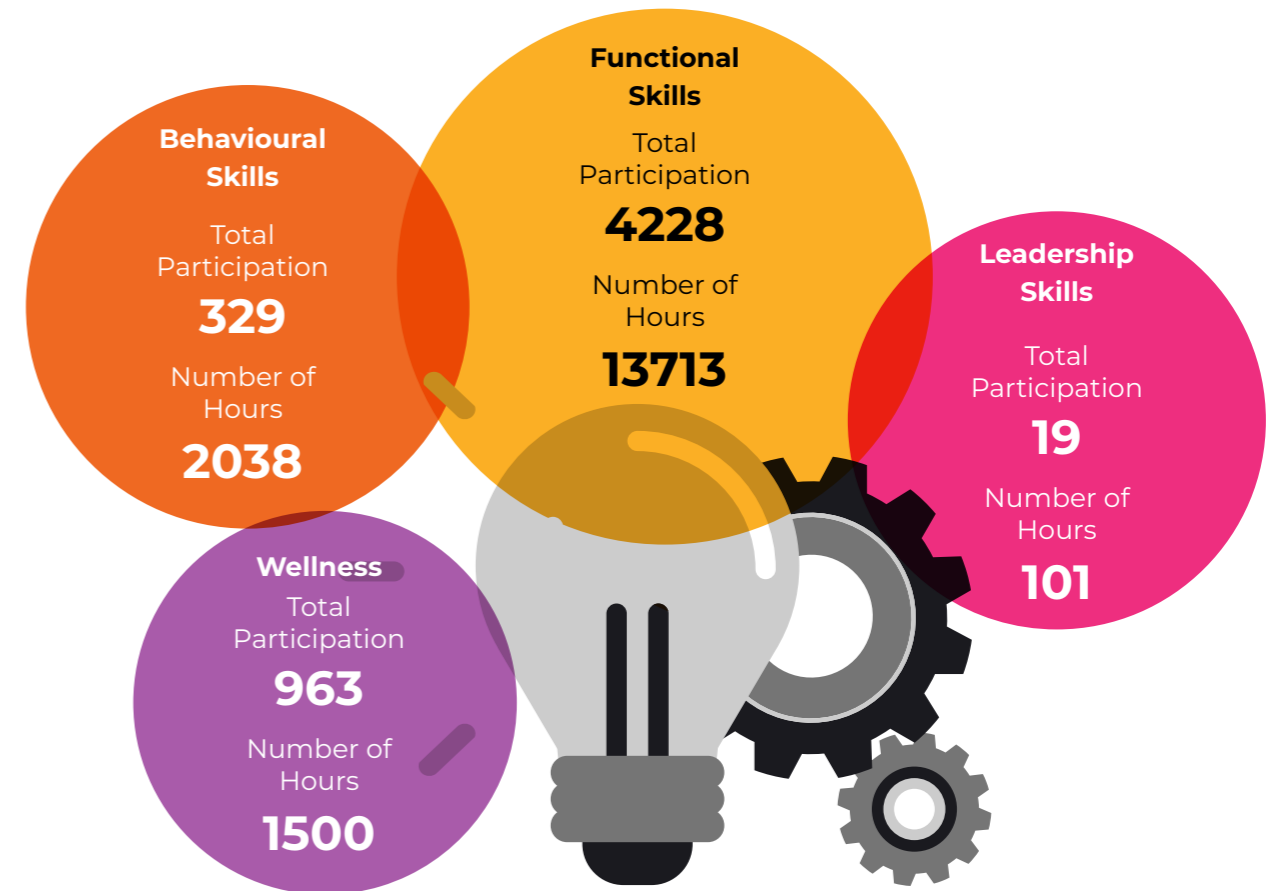
hours/ FTE
average training hours



12,762

INR/ FTE
Spent on training and development

Our Training Programmes



Case Study

Nexus Mall's Leadership Excellence and Development (LEAD) Programme

LEAD is a specially designed learning programme to identify and nurture high-potential employees to take on expanded responsibilities and leadership roles at Nexus Select Trust . The programme aims to create a talent pipeline for critical roles by identifying and retaining high performers.

The programme has facilitated effective succession planning for key leadership roles, preventing disruptions during transitions. It has also reduced our dependency on external recruitment by nurturing and growing internal talent, saving hiring costs, and strengthening institutional knowledge.

Since its launch, 39 employees or 8% of our workforce, have been part of LEAD resulting in them being promoted to higher roles within the organisation.

Parental Leave and Baby Care

Maternity, paternity and adoption leave to support the employees who become new parents. In FY2023, 22 employees, including 3 women availed of these leaves. 20* returned to work within a year of their leave. We also provide Creche facilities at Nexus Elante Complex, Nexus Seawoods, and Nexus Ahmedabad One. The facilities enable parents to leave their children in a safe and stimulating environment while they are at work.



500+
employees used the Creche facilities in the reporting year



25K+
Guests availed our baby care rooms facility



50+
Baby care rooms at all our malls



Parental Leave Details

Parameter	FY2022	FY2023
Total number of employees who were entitled to parental leave	471	475
Total number of employees who took parental leave	13	22
Total number of employees that returned to work in the reporting period after parental leave ended	13	20*
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work	-	20
Return to work and retention rates of employees that took parental leave	100%	100%

*Two (2) employees who availed the parental leaves are still on their leave period. Hence, they have not been counted in the return to work numbers.

Occupational Health and Safety

Nexus Select Trust has a robust Occupational Health and Safety (OHS) policy that defines the process of investigating work-related events, identifying hazards, assessing risks, and developing corrective action plans to build a secure workplace. A specialised learning module provides our employees with the necessary knowledge and skills to maintain safety at our properties. It covers various aspects, including hazard identification, risk assessment, emergency response, and safety procedures. We also engage a professional Occupational Health and Wellness Consultant to provide health and safety training to our employees, subcontractors, and workers.




100%
Employees and Workers covered under OHS




Zero
Work-related Accidents reported since FY 2022

Standard Operating Procedures (SOPs) cover all the processes and requirements necessary for safe operation within a mall. We have an evacuation plan in place, complete with clear exit signs, to be followed in case of unexpected situations. A dedicated Fire, Life & Security department, EHS members and technical and operation teams are also available. In addition, we provide PPE kits, fire extinguishers, medical first aid kits, and electrical safety devices for our employees and visitors.


Safety Processes at Nexus Select Trust




Inspection of the work area by the on-duty fire officer/marshal




Maintaining and monitoring fit out safety checklist daily, as well as conducting weekly and monthly fire drills




Conducting regular audits to identify and avoid hazardous situations. This includes auditing elevators, fire pump room, electrical panels, logic tests, etc.




Any observations from audits noticed in the checklists are promptly rectified



HIRA (Hazard Identification & Risk Assessment) process followed every month



Ensuring that all safety precautions are followed by workers, such as the proper usage of PPE equipment



Conduct monthly electrical and FLS audits as a preventative measure



Health & Wellness Matrix

We launched the Health & Wellness Matrix in association with Healthians to promote physical and mental wellbeing on World Health Day. This programme offers holistic health improvement requirements based on our employees' health assessments and has initiatives designed to encourage a healthy lifestyle. The Health & Wellness Matrix has covered 444 employees and 300+ dependents who have received their reports and are consulting with lifestyle coaches.

We established an employee assistance program called ItoI Help to connect employees with counsellors and onboarded a health & wellness consultant available 24X7.



Employee Satisfaction:

We conduct an annual satisfaction survey called the 'Happyness Index' which measures the satisfaction of our customers, retailers, community and employees. To measure employee satisfaction, we consider various indicators relating to the workplace, such as whether management acknowledges their achievements, their career growth at the organisation, and the freedom to express oneself at the workplace.



Human Rights

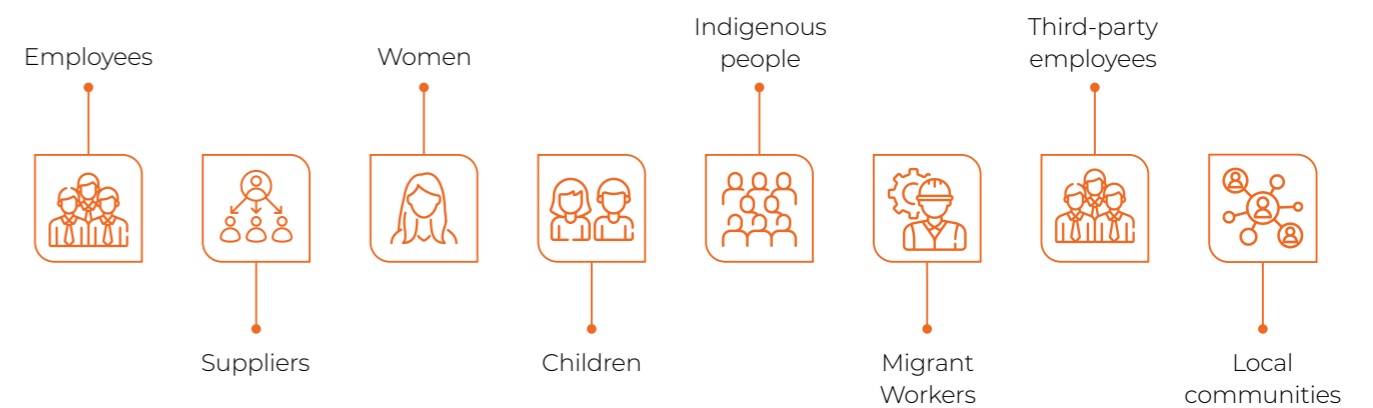
As a signatory to the United Nations Global Compact, we are determined to adhere to the highest standards of human rights across our operations and supply chain. We have a detailed human rights policy that requires compliance with relevant global and Indian regulatory norms and a zero-tolerance policy for any violations. As a responsible organisation, we respect the right of our employees to exercise their fundamental right to freedom of expression and support the formation of unions. However, we do not have any labour unions in our organisation.

Our Code of Conduct and Human Rights Policy help us uphold the rights of our stakeholders. We also maintain effective communication between management and employees and provide anti-corruption training for our governance body members, employees and business partners. Our Vendor Compliance Policy details the requirements for suppliers to uphold and respect human rights.



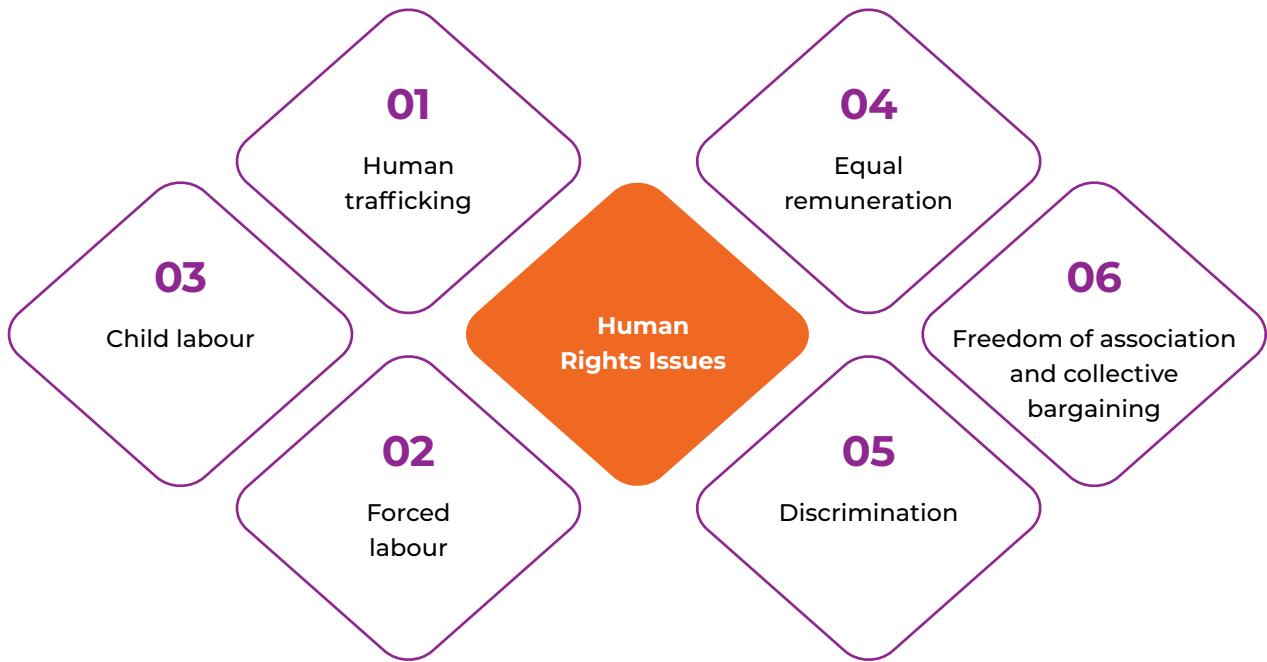
Human Rights Assessment

Nexus Select Trust engages with a third-party consultant to conduct periodic assessments of human rights for its employees. This helps ensure compliance with global and Indian human rights regulatory standards such as the Employees Provident Fund and Miscellaneous Provisions Act 1952, The Sexual Harassment Of Women At Workplace (Prevention, Prohibition, And Redressal) Act 2013, Employment Exchanges (Compulsory Notification Of Vacancies) Act 1959, and many others. This procedure entails a systematic approach to proactively identifying and assessing potential risks and consequences related to human rights compliance. We have identified the below groups for conducting the human rights assessment:





Our human rights assessment process covers the following issues:



A compliance level is calculated for each mall based on the evaluation. Any mall with a compliance score of less than 80% is thoroughly examined, and appropriate steps are taken to ensure 100% compliance. In FY2023, we covered 100% of our malls in our assessment.

Zero
Human Rights violations in FY2023

92%
of our workforce suppliers covered under our human rights assessments

Assessing our suppliers

We conduct human rights assessments twice a year of our critical suppliers who we identify as having a significant impact on human rights. Our evaluation steps are:

- 01**
Determine regulatory compliance
of suppliers on topics such as child and contractual labour and equal remuneration
- 02**
Assign a percentage compliance level
based on assessment results
- 03**
Ask for clarification on issues identified
for suppliers with a compliance level below 80%
- 04**
Ensure suppliers uphold the highest standards of human rights
through appropriate interventions