

SP4. Stakeholder Engagement

We actively seek feedback and input from investors, tenants, residents, workers, and communities on their concerns and expectations from Nexus Select Trust. By engaging with our stakeholders meaningfully, we can better understand their needs and priorities and align our operations to address them.

Stakeholder Engagement Matrix

Stakeholder Group	Engagement Mode	Frequency of Engagement	Key Issues for Stakeholder Groups
Retailers	<ul style="list-style-type: none"> · Retailer satisfaction survey · Collaborated with retail partners to revamp stores · Monthly Newsletter 	Ongoing	<ul style="list-style-type: none"> · Green building design components · Mutually beneficial relationship building · Brand management · High-quality services and well-maintained spaces
Customers	<ul style="list-style-type: none"> · Customer satisfaction survey · Continuous efforts to improve customer touch points such as food courts, building facades, entrance atriums, etc. · E-mails 	Ongoing	<ul style="list-style-type: none"> · Health and Safety · Quality of service
Suppliers & Vendors	<ul style="list-style-type: none"> · Supplier assessment · Electronic correspondence · Compliance and risk assessments 	Ongoing	<ul style="list-style-type: none"> · Smooth supply chain · Long term association · Knowledge transfer
Investors/ Unitholders	<ul style="list-style-type: none"> · Investor calls, presentations and meets 	Ongoing	<ul style="list-style-type: none"> · Responsiveness to stakeholder concerns and expectations · Updates on ESG performance, including transparent disclosures, ESG ratings and assurance of disclosed ESG information
Community	<ul style="list-style-type: none"> · CSR initiatives 	Annually	<ul style="list-style-type: none"> · Community development and environmental preservation activities
Employees	<ul style="list-style-type: none"> · Monthly Newsletter · Employee engagement activities · Webinars · L&D initiatives · Happyness Index 	Ongoing	<ul style="list-style-type: none"> · Employee benefits · Career development opportunities · Employee engagement activities · Brand management · Safe and healthy workplace · Governance on ESG-related activities
Nexus Leadership	<ul style="list-style-type: none"> · Regular meetings 	Ongoing	<ul style="list-style-type: none"> · Continuous improvement in ESG performance and ratings · Annual ESG disclosures · Effective ESG leadership

Grievance Redressal Mechanism

We have implemented a Grievance Redressal Mechanism that enables us to receive and address stakeholder concerns and complaints in a systematic and transparent manner. We have a dedicated section available on our website (nexuselecttrust.com/contact) which features the relevant contact information to report stakeholder grievances. We ensure that the grievances are addressed in a timely manner.



Happyness Index:

At Nexus Select, we strive to provide maximum satisfaction to all our stakeholders. To understand and improve their experience, we conduct an annual satisfaction survey for our customers, tenants, employees and community. The results are shared with senior management and evaluated against a target of achieving a Happyness Index of 100. This year the Happyness Index was conducted for 16 malls.



Tenant and Customer Engagement

Our tenants and customers are at the heart of our business, and we undertake various measures to align them with our sustainability goals and enhance their experience. Periodic surveys are conducted by an independent third party to assess tenant and customer satisfaction.

The tenant survey covers metrics such as ambience, security, parking, housekeeping, and mall-staff interactions. The customer survey covers overall satisfaction, communication, property management, responsiveness, and understanding of their needs. This year, we conducted customer and tenant satisfaction surveys for 16 malls.



Ease of Access

Our Malls are conveniently located near railway or metro stations for easy access by our customers and tenants. For example, our Nexus Seawoods mall in Mumbai is located directly above the railway station.

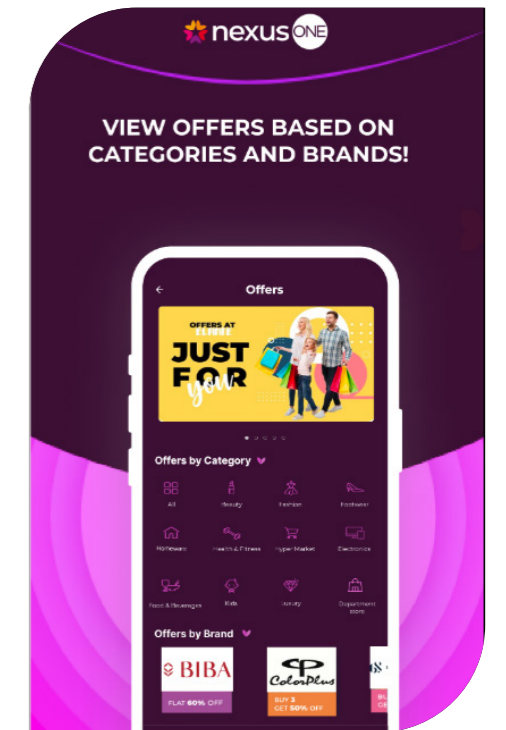


Wheelchair Assistance Services

We provide wheelchair assistance at parking spaces in our properties in association with an NGO, My Udaan.

Nexus One App for Customers

We piloted the Nexus One App at the Nexus Elante Mall in July 2022, which was a resounding success with customers. The app improves our customers' shopping experience and expands the reach of the stores in our malls.



Sustainable Supplier Engagement

Nexus Select Trust is dedicated to responsible sourcing and sustainable procurement practices. We prioritise inclusive procurement, providing fair and equal opportunities for a diverse range of suppliers to compete across our value chain. Our suppliers must adhere to our mandatory Code of Conduct and act with ethics and transparency at all times.

Supply Chain Risk Management

We classify vendors across various categories to undertake a structured mode of engagement. Workforce suppliers and Annual Maintenance Contractors (AMC) are key for our day-to-day business operations and can materially impact us, hence we consider them critical vendors.

Key performance areas:

- Written acknowledgement of vendor code of conduct is mandatory for each vendor
- ESG Integration in Supplier Selection - 25% of weightage is given to ESG indicators while screening any vendors
- ESG-focused assessment of all our critical vendors. Agencies and vendors supplying the workforce are deemed critical for our operations.

Community Development (Happyness for All)

Nexus Select Trust is deeply invested in uplifting community members through interventions focused on improving education, health, sports, arts and culture, and the environment. Our CSR Policy guides our community engagements and aligns with Section 135 and Schedule VII of the Companies Act 2013. To motivate and encourage our employees to participate in community-facing engagements, we offer them a special leave.



**INR
47.94 Mn**
spent on CSR initiatives



“Through meaningful interactions, collaboration, and empowerment we foster an environment of shared prosperity. By actively involving and listening to communities, we strengthen our commitment to responsible practices and elevate social well-being.”

– Harsha Bharda, Assistant General Manager - ESG

Blanket Distribution

Nexus Select Trust’s blanket distribution campaign seeks to add warmth to the lives of those who are less fortunate. Our teams have distributed over 10,000 blankets to the underprivileged people around our malls to protect them from harsh weather during the winters.



Happyness For HER

As a proactive step to improve women’s health and wellbeing, we have installed over 63 sanitary pad dispensers across our malls in FY 2023. Our team conducts workshops to spread awareness about personal and menstrual hygiene for women’s health in rural areas and underprivileged communities across cities as part of the HappynessForHER campaign. More than 43,000 women have attended our workshops till date and we aim to reach 100,000 women by FY2030.



Distributed
1,95,000+
sanitary pads in FY2023



Light of Happyness

We installed interactive digital installations made of diya/lamps in all our malls to celebrate Diwali. The installations, made of 6,000 lights, symbolised the triumph of light over darkness. Customers could buy these diya, and the sale proceeds were donated for the benefit of children in blind schools.



INR 10 Mn
raised through customer
purchases of diya



The Development of JamunWala Park – “Charity Begins at Home”

The area in front of Select City Walk had been neglected for years, becoming a junkyard that was an eye-sore to many local residents and passers-by. The management of Select City Walk decided to take action and joined hands with the South Delhi Municipal Corporation to transform the neglected area into a beautiful park, achieving the milestone in less than 8 weeks with various facilities bringing joy to visitors.

Yoga and meditation area	Open gymnasium	Disabled-friendly ramps	Badminton Court	Kids play area
Butterfly sculpture garden	Sitting area for elders	Wall art	Pergola and bamboo cluster walk way	

We have also considered our environmental impact while developing the park, implementing features such as Energy saving LED-lights and using STP treated water for horticulture and landscaping.

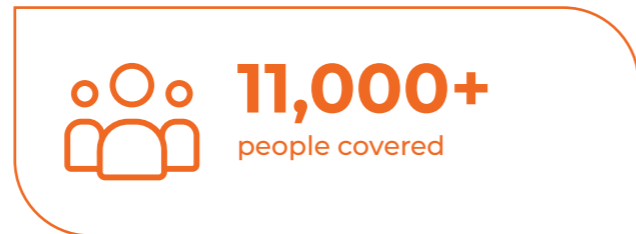
Wall of Happyness

We initiated the 'Wall of Happyness' to help the underprivileged by encouraging customers and employees to donate clothes, toys, books, and bags. The donated items are then distributed to those in need by our mall teams. Wall of Happyness is running at Nexus Koramangala, Nexus Hyderabad, Nexus Seawoods and Nexus Elante Complex, bringing joy to more than 500 people every month. We plan to expand this initiative across all our malls.



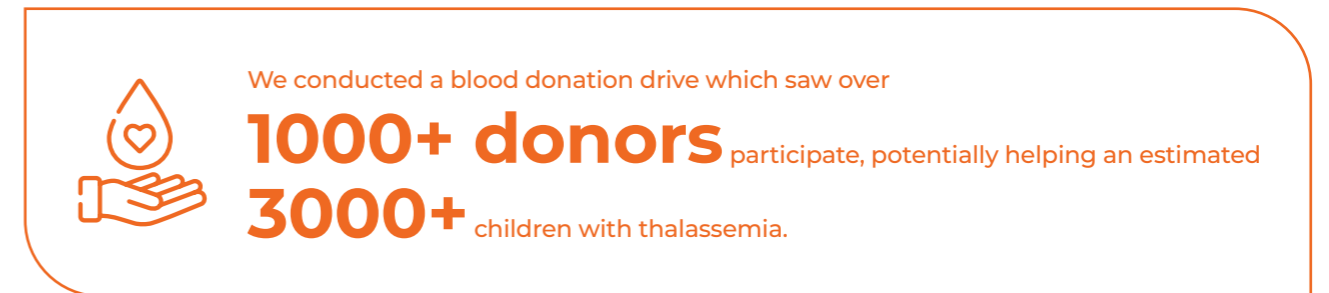
Promoting Safety Awareness

We launched the 'The Safety Ambassador of the City' campaign to inform and educate people on identifying and reporting safety hazards and risks at educational institutes, societies, and hospitals. Our goal is to cover 100,000 people through these sessions by FY2025.



Road Safety Week

Our malls collaborated with the local traffic police and NGOs to observe Road Safety Week through community engagement activities, including increased traffic checks, distributing high-visibility reflector tape to cyclists, organising road safety awareness days in schools, and providing training on road safety for professionals who drive at work. We rewarded customers who followed safety rules such as wearing helmets on two-wheelers and seat belts in cars.



The Art of Happyness

Art has always played a crucial role in helping humans connect, communicate, collaborate and celebrate. However, in today's fast-paced, digital world, the relevance and role of Art in our day-to-day lives is diminishing.

At Nexus Malls, we have rolled out 'The Art of Happyness' campaign to rekindle people's connection with Art. Through this initiative, we also hope to offer our customers enriching experiences beyond retail, introduce new forms of entertainment for all age groups and welcome artists to our Malls, helping them create self-sustaining business models.

Organised in collaboration with renowned art academies, 'The Art of Happyness' events have been conducted in select malls across three cities in India. These events feature workshops and experiential activities, offering artists and their students a platform to showcase their talent. They have successfully reintroduced visual, performing, and literary arts into community centres like our malls, which have become new spaces for people to connect and engage. Since its launch in March 2023, over 50 workshops have been conducted that have received a tremendous response from customers, students, and the artist community.