



enabler

facilities services more

2024-25

ESG Report

**Our Sustainability
Journey
Continues..**

*“Integrating Sustainability
into Facility Management
Excellence”*

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Leadership Message



At Enablers, we believe that sustainable growth is fundamental to building long-term value for our clients, employees and communities. As a facility management organization serving diverse industries, we recognize our responsibility to integrate Environmental, Social, and Governance (ESG) principles into the way we operate and deliver our services.

Our approach to sustainability focuses on reducing environmental impact through responsible resource management, energy efficiency and waste reduction while supporting our clients in creating safer, healthier and more efficient workplaces. At the same time, we remain committed to the social dimension of ESG by investing in employee well-being, strengthening safety practices, promoting skill development and fostering an inclusive work culture that empowers our workforce.

Equally important is our commitment to strong governance and ethical business practices. Transparency, accountability and integrity guide our decisions and partnerships, ensuring that our growth is responsible and aligned with global sustainability expectations.

This Sustainability Report reflects our continued efforts to strengthen our ESG framework, improve operational efficiency and create a positive environmental and social impact. I extend my sincere appreciation to our employees, clients and partners for their trust and collaboration as we work together to build a more sustainable future.

Enablers Property Services Pvt . Ltd.
Major Lalit Singh (Retd)
Managing Director



Highlights of the Report:

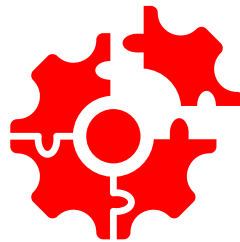
Digital Onboarding Initiative via the Keabis App, onboarding 9,187 employees between April 2024 and March 2025.



17 years of industry experience and a proven track record of servicing over 50 million square feet



Strengthening its governance framework by embedding digital innovation and transparency



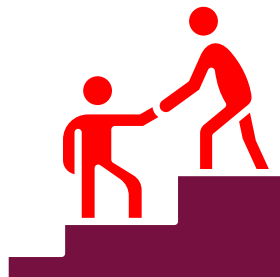
Reduction of approximately 97.7% in chemical concentrate usage due to Green Clean Initiative

Total of 227 employees were recognized across key locations for Rewards & Recognitions



Promoted inclusive hiring through its Employment of Persons with Disabilities (PWD) pilot

Enablers has introduced a Skill Matrix and Upskilling Initiative, deploying certified trainers across sites to monitor performance and enable career progression



About the Organization

Enablers Property Services Pvt. Ltd. is an **ISO 9001 certified organization** headquartered in Bengaluru, India, with a strong operational presence across **Bengaluru, Hyderabad, Chennai, Mysuru, and Puducherry**. With over **17 years of experience** in the commercial cleaning and facility services industry, the company has successfully managed and serviced **over 20 million square feet of commercial space**.

The organization is led by a team of **qualified and experienced professionals**, committed to upholding the highest standards of **integrity, ethics, and service excellence**. Enablers has established itself as a reliable and responsive partner for clients across sectors including IT, BPO, and property management.

Our Purpose and Objectives

At Enablers, our approach is driven by a commitment to operational excellence and sustainability. We aim to:

- Deliver **high-quality janitorial and facility services** that enhance customer satisfaction and extend the lifecycle of infrastructure
- Integrate **safety, health, and sustainability** as core principles across all operations
- Achieve service excellence through **technology adoption, best practices, and continuous workforce development**

Core Values

Enablers Property Services is guided by a strong foundation of values that shape its operations and stakeholder relationships:

01 Integrity and Ethics in all business practices

02 Respect for Employees and inclusive workplace culture

03 Commitment to Community and Environment

04 Quality and Safety Excellence



Business Operations & Services

Enablers Property Services Pvt. Ltd. operates as a comprehensive **facility and property management service provider**, delivering integrated solutions across a diverse portfolio of commercial establishments. With operations spanning **Bengaluru, Hyderabad, Chennai, Mysuru, and Puducherry**, the organization ensures consistent service delivery through standardized processes, trained personnel, and technology-enabled systems.

Operational Approach

The company follows a **client-centric and process-driven operational model**, designed to ensure efficiency, quality, and adaptability across varied site requirements. Key elements of its operations include:

- Deployment of **trained and certified manpower** tailored to site-specific needs
- Use of **standard operating procedures (SOPs)** to ensure consistency in service delivery
- Integration of **quality control mechanisms**, including periodic audits and performance reviews
- Adoption of **environmentally responsible practices**, such as optimized resource usage and waste management
- Utilization of **modern equipment and technologies** to enhance productivity and service outcomes

Enablers maintain operational flexibility, enabling it to scale services efficiently across small, medium, and large facilities. The organization adopts a **customized service approach**, tailoring solutions to client-specific requirements while leveraging the latest industry innovations to ensure consistent and high-quality delivery.

Operational Strength

With over **17 years of industry experience** and a proven track record of servicing over 50 million square feet, Enablers Property Services Pvt. Ltd. combines **scale, expertise, and reliability** to deliver high-quality facility management solutions

Quality and Safety Management

The organization places a strong emphasis on maintaining service quality and ensuring workplace safety:

- Adherence to **client-defined quality standards**
- Conduct of **quarterly quality audits**
- Regular **training on safety protocols and precautionary measures**
- Implementation of **POSH (Prevention of Sexual Harassment) trainings**

Periodic awareness programs on **workplace safety, fire safety, and HSSE practices.**

4000+

Employees

500+

Happy Clients

15+

Year OF Experience

50M+

Sq.ft Cleaned & Served

Sectors



IT/ITES



Commercial Space



Healthcare



Business Services



Manufacturing Units



Educational Institution



SUSTAINABILITY PHILOSOPHY & APPROACH

SUSTAINABILITY PILLARS

OUR OFFICE

- **Safe and Inclusive Work Environment:** We are committed to providing a workplace that is not only safe but also inclusive, where every employee feels valued and respected.
- **Professional Development:** Ongoing learning and career growth are vital. We offer continuous professional development opportunities to help our staff reach their full potential.
- **Pay Equity:** Regular reviews of our pay structures ensure that all employees receive fair and equitable compensation for their work.

OUR PEOPLE

- **Accessible Locations:** We prioritise office locations that are easily accessible by public transportation, reducing commuting-related emissions and supporting sustainable urban mobility.
- **Sustainable Design:** Our office spaces are designed with sustainable principles in mind, integrating features that enhance environmental performance and resource efficiency.
- **Resource Efficiency:** Implementing water and energy-efficient practices in our offices helps minimise our environmental and carbon footprint.

OUR VALUE CHAIN

- **Sustainable Sourcing:** We collaborate with our suppliers to promote responsible sourcing practices, ensuring that our materials and services align with our sustainability goals.
- **Client Engagement:** By working closely with our clients, we encourage the adoption of environmentally friendly practices, supporting their sustainability objectives.
- **Industry Collaboration:** We partner with coalitions and industry bodies to advocate for policies and solutions that accelerate the transition to sustainable practices across our sector.



ENVIRONMENTAL PILLAR

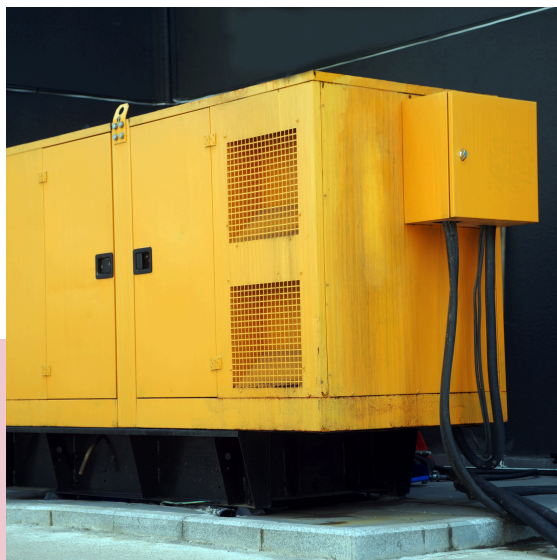
Greenhouse Gas (GHG)

Emissions Performance 2024-25

Enablers Property Services Pvt. Ltd. is committed to strengthening its environmental performance through robust greenhouse gas (GHG) accounting, transparent disclosures, and continuous improvement in emissions management. A comparative analysis of FY 2024-25 against FY 2023-24 highlights key trends influenced by both operational dynamics and methodological enhancements.

Scope	Emissions (tCO2e)	Current Year Emissions (tCO2e) (2024)	Prior Year Emissions (tCO2e) (2023)	Emissions variation with base line year (tCO2e)	Emissions variation (%)
Scope 1 - Direct Emissions	1.613	1.613	15.46	-13.847	-89.57%
Scope 2 - Location-Based	17.016	17.016	11.54	5.476	47.45%
Scope 3 - All Categories	1159.031	1159.031	997.05	161.981	16.25%
TOTAL EMISSIONS	1177.659	1177.659	1024.050	153.609	15.00%

Scope 1 (Direct Emissions)



Scope 1 emissions for FY 2024–25 were reported at **1.613 tCO₂e**, reflecting a significant decrease from **15.46 tCO₂e** in FY 2023–24.

This reduction is primarily attributed to a **refinement in emissions accounting methodology**. Diesel generator (DG) set emissions, previously included under Scope 1, have been reclassified to **Scope 3 (Category 1: Purchased Goods and Services)** in the current reporting year.

For reference:

- DG set emissions in FY 2023–24: **12.27 tCO₂e**
- DG set emissions in FY 2024–25: **1.635 tCO₂e** (now accounted under Scope 3 using the EEIO EPA methodology)

This reclassification ensures improved alignment with evolving best practices in GHG accounting and enhances the accuracy of emissions categorization.



Scope 2

(Energy Indirect Emissions)



Scope 2 emissions for FY 2024–25 were **17.016 tCO₂e**, compared to **11.54 tCO₂e** in FY 2023–24.

Emissions have been calculated using **Central Electricity Authority (CEA), India emission** factors, ensuring region-specific accuracy for grid electricity consumption.

For comparative purposes, application of **UK DEFRA emission factors** would result in estimated emissions of **5.295 tCO₂e**, indicating a **variation of 68.89%** compared to CEA-based calculations.

Enablers Property Services Pvt. Ltd. has adopted **CEA emission factors** as the primary basis for reporting to maintain consistency with national standards and ensure contextual relevance.



Scope 3 (Other Indirect Emissions)



Scope 3 emissions for FY 2024–25 were **1,159.031 tCO₂e**, compared to **997.05 tCO₂e** in FY 2023–24, representing a **year-on-year increase of 16.25%**.

The largest contributor continues to be **employee commuting**, accounting for **1,109.701 tCO₂e** in FY 2024–25, an increase of **11.96%** from **991.12 tCO₂e** in the previous year.

This increase is primarily driven by **higher on-site workforce presence**, leading to increased commuting frequency and travel distances.

Additionally, **Well-to-Tank (WTT) emissions** have been incorporated in FY 2024–25 to enhance the completeness and robustness of emissions accounting.

Scope 1

Direct emissions which SCA has control over, Such as the combustion of fuel in company cars or diesel used generators



Scope 2

Indirect emissions from the consumption of purchased electricity, heat or steam, which may result from the energy used to heat and power our offices around the world



Scope 3

Other indirect emissions from upstream and downstream activities across our value chain. We cannot control these ourselves but must exert our influence over third parties and partners to encourage them to decarbonise



The Green Clean Initiative

Implemented across client locations including Accenture sites, focuses on optimizing cleaning processes through controlled chemical usage and eco-friendly practices. This has resulted in a significant reduction of approximately 97.7% in chemical concentrate usage, with only ~30.2 liters of concentrate used against ~1308.9 liters of ready-to-use solution. The initiative has contributed to water conservation, reduced chemical discharge, and improved workplace safety by minimizing exposure to harmful substances. This initiative aligns with **GRI 303 (Water and Effluents)**, and **GRI 306 (Waste)**, as it contributes to reduced resource consumption and minimized environmental discharge.

Key Impact Metrics:

- **Total Ready-to-Use (RTU) Chemical Consumption:** ~1308.9 L
- **Actual Chemical Concentrate Used:** ~30.2 L
- **Reduction in Chemical Usage (via dilution control):** ~97.7%

What This Means

- A **~97% reduction in chemical concentrate usage** demonstrates highly efficient dilution practices.
- Significant **water conservation**, as optimized dilution reduces excess water usage during cleaning processes.
- Lower chemical discharge leads to **reduced environmental pollution** and safer wastewater output.
- Improved **workplace health & safety** due to minimized exposure to harsh chemicals.

Waste Recycling Initiative, the organization has adopted a structured Initiative to ensure responsible disposal of machinery, plastics, and operational waste through government-certified vendors. With 100% of identified waste processed through authorized channels, Enablers ensures compliance with environmental regulations while promoting circularity and sustainable waste management practices. This reflects adherence to **GRI 306 (Waste)** and reinforces compliance with environmental regulations and circular economy principles. These efforts collectively align with **BRSR Principle 6**, which emphasizes environmental protection and responsible resource management.



Social Initiatives



Enablers demonstrates a strong commitment to employee development, inclusion, and well-being through targeted social initiatives. The organization has implemented a **Digital Onboarding Initiative** via the **Keabis App**, onboarding **9,187** employees between April 2024 and March 2025.

This transition from a 17-page physical onboarding process to a digital platform resulted in saving approximately 156,179 pages, while also eliminating travel requirements, thereby improving employee experience and reducing operational inefficiencies.

This initiative contributes indirectly to operational efficiency and aligns with GRI 403 (Occupational Health and Safety) and GRI 302 (Energy – indirect savings through digitalization).

Measured Impact

Paper Reduction:

Transition from a 17-page physical onboarding booklet to a fully digital process resulted in saving approximately **156,179 pages**, contributing to reduced deforestation and paper waste.



Carbon & Fuel Savings:

Previously, employees travelled an average of **5-7 km** to the back office for onboarding formalities. With on-site digital onboarding:

- Eliminated thousands of employee travel instances
- Reduced fuel consumption and associated carbon emissions
- Lowered logistical and administrative burden

Operational Efficiency:

- Faster onboarding turnaround time
- Improved employee experience with seamless, on-site registration
- Reduced dependency on manual documentation and storage

Skill Matrix & Employee Upskilling Initiative

In line with its focus on human capital development, Enablers has introduced a Skill Matrix and Upskilling Initiative, deploying certified trainers across sites to monitor performance and enable career progression. This structured approach has led to the upskilling and promotion of employees into higher or specialized roles, fostering internal mobility and long-term engagement. These initiatives are aligned with **GRI 404 (Training and Education)**, supporting employee growth, skill enhancement, and long-term career progression.

Measured Impact

- **Employees Upskilled & Promoted:** 8 employees transitioned to higher or specialized roles



Inclusive Hiring Initiative - Employment of PwD

The organization also actively promotes inclusive hiring through its Employment of Persons with Disabilities (PWD) pilot aligning with **GRI 405 (Diversity and Equal Opportunity)**. Collectively, these initiatives support **BRSR Principle 3**, which focuses on employee well-being, development, and inclusive workplace practices. Since 2022, Enablers has onboarded 4 PwD employees across operational roles, ensuring a supportive and inclusive workplace, who have shown long term engagement with the organization. These efforts reflect the organization's broader commitment to diversity, equity and equal opportunity.

Measured Impact

- **Total PwD Employees Hired: 4**
 - **2022:** 2 employees onboarded
 - **2025:** 2 additional employees onboarded
- **Roles:** Housekeeping (HK Boy – PwD category)
- **Tenure Diversity:** Demonstrates long-term retention and continued inclusion efforts



Governance Initiatives

ESG Capacity Building and Institutional Strengthening

As part of its commitment to integrating sustainability into core operations, the Company has invested in internal capability building through its Employee Development Initiative. By sponsoring professional ESG certification for employees, Enablers is strengthening its in-house expertise and enabling better alignment with global ESG standards. This initiative enhances informed decision-making, supports regulatory compliance, and reinforces the organization's long-term sustainability strategy.

Impact & Outcomes

- **Capability Building:** Strengthened in-house ESG expertise to support sustainability strategy and reporting
- **Employee Growth:** Enhanced professional development and career progression opportunities
- **Organizational Benefit:** Improved ability to align operations with global ESG standards and best practices

Compliance and Responsible Business Practices

The Company maintains a strong compliance framework supported by responsible operational practices. Its adherence to environmentally responsible waste disposal through government-certified vendors ensures regulatory compliance and strengthens governance oversight. These practices align with **GRI 306 (Waste)** and **GRI 2 (Governance and Compliance)**, reflecting a structured approach to managing environmental and operational risks.

Strengthening Governance through Digital Transformation

Enablers Property Services Private Limited is actively strengthening its governance framework by embedding digital innovation and transparency into its operations. The implementation of the Keabis App for employee onboarding represents a significant shift towards technology-driven processes, enabling improved data accuracy, streamlined workflows, and enhanced compliance. This transition reduces administrative burden while ensuring greater transparency and accountability in employee management systems.

Employee Engagement, Ethics, and Recognition Culture (R&R)

Enablers fosters a culture of transparency, fairness, and employee motivation through structured Reward and Recognition (R&R) initiatives. Conducted across multiple client sites between May 2024 and February 2025, these programs were designed to acknowledge employee contributions, enhance morale, and promote a high-performance culture.

A total of 227 employees were recognized across key locations including Lakeside, HP, BNP Paribas, RMZ, Indiqube, JPMC, Collins, and Centennial. The initiatives included engagement activities, appreciation events, and the distribution of certificates and recognition awards. These efforts not only strengthened employee engagement but also reinforced ethical workplace practices and collaboration with clients.

Governance Alignment and ESG Integration

Collectively, these initiatives demonstrate Enablers' commitment to building a resilient, transparent, and accountable governance structure. The integration of digital systems, ESG capacity building, compliance mechanisms, and employee engagement practices aligns with **BRSR Principle 1**, which emphasizes ethical conduct, transparency, and accountability in business operations.

ESG

Roadmap

Enablers Property Services Pvt. Ltd. is committed to embedding Environmental, Social, and Governance (ESG) principles into its core business strategy. As a facilities and property management organization, Enablers recognizes its critical role in driving sustainable operations, enhancing workplace well-being, and enabling responsible infrastructure management.

This roadmap outlines a **phased approach** to strengthen ESG performance, ensure regulatory alignment, and create long-term stakeholder value.

As part of its commitment to strengthening ESG integration and aligning with evolving global standards, Enablers Property Services Pvt. Ltd. plans to undertake a **comprehensive ESG materiality assessment in FY 2025-26**. This exercise will enable the organization to systematically identify, prioritize, and validate the environmental, social, and governance issues that are most critical to its business operations and stakeholders.

The materiality assessment will be conducted in alignment with leading frameworks such as the **Global Reporting Initiative Standards**, and will incorporate principles of **double materiality**, evaluating both the impact of ESG issues on the organization and the organization's impact on the environment and society.

Enablers Property Services Pvt. Ltd. aims to transition from **compliance-driven sustainability** to **value-driven ESG leadership**. By embedding ESG into everyday operations and decision-making, the organization seeks to enhance resilience, improve stakeholder trust, and contribute meaningfully to India's sustainability and climate goals.



Disclaimer

This Environmental, Social, and Governance (ESG) Report has been prepared to present its sustainability performance, initiatives, and commitments for the reporting period. The information contained in this report is based on internal data, estimates and assumptions derived from systems and processes currently in place within the organization.

While every effort has been made to ensure the accuracy and completeness of the information presented, certain data points, particularly those related to greenhouse gas emissions, may be subject to limitations inherent in data collection, measurement methodologies and evolving reporting standards. The organization continues to enhance its data management systems and methodologies to improve the reliability and consistency of disclosures over time.

This report includes forward-looking statements related to the organization's sustainability goals, targets, and future performance. These statements are based on current expectations, assumptions, and projections, and are subject to risks, uncertainties, and external factors that may cause actual outcomes to differ materially.

The report has been prepared with reference to globally recognized frameworks and standards; however, it may not fully comply with all requirements of such frameworks. This document is intended for informational purposes only and should not be construed as a legally binding commitment.

Enablers Property Services Pvt. Ltd. does not assume any obligation to update or revise the information contained in this report to reflect changes in circumstances or future events, unless required by applicable regulations.



THANK YOU

MORE ABOUT US

Enablers Property Services Pvt Ltd, incorporated in 2008, has firmly established itself as a leading player in the facility management sector, with a strong emphasis on customer satisfaction as its core principle.



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