

Quality Management System Policy

Brookfield

India Real Estate Trust

Brookfield India Real Estate Trust (hereinafter referred to as “BIRET”¹, “the Company” or “our” or “we” or “us”), is committed to delivering high-quality workplaces and services that meet and exceed customer expectations, provide innovative spaces, and build trust through consistent quality. We pursue operational excellence, customer satisfaction, and sustainable practices aligned with global standards, making us the preferred 'landlord of choice' for our customers. This Quality policy follows industry best practices and international standards, driving continual improvement across our operations.

Scope

This policy applies to Company’s business operations across India.

Policy Statement

We are committed to driving continual improvement of Quality Management System (QMS) across our business by:

- Setting measurable objectives and targets through identification and management of key processes and best practices, monitor performance systematically, and conduct management reviews to ensure the QMS remains effective, incorporate data-driven decisions, and drive ongoing quality enhancement.
- Providing high-quality, amenitized workplaces and services that meet or exceed customer expectations and comply with applicable standards, supported by continual improvement through periodic internal & external inspection/audit regime.
- Delivering operational excellence by advancing efficiency and environmental stewardship, while enriching the workplace through impactful placemaking initiatives to ensure customer satisfaction.
- Fostering quality culture by conducting employee trainings to enhance the knowledge and skills required to support the Quality Management System, including competency development, industry benchmarking, and adoption of best practices.
- Understanding and fulfilling customer needs and expectations by actively incorporating stakeholder feedback, ensuring clear communication and delivering timely & effective resolutions to requests and complaints.
- Ensuring this policy is effectively communicated to all stakeholders to raise awareness of our quality management system commitments and responsibilities.

Management and Review

We encourage our stakeholders, including tenants, suppliers, consultants, contractors, and business partners, to engage with us on this policy. The policy shall be reviewed on a regular basis for appropriate endorsement, implementation and ongoing effectiveness, to ensure relevance to business operations and objectives of the organization.

Contact Information

Any questions concerning the Policy should be directed to esg.india@brookfield.com.

¹ BIRET include the following Brookprop Management Services Private Limited, Mountainstar India Office Parks Private Limited, Candor India Office Parks Private Limited, Candor Gurgaon One Realty Projects Private Limited, Candor Kolkata One Hi-tech Structures Private Limited (G2), Candor Kolkata One Hi-tech Structures Private Limited (K1), Shantiniketan Properties Private Limited, Seaview Developers Private Limited, Festus Properties Private Limited, Kairos Properties Private Limited, Rostrum Realty Private Limited, Aspen Buildtech Private Limited, Oak Infrastructure Developers Private Limited, Arnon Builders & Developers Private Limited, Arliga Ecoworld Business Parks Private Limited, collectively and any other new acquisitions/ addition of BIRET in India.