



# DLF EDGE

New Generation Workplaces

4th Edition

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Assurance of a smile





# Introducing **CAT9** – Connect with us

DLF stands synonymous with development of urban architecture and integrated townships. As a pioneer, DLF has always been at the forefront of innovation as well as change. As our projects have grown in magnitude, our constant endeavor has always been to find more ways of improving efficiency, creating an even better environment for work and leisure, and conservation of energy at each step of operating cycle.

## A fresh new change – DLF CAT9

CAT9 April 2013 witnessed a fresh new initiative at DLF with the DLF Customer Assurance Teams (CAT9) coming on board to assist DLF occupants with their expertise on Safety, Sustainability and Compliance with an overall objective towards customer experience enhancement.

## People-to-People Connect

A giant stride forward taken by DLF in what we call people to people contact – CAT9 would be your first point of



contact for any information, queries and assistance. CAT9 is a team of experts who are dedicated to listening to occupants and assuring to get the matter resolved by their outsourced partner – JLL & C&W

## Assurance of a Smile – CAT9

To take customer satisfaction to the levels of customer delight, DLF has now formed DLF CAT9 (Customer Assurance Team). This team is a group of technical experts, we call them 'happiness managers', whose mandate is to go beyond just the 'listen and resolve' approach but to deep dive into issues, understand the complexities involved and take actions resulting in customer delight. CAT9 will humanize the connect between our customers and our property management partners for

facility management i.e. JLL and C&W.

The CAT9 team has domain expertise in 09 different areas of sustainability including safety, security, customer care, compliance, cost control, energy management, green initiatives, fit-out management and collections. DLF Customer Assurance Teams (CAT9 Teams) would further increase their focus on enhancing customer experience through their technical expertise & domain knowledge and shall be more accessible to you at all times, to listen to and addressing your needs, as we enliven the vision of CAT9 – assurance with a smile.

Moreover, CAT9 will also offer our customers, specialized skills on safety, sustainability and compliance. For example, it has been the active



- ✓ Safety
- ✓ Security
- ✓ Care
- ✓ Compliance
- ✓ Cost Control
- ✓ Energy Management
- ✓ Green Initiatives
- ✓ Fit-outs Management
- ✓ Collections

*With effect from 1st April, 2013, DLF has outsourced the general maintenance to "Jones Lang LaSalle" and "Cushman & Wakefield" for our leased office buildings portfolio pan India.*

## Leading the Change



**Amit Grover**  
National Director,  
DLF Offices

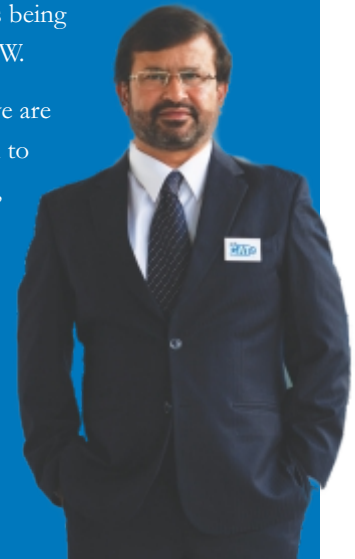
April 2013 witnessed another milestone at DLF! In line with our vision to bring the best of resources together at DLF to offer the best services to our clients, DLF outsourced general maintenance and operations of its office buildings to the biggest names in the field of international property management - Jones Lang LaSalle and Cushman & Wakefield. While this has brought in an even higher class of service level to our buildings, this also freed up a considerable amount of time of the seasoned resources within DLF – those with decades of experience in areas like managing infrastructure and handling complex technical operations - who can now take customer service at DLF to the next level with a smile.

## The New DLF Edge

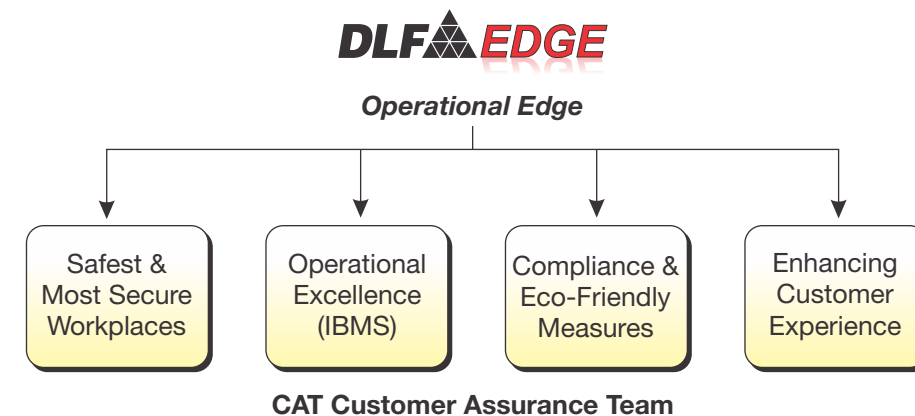
DLF's commitment to provide outstanding globally benchmarked infrastructure has a new edge – CAT9. With over approximately 40 people in Gurgaon and 80 employees across the country, CAT9 promises to take customer service to a whole new delight level. Apart from offering its professional services, CAT9 continues to be the customer representative for buildings being maintained by JLL and C&W.

With the new DLF edge, we are confident that this will lead to increasing your efficiencies, savings, excellent environmental conditions and safety both at the corporate as well as personal level.

**Gautam Dey**  
National Head,  
Customer Assurance



## Inducting **CAT9** as DLF's Operational EDGE



involvement of the CAT9 team that saw DLF Epitome being awarded Gold LEED – the first multi- tenanted operational building in India to have achieved this feat. And the team is also working towards LEED certification for all other DLF buildings on the six key parameters - sustainable site, water efficiency, energy and atmosphere, materials and resources, indoor

environmental quality, and innovation in operations. This is in alignment with DLF's philosophy of providing world class infrastructure, benchmarked with the best in the world resources and CAT9 will create and ensure world class, safe, green and a new generation workspace for its customers.

*Introducing CAT9 – Ensuring Customer Assurance with a Smile!*



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# DLF Epitome (Bldg#5), Tower A awarded GOLD LEED Certification

## 1st multi-tenanted operational building in Gurgaon to have received Gold LEED Certification

The future of work spaces is going to be governed by the impact it has directly and indirectly on planet Earth. By 2014, DLF Cybercity will be one such planet, where the future would have truly arrived. An indication of the promising future has been witnessed recently, when DLF Epitome (Bldg#5), Tower A was awarded Gold LEED Certification by the US Green Building Council.

DLF Epitome stands tall and epitomic in DLF Cybercity, now a proud architectural mammoth with many unique features including high floor efficiency with 50,000 sq ft floor plates; 9 levels of parking; a rapid metro station right in front; an adjoining 6 acre "Cybercity Park" and a 40 MW clean-fuel self-sufficient gas power generation plant.

While we would like to congratulate everyone associated at DLF including our honorable clients who have helped us to progress the required audits, the race for Gold actually began way back in October 2011, when DLF registered DLF Epitome for LEED certification.

In many more technical arenas we have invested in the future. An example is the replacing some of the low efficiency reciprocating chiller for air-conditioning with high efficiency centrifugal/screw chillers.



### A pioneer LEEDS the way to Gold

As an industry leader, building iconic, smart and energy-efficient buildings has always been the key focus at DLF. As everyone is aware, DLF is one of the pioneers in urban development in India. Decades ago, long before words like green and eco friendly were talked about, DLF had already started creating a sustainable model for urban infrastructure.

Environment friendly is a concept on which DLF integrates its construction, maintenance and daily running of its buildings. By 2014, DLF Cybercity will be a LEED certified business district, making DLF possibly the only private developer with such a gigantic footprint, to get this recognition.

The main objective of LEED is to maximize operational efficiency while minimizing environmental impacts. LEED (Leadership in Energy and Environmental Design) is an internationally recognized green building certification programme designed by the U.S. Green Building Council.

For our clients, this means lower operating cost and a green working environment. In green rated buildings, the productivity is also higher along-with superior indoor air quality, thermal comfort, and reduced harmful chemical pollutants inside buildings.

While DLF Epitome has been awarded a Gold LEED, we are also working towards LEED certification for all our buildings on the six key parameters - sustainable site, water efficiency, energy and atmosphere, materials and resources, indoor environmental quality, and innovation in operations.

This will lead to efficiency, savings, excellent environmental conditions and safety both at the corporate as well as personal level for the occupants.

**Mukesh Chandra**  
DGM-Technical





# 4,000 + New Surface Parking Areas at DLF Cybercity, Gurgaon



**Surface Parking IV**



**Surface Parking III**



**Surface Parking V**

Parking No.	Total Nos.	Time line
I	174	Q3, 2013
II	216	Operational
III	2,397	End 2013
IV	900	End 2013
V	320	End 2013
<b>Total</b>	<b>4,007</b>	

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