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TRUE

FACILITY CASE STUDY

Airoli ITP Development Pvt Ltd
Global Infocity Park

Chennai, Tamil Nadu, India

Global Infocity Park

Airoli ITP Development Pvt Ltd

Certification level: Platinum

Diversion rate upon certification: 98.3%

Facility location: Chennai, Tamil Nadu, India

Type of facility: Commercial Office Building

Contact person and information:

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Why zero waste?

Zero waste is paramount to Global Infocity Park's commitment to providing a high standard of cleanliness and a hygienic environment on its campus. Embracing the 5Rs—Refuse, Reduce, Reuse, Recycle, and Rot—underscores the facility's dedication to responsible waste management. By refusing unnecessary items and single-use plastic, reducing overall consumption, reusing office materials, recycling waste, and composting organic matter, GIPC not only contributes to environmental sustainability but also cultivates a healthier, eco-friendly workplace for its occupants.

Key motivations:

- Environmental Stewardship: GIPC is driven by a commitment to minimize its ecological footprint, contributing to broader environmental conservation efforts.
- Corporate Social Responsibility (CSR): The facility recognizes the social responsibility it holds in promoting sustainable practices, positively impacting the community and beyond.
- Long-term Sustainability: GIPC's focus on zero waste reflects a forward-thinking approach, ensuring the longevity and resilience of its operations in a rapidly evolving environmental landscape.
- Occupant Well-being: Creating a hygienic and environmentally conscious workplace enhances the well-being of its occupants, fostering a healthier and more productive work environment.
- Leadership and Inspiration: By obtaining zero-waste certifications, Global Infocity Park aims to lead by example, inspiring other organizations to embrace sustainable practices and contribute to a global shift towards responsible waste management.

Biggest wins

- **Resource Conservation:** The certification process has led to a substantial reduction in resource consumption, emphasizing efficiency in material use and minimizing waste generation.
- **Operational Cost Savings:** The implementation of zero waste practices has not only contributed to environmental goals but has also resulted in cost savings through optimized resource utilization and waste management.
- **Positive Environmental Impact:** GIPC's commitment to TRUE zero waste certification has translated into a tangible reduction in environmental impact, with decreased landfill contributions and a more responsible approach to waste disposal.
- **Employee Engagement:** The initiative has fostered a sense of environmental responsibility among employees, promoting a culture of conscious consumption, waste reduction, and sustainable practices both within and beyond the workplace.
- **Community Influence:** By achieving TRUE zero waste certification, Global Infocity Park has positioned itself as a community influencer, inspiring other organizations and individuals to embrace eco-friendly practices and contribute to a more sustainable future.

Credit category: Redesign

- **Segregation at source:** 4-in-1 type waste bins, with each bin of 60 l capacity, are placed throughout the GIPC campus, including common lobbies, site grounds, cafeterias, etc. for collection of wet and dry waste.
- **Strategic Pickups:** Tenants are responsible to deposit waste at the central storage area twice in a day, in the morning before 8am, and in the evening after 6pm. This inculcates a sense of waste reduction among tenants and also overcrowding at the central collection area.
- **Annual Audits:** Comprehensive audits annually assess waste patterns, guiding adjustments in bin sizes and collection frequency.
- **Proactive Adjustments:** Prompt changes based on audit findings keep the waste management system dynamic and responsive.
- **Strategic bin sizes:** The waste bin sizes undergo a comprehensive review through annual audits, evaluating the entire waste collection and disposal process.



Different sizes of Dry and Wet Waste Bins are provided on campus as per the waste requirements

Credit category: Reduce

- **Paper Reduction:** The Housekeeping department at GIPC reports a monthly saving of approximately 850 sheets of paper through the implementation of their paperless checklist initiative.
- **Efficient Material Management:** Tracking monthly purchase orders and waste ensures streamlined procurement, preventing unnecessary purchases.
- **Vendor Collaboration:** Prioritizing vendors with minimal packaging and using reusable crates for office supplies reduces packaging waste significantly.
- **Paperless-Office Program:** Shifting from paper to digital for housekeeping records, showcasing GIPC's commitment to environmental responsibility and operational efficiency.
- **Sustainable Landscaping:** Cultivating native plants minimizes trimming and waste, aligning with environmental stewardship and promoting a harmonious balance between nature and human interventions.



Digitization of housekeeping checklist

Credit category: Reuse

- **Durable Food Service ware:** Employees utilize reusable glasses in the water dispenser area to eliminate single use plastic/paper cups.
- **Reusable Storage Racks:** Office supplies post-usage are stored in reusable racks, encouraging employees to prioritize existing materials before considering new orders.
- **Reusable Packaging:** Reusable crates or cardboard boxes efficiently deliver office supplies, contributing to a closed-loop system, minimizing disposable packaging reliance, and extending crate life cycles.
- **Food Donation Initiatives:** Surplus food is carefully sorted and donated by the canteen managers to all contractual cleaning staff of the campus, minimizing food waste and contributing to community welfare.
- **Animal Feeding Program:** Inedible food is collected sent to the local Pig farm (Amravathy Pig farm) as animal feed, fostering a responsible approach to surplus food and promoting community engagement.



Durable food service-ware



Food Donation drive at GIPC TRUE

Credit category: Compost (Re-Earth)

- **Compostable Waste Collection:** Separate bins for compostables, including food scraps and soiled paper, are strategically placed across the campus and collected for processing at the OWC facility.
- **Compostable Waste Processing:** Wet waste undergoes processing at the OWC facility, utilizing two organic waste converters with a cumulative daily capacity of 1500 kg. The processed matter yields top-quality manure used in landscaping, urban terrace gardens, and contributes to a closed-loop material cycle.
- **Landscaping Benefits:** The in-house compost enhances the growth of indigenous tree species, turf areas, and urban terrace gardens. The resulting harvest from the gardens is utilized in campus kitchens.
- **Closed Loop Material Cycle:** The OWC facility operates round the clock, accepting wet waste twice a day. This closed-loop system ensures on-site wet waste is recycled into beneficial compost without relying on third-party disposal.

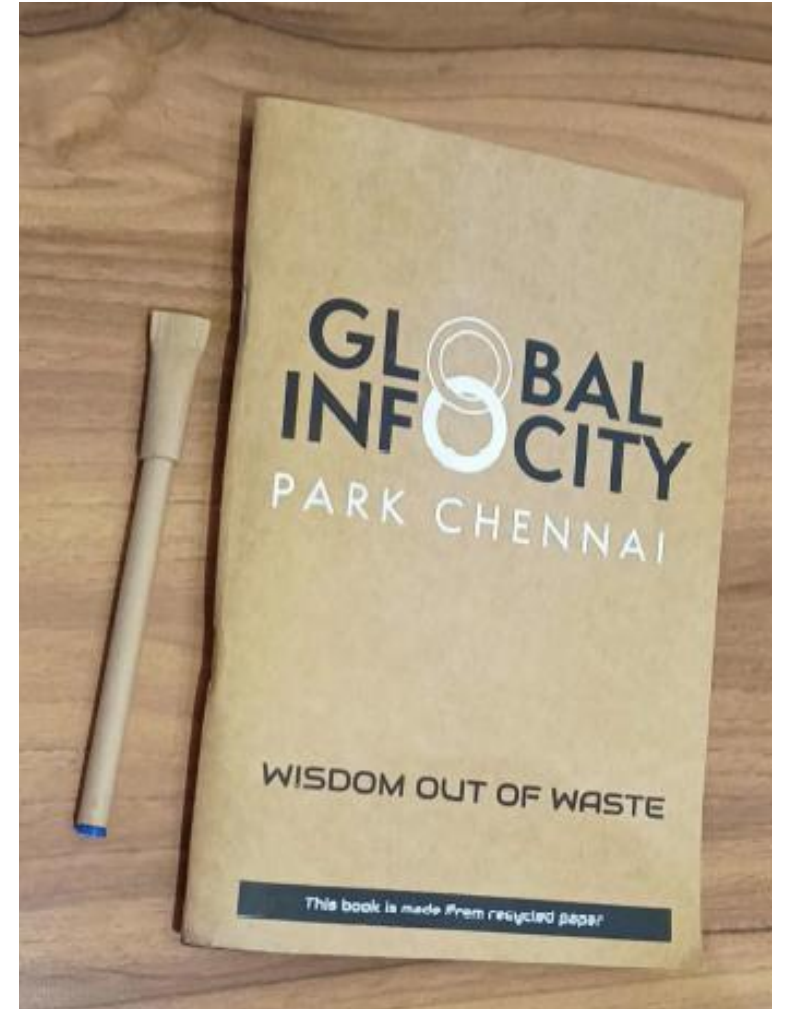


Storing compost for use in landscape.

Credit category: Recycle

- **Efficient segregation of Dry waste and recycling:** Earth Recycler Pvt Ltd. collects and segregates GIPC's dry waste, and diverts it to the following recyclers:
 - Paper waste to Tamil Nadu Newsprint and Papers Ltd., where it is used to make recycled paper
 - Plastic Waste to Om Plastics Ltd., where it is used to make recycled plastic products
 - Rejected organic waste to Spark biogas Plant, where it is digested through Anaerobic digestion.
 - Rejected dry/inorganic waste to Chettinad Cement Factory for recycling.

Through these strategies GIPC demonstrates 100% highest and best use of its recyclable waste created on site.

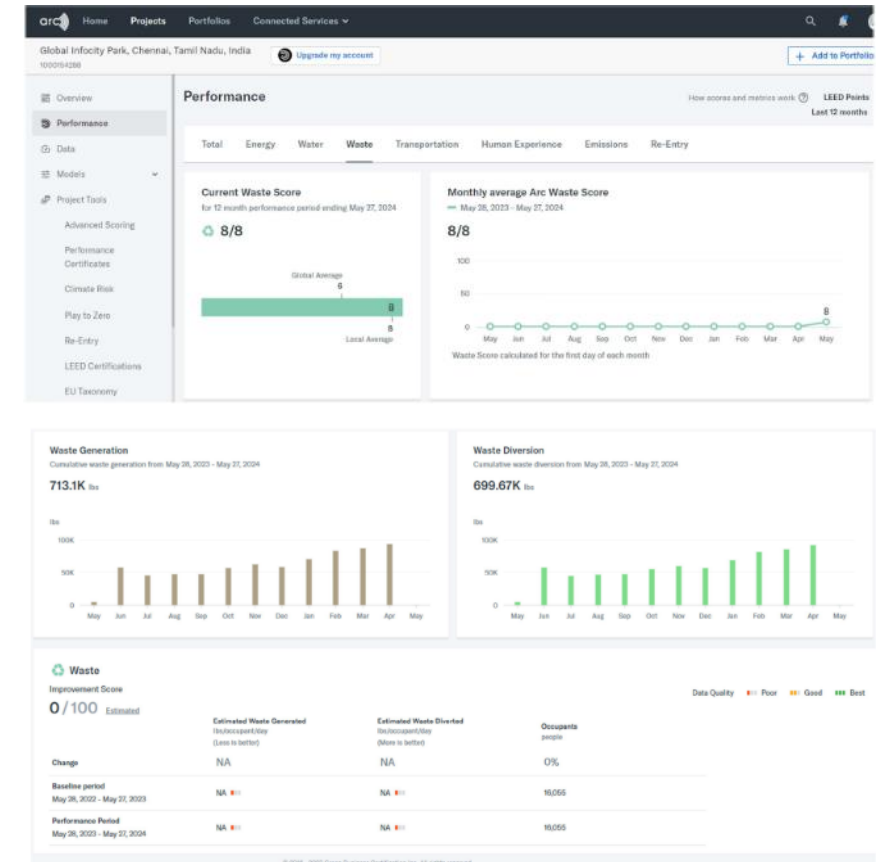


Recycled paper products from Tamil Nadu Newsprint and Papers Ltd

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Credit category: Zero Waste Reporting

- We tracked diversion data for the following 12-month period: **September 2022 to August 2023.**
- Financial Data Tracking:
 - **Expense Categorization:** All diversion and waste disposal expenses are categorized under specific budget lines for transparent tracking.
 - **Invoice Documentation:** Invoices and receipts for waste-related services are diligently collected and documented.
 - **Data Entry:** Financial data is entered into a centralized system, allocating each expense to its respective category.
 - **Regular Auditing:** Financial audits ensure accuracy and compliance with budget allocations.
 - **Reporting:** Utilizing the data, comprehensive reports are generated for insights into financial trends, cost analysis, and areas for potential savings or waste reduction strategies.



Zero waste benchmarking on ARC platform

Credit category: Diversion (Min. 90%)

- The project's diversion rate for the most recent 12 months was **98.3%**.
- Through the zero-waste hierarchy review, GIPC implemented strategies to align diversion methods with the highest and best practices, fostering sustainable waste management and a circular approach to resource utilization.
 - Organic Waste: Evaluation focused on diverting organic waste through composting or anaerobic digestion, promoting circular waste practices and valuable compost creation.
 - Paper and Electronic Waste: Emphasis on maximizing paper recycling and certified e-waste recycling programs, adhering to the highest and best recycling methods.
 - Construction and Demolition Waste: Evaluation aimed at diverting materials through responsible reuse, recycling, or repurposing, reducing the environmental impact of construction projects.

Credit category: Zero Waste Purchasing

- **Environmentally Preferred Purchasing (EPP) Policy:** GIPC has developed and implemented an EPP Policy which mandates FSC or USGBC-approved certified paper and wood products, encourages the use of salvaged wood and purchases paper products with post-consumer recycled content, emphasizes on purchasing used or refurbished goods, extending product lifespan for furniture, electronics, office supplies, packaging materials, and appliances, and encourages other such practices to reduce environmental footprint of the project.
- **Catalog Highlighting EPP Items:** A purchasing catalog features a green symbol for EPP items, guiding staff in sustainable purchases. Data tracking ensures accountability.
- **Use of Rechargeable batteries :** GIPC uses rechargeable batteries in all small appliances to reduce e-waste and promote reuse.
- **Use of Compostable Garbage Bags:** Adoption of compostable bags aligns with waste reduction goals, promoting responsible disposal and environmental support.
- **Use of Sustainably sourced paper:** Investment GIPC only purchases FSC certified paper for its offices, ensuring environmentally preferred procurement.

Credit category: Leadership

- **Structured Goal Setting:** Smaller, manageable goals were established, documented, and entered into a formal zero-waste goal document, ensuring a clear plan and timeline.
- **Monthly Performance Review:** Upper management conducts monthly reviews, analyzing waste diversion, financial performance, and key metrics, facilitating data-driven adjustments.
- **Rewards and Recognition:** A structured R&R system acknowledges and rewards employees quarterly, aligning performance evaluations with sustainability goals.
- **Community Engagement:** GIPC engages with the community through clean-up drives and weekly tours, creating awareness and involving families in sustainable practices.



Global Infocity Management's outdoor awareness program



Felicitations of Zero Waste heroes during Annual Celebrations at Global Infocity park Campus.

Credit category: Training

- **Digital Orientation Kit:** Inclusion of comprehensive zero-waste documents and training materials in the digital employee orientation kit and on the common server
- **Comprehensive On-Site Training:** All on-site individuals receive thorough training on waste segregation, recycling procedures, and waste reduction principles. Regular reminders and refresher sessions maintain awareness.
- **Performance Metrics and Recognition:** Employee contributions to zero waste are integrated into assessments and bonus structures, fostering a culture of sustainability and rewarding outstanding efforts.
- **Continuous Education:** Continuous access to training materials through the employee server ensures ongoing education for all employees.



Training sessions for staff to raise awareness.

Credit category: Zero Waste Analysis

- The **annual physical waste audit** was conducted at the GIPC facility on 28th of December, 2023. It involved a meticulous assessment of generated waste, analyzing its composition and quantities to inform sustainable waste management practices and improve overall environmental performance.
- Separate bins labeled "Dry waste contamination" and "Wet waste contamination" are provided at the OWC shed and central waste collection area. **Wet Waste Contamination:** Sent to a bio-gas plant for anaerobic digestion. **Dry Waste Contamination:** Sent to the Municipal Landfill in Perungudi, Chennai. Weights of rejected recyclables and contamination are recorded under the "Non-diversion" section daily, cumulated monthly to determine the non-diversion waste figure.
- Employees were encouraged to fill and submit the feedback forms to understand the user's perspective on the waste management program in terms of its strengths, its challenges and the changes that can be incorporated for the betterment of the program.



Waste collection and segregation



The Organic Waste Converter (OWC) facility on the campus of Global Infocity park, Chennai

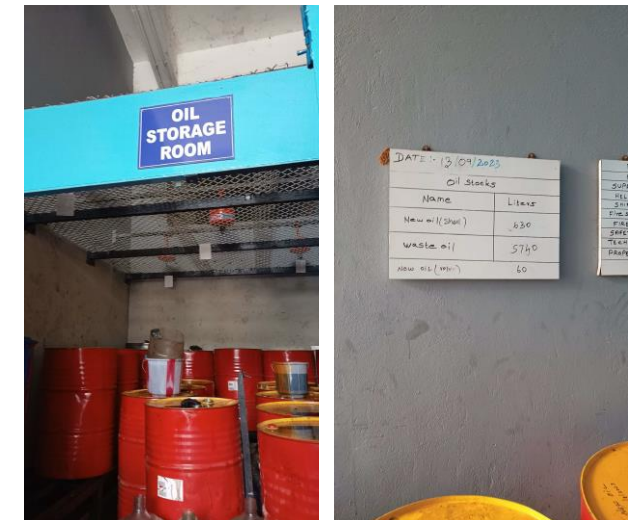
Credit category: Upstream Management

- GIPC conducts face to face meeting for direct communication of zero waste goals and strategies with vendors. This ensures alignment with facility's sustainability objectives.
- If a vendor lacks zero waste goals, the facility encourages them through education, setting targets, incentives and support.
- **GIPC Vendor Policy on Zero Waste Goals-** GIPC gives preference to vendors with zero waste goals by scoring them higher in evaluations. Vendors must detail their zero waste initiatives at the RFI stage.



Credit category: Hazardous Waste Prevention

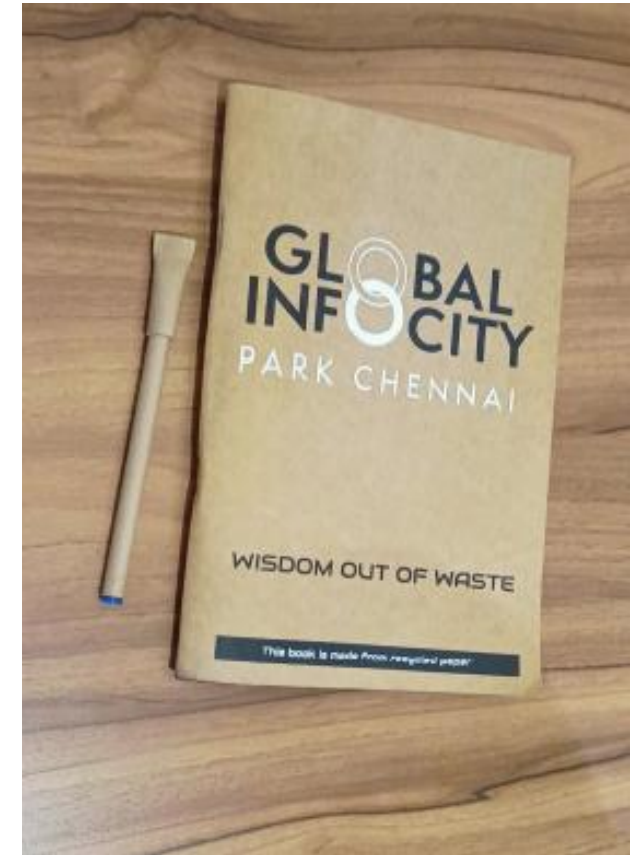
- A **Zero-Waste Conduct policy** document comprising guidelines on hazardous waste management was compiled and adopted for the facility.
- The waste oil from the diesel generator is the hazardous waste generated at GIPC, which is sold to a 3rd party vendor for responsible disposal as per local body regulations.
- E-waste collected annually by 'Epragathi Recycling' or as needed to ensure proper disposal and recycling.
- Sanitary waste bins in female washrooms collected bi-monthly by Earth Recyclers. Receptacle bins with biodegradable liners for safe and discreet disposal of sanitary pads.
- **Employee participation** - GIPC encourages employees to bring personal universal waste items (batteries, lamps, cell phones, e-waste) to designated collection areas.



Waste oil form the Diesel Generator.

Credit category: Closed Loop System

- **GIPC Environmentally Preferred Purchasing (EPP) Policy-** Minimum 20% post consumer recycled content requirement for janitorial paper products including toilet paper, paper towels, and seat covers.(1 April,2023).
- The **in-house Organic Waste Converter (OWC)** facility at the **GIPC** campus ensures the conversion of wet waste into good-quality manure that is regularly utilized in the cultivation of vegetation across the campus. Reduces energy consumption and minimizes environmental impact by recycling waste into a beneficial product.
- **Paper and Cardboard Waste Management at GIPC -** Waste collected and processed into innovative products like notepads, notebooks, pens, pencils, and tote bags by 3rd party. GIPC purchases upcycled products, promoting recycling and environmentally friendly products.



Recycled Paper Notebooks and Pens

Credit category: Innovation

- **Commit to reduce total discards annually-** The team at Global Infocity Park, Chennai has compiled a Zero-Waste Goal document that clearly sets the scope as well as annual targets to be achieved by the facility in terms of waste management.
- **Creative Reuse Competition-** GIPC conducts quarterly community awareness programs and workshops to promote Zero Waste goals. Held during workshops, participants scavenged discarded items on campus and upcycled them creatively.
- **Food Portioning Education Campaign-** GIPC implements a food portioning education campaign to reduce food waste.



Upcycled planter pots from housekeeping chemical cans



Food portioning posters

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A common goal in waste management is to maximize resource efficiency. This means using resources in a way that meets current needs without compromising the ability of future generations to meet theirs, essentially following the principle of sustainable development. It involves creating less waste, ensuring that products are designed to last longer, and that all materials are used as efficiently as possible.

Mr. Christopher Gnanaraj,
Vice President Property Management

Zero waste is our mission
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