DATA CENTER

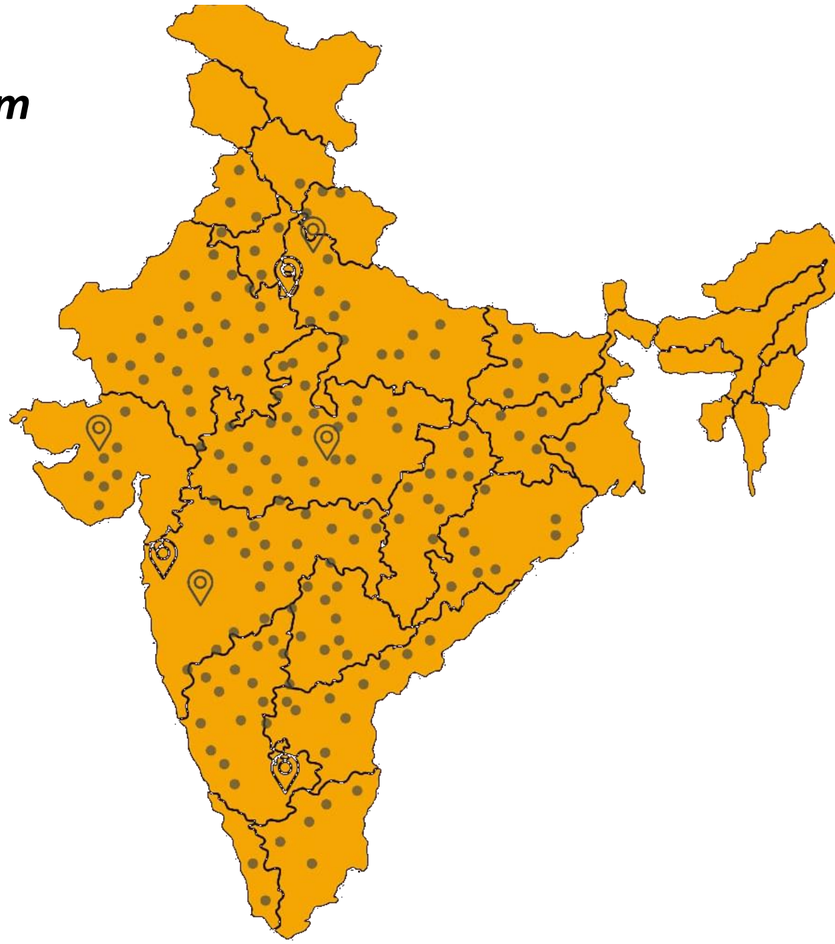
SILA SERVICES

www.silagroup.co.in



SILA Group

India's leading end-to-end Business Solutions & Real Estate Development platform



SILA is India's leading Business Solutions and Real Estate Development platform, founded by brothers Rushabh and Sahil Vora in 2010.

SILA Services provides Integrated Facility Management, Real Estate Advisory, Food Services and Material Handling Equipment solutions. SILA Properties focuses on residential and commercial developments in the Mumbai Metropolitan Region. SILA has a presence across **680+ cities**, manages **450M+ sq. ft.** of assets and employs **60,000+** professionals.

SILA is backed by leading institutional investors, including Norwest and Permira alongside prominent family offices associated with Godrej, JSW, K Raheja, Lodha, Piramal, Sattva and former Indian Cricket captain MS Dhoni.

450 Mn+	680+	60,000+	2010	1 Mn+	$275 Mn+
Sq. ft. managed	Cities across India	Employees	Founding year	Sq. ft. under planning & development	Gross development value

SILA Services **SILA Properties**

Why SILA for your data center

What we bring to mission critical environments.

01

Background-verified workforce

Background-verified, access-controlled teams trained in cleanroom and ESD-safe protocols, with facial-recognition attendance on every shift.

100%
background-verified

02

24x7 DC and emergency support

Round-the-clock cover across white and grey space: monitoring, remote hands, incident response and RCA, with SME backup from nearby SILA sites.

24*7*365
on-site operations

03

MEP and mission critical-environment depth

Power, cooling, DG, Life Safety and BMS run to SOP, MOP and EOP. Proven in UPS and battery rooms, precision cooling and VESDA and server rooms.

~12,000
MEP workforce

04

A dedicated DC specialist team

Regional DC heads for West and South, a transition manager, and a bench of 10 SMEs across power, cooling, fire and BMS.

10
SMEs on the bench

05

A training and upskilling engine

An 8-week DC programme, from assessment to certification, that turns our MEP workforce into data center specialists, with a Project Unnati career path.

8 weeks
to certification



Integrated Services at Data Centers

We are building a dedicated data center vertical, backed by an upskilling engine that supplies the skilled people data centers need today.

6+	2	4	100%	24x7
data center and network sites	DC and interconnect operators	cities across 4 states	background-verified workforce	white and grey space coverage



Technical services

HYPERSCALE GRADE

- Critical power, cooling, control systems, life safety & security systems
- 24x7x365 monitoring and remote hands
- Preventive, corrective and predictive maintenance
- SLA, vendor and MIS management



Soft services

INTEGRATED FM

- Technical cleaning of white and grey space
- Pest control
- Logistics and inventory support
- ESD-safe, cleanroom-trained teams



Assurance

VALUE-ADDED SERVICES

- Thermography, electrical safety and particle counts
- HSQE and SME audits, half-yearly
- Energy audits for PUE optimisation
- Environmental testing by NABL-approved labs

DATA CENTER AND CRITICAL INFRASTRUCTURE CLIENTS

NTT DATA	**Navi Mumbai, 2 facilities** Integrated FM
lightstorm Interconnecting Intelligence	**Noida, Gurugram, Navi Mumbai, Kolkata** Integrated FM
JCK	**Data centers and other operations**

SILA's Engineering Infrastructure & Capabilities



181 active technical sites in in Mumbai and Pune

4,000+ trained technical workforce

32 sites with server, IT or hub rooms

PLANT UNDER SILA OPERATION AND MAINTENANCE

Electrical and power power

- **Transformers** — 150+ — 180+ MVA
- **High-tension panels** — 90+
- **Low-tension panels** — 500+
- **UPS systems** — 350+ — 8,000+ kVA
- **DG sets** — 200+ — 180+ MVA

Cooling and air conditioning

- **Chillers** — 120+ — 33,000+ TR
- **Cooling towers** — 60+
- **Air handling units** — 500+
- **Server / IT room cooling** — 32 — sites

Fire, safety and controls

- **Fire pumps** — 850+
- **Fire alarm panels** — 200+
- **Security cameras** — 2,300+
- **BMS, VESDA, clean agent** — At critical and server room sites

ENGINEERING AND ENERGY MANAGEMENT

- **Thermography**
- **Power-quality analysis**
- **Utility analysis**
- **BEE-certified energy audits**
- **Performance dashboards**
- **VFD savings studies**

CRITICAL-ENVIRONMENT EXPERIENCE

- **Dow** — UPS and battery room, PAC, VESDA, Novec 1230
- **ICICI** — Server room, UPS and chillers
- **Godrej Two** — Tenant-operated data centre
- **Vertiv / Liebert** — UPS: KRC Paradigm, BKC Sq., Indiabulls Sky, Sanraj

Approximate portfolio figures across 181 active technical sites in Mumbai and Pune.

Our dedicated data center team

Already at work on live DC sites, and scaling as your footprint grows.

BENCH STRENGTH

4,000

strong skilled workforce

We see a skilled-talent crunch coming as DC capacity grows. Our bench is ready.

Operations Head

Leads DC operations

DC Head, West

Account P&L and continuity

DC Head, South

Account P&L and continuity

CENTRAL TEAMS

- DC cleaning cell
- Technical cleaning
- Technical audits
- IoT and sensors
- Specialised services

Transition Manager

HOTO from project team to operations

Technical Managers

Day-to-day engineering, H&S and audits

Soft Services Manager

Housekeeping operations and client reviews

ENABLING FUNCTIONS

Hiring

Technical and soft-services talent

Supply chain

Vendors, proposals and rate cards

Finance and commercials

Invoicing and credit control

Learning and development

DC training and talent pool

SUBJECT MATTER EXPERTS

10 experts across the critical plant, on call for every site



01
Pravin Lokare
Pump & Panel



06
Nivrutti Bihade
Electrical, Circuit Breaker, Control Wiring, NDT



02
Mahesh Kadam
DG



07
Md Altaf Khan
LV Systems (Electronics Engineer)



03
Kalidas Gaikwad
Elevator



08
Vibhakar Pandey
BMS & Allied Systems



04
Feroz Shaikh
HVAC



09
Abhishek Darekar
Fire & EHS



05
Faiz Don
Chiller, PAHU, PHE



10
Sagar Kamble
Plumbing

Upskilling our MEP workforce into DC specialists

Skilled people are what data centers need most today. We are building that talent from our own workforce.

1.57 GW → ~8 GW

India's installed data center capacity (Aug 2026), and the official projection for 2030

Source: PIB, 14 Sep 2026

~2 in 3

of data center operators globally report difficulty finding qualified candidates, retaining staff, or both

Source: Uptime Institute Global Data Center Survey, 2025

~12,000

existing MEP workforce at SILA: the base we are upskilling

SILA,

HOW WE BUILD DC SPECIALISTS

1 Identify

Existing staff from non-DC sites, plus fresh graduates

→

2 Assess

Training needs identified against DC role requirements

→

3 Train

8-week programme: classroom, on the job and a live data center visit

→

4 Certify

Written test, practical and final evaluation, then certification

→

5 Deploy

Certified specialists on your site, with a Project Unnati career path to help retain them

WHAT DATA CENTERS ARE SHORT OF, AND WHAT OUR PROGRAMME TEACHES

IN SHORT SUPPLY

Cooling and HVAC

IN OUR PROGRAMME

MEP maintenance best practices

IN SHORT SUPPLY

High-voltage electrical

IN OUR PROGRAMME

Switchgear and circuit breakers

IN SHORT SUPPLY

Monitoring and incident response

IN OUR PROGRAMME

BMS and DCIM (Schneider, Siemens, Honeywell), access control and VESDA

IN SHORT SUPPLY

Mission-critical discipline

IN OUR PROGRAMME

Health and safety, a live data center visit, written and practical evaluation



Other published 2030 capacity forecasts range from about 5 to 12 GW. Skills in short supply: IT Voice, 12 Sep 2026; NIIT India Skills Gap Report 2026, as cited by tele.net.

Hyperscale-grade technical services

Every critical system in the white and grey space, run to SOP, MOP and EOP.

Critical power

- Transformers and HT panels
- LT and main distribution panels
- UPS, rectifiers and batteries
- Switchboards
- EPMS

Cooling & mechanical

- Chillers, pumps and piping
- CRAH, CRAC and AHU
- Liquid cooling
- DG sets and HSD fuel systems
- Civil and architecture

Fire, safety & security

- Fire suppression systems
- Gas detection and suppression
- Sprinkler and pre-action systems
- Access control and CCTV

Governance & compliance

- SOP, MOP and EOP
- ISO and customer audits
- BMS and CPM
- SLA tracking, customers and vendors
- Vendor management
- MIS and documentation

24x7x365

On-site operations and response, round the clock.

- Remote hands
- Incident management and RCA
- Monitoring: alarms and service status
- Troubleshooting
- Preventive maintenance
- Corrective and predictive maintenance

Soft services for critical environments

Cleaning and upkeep planned around live white and grey space, restricted access and zero downtime.

Technical cleaning

White and grey space cleaning to cleanroom and ESD-safe protocols

Building and periphery

DC building, DG building and HSD yard, managed floor by floor

Air, water and hygiene

Indoor air quality, water systems and pest control

Logistics and inventory

Material handling support, inventory and data entry

AMC and ARC management

Maintenance and rate contracts, tracked to schedule

Compliance and documentation

Legal and technical compliance, QC and safety risk records

A security-first team

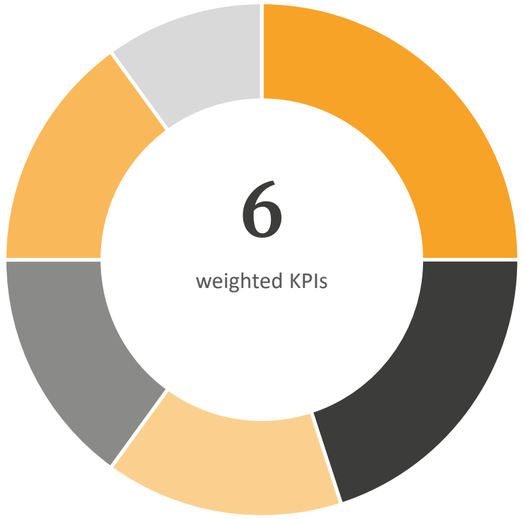
- 100% background-verified and access-controlled
- Trained in cleanroom and ESD-safe protocols
- 24x7 supervision across every shift



How we measure & assure performance

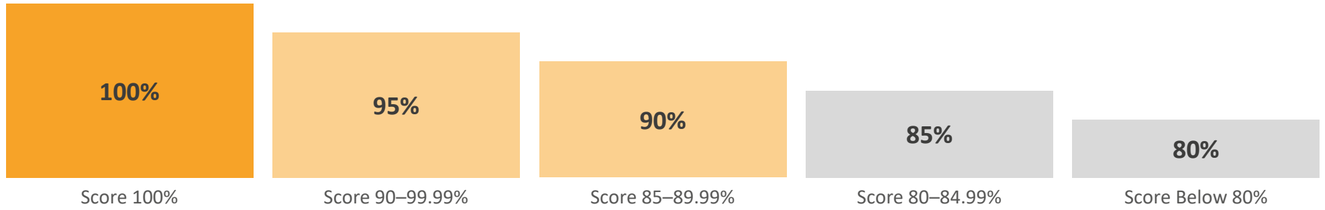
A weighted KPI scorecard linked to your invoice, plus independent testing by NABL-approved labs.

MONTHLY KPI SCORECARD



Manpower availability	Attendance, valid BGV and ID	25%
Vendor management	PM compliance, SLA call closure	20%
Onsite training	Every month, for all staff	15%
PM planning	Delivered to the agreed programme	15%
Review meetings	Monthly on site, quarterly with leadership	15%
Reporting	Daily, weekly, monthly; MMR by the 7th	10%

INVOICE PAID AGAINST MONTHLY KPI SCORE



Independent testing

Electrical and power infrastructure testing

Uninterruptible power supplies, generators and power distribution units; power quality and harmonics analysis

Environmental and cooling system validation

Heating, ventilation and air conditioning, and precision cooling systems; thermal imaging and hot and cold aisle efficiency

Safety, fire and physical infrastructure

Fire suppression systems; acoustic and vibration testing

Instrument calibration (ISO/IEC 17025)

Temperature, humidity and airflow sensors; energy meters, current transformers and voltage meters; calibration certificates from NABL-approved labs

DATA CENTER OPERATIONS · TIER I TO TIER IV

Uptime assurance, built into the contract

Independent checks at a fixed rhythm catch risks to the critical load before they become outages.

Critical shift coverage

Facial-recognition attendance proves every critical-facility shift is staffed, 24x7.

HSQE audit

Permit-to-work, safe work on energised systems and environmental controls reviewed.

Infrared thermography

Thermal scans of switchgear, UPS and PDUs find loose joints before they trip the load.

Audit-ready compliance

Statutory, ISO and customer audit evidence held centrally, ready for any SLA review.

MEP audit by SME

UPS, generators, cooling and switchgear maintenance checked against OEM schedules.

Electrical safety audit

Walk-through of power paths from HT incomer to rack PDU, including transfer schemes.

8 assurance services protecting the critical load, on top of 24x7x365 operations

White space audit by SME

Data hall housekeeping, cable hygiene and blanking discipline checked by our expert.

Particle counts in data halls

Airborne particles measured against ISO 14644-1 Class 8, as ASHRAE recommends.

Value-added services within SILA's data center scope, applicable to Tier I to Tier IV facilities.

Let’s Talk!

www.silagroup.co.in



ANNEXURE



FACILITY MANAGEMENT

INTEGRATED FACILITIES MANAGEMENT

Tech enabled processes for mission critical operations, built for Uptime.

Trusted by India's leading enterprises

Sila

Commercial & Tech

DLF · BRIGADE GROUP · Brookfield · Godrej · Google · BAGMANE · L&T · J.P.Morgan · BlackRock · accenture · 7-ELEVEN · NTT DATA

Healthcare & Hospitals

ADITYA BIRLA HEALTH · Kokilaben Dhirubhai Ambani hospital & medical research institute — Every Life Matters · Marengo Asia Hospitals · manipalhospitals LIFE'S ON · Sahyadri Hospitals

Malls & Retail

BOSE · H&M · Massimo Dutti · ZARA · DECATHLON · RBL BANK

Co-working & Managed Offices

ANSR · HIVE CO WORKING SPACE · awfis · INDIQUBE GROW YOUR BUSINESS · iSprout Inspiring Workspaces · simpliworks

Banking & BFSI

ADITYA BIRLA CAPITAL · HDFC BANK · ICICI Bank · IDFC FIRST Bank · paytm · kotak

Industrial & Datacenters

JSW · NTT DATA · HONDA · VARUN BEVERAGES · IFB Industries Limited · SAINT-GOBAIN · Sterlite · Schneider Electric



The Complete Business Solutions Ecosystem

- MEP Services
- Housekeeping
- AMC Management
- Food & Pantry / Catering
- Security & Safety Services
- Energy Management
- Environmental Health & Safety
- Horticulture
- Pest Control
- Material Handling Equipment - Rental / Leasing
- Front Desk / Guest Relations
- Transport Services

SILA upholds high sustainability, safety and social standards

Sustainability, safety and social standards held across every site we develop and operate.

#1

Leading ESG vendor for Google APAC

60,000+

employees onboarded into Health, Safety and Environment protocols across the organisation

5,000+

Beneficiaries supported through the **SILA for Change Foundation**, **Robin Hood Army** and University Grants.

SUSTAINABILITY

- **Water & Wastewater Management:** Sewage treatment plants and rainwater harvesting across all sites.
- **Waste & Resource Management:** Comprehensive wet, dry and hazardous waste management, including composting and plastic recycling.
- **Energy, Environment & Awareness:** Energy management, air quality monitoring, and sustainability awareness initiatives for frontline employees and communities.

SAFETY

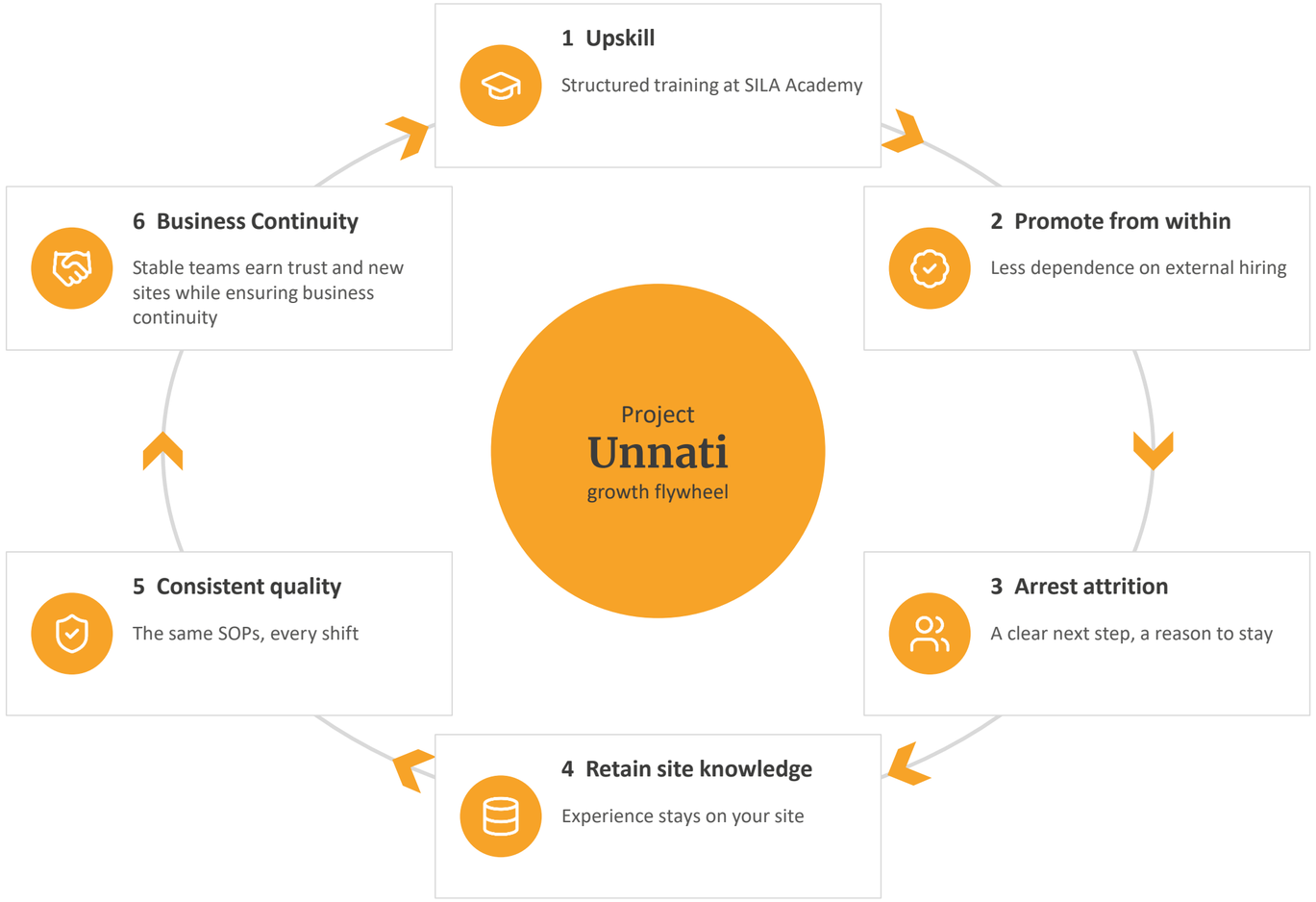
- **Safety Systems & Training:** Comprehensive OHSE processes, induction training and daily toolbox talks across sites.
- **Health & Emergency Preparedness:** Periodic health check-ups, blood testing and regular fire drills.
- **Equipment & Site Safety:** Routine equipment maintenance and safety checks to ensure safe site operations.

SOCIAL

- **Community Impact: 1,400+ children supported** through the SILA for Change Foundation.
- **Education Access:** Tuition reimbursement for frontline employees' children from pre-primary through secondary education, alongside **45+ university grants**.
- **Food & Community Welfare:** Surplus food redistributed through SILA's partnership with the **Robin Hood Army**.

Inhouse training programme – Unnati

Upskilling our people turns training into retention, continuity and consistent service.



For Client site

- **Familiar, stable teams on every shift**
- **Vacancies filled faster, from within**
- **Fewer handover gaps and less knowledge loss**
- **Consistent SOP adherence and safer operations**

For SILA people

- A visible path from janitor to a lead/ manager
- Skills recognised through assessment and certification
- Growth in role and responsibility
- Pride and ownership in the site they run

PEOPLE | PLACES | A BETTER TOMORROW

SILA Services, building for Data Centers

A FUTURE READY APPROACH. A STRONGER TOMORROW.

01 | Young, Diverse Leadership

A next-generation leadership team bringing fresh thinking, agility and a client-first approach to facilities management.

02 | Integrated Delivery Model

Most services are delivered in-house, enabling better coordination, faster response times and consistent quality across locations.

03 | Safety, Compliance & Engineering

A dedicated EHS team ensures site safety through regular training, audits and proactive risk mitigation strategies.

04 | SILA Engage

A value-added service within our Facility Management, designed to build stronger, more connected communities across residential, commercial and industrial assets.

05 | Technology-Led Operations

Our in-house platform, SILA Connect, powers end-to-end digitization across audits, training, attendance and inventory, ensuring real-time control and transparency.

06 | Sustainability Services

Outcome-based energy audits to optimise utility systems, reduce costs and support ESG and net-zero goals through data-driven insights and reporting.

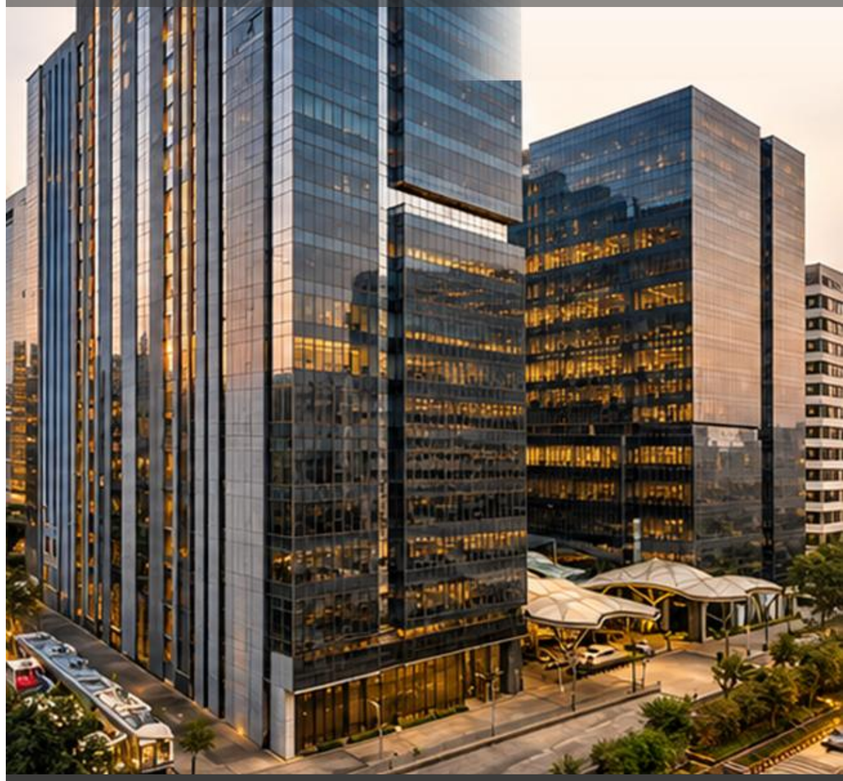
07 | Hospitality-Driven Experience

Trained to 5-star standards, our teams wear custom uniforms and are detail-orientated, delivering a premium service experience.

08 | Scalable, Indian-Built Platform

The only Indian facility management company with a proven track record of growing single-site engagements into complete national portfolios.

INTEGRATED BUSINESS SOLUTIONS PARTNER



Facilities Management | Food Services | MHE | Advisory | Sustainability | Tech-enabled Future Ready Business Solutions



Technology | SILA Proptech

Automation & Attendence

Proprietary platform for compliance tracking, facial recognition - enabled attendance capture, and BGV automation.

Process Digitization

QR-based checklists for soft/technical tasks, centralized audit & training tracking

Skill Assesment

Psychometric testing and a robust four-day induction ensure every team member is aligned and site-ready.

AI-Based Training

On-site AI modules for role-specific staff learning and performance tracking

Client Dashboard & NPS

Real-time visibility of site data and digital feedback through SILA Connect

AI Helpdesk Bot

WhatsApp-based chatbot for ticketing and client support

Learning Management System

We conduct continuous skill assessments, upskill staff, and train them to strengthen individual weaknesses.

Employee Training & Certification

Employee Training

- Joining Formalities
- BGV Verification
- Grievance Support
- Structured Induction
- Skill assessment & Certification
- Practical Training



Pre Deployment Assessment

- Written Assessments
- Site-Specific Tests
- Mandatory Certification
- Permanent Records
- Retraining & Retesting
- Multilingual Assessments



SILA SULUTION PVT LTD

JANITOR ASSESSMENT REPORT

Date - 03-12-2020

Employee Name - Ashwin

Experience - 2 moths

Site Name - Western Digital

Date of Joining - 29-10-2020

Reviewer - Lakshmi N

POINT	Excellent	Good	Average	Fair
1) BASIC ETIQUETTES				
• Punctuality	☐	☐	☐	☐
• Grooming Standard	☐	☐	☐	☐
• Attitude	☐	☐	☐	☐
• Attendance	☐	☐	☐	☐
• Communication	☐	☐	☐	☐
2) WORK QUALITY (SOP)				
• Rest Room Cleaning	☐	☐	☐	☐
• Glass Cleaning	☐	☐	☐	☐
• Workstation Cleaning	☐	☐	☐	☐

Management Training Academy

These courses equip the teams with the knowledge and skills required to deliver consistent, high-quality services. The program includes:

- Induction
- Orientation
- Operational processes
- Health & Safety protocols
- Compliance standards
- Client interaction
- SOPs



Psychometric Evaluations -Mercer | Mettl

- Self-Effectiveness
- Leadership Skills
- Business Acumen
- People Management



Learning Management System

We provide our employees with access to a digital Learning Management System that includes a video library covering various tutorials.



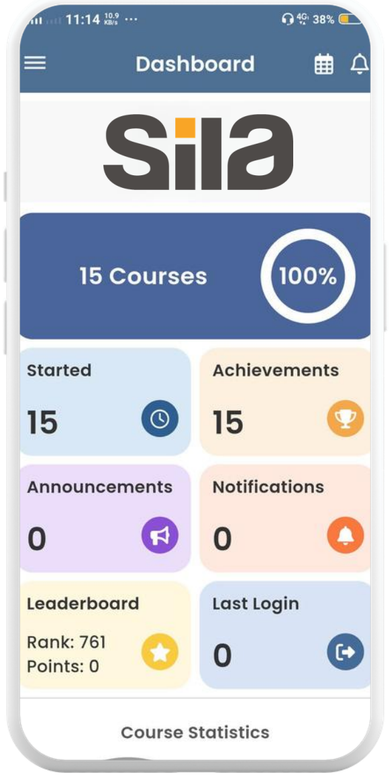


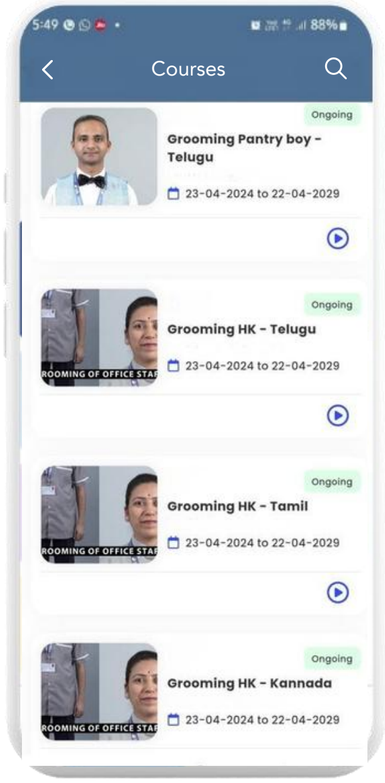


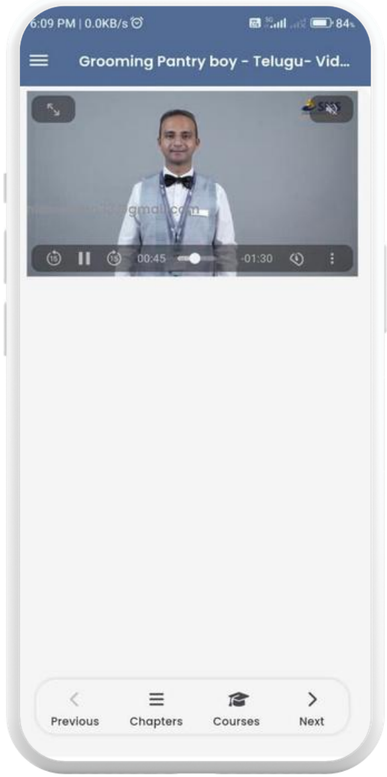












Automated Onboarding

- Digital, paperless onboarding for faster employee deployment
- Structured data capture with reduced manual errors
- Seamless integration with internal systems for efficient processing

Automated Compliance

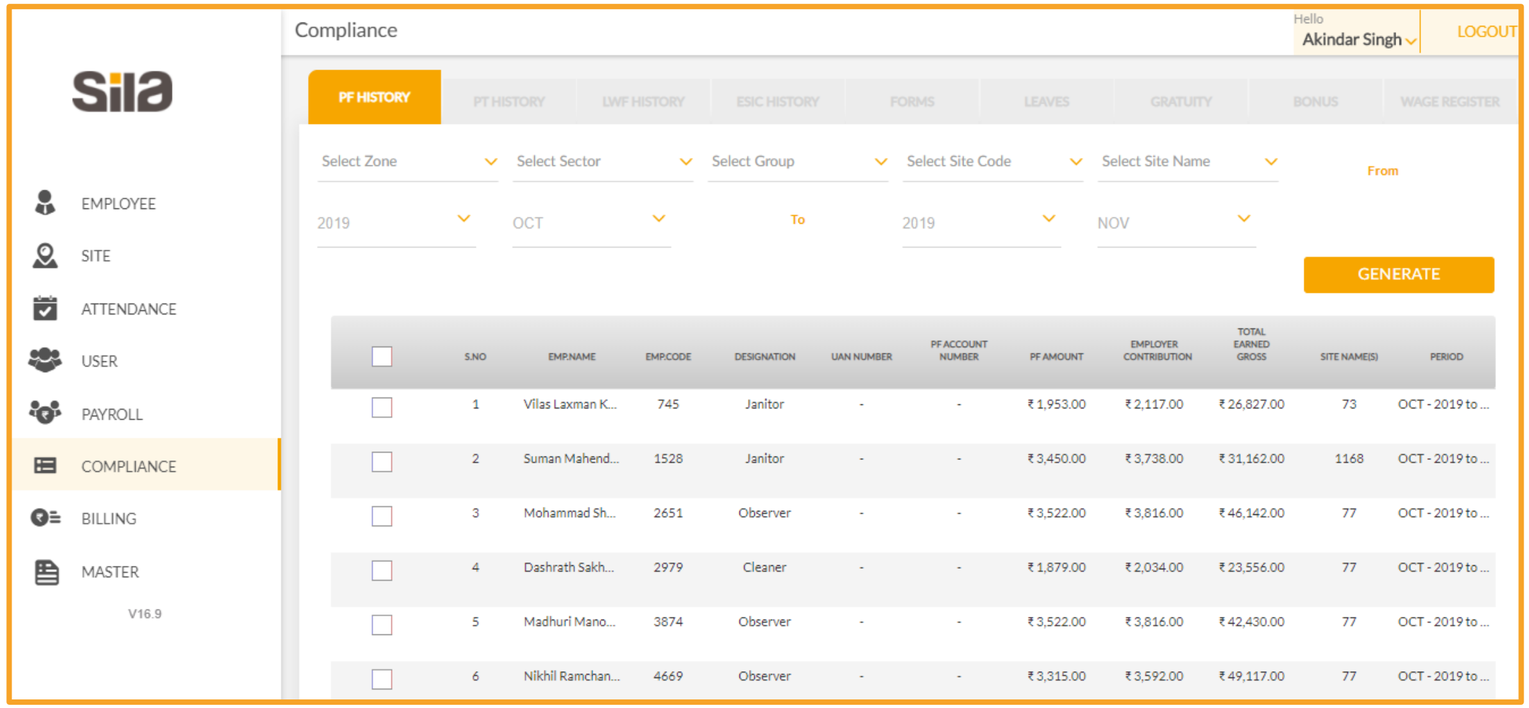
- Centralised compliance dashboard with automated payroll processing and statutory compliance tracking

Background Verification

- Comprehensive identity and employment checks
- Compliance-driven verification processes
- Helps ensure a trustworthy and reliable workforce

Bank Account Verification

- ₹1 test transaction to validate account accuracy and ownership
- Minimises payroll errors and payment delays
- Ensures secure and reliable salary processing





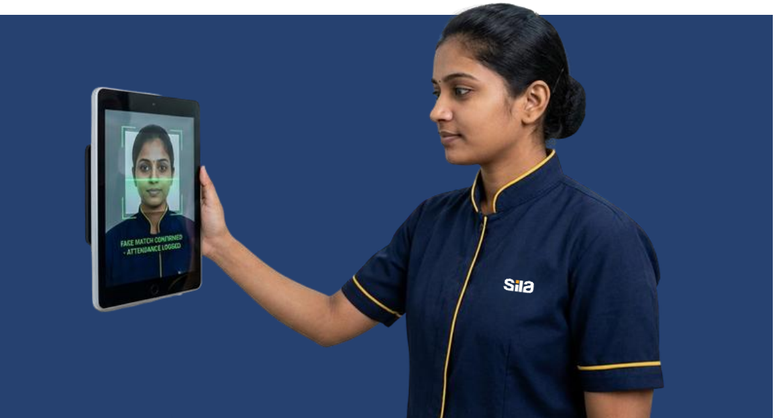
IVR-Based Employee Helpdesk

- IVR-based support system for quick employee assistance and grievance resolution
- Integrated attendance and workforce data for accurate reporting and efficient query handling



Timely & Automated Payslip Delivery

- Mobile app for employees to access salary slips, attendance records, and employment details
- Ensures timely salary payments
- Improves transparency in employee information
- Provides easy and convenient access for the workforce



Facial Recognition Attendance System

- Facial recognition–based attendance system deployed across sites for blue-collar employees
- Enables accurate and contactless attendance tracking
- Provides real-time attendance monitoring
- Improves transparency and compliance
- Enhances payroll accuracy and operational efficiency

Process Tracking

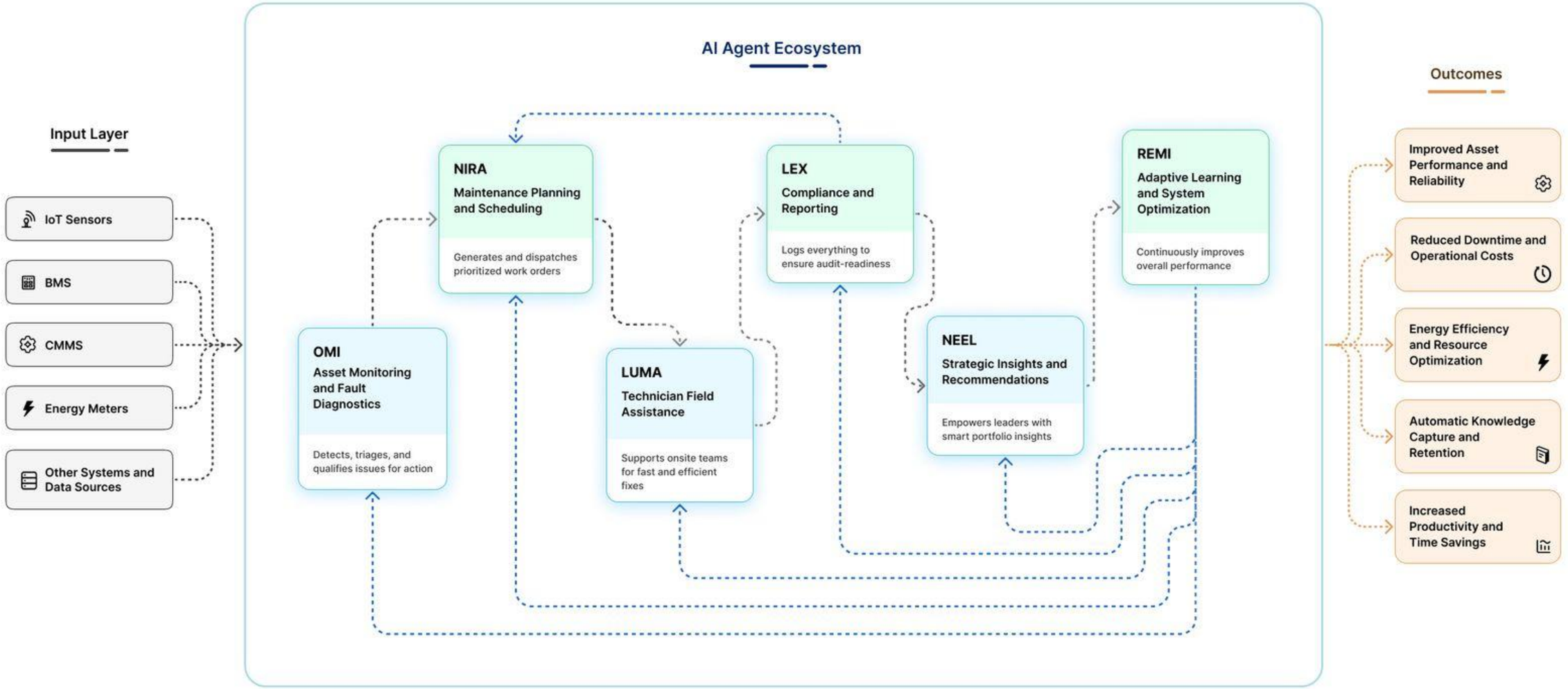
QR codes to monitor processes at sites and for our field operations team.



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Scan Me

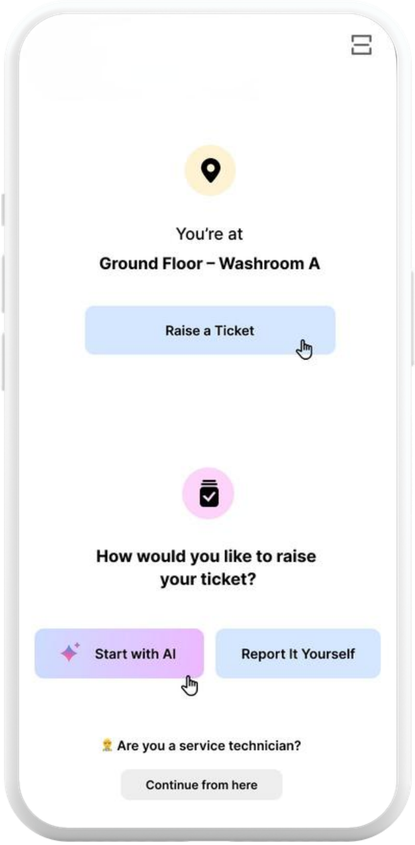
TAG2566

Using AI to Drive Efficient Outcomes

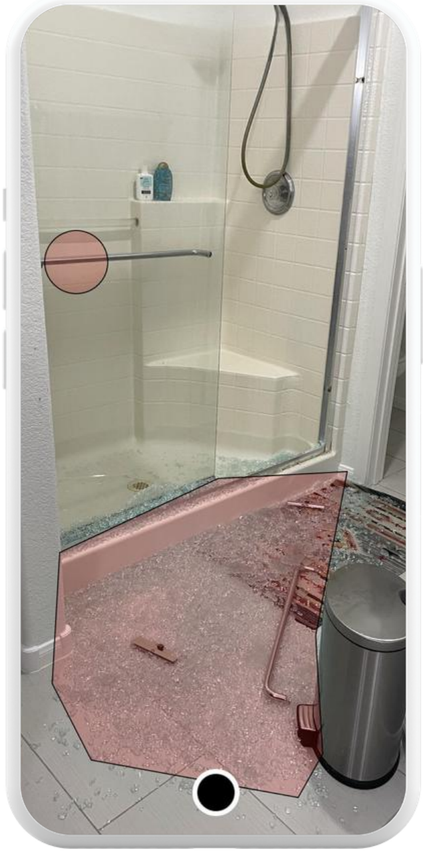


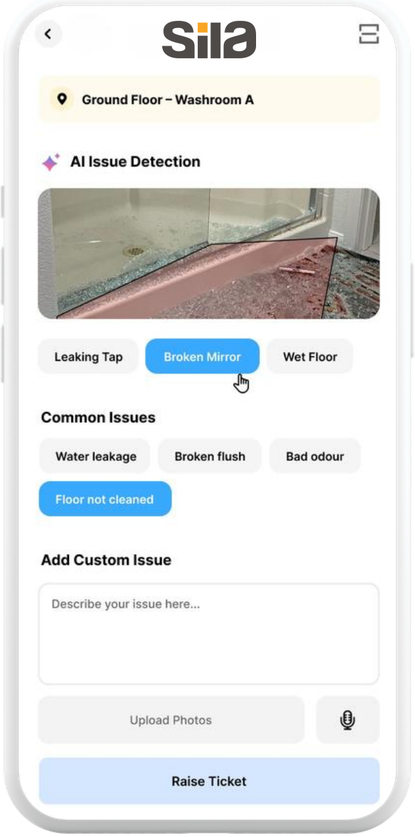
AI Based Feedback and Ticketing – Occupants





Easy QR Code Scanning



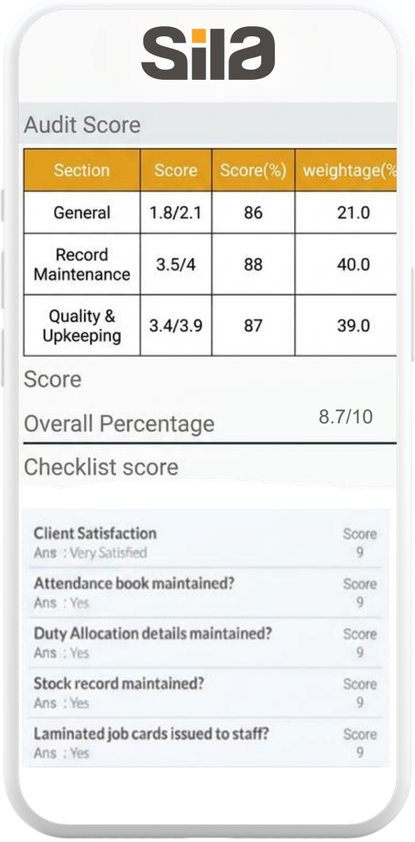


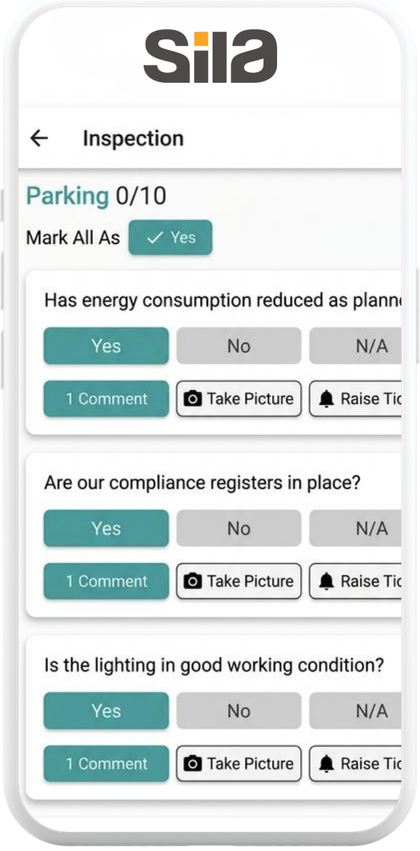
AI Identification of the Issue Resulting in Less User Input

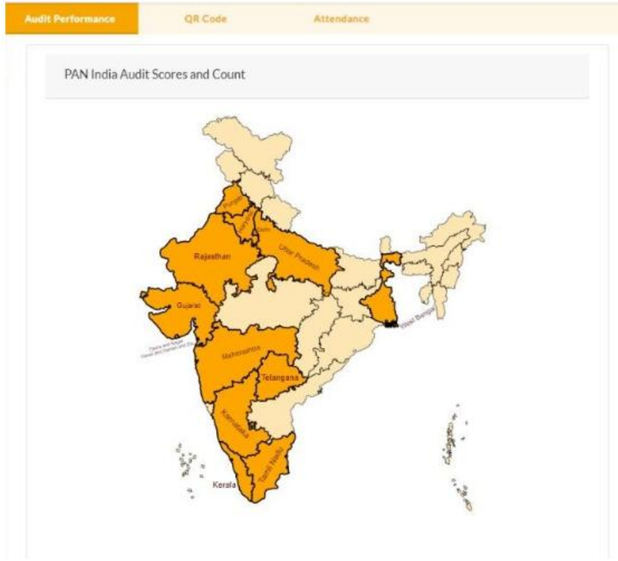
Centralized Performance Monitoring

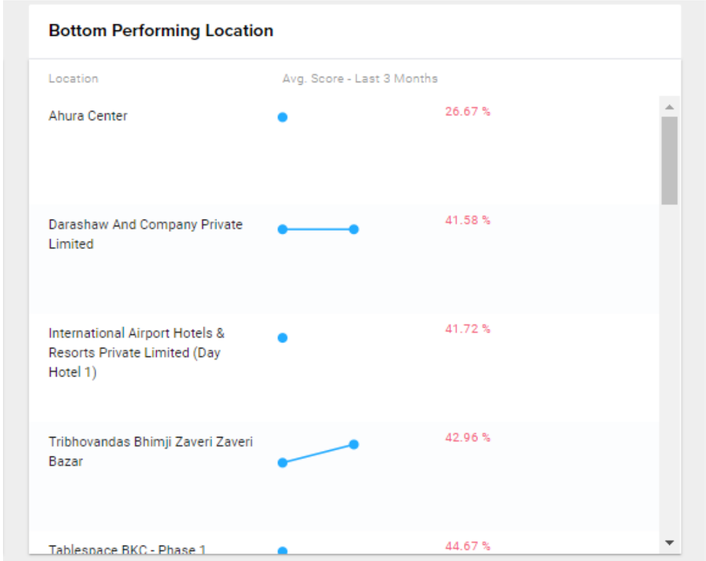
Back Office

KPI Tracking







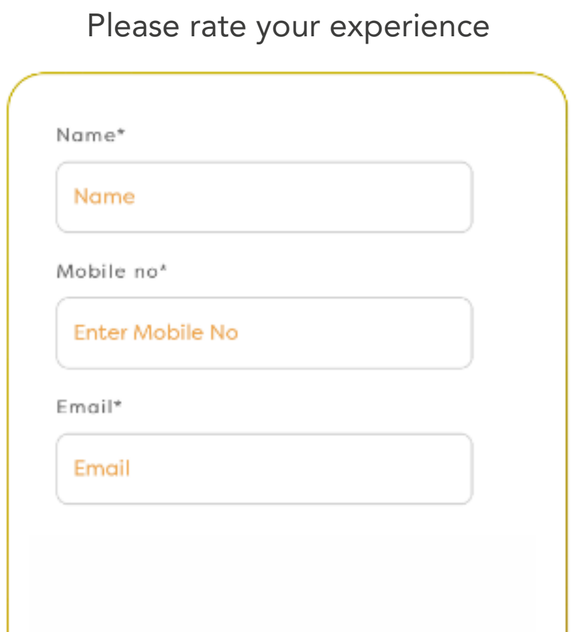


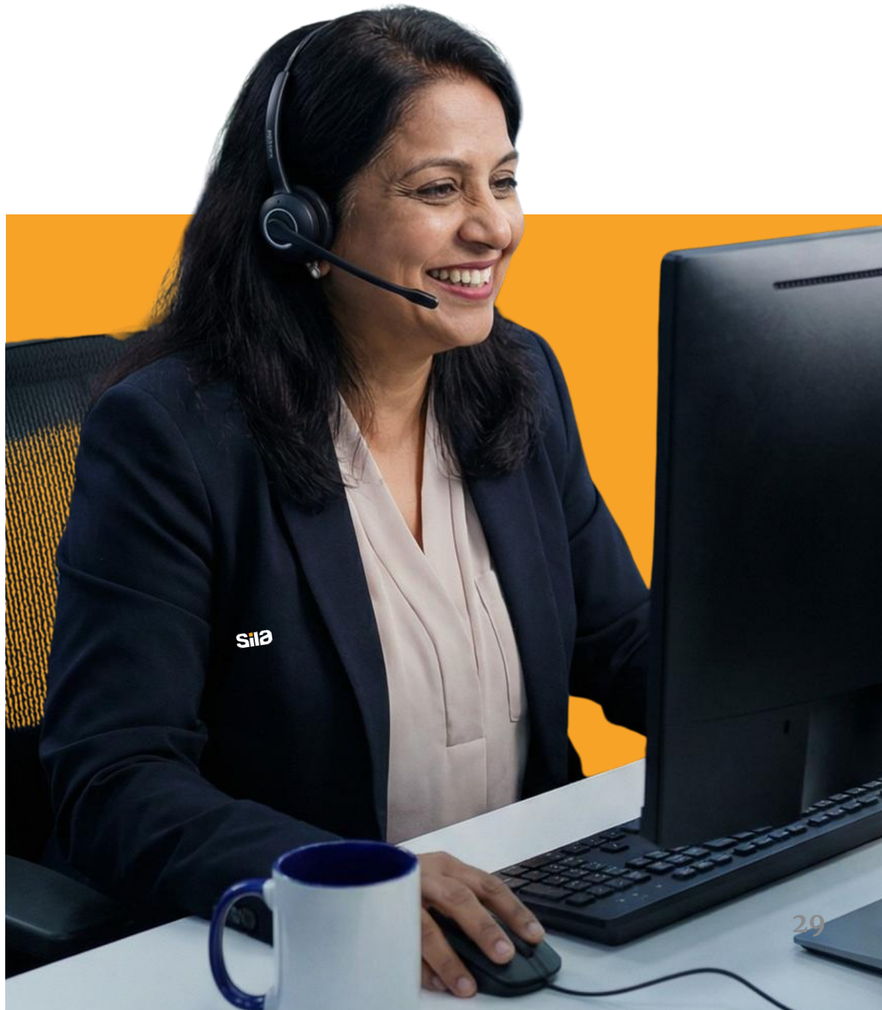
Customer Satisfaction & NPS Tracking

CSAT: Clients can scan a QR code using their phone (no app installation required) to share feedback or raise service tickets instantly. All inputs are captured and stored online for real-time visibility and action.

Monthly NPS Assessment: Members of our central team connect with clients every month to conduct NPS evaluations, providing an overall view of site performance and identifying opportunities for improvement.





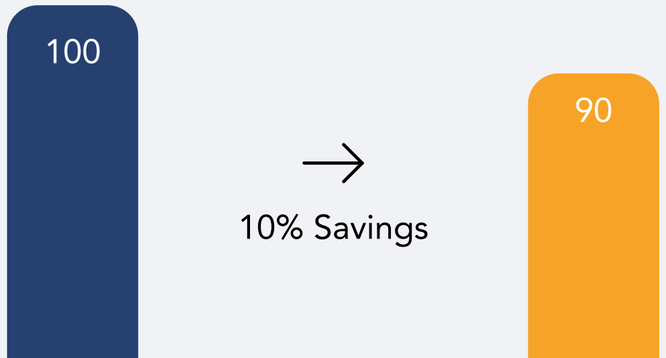


Output Based Solution

SILA operates on a management fee–linked, SLA/KPI-driven output model.

This approach aligns incentives to maintain high service quality through strict scorecards while driving costs down.

Operational Cost Impact



1 How We Deliver This

Scale Advantage
Optimised operations due to large size & experience

Technology Use
Smart tech for energy savings & efficiency

In-house AMC
Better cost control & faster service response

Reliever Pool
Large trained backup workforce ensures smooth ops

Energy Management
Focus on reducing consumption & improving efficiency

2 Benefits for Clients

- Lower operational costs
- Zero CAPEX for Tech (Handled by SILA)
- More efficient operations
- Innovation-driven solutions
- Higher technology adoption
- Better ESG & sustainability outcomes
- Improved service experience (Lower attrition)

SILA Engage

Team Building:



Rewards and Recognition (RnR)



Fire Safety Training



English Learning Sessions



Housekeeping Week



Leadership Coaching







Inclusive Hiring

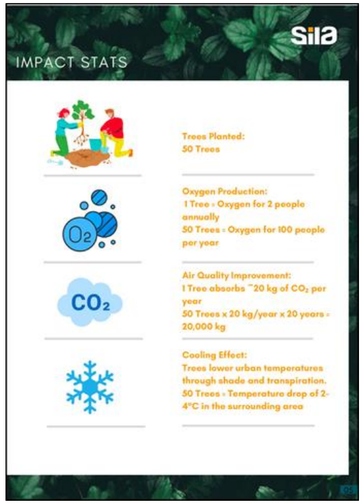
We actively promote inclusive hiring by creating opportunities for individuals with special abilities, women through NGO partnerships and senior citizens, reinforcing our commitment to diversity, equity and community empowerment.

CSR | SILA Engage Curated ESG Events



Curated Impact Events

Bespoke initiatives like “Our Power, Our Planet” to engage employees and promote sustainability



Tangible Impact

50 trees = 20,000 kg CO_2 absorbed, Oxygen for 100 people/year



Visual Impact

On-ground visuals and reports for full transparency and stakeholder engagement



Collaborative Initiative

Textile waste collection drive conducted with Hasiru Dala to reduce landfill impact through focused sorting and recycling



Sustainable Sorting Model

Waste was segregated into recyclable (11,200 kgs), reusable (1,000 kgs), and reject (4,500 kgs) categories for responsible handling.



Meaningful Impact

16,700 kg of textile waste diverted from landfills, reinforcing Infineon's commitment to circularity and environmental stewardship

Let's talk!

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