

January, 2026

FM CONNECT

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Wishing You All A Very



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A Story of Strength, Learning and Leadership

Jeevithapriya K

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FROM THE MD'S DESK

New Year's Greetings!

As we step into the new year, I extend my warm regards and heartfelt appreciation for the continued confidence and partnership you have placed in us.

The year marked an important chapter in our journey with the introduction of our new brand identity- **Aureya FM**. This transition reflects our evolved vision and reinforces our commitment to experienced-led, hospitality-inspired facility management. Aureya FM represents thoughtful service, operational excellence, and the creation of smart, future-ready spaces that are refined, responsive, and human-centric. With a strong focus on sustainability and responsible operations, our approach is centered on building environments that are intelligent, efficient, and mindful of their long-term impact—supporting a more resilient and sustainable future.

The collaboration was further strengthened through deeper on-ground engagement, including **FM Connect Forum**, which brought our clients and FM teams together for a stronger connection and collaboration, the campus engagement activities added warmth, cultural relevance, and vibrancy across our properties.

Together, we have reimagined how our campuses are experienced - beginning with the arrival journey at the lobby, where first impressions are carefully curated. Enhanced ambience through soothing fragrance, music, floral arrangements, and a dedicated guest relations presence has transformed lobbies into welcoming, composed spaces that set a calm and confident tone for the day.

Our focus on the cafeteria experience has been equally deliberate. With strengthened hygiene checks and standardised operating practices to ensure consistency, safety, and quality across campuses. Thoughtfully curated food festivals and themed dining experiences added moments of variety and delightful experiences.

To further enhance responsiveness and transparency, we digitised our feedback survey mechanisms, enabling real-time insights and quicker action across service touchpoints. This was complemented by the launch of a centralised helpdesk support system, ensuring faster resolutions, improved tracking, and a more seamless service experience for our clients.

We are particularly proud of our teams for achieving the 5S Platinum Certification, a testament to their discipline, consistency, and commitment to operational excellence.

Our vision is driven by an experience-first philosophy-focused on how people feel, engage, and move through the campus each day. Every space is curated to feel effortless, welcoming, and refined, supported by service that is intuitive and delivered with care.

As we look ahead to 2026, our focus will be on creating even more engaging and wellness-led campus experiences-through engagement activities, curated food journeys, deeper digitalisation across facilities, and initiatives that foster wellbeing, connection, and balance across the campus ecosystem.

We look forward to deepening our collaboration with you and continuing this journey together under **Aureya FM**, crafting environments that balance operational precision with warmth, elegance, and a distinctly personal touch.

Wishing you a year of continued success, meaningful growth, and partnerships that we are proud to build together—on behalf of all of us at Aureya FM.

Your insights are invaluable to us, and we warmly welcome your continued feedback and ideas as we work to elevate our service standards and create ever more enriching campus experiences.

Warm regards,
VINEET VERMA, MRICS, FIIHM
Managing Director



For any contributions, feedback towards the FM connect newsletter please write to

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IN THEIR WORDS - CLIENT VOICE



Jeevithapriya K
India Administration, CDM Smith,
Brigade Opus

From Resilience to Remarkable Leadership

Life has taught me that resilience, determination, and learning never go unnoticed. My journey began with challenges I never imagined, struggling for basic necessities, balancing multiple jobs and finding ways to continue my education. Yet, every obstacle became a lesson in perseverance.

Over the past 21 years, I have grown from front-office roles to leadership in administration, facilities management, and operations. I have learned the importance of empathy, adaptability, and patience in guiding teams and creating systems that truly work. Along the way, I've been fortunate to receive recognition such as Iconic Women Leader – WICCI, 40 Under 40 – Outlook Magazine and Best Professional Woman of the Year – SIWAA 2025.

What drives me today is the desire to uplift others, especially women and young professionals starting with limited resources. Through mentorship programs and leadership initiatives, I strive to help people recognize their potential and create meaningful impact in their lives.

My advice to anyone reading this: start now, start small, but most importantly, start. Your journey is valuable, your voice matters and every step forward counts.

SITE UPDATES

Christmas Cheer Across Our Campuses

This Christmas, the spirit of joy, togetherness and celebration came alive across our vibrant campuses - Brigade Opus, Brigade Magnum, Brigade Senate, Brigade Twin Towers, Brigade International Financial Centre (BIFC) Gujarat, Brigade Deccan Heights, Brigade Tech Park (BTP), Brigade Summit and Nalapad Centre.

From festive décor and cheerful gatherings to moments of laughter and shared warmth, each location reflected the true essence of the season, bringing colleagues and communities together to celebrate gratitude, unity, and the joy of giving.



Lighting Up the Season: Tree Lighting Ceremonies

Adding a magical glow to the celebrations, the traditional Christmas tree lighting ceremonies were held at WTC Bengaluru, Brigade Tech Gardens (BTG), WTC Chennai and WTC Kochi.

As the trees lit up, they symbolised hope, harmony and new beginnings, marking the season with elegance, festive cheer and a shared sense of celebration across cities.



NEWS FROM WTC ASSOCIATION

WTC Chennai Welcomes WTC Association Leadership

World Trade Center Chennai was delighted to host Crystal Edn, Executive Director - Member Services and Adele Zhang, Senior Regional Services Manager, from the World Trade Centers Association, New York. The visit reaffirmed our strong partnership and underscored a shared commitment to continued collaboration and growth within the WTCA's global network.



WTC Kochi Strengthens Asian Trade Ties through Strategic MoUs

WTC Kochi, in collaboration with WTC Bengaluru and WTC Chennai, has entered into reciprocal Memorandums of Understanding with WTC Tokyo and WTC Osaka. These strategic partnerships are set to foster stronger trade promotion, facilitate cross-border investments and encourage collaborative innovation between the regions, reinforcing deeper economic connections across Asia.



Understanding India's New Data Privacy Rules



India's Digital Personal Data Protection Rules, notified in November 2025, can feel complex and overwhelming. Our recent webinar focused on making sense of it all, what the law really means, how it will roll out and what businesses should do next. With thoughtful insights from Amit Tenglikar and Krithika Subramani of BDO India, and engaging questions from CXOs and founders, the session turned uncertainty into clarity.

Beyond Walls: Creating Workspaces That Empower People

The second edition of the Talent Experience Series at World Trade Center Kochi explored how inclusive, thoughtfully designed workspaces shape engagement, belonging and talent retention. Industry leaders Philip Alex (Director, Network Redux), Padma Bharathi (VP – People & Culture, Unity Infotech), and Real Prad (CEO, SayOne Technologies) shared real-world perspectives on how thoughtful workplace design plays a critical role in attracting, engaging and retaining talent. Guided seamlessly by moderator Krishna Kumar (CEO, GreenPepper + AI, the session encouraged open dialogue, practical insights and meaningful reflection.



ACHIEVEMENTS, LAUNCHES & MORE

WTC Chennai Honoured with CREFM Masterstroke Award 2025

We are thrilled to share that WTC Chennai has been recognised with the CREFM Masterstroke Award 2025 for “Best Sustainability Model for Commercial Space.” This award celebrates our ongoing commitment to sustainability and responsible operations. From energy-saving initiatives to efficient resource management and waste reduction practices, every effort at WTC Chennai reflects our dedication to creating an eco-conscious and sustainable environment. This achievement is the result of collective contributions from our facility management team, tenants and stakeholders, who actively embrace and support our sustainability initiatives. This recognition reinforces WTC Chennai's position as a benchmark for sustainable commercial spaces, inspiring us to continue innovating and leading by example.



WTC Kochi Honoured with ISHRAE Sustainability Award 2025

World Trade Center Kochi has proudly received the Sustainability Award for Operations 2025 from the ISHRAE Kochi Chapter. This recognition celebrates our ongoing commitment to sustainable and energy-efficient practices, from smart HVAC management to innovative energy conservation strategies. By embedding eco-conscious operations into our daily practices, WTC Kochi continues to set a benchmark for responsible and sustainable commercial spaces in the region.



WTC Kochi Shines with SEEM National Energy Management Gold Award 2024

We are proud to share that World Trade Center Kochi has been recognized with the SEEM National Energy Management Gold Award 2024 in the Business Park category. This accolade celebrates our commitment to energy efficiency, sustainable operations and innovative management practices. At WTC Kochi, every effort - from optimizing energy use to embracing green initiatives, is driven by our goal to create a responsible and sustainable workplace. This recognition reinforces our belief that smart, eco-conscious practices benefit not just the environment, but everyone who works, visits and grows with us.



WTC Chennai Launches Dry Waste Management Zone

WTC Chennai has taken a meaningful step forward in its sustainability journey with the launch of the Dry Waste Management Zone on 18th December. This new initiative reinforces the campus's commitment to environmentally responsible practices and a greener workplace. The Dry Waste Management Zone is designed to make waste segregation simple and effective, covering paper, plastic, metal and other recyclables. By encouraging structured recycling habits, the facility aims to reduce landfill waste while empowering tenants, employees and the facility team to actively contribute to a cleaner environment. This initiative is part of WTC Chennai's larger vision for sustainability, reflecting its dedication to creating spaces where people and the planet thrive together.



BuzzWorks Sparkled with Holiday Cheer



The holiday season came alive at BuzzWorks as our centre was transformed into a festive wonderland, radiating warmth, joy and togetherness. From the welcoming glow of our reception to the beautifully decorated main entrance, every corner was adorned with vibrant lights, traditional reds, greens and golds, creating a magical atmosphere that captured the spirit of Christmas.

Clients, visitors and our BuzzWorks family joined in the celebrations, sharing smiles, laughter and special moments that truly brought the season to life. This year, we celebrated togetherness, happiness and the little joys that make life bright, and it was a season to remember!

Christmas Just Got Cozier at BuzzWorks



The holiday spirit was in full swing across all BuzzWorks centres as clients joined in for a heartwarming Hot Chocolate Mug Decoration session. Laughter, creativity and festive cheer filled the air as everyone personalized their very own Christmas mugs, adding unique touches that reflected their holiday spirit.

With mugs in hand and chocolate in warmth, it was a delightful reminder that sometimes, the simplest joys like sipping a rich cup of cocoa and sharing a creative moment, make the season truly special.

Cheers to a season of creativity, comfort and community!

A Heartfelt Thanksgiving: Honoring Our Outsourced Staff with a Memorable 'Bada Khana'



In December 2025, we had the joyous opportunity to honor the incredible contributions of our outsourced staff with a special Thanksgiving lunch, fondly called a "Bada Khana". This grand feast was more than just a meal; it was a heartfelt celebration of the dedication, hard work and service excellence our staff brings every day.

The dining hall was filled with laughter, stories and warm conversations as everyone came together to enjoy a delightful spread of traditional and festive dishes. Beyond the delicious food, the Gratitude Circle was the highlight of

the afternoon, where staff shared what they were thankful for, creating moments of connection and appreciation that truly reflected the spirit of togetherness.

It was a day to pause, celebrate, and simply say "thank you" - a small gesture to acknowledge the vital role our outsourced staff play in making our organization thrive. The smiles, shared stories and hearty laughs made it an afternoon to remember for everyone.

WHAT'S NEW

Introducing Salt & Toscano at WTC Chennai Blue Tokai & Got Tea at WTC Annexe *Your New Go-To Dining Spots*

WTC Chennai is excited to welcome Salt & Toscano, a premium dining destination now open at the campus and ready to delight everyone - the tenants, employees and visitors alike. Step into a space where warmth meets sophistication. Salt & Toscano combines a thoughtfully crafted menu with a relaxing, refined ambience, making it perfect for business lunches, casual meetups, or simply unwinding over a delicious meal. From contemporary creations to beloved classics, every dish is designed to leave a lasting impression.

Adding to the evolving food and beverage experience, Blue Tokai and Got Tea have also opened at the WTC Annexe, offering the perfect spots to grab your favorite artisanal coffee or refreshing tea blends during the day.

These new additions reflect WTC Chennai's commitment to creating a vibrant, engaging campus, one where work, lifestyle and everyday experiences come together seamlessly. Drop in, explore the flavors, and make WTC Chennai your go-to destination for great food and great moments. Visit us today and experience the taste of excellence at WTC Chennai.



We're Here to Support
For any queries or facility support, drop us a line at
here2help@aureyafm.com
Our team is just an email away!