



August 28, 2023

IGAL/SECT/08-23/19

To
National Stock Exchange of India Limited
Exchange Plaza, C - 1, Block G
Bandra Kurla Complex
Bandra - (E)
Mumbai - 400 051
Symbol: INDIGO

To
Department of Corporate Services
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai - 400 001
Scrip Code: 539448

Sub: Business Responsibility and Sustainability Report for the Financial Year 2022-2023

Dear Sir / Madam,

In compliance with Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find attached herewith the BRSR forming part of the Annual Report of the Company for the financial year 2022-23.

The Net Worth of the Company for the financial year 2022-23 is (-) Rs.63,031 million. However, BRSRXBRL Utility File does not allow filling in negative value for net worth under General Disclosures Tab-> CSR Details -> Net worth and punching in 0 value, would be a wrong representation. We have therefore, filled in the net worth in the said field as Rs.63,031 in BRSR XBRL Utility File. However, it is a negative number and is accordingly represented in the BRSR PDF file being uploaded.

This is for your information and record.

Thanking you,

Yours faithfully,
For InterGlobe Aviation Limited

Sanjay Gupta
Company Secretary and Chief Compliance Officer
Membership No: FCS 7729

InterGlobe Aviation Limited

Registered Office: Upper Ground Floor, Thapar House, Gate No. 2, Western Wing, 124 Janpath, New Delhi – 110 001, India. M +91 9650098905, F + 91 11 43513200 Email: corporate@goindigo.in

Corporate Office: Level1, Tower C, Global Business Park, M G Road, Gurgaon - 122 002, Haryana, India. T +91 124 435 2500. F + 91 124 406 8536
CIN no.: L62100DL2004PLC129768





Business Responsibility and Sustainability Report (BRSR) FY 2023



About the report

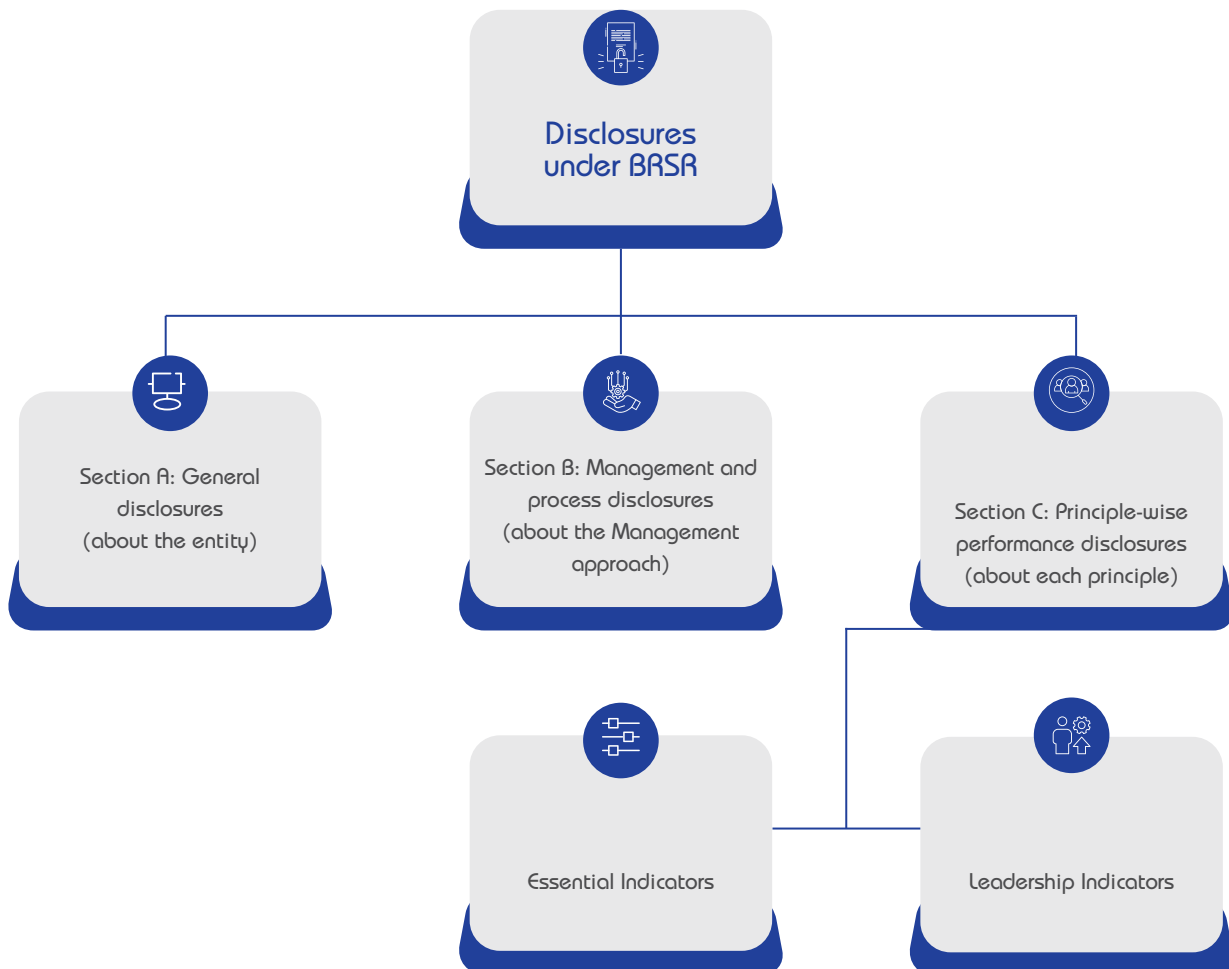
The top 1000 listed entities in India, based on market capitalization, are required to include the Business Responsibility & Sustainability Report (BRSR) in their annual reports. The BRSR draws on the nine principles covered under the National Guidelines on Responsible Business Conduct (NGRBC) and Business Responsibility Report (BRR) by the Ministry of Corporate Affairs (MCA). "A single comprehensive source of non-financial sustainability information relevant to all business stakeholders—investors, shareholders, regulators, and

the general public," is how the MCA characterizes the BRSR.

As part of the top 1000 listed companies in India, this requirement is applicable to InterGlobe Aviation Limited, hereafter referred to as "We", "IndiGo" or "the Company" from FY 2023. In full compliance with the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI LODR Regulations), IndiGo has developed its second BRSR for FY 2023. The Company voluntarily published its first BRSR last year

(for FY 2022). With the BRSR, we take the opportunity to apprise our stakeholders, of the Company's responsible business initiatives, along with the Company's approach to building long-term value.

We are aware that IndiGo's responsible business conduct extends beyond reporting and must be supported by the Company taking the necessary steps to ensure sustainability in the right spirit and continue to take measures actively in this direction.





Executive Summary

InterGlobe Aviation Limited is a leading air transportation company in India. As of March 2023, we had 304 aircraft in our fleet. With a presence in 78 domestic and 26¹ international cities, we served around 86 million passengers in FY 2023.

Our network not only serves needs of people living in metros, but also serves the needs of people living in remote parts of the country. We take pride in being a part of the Government of India's "UDAN" scheme which is focused on providing flying opportunities to common people of the country. These efforts also help in generation of direct and indirect employment in Tier 2 and Tier 3 cities in India. Our ambition is well formulated in our purpose of 'Giving wings to the nation, by connecting people and aspirations'.

Aviation industry contributes slightly over 2% of overall global CO₂ emissions. As an airline, we are aware of our environment related responsibilities and are taking steps to mitigate climate related risks. Since 2011, we have made our aircraft investments in latest generation Airbus A320 NEO aircraft which are 15% more fuel efficient, compared to the earlier generation aircraft. With our investments in the new generation aircraft, we have been able to reduce CO₂ footprint by around 20% since FY 2016. These aircraft also have a lower noise footprint. In addition, we are making investments in electrification of our ground equipment and usage of renewable energy wherever an opportunity exists.

We have made efforts in elimination of waste in a responsible manner and have made significant replacements of single use plastic items in our flights with biodegradable and eco-friendly options.

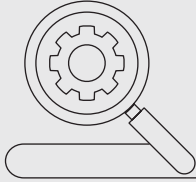
Since IndiGo's inception, we have taken initiatives towards creation of a social and inclusive work culture, where people are valued for their talent, skill and performance. We follow workplace policies which stimulate gender diversity and provide inclusivity to people with disabilities and members of the LGBTQ community. This report also details out our approach to creating social impact and achieving a transparent organization on a foundation of strong governance. We hope that the report will be helpful in furthering the understanding of our ESG approach and initiatives that we undertake with the support of all our stakeholders.

For any feedback, please do write to us at esg@goindigo.in

1. 4 international stations are currently non operational

Key highlights of the principles

Principle 1



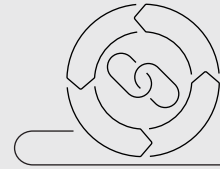
Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.

Principle 2



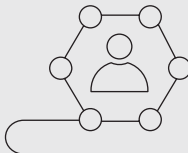
Businesses should provide goods and services in a manner that is sustainable and safe.

Principle 3



Businesses should respect and promote the well-being of all employees, including those in their value chains.

Principle 4



Businesses should respect the interests of and be responsive to all its stakeholders.

Principle 5



Businesses should respect and promote human rights.

Principle 6



Businesses should respect and make efforts to protect and restore the environment.

Principle 7



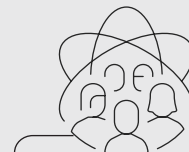
Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Principle 8



Businesses should promote inclusive growth and equitable development.

Principle 9



Businesses should engage with and provide value to their consumers in a responsible manner.

Section A: General disclosures

I. Details of the listed entity

S. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L62100DL2004PLC129768
2.	Name of the Listed Entity	InterGlobe Aviation Limited
3.	Year of incorporation	2004
4.	Registered office address	Upper Ground Floor, Thapar House, Gate No. 2, Western Wing, 124, Janpath, New Delhi - 110 001
5.	Corporate address	Level 1 – 5, Tower – C, Global Business Park, MG Road, Gurugram – 122002
6.	Email	esg@goindigo.in
7.	Telephone	0124-4352500
8.	Website	www.goindigo.in
9.	Financial year reported	April 01, 2022 – March 31, 2023
10.	Name of the Stock Exchange(s) where shares are listed	1) BSE Ltd. (BSE) 2) National Stock Exchange of India Ltd. (NSE)
11.	Paid-up capital	Rs. 3,855.47 million
12.	Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report	Kailash Rana, 0124-4352500 esg@goindigo.in
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis

II. Products/services

14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	Percentage of Turnover of the entity
1	Passenger services - Air transport	Scheduled and charter air services, for both passengers and cargo	94.14%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	Percentage of total Turnover contributed
1	Scheduled and charter air services, for both passengers and cargo	51101	94.14%

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	Nil	78	78
International	Nil	22	22*

*There are 4 International destinations which are yet not re-operational (post covid), the same are not appearing in the international locations stated above.

17. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of States and UTs)	31
International (No. of Countries)	15

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Response: While IndiGo has both domestic and international operations, it reports results of its operation on an overall basis.

c. A brief on types of customers

Response: Retail and others (Leisure, Visiting friends and relatives), Corporate and SME

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled): (Data as on 31.03.2023)

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1	Permanent (D)	32,407	17,938	55.4%	14,469	44.6%
2	Other than Permanent (E)	638	506	79.3%	132	20.7%
3	Total employees (D + E)	33,045	18,444	55.8%	14,601	44.2%
Workers						
4	Permanent (F)		No workers on payroll of the Company			
5	Other than Permanent (G)					
6	Total workers (F + G)					

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled Employees						
1	Permanent (D)	84	68	81%	16	19%
2	Other than Permanent (E)	1	1	100%	0%	0%
3	Total employees (D + E)	85	69	81%	16	19%
Differently abled Workers						
4	Permanent (F)		No workers on the payroll of the Company.			
5	Other than Permanent (G)					
6	Total workers (F + G)					

19. Participation/ Inclusion/ Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.5%
Key Management Personnel	3	0	0%

20. Turnover rate for permanent employees and workers:

Particulars	FY 2023 (Turnover rate in current FY)			FY 2022 (Turnover rate in previous FY)			FY 2021 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	23.9%	29.9%	26.5%	16.1%	17.8%	16.8%	18.2%	30.2%	23.0%

Note: Numbers for FY 2022 and FY 2021 have been revised as per formula in the BRSR guidelines. The change is due to the average number of employees considered ((Persons employed in the category at the beginning of FY + Persons employed in the category at the end of FY) / 2).

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. Names of holding/ subsidiary/ associate companies/ joint ventures

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	Percentage of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Agile Airport Services Private Limited ("Agile")	Subsidiary	100%	Yes. Agile, IndiGo's sole wholly owned subsidiary, participates in the Business Responsibility efforts in order to incorporate its processes and also contributes to the Company's sustainability initiatives.

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) Yes

(ii) Turnover : Rs. 544,465 million

(iii) Net worth : Rs. (63,031) million

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Note: The customer complaint number for FY21-22 is restated

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If yes, then provide web link for grievance redress policy)	FY 2023			FY 2022		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of Complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	NA	NA	NA	NA	NA	NA	NA
Investors (Other than shareholders)	NA	NA	NA	NA	NA	NA	NA
Shareholders	Yes, Shareholders can register their complaints/grievances at SEBI portal i.e., https://scores.gov.in/scores/complaintRegister.html or with the Company by writing to the following email id investors@goindigo.in	Nil	Nil	NA	Nil	Nil	NA

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If yes, then provide web link for grievance redress policy)	FY 2023			FY 2022		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of Complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	Yes, redressal can be accessed at IndiGo website at https://www.goindigo.in/content/dam/goindigo/investor-relations/policies/IGAL-WhistleBlower-Policy-clean-11-17-22.pdf	37	4	Pending resolution under investigation as on March 31, 2023, did not exceed timeline as per the Protection of Women from Sexual Harassment Act 2013.	NA	NA	NA
Customers	Yes, Grievance Redressal Mechanism is in place. The Process note is mentioned on our website and below is the link which can be accessed after logging in to the website: https://www.goindigo.in/information/conditions-of-carriage.html?linkNav=conditionsof-carriage_footer	639	Nil		259	Nil	The details of customer grievances also shared with Directorate General of Civil Aviation
Value Chain Partners	NA	NA	NA	NA	NA	NA	NA
Others (Please specify)	NA	NA	NA	NA	NA	NA	NA

Note: The customer complaint number for FY 21-22 is restated.

24. Overview of the entity's material responsible business conduct issues:

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / Opportunity	In case of risk, approach to adapt or Mitigate	Financial implications of the risk or opportunity (Indicate positive or Negative implications)
1	Climate change	Risk	<p>Climate is an important part of our environmental responsibility. We are committed to reduce our carbon footprint. Some of the key climate risks that we foresee are:</p> <ul style="list-style-type: none"> • Policy and legal risk from emerging regulatory changes e.g., CORSIA • Increased fuel cost e.g., SAF • Reduced demand due to stigmatization of sector 	<ul style="list-style-type: none"> • We are closely monitoring the regulatory developments, so that we can better respond to the requirements. Our investments in fuel efficient aircraft will help us to reduce our carbon offset requirements under CORSIA • Sustainable aviation fuel is one of the proposed solutions towards mitigating CO2 emissions, we are working with regulators and oil marketing companies to identify cost effective solutions • Communication with customers on IndiGo's low carbon footprint shall help IndiGo to position itself as a greener airline option compared to other airlines 	<ul style="list-style-type: none"> • Policy action in recent years point towards a stricter regime, e.g., CORSIA requirements require airline companies to offset carbon emissions from international operations, resulting in higher cost of operations • The cost of Sustainable Aviation Fuel is disproportionately higher than the cost of normal jet fuel. This may result in a higher cost of operations, in the coming years • Increased focus on climate related risks globally may create a sector perception risk in the long term. Few business customers may potentially adopt to substitution methodologies, which may have a bearing on demand for air traffic
2	Fuel and energy conservation	Opportunity	<p>Fuel and energy conservation is critical to reduce our carbon footprint and to reduce our cost of operations. Our strategies to achieve these objectives are:</p> <ul style="list-style-type: none"> • Fleet strategy • Flight Operations • Ground operations • Sustainable office spaces 	<ul style="list-style-type: none"> • IndiGo's fleet strategy has three key features- <ul style="list-style-type: none"> i. Investments in fuel efficient aircraft, A320 NEO aircraft are 15% fuel efficient compared to old generation aircraft ii. Young fleet- IndiGo maintains a young aircraft fleet, currently the average fleet age is 3.5 years • Light weight aircraft • Our flight operations Standard operating procedures "SOP's" are designed to optimize fuel cost • Usage of Ground Power Units and Air Conditioning Units instead of Auxiliary power units • Deploy alternative energy sources wherever possible • Utilize energy efficient practices in all corporate offices and airport 	<ul style="list-style-type: none"> • Fuel cost comprises 40-50% of the total airline cost and 15% improvement in fuel consumption results in significant cost savings • Younger aircraft are relatively fuel efficient, and result in lower cost • Low aircraft weight results in lower fuel burn, thereby resulting in lower cost • Usage of Ground power unit and ACUs help in reducing the cost of operations and have a better carbon footprint

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / Opportunity	In case of risk, approach to adapt or Mitigate	Financial implications of the risk or opportunity (Indicate positive or Negative implications)
3	Waste management	Opportunity and risk	Waste from different parts of operations may result in pollution and contamination of earth, water and air. We are focused on proper waste management and elimination of single use plastic.	<ul style="list-style-type: none"> Well defined waste management processes Appropriate disposal of waste (discarded cabin seats, waste oil and oil filters etc.) as per regulatory norms to authorized vendors E-waste managed by ISO certified vendors Damaged or worn-out plastic, rubber, or metal parts are replaced regularly Substitution of Single use plastics products with biodegradable and recyclable options 	<ul style="list-style-type: none"> Recycling opportunities help in cost savings Reduction of Single use plastics results in improved environmental footprint, creates right customer perception and prevents any cost in form of fines and penalties
4	Aircraft noise	Risk	Aircraft noise is a source of community annoyance and health concern. We have mitigated risk related to aircraft noise by making investments in the latest generation aircraft.	<ul style="list-style-type: none"> Fleet upgradation to meet International Civil Aviation noise certification standards. Airbus and ATR fleets are compliant with Chapter 14 of ICAO Annex 16 Freighter aircraft compliant with Chapter 4 of ICAO Reduced flap and thrust take-offs. Reduced flap Landing Use of specific departure and arrival procedure which avoids populated area 	<ul style="list-style-type: none"> Aircraft noise if not maintained under the permissible limits, carries risk of fines in the medium to long term
5	Diversity and inclusion	Opportunity	<p>Creation of a diverse and inclusive work environment is pivotal to creating a sustainable business. The work environment should be free from discrimination and sensitive to the needs of different sections of workforce. Some of our diversity priorities are appearing below:</p> <ul style="list-style-type: none"> Prioritization of gender diversity Discrimination free environment. Inclusive work practices Inclusion of LGBTQ community Inclusion of differently abled employees 	<ul style="list-style-type: none"> IndiGo has a healthy gender ratio IndiGo has initiated recruitment drives to employ women who had taken a career break Encourage women's advancement in the workplace by providing flexible work options Promote an equal opportunity environment, where everyone can display their talents regardless of gender, age, nationality, race, ethnicity, religion, social status, disability, sexual orientation or gender identity Provide employment opportunities to candidates with physical disabilities LGBTQ inclusive culture 	<p>Diverse workplace leads to</p> <ul style="list-style-type: none"> Talent retention Improved customer orientation Employee satisfaction Leading to a virtuous cycle of increasing returns

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6	Workplace health and safety	Opportunity and risk	Customer and Employee safety is a primary responsibility for IndiGo. Good health and safety practices are important to ensure a safe and productive workplace.	<ul style="list-style-type: none"> • Strong Safety Management System with a goal of minimize workplace incidents • Continuous development of Ergonomic approaches to improve working conditions • Engaging employees in various physical activities like Yoga, Zumba, etc. • Providing all 6E employees counselling on stress, health, alcohol and medication 	<ul style="list-style-type: none"> • Safe workplace results in lower downtime related cost and lower injury related compensation • Health and safety measures result in higher employee productivity
7	Attracting and retaining talent	Opportunity	<p>Employees are the heart of our organization, right hiring and retention practices are critical to our success. Few key reasons to attract and retain talent are appearing below:</p> <ul style="list-style-type: none"> • Skilled workforce • Improved productivity • Culture building • Lower hiring cost 	<ul style="list-style-type: none"> • Well defined hiring processes and well managed hiring organization • IndiGo cadet pilot program and state of the art learning academy- ifly to train crew and non-crew • Competitive compensation and benefits to attract suitable candidates • Campus recruitment from premier institutions • Promoting internal job transfers • Travel benefits 	<ul style="list-style-type: none"> • Lack of good framework to attract and retain talent may result in • Manpower shortages, work disruptions and poor quality of execution. This can impact our revenues, profitability, and reputation • High retention rate results in lower hiring cost
8	Employee experience	Opportunity	Employee experience is critical to the success of our business and engagement is critical to employee morale and the culture of the Company.	<ul style="list-style-type: none"> • Engage with employees through open communication at various levels • Talent development through trainings, mentoring and job content • Employee Surveys to get feedback. For example, 6E speaks is our periodic survey that provides employee pulse to the Management • Employee Net Promoter Score (ENPS) to measure employee experience • Reward and Recognition programs to recognize performance 	<ul style="list-style-type: none"> • Good employee experience and behaviour leads to better customer service and low cost of operations

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9	Customer experience	Opportunity	Customer experience defines brand perception and leads to improved customer engagement and loyalty.	<ul style="list-style-type: none"> • Maintain strong operational performance through industry leading On time performance, Low rates of cancellations and low rate of mishandled bags • Ease of use while interacting with us through our website, mobile app or call centres • Provide best in class service at all customer touchpoints, whether airports or inflight • Ensure that we maintain a clean aircraft and coaches for a better customer experience • Hassle free refunds process • Regular customer surveys and tracking of net promoter scores • 24x7 special assistance health desk available for customers 	<ul style="list-style-type: none"> • Exceeding customer experience results in repeat business and referrals, which enhance our revenue streams
10	Local communities	Opportunity	<p>Community focus is an important aspect of IndiGo's strategy it helps us in creating a social impact by:</p> <ul style="list-style-type: none"> • Supporting local economy • Creating local employment 	<ul style="list-style-type: none"> • Local employment opportunities are created through active partnership with local suppliers for sustainable procurement • 'Hub Hiring' process ensures local employment • Use of locally sourced food and beverage items • IndiGo CSR initiatives via "IndiGoReach", focusses on four broad themes: Children and Education, Women Empowerment, Environment and Heritage 	<ul style="list-style-type: none"> • Community focus is a part of our CSR strategy and is not directed by our financial goals, but by spirit of supporting local communities
11	Labour practices	Opportunity	Good labour practices are fundamental to running a professional enterprise. Sound labour practices require treating all employees and workers with equality, dignity of labour and by providing fundamental human rights.	<ul style="list-style-type: none"> • IndiGo is against any form of human rights violations such as poor working conditions and child labour • IndiGo complies with all applicable labour laws 	<p>Implication of non-compliance risks are:</p> <ul style="list-style-type: none"> • Loss of organizational reputation • Labour shortages and operational disruption • Loss of revenue • Fines and penalties

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / Opportunity	In case of risk, approach to adapt or Mitigate	Financial implications of the risk or opportunity (Indicate positive or Negative implications)
12	Corporate governance	Opportunity and risk	<p>Good corporate governance is:</p> <ul style="list-style-type: none"> • Critical to stakeholder confidence. • Creates a culture of transparency and accountability. • Leads to better risk management. • Critical to brand perception. 	<ul style="list-style-type: none"> • IndiGo has a corporate Governance framework that enables Board oversight of overall business strategy and all key decisions • All business decisions are made with integrity and in accordance with the law 	<ul style="list-style-type: none"> • Good governance practices enhance trust and credibility with all stakeholders, including investors, suppliers, or regulators which in turn reduces our cost of capital and cost of doing business • Robust risk management framework and adequate internal controls prevent us from financial frauds
13	Ethical business conduct	Opportunity	<ul style="list-style-type: none"> • Foundational to running the business. • Fosters trust with suppliers and customers. • Risk management 	<ul style="list-style-type: none"> • IndiGo's Code of Conduct the '6E Code' ensures that all business processes are conducted ethically • Employee awareness and training • The Company's Code is reviewed and modified on a regular basis to keep up with changing regulations and corporate needs. 	<p>Ethical business conduct leads to</p> <ul style="list-style-type: none"> • Enhanced stakeholder confidence, resulting in better business outcomes • Avoidance of litigation cost • Lower risk of financial frauds
14	Economic performance	Opportunity and risk	<p>The very purpose of a business organization is to create economic value for all stakeholders. Growth of our organization, employees and other related stakeholders is dependent on our sustained profitability and economic performance.</p>	<ul style="list-style-type: none"> • Maintain cost leadership • Optimize unit cost • Enhance revenue performance • Maintain healthy liquidity 	<ul style="list-style-type: none"> • Enhances shareholder value • Critical to future growth of the Company
15	Market presence	Opportunity	<p>Market presence is critical to</p> <ul style="list-style-type: none"> • Enhanced revenue generation • Better brand recall • Strategic tie-ups 	<ul style="list-style-type: none"> • Affordable fares • Courteous and Hassle-free experience • On time performance • Customer centric policies and procedures • Ease of use at all customer touchpoints • Strong and dense network 	<ul style="list-style-type: none"> • Critical to enhanced revenue and unit revenue performance
16	Operational performance	Opportunity and risk	<p>Strong operational performance is critical to</p> <ul style="list-style-type: none"> • Better customer experience • Higher Productivity • Enhanced profitability 	<ul style="list-style-type: none"> • Laid down strong processes to ensure industry leading on time performance, low cancellation rate and low mishandled baggage rate 	<p>Strong operational performance helps in</p> <ul style="list-style-type: none"> • Maintaining the quality of services • Operational efficiency and lower cost • Improved brand perception

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / Opportunity	In case of risk, approach to adapt or Mitigate	Financial implications of the risk or opportunity (Indicate positive or Negative implications)
17	Customer privacy	Risk	Customer privacy is non-negotiable. It is our primary responsibility to ensure that customer data is protected and secure.	<ul style="list-style-type: none"> Strong framework of cyber security and data breach protection. Cybersecurity structure is aligned with industry standards such as National Institute of Standards and Technology (NIST) and ISO/IEC 27001 Regular evaluation of privacy regulatory trends to enhance our privacy practices. Following the Privacy-by-Design principle by integrating privacy checkpoints into all business initiatives. Conducting assessments of internal systems, website portals, and vendor relationships. Federal Information Processing Standards (FIPS) compliant encryption on information assets. A training course for all employees is organized every year, covering data security and personal information protection. Use of Digital Rights management for the protection of sensitive digital content. 	<ul style="list-style-type: none"> Customer data breach may lead to Trust deficit with customers Loss of future business Hefty fines
18	Emergency response preparedness	Risk	<p>Emergency response management is a systematic approach to simulate emergency situations and create responding mechanisms to such emergencies. Emergencies could look like:</p> <ul style="list-style-type: none"> Direct or indirect disruptions causing significant and far-reaching adverse impacts. Emergencies related to aircraft, airport and air navigations, natural disasters or other causes, including public health crises. 	<ul style="list-style-type: none"> IndiGo has a well-defined ERM process and a well-trained team to handle such situations Appropriate policy framework Board and Senior management oversight Technology investments Every station has Station Emergency Response Plan (SERP) Training to all stakeholders 	<ul style="list-style-type: none"> In case of an emergency, having a good emergency response plan enables the organization to provide sensitive responses, protects reputation, image and capital Timely emergency response can help in mitigating additional costs

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / Opportunity	In case of risk, approach to adapt or Mitigate	Financial implications of the risk or opportunity (Indicate positive or Negative implications)
19	Supply chain management	Opportunity	Suppliers are an integral part of our stakeholder groups and our success amongst other things hinges on good supplier relationships. Reliability of our suppliers is critical to reliability of our operations	<ul style="list-style-type: none"> IndiGo has created strong teams to acquire equipment and services. These teams are led by professionals who have deep industry experience and knowledge IndiGo has a well-defined procurement process which establish adequate controls and stakeholder confidence Over multiple years of relationship IndiGo has created strong equity with all its OEMs and service providers, which helps us in getting high quality products and services at competitive prices 	<ul style="list-style-type: none"> A reliable supplier network prevents downtime. The same leads to better financial performance Minimizes business risk Reduces cost Leads to a better quality of services delivered to customers

Section B: Management and process disclosures

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Y	N	N	Y	Y	N	Y	Y	N
2 Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3 Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4 Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	None								
5 Specific commitments, goals and targets set by the entity with defined timelines, if any	We have defined certain internal KPIs and goals for different items covered under various principles. We have an internal tracking mechanism to track progress.								
6 Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	IndiGo has met the targets for FY 2023, we will provide updates on the other longer- term goals/commitments as and when applicable.								

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
Governance, leadership, and oversight									
7	<p>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure) Response:</p> <p>At IndiGo, we take pride in our commitment to prioritize responsible business practices, ethical conduct and sustainability with integration of Environment, Social and Governance (ESG) aspects in our business operations. As we continue to mature on our ESG journey, we continue to prioritize critical initiatives aimed at transforming our Company into an ESG thought leader within the aviation sector both in India and globally. These efforts span the length and breadth of our organization from deploying one of the most energy efficient fleets in the world, to implementing DEI programmes, and focusing on building the skills and capacity of our employees among others.</p> <p>As an aviation company, we recognize the vital importance of managing our carbon footprint effectively. Our fleet is comprised primarily of Airbus A320 NEO family aircraft which are 15% more energy efficient than the older generation Airbus A320 CEO family aircraft. Apart from this we have also implemented a slew of operational measures to conserve as much fuel as possible during take-off, cruise and landing. Our ground operations team is also working towards gradually phasing out diesel operated equipment and replace them with electric equipment where possible.</p> <p>We continue to work with the Council of Scientific and Industrial Research-Indian Institute of Petroleum (CSIR-IIP) in our aim to use SAF in the future. We are working with relevant stakeholders to accelerate the viability of SAF in the aviation sector, since SAF is critical in transition towards a low-carbon pathway. As a renewable and low-carbon alternative to traditional jet fuel that can significantly reduce greenhouse gas emissions, SAF represents the best option for airline companies to decarbonize in the short to medium term while we await the eventual transition to hydrogen in the long-term. By using SAF, we can reduce upstream and downstream greenhouse gas emissions by up to 80% compared to traditional jet fuel. This significant reduction in emissions can contribute towards achieving our sustainability goals and mitigating our impact on the environment. However, global limited SAF availability reduces our reach on this front.</p> <p>Moreover, we are steadily making progress to manage plastic waste on our flights and are phasing out single-use plastic. We also have innovative programs in place to recycle the seats and carpets in our aircraft into products like bags.</p> <p>We are committed towards Diversity, Equity, and Inclusion in workplace. With one of the highest number of women pilots among global airlines, we have created an environment of inclusivity. We have policy and initiatives in place to increase the number of women in management positions and joined IATA's 25 by 2025 initiatives that focuses on increasing women leadership to 25%. Additionally, we have taken steps to ensure that people with disabilities, and LGBTQ+ individuals feel supported and valued at IndiGo. We believe in enabling a supportive culture which treats people equitably and celebrates differences.</p> <p>We have also aligned our efforts with ensuring every Indian citizen has the accessibility to fly under the UDAN initiative launched by the Government of India and the Civil Aviation Ministry of India. Under this scheme, IndiGo has flown over 8,00,000 passengers in FY 2023. Furthermore, we are continuously expanding our network coverage to ensure that we cover more customers and are on track to connect the states in the northeast, with the rest of India. In this past year, we have flown over 650 flights under the UDAN scheme to ensure the common man has the same 6E experience which has been cherished by our customers over the span of 16 years.</p> <p>As a socially responsible organization, we understand that our efforts through our Corporate Social Responsibility (CSR) initiatives continue to positively impact the lives of many people. With our CSR arm, IndiGo Reach, we have supported over 40,000 students this year through our education programs, enabling them to achieve their dreams. More than 50,000 women have been empowered through our livelihood enhancement programs, providing them with the necessary skills and resources to take control of their futures. We have also rallied and joined hands with nearly 19,000 individuals who are committed to conservation of the ecosystem, waste reduction, eco-restoration, and upcycling projects. Our local outreach efforts to societies we serve include afforestation and tree plantation in certain rural areas to aid efforts to mitigate climate change. Furthermore, we continue to focus our efforts on heritage restoration in collaboration with the Aga Khan Foundation.</p> <p>We are proud of our progress towards becoming a more sustainable and inclusive company, but we know that there is still more work to be done. We invite all our stakeholders to read our ESG report and provide feedback at IndiGoGreen@goindigo.in. Your feedback is critical in helping us reach new heights on our ESG journey.</p>								
8	<p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p> <p>Response: Mr. Petrus Johannes Theodorus Elbers. Chief Executive Officer of the Company</p>								
9	<p>Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p> <p>Response: Yes. The Corporate Social Responsibility Committee and the Risk Management Committee constituted by the Board of the Company evaluated the sustainability related issues, from time to time.</p>								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action.	Board and its Committees									Quarterly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Board and its Committees									Quarterly								

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
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11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

Y Y Y Y Y Y Y Y Y Y

Notes:

- Policies are formulated after detailed consultation with relevant stakeholders and are in line with industry and market standards, complying with applicable legal and regulatory requirements, both domestic and international. Most of the policies in respect of the aforesaid principles have been approved by the Board. The remaining policies are internal policies, which have been approved by the concerned Departmental Heads, after following a process of detailed discussion and consultation.
- In respect of the policies which have been approved by the Board, the Board and/or its specified Committee are responsible for overseeing its implementation. For the remaining policies, certain officials in the respective Department, who report to the concerned Department Heads or the Senior Management of the Company, are responsible for monitoring and overseeing the implementation of the policies.
- The policies which have been approved by the Board as mentioned above can be viewed at the Investor Relations/ Corporate Governance/ Policies section on IndiGo's website at <https://www.goindigo.in/information/investor-relations.html>. The remaining policies which include the Safety Policy, HR Policies, POSH Policy, Regulatory manuals for Engineering Department and CRM Process are internal documents and are available on intranet for all employees. These Policies have been communicated to all relevant internal and external stakeholders.
- The Board and/ or its specified Committee(s) periodically review and evaluate the working of the policies which have been approved by the Board. An independent internal audit team, which reports to the Audit Committee also evaluates the working of certain policies on a periodic basis.

12. If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated:

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
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The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)

The entity does not have the financial, human and technical resources available for the task (Yes/No)

NA

It is planned to be done in the next financial year (Yes/No)

Any other reason (please specify)

*Most of the policies in respect of the aforesaid principles have been approved by the Board. The remaining policies are internal policies, which have been approved by the concerned Department Heads, after following a process as stated hereinabove. The policies which have been approved by the Board can be viewed at the Investor Relations/Corporate Governance/ Policies section on IndiGo's website at https://www.goindigo.in/information/investor-relations.html?linkNav=investor-relations_footer and the remaining policies are internal documents and are available on intranet for all employees.

Section C: Principle wise performance disclosure

PRINCIPLE 1

Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Date of Appointment in the Company
Board of Directors	A total of 110 hours were spent on familiarisation programmes as part of the meetings of the Board business review, Risk Management Committee and Corporate Social Responsibility Committee.	Principle (1 to 9)	100%
Key Managerial Personnel	A total of 272 hours were spent as part of employee experience program including anti-discrimination, sensitization, and skills upgradation among others.	Principle (1 to 9)	100%
Employees other than BoD and KMPs	A total of 3,935,801 hours were spent as part of employee experience program including license renewal, safety protocols, antidiscrimination, and sensitization among others.	Principle (1 to 9)	100%

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (In Rs.)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Principle 1	NSE, BSE	Nil	The Company has received a notice from the NSE and BSE imposing penalties regarding non-compliance of Regulation 17(1A) and Regulation 20 of the SEBI LODR Regulations.	Yes, the Company has not paid any penalty and preferred to file the waiver application with the stock exchange which is pending as on date of this report.
Settlement	Nil	NA	Nil	NA	NA
Compounding Fee	Nil	NA	Nil	NA	NA
Non-monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (In Rs.)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NA	NA	NA	NA	NA
Punishment	NA	NA	NA	NA	NA



3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed:

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Response: IndiGo places great importance on adhering to all applicable laws and regulations pertaining to the prevention of bribery and corruption. The Company maintains a stringent zero-tolerance policy with respect to bribery and corruption, and does not condone the offering, seeking, or receiving of any cash, gift, or favour that may influence business decisions in an illegal manner, whether directly or indirectly. In addition, only authorized and well-trained personnel are permitted to engage with government officials and regulators in most cases. To ensure compliance with these principles, IndiGo has implemented an anti-corruption and anti-bribery policy that is integrated into the Company's Code of Conduct and applicable to all employees. This commitment to ethical business practices underscores our dedication to serving the best interests of all stakeholders, including our valued investors. The Company's policy is available on the Investor Relations section of the website at <https://www.goindigo.in/content/dam/goindigo/investor-relations/policies/IndiGo-code-of-conduct.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2023	FY 2022
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

6. Details of complaints with regard to conflict of interest:

	FY 2023		FY 2022	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Response: NA

Leadership Indicators

Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same:

Response: Yes, IndiGo has taken the necessary measures to avoid situations in which personal interests could conflict with the interests of the Company. To manage conflict of interests, a policy on dealing with related party transactions has been adopted, which ensures compliance with the provisions of the Companies Act, 2013 ("Act") and the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI LODR Regulations") whenever a transaction is entered into with a related party. Additionally, in accordance with Regulation 26(5) of the SEBI LODR Regulations, senior management personnel have confirmed individually that they have not engaged in any material, financial, or commercial transactions that could potentially lead to a conflict of interest. These measures underscore the Company's commitment to transparency and ethical business practices, which are of utmost importance to all stakeholders, including our valued investors.

PRINCIPLE 2

Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

- Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Segment	FY 2023	FY 2022	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	3.0%	1.3%	Our spend on EVs and environment friendly ground equipment has helped in improvement of carbon footprint of our ground operations.

- Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Response: Yes

- If yes, what percentage of inputs were sourced sustainably?

Response: 100%

- Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste:

Response: IndiGo believes in going beyond compliance and has taken numerous steps to improve waste management practices across its operations. The maintenance of equipment such as equipment filters, batteries, plastic materials, rubber/metal components, and tires generates waste that needs to be properly managed. At IndiGo, the crew is responsible for collecting, cataloguing, sorting, and storing this debris in the scrapyard. To facilitate the disposal of garbage, our ground support staff classify it into seven different categories, which include rubber, plastic, metal, batteries, tires, lubricants, and old flyers.

To ensure that waste is properly managed, we have implemented a set of steps for reusing, recycling, and disposing of waste. These include:

- Segregating plastic waste and disposing it off with authorized vendors who are ISO certified.
- Disposing of batteries to authorized vendors once they reach the end of their life cycle.
- Regularly emptying ground equipment waste oils, such as engine oil/hydraulic oil, at specified intervals, such as hourly, calendar, or by kilometre.
- Re-threading worn-out tires through three rounds before being discarded.
- Delivering scrap/waste oil to vendors under the supervision of IndiGo and the airport operators.

These measures reflect our commitment to environmental sustainability, and we take pride in managing waste in a responsible and eco-friendly manner. As a result, we aim to minimize our environmental impact and contribute to a better and more sustainable future for all stakeholders, including our valued investors.

- Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Response: No. Since IndiGo is not a manufacturing company, the EPR is not applicable to the Company.

Leadership Indicators:

- Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Response: NA. The Company does not conduct any LCA for the services it provides.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Response: NA.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Response: NA.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Response: NA.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Response: NA.

PRINCIPLE 3

Businesses should respect and promote the well-being of all employees, including those in their value chains.

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	Percentage of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day-care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Percentage of Employees (Permanent) covered											
Male	17,938	17,938	100%	3,858	22%	0	0%	17,938	100%	17,938	100%
Female	14,469	14,469	100%	678	5%	14,469	100%	0	0%	14,469	100%
Total	32,407	32,407	100%	4,536	14%	14,469	45%	17,938	55%	32,407	100%

- b. Details of measures for the well-being of workers:

Category	Percentage of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day-care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Percentage of Workers (Permanent and Other workers) covered											
Male											
Female											
Total											

2. Details of retirement benefits, for Current FY and Previous Financial Year

Benefits	FY 2023 (data for employees active as on 31.03.2023)			FY 2022 (data for employees active as on 31.03.2022)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and Deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of Workers covered as a percentage of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	NA	100%	NA	NA
ESI	22%	NA	Y	31%	NA	Y

3. Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Response: Yes, the Company is committed to provide equal employment opportunities to all employees, including those with disabilities. In accordance with the provisions of the Rights of Persons with Disabilities Act, 2016, IndiGo's premises are designed and made accessible to differently abled employees. This is to ensure that they can perform their duties and responsibilities to the best of their abilities and feel comfortable and supported in their workplace environment.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Response: We recognize that diversity and inclusivity are crucial elements of a thriving and successful workplace. As such, we provide a work environment that is accessible to all, regardless of physical or cognitive abilities. We believe that all employees deserve equal access to opportunities for professional growth and development, and we are committed to fostering an environment that is supportive, accommodating, and inclusive for all.

IndiGo promotes inclusivity and diversity by providing necessary infrastructure and sensitivity training. The Company is committed to providing equal opportunities to individuals from different socio-economic backgrounds. We continuously adapt our infrastructure to accommodate the needs of our workforce, including those with special needs. As a part of our equal opportunity policy, differently abled individuals are employed as frontline staff at airports and other areas. The said policy is available on IndiGo's website at <https://www.goindigo.in/information/equalopportunity-policy.html>

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Response: Yes, IndiGo's Grievance Redressal Procedure is available to its all employees. The objective of the policy is to facilitate open and structured discussion on employees' work-related grievances with the intent of ensuring that the grievance is dealt with in a fair and just manner whilst being in compliance with the Company's policies. To address concerns quickly and lawfully, IndiGo has established a transparent and impartial complaint resolution process. The Ethics and Compliance Committee (ECC) has been constituted, overseen by the Audit Committee, to ensure alleged infractions are addressed promptly and seriously. The ECC is assisted by the Ethics and Compliance Team in assessing, investigating, and reporting on complaints. The Company provides various channels for grievance settlement, including its website, contact centres, email, and a mode to directly approach the Chairperson of the Audit Committee.

7. Membership of employees and worker in association(s) or unions recognised by the listed entity:

Response: Nil

8. Details of training given to employees and workers:

Category	FY 2023					FY 2022				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Employees										
Male	16,094	7,613	47%	7,312	45%	17,198				
Female	14,563	9,742	67%	9,893	68%	12,688				Not Available
Total	30,657	17,355	57%	17,205	56%	29,865				

9. Details of performance and career development reviews of employees and worker:

Category	FY 2023					FY 2022				
	Total (A)	Remarks	No. of employees covered (B)	% (B/A)	Remarks	Total (C)	Remarks	No. of employees covered (D)	% (D/C)	Remarks
Employees										
Male	18,444	This includes the On Roll+ Consultants+ International On Roll Employees	11,352	62%	This included employees eligible for Annual Check-in 22-23 (non-crew domestic employees who were active as of September 30, 2022)	15,266	This includes the On Roll+ Consultants+ International On Roll Employees	9,756	64%	This included employees eligible for Annual Check-in 21-22 (non-crew domestic employees who were active as of September 30, 2021)
Female	14,601		4,084	28%		11,081		2,957	27%	
Total	33,045		15,436	47%		26,347		12,713	48%	

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Response: IndiGo believes that a safe and healthy work environment is a pre-requisite for employee well-being, and the adoption of best practices in occupational health and safety have a direct impact on its overall performance. As mandated by the Directorate General before Civil Aviation (DGCA) under the Ministry of Civil Aviation (MoCA), We have implemented an occupational health and safety management system. Our SOPs are modified using Society for Risk Analysis (SRA) principles based on current scientific data in the following areas:

- Crew fatigue reporting
- Systematic testing for alcohol
- Psychoactive drug testing
- Advisory for passengers

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Response: : IndiGo places great emphasis on safety management and has established various processes and technologies to ensure the safety of its operations. The Company's Safety Management System (SMS) is the foundation that enables IndiGo to operate safely.

Integrum, a safety reporting application that allows employees to report possible hazards in the form of required and optional reports. This technology is an essential part of IndiGo's Safety Management System (SMS) and Structured Safety Process (SSP) frameworks, which include both proactive and reactive components.

The reactive component of IndiGo's SMS and SSP frameworks involves investigating accidents and incidents that occur within the system. This investigation process is crucial because it identifies the underlying causes of accidents and incidents, provides lessons learned, and contributes to the continual improvement of the aviation system. IndiGo has a sophisticated system in place to collect all network incidents, which are then reported to regulatory authorities by the Flight Safety department as needed.

Each occurrence is investigated in collaboration with stakeholders concerned, including flight operations, engineering, inflight services, airport operations and customer services, OEMs, and airport operators to determine the root cause(s) and contributory factor(s). Based on the findings, mitigation actions are formulated to prevent future occurrences. IndiGo's Permanent Investigation Board, in collaboration with the regulatory authority, investigates all major events.

In summary, a continuous encouragement on safety culture has resulted in increase in safety awareness across the operational staff, which is evident by the type and number of reports being received by Flight Safety. IndiGo's commitment to safety is demonstrated by its Safety Management System and Structured Safety Process frameworks, and the use of technologies like Integrum. Additionally, the thorough investigation of accidents and incidents and the formulation of mitigation actions to prevent future occurrences are key elements of IndiGo's safety management approach.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Response: IndiGo is committed to prioritizing the health and safety of its employees, recognizing that it has a direct impact on the Company's business and strategic plans. The Company takes a proactive and determined approach to identify and prevent potential hazards, and to safeguard its personnel. A holistic approach is taken to address all health-related issues in the workplace, with the aim of minimizing incidents.

IndiGo prioritises employees' health and safety to the highest level and promotes a high quality of life.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Response: Yes

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2023	FY 2022
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NA	NA
	Total	726	349
Total recordable work-related injuries	Major	30	6
	Minor	256	116
	First Aid Case	440	227
No. of fatalities	Employees	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Response: In line with the IndiGo's Safety Policy, safety as a value-led concept has been institutionalised by inculcating a sense of ownership at all levels and driving behavioural change, leading to the creation of a cohesive safety culture. IndiGo involves its local managers and employees in maintaining vigilance for the detection and prevention of hazards, supported by a team of health and safety managers. The Company is firmly committed to the following four objectives to prevent accidents and foster a risk-prevention culture:

- Mitigating serious accidents
- Implementing ergonomic practices
- Enhancing quality of life
- Practicing self-respect, respecting others, and following rules in operations, infrastructure and material management.

13. Number of Complaints on the following made by employees and workers:

Particulars	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	
Health and Safety	Nil	Nil	

14. Assessments for the year:

Particulars	Percentage of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health and safety practices and working conditions.

Response: NA

Leadership Indicators:

16. Does the entity extend any life insurance or any compensatory package in the event of death of

- (a) Employees (Y/N)
- (b) Workers (Y/N).

Response:

- a) Response: Yes
- b) Response: NA

PRINCIPLE 4

Businesses should respect the interests of and be responsive to all its stakeholders.

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Response: A questionnaire was provided to the ESG taskforce and based on the responses; stakeholders were identified. This list was further reviewed and validated by the Senior Management of the Company.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder group	Vulnerable and Marginalised Group	Channels of Communication	Frequency of Engagement	Purpose and Scope of Engagement including Key Topics and Concerns Raised During Such Engagement
Investors/ Shareholders	No	Investor Calls and meetings	Ongoing	<ul style="list-style-type: none"> • Update on quarterly financial and operational performance of the Company.
Customers	No	Advertisements Social Media Website Surveys Feedback	Need based	<ul style="list-style-type: none"> • Customer engagement • Improvement in services
Employees	No	Email, SMS, community meetings, website, town halls, employee surveys	Daily	<ul style="list-style-type: none"> • Job satisfaction, • Fair pay and performance remuneration, Training and development initiatives that support career growth, • Safe and congenial working conditions, Non-discrimination, Prompt grievance redressal mechanisms

Stakeholder group	Vulnerable and Marginalised Group	Channels of Communication	Frequency of Engagement	Purpose and Scope of Engagement including Key Topics and Concerns Raised During Such Engagement
Suppliers and Partners	No	Dealer meets and visits	On going	<ul style="list-style-type: none"> Fair and accountable supply chain practices, Supplier financial health, Reputation, and service quality, access to knowledge on sustainable supply chain practices
Government and Regulators	No	Company website	Need based	<ul style="list-style-type: none"> Adherence to applicable laws and regulations Policy action Consultation on emerging issues
Industry and Trade Associations	No	Industry conference and trade fairs	Annually	<ul style="list-style-type: none"> Discussions on industry issues
Civil Society and NGOs	Yes	Mails, calls and community meetings	Need based	<ul style="list-style-type: none"> Discussion on key social, environmental and community related issues.

PRINCIPLE 5

Businesses should respect and promote human rights.

Essential Indicators

- Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023			FY 2022		
	Total (A)	No. of Employees/Workers covered (B)	% (B/A)	Total (C)	No. of Employees/Workers covered (D)	% (D/C)
Employees						
Permanent	32,407	25,581	79%	26,164	14,411	55%
Other than Permanent	638	576	90%	1,515	335	22%
Total	33,045	26,157	79%	27,679	14,746	53%

- Details of minimum wages paid to employees and workers, in the following format:

Response: This is not applicable to IndiGo as we do not have any workers making minimum wage on our rolls.

- Details of remuneration/salary/wages, in the following format:

Particulars	Male		Female	
	Number	Median remuneration / salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	For details, please refer to Annexure C forming part of the Board's Report			
Key Managerial Personnel	The Company does not disclose this information due to employee confidentiality considerations			
Employees other than BoD and KMP	The Company does not disclose this information due to employee confidentiality considerations			

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Response: Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Response: Please refer to point no. 6 of Principle no. 3

6. Number of Complaints on the following made by employees and workers:

Particulars	FY 2023			FY 2022		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	37	4	Pending resolution under investigation as on March 31, 2023, did not exceed timeline as per SH Act.	29	6	4 (Complaints under investigation as on March 31, 2022, not exceeded timeline as per the Act) 2
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/ Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human rights related issues	Nil	Nil	NA	Nil	Nil	NA

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Response: The following mechanisms are in place to ensure complainants of discrimination and harassment are duly shielded from adverse consequences:

1. If the Company receives a complaint of sexual harassment at the workplace against an employee, immediate steps are taken to ensure the safety and comfort of the complainant.
2. The Company places utmost importance on maintaining confidentiality while handling such matters.
3. There is a strict policy against retaliation in place, and any attempt by the respondent to instil fear in the complainant or witnesses during an investigation is taken very seriously, and appropriate action is taken.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Response: The Company includes its 'Supplier Code of Conduct' in most of its standard supplier agreements, which obligates the suppliers to adhere to all applicable labour laws and other applicable regulations.

9. Assessments for the year:

Particulars	Percentage of your plants and offices that were assessed (By entity or statutory authorities or third parties)
Child Labour	Nil
Forced/involuntary labour	Nil
Sexual harassment	100%
Discrimination at workplace	Nil
Wages	Nil
Others – please specify	Nil

Note: The Internal and external auditors conduct assessments as per the Audit schedule. Assessments are also carried out by respective Government authorities and the Company has not received any non-compliance certification.

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Response: IndiGo has a robust policy on the Prevention of Sexual Harassment, which is a gender-neutral subject matter. We conduct regular workshops and focus group discussions to sensitize the employees about prevention of sexual harassment at workplace from the time of new hire joining. We also have an interactive e-learning module for the employees which educates employees on various nuances of the policy. We take extreme care to ensure utmost confidentiality is maintained while handling these matters.

We have a very strong policy on retaliation. Any acts of instilling fear in the minds of the complainant and/or any witnesses by the respondent on account of participating in an investigation is viewed extremely seriously and appropriate action is taken against the wrong doer.

Leadership Indicators:

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints.

Response: There were no corrective modifications to business processes as a result of no human rights complaint being registered with the Company.

2. Details of the scope and coverage of any Human rights due diligence conducted.

Response: NA

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Response: Yes

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment.

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023 (GJ)	FY 2022 (GJ)
Total electricity consumption (A)	20,314	8,468
Total fuel consumption (B) (Jet Aviation Fuel, Diesel, CNG, Petrol)	3,23,36,015	2,05,27,790
Energy consumption through other sources (C)*	NA	NA
Total energy consumption (A+B+C)	3,23,56,329	2,05,36,259
Energy intensity per rupee of Turnover (Total energy consumption/ turnover in rupees)	0.00006 GJ/Rupee of Revenue	0.00008 GJ/Rupee of Revenue

*Other sources include energy from steam, heating/cooling, etc. therefore it is not applicable for us.

Note 1: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

Note 2: Figures for FY 2022 are restated.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Response: NA

3. Provide details of the following disclosures related to water, in the following format:

Response: NA

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Response: NA

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2023	FY 2022
NOx	Tonne	12,232	7,769
SOx	Tonne	406	258

Note 1: The NOx and SOx emissions have been calculated based on the well to wake emissions of our jet fuel consumption. The emission factors have been sourced from National Renewable Energy Laboratory (NREL).

Note 2: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name the external agency: No

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity, in the following format:

Parameter	Unit	FY 2023	FY 2022
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, FCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	67,89,520	43,11,693
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	4,445	1,844
Total Scope 1 and Scope 2 emissions per ASK	Grams/ASK	59.5	61.1
Total Scope 1 and Scope 2 emissions per rupee of turnover	Tonnes / Rupee	0.000012	0.000016

Note 1: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

Note 2: Figures for FY 2022 are restated.

7. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

Response: IndiGo has undertaken the following mechanisms for GHG emission reduction and Ground CO₂ reduction by minimising diesel after consumption:

- By using electrical vehicles and other ground equipment like electric baggage tugs
- By using CNG vehicles.
- By using other fuel economical diesel equipment.

8. Provide details related to waste management by the entity, in the following format:

Response: IndiGo takes environmental responsibility seriously as a major transportation company and has implemented a comprehensive waste management plan to manage the debris generated during servicing, including oils, equipment filters, batteries, plastic material, rubber/metal components, and tyres. The ground support staff sorts of garbage into seven categories (rubber, plastic, metal, batteries, tyres, lubricants, and old flyers) and replaces ground equipment filters and waste oils (Oil/Fuel/Air/Hydraulic) at regular intervals. Discarded batteries and worn-out plastic, rubber, or metal parts are replaced, and discarded tyres are sent through multiple rounds of re-treading. This approach demonstrates IndiGo's commitment to minimizing its environmental impact and promoting sustainable practices in its operations.

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by the Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Response: NA

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Response: NA

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Response: NA

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Response: Yes, the Company is compliant with all the applicable laws

Leadership Indicators

1. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Response: We have taken proactive steps to ensure a comprehensive disaster management and business continuity plan is in place. The Emergency Response Plan is documented at the corporate, departmental, and station levels and complies with both international and domestic regulations. This exhaustive plan covers man-made and natural disasters, including a major aircraft accident, and includes command and control, crisis communications, humanitarian response, and business continuity. The plan also encompasses training and drills, financial and insurance issues, and coordination with external agencies and code share partners.

2. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

Response: None.

PRINCIPLE 7

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

Response: The Company is a member of the Federation of Indian Airlines

- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	PHD Chamber of Commerce and Industry	National
2	Associated Chambers of Commerce and Industry	National
3	Federation of Indian Airlines	National

IndiGo also actively participates in multi-stakeholder discussion forums and when pertinent, responds to public consultations. The Company is also a member of International Air Transport Association (IATA), the global airline trade association whose mission is to represent, lead and serve the airline industry.

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of the authority	Brief of the case	Corrective action taken
National Company Law Appellate Tribunal (Previously, Competition Appellate Tribunal)	Express Industry Council of India alleged cartelization between 5 domestic airlines including InterGlobe Aviation Limited ("IndiGo") for fixing the rate of Fuel Surcharge ("FSC") in CarGo. Competition Commission of India ("CCI") vide its order held that IndiGo along with Jet Airways and Spice Jet are in contravention of the provisions of the CCI Act ("Impugned Order"). A penalty of Rs. 9.45 Crore was imposed on IndiGo, Rs. 39.81 Crore imposed on Jet Airways and Rs. 5.10 Crore imposed on Spice Jet.	An appeal has been filed against the Impugned Order before the National Company Law Appellate Tribunal ("NCLAT"). The Impugned Order is stayed. The appeal is sub-judice and is pending final arguments.

Leadership Indicators:

1. Details of public policy positions advocated by the entity:

Response: NA

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development.

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Response: NA. IndiGo is not liable for Social Impact Assessment

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Response: IndiGo has not undertaken any project for which ongoing Rehabilitation and Resettlement is required

3. Describe the mechanisms to receive and redress grievances of the community.

Response: Please refer to response provided in point no. 6 of Principle no. 3

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023	FY 2022
Directly sourced from MSMEs/ small producers	0.9%	1.3%

Leadership Indicators:

1. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Name of implementation of Agency	Project Title	Project Location/s (State)	Project Location/s (District)
Grameen Sahara	Livelihood creation of women farmers	Meghalaya	Ri Bhoi
Pradan	Women collectives-led Action Towards Environment Rejuvenation (WATER)	Jharkhand	Bokaro, Hazaribagh, Godda

2. Details of beneficiaries of CSR Projects:

S. No.	Focus Area	Project Title	Name of NGO partner	Number of beneficiaries reached	Percentage of marginalized communities
1.	Children and Education	IndiGo School Adoption and Get Smart Program	SRF Foundation: School Adoption Program	22,500 Students	100%
2.	Children and Education	Academic improvement of children and the entire school ecosystem as a whole	Eklavya Foundation	1,760 Students	100%
3.	Children and Education	Sponsoring education of RTE children	KK Academy	65 Students	100%
4.	Children and Education	Improving teaching and learning practices among middle and high school children	Vidya Bhawan Society	5,000 Students	100%
5.	Children and Education	Providing education to first generation learners	Bandhan Education Program	12,507 Students	100%
6.	Women empowerment	Livelihood enhancement through sustainable agriculture and entrepreneurship development	AFARM	12,000 Women	100%
7.	Women empowerment	Livelihood creation of women farmers	Grameen Sahara	1,500 Women	100%
8.	Women empowerment	Women collectives-led Action Towards Environment Rejuvenation (WATER)	Pradan	37,000 Women	100%
9.	Women empowerment	Providing livelihood support to women (The Hardcore Poor)	Bandhan -THP	3,000 Households/ Women	100%
10.	Environment	Promotion of 9,500 biogas plants	ADATS	9,500 Households/ Women	100%
11.	Environment	Eco restoration, clean up and conservation of the Sikanderpur pond	I am Gurgaon	NA	100%
12.	Environment	Creating sustainable practices for waste management	Chintan	1,000 Households	100%
13.	Environment	Safeguarding Biodiversity and habitat restoration	The Corbett Foundation	51 Households	100%
14.	Environment	Upcycling of the textiles	Chetanalaya	2,265 Women	100%
15.	Environment	Community-led Environment Restoration and Women-led Livelihood Enhancement	Gram Vikas	2,111 Households	100%
16.	Environment	Climate-friendly interventions to improve quality of life in rural areas while reducing total carbon footprint.	Suvidha	4,000 Households/ Women	100%
17.	Heritage	Maintenance and Upkeep of the mausoleum	Aga Khan Foundation-Rahim	NA	100%
18.	Heritage	Conservation and Restoration of the mausoleum	Aga Khan Foundation-Qutb Shah	NA	100%

PRINCIPLE 9

Businesses should engage with and provide value to their consumers in a responsible manner.

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Response: The Company has implemented a Customer Relationship Management (CRM) process to cover the thorough process of screening customer comments and reviewing complaints.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

Response: In order to support the local economy while also maintaining high food safety standards, the Company sources non-perishable food and beverage goods from local producers who adhere to FSSAI and HACCP regulations. These goods are then supplied to catering sites within the network. To reduce food waste, perishable items are exclusively provided to passengers with pre-booked orders, while non-perishables are chosen for their long shelf life.

Additionally, the Company has made efforts to eliminate single-use plastics by using sustainable alternatives whenever possible:

S. No.	Item	Sustainable alternative
1.	Bread roll bags	Paper bags
2.	Plastic cutlery	Wooden cutlery
3.	Cutlery bag	Paper bag
4.	Plastic bowl	Aluminium foil 150ml
5.	Thermocol box	Milton box
6.	Chutney creamer	Aluminium foil 150ml
7.	Plastic straws	Paper Straws
8.	Polythene garbage bag	Compostable garbage bag
9.	Plastic gloves	Nitrile gloves
10.	Plastic stirrer	Wooden stirrer
11.	Ripple cup	PLA lining ripple cup
12.	Plastic lid for ripple cup	Compostable lids
13.	Water cups	PLA lining water cup

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not Available
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

Particulars	FY 2023			FY 2022		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other			Nil			Nil
(i) DGCA	639	Nil		259	Nil	
(ii) Consumer Complaints	135	125		114	102	

Note: The categorization of complaints is restated for FY21-22.

4. Details of instances of product recalls on account of safety issues:

Particulars	Number	Reasons for recall
Voluntary recalls		NA
Forced recalls		

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Response: Yes, IndiGo has framed policies with respect to information technology/cyber security risk which set forth limits, mitigation strategies and internal controls. To maintain the safety and privacy of its clients and stakeholders, the Company implements a robust cybersecurity strategy that adheres to industry standards like ISO 27001, NIST, and CIS. This strategy includes various technological, administrative, organizational, and physical security measures to safeguard personal information, continuously monitoring privacy legislative changes, incorporating privacy checkpoints into all business endeavours, evaluating internal systems and vendor partnerships, and implementing resilient and effective data recovery processes. Additionally, the Company deploys DRM to secure sensitive digital content and ensures that third-party vendors and suppliers adhere to the same stringent standards. The Company deploys various technological, administrative, organizational, and physical security measures to safeguard personal information privacy standards approach encompassing the following key elements:

- Continuously monitoring privacy legislative changes and enhancing our privacy policies.
- Providing contractual assistance to ensure that contractual provisions adequately handle associated risks.
- Incorporating privacy checkpoints into all business endeavours, following the Privacy-by-Design philosophy.
- Evaluating internal systems, online portals, and vendor partnerships.
- Encrypting information assets that comply with the Federal Information Processing Standards (FIPS).
- Implementing resilient and effective data recovery processes.
- Utilizing Digital Rights Management (DRM) to secure sensitive digital content.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products/services.

Response: NA

Leadership Indicators:

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Response: The official website of the Company is www.goindigo.in. It also has distinct applications for its partners, passenger booking, and staff travel available for both, Android and IOS devices.

2. Provide the following information relating to data breaches:

- Number of instances of data breaches along-with impact
- Percentage of data breaches involving personally identifiable information of

Response:

- Nil
- Nil

On behalf of the Board of
InterGlobe Aviation Limited

Dr. Venkataramani Sumantran
Chairman
DIN: 02153989

Mr. Anil Parashar
Director
DIN: 00055377

Date: May 18, 2023
Place: Gurugram