



24 June, 2023

National Stock Exchange of India Limited
“Exchange Plaza”,
Bandra - Kurla Complex,
Bandra (E),
Mumbai – 400 051

BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400 001

Dear Sirs,

Sub: Business Responsibility & Sustainability Report for the Financial Year 2022-23

Ref: “Vodafone Idea Limited” (IDEA / 532822)

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility & Sustainability Report which forms part of the Annual Report for the Financial Year 2022-23.

We request you to kindly take the above in your records and consider it as compliance as per Listing Regulations.

Thanking you,

Yours truly,
For **Vodafone Idea Limited**

Pankaj Kapdeo
Company Secretary

Encl: As above

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

Introduction to Business Responsibility and Sustainability Report (BRSR)

Disclosure requirements have leapfrogged globally in the last decade, holding companies accountable for their identification of Environment, Social and Governance (ESG) responsibilities and their transparent incorporation in annual disclosures.

In line with these global developments, the Securities and Exchange Board of India (SEBI), in its continued efforts to enhance disclosures on ESG standards, introduced new requirements for sustainability reporting by listed companies. The new reporting format named, Business Responsibility and Sustainability Report (BRSR), aims to establish links between the financial results of a business with its ESG performance.



SEBI has mandated that the BRSR will be applicable to the top 1,000 listed entities (by market capitalization) for reporting on a voluntary basis for Financial Year 2021-22 and on a mandatory basis from Financial Year 2022-23.

Section A: General Disclosures**I. Details of the Listed Entity**

1. Corporate Identity Number (CIN) of the Company	L32100GJ1996PLC030976
2. Name of the Listed Entity	Vodafone Idea Limited
3. Year of Incorporation	1995
4. Registered Office Address	Suman Tower, Plot No. 18, Sector 11, Gandhinagar - 382011, (Gujarat)
5. Corporate Address	Birla Centurion, 10th Floor, Century Mills Compound, Pandurang Budhkar Marg, Worli, Mumbai - 400030 (Maharashtra)
6. E-mail	shs@vodafoneidea.com
7. Telephone	079-66714000
8. Website	www.myvi.in
9. Financial Year for which reporting is being done	2022-23
10. Name of the Stock Exchange(s) where shares are listed	1. National Stock Exchange of India Limited 2. BSE Limited
11. Paid-up Capital	₹ 486,796,892,050/-
12. Name and Contact Details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. P. Balaji Chief Regulatory & Corporate Affairs Officer Tel : 9594004000 p.balaji@vodafoneidea.com
13. Reporting Boundary	Report is done on a standalone basis

II. Products/ Services**14. Details of business activities:** (accounting for 90% of the turnover)

Sr. no.	Description of the main activity	Description of business activity	% of turnover of the entity
1.	Information and Communication	Wired, wireless or satellite telecommunication activities	100%

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

Sr. no.	Product/Service	NIC Code	% of total turnover contributed
1.	Wireless Telecommunication Activities		
	• Activities of Internet access by the operator of the wireless infrastructure	612	99%
	• Activities of maintaining and operating cellular and other telecommunication networks		
2.	Wired Telecommunication Activities		
	• Activities of basic telecom services: telephone, telex and telegraph	611	1%
	• Activities of providing internet access by the operator of the wired infrastructure		

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	0	19	19
International	0	0	0

17. Markets served by the entity

a. Number of locations:

Locations	Number
National (No. of States)	28 States + 8 Union Territories
International (No. of Countries)	Not Applicable

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

8.05 %

c. A brief on types of customers

Vodafone Idea Limited (VIL) serves all sections of consumers ranging from New Consumer Classification System (NCCS), Urban Metro Dwellers to NCCS and Rural consumers, across the length and breadth of the country.

IV. Employees:

18. Details as at March 31, 2023:

a. Employees and Workers (including differently abled):

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Employee						
1	Permanent (D)	9,370	7,706	82%	1,664	18%
2	Other than Permanent (E)	6,234	4,415	71%	1,819	29%
3	Total Employees (D + E)	15,604	12,121	78%	3,483	22%
Workers						
4	Permanent (F)					
5	Other than Permanent (G)					
6	Total Workers (F + G)					

VIL does not have any workers.

b. Differently abled Employees and Workers:

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Differently Abled Employees						
1	Permanent (D)	3	3	100%	-	0%
2	Other than Permanent (E)	-	-	-	-	-
3	Total Employees (D + E)	3	3	100%	-	0%
Differently Abled Workers						
4	Permanent (F)					
5	Other than Permanent (G)					
6	Total Workers (F + G)					

19. Participation/Inclusion/Representation of women:

	Total	No. and Percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	12	1	8.33%
Key Management Personnel (KMP)	3	0	0%

20. Turnover rate for Permanent Employees and Workers (Disclose trends for the past 3 years)

	Financial Year 2022-23			Financial Year 2021-22			Financial Year 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	23.8%	24.2%	23.9%	26.0%	26.7%	26.1%	28.9%	34.8%	29.7%
Permanent Workers	Not Applicable								

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	% 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)
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Refer to the section "Salient features of the Financial Statement of Subsidiaries, Associates and Joint Ventures for the year ended March 31, 2023, pursuant to Section 129 (3) of the Companies Act, 2013" forming part of this Annual Report.

VI. CSR Details:

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

(ii) **Turnover (in ₹):** 419,171 Mn

(iii) **Net worth (in ₹):** (738,388) Mn

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:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	Financial Year (2022-23)			Financial Year (2021-22)		
	(If yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Several mechanisms to addressing grievances of communities and beneficiaries have been established across our programs. Using a wide variety of channels, we actively seek feedback, suggestions and complaints and resolve them in pre-defined turnaround time. E.g., in Smart Agri programme, we have dedicated helpline, WhatsApp Group etc. Through these channels, farmers are able to resolved their issues and also get expert guidance on increasing their productivity and farm income. In Connecting for Good programme, beneficiaries can raise their concerns through emails, chat and during regular interactions with our partners. In Scholarship programme, beneficiaries are able to reach out to our multi-lingual support team and can also raise their concerns through Chatbot. Additionally, beneficiaries can raise their concerns using social media channels which are responded to within well-defined timeframe. In Jigyasa programme, our field team comprising of state-level coordinators and school-level mentors resolve grievances of students and teachers by providing them support and training as needed.	0	0	VIL has established several mechanisms for addressing grievance of beneficiaries of various programmes. Using a wide variety of channels, the Foundation actively seeks feedback, suggestions and complaints as well as resolves them in a pre-defined turnaround time	0	0	VIL has established several mechanisms for addressing grievance of beneficiaries of various programmes. Using a wide variety of channels, the Foundation actively seeks feedback, suggestions and complaints as well as resolves them in a pre-defined turnaround time
Shareholders	Yes	94	0	To redress investor grievances, the Company has a dedicated email ID shs@vodafoneidea.com to which investors may send complaints.	111	1	To redress investor grievances, the Company has a dedicated email ID shs@vodafoneidea.com to which investors may send complaints.
Investors (Other than shareholders)	Investors and shareholders have access to Company Secretary through a dedicated email id to report any concerns or grievances	0	0	-	0	0	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	Financial Year (2022-23)			Financial Year (2021-22)		
	(If yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees & Workers	VIL has a detailed and comprehensive grievance redressal mechanism for employees and workers	7	0	-	10	0	-
Customers	Yes https://www.trai.gov.in/consumer-info/telecom/grievance-redressal-mechanism	15,042,925	7,857	Vi adheres to TRAI Policy of grievance redressal. Customer can register complaints through different modes (CC, Store, App, Website, Email, DoT/TRAI/PG Portal etc.). Customer receives the Service Request Number via SMS along with TAT at the time of complaint registration. Complaint is resolved by the Central Back Office Team as per the pre-defined TAT, and the resolution is communicated via SMS/Call. In case the customers are not satisfied with the resolution, they have the option to appeal within 30 days of the resolution.	21,786,207	17,487	Vi adheres to TRAI Policy of grievance redressal. Customer can register complaints through different modes (CC, Store, App, Website, Email, DoT/TRAI/PG Portal etc.). Customer receives the Service Request Number via SMS along with TAT at the time of complaint registration. Complaint is resolved by the Central Back Office Team as per the pre-defined TAT, and the resolution is communicated via SMS/Call. In case the customers are not satisfied with the resolution, they have the option to appeal within 30 days of the resolution.
Value Chain Partners	VIL has a stringent process to record grievances from value chain partners which include contractors, suppliers, channel partners, vendors, business associates, among other value chain partners https://vodafoneidea.integritymatters.in (Access code: VODAFONEIDEA)	0	0	-	0	0	-

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:

Sr. No.	Material issue Identified	Indicate Whether Risk or Opportunity	Rationale for identifying 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	There is a need to keep a watch on emerging regulations within the telecom sector and globally on climate change (India has taken a Net Zero target by 2070 because of the UNFCCC negotiations in the COP), which focus on clean technologies and renewable energy. Climate change-related extreme weather events can destroy network infrastructure and disrupt supply chains, posing threats to VIL.	<ul style="list-style-type: none"> • Creating a structured governance framework to oversee climate change related issues. • Designating a Sustainability/ ESG committee to overlook all the risks, mitigation measures and contingency plans for, if there is a risk. 	Negative
2.	Customer Privacy	Risk	Instances of usage and selling of consumer data / data privacy breaches are leading to rising privacy concerns. It is important for VIL to communicate transparently about the policies regarding the quantity, kind, and use of consumer data that is provided to third parties	<ul style="list-style-type: none"> • Conducting customer privacy audits regularly • Posting privacy policies on Company's website • Disciplinary action in case of breaches • Creating stringent measures to ensure customer privacy 	Negative
3.	Data Security	Risk	Recent instances of cyberattacks on communications infrastructure serves as a reminder for the need to constantly monitor, review and update network security processes and safeguards. Data security concerns can affect customer acquisition and retention, decrease market share and decrease the demand for VIL services. Data loss can result in the unintentional disclosure of private information, which could result in non-compliance, legal ramifications and damage to our brand's reputation.	<ul style="list-style-type: none"> • Conducting data security audits regularly. • Drafting data security policies • Minimizing data retention • Disciplinary action in cases of data breaches. 	Negative
4.	Quality of Network Infrastructure	Risk	Network infrastructure is vulnerable to technological failure which can be caused by either human mistake or natural disasters, which can affect the quality of VIL's services. Rapid technological advancements in the IT industry makes it necessary for VIL to make technological upgrades that are necessary to satisfy growing client demand for stronger and better network connectivity. Failure to do so could adversely affect VIL's business and market share	<ul style="list-style-type: none"> • Conducting regular quality checks. • Recording the number of complaints in cases of failure. 	Negative

Sr. No.	Material issue Identified	Indicate Whether Risk or Opportunity	Rationale for identifying Risk / Opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5.	Talent Attraction and Development	Opportunity	An organisation with talented employees presents an opportunity for VIL to promote innovation, improve service delivery and enhance customer satisfaction. As we evolve from a traditional telecom entity to a digital enterprise, our ability to attract and upskill talent will be critical to improve our business performance and increase market share.		Positive
6.	Increasing Activism	Risk	<p>Increased activism and changing perceptions around radiation from 5G roll-out has the potential to disrupt network roll-out plans. A possibility exist where societal pressure could prompt various State Government to put restrictions on creating network infrastructure, thereby increasing costs to service providers.</p> <p>Social disturbances or geopolitical changes can lead to targeted attacks (physical or cyber) on the telecom network infrastructure (being a critical utility of national importance) thereby adversely impacting customer service and resulting in higher network operating cost for VIL.</p>	<ul style="list-style-type: none"> Engaging through industry body to create awareness amongst public at large 	Negative
7	Competitive Behavior	Opportunity	A healthy competition between different telecom companies results in every company trying to get a technological edge to acquire more market share and a bigger customer base.	<ul style="list-style-type: none"> Creating short-term, mid-term, and long-term response strategies to ensure Company's capability to handle an emergency or a fast-changing situation. Deploying new or updated risk frameworks and guidelines. 	Positive
8	Diversity, Equity and Inclusion	Opportunity	<p>Diversity and Inclusion can help in strengthening the organization's decision making and image in the industry. Companies that are diverse and inclusive are better at responding to challenges, accumulating top talent and meeting the needs of their customers. Other benefits of diversity and inclusion are:</p> <ul style="list-style-type: none"> Improving the quality of decision making. Increasing customer insight and innovation. Driving employee motivation and satisfaction. 		Positive
9	Technological / Network Security Risk	Risk	The National Security directive on Telecommunications – has been put into effect from June 15, 2021. The evaluation process is slow, with some decisions on trusted sources/products communicated by authorities. Exemptions given are for a limited duration with some products/projects put into the evaluation process, which creates uncertainty & prevents long term planning. The concern with regard to Chinese vendors is evident.	VIL is regularly monitoring compliances and changing legislations to ensure compliances.	Negative

Section B: Management and Process Disclosures

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

- P1 Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
- P2 Businesses should provide goods and services in a manner that is sustainable and safe
- P3 Businesses should respect and promote the well-being of all employees, including those in their value chains
- P4 Businesses should respect the interests of and be responsive towards all its stakeholders
- P5 Businesses should respect and promote human rights
- P6 Businesses should respect, protect and make efforts to restore the environment
- P7 Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
- P8 Businesses should promote inclusive growth and equitable development
- P9 Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure	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	https://www.myvi.in/investors/corporate-governance								
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)	Yes, all the enlisted policies extend to our value chain partners wherever required. The extension to value chain partners across policies is mentioned within each policy drafted and uploaded on our website: https://www.myvi.in/investors/corporate-governance The policies that VIL has adopted are in conformity with relevant national and international standards, wherever statutorily applicable. The policies are compliant with the NGRBCs issued by the Ministry of Corporate Affairs and are drafted after taking into consideration the best practices adopted across the industry.								
4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusted) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	---								

Disclosure	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Vodafone Idea is continuing its sustainability journey with special focus on energy efficiency and emission reduction. This ultimately furthers VIL's commitment to addressing global environmental issues such as climate change and global warming. The emission levels of the Network is being tracked annually as per DoT guidelines. More than 1000 tower co-owned sites are exclusive solar energy solutions.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Currently, VIL does not have specific goals and commitments, however, Company gives importance to ESG aspects across business operations								
Governance, leadership and oversight									
7. Statement by Director responsible for the Business Responsibility Report, highlighting ESG related challenges, targets and achievements.									
<p>VIL understands the growing impetus of Sustainable Development and is aware of our responsibilities towards the stakeholders. Our business shares passion and common objectives with that of Environment, Social and Governance (ESG) and will continue exploring and implementing the best practices which will work to make a positive impact in the world at large. Our vision is to create world class digital experiences to connect and inspire every Indian to build a better tomorrow. We will achieve this when we serve our customers, build inspired teams, show the highest standards of governance and compliance, and leverage technology and purposeful innovation to catalyze social prosperity.</p> <p>We are strongly committed to environmental leadership and in the last year we have been able to reduce diesel consumption for power generation, which has resulted in carbon footprint reduction across 13,000 sites. We continued to adopt environmentally sustainable practices in our business transactions with the same foundational objectives laid down as part of VIL's Energy and Carbon Management Policy that include considering Energy Performance when operating VIL's infrastructure and encouraging our Infrastructure Provider partners to adopt low carbon operations. Also telecom hardware procurement at VIL comprises of low power consuming telecom hardware.</p> <p>VIL is also committed to continually improve Health, Safety and Well Being (HSW) practices, with the aim of providing and maintaining a safe and healthy work environment for all our stakeholders and employees including contractors, business partners, service providers, visitors and communities in general. We at VIL believe that all injuries and occupational illnesses can be prevented, HSW is business imperative, and no business is worth doing that puts people at risk and consultation & employee involvement is essential to building commitment to HSW.</p> <p>Our strategies and growth plans accounts ESG aspects to make sure that we operate in a responsible environment and create value for our customers and stakeholders. We have already started towards a long-term and revolutionary path of becoming an energy-self-sufficient-nation while benefiting the society and the environment. VIL has complete faith in its targets and roadmaps to grow in a sustainable manner.</p>									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Akshaya Moondra Chief Executive Officer akshaya.moondra@vodafoneidea.com								
9. 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.	At present VIL has no specific Committee responsible for decision making on sustainability related issues. However, there is a group of SPOCs from different functions who meet on regular basis to discuss about the sustainability related issues.								

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	Review undertaken by concerned departments.									Quarterly								
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Review undertaken by concerned departments.									Quarterly								
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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	No								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
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 or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next Financial Year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-

Table 1- Weblinks of the Policies aligned to NGRBC Principles

P1	Ethics, Transparency and Accountability: Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable	Code of Conduct Speak Up Policy
P2	Product Lifecycle Sustainability: Businesses should provide goods and services in a manner that is sustainable and safe	Energy and Carbon Management Policy
P3	Employee Well-being: Businesses should respect and promote the well-being of all employees, including those in their value chains	Code of Conduct Privacy Policy
P4	Stakeholder Engagement: Businesses should respect the interests of and be responsive to all its stakeholders	-
P5	Promoting Human Rights: Businesses should respect and promote human rights	Code of Conduct Privacy Policy HSW Policy
P6	Protection of Environment: Businesses should respect and make efforts to protect and restore the environment	Code of Conduct Energy and Carbon Management Policy
P7	Responsible Policy Advocacy: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	Code of Conduct
P8	Support Inclusive Growth: Businesses should promote inclusive growth and equitable development	Code of Conduct
P9	Providing Customer Value: Businesses should engage with and provide value to their consumers in a responsible manner	Code of Conduct

SECTION C: Principle wise Performance Disclosure

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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	% age of persons in respective category covered by the awareness programmes
Board of Directors	NA	NA	NA
Key Managerial Personnel	NA	NA	NA
Employees other than BOD and KMPs	Internal ILT / VILT - 191 Gyanodaya programs - 20 GVC Courses & Videos - 16,666	Internal ILT / VILT on people development - 9000 employees covered Gyanodaya - Leadership development programs - 136 employees covered GVC - online courses and videos - 8,57,249 completions	Overall - 99 % coverage
Workers	Not applicable as VIL does not have any workers		

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.

Monetary					
NGRBC Principle	Name of the Regulatory/ Enforcement agencies/ Judicial institution	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes / No)	
Penalty/ Fine	0	0	0	No	
Settlement	0	0	0	No	
Compounding Fee	0	0	0	No	
Non-Monetary					
NGRBC Principle	Name of the Regulatory/ Enforcement Agencies/ Judicial institution	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes / No)	
Imprisonment		0			
Punishment					
Of the instances disclosed in above Question, 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			
		Not applicable			

3. 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.

- Yes, VIL upholds the highest standards of integrity and transparency through its Code of Conduct (CoC). The same can be accessed at "[Code of Conduct](#)". VIL has a robust anti-bribery and anti-corruption policy embedded within the Code of Conduct. As per the Code, any Director, full and part-time employees, subsidiaries and any other authorized representative of VIL should endeavour to deal fairly across all interactions and routine business activities. As per the policy, employees and their relatives are not permitted to offer or receive bribes in the form of gifts, cash, facilities, or any other manner, either directly or indirectly.
- The policy also provides guidelines on due diligence to be exercised at the time of selecting firms/entities for doing business, to avoid risks of bribery and corruption.
- Training on Anti-Corruption and Anti-Bribery: VIL employees are required to undergo an annual refresher training on the policy to acknowledge their understanding and commit to adhering to the defined guidelines.
- Monitoring and Redressal of Corruption cases: VIL has provided a whistle-blower mechanism to all employees and third parties to report any concerns associated with unethical business practices, including corruption and bribery.
- VIL has a formal procedure to investigate and address any complaint on bribery/ corruption and takes suitable disciplinary action in accordance with its Consequence Management Policy. Such misconduct is periodically reported to the Audit Committee of the Board. Disciplinary actions can include penalties, legal action and even termination of employment or business contract, depending upon severity of the breach.

The anti-bribery policy forms part of the CoC and reiterates that VIL does not tolerate any kind of facilitation payments. All business partners are also expected to follow similar standards of ethics when conducting business with VIL. Every vendor / supplier contract and purchase order include clauses on ethical purchase, bribery and corruption.

4. Number of Directors/KMPs/Employees/Workers against whom disciplinary action was taken by any Law Enforcement Agency for the charges of bribery/ corruption:

	Financial Year 2022-23	Financial Year 2021-22
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	Financial Year 2022 - 23	Financial Year 2021 - 22
Number of complaints received in relation to issues of Conflict of Interest of the Directors.	0	0
Number of complaints received in relation to issues of Conflict of Interest of the KMPs.	0	0

6. 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.

Not applicable, since no fines, penalties or actions were imposed by regulatory, law enforcement or judicial authorities on cases related to corruption and conflicts of interest.

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the Financial Year:

Total number of awareness programmes held	Topics / principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
2	VIL Health and Safety norms to all High-Risk suppliers	100%

2. 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.

Yes, as part of the Governance ecosystem, VIL has adopted robust systems to manage conflict of interests. The Code of Conduct requires Board Members to avoid situations that present a potential or actual conflict between their interest and the interest of VIL.

If anyone from our entity finds themselves in a position where their personal and business interests potentially came into conflict, they are required to declare, obtain approval and register these potential conflicts of interests. To help them decide whether they are facing a conflict of interest, they can imagine themselves explaining their actions to friends, a colleague or the media and consider whether they would feel comfortable. VIL's Code of Conduct covers guidelines related to Conflict of Interest. It is applicable to all Board of Directors and employees. It provides guidelines for avoiding any conflict of interest, both actual or apparent, and the mechanism to report any such situations that may give rise to a potential conflict.

Vodafone Idea's Related Party Transactions Policy is also present among VIL which intends to ensure that proper reporting, approval and disclosure processes are in place for all transactions between VIL and related parties. The Policy disallows the concerned or interested Director to participate in any discussion or approve contracts or arrangements with related parties, to avoid potential conflicts of interest.

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe.

Essential indicators

1. 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.

	Financial Year 2022-23	Financial Year 2021-22	Details of improvements in environmental and social impacts
R&D			
Capex	Not Recorded		Not Applicable

2. a. Does the entity have procedures in place for sustainable sourcing?

Yes, 100% suppliers are onboarded in VIL, based on evaluation carried out by the Commercial function by collection of supplier data, analysis of the data, checking financial stability, visits to the supplier facilities, assessment as per process & ratings on questionnaires and cross reference from the Customers. Vendor must be compliant with all VIL policies like Code of Conduct, Anti-Bribery, Economic Sanctions & Trade Controls, Data Privacy & Protection Policy, Business Resilience, Information Security Policy and Health, Safety and Wellbeing Policy. Supplier must submit policy acceptance before vendor onboarding in system.

b. If yes, what percentage of inputs were sourced sustainably?

100% of the inputs were sourced sustainably

3. 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.

Type of Waste	Method of Reclamation
Plastics including packaging	VIL disposes off its plastic waste including packaging through authorized waste vendor and follows its Extended Producer Responsibility.
E-waste	VIL disposes off its e-waste through authorized waste vendor who further recycles and reuses the waste
Hazardous waste	VIL disposes off its hazardous waste through authorized waste vendor
Other waste	VIL recognizes that effective scrap disposal management is a fundamental part of the way it conducts its operations. As a process, scrap is identified within departments and the write off note is sent for approval to the designated persons within VIL. Post approval, identified scrap is segregated basic or bulk composition (like metal, plastic, and glass) as well as on the type of waste (Solid, Hazardous, E-Waste, and Plastic) and packed through using environment friendly means.

4. 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.

Yes, it is in line as per Central Pollution Control Boards (CPCB) for Plastic Waste as an Importer of the goods.

Leadership Indicators

1. 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?

NIC Code	Name of Product/ Service	% of Total Turnover Contributed	Boundary for which LCA was conducted	Whether conducted by Independent Agency	Results in Public Domain
No					

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.

Name of the Product/Service	Description of the risk concern	Action taken
Not applicable		

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).

Indicate Input Material	Recycled or Reused Input Material to Total Material	
	Financial Year 2022-23	Financial Year 2021-22
Not Applicable		

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

	Financial Year 2022-23			Financial Year 2021-22		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						Not Applicable
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1. Measures undertaken for Employee Wellbeing –

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

Category	% of Employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)	
Permanent Employees											
Male	7706	7706	100%	7706	100%	0	-	7706	100%	7706	100%
Female	1664	1664	100%	1664	100%	1664	100%	0	-	1664	100%
Total	9370	9370	100%	9370	100%	1664	18%	7706	72%	9370	100%
Other than Permanent Employees											
Male											
Female											Not Applicable
Total											

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

Category	% of Workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)	
Permanent Workers											
Male											
Female											Not Applicable
Total											
Other than Permanent Workers											
Male											
Female											Not Applicable
Total											

2. Details of Retirement Benefits, for Financial Year 2022-23 and Financial Year 2021-22

Benefits	Financial Year 2022-23			Financial Year 2021-22		
	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 % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%			100%		
Gratuity	100% (Subject to the eligibility criteria in the Gratuity Act)	Not Applicable	Yes	100% (Subject to the eligibility criteria in the Gratuity Act)	Not Applicable	Yes
ESI	0.2%			0.2%		
Other	-	-	-	-	-	-

3. Accessibility of workplaces:

Are the premises / offices of the entity accessible to differently abled employees, any 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.

The key office locations of the organization across India have accessible premises for differently abled visitors including wheel chair support and reserved parking.

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.

The Code of Conduct Policy articulates the Company's commitment to the principle of "equal opportunity" for all employees.

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%	98%		
Female	100%	89%	Not applicable	
Total	100%	92%		

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

	Yes/No
	(If yes, then give details of the mechanism in brief)
Permanent Workers	
Other than Permanent Workers	Not applicable
Permanent Employees	Yes.
Other than Permanent Employees	The <u>VIL Speak Up Policy</u> talks in detail about the mechanism to receive and redress grievances. The Code of Conduct sets out our business principles and requires all persons working for and with VIL, to uphold these values by acting in a responsible, ethical & lawful manner. The Speak Up mechanism acts as a dynamic source of information which helps in realigning various processes and to take corrective actions as part of good governance practice. The purpose of this policy is two-fold:

- Provides a platform & mechanism to voice genuine concerns or grievances about unprofessional conduct not limited to abuse of systems, conflict of interest, bribery, fraud, breach of data privacy, danger to health & safety, violation of process / policy, price fixing, etc., without fear of reprisal.
- Provides an environment that promotes responsible and protected whistle blowing. It reminds Employees about their duty to report any suspected violation of any law or unethical behavior that applies to VIL and any suspected violation of VIL's stated values or the Code of Conduct.

7. Membership of employees and workers in Association(s) or Unions recognized by the listed entity:

Category	Financial Year 2022-23			Financial Year 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of Association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of Association(s) or Union (D)	% (D/C)
Total Permanent Employees						
Male						
Female						
Total Permanent Workers			None			
Male						
Female						

8. Details of training given to employees and workers:

Category	Financial Year 2022-23					Financial Year 2021-22				
	Total (A)	On Health Safety		On Skill Upgradation		Total (D)	On Health Safety		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	7706	7706	100%	7650	99%	7496	7496	100%	7421	99%
Female	1664	1664	100%	1650	99%	1408	1408	100%	1390	99%
Total	9370	9370	100%	9300	99%	8904	8904	100%	8811	99%
Workers										
Male										
Female										
Total										Not Applicable

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

Benefits	Financial Year 2022 - 23			Financial Year 2021 - 22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	7706	7706	100%	7496	7496	100%
Female	1664	1664	100%	1408	1408	100%
Total	9370	9370	100%	8904	8904	100%
Workers						
Male	Not Applicable					

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?

Yes. VIL has an unwavering commitment and a robust management system for HSW of all the people. VIL integrates the HSW agenda across its business operations using a three-pronged approach in terms of People, Processes and Properties (Equipment and Facilities). This approach safeguards all employees, employees of vendors, contractors and sub-contractors working for or on behalf of the organization from any untoward incidents. Few processes that are in place are provided below:

1. Safety Induction: Everyone working for Vi undergo Safety induction on day one of their joining
2. Deep Dive Audits: Every Vi managed premises undergoes HSW Deep Dive audit twice in the year
3. Annual Maintenance Contracts: All critical equipments are covered under AMC
4. Robust Contractor On-boarding Process: Every Contractor sign-off HSW agreement and submit a detailed safety plan for all their activities
5. Tier Declaration: We don't allow sub-contracting beyond tier-II
6. Job Specific Trainings: Everyone working for Vi undergo Job Specific HSW Trainings before going on the field
7. Safety Council Meetings: Every Cluster reviews their safety performance on a monthly basis during the safety council meetings
8. High Risk Contractor's Meet: All the high risk contractors meet with their contract coordinator on a periodic basis to share their concerns and seek support for ensuring robust implementation of HSW norms
9. HSW Facilitation Program: Under this program the HSW team meets with the field team to understand their day to day work related challenges. In addition to this, the HSW team also tries to provide the safest possible solutions to carryout work

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

VIL employs various tools to identify work related hazards such as ensuring permit to work, Safety Plan, Last minute risk assessment, Job Safety Analysis, Deep Dive Audits, among others, on a routine and non-routine basis to ensure work related hazards are identified and mitigated in a timely manner.

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

Yes

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

Yes

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

Safety Incident/Number	Category	Financial Year	Financial Year
		2022-23	2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.049	0.097
	Workers	NA	NA
Total recordable work-related injuries	Employees	3	4
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	1	2
	Workers	NA	NA

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

Yes. VIL has unwavering commitment and a robust management system for health, safety and wellbeing (HSW) of all the people. VIL integrates the HSW agenda across the business operations using a three-pronged approach in terms of People, Processes and Properties (Equipment and Facilities). This approach safeguards all employees, employees of vendors, contractors and sub-contractors working for or on behalf of the organization from any untoward incidents. Few processes in place are provided below:

- a. Safety Induction:** All employees and workers undergo Safety induction on day one of their joining
- b. Deep Dive Audits:** Every VIL managed premises undergoes HSW Deep Dive audit twice in a year
- c. Annual Maintenance Contracts (AMC):** All critical equipment are covered under AMC
- d. Robust Contractor On-boarding Process:** Every Contractor sign-off HSW agreement and submit a detailed safety plan for all their activities
- e. Job Specific Trainings:** All employees and workers undergo Job Specific HSW Trainings before entering the field
- f. Safety Council Meetings:** Every Clusters review their safety performance monthly during safety council meetings
- g. High Risk Contractor's Meet:** All the high-risk contractors convene with their contract coordinator on a periodic basis to share their concerns and seek support for ensuring robust implementation of HSW norms
- h. HSW Facilitation Program:** Under this program, the HSW team engages with the field team to understand their day to day work related challenges as well as provides best practices for safe discharge of duties.
- i. Third Party Vendor Audits:** Electrical inspection is conducted for all Vi Commercial warehouses to minimize the risk of accidents like fires due to short circuits.

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

	Financial Year 2022-23			Financial Year 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

	% 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 & safety practices and working conditions.

VIL has a robust mechanism for corrective actions when addressing safety related incidents. The following corrective actions are undertaken to minimize the risks to health and safety and maintain a safe working condition for all employees:

- Portal Anchor Point provided for ensuring safe execution of work on roof top towers
- Insulated hand tools provided for safe handling of electrical equipment
- Man-Machine Segregation provided in warehouse
- In the process of addressing risk pertaining to loose objects in fault restoration vehicles
- Addressed ergonomic risk pertaining to kitting operation by elevating the height of working platform
- All vehicles equipped with GPS and speed governor
- Relocated AC Outdoor units to reduce exposure from working at height
- In the process of incorporating VR modules for imparting HSW trainings
- Vi Commercial transporters are 100% trained on Defensive Drivers Training before commencement of trip
- Project Maitree is introduced for Female staff in the Vi commercial warehouse. In this program VC/F2F meeting are held with these women/girls/PWD for addressing any concern/issue they may have. More importantly it serves as an opportunity for them to learn & grow.

Leadership Indicators**1. 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)?**

Yes. As a responsible organization, VIL provides life insurance or any compensatory package in the event of the death of employees. Since VIL has no workers, the segment is not applicable.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

VIL conducts due diligence for its value chain partners, through self-assessment surveys, to monitor timely deduction and deposit of statutory dues. Additionally, VIL has defined guidelines for value chain partners as part of its Code of Conduct to pay remuneration to their employees in compliance with the applicable laws and regulations which may include minimum wages, deduction from wages, overtime hours and associated applicable benefits.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable Employment	
	Financial Year 2022-23	Financial Year 2021-22	Financial Year 2022-23	Financial Year 2021-22
Employees	1	2	1	2
Workers	NA	NA	NA	NA

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Yes

The organization provides employment extension opportunity in case of retirement on a case to case basis depending on the business requirement.

5. Details on assessment of Value Chain Partners:

	% of Value Chain Partners (by value of business done with such partners) that were assessed
Health and safety practices	100%
Working Conditions	100%

6. Provide details of any corrective actions taken or underway to address significant risks concerns arising from assessments of health and safety practices and working conditions of Value Chain Partners.

While corrective actions were not required as no significant risks and concerns arose, VIL follows a Supplier Consequence Management Matrix (CMM) which is shared with all suppliers. As per the CMM, non-compliance with the HSW policy is not tolerated.

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.

VIL engages with all stakeholders – national, state, and local government, civil society organizations, academic institutions, corporate partners, implementing partners and beneficiaries – through a wide variety of tools. In the last year, VIL conducted a roundtable on financial literacy where several stakeholders from the sector were engaged; a technology conclave in which several civil society organizations showcased their technology innovations in the development sector and an all-partners meeting. Additionally, VIL participates in several events, consultations organized by other civil society organizations which help in identifying the key stakeholders. The stepwise processes for identifying key stakeholder groups are as follows:

- i. Identification of potential partners based on business requirements, due diligence done by business teams, who can serve the desired purpose. There are a set of discussions done by the business teams to understand partner capabilities, interest in doing business, credentials, operating models, etc.
- ii. A list of shortlisted partners from the business teams is shared with the SCM team and other cross-functional teams as required depending on the nature of business task. SCM teams conducts its own due diligence on the shortlisted parties and invites commercial proposals. SCM team also incorporates tech due-diligence, if any, and presents their recommendation to the business / other cross-functional teams.
- iii. Business teams, jointly with SCM and other cross-functional teams make a final selection of the partner and proceed for further approvals as per DoA.
- iv. Third Party screening for Suppliers are done through Dow Jones Risk Center (Dow Jones Risk & Compliance is a global provider of third-party risk management and regulatory compliance solutions) to ensure regular due diligence of our suppliers & third party and identify any reputational risks.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group. (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	Electronic correspondence, press briefings, Analyst meets and Earning calls	Quarterly/Ongoing	
Shareholders	No	Annual General Meeting and Extra-ordinary General Meeting	Annually/Ongoing	<ul style="list-style-type: none"> Address queries of investors on operations of VIL Promote transparency among existing and potential investors
Customers	No	SMS, electronic correspondence, interaction during business field visit	Continuous	Sensitize on services being offered
Suppliers	No	Email	Monthly/half yearly	<ul style="list-style-type: none"> Sensitization sessions Policy communication Supplier assessment Grievance redressal
Regulators	No	Email, Letter, Meeting etc.	As per the needs and requirements	Related to operation of telecom sector
Community/NGO	Yes	Meetings, Pamphlets, Emailers	Monthly	<ul style="list-style-type: none"> Project implementation Grievance redressal
Employee	No	<ul style="list-style-type: none"> Events and Sessions Regular employee communication forums Engagement emails Annual Employee surveys Townhall deliberation 	On-Going and Continuous	<ul style="list-style-type: none"> Learning and development Employee recognition and engagement activities Employee performance review and career development Employee safety and well-being
Distributors/Retailers	No	Physical visit, Email, SMS, WhatsApp	Daily	<ul style="list-style-type: none"> Business queries

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

VIL maintains a constant dialogue between the Board and the leadership with different sections of the civil societies. Before the commencement of engagement with any organization, a problem statement is identified where a meaningful intervention leveraging VIL's strength in technology can be developed and scaled-up. After the problem statement has been well articulated, appropriate implementing organizations are identified that undergo thorough due diligence before any formal engagement. At each stage of the project, VIL's Board and senior management are apprised using various tools such as meetings, field visits, and participation in high profile events.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, VIL follows a comprehensive consultation framework to identify and engage different sections of the civil society to deepen our understanding of key areas of our intervention. VIL regularly participates in external meetings, conferences, events and other platforms to engage with civil society organizations and adapt to major trends emerging in the space. Additionally, VIL organizes regular engagements with implementing partners and special events throughout the programme duration.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.

All CSR programs of VIL are geared towards addressing needs of marginalized communities and working with the singular objective of improving the quality of their lives. The education interventions are focused on improving access to quality tools for teachers to teach better, while the financial literacy programme aims to empower underserved people with financial education to get them under the ambit of financial inclusion. Similarly, Smart Agri programme helps the small and marginal farmers to adopt use of technology in the agricultural practices to increase the yield, reduce the input cost etc.

Principle 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	Financial Year 2022-23			Financial Year 2021-22		
	Total (A)	No. employees/ workers covered (B)	% (B/A)	Total (C)	No. employees/ workers covered (D)	% (D/C)
Employees						
Permanent	9370	9370	100%	8904	8904	100%
Other than permanent	6234	6234	100%	6315	6315	100%
Total Employees	15604	15604	100%	15219	15219	100%
Workers						
Permanent						
Other than permanent						
Total Workers						

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

Category	Financial Year 2022-23				Financial Year 2021-22					
	Total (A)	Equal to Minimum Wages		More than Minimum wages		Total (D)	Equal to Minimum Wages		More than Minimum wages	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E /D)	Number (F)	% (F/D)
Employees										
Permanent	9370			9370	100%	8904			8904	100%
Male	7706			7706	100%	7496			7496	100%
Female	1664			1664	100%	1408			1408	100%

Category	Financial Year 2022-23					Financial Year 2021-22				
	Total (A)	Equal to Minimum Wages		More than Minimum wages		Total (D)	Equal to Minimum Wages		More than Minimum wages	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E /D)	Number (F)	% (F/D)
Other than permanent	6234		6234	100%	6315		6315	100%		
Male	4415		4415	100%	4576		4576	100%		
Female	1819		1819	100%	1739		1739	100%		
Workers										
Permanent										
Male										
Female										
Other than permanent										
Male										
Female										

Not Applicable

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

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (in ₹)	Number	Median remuneration/salary/wages of respective category (in ₹)
Board of Directors (BoD)	12	NA	1	NA
Key Managerial Personnel (KMP)	3	2,28,31,344	0	-
Employees other than BOD and KMP	7703	12,10,344	1664	9,87,528
Workers				NA

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)

Yes

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

We have institutionalized a mechanism to allow for reporting and remediation of all human rights violations through our [Speak Up Policy](#). The Speak Up mechanism acts as a dynamic source of information which will help in realigning various processes and take corrective actions as part of good governance practice. The mechanisms to redress grievances related to human rights issues includes a comprehensive approach which provides a platform & mechanism to voice genuine concerns or grievances without any fear of reprisal.

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

	Financial Year 2022-23			Financial Year 2021 - 22		
	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	8	2	-	5	2	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

As per the guidelines of the [Speak Up Policy](#) a comprehensive approach is designed to offer protection, anonymity and confidentiality to the complainant. VIL affirms that it will not allow any complainant to be victimized for making any complaint. Any kind of victimization of the whistle-blower that is brought to the notice of the Value Standards Committee (VSC) will be treated as an act warranting disciplinary action and will be treated as such. We also have a provision to transfer the complainant workplace / role to prevent against victimization / retaliation.

8. Do human rights requirements form part of your business agreements and contracts? (Y/N)

Yes

9. Assessments for the year:

	% of your plants and offices that were assessed (By entity or statutory authorities or third parties)
Child labour	Not Recorded
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

No risks or concern were accounted post the internal assessment of VIL's operations for the human rights parameters.

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

No changes or modifications have taken place in the reporting period

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

Not applicable

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?

Yes

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment*	100%
Discrimination at workplace*	100%
Child Labour**	100%
Forced Labour/Involuntary Labour**	100%
Wages**	100%
Others – please specify	-

* It is part of Supplier Code of Conduct

** Vendor Declaration is taken through the Vendor Compliance Portal

5. Provide details of any corrective actions taken or underway to address significant risks /concerns arising from the assessments at Question 4 above.

Not Applicable

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	Financial Year 2022-23 (GJ)	Financial Year 2021-22 (GJ)
Total electricity consumption (A)	19,40,300 GJ	19,47,118 GJ
Total fuel consumption (B)	1,27,043 GJ	1,24,730.9 GJ
Energy consumption through other sources (C)	NIL	NIL
Total energy consumption (A+B+C)	20,67,343 GJ	20,71,848.9 GJ
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	0.49	0.54
Energy intensity (optional) – the relevant metric may be selected by the entity.	-	-

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.

Not applicable

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

Parameter	Financial Year 2022-23	Financial Year 2021-22
Water Withdrawn by the source (KL)		
Surface Water		
Ground Water		Does not Record
3rd Party Water		
Seawater/ desalinated water		
Other sources		
Total Volume of Water Withdrawn		
Total Volume of Water Consumed (KL)*		Does not Record
Water intensity per rupee of turnover. (<i>Water consumed/turnover</i>)		
Water intensity (optional) – the relevant metric may be selected by the entity		

*Since we are in multi-tenanted premises at most of the locations, we do not have separate metering provisions for water consumptions and discharge.

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

NO

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	MT		
SOx	MT		
Particulate matter (PM)	MT		
Persistent organic pollutants (POP)	-		Does not Record
Volatile organic compounds (VOC)	-		
Hazardous air pollutants (HAP)	-		
Others – please specify	-		

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

Parameter	Unit	FY 22-23	FY 21-22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	9,915.63	9735.16
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	4,36,567.4	3,84,014.9*
Total Scope 1 and Scope 2 emissions per rupee of turnover	Total emissions / Turnover	0.10	0.10

* Increase in FY 2022-23 displayed due to the CEA Version 18 emissions factor of electricity being 0.81 as opposed to FY 2021-22 being 0.71

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

VIL continuously strives to reduce its GHG emissions across operations and mitigate its negative impacts on the environment and society at large. Some of the key initiatives implemented in line with the foundational objectives laid down as part of Green Idea as well as VIL's Energy and Carbon Management Policy include:

- Consider Energy Performance when operating VIL's infrastructure.
- Continue with the procurement of most energy efficient Telecom Hardware
- Encourage Infrastructure Provider partners to adopt low carbon operations.

As a result, VIL has achieved:

- Over 75% of VIL's BTS portfolio – Outdoor BTS (25% reduction in Energy consumption compared to Indoor BTS)
- Diesel elimination project initiated by VIL to reduce carbon footprint continued at over 13,000 sites in Financial Year 2022-23
- Power saving features implemented to reduce energy consumption
- Telecom hardware procurement comprises of low power consuming telecom hardware
- RET based generation through Power Purchased Agreements, against VIL consumption where feasible.

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

Parameter	Financial Year 2022-23	Financial Year 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	18.03	17.72
E-waste (B)	628.78	3012.75
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	0.01	9.31
Battery waste (E)	477.2	772.33
Radioactive waste (F)	38.47	206.93
Other Hazardous waste. Please specify, if any. (G) (Jelly filled cable, Insulated wires, Insulated cables, copper cables, any other cables, used lead acid batteries, used oil, remaining containers and cur cables)	108.99	480.36
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)(All Iron materials, Furniture, cabinets, microwave antenna, GSM antenna, wooden items and Rack)	1903.60	3186.00
Total (A+B + C + D + E + F + G + H)	3175.14	7684.87
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of disposal Method		
(i) Incineration^	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	-	-
Total	0	0

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

VIL recognizes that effective scrap disposal management is a fundamental part of the way it conducts its operations. As a process, scrap is identified within departments and the write off note is sent for approval to the designated persons within VIL. Post approval, identified scrap is segregated basic or bulk composition (like metal, plastic, and glass) as

well as on the type of waste (Solid, Hazardous, E-Waste, and Plastic) and packed through using environment friendly means. As per the categorizations, for hazardous material following actions are taken by Commercial Department:

- (a) Requisite Regulatory approvals and action plan for obtaining the same as per DOT guidelines
- (b) The best possible method of disposal (including safe destruction of material to avoid possible misuse/pollution) among others.

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:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
			Not Applicable

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Weblink
No assessment has been undertaken in Financial Year 2022-23.					

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

S. No.	Specify the law / regulation /guidelines which was not complied with	Provide details of the non-compliance	Any fines /penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
	VIL ensures to comply with all regulatory and statutory requirements as per Environment and Water protection Act, including Environment Protection Act, Water and Air act and rules, Hazardous Waste rules, among others.			

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23	FY 2021-22
From renewable sources (in GJ)		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources (in GJ)		
Total electricity consumption (D)	19,40,300 GJ	19,47,118 GJ
Total fuel consumption (E)	1,27,043 GJ	1,24,730.9 GJ
Energy consumption through other sources (F)	NIL	NIL
Total energy consumed from non-renewable sources (D+E+F)	20,67,343 GJ	20,71,848.9

Note: No external assurance was carried out on environmental parameters for FY 2022-23

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (KL)		
(i) To Surface Water*		
- No treatment		
- With treatment(please specify level of treatment)		
(ii) To Groundwater		
- No treatment		
- With treatment(please specify level of treatment)		
(iii) To Seawater*		
- No treatment		
- With treatment(please specify level of treatment)		Does not Record
(iv) Sent to third parties*		
- No treatment		
- With treatment(please specify level of treatment)		
(v) Others*		
- No treatment		
- With treatment(please specify level of treatment)		
Total Water discharged (KL)		

* Since we are in multi-tenanted premises at most of the locations, we do not have separate metering provisions for water consumptions and discharge.

3. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):

For each facility / plant located in areas of water stress, provide the following information:

Not Applicable. VIL's operation sites are not located in water stressed regions nor water is withdrawn, consumed, nor discharged from any water stressed areas.

a. **Name of the area** Not Applicable

b. **Nature of operations** Not Applicable

c. **Water withdrawal, consumption and discharge in the following format:**

Parameter	Financial Year 2022-23	Financial Year 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		

Not Applicable as VIL's sites are not located in any water stress areas.

Parameter	Financial Year 2022-23	Financial Year 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water - No treatment With treatment – please specify level of treatment		
(ii) Into Groundwater - No treatment With treatment – please specify level of treatment		
(iii) Into Seawater - No treatment With treatment – please specify level of treatment	Not Applicable as VIL's sites are not located in any water stress areas	
(iv) Sent to third parties - No treatment With treatment – please specify level of treatment		
(v) Others - No treatment With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	Financial Year 2022-23	Financial Year 2021-22
Total Scope 3 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		
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent	Does not Record	
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO ₂ equivalent		

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not applicable. None of the VIL's operations are located in or around any ecologically sensitive areas.

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Water and Energy Management	<ul style="list-style-type: none"> - Paper Waste - Electricity consumption savings by using LEDs - Water Waste management <ol style="list-style-type: none"> 1. Reduced carbon emission – by reducing Diesel operated equipment's 2. Green energy <p>Measures taken:</p> <ul style="list-style-type: none"> - Tree savings: Double sided printing, use of Recycled paper, Wastage Packing Materials Reutilized - Energy savings – LED usage, light sensor. - Water savings - Water Aerator, Fragrance Mat for Urinal <p>Reduced carbon emission- use of electrical MHE, CNG & Electric Vehicle</p>	<p>Tree Savings:</p> <ol style="list-style-type: none"> 1. Double side printing – 2 Mn paper, 588 No of trees & ₹ 6 Lac saving 2. Use of recycled paper - 1452 Nos of trees & 1330 Kwh electricity saving 3. Recycled and use of packaging material - 40 Tons of Cardboard, Wood & Plastic reutilization <ul style="list-style-type: none"> - Energy and cost savings – through use of LED lights and motion sensor - 45 K Electricity Unit Saved and ₹ 8 Lacs saving on charges. - Water savings ~ 156 Lacs Liter water saving due to installation of water aerator, use of fragrance mat at Urinal, use of double side printing, use of recycled paper - Solar Power - Work in progress to complete this project at 2 WHs in FY23

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

Yes. VIL has a Physical Security Policy that ensures the implementation of physical security measures that needs to be adopted across all facilities of VIL. The policy ensures acceptable levels of physical security and safety of employees, its service partners, associates, physical assets, and those visiting the VIL premises. This policy covers the physical security, aspects of access control, CCTV surveillance, fire safety measures and pandemic measures which need to be adopted to provide a safe and secure environment for the staff and successful & efficient functioning of the business. This policy is has to be complied by all the employees, management, affiliates, associates, contractors, and third party that are directly or indirectly associated with the business of VIL.

8. 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?

No significant adverse impact was identified on the involvement arising from VIL value chain.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

100% value chain partners were assessed for environmental impacts. As a part of VIL policies, Vendor confirmation on abiding to VIL Environmental polices is taken during the Vendor Onboarding stage.

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. Public Policy Advocacy

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

As one of the leading mobile operators in the country, VIL advocates policies that can spur socio-economic growth as well as the growth of the telecom sector, promoting development, inclusive growth, and access to information through programs such as Digital India. VIL is an active player in the following national and international industry associations (either directly or through its subsidiaries)

Currently, VIL is a member of 11 associations.

VIL is an active player in the following national and international industry associations (either directly or through its subsidiaries)

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	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Confederation of Indian Industry (CII)	National
4	Cellular Operators Association of India (COAI)	National
5	GSM Association (GSMA)	National
6	European Business Group (EBG)	European Union
7	UK India Business Council (UKIBC)	India/United Kingdom
8	Telecom Sector Skill Council of India	National
9	Telecommunications Standards Development Society, India (TSDSI)	National
10	Telecom Export Promotion Council (TEPC)	National
11	Communications, Multimedia and Infrastructure Association of India (CMAI)	National

Through its association with the above bodies, VIL actively participates in discussions relating to policy development on several issues pertaining to the telecom industry, including new draft Telecom Bill, development of a world class communications infrastructure, ease of doing business, Right of Way (RoW) policies & processes, promoting broadband and Data Economy, enabling the evolution and development of emerging technologies, etc.

VIL is a key member of the COAI. It presently holds the Vice Chair of COAI. Its senior executives are Chair/ Co-chair of various Committees of the industry body.

VIL through the Chief Regulatory & Corporate Affairs Officer is on the governing body of Telecom Sector Skill Council. The Company is also represented on various industry fora as Chair of the Assocham National Council on Digital Communications, co-Chair of the FICCI Communication and Digital Economy Committee.

VIL is also associated with the GSMA and works closely with the association on various industry programs such as making India 5G ready, M2M and standards for E-SIM, spectrum related issues such as identification of globally harmonized bands for IMT, reasonable approach to spectrum pricing, etc.

The Company is also involved in the activities of TSDSI, which is a not-for-profit legal entity in a PPP mode with participation from stakeholders including Governments, service providers, vendors, manufacturers, academic institutes and research laboratories.

Through its active participation in various industry bodies, VIL advocates on various telecom industry issues as also attempts to drive a consensus driven approach to further the Government's vision of a Digital India.

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 Authority	Brief of the case	Corrective action taken
	NIL	

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly /Others – please specify)	WebLink, if available
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The Company plays an important role in advocating issues of the telecom sector and promoting a progressive and fair telecom policy. The senior management of the Company actively participates in various industry fora and is involved with various stakeholders for discussions regarding formulating new policies, reviewing and modifying relevant policies (described later in the report).The Company currently does not have a stated policy on advocacy; however, it continues to monitor and follow the business and regulatory environment.

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.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Weblink
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VIL has conducted a plethora of Impact Assessments under Corporate Social Responsibility programs to assess our impact on communities. However, those don't qualify under the Social Impact Assessment under the Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013. Thus, while VIL has conducted Impact Assessments and Studies, SIAs are not conducted. The following are the impact assessments conducted in the reporting period:

- Smart Agri: Leveraging Technology for Self-Subsistence to Enterprise Farming
- Jigyasa
- Jaadu Ginni Ka
- Connecting for Good
- Vi Scholarships
- Digital Village: Empowering Communities – RSV

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
No projects pertinent to Rehabilitation and Resettlement (R&R) were undertaken in the reporting period as no need arose for such projects						

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

VIL ensures all the voices of communities affected by VIL's operations are heard by organising regular meetings and consultations with beneficiaries and implementing NGOs. It promotes a transparent mechanism for receiving, understanding, and resolving grievances of community members in a fair, and timely manner.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	10%	8%
Sourced directly from within the district and neighboring districts	3%	9%

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments

No negative social impacts identified as part of our Impact Assessments and thus, no mitigation actions were required for any social impacts, negative in nature.

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

State	Aspirational District	Amount spent (In ₹)
Rajasthan	Sirohi, Karoli	8 Lakhs
Uttarakhand	Haridwar, US Nagar	8 Lakhs
Orissa	Dhenkanal, Kalahandi	4 Lakhs
Kerala	Wayanad	2 Lakhs
Karnataka	Raichur	2 Lakhs
Maharashtra	Washim, Nanded	4 Lakhs
Jharkhand	Ramgarh, Palamu, Ranchi, Hazaribagh, Sahibganj, Pakur, Lohardaga, Latehar, Garhwa, Bokaro, Dumka	22 Lakhs
Jammu and Kashmir	Baramulla	2 Lakhs
Bihar	Sitamarhi, Aurangabad, Banka, Gaya, Muzaffarpur	10 Lakhs
Chhattisgarh	Rajnandgaon, Korba, Mahasamund, Bastar, Bijapur, Dantewada, Kanker, Kondagaon	25 Lakhs
Madhya Pradesh	Damoh, Barwani, Rajgarh, Vidisha, Guna, Singrauli, Khandwa, Chhatarpur	25 Lakhs
Andhra Pradesh	“Visakhapatnam, Kadapa, Vizianagaram	6 Lakhs
Uttar Pradesh	Fatehpur, Balrampur, Shravasti, Bahraich, Siddharthnagar, Chandauli, Sobhadra, Fatehpur, Chitrakoot	29 Lakhs

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No. Currently, VIL does not have a preferential procurement policy that provides preference to purchase from suppliers comprising vulnerable groups and communities. However, VIL will instate such processes in the near future.

(b) From which marginalized /vulnerable groups do you procure?

Does not monitor currently but will do so in the near future.

(c) What percentage of total procurement (by value) does it constitute?

Not applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current Financial Year), based on traditional knowledge

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
	VIL provides telecommunication services based on latest technology and has not acquired any intellectual property based on traditional knowledge			

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved

Name of authority	Brief of the Case	Corrective action taken
No disputes were reported with respect to intellectual property in the reporting period.		

6. Details of beneficiaries of CSR Projects:

CSR Projects	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
<p>Smart Agri: Leveraging Technology for Self-Subsistence to Enterprise Farming.</p> <p>The program was conceptualized and designed with the aim to enhance the livelihood of farmers through sustainable farming approaches and the use of SMART technologies. It aims to improve farm productivity, reduce input cost, and enhance income of farmers etc. using IoT Solutions (automated weather station, soil moisture sensors, crop view camera, insect trap etc.) deployed in the farm field.</p>	1.6 lakh farmers	80%
<p>Jigyasa:</p> <p>VIL's flagship program in education – Jigyasa was developed on the “Knowledge for life” model. It aims to build knowledge for life and addresses some of the most pressing concerns faced by education sector in India by building the capacity of teachers, and introducing digital content in the classroom to make learning and teaching more enjoyable and engaging. The program has also helped in augmenting the existing digital infrastructure in the project schools as needed.</p>	2.5 lakh teachers and students	75%

CSR Projects	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
<p>Jaadu Ginni Ka:</p> <p>Using the power of mobile technology, Vodafone Foundations' flagship programme on financial literacy - Jaadu Ginni Ka, aims to create awareness amongst youth, urban poor, farmers, artisans, rural women, micro-entrepreneurs, students (15 years and above) on the basic tenets of financial planning/management and on several government schemes.</p>	20 lakhs	75%
<p>Connecting for Good:</p> <p>The Connecting for Good program is one of the key CSR programs of the Vodafone Idea Limited. It aims to foster an ecosystem that encourages the use of technology in addressing social challenges. The program empowers NGOs, attempts to drive innovation, disseminate knowledge and upscale their interventions for greater impact through two distinct areas: Social App Hub and Solutions for Good - which are being offered to the target group.</p>	45000 students	100%
<p>Vi Scholarships:</p> <p>VIL Scholarships aims to provide financial support to deserving students and acknowledge outstanding teachers for their academic endeavours.</p>	2 lakhs	80%
<p>Digital Village: Empowering Communities – RSV:</p> <p>The project aims to create rural micro entrepreneurs by leveraging the strength of technology and support to rural women in setting up local supply chain system right from procurement of raw produce to finishing and selling of these products by local rural women (RUDI Bens).</p>	4500	100%

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

Essential Indicators

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

VIL provides multiples channels for customers to raise complaints and provide feedback. Complaints received from all touchpoints (e.g., Contact Centre, Email, Digital, Vi app., Retail Outlets). All of the complaints are flagged in CRM, which is addressed by the Back Office Team. Each complaint resolution is governed by a pre-defined TAT.

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

	As a percentage to total turnover
Environmental product and social parameters relevant to the Product	Does not have
Safe and responsible usage	Does not have
Recycling and/or safe disposal	Does not have

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

	FY 2022-23		Remark	FY 2021-22		Remark
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	0	0	-
Advertising						
Cyber-security	0	0	-	0	0	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Customer	15042925	7857	Vi adheres to TRAI Policy of grievance redressal. Customer can register complaints through different modes (CC, Store, App, Web, Email, DoT/TRAI/PG portal etc.). Customer receives the Service Request number via SMS along with TAT at the time of complaint registration. Complaint is resolved by the Central Back Office team as per the pre-defined TAT, and the resolution is communicated via SMS / Call. In case the customers are not satisfied with the resolution, they have the option to appeal within 30 days of the resolution.	21786207	17487	Vi adheres to TRAI Policy of grievance redressal. Customer can register complaints through different modes (CC, Store, App, Web, Email, DoT/TRAI/PG portal etc.). Customer receives the Service Request number via SMS along with TAT at the time of complaint registration. Complaint is resolved by the Central Back Office team as per the pre-defined TAT, and the resolution is communicated via SMS / Call. In case the customers are not satisfied with the resolution, they have the option to appeal within 30 days of the resolution.

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

	Number	Reason for Recall
Voluntary Recall		
Forced Recall		NA

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.

Yes, VIL has an IT/Cybersecurity policy which addresses incidents related to cyber security and data privacy. The policy sets forth basic requirements for keeping a workplace safe, where confidential and sensitive information about NFIL employees, customers, suppliers, and all stakeholders is secured. The Policy is available at internal intra web portal

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.

Not applicable, as no such incidents were reported for current financial year.

Leadership Indicators

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

All details related with the products and services of VIL are available on the portal and mobile application of VIL. (<https://www.myvi.in>)

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

VIL carries out regular campaigns to inform and educate consumers about the products and services. Additionally, SMS are sent to customers at regular interval about the services and products and also uses social media platform to educate the consumers.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Yes. All/Any Communication directives received from Regulatory & Govt. authorities are complied with on an immediate basis.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, Product information details are displayed on the portal and application for easy understanding of the customers. It abides with the government norms and regulations. Our entity undertakes a detailed market research on assessing consumer satisfaction for all our services offerings. In Financial Year 2022-23, VIL conducted a nation-wide Net Promotor Study (NPS Study) across many circles in India for both prepaid as well as postpaid segments. The objective of this study is to gauge satisfaction amongst the customer base on our products and services.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along with impact

No incidents of data breaches were reported for Financial Year 2022-23.

b. Percentage of data breaches involving personally identifiable information of customers

No incidents of data breaches were reported for Financial Year 2022-23.