



August 2, 2024

IGAL/SECT/8-24/04

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

To
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street, Fort
Mumbai - 400 001

Scrip Code: 539448

Symbol: INDIGO

Subject: Business Responsibility and Sustainability Report (BRSR) for the financial year 2023-24

Dear Sir/ Madam,

In compliance with Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed BRSR forming part of the Annual Report of the Company for the financial year 2023-24.

The above is for your information.

Thanking you,

Yours faithfully,
For **InterGlobe Aviation Limited**

Neerja Sharma
Company Secretary and Chief Compliance Officer

InterGlobe Aviation Limited

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

Corporate Office: Emaar Capital Tower-II, Sector-26, Sikanderpur Ghosi, MG Road, Gurugram-122002, Haryana, India. T +91 124 435 2500.

CIN no.: L62100DL2004PLC129768

goindigo.in



Business Responsibility and Sustainability Report (BRSR) FY 2024





1 About the Report

The top one thousand listed entities in India, based on market capitalisation, are required to include the Business Responsibility & Sustainability Report (BRSR) in their annual reports. Furthermore, the top one hundred and fifty businesses must get reasonable assurance on the fundamental data points of the BRSR core as specified by the SEBI. The BRSR draws on the nine principles covered under the National Guidelines on Responsible Business Conduct (NGRBC) and Business Responsibility Report (BRR) by the Ministry of Corporate Affairs (MCA). "A single comprehensive source of non-financial sustainability information relevant to all business stakeholders—investors, shareholders, regulators, and

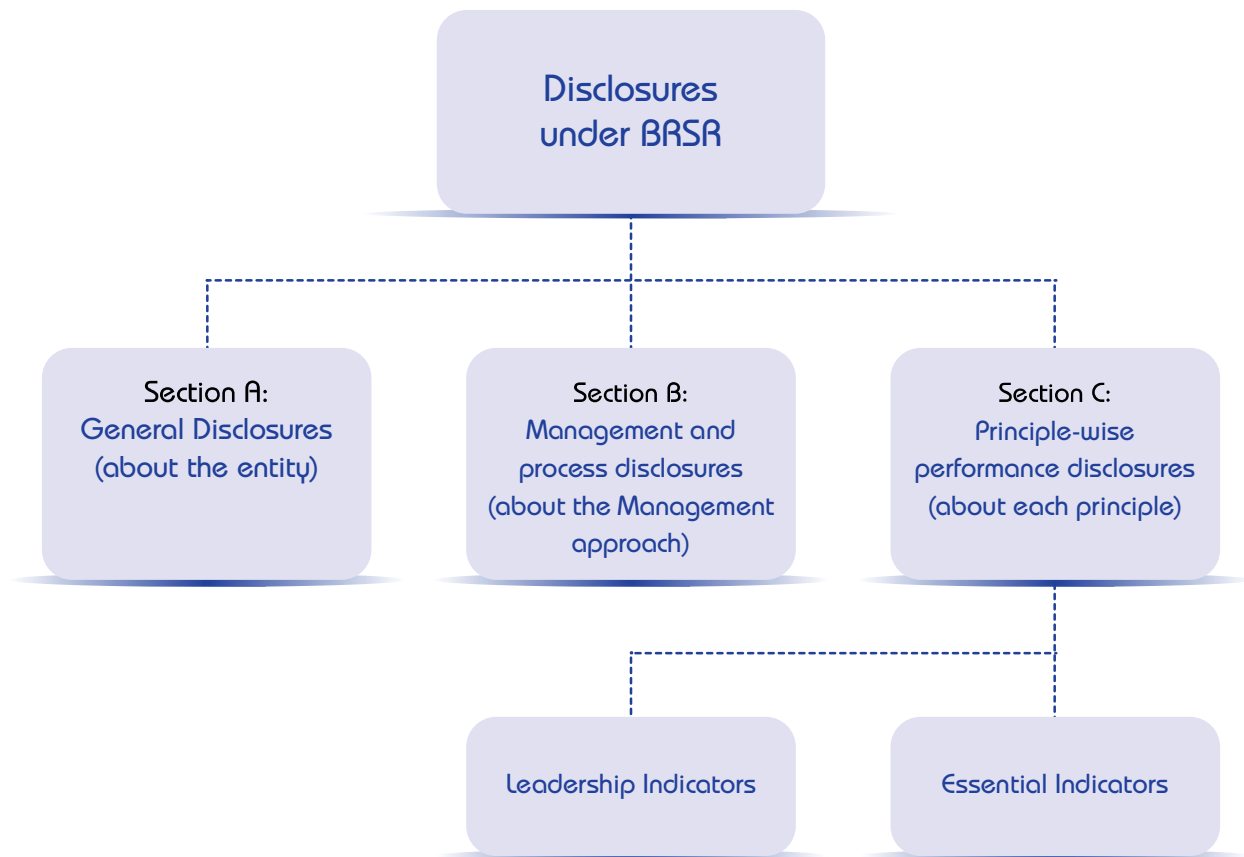
the general public," is how the MCA characterizes the BRSR.

These standards apply to InterGlobe Aviation Limited (henceforth referred to as "We", "Our", "IndiGo", "the Company") being one of the top one hundred and fifty listed companies in India. We have published our third BRSR for FY 2024 in accordance with the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI LODR Regulations). For FY 2024, IndiGo has engaged with a third-party independent assurance provider to conduct reasonable level assurance of the BRSR Core indicators as per the SEBI circular number SEBI/HO/CFD/CFD-SEC-2/P/

CIR/2023/122, dated 12th July, 2023. The assurance was conducted in-line with the ISAE 3000 (Revised) requirements. Please refer the independent assurance statement attached in the BRSR report. We use the BRSR as an opportunity to inform our stakeholders on the Company's long-term value-building strategy and its responsible business efforts.

We understand that our ethical business practices go beyond reporting and that the Company must continue to actively pursue this direction by making the required efforts to achieve sustainability in the correct spirit.

This report is structured as per the BRSR mandated reporting framework summarized as below:





Executive Summary

InterGlobe Aviation Limited is a leading air transportation Company in India. As of March 2024, we had 367 aircraft in our fleet. With a presence in 88 domestic and 33¹ international cities, we served ~106.7 mln passengers in FY 2024.

At IndiGo, as we navigate through our journey towards new heights and across new frontiers, we remain steadfast in our commitment to sustainability, responsibility, and ethical conduct. Our ESG journey reflects our core values and vision for a more sustainable future. We are focused on integrating ESG principles into every aspect of our business value-chain.

Aviation is at a pivotal moment in its history. While air travel has connected people and cultures like never before, it also prompts a greater awareness of environmental issues such as carbon emissions and resource conservation. Being the preferred carrier in India, we, at IndiGo, recognise our responsibility to mitigate these impacts and head towards a more sustainable future. Since inception, we have implemented a series of initiatives aimed at minimising our environmental footprint while

maintaining the highest standards of safety and excellence.

One of our most significant actions has been the investment in a modern fleet of fuel-efficient aircraft. Our investment in the latest generation of fuel-efficient A320 neo family aircraft enable us to reduce our carbon emissions making us one of the lowest CO₂, per available seat kilometre, emitting airlines in the world. These also enhance operational efficiency, leading to cost savings. Our dedication to environmental responsibility enabled us to be recognised with the prestigious 'Asia Environmental Sustainability Airline of the Year 2023' award by the Centre for Asia Pacific Aviation (CAPA). This award underscores the effectiveness of our initiatives.

Additionally, we are committed to reducing our water consumption and minimising waste generation across our operations. By implementing innovative water-saving technologies on our aircraft and reducing single-use plastics in our catering services, we are working towards a more sustainable and resource-efficient future. On ground, our operations team is working towards

gradually phasing out diesel operated equipment and electrification of ground operations. In this direction, Ahmedabad became our first station to have 100% fleet of eco-friendly electric coaches.

One of the cornerstones of our sustainability strategy is our ambition to use Sustainable Aviation Fuel (SAF) in the future. SAF represents a game-changing solution to reduce carbon footprint, as it can significantly lower emissions compared to traditional fuels. IndiGo is in active discussion with Oil Marketing Companies in India on developments in this field. While we aim to adopt SAF in our operations in future, however limited availability of SAF on a global scale remains a concern and limits our reach on this front.

Our efforts aren't limited to environmental sustainability alone. We prioritise social responsibility, fostering a diverse and inclusive workplace with a strong safety culture where every employee feels valued and empowered. We've implemented robust community engagement programs, supporting local initiatives and giving back to the communities we serve.

1. 3 International stations are yet to be operational (Post COVID).



We are committed towards diversity, equity and inclusion at the workplace. We consider embracing diversity and inclusion not only a moral imperative but also a cornerstone of a thriving society. With over 44% of our workforce comprising of dedicated and passionate women, and one of the highest percentage of women pilots in the world, we are proud of our efforts to create a workplace culture that values and respects the contributions of every individual, regardless of their background or identity.

We have also joined IATA's initiative, '25 by 2025', that focuses on increasing women leadership to 25% by 2025. Additionally, we have taken steps to ensure that people with disabilities, and LGBTQ+ individuals feel supported and valued at IndiGo.

Reaffirming our unwavering commitment to making flying accessible to all citizens, we aligned our efforts under the UDAN initiative launched by the Government of India and the Ministry of Civil Aviation of India. Under this scheme, IndiGo has flown over 12,390 flights and 750,000 passengers in FY 2024. We continue to work towards a future where air travel

knows no boundaries, and we reach every citizen, no matter where they live.

In solidarity with the nation, IndiGo supported the Government of India's mission, Operation Kaveri, to evacuate Indian citizens amidst the civil unrest in Sudan. The IndiGo crew went beyond their duty to respond to the critical humanitarian need of the hour to ensure people return to their families and homes safely.

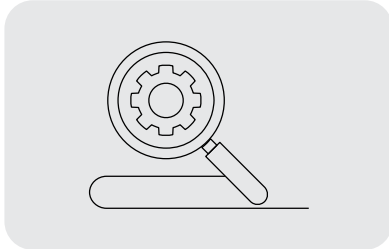
Beyond our core operations, we are actively engaged in community outreach programs through our Corporate Social Responsibility (CSR) arm, IndiGoReach, which stands on the firm foundation of four pillars: Children and Education, Women Empowerment, Environment, and Heritage which serve as guiding principles in our efforts to make a meaningful difference in the world. Our local outreach efforts to societies we serve include afforestation and tree plantation in certain rural areas to aid efforts to mitigate climate change. With IndiGoReach, we have taken an ambitious target of planting one million saplings across the country by the end to this decade.

At IndiGo, we uphold the highest standards of governance, ensuring transparency, accountability, information security and ethical conduct in all our operations. We have put in place a robust corporate governance framework, which acts as the bedrock for sustainable performance, achieving long-term corporate goals and enhancing stakeholders value. The timely disclosures, transparent accounting policies coupled with a strong and independent Board go a long way in maintaining good corporate governance, preserving shareholders' trust and maximising long-term corporate value.

As we look at the future, we remain steadfast in our commitment to ESG principles and the pursuit of sustainable growth. We invite all our stakeholders to read our ESG report and provide feedback at esg@goindigo.in. Your input is critical in helping us reach new heights on our ESG journey.

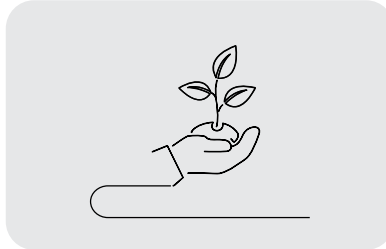
KEY HIGHLIGHTS OF THE PRINCIPLES

Principle 1



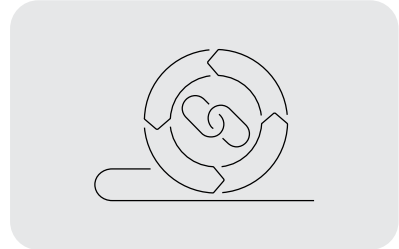
Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.

Principle 2



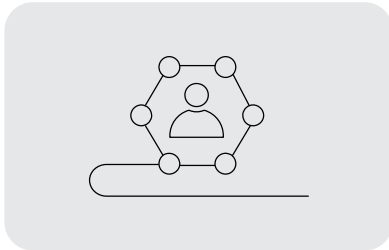
Businesses should provide goods and services in a manner that is sustainable and safe.

Principle 3



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

Principle 4



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

Principle 5



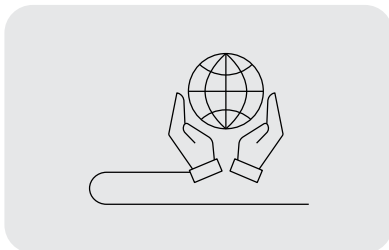
Businesses should respect and promote human rights.

Principle 6



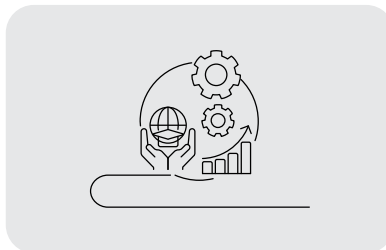
Businesses should respect and make efforts to protect and restore the environment.

Principle 7



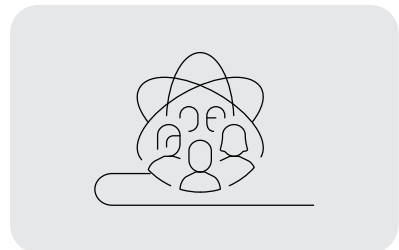
Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Principle 8



Businesses should promote inclusive growth and equitable development.

Principle 9



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



2 Section A: General Disclosures

I. Details of the listed entity

Sr. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L62100DL2004PLC129768
2.	Name of the Listed Entity	InterGlobe Aviation Limited
3.	Year of incorporation	2004
4.	Registered office address	Upper Ground Floor, Thapar House, Gate No. 2, Western Wing, 124, Janpath, New Delhi - 110 001
5.	Corporate address	Emaar Capital Tower-II, Sector-26, Sikander Ghosi, MG Road, Gurugram-122002, Haryana, India.
6.	Email	esg@goindigo.in
7.	Telephone	0124-4352500
8.	Website	www.goindigo.in
9.	Financial year reported	April 1, 2023 – March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	1) Bombay Stock Exchange Ltd. (BSE) 2) National Stock Exchange of India Ltd. (NSE)
11.	Paid-up capital (INR Million)	3,859.79
12.	Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report	Kailash Rana, 0124-4352500 esg@goindigo.in
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis
14.	Name of assurance provider	TUV India Pvt. Ltd. (TUV NORD Group)
15.	Type of assurance obtained	Reasonable assurance

II. Products/services

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

Sr. no.	Description of Main Activity	Description of Business Activity	Percentage of Turnover of the entity
1	Passenger services - Air transport	Scheduled and charter air services, for both passengers and cargo	94.60%

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

Sr. no.	Product/Service	NIC Code	Percentage of total Turnover contributed
1	Scheduled and charter air services, for both passengers and cargo	51101	94.60%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	Nil	88	88
International	Nil	33	33

* There are 3 International destinations where we are yet to resume operations (post covid), the same are included in the international locations stated above.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States & UTs)	33
International (No. of Countries)	24

* There are 2 countries where we are yet to resume operations (post covid), the same are included in the international countries stated above.

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

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

c. A brief on types of customers

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

IV. Employees

20. Details as at the end of financial Year:

a. Employees and workers (including differently abled): (Data as on 31.03.2024)

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1	Permanent (D)	36,860	20,542	56%	16,318	44%
2	Other than Permanent (E)	1,332	1,024	77%	308	23%
3	Total employees (D + E)	38,192	21,566	56%	16,626	44%
Workers						
4	Permanent (F)	No workers on payroll of the Company				
5	Other than Permanent (G)					
6	Total workers (F + G)					

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled Employees						
1	Permanent (D)	201	155	77%	46	23%
2	Other than Permanent (E)	2	2	100%	Nil	Nil
3	Total employees (D + E)	203	157	77%	46	23%
Differently abled Workers						
4	Permanent (F)	No workers on the payroll of the Company.				
5	Other than Permanent (G)					
6	Total employees (F+G)					

21. Participation/ Inclusion/ Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.5%
Key Management Personnel	4	1	25.0%



22. Turnover rate for permanent employees and workers:

Particulars	FY 2024 (Turnover rate in current FY)			FY 2023 (Turnover rate in previous FY)			FY 2022 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	18.1%	23.0%	20.2%	23.9%	29.9%	26.5%	16.1%	17.8%	16.8%

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

23. (a) Names of holding/ subsidiary/ associate companies/ joint ventures

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

VI. CSR Details

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

(ii) Turnover (in ₹.): INR 689,043.42 million

(iii) Net worth (in ₹.): INR 19,319.28 million

Note: We have considered revenue from operations as turnover.

VII. Transparency and Disclosures Compliances

25. 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) (If yes, then provide web link for grievance redress policy)	FY 2024			FY 2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of Complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Investors (Other than shareholders)	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Shareholders	Yes, Shareholders can register their complaints/ grievances at SEBI portal i.e., https://scores.gov.in/scores/complaintRegister.html or with the Company by writing to the following email id investors@goindigo.in	Nil	Nil	Nil	Nil	Nil	Nil
Employees and workers	Yes, redressal can be accessed at IndiGo website at https://www.goindigo.in/content/dam/goindigo/investor-relations/policies/IGAL-WhistleBlower-Policy-clean-11-17-22.pdf	670	105	The number includes cases filed with Internal and Ethics committees	503	78	The number includes cases filed with Internal and Ethics committees

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If yes, then provide web link for grievance redress policy)	FY 2024			FY 2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of Complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Yes, Grievance Redressal Mechanism is in place. The Process note is mentioned on our website and below is the link which can be accessed after logging in to the website: https://www.goindigo.in/contact-us/feedback.html	818	Nil	The details of customers grievances also shared with Directorate General of Civil Aviation	639	Nil	The details of customers grievances also shared with Directorate General of Civil Aviation
Value Chain Partners	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Others (Please specify)	Nil	Nil	Nil	Nil	Nil	Nil	Nil

Note: The number of complaints filed by employees was revised for FY 2023 due to change in reporting approach.

26. 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 (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate change	Risk	As an airline, it is important for us to acknowledge the risks climate change poses by influencing operations, profitability, and sustainability. Some of the potential risks that we foresee are: <ul style="list-style-type: none"> Policy and legal risk from emerging regulatory changes such as CORSIA. Increased input cost. This includes factors like high price of SAF as compared to conventional Jet fuel. Reduced demand due to stigmatisation of the sector. 	<ul style="list-style-type: none"> Compliance with evolving environmental standards is critical to continuity of business and public trust. We closely monitor regulatory developments, so that we can better respond to the requirements. Our investments in fuel efficient aircraft will help us to reduce our carbon offset requirements under CORSIA SAF is one of the proposed solutions towards mitigating CO2 emissions, we are working with regulators and oil marketing companies to identify cost-effective solutions Addressing climate change in a proactive manner will help us in creating a brand appeal with environmentally conscious customers. 	<ul style="list-style-type: none"> Governments and regulatory bodies are enacting stricter environmental regulations and emission targets for the aviation industry. Compliance efforts often require investment in modern technologies and practices, which can increase operational expenses. The cost of SAF is disproportionately higher than conventional jet fuel. This may result in a higher cost of operations which may lead to higher fares, potentially affecting demand. Public awareness of climate change is growing with customers seeking environmentally responsible businesses. Airlines that do not address climate change risks may suffer reputational damage, leading to customer attrition and reduced revenue.



Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Fuel and energy conservation	Opportunity	Fuel and energy conservation is critical to reduce our carbon footprint and cost of operations. Our strategies to achieve these objectives are: <ul style="list-style-type: none"> Fleet strategy Flight Operations Ground operations Sustainable office spaces 	<ul style="list-style-type: none"> IndiGo's fleet strategy has three key features: <ol style="list-style-type: none"> Investment in fuel efficient aircraft; A320 neo aircraft are 15% more fuel efficient as compared to old generation aircraft. IndiGo maintains a young aircraft fleet; currently the average fleet age is 4.4 years. Light weight aircraft. Our flight operations' standard operating procedures are designed to optimise fuel cost. Usage of Ground Power Units (GPU) and Air Conditioning Units (ACU) instead of Auxiliary power units. Deploy alternative energy sources wherever possible. Utilise energy efficient practices in all corporate offices and airport. 	<ul style="list-style-type: none"> Fuel cost comprises a significant percentage of the total airline cost and 15% improvement in fuel consumption results in significant cost savings Younger aircraft are fuel efficient, and result in a lower cost. Less aircraft weight results in lower fuel burn, thereby resulting in reduced cost. Usage of GPUs and ACUs help in reducing the cost of operations and improved carbon footprint.
3	Waste management	Opportunity and risk	Waste management is critical to maintain ecological balance. Certain parts of our operations generate waste which may have an ecological bearing. We are focused on proper waste management and elimination of single use plastic.	<ul style="list-style-type: none"> Well defined waste management processes. Appropriate disposal of waste (discarded cabin seats, waste oil and oil filters) as per regulatory norms to authorised vendors. E-waste managed by ISO certified vendors. Damaged or worn-out plastic, rubber, or metal parts are replaced regularly. Substitution of single use plastic products with biodegradable and recyclable options. 	<ul style="list-style-type: none"> Recycling opportunities result in saving cost. Reduction of single use plastic reduces environmental footprint, improves customer's perception, and prevents cost in the form of fines and penalties.
4	Aircraft noise	Risk	Aircraft noise is a source of community annoyance and can adversely affect people's health. We have mitigated risk related to aircraft noise by investing in latest generation aircraft.	<ul style="list-style-type: none"> Over 85% of our fleet meets the highest noise certification standards set by International Civil Aviation Organization (ICAO) (Chapter 14, Annex 16). Freighter aircraft is compliant with Chapter 4 of ICAO. Reduced flap and thrust take-offs. Reduced flap landing. Use of specific departure and arrival procedure which avoids populated areas. 	<ul style="list-style-type: none"> Aircraft noise above the permissible limits, carries risk of fines in the medium to long term

Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5	Diversity and inclusion	Opportunity	<p>Diverse and inclusive work environment underpins a sustainable business. The work environment should be free of discrimination and sensitive to the needs of different sections of the workforce. Some of our priorities for diversity and inclusion are listed below:</p> <ul style="list-style-type: none"> • Prioritisation of gender diversity • Discrimination free environment. • Inclusive work practices. • Inclusion of LGBTQ+ community. • Inclusion of employees with disabilities 	<ul style="list-style-type: none"> • IndiGo has a healthy gender ratio. • IndiGo has initiated recruitment drives to employ women who had taken a career break. • Understanding practical needs of employees by providing flexible work options. • Promote an equal opportunity environment where everyone can display their talent regardless of gender, age, nationality, race, ethnicity, religion, social status, disability, sexual orientation. • Provide employment opportunities to candidates with physical disabilities. • LGBTQ inclusive culture 	<p>Diverse workplace leads to:</p> <ul style="list-style-type: none"> • Talent retention • Improved customer orientation • Employee satisfaction
6	Workplace health and safety	Opportunity and risk	<p>Customer and Employee safety is the primary responsibility of our Company. Good health and safety practices are important to ensure a safe and productive workplace.</p>	<ul style="list-style-type: none"> • Strong Safety Management System with a goal to minimise workplace incidents. • Continuous development of ergonomic approaches to improve working conditions. • Engaging employees in various physical activities like yoga, zumba, sports activities, and more. • Counselling sessions available for all employees. 	<ul style="list-style-type: none"> • Safe workplace results in lower downtime-related cost and lower injury-related compensation. • Health and safety measures result in higher employee productivity.
7	Attracting and retaining talent	Opportunity	<p>In the competitive and ever-evolving airline industry, attracting and retaining top talent is crucial for maintaining operational excellence and fostering innovation. Few key reasons to attract and retain talent are as below:</p> <ul style="list-style-type: none"> • Skilled workforce • Innovation and adaptability • Improved productivity • Culture building • Reduced hiring and training cost 	<ul style="list-style-type: none"> • Well defined hiring processes • IndiGo cadet pilot program and state of the art learning academy, ifly, trains crew and non-crew members. • Competitive compensation and benefits to attract suitable candidates. • Campus recruitment from premier institutions • Opportunities for career growth. • Promoting internal job transfers. • Travel benefits. 	<ul style="list-style-type: none"> • Absence of an apt framework to attract and retain talent may result in labour shortage, work disruptions, and poor execution. This can impact our revenue, profitability, and reputation. • Retaining experienced staff contributes to continuity and consistency in operations, further enhancing efficiency and customer satisfaction. • High retention rate also results in lower hiring and training cost.



Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Employee experience	Opportunity	Positive employee experience drives performance, enhances customer satisfaction, and strengthens the Company's reputation. It is also critical to boost morale and maintain a positive culture in the Company.	<ul style="list-style-type: none"> Engage with employees through open communication at multiple levels. Invest in training, mentorship, and skill-building programmes to create a strong pipeline of future leaders. Foster a supportive and inclusive work environment. Conduct regular employee surveys to get feedback. For example, 6E Speaks is our periodic survey that provides employee's pulse to the Management. Employee Net Promoter Score (ENPS) measures employee experience. Rewards and Recognition programmes to award high performers. 	<ul style="list-style-type: none"> Employee well-being, career development, and a supportive work culture promotes operational excellence leading to lower cost of operations. It improves customer satisfaction and establishes a strong reputation in the industry.
9	Customer experience	Opportunity	Exceptional customer experience is key to gaining a competitive edge, building brand loyalty, and achieving sustainable growth.	<ul style="list-style-type: none"> Maintain strong operational performance through industry leading on-time performance, and low rates of cancellations and mishandled bags. Ease of use while interacting with us through our website, mobile app, or call centres. Provide best in class service at all customer touchpoints, whether airports or inflight Ensure that we maintain clean aircraft and coaches for a better customer experience. Hassle-free refund process. Regular customer surveys and tracking of net promoter scores. 24X7 special assistance help desk available for customers. 	<ul style="list-style-type: none"> Focusing on customer satisfaction, operational efficiency, and customer-centric innovation results in increased new and repeat business, which ultimately enhances revenue.
10	Local communities	Opportunity	Community focus is a cornerstone of our strategy, enabling us to generate meaningful social impact through: <ul style="list-style-type: none"> Supporting local economy Generating local employment 	<ul style="list-style-type: none"> Employment generation: Direct employment opportunities are created through our hub hiring process and indirect opportunities are created through our local suppliers. We use locally sourced food and beverage items, wherever possible. IndiGo Reach: IndiGo's CSR arm, IndiGoReach, focusses on four broad themes: Children and Education, Women Empowerment, Environment, and Heritage. 	<ul style="list-style-type: none"> Community focus is a part of our CSR strategy and is directed by our spirit of supporting local communities. Our community support programs are targeted at creating impact in lives of communities rather than a financial objective.

Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
11	Labour practices	Opportunity	<p>Good labour practices are essential for well-being and development of employees.</p> <p>Appropriate labour practices entail treating every employee and worker equally, upholding the dignity of labor, and ensuring the provision of fundamental human rights.</p>	<ul style="list-style-type: none"> • IndiGo is committed to follow highest workplace standards and sound labour practices. • IndiGo is against any form of human rights violations such as poor working conditions and child labour. • IndiGo complies with all applicable labour laws. 	<p>Non-compliance with labour laws and absence of good labour practices may result in:</p> <ul style="list-style-type: none"> • Negative impact on organisation's reputation • Labour shortage and operational disruption • Fines and penalties in case of non-compliance
12	Corporate governance	Opportunity and risk	<p>Good corporate governance is:</p> <ul style="list-style-type: none"> • Cardinal to ensure stakeholder's confidence. • Fosters a culture of transparency and accountability. • Leads to better risk management. • Paramount to brand perception. 	<ul style="list-style-type: none"> • IndiGo has a corporate governance framework that enables Board oversight of overall business strategy and all key decisions. • Integrity and compliance with law are non-negotiable in all our business decisions. 	<ul style="list-style-type: none"> • Good governance practices enhance trust and credibility with all stakeholders, including investors, suppliers, and/or regulators which in turn reduces our cost of capital and doing business. • Robust risk management framework and adequate internal controls protect us from financial frauds.
13	Ethical business conduct	Opportunity	<ul style="list-style-type: none"> • Fundamental to running the business. • Fosters trust with suppliers and customers. • Risk management. 	<ul style="list-style-type: none"> • IndiGo's Code of Conduct, '6E Code', ensures that all business matters are conducted ethically. • Employee training and awareness. • The Company's Code is reviewed and modified on a regular basis to keep up with changing regulations and corporate needs. 	<p>Ethical business conduct leads to:</p> <ul style="list-style-type: none"> • Enhanced stakeholder confidence, resulting in better business outcomes. • Avoidance of litigation cost. • Lower risk of financial fraud.
14	Economic performance	Opportunity and risk	<p>The purpose of a business organisation is to create economic value for all stakeholders. Growth of our organisation, employees, and other related stakeholders is dependent on our sustained profitability and economic performance.</p>	<ul style="list-style-type: none"> • Maintain cost leadership. • Optimise unit cost. • Enhance revenue performance. • Maintain healthy liquidity. 	<ul style="list-style-type: none"> • Enhances shareholder value. • Critical to future growth of the Company.
15	Market presence	Opportunity	<p>Market presence is essential to:</p> <ul style="list-style-type: none"> • Enhance revenue generation • Ensure brand recall • Have strategic tie-ups 	<p>Following features enhance our market presence</p> <ul style="list-style-type: none"> • Our unparalleled network provides customers with multiple travel choices • Affordable fares • Courteous and hassle-free experience • On-time performance • Customer centric policies and procedures • Ease of use at all customer touchpoints • Strong and dense network 	<ul style="list-style-type: none"> • Imperative to enhance revenue and unit revenue performance.



Sr. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
16	Operational performance	Opportunity and risk	Strong operational performance results in: <ul style="list-style-type: none"> Better customer experience Higher Productivity Enhanced profitability 	<ul style="list-style-type: none"> Laid down strong processes to ensure industry leading on-time performance, low cancellation and mishandled baggage rate. 	Strong operational performance promotes: <ul style="list-style-type: none"> Highest service standard leading to repeat business Operational efficiency and lower cost Improved brand perception
17	Customer privacy	Risk	Customer privacy is non-negotiable. It is our primary responsibility to ensure that customer data is protected and secure.	<ul style="list-style-type: none"> Strong framework of information security and protection against data breach. Our information security measures are aligned with industry standards such as National Institute of Standards and Technology (NIST) and ISO/ IEC 27001. Monitoring updates in regulatory frameworks for data privacy. Following the Privacy-by-Design principle by integrating privacy checkpoints into all business initiatives. Conducting assessment of our IT systems (websites, portals etc.) and of our Service providers. Federal Information Processing Standards (FIPS)-compliant encryption on information assets. A training course for all employees is organised annually on data security and data privacy. Use of Digital Rights Management for the protection of sensitive content. 	Customer data breach may lead to: <ul style="list-style-type: none"> Trust deficit with customers leading to loss of future business Hefty fines
18	Emergency response preparedness	Risk	Airline industry is prone to risk and emergencies in nature of adverse weather, incidents, accidents, and operational disruptions, both internal and external. Emergency response management is a systematic approach to simulate emergency situations and create responding mechanisms.	<ul style="list-style-type: none"> IndiGo has a well-defined Emergency response management process and a trained team to manage such situations. Appropriate policy framework. Board and Senior Management oversight. Technological investments. Every station has Station Emergency Response Plan (SERP). Training to all stakeholders. 	<ul style="list-style-type: none"> In case of an emergency, having an efficient response plan enables the organisation to provide an immediate response, protect reputation, image and capital. Timely emergency response can help in mitigating additional costs.
19	Supply chain management	Opportunity	Suppliers are an integral part of our stakeholder groups and our success, amongst other things, hinges on good supplier relationships as it is critical to the reliability of our operations.	<ul style="list-style-type: none"> IndiGo has created strong teams to acquire equipment and services. These teams are led by professionals who have in-depth industry experience and knowledge. IndiGo has a well-defined procurement process which establishes adequate controls and stakeholder confidence. Over the years, IndiGo has created strong equity with all its OEMs and service providers, which helps us in getting high quality products and services at competitive prices. 	<ul style="list-style-type: none"> A reliable supplier network prevents downtime. The same leads to better financial performance. Minimises business risk. Reduces cost. Leads to better quality of services delivered to customers.

Section B: Management and Process Disclosures

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

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Refer to the 6E Code (Available on our website)	Refer to the 6E Code (available on our website) and Supplier code of conduct (available on our intranet)	Refer to the 6E Code (Available on our website)	Refer to the CSR policy and 6E Code (Available on our website)	Refer to the 6E Code (available on our website) and Supplier code of conduct (available on our intranet)	Refer to the 6E Code (Available on our website) and safety policy (available on our intranet)	Refer to the CSR policy and 6E Code (Available on our website)	Refer to the CSR policy and 6E Code (Available on our website)	Refer to the Privacy policy and 6E Code (Available on our website)
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	None								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	We have defined certain internal KPIs and goals for different items covered under various principles. We have an internal tracking mechanism to track progress.								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	IndiGo works on both long-term and short-term sustainability initiatives on an ongoing basis. We regularly track internal KPIs in relation to our ESG aspirations including but not limited to climate change, circularity, DEI, employee wellbeing and community.								



Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
---------------------	----	----	----	----	----	----	----	----	----

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)

Response: Refer to the section 'Executive Summary'.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Response: Mr. Petrus Johannes Theodorus Elbers, Chief Executive Officer of the Company.

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.

Response: Yes. The Corporate Social Responsibility Committee and the Risk Management Committee constituted by the Board of the Company evaluate the sustainability related issues, from time to time.

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.																			Quarterly
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances																			Quarterly

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

Notes:

- Policies are formulated after detailed consultation with relevant stakeholders and are in line with industry and market standards, complying with applicable legal and regulatory requirements, both domestic and international. Most of the policies in respect of the aforesaid principles have been approved by the Board. The remaining policies are internal policies, which have been approved by the concerned Department heads, after following a process of detailed discussion and consultation.
- In respect of the policies which have been approved by the Board, the Board and/or its specified Committee is responsible for overseeing its implementation. For the remaining policies, certain officials in the respective Department, who report to the concerned Department Heads or the Senior Management of the Company, are responsible for monitoring and overseeing the implementation of the policies.
- The policies which have been approved by the Board as mentioned above can be viewed at the Investor Relations/ Corporate Governance/ Policies section on IndiGo's website at <https://www.goindigo.in/information/investor-relations.html>. The remaining policies which include the Safety Policy, HR Policies, POSH Policy, Regulatory manuals for Engineering Department and CRM Process are internal documents and are available on intranet for all employees. These Policies have been communicated to all relevant internal and external stakeholders.
- The Board and/ or its specified Committee(s) periodically review and evaluate the working of the policies which have been approved by the Board. An independent internal audit team, which reports to the Audit Committee also evaluates the working of certain policies on a periodic basis.
- Starting FY 2024, a third-party independent assurance has been conducted for the core indicators of our BRSR report. Kindly refer to the BRSR assurance document attached with the document.

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

Disclosure Question	P1	P2*	P3*	P4	P5	P6*	P7	P8	P9*
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)						Nil			
The entity does not have the financial, 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)									

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

Section C: Principle wise Performance Disclosure

PRINCIPLE 1

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	11	IndiGo's Board of Directors receive regular updates on the airline's sustainability initiatives and is briefed on changes and developments in both domestic and global corporate landscapes, industry trends, statutory amendments, economic conditions, and any matters directly affecting the Company. This ensures that they are well-informed to make timely and informed decisions.	100%
Key Managerial Personnel		In FY 2024, our Directors and Key Management Personnel were briefed on: <ul style="list-style-type: none"> a) Company's future Business Plan b) CSR initiatives c) Diversity and Inclusion d) Talent Retention and wellbeing e) Digital business updates f) Sustainability updates g) Update on risk and opportunities that lie ahead for IndiGo 	100%
Employees other than BoD and KMPs	7 (types of training)	IndiGo prioritizes employee development through mandatory and non-mandatory training sessions encompassing adherence to the 6E code of conduct, prevention of sexual harassment at the workplace, safety protocols, compliance, life skills, leadership and employees also participate in CSR volunteering programmes. These initiatives underscore our commitment to fostering a culture of integrity, safety, and social responsibility. Additionally, IndiGo ESG team proactively engages with different business functions to roll-out sustainability-based awareness programme.	100%
Workers	Nil	Nil	Nil



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

Monetary					
	NGABC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Principle 1	NSE, BSE	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

Non-monetary					
	NGABC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil	Nil

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

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

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

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

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

	FY 2024	FY 2023
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2024		FY 2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil		Nil	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil		Nil	

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

Response: Nil

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2024		FY 2023	
	Number	Remarks	Number	Remarks
Number of days of accounts payables	133		108	

Note: The calculation methodology is strictly based on Ministry of Corporate Affairs (MCA) guidelines. The total payables include provisions on account of maintenance reserves, the payment obligation for which becomes due only at the time of maintenance event.

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2024	FY 2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	100%	100%
	b. Number of trading houses where purchases are made from	12,664	11,459
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	51.08%	59.11%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	82.22%	84.22%
	b. Number of dealers / distributors to whom sales are made	8,629	8,147
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	58.87%	62.92%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	1.50%	1.32%
	b. Sales (Sales to related parties / Total Sales)	0.04%	0.01%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	44.83%	0.00%
	d. Investments (Investments in related parties / Total Investments made)	0.00%	0.00%

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Response: None

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:

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

PRINCIPLE 2

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

Essential Indicators

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.

Segment	FY 2024	FY 2023	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Nil
Capex	4.0%	3.0%	Our spend on EVs and environment friendly ground equipment has helped in reduction of carbon footprint of our ground operations.



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

Response: Yes

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

Response: 100%

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:

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

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

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

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

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.

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

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?

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

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

Response: Nil.

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

Response: Nil.

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

Response: Nil.

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

Response: Nil.

PRINCIPLE 3

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

Essential Indicators:

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

Category	Percentage of employees covered by										
	Total (A)	Health Insurance		Accidental Insurance		Maternity Benefits		Paternity Benefits		Day-care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Percentage of Employees (Permanent and other than permanent) covered											
% of employees covered by											
Male	21,566	20,756	96.2%	4,584	21.3%	-	-	20,756	96.2%	-	Nil
Female	16,626	16,387	98.6%	775	5.0%	16,387	98.6%	-	-	-	Nil
Total	38,192	37,143	97.3%	5,359	14.1%	-	-	-	-	-	Nil

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

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

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2024	FY 2023
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.08%	0.09%

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

Benefits	FY 2024 (data for employees active as on 31.03.2024)				FY 2023 (data for employees active as on 31.03.2023)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and Deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of Workers covered as a percentage of total workers	Deducted and deposited with the authority (Y/N/N.A.)	
PF	100%	Nil	Y	100%	Nil	Y	
Gratuity	100%	Nil	Nil	100%	Nil	Nil	
ESI	16%	Nil	Y	22%	Nil	Y	

3. Accessibility of workplaces:

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

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



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

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

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

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100.0%	90.6%		
Female	98.0%	93.8%	Nil	
Total	98.3%	93.3%		

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

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

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

Response: Nil

8. Details of training given to employees and workers:

Category	FY 2024					FY 2023				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Employees										
Male	19,086	12,534	66%	11,532	60%	16,094	7,613	47%	7,312	45%
Female	11,808	8,707	74%	8,541	72%	14,563	9,742	67%	9,893	68%
Total	30,894	21,241	69%	20,073	65%	30,657	17,355	57%	17,205	56%

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

Category	FY 2024					FY 2023				
	Total (A)	Remarks	No. of employees covered (B)	% (B/A)	Remarks	Total (C)	Remarks	No. of employees covered (D)	% (D/C)	Remarks
Employees										
Male	21,566	This includes the On Roll+ Consultants+ International On Roll Employees	13,615	63%	This included employees eligible for Annual Check-in 23-24 (non-crew domestic employees who were active as of 30th Sept'23)	18,444	This includes the On Roll+ Consultants+ International On Roll Employees	11,352	62%	This included employees eligible for Annual Check-in 22-23 (non-crew domestic employees who were active as of 30th Sept'22)
Female	16,626		5,239	32%		14,601		4,084	28%	
Total	38,192		18,854	49%		33,045		15,436	47%	

10. Health and safety management system:

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

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

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

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

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

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

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

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

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

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

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

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

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

Response: Yes



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

Safety Incident/Number	Category	FY 2024	FY 2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	3.86	4.72
Total recordable work-related injuries	Total	270	276
No. of fatalities	Employees	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	1	1

Note: The FY 2023 data has been re-stated since compilation is now made as per BRSR annexure II guidelines.

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

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

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

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

Particulars	FY 2024			FY 2023		
	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	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

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

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

Response: Nil

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).

Response:

- a) Response: Yes
- b) Response: Nil

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

Response: The Company diligently guarantees the punctual and thorough remittance of statutory obligations related to service providers' personnel. This dedication is maintained through meticulous periodic audits and strict control protocols.

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:

Category	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	
	FY 2024	FY 2023	FY 2024	FY 2023
Employees	1	1	1	1
Workers	Nil	Nil	Nil	Nil

Note: The injured employee is still on the payroll of the Company.

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)

Response: No

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	Nil
Working Conditions	Nil

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.

Response: Nil

PRINCIPLE 4

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

Essential Indicators:

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

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

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

Stakeholder group	Vulnerable and Marginalised Group	Channels of Communication	Frequency of Engagement	Purpose and Scope of Engagement including Key Topics and Concerns Raised During Such Engagement
Investors/ Shareholders	No	Investor Calls and meetings	Ongoing	<ul style="list-style-type: none"> Update on quarterly financial and operational performance of the Company.
Customers	No	Advertisements, Social Media, Website, Surveys Feedback	Need based	<ul style="list-style-type: none"> Customer engagement Improvement in services
Employees	No	Email, SMS, community meetings, website, town halls, employee surveys	Daily	<ul style="list-style-type: none"> Job satisfaction, Fair pay and performance remuneration, training and development initiatives that support career growth, Safe and congenial working conditions, non-discrimination, prompt grievance redressal mechanisms
Suppliers and Partners	No	Meetings	On going	<ul style="list-style-type: none"> Fair and accountable supply chain practices, Supplier financial health, Reputation, and service quality, access to knowledge on sustainable supply chain practices
Government and Regulators	No	Company website	Need based	<ul style="list-style-type: none"> Adherence to applicable laws and regulations Policy action Consultations on emerging issues
Industry and Trade Associations	No	Industry conference and trade fairs	On going	<ul style="list-style-type: none"> Discussions on industry issues
Civil Society and NGOs	Yes	Mails, calls and community meetings	Need based	<ul style="list-style-type: none"> Discussion on key social, environmental and community related issues.



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.

Response: IndiGo engages with different stakeholders on a periodic basis, frequency of these engagements is determined by the type of stakeholder. IndiGo's leadership team provides periodic updates to the members of the board and take their strategic guidance to address any underlying or emerging issues.

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.

Response: Engaging with stakeholders is essential for IndiGo to identify and address environmental and social issues effectively. We incorporate stakeholder feedback into our policies and activities, ensuring alignment with their expectations and broader sustainability objectives (Refer to the 6E code of conduct available on our website and Principle 8 of the report).

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

Response: Refer CSR strategies and initiatives as described in 'Principle 8'.

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	FY 2024			FY 2023		
	Total (A)	No. of Employees/Workers covered (B)	% (B/A)	Total (C)	No. of Employees/Workers covered (D)	% (D/C)
Employees						
Permanent	36,860	19,606	53.2%	32,407	25,581	79%
Other than Permanent	1,332	830	62.3%	638	576	90%
Total	38,192	20,436	53.5%	33,045	26,157	79%

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

Response: This is not applicable to IndiGo as all our employees are paid more than the applicable minimum wage.

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

- a. Median remuneration/wages

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

- b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2024	FY 2023
Gross wages paid to females as % of total wages	24.13%	23.92%

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

Response: Yes

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

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

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

Particulars	FY 2024			FY 2023		
	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	64	18	Pending resolution under investigation as on March 31, 2024, did not exceed timeline as per SH Act.	37	4	Pending resolution under investigation as on March 31, 2023, did not exceed timeline as per SH Act.
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour/ Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2024	FY 2023
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	64	37
Complaints on POSH as a % of female employees / workers	0.38%	0.25%
Complaints on POSH upheld	50	33

Note: The upheld 50 cases include 4 cases from previous year.

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

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

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

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

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

10. Assessments for the year:

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

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



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

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

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

Leadership Indicators:

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

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

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

Response: Nil

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

Response: Yes

4. Details on assessment of value chain partners:

Particulars	Percentage of value chain partners (by value of business done with such partners) that were assessed
Child Labour	Nil
Forced/involuntary labour	Nil
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Nil
Others – please specify	Nil

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

Response: Nil

PRINCIPLE 6

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

Essential Indicators

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

Parameter	FY 2024 (GJ)	FY 2023 (GJ)
From renewable sources		
Total electricity consumption (A)	68.17	67.00
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)*	-	-
Total energy consumed from renewable sources (A+B+C)	68.17	67.00
From non-renewable sources		
Total electricity consumption (D)	62,226.29	20,247.00
Total fuel consumption (E)	119,665,150.90	96,428,506.00
Energy consumption through other sources (F)*	-	-
Total energy consumed from non-renewable sources (D+E+F)	119,727,377.19	96,448,753.00
Total energy consumed (A+B+C+D+E+F)	119,727,445.36	96,448,820.00
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (GJ/USD)	0.004	0.004
Energy intensity in terms of physical output (GJ/ASK)	0.00086	0.00084

Note 1: The value for total fuel consumption in FY 2023 was re-stated due to change in methodology in calculations.

Note 2: The value reported for total electricity consumption for FY 2024 includes electricity consumption at the airport in addition to the reporting boundary covered in FY 2023.

A. Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Response: Yes

B. Note: The scope of data for FY 2024 includes electricity consumption from airports and fugitive emissions from refrigerant recharged in air conditioning units and CO₂ extinguishers recharged during the reporting period

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

Response: Nil

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

Parameter	FY 2024 (KL)	FY 2023 (KL)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	880.37	720.04
(iii) Third party water	53,286.00	45,573.80
(iv) Seawater / desalinated water	-	-
(v) Others (Municipal Supply)	28,752.22	23,516.06
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	82,918.60	69,809.91
Total volume of water consumption (in kilolitres)	23,597.52	20,219.13
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) KLU/INR	0.000034	0.000037
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KLU/USD)	0.0008	0.0009
Water intensity in terms of physical output (KLU/ASK)	0.00000017	0.00000018

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Response: Yes

4. Provide the following details related to water discharged:

Parameter	FY 2024 (KL)	FY 2023 (KL)
Water discharge by destination and level of treatment (in kilolitres)		
(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) Seawater / desalinated water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	52,896.51	44,336.21
- No treatment	52,896.51	44,336.21
- With treatment – please specify level of treatment	-	-
(v) Others (Municipal Supply)	6,424.57	5,254.57
- No treatment	6,424.57	5,254.57
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	59,321.08	49,590.78

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Response: Yes



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

Response: Nil

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

Parameter	Please specify unit	FY 2024	FY 2023
NOx	Ton	45,927	37,017
SOx	Ton	1,523	1,228

Note: The value for FY 2023 was re-stated due to change in methodology in calculations.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Response: Yes

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

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

Parameter	Unit	FY 2024	FY 2023
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, FCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	8,414,458.31	6,789,520.00
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	12,427.97	4,445.00
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) (tCO ₂ e/USD)	Metric tonnes of CO ₂ equivalent	0.0003	0.0003
Total Scope 1 and Scope 2 emissions per ASK	Grams of CO ₂ equivalent/ASK	60.5	59.5

Note 1: Indicate if any independent assessment/ evaluation/assurance has been conducted by an external agency? (Y/N) If yes, name of the external agency: Yes, TUV India Pvt. Ltd.

Note 2: Figures for FY 2024 scope 2 emission boundary has been increased to include electricity consumption at the airport operational locations (offices, operational areas, hangars, etc.)

Note 3: The intensity number is revised basis the per rupee of turnover.

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

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

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

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

Parameter	FY 2024 (MT)	FY 2023 (MT)
Total waste generated (in metric tonnes)		
Plastic waste (A)	2,657.06	2,189.80
E-waste (B)	3.96	8.11
Bio-medical waste (C)	0.11	0.09
Construction and demolition waste (D)	-	-
Battery waste (E)	0.01	0.01
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	18.15	15.55
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	2,910.04	2,431.33
Total (A+B + C + D + E + F + G + H)	5,589.32	4,644.89

Parameter	FY 2024 (MT)	FY 2023 (MT)
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000000008	0.000000009
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT/USD)	0.00000002	0.00000002
Waste intensity in terms of physical output (MT/ASK)	0.00000004	0.00000004
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	5,589.21	4,644.80
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	5,589.21	4,644.80
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0.11	0.09
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	0.11	0.09

Note: The numbers for FY 2023 are re-stated basis annexure 1 of BRSR assurance requirement.

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

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

Response: Nil

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

Response: Nil

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

Response: Nil

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

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

Leadership Indicators

1. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):

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

- Name of the area
- Nature of operations

Response: Nil



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

Response: Nil

3. With respect to the ecologically sensitive areas reported at Question 11 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.

Response: Nil

4. 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:

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Latest generation aircraft	Reducing fuel consumption is our most effective lever for CO ₂ reduction, a key element for us is renewing the fleet with Airbus A320neo family aircraft. Already around 80% of our fleet is neo, making it 15% more fuel efficient and 50% quieter than the older generation aircraft.	The initiative has led to a CO ₂ reduction of 20% per available seat kilometer between FY 2016 and FY 2023.
2	Optimisation of flying SOPs (Standard Operating Procedures)	On an ongoing basis, we follow flying SOPs which lead to fuel optimisation on an ongoing basis. Few of the examples are single engine taxi, reduced flap landing and takeoff, descent profile optimisation, weight reduction due to reduction in hold fuel, and electronic flight bags.	Reduction of GHG emissions
3	On-ground initiatives	In our ground operations we are transitioning towards electrification of our ground operations. Ahmedabad is our first station to have 100% fleet of eco-friendly electric coaches. Our training facility ifly is utilising certain amount of renewable energy to meet its energy requirement. We also procure renewable energy at few of the airports wherever the infrastructure permits.	Reduction of GHG emissions
4	Water Consumption	As a new initiative our aircraft are now getting fitted with an innovative nozzle that can help reduce on-board water consumption by up to 98%.	Reducing water footprint
5	Waste Management	Starting September 2023, we have made changes to our onboard service process which results in reduction of waste generation and better segregation. Replacement of over 100 million single use plastic products with biodegradable products	Reducing waste at our operations

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

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

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

Response: None.

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

Response: Nil

PRINCIPLE 7

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

Essential Indicators:

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

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

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

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	PHD Chamber of Commerce & Industry	National
2	Associated Chambers of Commerce and Industry	National
3	Federation Of Indian Airlines	National
4	Airline Operators Committee	National
5	Indian Chambers of Commerce	National
6	Flight Safety Foundation, Inc.	National

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

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

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

Leadership Indicators:

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

Response: Nil

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development.

Essential Indicators:

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

Response: Nil

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

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

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

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



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

	FY 2024	FY 2023
Directly sourced from MSMEs/ small producers	1.66%	1.36%
Directly from within India	68.38%	72.14%

Note: We have increased our MSME spend by 100% in FY 2024.

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

	FY 2024	FY 2023
Rural	0.0%	0.0%
Semi-urban	0.3%	0.2%
Urban	6.3%	5.8%
Metropolitan	93.4%	94.0%

Leadership Indicators:

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
Nil	Nil

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

Sr. No	State	Aspirational District	Amount spent (In INR)
1	Himachal Pradesh	Chamba	INR 254,281
2	Odisha	Gajapati	Fund disbursed and accounted in Preceding year.
3	Odisha	Kandhamal	INR 575,474
4	Meghalaya	Ribhoi	INR 499,308
5	Jharkhand	Godda	Fund disbursed and accounted in Preceding year.
6	Jharkhand	Bokaro	Fund disbursed and accounted in Preceding year.
7	Jharkhand	Hazaribagh	Fund disbursed and accounted in Preceding year.

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
 (b) From which marginalized /vulnerable groups do you procure?
 (c) What percentage of total procurement (by value) does it constitute?

Response: Nil

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:

Response: Nil

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.

Response: Nil

6. Details of beneficiaries of CSR Projects:

Focus Area	Project Title	Name of NGO partner	Number of beneficiaries reached	Percentage of marginalized communities
Children and Education	Providing education to first generation of learners	Bandhan Education Program	12,507	100%
Children and Education	Creating inclusive Livelihood opportunities for youth	Shishu Sarothi	50	100%
Children and Education	Creating functional Water, sanitation, and hygiene (WASH) facilities at Government schools	YuvaUnstoppable	1000	100%

Focus Area	Project Title	Name of NGO partner	Number of beneficiaries reached	Percentage of marginalized communities
Women Empowerment	Enhancing livelihood opportunities for transgenders	NMCT	1000	100%
Women Empowerment	Enhancement of income through multiplication of spices	Grameen Sahara	3,000	100%
Women Empowerment	Women collectives led Action towards Environment Rejuvenation (WATER)	Pradan	37,500	100%
Women Empowerment	Enhancing livelihood through production and value addition of Potato farming	Udyogini	500	100%
Environment	Promotion of biogas plants in 9500 household	ADATS	9,500	100%
Environment	Sustainable Waste management and creation of Zero Waste Airport at Indore	AAS Foundation	-	100%
Environment	Safeguarding Biodiversity and habitat restoration	The Corbett Foundation	51	100%
Environment	Upcycling Project for retired seat covers and carpets	Chetanalaya	3,365	100%
Environment	Community-led Environment Restoration and Women-led Livelihood Enhancement	Gram Vikas	2,111	100%
Environment	Community-led ecological restoration with clean development mechanism approach	Gram Vikas	3,273	100%
Environment	Climate-friendly interventions to improve quality of life in rural areas while reducing total carbon footprint.	Suvidha	4,000	100%
Environment	Plantation for community and livelihood	Suvidha 2.0	2,000	100%
Heritage	Maintenance and Upkeep of the mausoleum Abdul Rahim Khan-i-Khanan Tomb	Aga Khan Foundation	Nil	Nil

PRINCIPLE 9

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

Essential Indicators:

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

Response: The Company has implemented a Customer Relationship Management (CRM) process for thoroughly screening customer comments and reviewing complaints. (Refer Customer chapter in our https://www.goindigo.in/information/indigo-green.html?linkNav=indigo-green_footer)

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

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

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

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



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

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

Particulars	FY 2024			FY 2023		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other			Nil			Nil
(i) DGCA	818	Nil		639	Nil	
(ii) Consumer Complaints	161	140		135	125	

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls	Nil	

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

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

- Continuously monitoring privacy legislative changes and enhancing our privacy policies.
- To ensure that contractual provisions adequately oversee associated risks.
- Incorporating privacy checkpoints into all business endeavours, following the Privacy-by-Design philosophy.
- Conducting assessment of our IT systems (websites, portals etc.) and of our Service providers.
- Encrypting information assets that comply with the Federal Information Processing Standards (FIPS).
- Implementing resilient and effective data recovery processes.
- Utilising Digital Rights Management (DRM) to secure sensitive digital content.

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

Response: Nil

7. Provide the following information relating to data breaches:
 - a. Number of instances of data breaches along-with impact
 - b. Percentage of data breaches involving personally identifiable information of customers
 - c. Impact, if any, of the data breaches

Response:

- a. Nil
- b. Nil
- c. Nil

Leadership Indicators:

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

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

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

Response: 1) For every flight operated by us, our crew conducts a safety and emergency protocol briefing with the passenger
2) Our tickets and boarding cards carry information about restricted items which can't be carried while flying.

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

Response: In case of any flight cancellation or disruption we reach out to our customers through different channels of communication such as calls, emails and messages etc.

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 about 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)

Response: For details on customer satisfaction survey please refer to Customer chapter in our https://www.goindigo.in/information/indigo-green.html?linkNav=indigo-green_footer

On behalf of the Board of
InterGlobe Aviation Limited

Dr. Venkataramani Sumantran

Anil Parashar

Date: May 23, 2024

Chairman

Director

Place: Gurugram

DIN: 02153989

DIN: 00055377



Independent Assurance Statement

To the Board of Directors,
InterGlobe Aviation Ltd. (IndiGo),
Upper Ground Floor, Thapar House,
Gate No. 2, Western Wing, 124 Janpath, New Delhi - 110 001, India

InterGlobe Aviation Ltd. (IndiGo) (hereafter 'IndiGo') engaged TUV India Private Limited (TUVI) to conduct independent external assurance of Business Responsibility and Sustainability Reporting (herein after abbreviated as "BRSR") Core disclosures ([09 attributes as per Annexure I - Format of BRSR Core](#)) following the [BRSR Core - Framework for assurance and ESG disclosures for value chain](#) stipulated in SEBI circular [SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122, dated 12/07/2023](#), for the reporting period April 01, 2023 to March 31, 2024. The BRSR is based on the National Guidelines on Responsible Business Conduct (NGRBC), [SEBI circular: SEBI/HO/CFD/CMD-2/P/CIR/2021/562, dated 10/05/2021](#) followed by the [notification number SEBI/LAD-NRO/GN/2023/131, dated 14/06/2023](#) pertaining to BRSR requirement. This assurance engagement was conducted in reference with BRSR, the terms of our engagement and ISAE 3000 (Revised) requirement.

Management's Responsibility

IndiGo developed BRSR and is responsible for the collection, analysis, authenticity of data and disclosure of the information presented in the BRSR (web-based and print), including website maintenance, integrity, and for ensuring its quality and accuracy with reference to the criteria stated in the BRSR, such that it's free of misstatements (intentional or unintentional, qualitative or quantitative, including omissions). IndiGo will be responsible for providing complete and true information and data. Further IndiGo is responsible for archiving and reproducing the disclosed data to the stakeholders and regulators upon request.

Scope and Boundary

The scope of work includes the assurance of the following [09 attributes as per Annexure I - Format of BRSR Core](#) disclosed in the BRSR report. The BRSR core requirements encompass essential disclosures pertaining to organization's Environmental, Social and Governance (ESG). In particular, the assurance engagement included the following:

- i. Review of [09 attributes as per Annexure I - Format of BRSR Core](#) submitted by IndiGo
- ii. Review of the quality of information
- iii. Review of evidence (on a random samples) for all 9 attributes and its KPI

TUVI has verified the below [09 attributes as per Annexure I - Format of BRSR Core](#) disclosed in the BRSR

Attributes	KPI
Green-house gas (GHG) footprint <i>Boundary:</i> <i>Scope 1 Boundary - Consumption from all domestic and international vendors are part of financial statement.</i> <i>Scope 2 Boundary - All Domestic airports and corporate locations.</i>	Total Scope 1 emissions (with breakup by type) - GHG (CO ₂ e) Emission in MT - Direct emissions from organization's owned- or controlled sources Total Scope 2 emissions in MT - Indirect emissions from the generation of energy that is purchased from a utility provider GHG Emission Intensity (Scope 1+2), Total Scope 1 and Scope 2 emissions (MT) / Total Revenue from Operations adjusted for PPP GHG Emission Intensity (Scope 1+2), (Total Scope 1 and Scope 2 emissions (MT) / ASK (Available Seat km)
Water footprint <i>Boundary:</i> <i>Covers all Domestic airports and corporate locations.</i>	Total water consumption (in kL) Water consumption intensity - kL / Total Revenue from Operations adjusted for PPP Water consumption intensity - kL / ASK (Available Seat km) Water Discharge by destination and levels of Treatment (kL)
Energy footprint <i>Boundary:</i> <i>Refer attribute "Green-house gas (GHG) footprint"</i>	Total energy consumed in GJ % of energy consumed from renewable sources - In % terms Energy intensity -GJ/ Rupee adjusted for PPP Energy intensity -GJ/ASK (Available Seat km)
Embracing circularity - details related to waste management by the entity <i>Boundary:</i> <i>Covers all Domestic airports and corporate locations.</i>	Plastic waste (A) (MT) E-waste (B) (MT) Bio-medical waste (C) (MT) Battery waste (D) (MT) Engine oil (E) Oil containers (F) Engineering spares (G) (MT)

www.tuv-nord.com/in

TÜV[®]

TUVNORDGROUP

	Mixed metal (H) (MT)
	Mixed Organic (I) (MT)
	Total waste generated (A + B + C + D + E + F+G+H+I) (MT)
	Waste intensity <ul style="list-style-type: none"> • MT / Rupee adjusted for PPP • MT /ASK (Available Seat km)
	Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (MT)
	Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (Intensity) <ul style="list-style-type: none"> ✓ kg of Waste Recycled Recovered /Total Waste generated
	For each category of waste generated, total waste disposed by nature of disposal method (MT)
	For each category of waste generated, total waste disposed by nature of disposal method (Intensity) <ul style="list-style-type: none"> ✓ kg of Waste Recycled Recovered /Total Waste generated
Enhancing Employee Wellbeing and Safety	Spending on measures towards well-being of employees and workers – cost incurred as a % of total revenue of the co - In % terms Details of safety related incidents for employees and workers (including contract-workforce e.g. workers in the company's construction sites) <ol style="list-style-type: none"> 1) Number of Permanent Disabilities 2) Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) 3) No. of fatalities
Enabling Gender Diversity in Business	Gross wages paid to females as % of wages paid - In % terms Complaints on POSH <ol style="list-style-type: none"> 1) Total Complaints on Sexual Harassment (POSH) reported 2) Complaints on POSH as a % of female employees / workers 3) Complaints on POSH upheld
Enabling Inclusive Development	Input material sourced from following sources as % of total purchases – Directly sourced from MSMEs/ small producers and from within India - In % terms – As % of total purchases by value Job creation in smaller towns – Wages paid to persons employed in smaller towns (permanent or non-permanent /on contract) as % of total wage cost - In % terms – As % of total wage cost
Fairness in Engaging with Customers and Suppliers	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events - In % terms Number of days of accounts payable - (Accounts payable *365) / Cost of goods/services procured
Open-ness of business	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties <ol style="list-style-type: none"> 1) Purchases from trading houses as % of total purchases 2) Number of trading houses where purchases are made from 3) Purchases from top 10 trading houses as % of total purchases from trading houses 1) Sales to dealers / distributors as % of total sales 2) Number of dealers / distributors to whom sales are made 3) Sales to top 10 dealers / distributors as % of total sales to dealers / distributors Share of RPTs (as respective %age) in - <ul style="list-style-type: none"> • Purchases • Sales • Loans & advances • Investments

The reporting boundaries for the above attributes include 88 domestic airport locations across 34 states/UTs and 33 international airports across 24 countries. An on-site verification was conducted at IndiGo Corporate Office, Delhi airport hangar site locations from 2nd January 2024 to 5th January 2024 and Oberoi Flight Service catering kitchen on 12th January 2024.

Onsite Verification

1. InterGlobe Aviation Limited ("IndiGo"), 3rd Floor, Emaar Capital Tower 2, MG Road, Gurgaon, Haryana, 122002, India for dates 2nd January 2024 to 5th January 2024
2. IndiGo Hangar at IGI Airport, New Delhi - 5th January 2024
3. Kitchen - Oberoi Flight Service catering kitchen on 12th January 2024

The assurance activities were carried out together with a desk review as per reporting boundary.

www.tuv-nord.com/in



TUVINDIA

Limitations

TUVI did not perform any assurance procedures on the prospective information disclosed in the Report, including targets, expectations, and ambitions. Consequently, TUVI draws no conclusion on the prospective information. During the assurance process, TUVI did not come across any limitation to the agreed scope of the assurance engagement. TUVI did not verify any ESG goals and claim through this assignment. TUVI disclaims any liability or co-responsibility 1) for any decision a person or entity would make based on this assurance statement and 2) for any damages in case of erroneous data is reported. While TUVI verified the data with maximum sample desired for reasonable level of assurance; the responsibility for the authenticity of submitted data entirely lies with IndiGo. TUVI has taken reference of the financial figures from the audited financial statements. IndiGo will be responsible for the appropriate application of the financial data. The application of this assurance statement is limited w.r.t SEBI [circular SEBI/HO/CFD/CFD_SFC_2/P/CIR/2023/127 dated 12/07/2023](#).

Energy: The airport energy consumption data was sourced from the available data in the system. For some airports where dedicated electricity data is not available for particular month, a conservative approach was adopted by considering highest consumption value from historic data or comparable airport by volume of operations.

Water: Water upliftment into aircraft was monitored based on pilot study on water upliftment in 24 hours' cycle covering 9598 flights in month of December 2023 and other study covering 12,164 flights in the month March 2024. The values of pilot study were extrapolated to estimate upliftment of water per flight and per day. The results were further utilized conservatively to report the higher value between the below two options

- a. Per day water upliftment X 366 days a year (Feb 2024 was month of leap year)
- b. Per flight water upliftment X number of flights during reporting period

Option b) yielded higher and conservative value for the reporting period.

Water discharge from the aircraft uplifted water was assumed as 70 % for consumption in lavatory.

Waste: The company currently has two hangars, one in Bengaluru and one in Delhi. At these establishments, hazardous waste is being generated in the form of used oil, grease, lubricants etc. from the maintenance activities. Currently these wastes are disposed through Pollution Control Board authorized vendors who recycle these wastes in line with their consent conditions. All the formalities which are presently in the pipe-line shall be expedited to obtain the consent from the respective State Pollution Control Board in-line with the statutory requirements.

Our Responsibility

TUVI's responsibility in relation to this engagement is to perform a reasonable level of assurance and to express a conclusion based on the work performed. Our engagement did not include an assessment of the adequacy or the effectiveness of IndiGo's strategy, management of ESG-related issues or the sufficiency of the Report against BRSR reporting principles, other than those mentioned in the scope of the assurance. TUVI's responsibility regarding this verification is in reference to the agreed scope of work, which includes assurance of non-financial quantitative and qualitative information ([09 attributes as per Annexure I - Format of BRSR Core](#)) disclosed by IndiGo. Reporting Organization is responsible for archiving the related data for a reasonable time period. TUVI is responsible for

- i. Planning to obtain the reasonable assurance for BRSR attributes so that it is free from material misstatement,
- ii. Forming an independent opinion, based on the sampled evidence,
- iii. Reporting the opinion to The Board of Directors of 'IndiGo'.

This assurance statement is prepared by considering that the data and information presented by 'IndiGo' are free from material misstatement.

Verification Methodology

During the assurance engagement, TUVI adopted a risk-based approach, focusing on verification efforts with respect to disclosures. TUVI has verified the disclosures and assessed the robustness of the underlying data management system, information flows, and controls. In doing so:

- a) TUVI examined and reviewed the documents, data, and other information made available by IndiGo for [09 attributes as per Annexure I - Format of BRSR Core](#) (non-financial disclosures) followed by taking reference of the financial figures from the audited financial statement.
- b) TUVI conducted interviews with key representatives, including data owners and decision-makers from different functions of IndiGo
- c) TUVI performed sample-based reviews of the mechanisms for implementing the sustainability-related policies and data management (qualitative and quantitative)
- d) TUVI reviewed the adherence to reporting requirements of BRSR Core framework

Opportunities for Improvement

The following are the opportunities for improvement reported to IndiGo. However, they are generally consistent with IndiGo management's objectives and programs. IndiGo already identified below topics and Assurance team endorse the same to achieve the Sustainable Goals of organization.

- i. IndiGo may collaborate with smaller airport to get electricity consumption data;
- ii. IndiGo may implement web based portal for capturing ESG data;
- iii. IndiGo can establish and monitor the compliance-based mechanism for hazardous waste handling, management and disposal.

www.tuv-nord.com/in

TUV®

TUVNORDGROUP

Conflict of Interest

In the context of BRSR requirements set by SEBI, addressing conflict of interest is crucial to maintain high integrity and independence of assurance engagements. As per SEBI guidelines, assurance providers need to disclose any potential conflict of interest that could compromise the independence or neutrality of their assessments. TUVI diligently identifies any relationships, affiliations, or financial interests that could potentially cause conflict of interest. We proactively implement measures to mitigate or manage these conflicts, ensuring independence and impartiality in our assurance engagements. We provide clear and transparent disclosures about any identified conflicts of interest in our assurance statement. We recognize that failure to address conflict of interest adequately could undermine the credibility of the assurance process and the reliability of the reported information. Therefore, we strictly adhere to SEBI guidelines and take necessary measures to avoid, disclose, or mitigate conflicts of interest effectively.

Our Conclusion

In our opinion, based on the scope of this assurance engagement, the disclosures on BRSR Core KPI described in the BRSR report along with the referenced information provides a fair representation of the 9 attributes, and meets the general content and quality requirements of the BRSR. TUVI confirms its competency to conduct the assurance engagement for the BRSR as per SEBI guidelines. Our team possesses expertise in ESG verification, assurance methodologies, and regulatory frameworks. We ensure independence, employ robust methodologies, and maintain continuous improvement to deliver reliable assessments.

Disclosures: TUVI is of the opinion that the reported disclosures generally meet the BRSR requirements. IndiGo refers to General Disclosure to report contextual information about IndiGo, while the Management & Process disclose the management approach for each indicator (*09 attributes as per Annexure I - Format of BRSR Core*).

Reasonable Assurance: As per SEBI reasonable assurance requirements including scope of Assurance, Assurance methodologies (risk-based approach and data validation techniques), mitigating conflicts of interests, documentation on evidence and communication on findings, TUVI can effectively validate the accuracy and reliability of the information presented in the BRSR, instilling confidence in stakeholders and promoting transparency and credibility in ESG reporting practices.

Indigo BRSR complies with the below requirements

- a) Governance, leadership and oversight: The messages of top management, the business model to promote inclusive growth and equitable development, action and strategies, focus on services, risk management, protection and restoration of environment, and priorities are disclosed appropriately.
- b) Connectivity of information: IndiGo discloses *09 attributes as per Annexure I - Format of BRSR Core* and their inter-relatedness and dependencies with factors that affect the organization's ability to create value over time.
- c) Stakeholder responsiveness: The Report covers mechanisms of communication with key stakeholders to identify major concerns to derive and prioritize the short, medium and long-term strategies. The Report provides insights into the organization's relationships (nature and quality) with its key stakeholders. In addition, the Report provides a fair representation of the extent to which the organization understands, considers and responds to the legitimate needs and interests of key stakeholders.
- d) Materiality: The material issues within 9 attributes and corresponding KPI as per BRSR requirement are reported properly.
- e) Conciseness: The Report reproduces the requisite information and communicates clear information in as few words as possible. The disclosures are expressed briefly and to the point sentences, graphs, pictorial, tabular representation is applied. At the same time, due care is taken to maintain continuity of information flow in the BRSR.
- f) Reliability and completeness: IndiGo has established internal data aggregation and evaluation systems to derive the performance. IndiGo confirms that, all data provided to TUVI, has been reviewed by concern authorities. The data and information was verified by TUVI's assurance team (on sample basis) during the BRSR verification and found to be fairly accurate. All data, is reported transparently, in a neutral tone and without material error.
- g) Consistency and comparability: The information presented in the BRSR is on yearly, found reliable and complete. Thus, the principle of consistency and comparability is established.

Independence and Code of Conduct: TUVI follows IESBA (International Ethics Standards Board for Accountants) Code which, adopts a threats and safeguards approach to independence. We recognize the importance of maintaining independence in our engagements and actively manage threats such as self-interest, self-review, advocacy, and familiarity. The assessment team was safeguarded from any type of intimidation. By adhering to these principles, we uphold the trust and confidence of our clients and stakeholders. In line with the requirements of the SEBI [circular SEBI/110/CFD/CFD-SEC-2/P/CIR/2023/122, dated 12/07/2023](#), TUVI confirms that there is no conflict of interest with Indigo. TUVI solely focuses on delivering verification and assurance services and does not engage in the sale of service or the provision of any non-audit/non-assurance services, including consulting.

Quality control: The assurance team complies with quality control standards, ensuring that the engagement partner possesses requisite expertise and the assigned team collectively has the necessary competence to perform engagements in reference with standards and regulations. Assurance team follows the fundamental principles of integrity, objectivity,

www.tuv-nord.com/in



TUVINDIA

professional competence, due care, confidentiality and professional behaviour. In accordance with International Standard on Quality Control, TÜV maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Assurance Team and Independence

TÜV is an independent, neutral third-party providing ESG Assurance services with qualified environmental and social specialists. TÜV states its independence and impartiality and confirms that there is "no conflict of interest" regarding this assurance engagement. In the reporting year, TÜV did not work with IndiGo on any engagement that could compromise the independence or impartiality of our findings, conclusions, and observations. TÜV was not involved in the preparation of any content or data included in the BRSR, except for this assurance statement. TÜV maintains complete impartiality towards any individuals interviewed during the assurance engagement.

For and on behalf of TÜV India Private Limited

Manojkumar Borekar
Product Head – Sustainability Assurance Service
TUV India Private Limited



Date: 23/05/2024
Place: Mumbai, India
Project Reference No: 8122190291

TÜV[®]

www.tuv-nord.com/in

TUVNORDGROUP