

Business Responsibility & Sustainability Reporting

SECTION A GENERAL DISCLOSURES

I. Details of the listed entity

- Corporate Identity Number (CIN) of the Listed Entity** – L74899HR1995PLC095967
- Name of the Listed Entity** – Bharti Airtel Limited
- Year of Incorporation** – 1995
- Registered office address** – Airtel Center, Plot No. 16, Udyog Vihar, Phase-IV, Gurugram, Haryana – 122015, India
- Corporate address** – Bharti Crescent, 1 Nelson Mandela Road, Vasant Kunj, Phase II, New Delhi: 110070, India
- E-mail** – compliance.officer@bharti.in
- Telephone** – +91-0124-4222222, +91-011-4666 6100
- Website** – www.airtel.in
- Financial year for which reporting is being done** – FY 2022-23
- Name of the Stock Exchange(s) where shares are listed** – BSE Limited (BSE), National Stock Exchange of India Limited (NSE)
- Paid-up Capital** – ₹28,366 Mn
- Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report** – Compliance Officer, Rohit Krishan Puri, Telephone Number: +91-11-4666 6100, Email id: compliance.officer@bharti.in
- 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 - Bharti Airtel Limited, unless otherwise specified.

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Information and Communication	Wired, wireless or satellite Telecommunication activities	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover Contributed
1.	Wireless Telecommunication Activities <ul style="list-style-type: none"> Activities of Internet access by the operator of the wireless infrastructure (61201) Activities of maintaining and operating cellular and other telecommunication networks (61202) Activities of other wireless telecommunications activities (61209) 	612	88.24%
2.	Wired Telecommunication Activities <ul style="list-style-type: none"> Activities of basic telecom services: telephone, telex and telegraph (includes the activities of STD/ISD booths) (61101) Activities of providing internet access by the operator of the wired infrastructure (61104) 	611	11.76%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	NA ⁱ	190	190
International*	NA ⁱ	NA	NA

*(International telecom operations in 17 countries are served by group companies)

17. Markets served by the entity:**a. Number of locations:**

Locations	Number
National (No. of States)	28 States+8 UTs
International (No. of Countries)*	NA

*(International telecom operations in 17 countries are served by group companies).

b. What is the contribution of exports as a percentage of the total turnover of the entity? 4.31 %**c. A brief on types of customers:** End Consumers (B2C), Business Customers (B2B)**IV. Employees****18. Details as at the end of financial year i.e.****a. Employees and workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	13,708	12,115	88%	1,593	12%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	13,708	12,115	88%	1,593	12%
Workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	50,699	46,903	93%	3,796	7%
6.	Total workers (F + G)	50,699	46,903	93%	3,796	7%

b. Differently abled employees:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled employees						
1.	Permanent (D)	38	35	92%	3	8%
2.	Total differently abled employees (D)	38	35	92%	3	8%
Workers						
3.	Other than permanent (G)	0	0	0	0	0
4.	Total differently abled workers (G)	0	0	0	0	0

19. Participation/inclusion/representation of women:

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	11	3	27%
Key Management Personnel	3	0	0%

20. Turnover rate for permanent employees and workers: (Disclose trends for the past 3 years)

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	24%	26%	24%	30%	31%	30%	19%	21%	19%

V. Holding, subsidiary and associate companies (including joint venture)**21. a. Name of the holding / subsidiary / associate companies / joint ventures (A)**

Name of the holding/subsidiary/ associate companies/joint ventures (A)	Indicate whether holding/ subsidiary/Associate/ Joint Venture	% Of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
Please refer to "Salient features of the financial statement of subsidiaries, associates and joint ventures for the year ended March 31, 2023, pursuant to Section 129 (3) of the Companies Act, 2013" forming part of this Annual Report			Yes

(Nearly all subsidiary companies, either directly themselves or jointly with Bharti Airtel Limited, participate in the Business Responsibility initiatives).

VI. CSR details

22. i. Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes ⁱⁱ
- ii. Turnover: ₹847,201 Mn
- iii. Net worth: ₹824,194 Mn

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No) (If yes, then provide web-link for grievance redressal policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities & NGOs	Yes, Communities & NGOs Grievance Redressal Policy	0	0	-	0	0	-
Shareholders	Yes, Investors and Shareholders	23	0	-	45	0	-
Employees and workers	Yes, Ombudsperson Policy	17	0	-	9	0	-
Customers	Yes, Telecom Customer Charter	Customer complaints are resolved as per applicable legislations, including sector specific regulatory provisions under the Telecom Consumers Complaint Redressal Regulation, 2012 issued by TRAI and to the extent applicable, are also reported to the regulator as per the reporting requirement prescribed thereunder.					
Value Chain Partner – Suppliers	Yes, Airtel Partner World	12	1* (Pending complaint was closed subsequent to the closure of FY 2022-23)	-	15	4* (Pending complaints were closed subsequent to closure of FY 2021-22)	-
Others (Channel partners)	Yes, Anmol Ratna Portal	83	0	-	101	0	-

(For the details mentioned above, the term shareholders include investors).

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Environment: Climate change, energy efficiency and emission reduction	Risk	<ul style="list-style-type: none"> Sudden climate and extreme weather events expose the network to disruption, revenue loss, asset damage and delayed response. Working telecommunication is critical for any disaster management, including early warning, response, recovery, and rehabilitation. 	<p>Airtel is building climate resilience through:</p> <ul style="list-style-type: none"> Implementing geographical redundancies. Deploying multiple fiber paths for critical sites. Reinforcing tower infrastructure in regions prone to cyclones and floods. Focus on greening the network via solarisation of network towers, data centers and MSCs. Building energy efficient solutions to reduce energy consumption. 	Negative
2.	Governance: Information security and customer data privacy	Risk	<ul style="list-style-type: none"> Risk of data loss can lead to accidental exposure of confidential information. 	<ul style="list-style-type: none"> Strict processes and relevant technologies are implemented to ensure the privacy of personal information throughout its lifecycle. Our endpoints are equipped with specialised software to monitor multiple channels for any potential violations, generating alerts for real-time action. Centralised team reviews alerts, initiate investigations and take necessary actions. All incidents are tracked and resolved within specified timelines. Ensuring closures and monthly reviews. 	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Societal: Network quality, expansion, and transformation	Risk	<ul style="list-style-type: none"> Dynamic changes in IT landscape require constant upgradation of technologies. Network failures can result from equipment delays, spare shortages, energy/fuel shortages, etc. potentially leading to negative financial. 	<ul style="list-style-type: none"> Eliminate systemic congestion. Removes causes of technical failures through a quality improvement program. Carry out internal checks to ensure all preventive and corrective actions to ensure Network availability and quality to end users. 	Negative
4.	Diversity and Inclusion	Opportunity	<p>The Board of Directors recognises the value of diversity and inclusion and firmly believes that having individuals with diverse backgrounds, geographical regions, expertise, knowledge, perspectives, and genders contributes to more effective and balanced decision-making. Our company takes pride in having an exceptional and diverse board, with 27% of directors being women.</p> <p>Embracing workforce diversity is crucial as it enhances our performance by bringing together individuals with different types of knowledge, viewpoints, perspectives, and cultural awareness. This variety of ideas and perspectives fosters innovation, as teams become more adaptable to meet the evolving needs of our customers. By promoting a diverse and inclusive workforce, we aim to expand our customer base and ensure greater customer satisfaction.</p>		Positive

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 questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. Policy and management processes									
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 Table 1 below								
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	N	Y	Y	Y	N	Y
4. Name the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Refer Table 2 below								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Refer Table 3 below								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	Refer Table 3 below								

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). Part of message from Managing Director & CEO Mr. Gopal Vittal. Please refer page 14 of IR.	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Yes ESG Committee, comprising of following directors:
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.	<ul style="list-style-type: none"> Nisaba Godrej, DIN: 00591503, Independent Director and Chairperson of ESG Committee Dinesh Kumar Mittal, DIN: 00040000, Lead Independent Director Gopal Vittal, DIN: 02291778, Managing Director & CEO Rakesh Bharti Mittal, DIN: 00042494, Non-Executive Director Pradeep Kumar Sinha, DIN: 00145126, Independent Director Kimsuka Narasimhan, DIN: 02102783, Independent Director

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

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	The Company has in place a robust Internal Assurance Group, led by the Chief Internal Auditor and ably supported by reputed independent firms as the Internal Assurance Partners, that serves as a mechanism for assessment/evaluation of the working of all its key policies.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the principles material to its business (Yes/No)									Not Applicable
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Table 1 NGBRC principle wise policy mapping-

Principle	Principle description	Airtel Policy
P1	Ethics, Transparency and Accountability: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable	Code of Conduct Ombudsperson Policy and Process Code of Conduct for Business Associates Tax Policy
P2	Product Lifecycle Sustainability: Businesses should provide goods and services in a manner that is sustainable and safe	Bharti Airtel Limited Environment, Health and Safety Policy Code of Conduct for Business Associates
P3	Employee Well-being: Businesses should respect and promote the well-being of all employees, including those in their value chains	Human Rights Policy Bharti Airtel Infrastructure and Safety Policy [Intranet] Ombudsperson Policy and Process Bharti Airtel Limited Environment, Health and Safety Policy POSH [Intranet]
P4	Stakeholder Engagement: Businesses should respect the interests of and be responsive to all its stakeholders	Stakeholder Engagement Framework Ombudsperson Policy and Process
P5	Promoting Human Rights: Businesses should respect and promote human rights	Human Rights Policy Code of Conduct for Business Associates Ombudsperson Policy and Process
P6	Protection of Environment: Businesses should respect and make efforts to protect and restore the environment	Bharti Airtel Limited Environment, Health and Safety Policy Code of Conduct for Business Associates
P7	Responsible Policy Advocacy: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	Code of Conduct
P8	Support Inclusive Growth: Businesses should promote inclusive growth and equitable development	Code of Conduct Corporate Social Responsibility Policy Stakeholder Engagement Framework
P9	Providing Customer Value: Businesses should engage with and provide value to their consumers in a responsible manner	Code of Conduct Bharti Airtel Limited Environment, Health and Safety Policy Online Privacy Policy Stakeholder Engagement Framework

Table 2 National and International standards-

Principle	Principle description	Name of the national and international codes/certifications/ labels/ standards
P1	Ethics, Transparency and Accountability: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable	<ul style="list-style-type: none"> Reporting in reference to GRI standards and International Integrated Reporting Framework Independent Assurance of non-financial information as per [AA1000 Assurance Standard] Signatory to United Nations Global Compact
P2	Product Lifecycle Sustainability: Businesses should provide goods and services in a manner that is sustainable and safe	<ul style="list-style-type: none"> Science Based Targets Compliance with EMF guidelines as per local regulations and ICNIRP (International Commission on Non-Ionizing Radiation Protection), ISO 14001 (for core data centers): 2015 Environment Management System

Principle	Principle description	Name of the national and international codes/certifications/ labels/ standards
P3	Employee Well-being: Businesses should respect and promote the well-being of all employees, including those in their value chains	<ul style="list-style-type: none"> Signatory to United Nations Global Compact
P4	Stakeholder Engagement: Businesses should respect the interests of and be responsive to all its stakeholders	<ul style="list-style-type: none"> Materiality Assessment and Stakeholder Engagement in reference to GRI Standards and Accountability AA1000 principles
P5	Promoting Human Rights: Businesses should respect and promote human rights	<ul style="list-style-type: none"> Signatory to United Nations Global Compact
P6	Protection of Environment: Businesses should respect and make efforts to protect and restore the environment	<ul style="list-style-type: none"> Science Based Targets Compliance with EMF guidelines as per local regulations and ICNIRP (International Commission on Non-Ionizing Radiation Protection) ISO 14001 (for core data centers): 2015 Environment Management System
P7	Responsible Policy Advocacy: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	<ul style="list-style-type: none"> Signatory to United Nations Global Compact Board Member of GSMA – Leading international Telecom Association
P8	Support Inclusive Growth: Businesses should promote inclusive growth and equitable development	<ul style="list-style-type: none"> CSR disclosures pursuant to Section 135 of the Companies Act, 2013
P9	Providing Customer Value: Businesses should engage with and provide value to their consumers in a responsible manner	<ul style="list-style-type: none"> ISO 27001 certified Information Security Management System ISO 22301 certified Business Continuity Management System TL9000 Quality Management System

Table 3 – Specific commitments, goals, and targets

Status legend			
	Target achieved		Over-achieved
	In-Progress		Not achieved
Specific commitments, goals and targets set by the entity	Performance	Mapped NGRBC Principle	Status
Environment: Green Organisation			
Greening the Network			
> To reduce our carbon emissions (scope 1 and scope 2) by 50.2% by FY ending March 2031, using FY 2021-22 as baseline as per science-based targets initiative and GSMA pact.	503,569 tCO ₂ e carbon emissions (scope 1 and scope 2) in FY 2022-23	P2, P6	
> To reduce our absolute scope 3 GHG emissions by 42% by FY ending 2031, using FY 2020-21 as baseline, as per science-based targets initiative.	5,458,819 tCO ₂ e Scope 3 emissions in FY 2022-23	P2, P6	
> In line with target set by GSMA under Carbon Action Plan for telecom industry, achieve net zero carbon emissions by 2050.	503,569 tCO ₂ e carbon emissions (scope 1 and scope 2) in FY 2022-23	P2, P6	
Resource Efficiency			
> Ensuring e-waste is sold to authorised recyclers/ refurbisher to ensure environmentally sound waste management.	E-waste is sold to authorised recyclers/refurbishers	P2, P6	
> Implementing ISO 14001 (EMS) Environment Management System by FY ending March 2024.	On-going as per target	P6	
Digital Inclusion & Access to ICT			
> Bharti Airtel Limited is committed to positively impact 150 million lives by 2025 by promoting digital inclusivity through extending high-speed 4G data connectivity to data-starved regions and accelerating upgradation of feature phone users to smart phones, making device ownership affordable for low-income groups.	During FY ending 31 March 2023: Airtel enabled 4G Network connections	P8	

Specific commitments, goals and targets set by the entity	Performance	Mapped NGRBC Principle	Status
Social: Empowering People			
Diversity and Inclusion			
> Ensuring at least 20% women employees by FY ending March 2025.	In FY 2022-23 > 27% female directors on the Board > 11.1% women employees in workforce [#]	P3, P5	▶
Health & Safety			
> Conducting safety training for all employees by FY ending March 2023.	Safety trainings were conducted for nearly 100% of locations in FY 2022-23 covering all eligible employees	P3, P5	▶
> Implementing of ISO 45001 (OH&S MS) Occupational Health and Safety Management System by FY ending March 2024.	On-going as per target	P3, P5	▶
Talent attraction and Human Capital development			
> To increase average training hours per employee by 20% by FY ending March 2023, using FY 2019-20 as baseline.	12.2 hours of training per employee [#]	P3	▲
> To increase the number of training interventions by 15% by FY ending March 2023, using FY 2019-20 as baseline.	4,197 training interventions [#]	P3	▶
Promoting Human Rights			
> Ensuring human rights training for employees by FY ending March 2023.	99.4% employees were provided with training on Code of Conduct (which includes Human Rights related aspects) [#]	P5	▶
Community Stewardship			
> To contribute 2% of the average net profit of preceding three financial years, in CSR and social development activities each year.	₹21.18 Mn contributed to CSR and social development activities in FY 2022-23	P8	▶
Governance: Sustainable Development & Corporate Governance			
Corporate Governance			
> Periodically conduct materiality assessment through formal stakeholder engagement to prioritise ESG focus areas.	Airtel periodically conducts materiality assessment. Last assessment was undertaken in 2021	P1, P4	▶
Enhancing Customer Experience and Satisfaction			
> Maintain compliance with EMF radiation levels set by local regulations and ICNIRP (International Commission on Non-Ionizing Radiation Protection).	For all the base stations audited by DoT in FY 2022-23, we were compliant with EMF radiation levels	P2, P6, P9	—
Enhancing Customer Experience & Satisfaction			
> To reduce customer call and complaint volume by 50% by FY ending March 2025, using FY ending March 22 as baseline.	15.4% reduction in FY 2022-23 using FY 2021-22 as baseline [#]	P9	▶

[#] At India operations level.

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 INDICATOR****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	% of persons in respective category covered by the awareness programmes*
Board of Directors		Please refer to page 200 of the Corporate Governance Report of our Integrated Annual Report FY 2022-23	
Key Managerial Personnel (KMP)			
Employees other than Board of Directors or KMPs	17	Trainings conducted on company policies include: <ul style="list-style-type: none"> > Code of Conduct including guidelines for ensuring ethical business conduct and sustainability > Prevention of Sexual Harassment (POSH) > Health and safety > Data security and privacy 	100%
Workers	4	<ul style="list-style-type: none"> > Code of Conduct including guidelines for ensuring ethical business conduct and sustainability > Prevention of Sexual Harassment (POSH) > Conflict of Interest (COI) > Insurance benefits on Insurance 	100%

*Percentage indicates details of trainings extended.

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):

There are no such fines, settlement, and compounding fees on the Company or its directors/KMPs with regulators/law enforcement agencies/judicial institutions, in the financial year.

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.

Not Applicable.

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.

Yes, Airtel has an anti-bribery and corruption policy (ABAC) that is uploaded on Airtel's Intranet and is accessible to all its employees. The ABAC Policy extends to all employees of Bharti Airtel Limited and its subsidiaries and associate companies. The policy is subject to all local legal/ regulatory requirements and amendments from time to time. The Company has a zero-tolerance approach towards bribery and corruption and is committed towards acting transparently, ethically and with integrity in all our business dealings and relationships wherever we operate.

In addition, Airtel's Code of conduct comprises of an Anti-bribery and corruption clause. The coverage of policy extends to all employees, board of directors, subsidiaries, and business associates of the Company.

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

NIL

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

NIL

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

Not Applicable

LEADERSHIP INDICATORS

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

Total number of awareness programmes held	Topics / principles covered under the training	% Age of value chain partners covered (by value of business done with such partners) under the awareness programmes
7	Sustainability definition, NGRBC Principles, Bharti Airtel Code of Conduct for business associates, Bharti Airtel Human Rights Policy, and Airtel ESG Goals/Commitments	93%

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

Yes, Airtel has implemented strict policies and processes to prevent any conflicts of interest involving board members and other employees. The Company requires submission of a written notice (changes from time to time) from its Board members and KMP on the concern & interest in the other entities. On the basis of applicable laws and declarations received from the Board and KMPs, a list of related parties is compiled. Relevant provisions have been included in Airtel's policy- [Code of Conduct](#) and [Related Party Transactions](#).

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe ESSENTIAL INDICATOR

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.

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	92.75%	91.48%	<p>Social impacts</p> <p>This is related to developing and building ecosystem for Open RAN based 5G network. Open RAN (also called ORAN) is promoting supplier diversity and a more resilient supply chain which is important in view of Geo-Political challenges. Airtel carried out trials of the ORAN solution in Punjab LSA with the trial 5G spectrum from DoT in FY 2022-23. Airtel has also invested in augmenting testing and validation capabilities at its LAB so that these solutions can be verified for end to end functionality, performance and efficiency. Open RAN based networks are expected to promote more innovation, agility along with higher competition thus leading to resilient supply chain.</p> <p>Apart from above, company spends on R&D infrastructure, Devices & Lab Testing.</p>
Capex	0.38%	0.18%	<p>Improve Energy efficiency</p> <p>Replacement of Aged assets : Aged Servers with high power consumption replaced with new smart servers. This will enable the lower Carbon Emissions from by 71% (0.45 kg/hour to 0.13 kg/hour).</p> <p>Upgradation of VC Device : With change in scenario from bridge based (IP Based Call) to link based call (zoom, teams, google meet).</p> <p>Deployment of : Airtel Installed the Battery Banks , Solar Power & DC Aircon which reduce the Diesel consumptions which reduced the emission of CO₂ and contribute towards environmental and social welfare.</p> <p>Social Causes</p> <p>Centralisation of resource : CLM & Darts centralisation.</p> <p>ESIM : ESIM helps the environment is by eliminating the need for extra resources. This cuts down harmful waste and reduce the need for plastic because they are soldered directly into the device.</p>

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

B. If yes, what percentage of inputs were sourced sustainably? 88%

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.

We are conscious and sensitive regarding importance of reusing; reducing and recycling of waste generated during our business operations and to the extent applicable, we have adequate processes in place for:

- Reuse /Redeployment/Repair of network equipment, Customer premises equipment's etc.
- Recycling of waste generated including e-waste, battery waste, plastic waste etc. only through approved recyclers.

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

Yes, EPR registration is applied by the Company as an Importer under the Plastic Waste Management Rules. Company is recycling the plastic waste as per the applicable rules.

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

ESSENTIAL INDICATOR

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

% Of employees covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	12,115	12,115	100%	12,115	100%	NA	NA	12,115	100%	12,115	100%
Female	1,593	1,593	100%	1,593	100%	1,593	100%	NA	NA	1,593	100%
Total	13,708	13,708	100%	13,708	100%	1,593	100%	12,115	100%	13,708	100%

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

% Of employees covered by											
Category	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Other than Permanent workers											
Male	46,903	46,903	100%	46,903	100%	NA	NA	46,903	100%		
Female	3,796	3,796	100%	3,796	100%	3,796	100%	NA	NA	-	
Total	50,699	50,699	100%	50,699	100%	3,796	7%	46,903	93%		

2. Details of retirement benefits for the current and previous financial year.

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	As and when applicable	100%	100%	NA
ESI	1.5%	62%	Y	2%	100%	Y
Others – please specify						NA

(All statutory dues were provided to employees and workers as per applicable legislations)

3. Accessibility of workplaces Are the premises/offices accessible to differently abled employees 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.

We have assistive devices and accessibility support which are made available to differently abled employees.

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.

Yes, the policy is available via the Company's intranet.

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

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	100%	87.9%
Female	100%	97.4%
Total	100%	89.6%

6. Is there a mechanism available to receive and redress grievances for the Permanent and Non-permanent employees' categories of employees? If yes, give details of the mechanism in brief.

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Employees	Yes, Airtel is committed to provide a safe and positive work environment. Airtel has a code of conduct policy, a consequent management policy and an Ombudsperson Policy that allows employees, including contractual workers, to report concerns with reference to code of conduct and daily operations without any fear of retaliation. The Ombudsperson's office is the vigil mechanism that allows employees as well as other stakeholders of the Company to report any threat or actual breach of the code of conduct. It reports to the audit committee of the Board and investigates complaints Suo motto on the basis of information received or on complaints that are reported to it.
Other than Permanent Workers	Grievances can be raised by reaching out to Ombudsperson either <ul style="list-style-type: none"> • In person with the office of the Ombudsperson • Through telephone (secure hotline) • Through email at ombudsperson@bharti.in • In writing (hard copy) to: The Ombudsperson, Bharti Crescent, 1, Nelson Mandela Road, Vasant Kunj, Phase II, New Delhi –110 070 • Stakeholders may, if they wish to escalate any complaint directly to the Chairman of the Audit Committee of the Board, write in to auditcommittee.chair@bharti.in <p>Matters such as service conditions, organisational policies, appraisals, and other operational issues should be taken up through Human Resources or departmental heads or an employee's immediate supervisor.</p>

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

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
Male	12,115	0	0%	8,924	0	0%
Female	1,593	0	0%	1,218	0	0%

8. Details of training given to employees:

Category	FY 2022-23					FY 2021-22				
	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	12,115	12,115	100%	12,012	99%	8,924	8,478	95%	6,333	71%
Female	1,593	1,593	100%	1,581	99%	1,218	1,157	95%	649	53%
Total	13,708	13,708	100%	13,683	99%	10,142	9,635	95%	6,983	69%
Workers										
Male	46,903	46,903	100%	NA	NA	Not Reported				
Female	3,796	3,796	100%	NA	NA					
Total	50,699	50,699	100%	NA	NA					

*Percentage indicates details of trainings extended.

^Percentage indicates details on attendance basis.

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

	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	12,115	12,115	100%	8,924	8,924	100%
Female	1,593	1,593	100%	1,218	1,218	100%
Total	13,708	13,708	100%	10,142	10,142	100%
Workers						
Male	46,903	12,820	27%	Not Reported		
Female	3,796	735	19%			
Total	50,699	13,555	27%			

(100% of eligible employees have undergone performance and career development reviews).

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 of such a system?

Yes, Airtel has a comprehensive occupational health and safety management system covering all operations, including a safety charter called 'Airtel Suraksha Programme'. Health and safety committees are established at both central and local levels, and strict policies are in place to ensure a safe workplace. Airtel has various policies and manuals, including Bharti Airtel Workplace Safety Policy, Infrastructure and Safety Policy, HSE Process Manual, Women Safety Policy, and Physical Security SOPs. Regular training and awareness programs are conducted to ensure safety. [EHS Policy](#)

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

Airtel recognises and accords highest priority to safety and well-being of its employees and other stakeholders. To identify work-related hazards, Airtel has implemented a robust Hazard Identification and Risk Assessment System (HIRA) to undertake safety audits and identify work related hazards in our operations.

• Health and Safety Audit:

- Conducting annual review of Occupational Health and Safety management system at Airtel.
- Stakeholder consultation to understand and evaluate current operating procedures and identifying any gaps in the system.
- Offering control-focused recommendations to define management action plans, including responsibilities and timelines for implementation.

• Health and Safety Performance Review:

- Monthly review of health and safety performance by management on pre-defined KPIs.
- Review of reported incidents, audit findings, progress on HSE goals, and changes to service line and operations.
- Based on the above review, improvement areas are identified followed by strengthening of internal controls for health and safety risk management.

• Incident investigation and risk analysis:

- Airtel conducts health and safety risk assessment for reported incidents.
- Uses a Risk Assessment Matrix (RAM) to evaluate incident severity.
- Identifies work-related hazards and implements corrective actions based on the assessment.

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

Yes, Airtel has implemented procedures that allow its workers to report work-related hazards and be cautious of potential risks. Workers and employees can utilise the available channels to report any work-related hazards.

- Toll-Free Number on ID Card to report Risks/Hazards.
- Central Generic Email ID to report Risks/Hazards.
- Local Email ID to report Risks/Hazards.
- Incident reporting app (To report safety incidents and violation of safety policy).

d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?

Yes, Airtel provides access to non-occupational medical and healthcare services to employees and workers.

For more details on our health and safety practices and related initiatives, please refer to [Page 96](#) in the Human Capital section of our Integrated Report.

11. Details of safety-related incidents:

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.32	Did not Record
	Workers	0.21	
Total recordable work-related injuries	Employees	9	
	Workers	29	
No. of fatalities (safety incident)	Employees	0	
	Workers	3	
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	
	Workers	0	

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

- Bharti Airtel prioritises occupational health and safety through their 'Airtel Suraksha Programme'.
- A comprehensive health and safety policy and manual have been established to ensure a safe and incident-free workplace, including health promotion and disease prevention.
- A dedicated Safety Committee led by a Safety officer has been setup up at central level to monitor safety performance.
- Regular risk assessments and safety trainings for employees to identify any work-related hazards are undertaken followed by implementation of any corrective actions.
- Fire evacuation drills are conducted quarterly, and security policies are in place to drive uniform security systems and processes across all Airtel businesses and to protect company assets.
- Safety incidents are promptly reported and investigated to prevent recurrence.
- Airtel has taken several other measures to promote employee health and well-being, such as: On-site doctors; free diagnostics; gym facilities and road safety awareness.
- Vendors have been onboarded to spread awareness related to OH&S and lead a mindset alignment program called 'Safe by Choice'.
- Regular induction and refresher training are provided to all employees and associates/partners.
- Airtel celebrated National Safety week during March 2023.
- An employee perception survey was conducted to assess employee satisfaction with existing safety practices and identify any areas for improvement.

13. Number of complaints on the following made by employees:

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	NIL	NIL	-	NIL	NIL	-
Health and safety	NIL	NIL	-	NIL	NIL	-

14. Assessments for the year:

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

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

Airtel has implemented the following measures to address safety-related risks and hazards:

- Strengthened its occupational health and safety policy and protocols.
- Rolled out Consequence Management Policy to prevent recurrence of safety incidents.
- Defined detailed safety protocols.
- Circulated interactive modules to employees and workers on various safety topics.
- Rolled out 8 golden rules of safety to promote behavioral change.
- Conducted awareness generation and sensitisation through sharing case studies and lessons learnt.
- Conducted detailed investigation and root cause analysis of each safety incident, and communicated learnings from each incident across all operations.
- An employee perception survey was conducted to assess employee satisfaction with existing safety practices and identify any areas for improvement.
- Safety Awareness Campaign-Safe by Choice duly linked with #AirtelSuraksha.
- Launched SWAT 'Safety Within and Together' for employee and associates' engagement on safety programs.

LEADERSHIP INDICATORS

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

	(Yes/No)
Employees	Yes
Workers	Yes

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

Airtel has defined guidelines for value chain partners as part of its Code of Conduct for Business Associates to pay remuneration to their employees in compliance with the applicable laws and regulations which includes minimum wages, deduction from wages, overtime hours and associated applicable benefits. Further, Airtel uses self-assessment surveys to ensure timely deduction and deposit of statutory dues by its crucial value chain partners. 91% of Partners by value are assessed and all Partners take adequate measures to ensure compliance with the Statutory dues requirement.

In addition, Airtel has framework in place to validate regulatory compliance of Manpower Partners related to Minimum Wages, PF, ESIC, Gratuity, Maternity Benefits etc.

3. 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	91%
Working Conditions	91%

(As per value).

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.

Airtel follows the below mentioned process to identify key stakeholders who are directly or indirectly dependent on Airtel's activities, products or services and associated performance, or on whom Airtel is dependent in order to operate, or to whom Airtel has, or in the future may have, legal, commercial, operational, or ethical/moral responsibilities or who can influence or have impact on Airtel's strategic or operational decision-making.

- Analysis of business processes.
- For each process, identification of all interested, and impacted groups.
- Classification of stakeholders in homogenous categories (according to relevance to the Company or to the stake they hold).
- Identification of priority groups within each category.

This process is aligned with Stakeholder Engagement Framework, guided by the leading AA1000 Stakeholder Engagement Standards.

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

Key Stakeholders	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half Yearly/Quarterly /Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> • Airtel Stores and contact centers across operational cities • Email, SMS communication and Company website • Social media engagement • Airtel Thanks App 	On-going	<ul style="list-style-type: none"> • Seeking consumer feedback on our services • Delivering customer service and resolving customer queries
Investors	No	<ul style="list-style-type: none"> • Annual General Meeting • Electronic correspondence • Press briefings • Analyst meets • Earning calls 	Quarterly/ Annually/ On going	<ul style="list-style-type: none"> • To answer to queries of investors on operations of the Company • To bring transparency with the community of existing and potential investors
Employees	No	<ul style="list-style-type: none"> • Company intranet portal • Regular employee communication forums • Email • Annual Employee surveys 	On-going	<ul style="list-style-type: none"> • Learning and development • Employee recognition and engagement activities • Employee performance review and career development • Employee safety and well-being
Suppliers and Network Partners	No	<ul style="list-style-type: none"> • Electronic correspondence • Partner Portal • Company Website • Annual Confluence • Meetings/Governance/Review • Sustainability Awareness session 	On-going	<ul style="list-style-type: none"> • New Product /Technology development • Material requirement planning • Regulatory compliances including NSDTS • Assessing supplier performance • Commercial and Contract discussion • Supplier recognition and engagement activities • Engagement on Sustainability Parameters
Channel Partners	No	<ul style="list-style-type: none"> • Email, SMS communication and Company website • Channel Partner Portal 	On-going	<ul style="list-style-type: none"> • Resolving channel partner queries and operational challenges • Commission and reward scheme • Sustained marketing support
Regulatory Bodies	No	<ul style="list-style-type: none"> • Electronic and physical correspondence • Face to face meetings 	Need basis and on-going	<ul style="list-style-type: none"> • Deliberations and inputs on regulations, policies that have bearing on our operations and businesses • TRAI Consultations • DoT Directives, Policies • Public policy – Advocacy
Community/ NGOs*	Yes	<ul style="list-style-type: none"> • Field visits and community meetings undertaken by Bharti Foundation during the implementation and program operations 	On-Going	<ul style="list-style-type: none"> • Education status of students enrolled • Community based issues such as hygiene, sanitation, girl-child education, etc. • Community participation in schools' activities and programs to build students' connect with communities • Sharing local art and craft and vocational options with students to generate awareness

* Bharti Foundation is the implementation agency for carrying out CSR initiatives on behalf of Bharti Airtel Ltd.

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.

The management represented by ESG council has been entrusted by the Board's ESG Committee to conduct stakeholder consultations, with the Sustainability team at Airtel updating the Committee on the results of these consultations. The ESG council is chaired by the Managing Director and CEO. It identifies ESG priorities, goals and targets. Develops processes, systems, controls and standard operating procedures to achieve ESG targets.

- Airtel conducts a materiality assessment and stakeholder engagement exercise to identify and reassess economic, environmental, and social (ESG) topics that are significant to its business.
- During the exercise, Airtel engages with key internal and external stakeholders to gather their concerns and views, which are incorporated into the materiality assessment process to prioritise ESG topics.
- Insights obtained from the stakeholder engagement are analysed to develop the materiality matrix, which helps finalise the list of ESG topics for Airtel.
- The Sustainability function presents the results of this assessment to the ESG Council and ESG Committee of the Board.
- The identified ESG topics are considered while defining the ESG targets and initiatives of the Company.

The ESG committee meeting provides us with an opportunity to share feedback with the Board on these consultations. For more details on our stakeholder consultation process, please refer to [page 42](#) of the Materiality Assessment & Stakeholder Engagement section of our Integrated Report (IR).

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

Yes, Airtel engages in consultation with key stakeholders as a component of its materiality assessment exercise, aiming to identify and prioritise environmental and social concerns.

Based on the stakeholder feedback received, Airtel has implemented various policy and process reforms and defined ESG objectives in the last two years.

- Airtel has set science-based targets for reducing carbon emissions and is working on a decarbonisation and climate resilience plan.
- The Company has reviewed and reinforced its long-term ESG targets, with a focus on important topics such as resource efficiency, talent development, community development, network quality, and customer satisfaction.
- Airtel has introduced a Diversity & Inclusion Charter and has set goals to increase diversity in its workforce.
- The Company is conducting training and awareness sessions for its suppliers to improve ESG practices in its value chain and has strengthened its ESG guidelines for suppliers and business partners as part of its sustainable procurement process.

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

Airtel, through its CSR implementing agency Bharti Foundation, has undertaken various initiatives to engage with and address the issues of marginalised communities, which are highlighted below:

- Under the Satya Bharti School Program, Bharti Foundation provides free quality school education to nearly 39,000 students (50% girls and 76% from socially marginalised communities) through 173 schools across five states. The majority of the teaching staff, support staff, and mid-day meal vendors in the school are also from similar socio-economic communities. Bharti Foundation is also providing scholarship support for higher education add meritorious passing out from the Satya Bharti Sr. Secondary Schools.
- Replicating the learnings and best practices of the Satya Bharti School Program, Bharti Foundation is transforming government schools across 11 states/UTs through Quality Support Program (QSP). QSP has covered 1,256 government schools since its inception and the majority of them are located in rural areas. The focus of the program is to enhance the schooling experience through various co-scholastic and life-skill activities. The program is currently working with 808 schools and impacting over 3 lakh students (50% girls and 56% from socially marginalised communities).
- Community campaigns are an integral part of both Satya Bharti School Program and QSP. Students undertake awareness campaigns on the issues such as water, sanitation & hygiene, environment, girl child, anti-tobacco, and alcohol, etc.

For more details on our development programs for vulnerable/marginalised communities, please refer to [page 62](#) of our Integrated Report.

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 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B/A)*	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	13,708	13,708	100%	10,142	10,142	100%
Total Employees	13,708	13,708	100%	10,142	10,142	100%
Workers						
Other than permanent	50,699	50,699	100%	26,613	17,548	66%
Total Workers	50,699	50,699	100%	26,613	17,548	66%

All employees and workers are provided with annual training on Code of Conduct of the Company which covers human rights related aspects.

*Percentage indicates details of trainings extended.

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	13,708	0	0	13,708	100%	10,142	0	0	10,142	100%
Male	12,115	0	0	12,115	100%	8,924	0	0	8,924	100%
Female	1,593	0	0	1,593	100%	1,218	0	0	1,218	100%
Workers										
Other than Permanent	50,699	13,285	26%	37,414	74%	26,613	5,202	20%	21,411	80%
Male	46,903	12,110	26%	34,793	74%	24,413	4,903	20%	19,510	80%
Female	3,796	1,175	31%	2,621	69%	2,200	299	14%	1,901	86%

3. Details of remuneration/salary:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category in ₹	Number	Median remuneration/ salary/ wages of respective category in ₹
Board of Directors (BoD)				
Key Managerial Personnel (other than BoD)				
Employees other than BoD and KMP*	12,115	67,900	1,593	87,500
Workers	46,903	22,274	3,796	21,618

*Based on Monthly salary.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impact or issues caused or contributed to by the business? Yes.

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

Our ombudsperson policy and process with relevant provisions for the whistleblower facilitate the reporting and resolution of any cases of breach of the code of conduct relating to human rights violations, ensuring that all employees, contractors, and suppliers have the means to raise concerns regarding human rights. Any other human rights violations that are legal in nature are dealt with by the Legal department of the Company.

Any actual violations are addressed with the utmost seriousness, and appropriate remediation actions are taken based on the severity of the infraction, including the possibility of employee termination and the termination of business contracts.

Moreover, Airtel has implemented a Prevention of Sexual Harassment (POSH) policy, which outlines the process for reporting incidents to the POSH Committee. Each allegation is given due consideration and handled with confidentiality.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	17	0	NA	9	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child labour	0	0	NA	0	0	NA
Forced labour /Involuntary labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

Airtel guarantees protection to complainants (employees and business associates) against any form of retaliation, punishment, intimidation, coercion, dismissal, or victimisation as per the Ombudsperson Policy and Prevention of Sexual Harassment (POSH) policy. This protection extends to those who report genuine concerns in good faith, regardless of whether their claims are proven. Anyone who attempts to victimise any person who complains, co-operates, or provides information/data relating to an investigation or complaint, is liable to face punitive action.

All matters and proceedings relating to the Complaint including the identity of the Complainant and Respondent remain strictly confidential and is not be disclosed except to a competent court or a governmental agency that has the right under the law and regulation to obtain such information. Any person who breaches the confidentiality requirement is be penalised.

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

Yes. Human rights requirements form part of the business agreements and contracts with suppliers.

9. Assessments for the year:

	% 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	100%

For own operations Company internally monitors compliance with all relevant laws and policies pertaining to these issues.

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

No significant risks or concerns were identified in own operations.

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	Units	FY 2022-23	FY 2021-22
Total electricity consumption (A)	GJ	2,396,489	1,827,555 ⁱⁱⁱ
Total fuel consumption (B)	GJ	375,992	356,838
Energy consumption through other sources (C)	GJ	0	0
Total energy consumption (A+B+C)	GJ	2,772,481	2,184,393
Energy intensity per rupee of turnover (Total energy consumption/ (per rupee of turnover)	GJ/₹ Mn	3.27	3.09

Note: The boundary has been revised to include only standalone entity details and reflects data from meter reading for direct consumption of electricity and diesel at our facilities. Previous year figures are accordingly revised.

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. Yes, BDO India LLP.

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

Not applicable for telecommunication sector.

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	26,255*	1,953
(iii) Third party water	117,897*	70,662
(iv) Seawater/ desalinated water	0	0
(v) Others	1,309	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	145,460	72,615
Total volume of water consumption (in kiloliters)	17,496	
Water intensity per rupee of turnover (Water consumed / turnover) (KL/₹ Mn)	0.021	

Note: * The boundary has been revised to include water from warehouses and non-metered facilities (by taking average water withdrawal as per National Building Code, 2016 and consumption by domestic water supply, WHO).

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. Yes, BDO India LLP.

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

Airtel has enabled ZLD at few of its sites and is striving to implement it for its own facilities through various water efficiency measures including wastewater recycling and reuse.

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

Parameter	Please specify unit	FY 2022-23*	FY 2021-22**
NOx	Metric Tonnes	163	180
SOx	Metric Tonnes	6	9
Particulate matter (PM)	Metric Tonnes	15	19
Persistent organic pollutants (POP)		NA	NA
Volatile organic compounds (VOC)		NA	NA
Hazardous air pollutants (HAP)		NA	NA
Carbon Monoxide (CO)	Metric Tonnes	87	92

Note: * Computation is done based on activity level data and standard emission norms by Department of Telecommunication.

** FY 2021-22 data has been revised as per updated activity level data.

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. Yes, BDO India LLP.

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

Parameter	Units	FY 2022-23	FY 2021-22*
Total Scope 1 emissions – Metric tonnes of CO ₂ equivalent (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	31,259	29,470
Total Scope 2 emissions – Metric tonnes of CO ₂ equivalent (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	472,309	400,962
Total Scope 1 and Scope 2 emissions (per rupee of turnover) tCO ₂ e	tCO ₂ e/ ₹ Mn	0.59	0.61

Note: * The boundary has been revised to include only standalone entity details, inclusion of fugitive emissions and reflect data from accurate meter reading for electricity and diesel consumption at some facilities. Previous year figures are accordingly revised.

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. Yes, BDO India LLP.

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	Solarisation of Network towers	Onsite installation of solar technology to produce renewable energy	Resulting in renewable energy generation of 344,498 kWh
2.	Network site sharing	Site sharing with partners to optimise our resource consumption	Reduction of carbon emissions and waste significantly through higher utilisation of passive infrastructure
3.	Advance battery bank solutions	Installation of advanced VRLA (Valve-Regulated Lead-Acid) batteries and lithium-ion batteries	Optimisation of energy consumption and reduction of our reliance on diesel
4.	Green Sites	Consuming less than 100 L of diesel per quarter	Reduction of emissions
5.	DC Air conditioners	Installation of DC air conditioners to maintain temperatures without DG by running on DC batteries	Reduction of emissions
6.	Power saving feature	Optimisation of RRU through AI/ML	Power saving as per traffic utilisation to effectively reduce GHG emissions
7.	Outdoor Base Transceiver Station (BTS)	Converting 2,496 indoor sites outdoor in FY 2022-23	Reduces BTS energy usage by less consumption of electricity
8.	Electric Commutator (EC) fan installation	We have installed EC fans in our DG/LT rooms in replacement of exhaust system and air washer	Resulting in an estimated annual saving of 64,800 kWh
9.	UPS optimisation	Optimisation of UPS to save electricity	Resulting in an estimated annual saving of 727,945 kWh
10.	Lighting optimisation	Replacement of linear lighting with more efficient LED lighting at some location	Resulting to an estimated 10,965 kWh reduction in energy use
11.	Value chain initiatives	<ul style="list-style-type: none"> Airtel has undertaken science-based target to reduce our absolute scope 3 GHG emissions by 42% by 2031 Introduced guidelines for our suppliers to implement measures for energy efficiency and carbon emission reduction, as part of our Code of Conduct for Business Associates Airtel is engaging with suppliers including equipment manufacturers to drive initiatives for enhancing energy efficiency of supplied equipment through innovative solutions 	Enhanced focus on ESG impact across the value chain

In addition to the above initiatives, Nxtra by Airtel has undertaken various initiatives at its Data Centers (DCs) and Main Switching Centres (MSCs). They are as follows:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	Procurement of Open access renewable energy	Procurement of renewable energy from independent energy providers	Procurement of 154,383,578 kWh renewable energy of use in operations
2.	Solarisation of operations	Onsite installation of solar technology to produce renewable energy	Resulting in renewable energy generation of 1,763,018 kWh
3.	Optimum lighting	Lighting optimisation through LED lights and motion sensors across various data centres	Resulting in an estimated annual saving of 88,464 kWh
4.	Optimum cooling	Cooling optimisation through the installation of active tiles, set points management, and air diverters	Resulting in an estimated annual saving of 1,984,494 kWh
5.	Cold aisle/Hot aisle containment	Cold aisle/hot aisle containment at different locations	Resulting in an estimated annual saving of 562,070 kWh
6.	UPS optimisation & Power Factor (PF) improvement	UPS and Switched Mode Power Supply (SMPS) optimisation along with PF improvement at various locations	Resulting in an estimated annual saving of 1,648,465 kWh
7.	Other Main Switching Centre initiatives	LED lights, motion sensors, air diverters, active tiles, and blanking panels in our Main Switching Centre sites. In addition, installed solutions for temperature, rack, UPS and SMPS optimisation, cold aisle containment and natural cooling to reduce energy consumption	Resulting in an estimated annual saving of 9,010,672 kWh

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

Parameter	FY 2022-23 (In MT)*	FY 2021-22 (In MT)
Plastic waste (A)	87	21
E-waste (B)	2,235	2,951
Battery Waste (C)	1,940	808
Biomedical Waste (D)	0	0
Radioactive waste (E)	0	0
Other Hazardous waste. Please specify, if any. (G) (Lube Oil)	1	1
Other Non-hazardous waste generated (H). Please specify, if any. (Paper waste, organic waste and other miscellaneous waste)	2,378	1,450
Total (A+B + C + D + E + F + G + H)	6,641*	5,232

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	7,083**	2,951
(ii) Re-used	0	0
(iii) Other recovery operations	0	2,271
Total	7,083	5,222

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	1
(iii) Other disposal operations (landlord or municipal waste collection)	13	0
Total	13	1

Note: * Calculations are based on approximate weight of sample lot items.

** Actual weight of waste sent to authorised recycler(s).

Due to above reasons and closing stock of waste at FY closing which will be processed in due course, waste generated does not tally with waste recycled and disposed.

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

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

Airtel works towards reducing the negative environmental impact of its operations by focusing on managing waste responsibly and optimising resources. Airtel deploy the 3 R strategy i.e. (1) Reduce resource utilisation, (2) Reuse resources and (3) Recycle waste, supported by appropriate technology solutions to effectively manage all types of waste produced in our operations. All the E-waste, Hazardous waste and other waste generated in the operations are responsibly recycled through authorised recyclers. Further, our guidelines require suppliers to include packaging materials that is safe, hygienic, recyclable, efficient and protective for transport of goods.

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

Airtel does not have any offices in protected areas.^{iv}

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

Not Applicable.^v

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

Yes, we have implemented a compliance framework. No notices were received from competent authorities nor were any instance of non-compliance reported during the year in this regard.

LEADERSHIP INDICATOR

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

Not Applicable.

- 2. 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.**

Already covered under the essential indicator 7.

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

Yes.

Business Continuity Plan

Airtel's business continuity plan effectively enables all its employees to work remotely providing necessary infrastructure and technology. Airtel is ISO 22301-2019 certified/compliant for 23 circle offices, MSCs, network warehouses and operational sites according DoT requirement

Disaster Management Plan

Telecom networks are subject to risks of technical/partner failure, human errors/willful acts or natural disasters.

- Airtel has Network Operations Centre to monitor real-time network activity and conservative insurance cover policy for asset protection from risks e.g., fire, floods.
- Disaster management guidelines shared with stakeholders for disaster preparedness.
- Guidelines cover risk identification, resource allocation, emergency response/reporting and disaster recovery.

- 4. 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?**

NIL

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

91% value chain partners (by value of business done with such partners) were self-assessed for environmental impacts in FY 2022-23.

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:**

Bharti Airtel Limited has affiliations with 12 trade and industry chambers/associations.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Cellular Operators Association of India (COAI)	National
2	Internet and Mobile Association of India (IAMAI)	National
3	Confederation of Indian Industry (CII)	National
4	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
5	The Associated Chambers of Commerce of India (ASSOCHAM)	National
6	Internet Service Providers Association of India (ISPAI)	National
7	Telecom Equipment and Services Export Promotion Council (TEPC)	National
8	International Telecommunication Union (ITU)	International
9	GSM Association (GSMA)	International
10	The Open RAN Policy Coalition (ORPC)	International

- 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.**

NIL

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of review by Board (Annually/ Half yearly/ Quarterly / Others – Please specify)	Web Link, if available
1.	Spectrum: Efficient allocation, assignment methods to agencies like NCRTC; for use of data Comms between Aircraft and Ground Stations to entities other than AAI; Sharing & Leasing practices	<ul style="list-style-type: none"> a. TRAI CP on "Telecommunication Infrastructure Sharing, Spectrum Sharing, and Spectrum Leasing b. TRAI CP on Spectrum Requirements of National Capital Region Transport Corporation (NCRTC) for Train Control System for RRTS Corridors c. TRAI CP on Data Communication Services Between Aircraft and Ground Stations Provided by Organisations Other Than Airports Authority of India d. Department of Telecom's Consultation on The Draft Indian Telecommunications Bill 2022 e. Airtel positions and inputs were also shared with other chambers/ associations, who incorporated points in their submissions to public consultations 	Yes	Others – as required	Link 1 Link 2 Link 3
2.	Electricity and Solar Open Access: Electricity for Telecom towers at industrial rates (required to keep 99.95% uptime) and easing deployment of solar / renewable energy through Open Access policies	<ul style="list-style-type: none"> a. Department of Telecom's Consultation on The Draft Indian Telecommunications Bill 2022 b. Some of the associations also took some these inputs independently and wrote to policymakers/ stakeholders like regulators 	No	Others – as required	
3.	Rights of Way (RoW): Simplified, timebound permissions for RoW to establish Telecom infrastructure including for 5G network rollout	<ul style="list-style-type: none"> a. TRAI CP on Introduction of Digital Connectivity Infrastructure Provider (DCIP) Authorisation under Unified License (UL) b. Submissions made and meetings held by other associations (e.g., COAI), representing to relevant government departments, agencies including in States 	Yes	Others – as required	Link 1
4.	Ease of doing business: Simplification of procedures related to regulatory process and approvals	<ul style="list-style-type: none"> a. TRAI CP on Rationalisation of Entry Fee and Bank Guarantees b. TRAI CP on Leveraging Artificial Intelligence and Big Data in Telecommunication Sector c. TRAI CP on Licensing Framework and Regulatory Mechanism for Submarine Cable Landing in India d. TRAI CP on Regulating Converged Digital Technologies and Services – Enabling Convergence of Carriage of Broadcasting and Telecommunication services e. TRAI CP on Rating of Buildings or Areas for Digital Connectivity f. Participation in public consultation process on corporate governance matters. g. Airtel positions and inputs were also shared with other chambers/associations, who incorporated points in their submissions to public consultations 	Yes	Others – as required	Link 1 Link 2 Link 3 Link 4 Link 3

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of review by Board (Annually/ Half yearly/ Quarterly / Others – Please specify)	Web Link, if available
5.	Broadcasting: technological convergence, DTH Consumer impact, need to review regulatory and policy framework	a. TRAI CP on Regulating Converged Digital Technologies and Services – Enabling Convergence of Carriage of Broadcasting and Telecom Services	Yes	Others – as required	Link 1
		b. TRAI CP on Issues related to New Regulatory Framework for Broadcasting and Cable services			Link 2
		c. TRAI CP on Renewal of Multi-System Operators (MSOs) Registration			Link 3
		d. TRAI CP on License Fee and Policy Matters of DTH Services			Link 4
		e. TRAI CP on Issues relating to Media Ownership			Link 5
		f. Our positions and inputs were shared with other chambers/ associations, some of whom independently incorporated some inputs in their submissions	-		
6.	Privacy, Security of Customers	a. TRAI CP Introduction of Calling Name Presentation (CNAP) in Telecommunication Networks	Yes	Others – as required	Link 1
		b. TRAI CP on Embedded SIM for M2M communications			Link 2
		c. Inputs on MeitY's Draft Digital Data Protection Bill, 2022	No		

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.

NIL^{vi}

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

Not Applicable.

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

Airtel has Community Grievance Redressal Policy which enables communities to express their concerns and grievances. This policy is transparent, just, fair, and timely, providing a mechanism for resolving grievances of community members.

The Community members can send any concerns or grievances at the dedicated email: Community.Grievance@Airtel.com. Airtel strives to proactively communicate the grievance redressal procedure to its external stakeholders, in the course of its community and stakeholder engagement activities, to raise awareness and promote accessibility for communities to voice their concerns.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producer ^{vii}	7.25%	7.39%
Sourced directly from within the district and neighboring districts	NA	NA

(The majority of Airtel procurement is of technical nature, procured in bulk and managed centrally. Hence district level data is not tracked).

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.

Airtel offers various channels for customers to raise complaints and provide feedback

- Customers can contact the dedicated customer care service through tele calling or Airtel Thanks App
- Complaints can also be made through the toll-free complaint center number, email channel, or Airtel Thanks App
- Airtel Relationship centers are available for customers to reach out to with any queries or complaints
- Customers can also visit Airtel offices in person
- Each complaint/feedback is assigned a unique identification number and addressed within a pre-defined turnaround time
- Customers are notified of the resolution of the complaint through SMS and/or tele calling

For more details on the mechanism to receive and respond to customer complaints, please refer to our [Telecom Charter](#)

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not Applicable ^{viii}
Recycling and/or safe disposal	

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	0	0	-
Advertising	5	0	-	2	0	-
Cyber-security	0	0	-	0	0	-
Restrictive Trade Practices ^{ix}	0	0	-	0	0	-
Unfair Trade Practices ^{ix}	0	0	-	0	0	-
Delivery of essential services	Customer complaints are resolved as per applicable legislations, including sector specific regulatory provisions under The Telecom Consumers Complaint Redressal Regulation, 2012 issued by TRAI and to the extent applicable, are also reported to the regulator as per the reporting requirement prescribed thereunder.					

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

Not Applicable. ^{viii}

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

Yes, Airtel has measures to safeguard data security and maintain the privacy of personal information. This includes

- The implementation of internal controls.
- The development of the Bharti Airtel Information Security Policy (BISP), which outlines specific guidelines for information security and cybersecurity. The BISP is readily accessible on our intranet portal.
- Additionally, we have an Information Security Risk assessment and recovery strategy in place that aligns with the ISO 27001 and ISO 22301 standards.
- To ensure the protection and confidentiality of customers' personal information, Airtel has also established the Bharti Airtel Information Privacy Policy (BIPP). Our [Online Privacy Policy](#) serves to inform customers about the nature of information collected and their rights in relation to their data.

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.

Airtel follows the guidelines issued by the Advertising Standards Council of India (ASCI) and the Guidelines for Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022. Any specific complaints warranting any corrective measures are promptly addressed to resolve any possibility of miscommunication through advertisement.

Refer [page 78](#) for network related initiatives.

LEADERSHIP INDICATORS

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

Refer to: <https://www.airtel.com/>.

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

Airtel abides by TRAI's clause 17 of the Telecom Consumers Complaint Redressal Regulation, 2012 by releasing the Telecom Consumers Charter, which intends to enlighten customers about their entitlements, duties, quality benchmarks established by the Authority, and methods of addressing conflicts.

Furthermore, Airtel adopts preventive measures to educate and offer general guidance to mobile/landline users on ways to protect themselves against fraudulent activities such as telephonic or cyber scams.

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

Ensuring consistent network coverage for customers is a crucial aspect of our service, which we strive to maintain even during catastrophic events. We take proactive measures to keep our customers informed about the launch of new sites and any mass outages in the Radio Access Network (RAN) through SMS.

4. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact: 0
- b. Percentage of data breaches involving personally identifiable information of customers: 0%

Endnotes

- i For the purpose of present report, mobile towers are not included.
- ii Please note CSR provision is applicable but requirement to contribute 2% of average net profit of immediately preceding 3 years is not applicable. The Company had made voluntary CSR contribution during the FY 2022-23.
- iii This includes electricity from grid, green wheeling and captive solar power generation.
- iv Airtel offices are not located within ecologically sensitive areas. This is based on assessment of our facilities against the protected sites as identified by [Protected Planet](#).
- v Environmental Impact Assessment (EIA) is not applicable for the Company for the current financial year as per applicability defined in EIA Notification, 2020.
- vi During the financial year, the Company has not acquired any land that would require SIA as per Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.
- vii This data pertains to procurement of goods only and does not include services.
- viii Airtel provides telecom services and does not manufacture any physical products. In mobile services, no equipment is provided to customers except SIM card. In fixed line services, Customer Premises Equipment (CPE) is supplied (not sold) to customers for rendering the services. The ownership and effective control over the SIM/CPE always remain with Airtel. Customer is required to return the SIM/CPE immediately upon termination of the Relationship Period or at the end of life.
- ix No complaint was received under The Competition Act, 2002.