



August 16, 2022

National Stock Exchange of India Limited

Exchange Plaza, C-1 Block G
Bandra Kurla Complex, Bandra (E)
Mumbai – 400051, India

Symbol: BHARTIARTL/ AIRTELPP

BSE Limited

Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai – 400001, India

Scrip Code: 532454/ 890157

Sub: Business Responsibility and Sustainability Report for FY 2021-22

Dear Sir / Ma'am,

Please find enclosed herewith the Business Responsibility and Sustainability Report which was submitted by the Company as a part of Integrated Annual Report FY 2021-22 vide its communication dated July 21, 2022.

Kindly take the above information on record.

Thanking you,

Yours faithfully,



Rohit Krishan Puri

Dy. Company Secretary & Compliance Officer

Encl. as above

Bharti Airtel Limited
(a Bharti Enterprise)

Regd. Office: Airtel Center, Plot No. 16, Udyog Vihar, Phase-IV, Gurugram – 122015, India
Corporate Office: Bharti Crescent, 1, Nelson Mandela Road, Vasant Kunj, Phase II, New Delhi - 110 070, India
T.: +91-124-4222222, F.: +91-124-4248063, Email id: compliance.officer@bharti.in, www.airtel.com

CIN: L74899HR1995PLC095967

Business Responsibility & Sustainability Report

Introduction

Securities Exchange Board of India (“SEBI”), vide Circular no. CIR/CFD/CMD/10/2015 dated November 04, 2015, prescribed the format for the Business Responsibility Report (BRR), in order to promote reporting on ESG (Environmental, Social and Governance) parameters by listed entities. Bharti Airtel Limited has been publishing BRR every year along with its Integrated Report including for the current financial year 2021-22.

In its continued efforts to enhance disclosures on ESG standards, vide Gazette notification no. SEBI/LAD-NRO/GN/2021/22 dated May 05, 2021, SEBI introduced new reporting requirements known as the Business Responsibility and Sustainability Report (BRSR). BRSR requires listed entities to disclose performance against the nine principles of ‘National Guidelines on Responsible Business Conduct’ (NGBRCs), including integration of these principles in their policies and processes. In terms of the aforesaid amendment, with effect from the financial year 2022-2023, filing of BRSR shall be mandatory for the top 1,000 listed companies

(by market capitalisation) and shall replace the existing BRR. Filing of BRSR is voluntary for the financial year 2021-22.

BRSR aims to drive greater transparency around how businesses are creating value by contributing towards a sustainable economy. Bharti Airtel Limited has decided to voluntarily make this disclosure with effect from financial year ending March 2022, on best effort basis. This is in line with our continued endeavour to adopt leading national and international ESG standards and ensure transparent reporting on our ESG practices.

The boundary of this report covers the applicable operations of Bharti Airtel Limited as a standalone entity, unless otherwise specified.

Refer our Integrated Report for highlights on significant initiatives undertaken by some of the subsidiaries of Bharti Airtel Ltd.

Since the BRSR is on best effort basis, BRR is also reported from a compliance perspective. Refer [here](#).

Section A General Disclosures

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity:	L74899HR1995PLC095967
2. Name of the Listed Entity:	Bharti Airtel Limited
3. Year of incorporation:	1995
4. Registered office address:	Airtel Center, Plot No. 16, Udyog Vihar, Phase-IV, Gurugram – 122015, India
5. Corporate address:	Bharti Crescent, 1 Nelson Mandela Road, Vasant Kunj, Phase II, New Delhi - 110 070, India.
6. E-mail:	compliance.officer@bharti.in
7. Telephone:	+91-0124-4222222, +91-011-4666 6100
8. Website:	www.airtel.com
9. Financial year for which reporting is being done:	2021-22
10. Name of the Stock Exchange(s) where shares are listed:	BSE Limited (BSE), National Stock Exchange of India Limited (NSE)
11. Paid-up Capital:	₹2,795 Crores
12. 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
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 - 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	99.99%



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 Activities of Internet access by the operator of the wireless infrastructure (61201) Activities of maintaining and operating cellular and other telecommunication networks (61202)	612	87.56%
2.	Wired Telecommunication Activities Activities of basic telecom services: telephone, telex, and telegraph (61101) Activities of providing internet access by the operator of the wired infrastructure (61104)	611	12.43%

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	192	192
International	NA	NA	NA

(International telecom operations in 17 countries are served by group companies. Refer page 7 of Integrated Report.)

17. Markets served by the entity:

a. Number of locations

- > **National (no. of states):** 28 States + 8 UTs
- > **International (No. of Countries):** NA

b. What is the contribution of exports as a % of the total turnover of the entity? 4.17%

c. A brief on types of customers

- End Consumers (B2C Services)
- Business Customers (B2B Services)

(International markets are served by group companies. Refer page 7 of Integrated Report.)

IV. EMPLOYEES

18. Details as at the end of financial year:

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)	10,142	8,924	88%	1,218	12%
WORKERS						
2.	Permanent (F)		Not Applicable			
3.	Other than Permanent (G)	26,613	24,413	92%	2,200	8%
4.	Total workers (F + G)	26,613	24,413	92%	2,200	8%

(All workers are employed through third party contractors. Airtel does not have any permanent workers, hence, in all the sections, details sought for 'Permanent Workers' category are Not Applicable to Airtel.)

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently Abled Employees						
1.	Permanent (D)	18	16	89%	2	11%
Differently Abled Workers						
2.	Other than permanent (G)	0	0	0%	0	0%
3.	Total differently abled workers	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 2021-22			FY 2020-21			FY 2019-20		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	30.1%	30.7%	30.1%	19.2%	21.3%	19.4%	21.0%	26.8%	21.5%

V. Holding, Subsidiary and Associate Companies (including joint ventures)
21. (a) Names of holding/subsidiary/associate companies/joint ventures

S. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
	Please refer to "Salient features of the financial statement of subsidiaries, associates and joint ventures for the year ended March 31, 2022, 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: No¹

(ii) Turnover (in ₹): ₹70,641.9 Crores

(iii) Net worth (in ₹): ₹75,886.8 Crores

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2021-22			FY 2020-21		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remark	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remark
Communities & NGOs	Yes. Refer Point 1.	0	0	-	0	0	-
Shareholders	Yes. Refer Point 2.	45	0	-	10	0	-
Employees and workers	Yes. Refer Point 3.	9	0	-	10	0	-
Value Chain: Channel Partners	Yes. Refer Point 4	101	0	-	160	0	-
Customers	Yes. Refer Point 5	Customer complaints are resolved as per the extant regulatory provisions under The Telecom Consumers Complaint Redressal Regulation, 2012 issued by TRAI and are reported to the regulator as per the reporting requirement.					

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

Every stakeholder group has a grievance redressal platform in the organisation, details of which are present on the Company's website.

1. Communities & NGOs

The community grievance redressal process established by Airtel provides an avenue for communities to voice their concerns and promotes a transparent mechanism for resolving their grievances in a just, fair, and timely manner. Community members can send any concerns or grievances at the dedicated email id: Community.Grievance@Airtel.com.

[Refer Link for Communities & NGOs Grievance Redressal Policy](#)

2. Investors and Shareholders

Investors and shareholders have access to the Compliance Officer through a dedicated email (compliance.officer@bharti.in) to report any concerns or grievances. [Refer Link for Investors and Shareholders.](#)

3. Employees and Workers

Airtel has adopted an Ombudsperson Policy (including Whistle Blower Policy) that provides a mechanism for employees, including both full-time, part-time employees and contractual workers to report any concerns or grievances. The policy aims to ensure that complainants can raise their concerns in full confidence, without any fear of retaliation or victimisation and



allows for anonymous reporting of complaints. Airtel has a policy on Prevention of Sexual Harassment (POSH), and any such incidents can be reported to the POSH Committee as per the process defined in the policy.

[Refer Link for Ombudsperson Policy.](#)

4. Value Chain Partners: Channel Partners

Airtel provides channel partners with following mediums to raise any grievances:

- **Sales Managers** (Territory Managers/Area Managers/Zonal Managers): Channel partners can raise their grievances with their immediate managers via call/e-mail/letter/other messaging platforms.
- **Anmol Ratna Website:** Channel partners can access Anmol Ratna portal through a secure login and register a query, request, or complaint for redressal of any issues.

[Refer Link for Anmol Ratna Website](#)

5. Customers

Airtel has set up a dedicated customer care service to receive and address customer complaints and grievances through tele calling and SMS. Additionally, customers can also raise their concerns via a dedicated email channel and on the Airtel website and on Airtel Thanks App. Airtel publishes the Telecom Consumers Charter in accordance with TRAI's clause 17 of the Telecom Consumers Complaint Redressal Regulation, 2012. The Charter serves to inform the customers of their rights and obligations, as well as the quality of standards specified by the Authority and the customer's options for resolving disputes. [Refer Link for Airtel's Telecom Customer Charter.](#)²

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity. In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Climate Change	Risk		
2.	Data Loss Prevention	Risk		
3.	Quality of Network Infrastructure	Risk		
			Refer Page 56-61 in our Integrated report	
4.	Digital Inclusion and Enhanced Access to ICT (Information Communication Technologies)	Opportunity	Digital content and apps have begun to define the lifestyle for mobile customers across all segments. This growing demand for digital services, coupled with Government of India's vision for a 'Digital India', presents an opportunity for us to serve wider number of customers and promote greater digital inclusion. We are therefore investing in expansion of our network infrastructure and spectrum portfolio, especially in remote locations and under-served regions.	Positive
5.	Talent Attraction and Development	Opportunity	A strong base of talented workforce presents an opportunity for us to promote innovation, improve service delivery, and enhance customer satisfaction. As we evolve from a traditional telecom firm to a digital enterprise, our ability to attract and upskill talent will be critical in driving enhanced business performance and market success.	Positive
6.	Diversity and inclusion	Opportunity	The Board of Directors values the significance of diversity and firmly believes that diversity of background, geographical region, expertise, knowledge, perspectives, gender leads to sharper and balanced decision-making. The Company has an eminent, high-performing and diverse board – comprising 27% Woman Directors. Diversity of workforce will help us improve our performance as it increases the likelihood of bringing people with different types of knowledge, views, perspectives, and cultural awareness together. This diversity of ideas and viewpoints promotes creative breakthroughs as teams will be more adaptive to reflect our customers' needs. Therefore, promoting a diverse and inclusive workforce will help us expand our customer base and drive enhanced customer satisfaction	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
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
	Refer Table 1 below								
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Y	Y	Y	Y	Y	Y	Y	Y	Y
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 of the national and international codes/certifications/labels/standards 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. Refer "Message from Managing Director & CEO" Mr. Gopal Vittal, in our Integrated Report FY2021-22.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	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.	a. Manish Kejriwal, DIN: 00040055, Lead Independent Director and Chairman of ESG Committee b. Gopal Vittal, DIN: 02291778, Managing Director & CEO c. D.K. Mittal, DIN: 00040000, Independent Director d. Nisaba Godrej, DIN: 00591503, Independent Director e. Rakesh Bharti Mittal, DIN: 00042494, Non-Executive 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
	No								

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

Questions	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)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not Applicable								
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

**Table 1 – Weblinks of the Policies aligned to NGRBC Principles**

Principle	Principle description	Airtel's 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 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 Ombudsperson Policy and Process
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 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 Environment Health and Safety Policy Online Privacy Policy Stakeholder Engagement Framework

Table 2 – National and International standards³

Principles	Name of the national and international codes/certifications/labels/ standards
P1 Ethics, Transparency and Accountability	<ul style="list-style-type: none"> › Reporting aligned to GRI standards and International Integrated Reporting Framework › Independent Assurance of non-financial information as per [AA1000 Assurance Standard]
P2 Product Lifecycle Sustainability	<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 14001:2015 Environment Management System
P3 Employee Well-being	<ul style="list-style-type: none"> › Signatory to United Nations Global Compact
P4 Stakeholder Engagement	<ul style="list-style-type: none"> › Materiality assessment and Stakeholder Engagement in line with GRI Standards and Account Ability's AA1000 principles
P5 Promoting Human Rights	<ul style="list-style-type: none"> › Signatory to United Nations Global Compact
P6 Protection of 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 14001:2015 Environment Management System
P7 Responsible Policy Advocacy	<ul style="list-style-type: none"> › Signatory to United Nations Global Compact › Board Member of GSMA- Leading international Telecom Association
P8 Support Inclusive Growth	<ul style="list-style-type: none"> › CSR disclosures pursuant to Section 135 of the Companies Act, 2013
P9 Providing Customer Value	<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 targets³

Status legend	— Target achieved	▲ Over-achieved	▶ In-Progress	▼ Not achieved
Specific commitments, goals and targets set by the entity				Mapped NGRBC Principles
Performance				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 FY2021 as baseline as per science-based targets initiative and GSMA pact	1.067 Mn tCO ₂ e carbon emissions (scope 1 and scope 2) in FY 2022.	P2, P6	▶	
> To reduce our absolute scope 3 GHG emissions by 42% by FY ending 2031, using FY2021 as baseline, as per science-based targets initiative	4.66 Mn tCO ₂ e scope 3 emissions in FY 2022.	P2, P6	▶	
> In line with target set by GSMA under Carbon Action Plan for telecom industry, achieve net zero carbon emissions by 2050	1.067 Mn tCO ₂ e carbon emissions (scope 1 and scope 2) in FY 2022.	P2, P6	▶	
Resource Efficiency				
> Ensuring 100% e-waste generated in our operations is reused, recycled, or safely treated for energy recovery each year	100% e-waste generated in our operations in FY 2022 was responsibly recycled through authorised recyclers	P2, P6	—	
Social: Empowering People				
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 2022: Airtel enabled 4G Network connections	P8	▶	
Diversity and Inclusion				
> Ensuring at least 20% women employees by FY ending March 2025	In FY 2022 > 27% female directors on the Board > 10% women employees in workforce	P3, P5	▶	
Health & Safety				
> Conducting safety training for 100% employees by FY ending March 2023.	Safety trainings were conducted for 100% of locations in FY 2022 covering 95% of employees	P3, P5	▶	
> Implementing ISO 45001 certified occupational health and safety management system by FY ending March 2024	Data centres are ISO 45001 certified	P3, P5	▶	
Talent attraction and Human Capital development				
> To increase average training hours per employee by 20% by FY ending March 2023, using FY2020 as baseline	9.35 hours of training per employee in FY 2022 for Bharti Airtel Limited	P3	▶	
> To increase the number of training interventions by 15% by FY ending March 2023, using FY2020 as baseline	7,421 training interventions in FY 2022 i.e., 3,692 additional interventions from FY 2020	P3	▶	
Promoting Human Rights				
> Ensuring human rights training for employees by FY ending March 2023	100% employees were provided with training on Code of Conduct (which includes Human Rights related aspects) in FY 2022	P5	▶	
Community Stewardship				
> To contribute 2% of the average net profit of preceding three financial years, in CSR and social development activities each year	₹16.43 Mn contributed to CSR and social development activities in FY 2022	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 undertaken in 2021	P1, P4	—	
Enhancing Customer Experience and Satisfaction				
> Maintain 100% compliance with EMF radiation levels set by local regulations and ICNIPP (International Commission on Non-Ionizing Radiation Protection)	In FY 2022, 100% of base stations audited by DoT were found to be compliant with the EMF norms and regulations	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	51% reduction in FY 2021 using FY 2019 as baseline	P9	▶	



Section C Principle Wise Performance Disclosure

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

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topic/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors Key Managerial Personnel	Please refer to the Corporate Governance Report of our Integrated Annual Report FY2021-22		
Employees (other than BoD & KMPs)	Training conducted via online learning modules/awareness sessions accessible to all employees	Trainings conducted on company policies including ⁴ : <ul style="list-style-type: none"> › Code of Conduct including guidelines for ensuring ethical business conduct › Prevention of Sexual Harassment (POSH) › Health and safety › Data security and privacy 	Training/awareness generation modules are made accessible to 100% employees and workers
Workers	Training/awareness generation through online modules on self-learning platform accessible to all workers	Trainings conducted on company policies including ⁴ : <ul style="list-style-type: none"> › Code of Conduct including guidelines for ensuring ethical business conduct › Avoiding Conflict of Interest › Prevention of Sexual Harassment (POSH) › Health and safety 	

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):

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.

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-Corruption and Bribery policy as part of our [Code of Conduct](#). The policy is applicable to all employees, Board of Directors, subsidiaries, and Business Associates (suppliers, contractors, service providers and other key business partners) of the Company and states zero tolerance towards any form of bribery and corruption.

- › As per the policy, employees and their relatives are not permitted to offer or receive bribes in the form of gifts, cash, facilities, or any other manner, either directly or indirectly.
- › Policy also provides guidelines on due diligence to be exercised at the time of selecting firms/entities for doing business, in order to avoid risks of bribery and corruption.
- › Training on Anti-Corruption and Anti-Bribery: Airtel employees are required to undergo an annual e-certification along with periodic refresher trainings on the policy to acknowledge their understanding and commit to adhering to the defined guidelines.
- › Monitoring and Redressal of Corruption cases: Airtel has provided a whistleblowing mechanism to all employees and third parties as per the [Ombudsperson Policy](#), to report any genuine concerns associated with unethical business practices, including corruption and bribery.
- › Airtel has a formal procedure to investigate and address any complaint on bribery/corruption and takes suitable disciplinary action in accordance with its Consequence Management Policy. Such misconduct is periodically reported to the Audit Committee of the Board. Disciplinary actions can include penalties, legal action and even termination of employment or business contract, depending upon severity of the breach.

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 2021-22	FY 2020-21
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2021-22		FY 2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	Nil	Nil

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

Nil

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
3	Awareness programs were conducted for critical value chain partners covering all 9 NGRBC principles	77%

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 put in place stringent procedures and safeguards to avoid any conflicts of interest involving members of the Board and other employees.

- › Bharti Airtel Code of Conduct covers guidelines related to Conflict of Interest. It is applicable to all Board of Directors and employees. It provides guidelines for avoiding any conflict of interest, both actual or apparent, and the mechanism to report any such situations that may give rise to a potential conflict.
- › Airtel's Policy on Related Party Transactions intends to ensure that proper reporting, approval and disclosure processes are in place for all transactions between the Company and related parties. The Policy disallows the concerned or interested Director to participate in any discussion or approve contracts or arrangements with related parties, to avoid potential conflicts of interest.

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

Essential Indicators

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

	FY 2021-22	FY 2020-21	Details of improvements in environmental and social impacts
R&D	₹70 Crores	₹39.5 Crores	<p>Environmental impacts</p> <p>Airtel has partnered with large silicon suppliers to optimise energy consumption of server platforms required in building the networks. This in turn is helping reduce the carbon footprint of our network infrastructure.</p> <p>Social impacts</p> <p>Airtel is developing an ecosystem for building Open RAN based 5G and 4G network, which is promoting diversity of suppliers and a resilient supply chain. Towards this objective, Airtel organised ORAN-Plug fest event which allowed multiple players to demonstrate their product readiness for ORAN technology.</p> <p>Furthermore, Airtel augmented lab capacity to support testing and validation of different products and platforms to boost innovation.</p> <p>The above endeavour is enabling us to support the “Make in India” initiative of Indian government.</p>
Capex	₹28.7 Crores	₹14.6 Crores	Energy conservation and emission reduction initiatives



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?

In FY 2021-22, 74% of inputs by value of procurement, were sourced sustainably.

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

Not Applicable.⁵

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.

Not Applicable.⁵

Leadership Indicators

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

Not Applicable.⁵

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

Not Applicable.⁵

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

Not Applicable.⁵

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:

% 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	8,924	8,924	100%	8,924	100%	-	-	8,924	100%	8,924	100%
Female	1,218	1,218	100%	1,218	100%	1,218	100%	-	-	1,218	100%
Total	10,142	10,142	100%	10,142	100%	1,218	100%	8,924	100%	10,142	100%

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

Other than Permanent workers – % Of workers covered by -

Category	Total (A)	Health insurance		Accident Insurance		Maternity benefits		Paternity Benefits	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)
Male	24,413	24,413	100%	24,413	100%	-	-	5,739	23.51%
Female	2,200	2,200	100%	2,200	100%	2,200	100%	-	-
Total	26,613	26,613	100%	26,613	100%	2,200	100%	5,739	23.51%

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

Benefits	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.)
PF	100%	100%	Yes
Gratuity	100%	100%	Yes
ESI	2%	100%	Yes

(For FY 2020-21, all statutory dues were provided to employees and workers as per applicable legislations)

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.

Yes, all offices of Bharti Airtel are accessible to differently abled employees and workers as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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, Airtel has an Equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016, as outlined in the Policy on "Rights of Persons with Disabilities". This policy is accessible to all employees and workers via company's intranet.

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100%	86%
Female	96%	87%
Total	100%	86%

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

Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers
Other than Permanent Workers
Permanent Employees
Other than Permanent Employees

Yes, Airtel has adopted an Ombudsperson Policy (including Whistle Blower Policy), which provides a mechanism for employees, including both full-time, part-time employees and contractual workers to report any concerns or grievances. The policy aims to ensure that genuine complainants are able to raise their concerns in full confidence, without any fear of retaliation or victimisation and also allows for anonymous reporting of complaints. The designated Ombudsperson administers the entire process – from reviewing and investigating concerns raised and undertaking all appropriate actions to resolve the issue. All employees and workers have access to the Ombudsperson via below modes:

- > 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

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

NIL. Employees at Airtel have the full freedom to become members of any trade union or indulge in collective bargaining. However, as on March 31, 2022, none of the employees of Bharti Airtel Limited were part of any independent trade union or collective bargaining agreements. The Company provides full freedom to its employees to escalate their grievances to the management without fear of any repercussion. Issues raised are immediately addressed and resolved to mutual satisfaction. Our Code of Conduct for Business Associates clarifies that we expect our Business Associates to respect the legal right of all its employees to participate in collective bargaining or form associations.

8. Details of training given to employees and workers:

Category	FY 2021-22 (Employees)			
	Total (A)	On Health and safety measures	On Skill upgradation	
			No. (C)	% (C/A)
Male	8,924	95% Male and Female employees received training on Health and Safety in FY 2021-22	6,333	71%
Female	1,218		649	53%
Total	10,142		6,982	69%

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

100% of all eligible employees have received performance and career development reviews.

As part of our health and safety management system, we have established health and safety committees at central and local level, headed by the senior management.

10. Health and safety management system:

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

Yes, Airtel has an occupational health and safety management system covering 100% of our operations. As part of this, Airtel has developed a safety charter known as 'Airtel Suraksha Programme' to provide safe and healthy working environment and facilities for all our employees, contractors, and visitors. The programme aims to institutionalise occupational and workplace safety standards across Airtel.

Airtel's stringent workplace health and safety policies are driven by its commitment to ensure good health and well-being for all its employees. It provides a comprehensive framework for ensuring a safe and incidence-free workplace, effective investment in health promotion and disease prevention at all levels of the business.

- > **Environment, Health and Safety Policy** – This provides guidelines for ensuring safe and accident-free workplace across all Airtel operations.
- > **Bharti Airtel Infrastructure and Safety Policy** – This provides standards pertaining to design, operation and maintenance of the Company's facilities and



infrastructure, so as to counter various natural and man-made threats, such as fire, flood, earthquake and theft for ensuring employee safety and wellbeing.

- > **Physical Security SOPs** – Stringent security policies and protocols have been designed to safeguard the assets of the Company against theft, pilferage, damage and wastage as well as to safeguard employee security.
- > **Training & Awareness Programs** – Periodic employee training programs are conducted to sensitise all employees on precautionary measures and actions to be taken for their own safety and that of other relevant personnel on the premises.

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 has implemented a health and safety risk management system to undertake safety audits and identify work related hazards in our operations.

Health and Safety Audit:

- > Annual review of the Occupational Health and Safety management system at Airtel
- > Engaging with key stakeholders to understand and assess the existing operating procedures and identify any gaps
- > Providing control focused recommendations to assist in defining management action plans, including responsibilities and timelines for implementation

Health and Safety Performance Review:

- > Management undertakes a monthly review of the health and safety performance on pre-defined KPIs, including review of reported incidents, audit findings, progress on HSE goals and any changes to service line and operations. Based on this review, areas of improvement are identified to strengthen internal controls for health and safety risk management.

Incident investigation and Risk Analysis

- > Airtel undertakes a health and safety risk assessment in response to any reported actual or potential incidents. A Risk Assessment Matrix (RAM) is used to assess the severity of incidents and identify work-related hazards, followed by implementation of corrective actions.

c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Yes, Airtel has established processes for workers to report the work-related hazards and to remove themselves from such risks. Employees and

workers can report any work-related hazards via following channels:

- > 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

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

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 91 in the Human Capital section of our Integrated Report.

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

- > Bharti Airtel has implemented an Occupational Health and Safety Management System, comprising of a safety charter known as '**Airtel Suraksha Programme**' to provide safe and healthy working environment and facilities for all our employees, workers, and visitors.
- > Our health and safety policies provide a comprehensive framework for ensuring a safe and incidence-free workplace, effective investment in health promotion and disease prevention at all levels of the business.
- > A dedicated **Safety Committee** led by a **Safety officer** has been setup up at central level to monitor safety performance. The committee works along with regional safety committees appointed at circle offices for implementing processes to prevent workplace accidents.
- > Airtel undertakes **periodic risk assessments** of the workplace to identify any work-related hazards and implement corrective actions. In addition, **safety trainings** are conducted annually for all employees.
- > **Fire evacuation drills** are carried out once in every quarter at Circle Offices, Zonal Offices, Airtel Centre and Corporate Office.
- > In order to safeguard the assets of the Company against theft, pilferage, damage, and wastage, security policies have been designed to drive uniform security systems and processes across all Airtel businesses.
- > Timely reporting and investigation are undertaken in case of any safety incidents, to prevent recurrence.
- > Airtel also undertakes various measures to promote good health and well-being of all employees, including availability of on-site doctor, free diagnostic services, gym facilities, and periodic awareness on road safety.

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

	FY 2021-22			FY 2020-21		
	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 & Safety	Nil	Nil	-	Nil	Nil	-

13. 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%

14. 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.

Airtel has undertaken various corrective actions and preventive measures to address safety-related risks and hazards.

- > Airtel strengthened its occupational health and safety policy and protocols and rolled out Consequence Management Policy to prevent recurrence of safety incidents
- > Detailed safety protocols are defined, and interactive modules have been circulated to employees and workers, on topics such as electrical safety, fit out safety, façade safety, eye and face protection, working on height, road safety, safety signage and use of personal protective equipment
- > Airtel rolled out 8 golden rules of safety to promote behavioural change among employees and contractors, to reduce the risk of safety related incidents

- > Awareness generation and sensitisation through sharing of case studies and lessons learnt, with all employees and contract workers
- > Detailed investigation and root cause analysis of each safety incident, and communication of learnings from each incident across all operations

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)?

- (A) Employees: Yes
- (B) 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 conducts due diligence for its critical value chain partners, through self-assessment surveys, to monitor timely deduction and deposit of statutory dues. Additionally, 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 may include minimum wages, deduction from wages, overtime hours and associated applicable benefits.

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	80%
Working Conditions	80%

4. 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.

No significant risks or concerns were identified from assessments of health and safety practices and working conditions of critical value chain partners. In order to strengthen ESG practices in our value chain, Airtel began conducting training and awareness sessions for critical suppliers and included ESG guidelines for suppliers.

8 Golden Rules of Safety

-  Ensure driver & co-passenger are always wearing a seat belt.
-  Rider & pillion rider must always wear a helmet.
-  Never allow more than one person as pillion rider on a 2 wheeler.
-  Never use a mobile phone while driving/riding.
-  Never exceed legal speed limit of your area.
-  Never drive under the influence of alcohol or drugs.
-  Electric/Technical work should be carried out by qualified individuals only.
-  Always use suitable equipment/tools and attach safety harness while working at heights/near electric cables.



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 has developed a Stakeholder Engagement Framework, guided by the leading AA1000 Stakeholder Engagement Standard. In line with this framework, the stakeholder identification process at Airtel comprises of the following phases:

- Analysis of business processes and identification of all interested, and impacted groups for each process
- 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

The above process helps in identification of 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

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community, Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key Topics and Concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> > Airtel Stores and contact centres 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/ Ongoing	<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 	On-Going	<ul style="list-style-type: none"> > Resolving supplier queries > Assessing supplier performance > Supplier recognition and engagement activities > Undertaking discussion 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 based and ongoing	<ul style="list-style-type: none"> > Deliberations and inputs on regulations and 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 Foundation⁶ during the implementation of Airtel's CSR programs > Email communication 	On-Going	<ul style="list-style-type: none"> > CSR activities > Community grievance redressal > Community consultation for ESG materiality assessment

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.

ESG Committee of the Board has delegated the process of undertaking consultations with stakeholders to the management. The Sustainability function at Airtel apprises the Committee on the outcomes from such consultations.

- › Airtel conducts a comprehensive materiality assessment and stakeholder engagement exercise once every two years to identify and re-evaluate economic, environmental, and social (ESG) topics of significance to our business. The process has been delegated by the Board to the management.
- › As part of this exercise, Airtel engages with key internal and external stakeholders to understand their concerns and incorporate their views into materiality assessment, for prioritising ESG topics.
- › Insights gathered through stakeholder engagement are analysed to develop the materiality matrix and arrive at the final list of ESG topics for Airtel. Results of this assessment are presented to the ESG Committee of the Board by the Sustainability function. These topics are considered while defining ESG targets and initiatives of the Company.

For more details on our stakeholder consultation process, please refer to Materiality Assessment & Stakeholder Engagement section of our Integrated Report.

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, as part of the materiality assessment exercise, Airtel undertakes consultation with key stakeholders to help identify and prioritise environmental and social issues.

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

- › Airtel defined **science-based targets** for carbon emission reduction and is in the process of developing a decarbonisation and climate resilience plan.
- › Re-evaluated and **strengthened our long-term ESG targets** for prioritised material topics including
 - Resource efficiency and waste management
 - Talent attraction and human capital development
 - Corporate citizenship and community development
 - Enhancing network quality and coverage
 - Enhancing customer experience and satisfaction

- › Introduced a **Diversity & Inclusion Charter** and defined targets to strengthen workforce diversity
- › In order to strengthen ESG practices in our value chain, Airtel began conducting training and awareness sessions for suppliers, and strengthened **ESG guidelines for suppliers** and business partners as part of our **sustainable procurement** process

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

Airtel is undertaking various initiatives to engage with and address the concerns of vulnerable/marginalised stakeholders.

- › Airtel launched the **Saarathi initiative** to support wives and families of deceased employees, that lost their lives during the Covid-19 pandemic. The program aimed at providing counselling to the families of employees in order to secure their long-term financial stability, extend the longevity of their finances by helping them invest wisely and providing for critical requirements such as children's education and family's medical expenses. The initiative included supporting employees with the following:

- a. Expediting insurance claims and pay-outs
- b. Advising families on investments
- c. Skilling and securing jobs for survivors

- › Airtel's network spreads to rural and remote pockets of India, where communities suffer from poverty and lack of access to basic services such as education and sanitation. We engage with such vulnerable and marginalised communities to address their prevalent needs through our community development programs.

Airtel has engaged Bharti Foundation, a non-profit trust, as the implementation partner for its CSR initiatives. Bharti Foundation, supported by our telecom circle offices, is undertaking programs on behalf of Airtel to promote access to quality education and sanitation for underserved communities.

- › The flagship programme of Bharti Foundation, **Satya Bharti School Program** aims to impact the lives of children and youth by providing access to primary, secondary, and higher education.
- › To promote good health and well-being of neighbouring communities, we supported Bharti Foundation in undertaking **Satya Bharti Abhiyaan** program, that supports government's Swachh Bharat Mission for Clean and Open Defecation Free India. The program aimed at providing access to individual toilets to households in Ludhiana and rural Amritsar, separate toilets for girls in government schools and ladies' toilets for staff and visitors in various police premises.

For more details on our development programs for vulnerable/marginalised communities, please refer to Page 30 - 33 of our Integrated Report.



PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicator

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 2021-22		
	Total (A)	No. of employee/ workers covered (B)	% (B/A)
Employees			
Permanent	10,142	10,142	100%
Total Employees	10,142	10,142	100%
Workers			
Other than permanent	26,613	17,548	66%
Total Workers	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

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

Category	FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B /A)	No. (C)	% (C /A)
Employees					
Permanent	10,142	-	-	10,142	100%
Male	8,924	-	-	8,924	100%
Female	1,218	-	-	1,218	100%
Workers					
Other than Permanent	26,613	5,202	20%	21,411	80%
Male	24,413	4,903	20%	19,510	80%
Female	2,200	299	14%	1,901	86%

All employees and workers were paid more than or equal to minimum wage in FY 2022 and FY 2021, in accordance with the applicable regulatory requirements.

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

Category	Male		Female	
	Number	Median remuneration/ salary/wages of respective category (₹)	Number	Median remuneration/ salary/wages of respective category (₹)
Board of Directors (BoD)	Refer to Annexure F of Board's Report.			
Key Managerial Personnel	Refer to Annexure F of Board's Report.			
Employees other than BoD and KMP	8,922	73,888	1,218	91,363
Workers	24,413	16,412	2,200	17,545

*Based on Monthly salary

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

YES

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

We have institutionalised a mechanism to allow for reporting and remediation of all human rights violations through our ombudsperson process and Whistleblower Policy. This allows all employees, contractors, and suppliers to report any human rights-related concerns. All actual violations are dealt seriously with remediation actions depending upon the severity of the violation and can also include termination of employees and business contracts.

Further, Airtel has a policy on Prevention of Sexual Harassment (POSH), and any such incidents can be reported to the POSH Committee as per the process defined in the policy. Each reported allegation is taken seriously and handled confidentially.

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

Complaints	FY 2021-22			FY 2020-21		
	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	9	0	Nil	10	0	Nil
Discrimination at workplace	0	0	Nil	0	0	Nil
Child Labour	0	0	Nil	0	0	Nil
Forced Labour/Involuntary Labour	0	0	Nil	0	0	Nil
Wages	0	0	Nil	0	0	Nil
Other Human Rights related issues	0	0	Nil	0	0	Nil

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

As per the guidelines defined in the Ombudsperson Policy and policy on Prevention of Sexual Harassment (POSH), Bharti Airtel ensures that complainants (employees and business associates) are fully protected against reprisals, punishment, intimidation, coercive action, dismissal, or victimisation for reporting genuine concerns made in good faith, even if not 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.

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

Yes

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%

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.

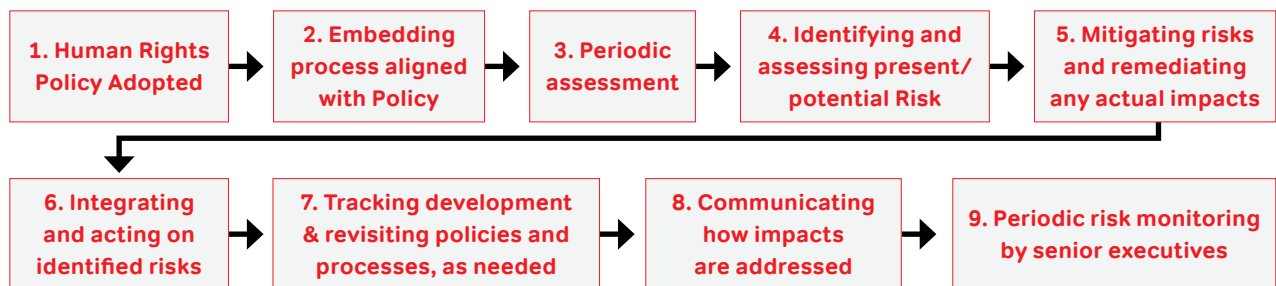
Leadership Indicators

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

We undertake the process for partner due diligence (through self-assessment) to identify human rights related risks and have not identified any major Human Rights related risks or issues for critical partners. However, in order to strengthen our processes to address any potential human rights risks in our value chain, we have revised our Code of Conduct for Business Associates.

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

We have established a due diligence process to identify potential human rights related risks in our own operations and in the value chain, as depicted below:



- > As per this process, Airtel undertakes **group wide compliance monitoring** for 100% of our sites, including all business functions, to track performance on various human rights related subjects such as working conditions, minimum compensation, equal opportunity, privacy and information security, freedom of association etc. including applicable labour laws.
- > This exercise is supplemented by **engagement with key stakeholders** including employees, suppliers, and local communities to further assess and validate the risk of identified human rights related issues. The scope of this assessment covers all issues identified in our Human Rights Policy.
- > To identify human rights related risks in supply chain, **supplier due diligence** (through self-assessment) of critical partners is undertaken to assess compliance with Airtel's Human Rights Policy and presence of governance mechanism to protect human rights.
- > Risks identified as part of above assessments are dealt with remedial actions and closely monitored for progress at periodic frequencies.

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

Yes, all offices of Airtel are accessible to differently abled visitors as per the requirements of the Rights of Persons with Disabilities Act, 2016.



4. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Sexual Harassment	80%
Discrimination at workplace	80%
Child Labour	80%
Forced Labour/Involuntary Labour	80%
Wages	80%
Others human rights related issues	80%

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

No significant risks or concerns were identified from assessments of value chain partners on human rights related issues.

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 format⁷:

Parameter	FY 2021-22	FY 2020-21
Total electricity consumption (A)	47,88,723.96 GJ ⁸	43,12,540.80 GJ
Total fuel consumption (B)	6,76,181.62 GJ	49,02,669.36 GJ
Energy consumption through other sources (C)	0.00	0.00
Total energy consumption (A+B+C)	54,64,905.58 GJ	56,05,253.57 GJ
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	6.42 GJ/₹ Mn	6.33 GJ/₹ Mn

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, in the following format⁹:

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water	0.00	0.00
(ii) Groundwater	1,953.23	0.00
(iii) Third party water	70,661.55	38,043.00
(iv) Seawater/desalinated water	0.00	0.00
(v) Others	0.00	0.00
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	72,614.78	38,043.00

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? If yes, provide details of its coverage and implementation.

Airtel is striving towards achieving ZLD (Zero Liquid Discharge) status for its facilities through various water efficiency measures including wastewater recycling and reuse via Wastewater Treatment Plant (WTP), use of sensor-based taps for reducing water leakage and wastage. We are setting up wastewater treatment plants at all our facilities to treat and reuse water.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format¹⁰:

Parameter	Please specify unit	FY 2021-22
NOx	Metric Tonnes	261.20
SOx	Metric Tonnes	5.13
Particulate matter (PM)	Metric Tonnes	7.77
Persistent organic pollutants (POP)	Not Applicable	Not Applicable
Volatile organic compounds (VOC)	Not Applicable	Not Applicable
Hazardous air pollutants (HAP)	Not Applicable	Not Applicable
Carbon Monoxide (CO)	Metric Tonnes	66.69

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 format¹¹:

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 1 emissions	Metric tonnes of CO ₂ equivalent	49,215.99	42,955.39
Total Scope 2 emissions	Metric tonnes of CO ₂ equivalent	9,78,671.91	8,80,859.27
Total Scope 1 and Scope 2 emissions per rupee of Turnover	tCO ₂ e/₹ Mn	1.21	1.19

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.

Airtel is undertaking various measures across our networks and facilities to reduce carbon emissions.

Emission reduction measures in networks

- > **Solar DG hybrid Solution:** We have implemented Solar-DG hybrid sets across our operations by utilising 5.2 kW Solar capacity optimised with DC solar controllers and a battery bank. This year, we have deployed 177 KWp rooftop solar capacity on 19 Transmission network REG sites.
- > **Green power wheeling agreements:** We have entered into open access contracts or power wheeling agreements for procuring green energy in Main Switching Centres (MSCs), significantly reducing our carbon emissions.
- > **Network Site sharing:** Our strategy of site sharing with partners has optimised our resource consumption and reduced carbon emissions significantly through higher utilisation of passive infrastructure.
- > **Lean Towers:** We have deployed Lean Towers, i.e., towers that do not operate on diesel, thereby reducing carbon emissions by 40%.
- > **Advance battery bank solutions:** We have installed advanced VRLA (Valve-Regulated Lead-Acid) batteries and lithiumion batteries to optimise energy consumption and reduce our reliance on diesel by 50 Litres or more per site.
- > **Green Sites –** In our own sites network, we have 13.5K sites which are tagged as green sites, consuming less than 100 litres of diesel per quarter.
- > **DC Aircon** with better efficiency which can operate on DC voltage and on battery has reduced the energy demand by 20%.
- > **Power saving feature** is implemented to optimise the RRU's power through AI/ML technology which saves Tx power as per traffic utilisation.
- > **Capacity Optimisation:** on basis of cell utilisation, capacity optimisation is implemented through
 - **2G TRx degrow –** power reduction by ~8 Watts per hour per TRx
 - **Layer removal/RRU reduction –** power reduction by 60 Watts per RRU per Hour
 - **TD 160 W to 80 W conversion –** power reduction by 55 Watts per hr per Cell/HW

Emission reduction measures in facilities:

- > **UPS optimisation:** Replacement of 160 kVA UPS with more energy efficient 80 kVA UPS has resulted in energy savings of 82,372 KWh.
- > **Lighting optimisation:** Replacement of linear lighting with more energy efficient LED lighting at various facilities has resulted in energy savings of 187,974 KWh.
- > **Motion sensors:** Installation of motion sensors in facilities to optimise energy consumption, has resulted in savings of 13,333 KWh.

Emission reduction measures in value chain:

- > 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.

For more details on projects undertaken to reduce GHG emissions, please refer to Page 107 - 110 in Natural Capital section of our Integrated Report.

8. Provide details related to waste management by the entity, in the following format¹²:

Parameter	FY 2021-22
Total Waste generated (in metric tonnes)	
Plastic waste (A)	21.44
E-waste and other non-hazardous waste (B)	2,951.00
Bio-medical waste (C)	-
Construction and demolition waste (D)	-
Battery waste (E)	808.08
Radioactive waste (F)	-
Other Hazardous waste. Please specify, if any. (G) (Lube Oil)	1.26
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	1,450.00
(i) Paper Waste	54.09
(ii) Organic Waste	19.64
(iii) Miscellaneous	1,376.27
Total (A+B + C + D + E + F + G + H)	5,231.78



Parameter	FY 2021-22
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	
E-Waste	2,951.00
(ii) Re-used	0.00
(iii) Other recovery operations ¹³	
Hazardous Waste	809.03
Non-Hazardous Waste	1,462.16
Total	5,222.19¹⁴
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)	
Category of waste	
(i) Incineration	0.00
(ii) Landfilling	1.00
(iii) Other disposal operations	0.00
Total	1.00

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**

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.

At Airtel, we adopt the 3R approach of reduce, reuse, and recycle to effectively manage the waste generated in our establishments. Furthermore, Airtel provides ICT services and does not manufacture any physical products. Therefore, we do not procure any hazardous or toxic chemicals. Additionally, Airtel has defined guidelines for suppliers to comply with all applicable local, national, and international laws and conventions in relation to hazardous wastes, persistent organic pollutants and hazardous chemicals and reduce their usage.

› **Reducing paper waste**

We reuse and recycle paper across our operations in the process of delivering our services. We have replaced physical copies of customer bills with electronic statements and online payment methods. Increased adoption of such digital practices across business processes has helped us reduce paper consumption.

› **E-waste management**

We stringently follow the Waste Electrical and Electronic Equipment (WEEE) guidelines to treat and reuse e-waste generated from technological upgradations, capacity augmentation and other business processes.

- › E-waste collected at warehouses is segregated and dismantled for recycling.
- › We use chemical decomposition processes wherever necessary to facilitate reusability and repurposing of e-waste.
- › All non-reusable hazardous e-waste, including lead batteries, are disposed of through authorised recyclers approved by Central and State Pollution Control Boards

› **Supplier guidelines**

We have also defined guidelines for suppliers to identify packaging materials that is safe, hygienic, recyclable, efficient and protective for transport of goods.

For more details on waste management practices adopted in our facilities, please refer to Page 111 in Natural Capital section of our Integrated Report.

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

Not Applicable¹⁵

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

Not applicable¹⁶

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

Yes, we comply with environmental laws.

Leadership Indicators
1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format⁷:

Parameter	FY 2021-22	FY 2020-21
From renewable sources		
Total electricity consumption (A)	3,28,953.23 GJ	2,98,501.20 GJ
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	3,28,953.23 GJ	2,98,501.20 GJ
From non-renewable sources		
Total electricity consumption (D)	44,59,770.73 GJ	40,14,039.60 GJ
Total fuel consumption (E)	6,76,181.62 GJ	5,90,128.56 GJ
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	51,35,952.35 GJ	46,04,168.16 GJ

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. Please provide details of total Scope 3 emissions & its intensity, in the following format¹¹:

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 3 emissions	Metric tonnes of CO ₂ equivalent	46,66,583.86	43,67,602.71
Category 1: Purchased Goods and Services	Metric tonnes of CO ₂ Equivalent	34,333.61	29,209.63
Category 2: Capital Goods	Metric tonnes of CO ₂ Equivalent	15,901.71	12,510.77
Category 3: Fuel- and Energy-Related Activities Not Included in Scope 1 or Scope 2	Metric tonnes of CO ₂ Equivalent	35,047.80	31,224.12
Category 4: Upstream transportation and distribution	Metric tonnes of CO ₂ Equivalent	48,904.39	60,857.28
Category 7: Employee Commuting	Metric tonnes of CO ₂ Equivalent	60,748.91	80,118.92
Category 8: Upstream Leased Assets	Metric tonnes of CO ₂ equivalent	44,71,647.44	41,53,681.99
Total Scope 3 emissions per rupee of turnover	tCO₂e/₹ Mn	5.48	5.642

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**

3. 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.¹⁵

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.	Green energy solution: Solar DG Hybrid system	Implemented Solar-DG hybrid sets across our network operations that use 5.2 kW capacity solar panels optimised by DC solar controllers along with a battery bank.	This unique solution has reduced our DG running hours to one-third in our network infrastructure, reducing carbon emissions.
2.	Lean Towers	Deployed lean network towers, i.e., towers that do not operate on diesel, thereby reducing emissions by 40%.	This initiative has helped reduce our carbon emissions by 40%.
3.	Conversion of indoor BTS to outdoor	Converted indoor BTS sites to outdoor sites, reducing BTS energy consumption by 25%.	This initiative has helped reduce our energy consumption by 25%.
4.	Advanced battery bank solution	Installed advanced VRLA (Valve-Regulated Lead-Acid) batteries and lithium-ion batteries to optimise energy consumption and reduce our reliance on diesel to 100 Litres per site per quarter.	This initiative has helped reduce our diesel consumption, thereby reducing carbon emissions
5.	UPS optimisation	Replacement of 160 kVA UPS with more energy efficient 80 kVA UPS.	This initiative resulted in energy savings of 82,372 KWh.
6.	PSF (Power Saving Feature)	Using A-SON tool, PSF is implemented through three diverse features, which are: <ul style="list-style-type: none"> > Carrier/Cell shutdown > MIMO shutdown > MDTX shutdown 	Implemented in 1.2 lac sites, resulting in daily energy reduction of 1.3 to 2.7 units per site.



Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
7.	Water efficiency solutions	Installed motion sensors and aerators in old fixtures and undertaken float adjustment in water closets in our facilities, to reduce water excess consumption	These initiatives have resulted in reduced water consumption
8.	E-waste reduction	Airtel repairs the faulty modules at inhouse repair centre as well as at third party repair centres. Apart from circle specific usage, Bharti Airtel checks inter circle movement of material before declaring any material as scrap.	These initiatives help avoid fresh material purchase and subsequently reduce e-waste generation, since technology obsolete material in one circle might be usable in another circle.

For more details on specific initiatives undertaken to reduce our ecological footprint, please refer to Natural Capital section of our Integrated Report.

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

Yes, Airtel does have business continuity and disaster management plan in place.

Business Continuity Plan

Airtel has proactively implemented business continuity plan and effectively enabled work from home facility for all the employees by providing necessary IT infrastructure and network security. Airtel is ISO 22301-2019 compliant for 23 circle offices, MSCs, network warehouses and operational sites as per DoT compliance requirements.

Disaster Management Plan

Telecom networks are subject to risks of technical failures, partner failures, human errors, wilful acts or natural disasters.

- > Airtel has state-of-the-art **Network Operations Centre** for India to monitor real-time network activity, and to take proactive and immediate action to ensure maximum uptime.

- > The Company follows a conservative insurance cover policy that provides a value cover, equal to the replacement values of assets against risks such as fire, floods, and other natural disasters.
- > Disaster management guidelines have been shared with all stakeholders to ensure that all actions are in place covering identification of risk, preparedness for disaster, resource allocation, emergency response and reporting, and disaster recovery.
- > **Network recovery plan** (NRP) is being followed by all circles as per the BCP guidelines.

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?

Telecommunication industry, by the nature of its operations, does not have any adverse environmental impacts.

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

80% value chain partners (by value of business done with such partners) were assessed for environmental impacts in FY2021-22.

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 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 for 5G/IMT and lower pricing: Efficient allocation of spectrum 5G/IMT bands and its pricing, to allow spectrum leasing by Mobile Network Operators.	Airtel submitted its response to various consultation papers released by Telecom Regulatory Authority of India (TRAI) 1) TRAI Consultation Paper on “Auction of Spectrum in frequency bands identified for IMT/5G” 2) TRAI Consultation Paper on “Roadmap to Promote Broadband Connectivity and Enhanced Broadband Speed” 3) TRAI Consultation Paper on “Ease of Doing Business in Telecom and Broadcasting Sector” 4) TRAI Consultation Paper on “Licensing Framework for establishing Satellite Earth Station Gateway” 5) 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 1.1 Link 1.2 Link 1.3 Link 1.4
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	1) TRAI Consultation Paper on “Ease Of Doing Business in Telecom and Broadcasting Sector” 2) TRAI Consultation Paper on “Regulatory Framework for Promoting Data Economy Through Establishment of Data Centres, Content Delivery Networks, and Interconnect Exchanges in India” 3) Airtel positions and inputs were also shared with other chambers/associations, who incorporated points in their submissions to public consultations 4) Some of the associations (e.g., COAI) also took some these inputs independently and wrote to policymakers/stakeholders like regulators	Yes	Others- as required	Link 2.1 Link 2.2
3.	Rights of Way (RoW): Simplified, timebound permissions for Right of Way to establish Telecom infrastructure	1) TRAI Consultation Paper on “Roadmap to Promote Broadband Connectivity and Enhanced Broadband Speed” 2) TRAI Consultation Paper on “Ease Of Doing Business in Telecom and Broadcasting Sector” 3) Airtel positions and inputs were also shared with other chambers/associations, who incorporated points in their submissions to public consultations 4) Some of the associations (e.g., COAI) also took some these inputs independently and wrote to policymakers/stakeholders like regulators	Yes	Others- as required	Link 3.1 Link 3.2
4.	Ease of doing business: Simplification of procedures related to applications and approvals related to telecom and broadcasting space	1) TRAI Consultation Paper on “Ease of Doing Business in Telecom and Broadcasting Sector” 2) TRAI Consultation Paper on “Roadmap to Promote Broadband Connectivity and Enhanced Broadband Speed” 3) 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 5.1 Link 5.2

The Company works closely with industry associations and participates in stakeholder consultation to support the Government in framing policies in the following areas:

- › Corporate Governance
- › Regulatory Policies
- › Ease of doing business
- › Sustainable business principles
- › Social and community development
- › Transparency in public disclosure



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.**

Not applicable¹⁷

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

Not applicable¹⁷

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

- › Bharti Airtel has adopted a Community Grievance Redressal Policy which allows communities to voice their concerns and grievances. It promotes a transparent mechanism for understanding and resolving grievances of community members in a just, fair, and timely manner. Community members can send any concerns or grievances at the dedicated email id: Community.Grievance@Airtel.com
- › The mechanism is applicable to all the communities who might be affected by Airtel's operations. Moreover, Airtel strives to proactively communicate the grievance redressal procedure in the course of its community engagement activities, to raise awareness and promote accessibility for communities to voice their grievances.

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

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/small producers ¹⁸	7%	2%

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):**

Not applicable.¹⁷

2. **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:**

Not applicable.¹⁹

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

Not applicable.¹⁹

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

Essential Indicator

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

Airtel provides multiples avenues to customers to raise complaints and provide feedback.

- › Airtel has set up a dedicated customer care service to receive and address customer complaints and grievances via tele calling. Customers can also raise their concerns at our toll-free complaint centre number or write to us on a dedicated email channel, Airtel Thanks App.
- › In addition, customers can also contact Airtel Relationship Centers for any queries or complaints or reach out to us in person at Airtel offices situated closest to their location.
- › Every customer complaint / feedback is registered under a unique identification number and addressed within a pre-defined turnaround time. Customers are timely informed on 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 Consumers 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	Not Applicable ⁵
Safe and responsible usage	100%
Recycling and/or safe disposal	Not Applicable ⁵

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

	FY 2021-22			FY 2020-21		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising ²⁰	2	0	-	3	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	Customer complaints are resolved as per the extant regulatory provisions under The Telecom Consumers Complaint Redressal Regulation, 2012 issued by TRAI and are reported to the regulator as per the reporting requirement.					
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-

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

Not Applicable.⁵

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. We have implemented robust internal controls to ensure data security and confidentiality of personal information.

- > Airtel has developed Bharti Airtel Information Security Policy (BISP), with guidelines to ensure information security and cybersecurity. The policy is available on our intranet portal.
- > We have an Information Security Risk assessment and recovery strategy aligned with ISO 27001 and ISO 22301 standard requirements.
- > Airtel has a Bharti Airtel Information Privacy Policy (BIPP) to ensure protection and confidentiality of customers' personal information. In addition, our [Online Privacy Policy](#) serves to notify customers on nature of information collected and rights available to them.

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.

Company's advertising process is aligned with guidelines of ASCI (Advertising Standards Council of India). Airtel has put in place processes to ensure prompt response and resolution of any reported matters.

Further, we have upgraded the data capacity on 4G sites with spectrum deployment in different bands to improve network experience.

Leadership Indicators

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

Details of all our products and services is available on our website: <https://www.airtel.com/>.

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

Airtel publishes the Telecom Consumers Charter in accordance with TRAI's clause 17 of the Telecom Consumers Complaint Redressal Regulation, 2012. The Charter serves to inform the customers of their rights and obligations, as well as the quality of standards specified by the Authority and the Customer's options for resolving disputes.

Furthermore, Airtel proactively takes measures to educate its customers and issues general advisory to all mobile/landline users to protect them from malicious activities such as telephonic or cyber fraud.

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

Providing customers with consistent network coverage is an essential service, and its continuity needs to be ensured even during catastrophes. We proactively inform our customers whenever a new site goes live or in case of mass outages in the Radio Access Network (RAN) through SMS and our app.

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.

Not Applicable.⁵

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact.

There have been no instances of data breaches.

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

There have been no instances of data breach involving personally identifiable information of customers.



Endnotes

1. Pursuant to Section 135(1) of the Companies Act, 2013 (the Act), the Company has a duly constituted CSR Committee. However, in terms of the relevant provisions of Section 135 of the Act, the Company was not required to make CSR contribution under Section 135(5) of the Act, during FY 2021-22.
2. Airtel has published the Telecom Consumers Charter which outlines the grievance redressal mechanism for customers.
3. Details pertain to Bharti Airtel Limited Group including Airtel standalone entity and its subsidiaries in India excluding Airtel Payments Bank Limited.
4. Trainings mapped to the NGRBC principles including Principles 1, 3, 5, 7, 8, 9.
5. 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 remains with Airtel. Customer is required to return the SIM/CPE immediately upon termination of the Relationship Period or at the end of life.
6. Bharti Foundation is the implementation agency for carrying out CSR initiatives on behalf of Bharti Airtel Ltd.
7. Data on Energy Consumption pertains to Bharti Airtel Limited group including Bharti Airtel standalone entity and its subsidiaries in India excluding Airtel Payments Bank Limited.
8. This includes electricity from grid, green wheeling and captive solar power generation.
9. Data on water pertains to Bharti Airtel Limited group including Bharti Airtel standalone entity and its subsidiaries in India excluding Airtel Payments Bank Limited.
10. Data on Air Emissions pertains to Bharti Airtel Limited group including Bharti Airtel standalone entity and its subsidiaries in India excluding Airtel Payments Bank Limited.
11. Data on GHG emissions pertains to Bharti Airtel Limited group including Bharti Airtel standalone entity and its subsidiaries in India excluding Airtel Payments Bank Limited.
12. Data on Waste Management pertains to Bharti Airtel Limited group including Bharti Airtel standalone entity and its subsidiaries in India excluding Airtel Payments Bank Limited.
13. This includes waste that was sold to authorized third-party vendors for recycling/repurposing.
14. Amount of waste processed and disposed does not tally with the amount of waste generated due to waste which is stored and will be processed in the subsequent year.
15. Airtel offices are not located within 5km radius from ecologically sensitive areas. This is based on assessment of our operating locations against the protected sites as identified by Protected Planet. <https://portals.iucn.org/library/sites/library/files/documents/2014-032.pdf> to define proximity limit of our offices to protected areas. Protected Planet is the online interface for the World Database on Protected Areas (WDPA), a joint project of IUCN and UNEP.
16. Environmental Impact Assessment (EIA) is not applicable for the Company for the current financial year as per applicability defined in EIA Notification, 2020.
17. During the financial year, the Company has not undertaken any Land acquisition which would require Social Impact Assessment as per Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.
18. This data pertains to procurement of goods only and does not include services.
19. Mobile and Fixed Line Services provided by Airtel are new technologies. Airtel has not acquired any intellectual property based on traditional knowledge.
20. This pertains to complaints filed against the Company before ASCI (Advertising Standards Council of India).