



# - Business Responsibility and Sustainability Report -

## Introduction

Securities and Exchange Board of India (SEBI), in its continued efforts to enhance disclosures on ESG standards, introduced new requirements for sustainability reporting by listed companies. The new reporting format known as the Business Responsibility and Sustainability Report (BRSR), requires companies to report performance against the nine principles of the 'National Guidelines on Responsible Business Conduct' (NGBRCs). BRSR aims to drive greater transparency around how businesses are creating value by contributing towards a sustainable economy. Therefore, GMR Airports Infrastructure Limited (Formerly known as GMR Infrastructure Limited) ("GIL"), in its endeavour to continually strengthen ESG processes and improve sustainability performance, has made this mandatory disclosure with effect from FY ending March 31, 2023.

This report has been prepared in accordance with the SEBI Guidelines for BRSR. The reporting scope and boundary of our disclosures cover the applicable operations of GIL as a standalone entity (wherever the statutory numbers are provided) and on consolidated basis for corporate functions specifically the environment related information. The information has generally been provided on consolidated basis but wherever, it has been provided on standalone basis, the same has been specifically indicated as "standalone".

This report highlights our constant endeavour to create long-term value for our stakeholders, as we contribute towards promoting sustainable development.

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

S. No.	Details of Listed Entity	
1	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	L45203HR1996PLC113564
2	<b>Name of the Listed Entity</b>	GMR Airports Infrastructure Limited (Formerly known as GMR Infrastructure Limited)
3	<b>Year of incorporation</b>	1996
4	<b>Registered office address</b>	Unit No. 12, 18 <sup>th</sup> Floor, Tower A, Building No. 5, DLF Cyber City, DLF Phase- III, Gurugram- 122002, Haryana, India
5	<b>Corporate Address</b>	New Udaan Bhawan, Near Terminal 3, Indira Gandhi International Airport, New Delhi - 110 037
6	<b>E-mail</b>	gil.cosecy@gmrgroup.in
7	<b>Telephone</b>	+91 124 6637750 / +91 11 4921 6751
8	<b>Website</b>	<a href="http://www.gmrinfra.com/">http://www.gmrinfra.com/</a>
9	<b>Financial year for which reporting is being done</b>	2022-23
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	BSE Limited and National Stock Exchange of India Limited
11	<b>Paid-up Capital (In Rupees)</b>	603.59 Crores
12	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR</b>	Mr. T. Venkat Ramana +91 11 49216751 <a href="mailto:gil.cosecy@gmrgroup.in">gil.cosecy@gmrgroup.in</a>
13	<b>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).</b>	Consolidated basis for corporate functions. Environmental data has been aggregated for; Delhi International Airport Limited (DIAL), GMR Hyderabad International Airport Limited (GHIAL) and GMR Goa International Airport Limited (GGIAL)

II. **List of 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	On standalone basis: Infrastructure Business and Investment activity and corporate support	Engaged in various Infrastructure projects, including construction and EPC Solutions. Others [Investment Activity and corporate support to various Infrastructure SPVs]	100
2	On consolidated basis (through subsidiaries): Airport operator offers services to the customers (airport passenger, airlines and others) at the airport terminal directly or through service partners, service providers and stakeholders Security Services	Revenues from operations (Revenue from Aeronautical services /Revenue from Non-aeronautical services /Revenue from Non-airport services)/ Revenue from security services	100

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

S. No.	Product/Service	NIC Code	% Of total Turnover contributed
1	On standalone basis: Investment Activity and corporate support to various Infrastructure SPVs	66309	~98
2	On Consolidated basis: Airport operations and Airport EPC	43900	~95

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	5	9	14
International	3	5	8

17. **Markets served by the entity:**

a. **Number of locations**

Locations	Number
National (Nos. of States and UTs)	5
International (No of Countries)	5

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

Nil (standalone)

c. **A brief on types of customers**

S. No.	A brief on types of customers	Remarks
1	General public (airport passengers etc.), Government & Non govt. agencies	The Company meets the requirements of B2G, B2B and B2C

#### IV. Employees

##### 18. Details as at the end of Financial Year:

##### a. Employees and workers (including differently abled):

S. No.	Particulars (Airport staff)	Total(A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	4811	4140	86.05	671	13.95
2.	Other than Permanent (E)	322	249	77.33	73	22.67
3.	Total Airport Staff (D + E)	5133	4389	85.51	744	14.49
<b>WORKERS</b>						
4.	Permanent (F)		Not Applicable			
5.	Other than Permanent (G)					
6.	Total workers (F+G)					

S. No.	Particulars (Security staff)	Total(A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	1998	1968	98.50	30	1.50
2.	Other than Permanent (E)	6690	6436	96.20	254	3.80
3.	Total Security Staff (D + E)	8688	8404	96.73	284	3.27

Total employees comprising airport and security staff are 13,821 and there are no workers in the Company.

##### b. Differently abled Employees and workers (airport staff and security staff):

S. No.	Particulars	Total(A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	3	2	66.67	1	33.33
2.	Other than Permanent (E)	0	0	-	0	-
3.	Total differently abled employees (D + E)	3	2	66.67	1	33.33
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)		Not Applicable			
5.	Other than permanent (G)					
6.	Total differently abled workers (F + G)					

##### 19. Participation/Inclusion/Representation of women (standalone)

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

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

Airport Staff	FY 2022-23			FY2021-22			FY2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	14.72%	19.51%	15.38%	19.65%	24.97%	20.39%	11.16%	16.11%	11.86%
Permanent Workers	Not applicable								

## GMR Airports Infrastructure Limited

Security Staff	FY 2022-23			FY2021-22			FY2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	38.38%	41.71%	41.83%	29.73%	41.33%	30.08%	42.47%	33.74%	42.21%
<b>Permanent Workers</b>	Not applicable								

### 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 (effective holding)	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No) <sup>1</sup>
1.	GMR Enterprises Private Limited	Holding Company	NA	All these companies, either directly themselves or jointly with GIL, participate in the Business Responsibility initiatives.
2.	GMR Hyderabad International Airport Limited (GHIAL)	Subsidiary	32.13%	
3.	GMR Hyderabad Aerotropolis Limited (GHAL)	Subsidiary	32.13%	
4.	GMR Hyderabad Aviation SEZ Limited (GHASL)	Subsidiary	32.13%	
5.	GMR Air Cargo and Aerospace Engineering Limited (GACAEL)	Subsidiary	32.13%	
6.	GMR Aero Technic Limited (GATL)	Subsidiary	32.13%	
7.	GMR Airport Developers Limited (GADL)	Subsidiary	32.13%	
8.	GMR Hospitality and Retail Limited (GHRL)	Subsidiary	32.13%	
9.	GMR Hyderabad Airport Assets Limited (GHAAL)*	Subsidiary	32.13%	
10.	GMR Visakhapatnam International Airport Ltd (GVIAL)	Subsidiary	51.00%	
11.	Delhi International Airport Limited (DIAL)	Subsidiary	32.64%	
12.	Delhi Airport Parking Services Private Limited (DAPSL)	Subsidiary	36.73%	
13.	GMR Airports Limited (GAL)	Subsidiary	51.00%	
14.	GMR Corporate Affairs Limited (GCAL) (Formerly known as GMR Corporate Affairs Private Limited) (GCAPL)	Subsidiary	100%	
15.	GMR Business Process and Services Private Limited (GBPSPL)	Subsidiary	100%	
16.	GMR Goa International Airport Limited (GGIAL)	Subsidiary	50.49%	
17.	GMR Infra Developers Limited (GIDL)	Subsidiary	100%	
18.	Raxa Security Services Limited (RSSL)	Subsidiary	100%	
19.	GMR Hospitality Limited (GHL)	Subsidiary	35.7%	
20.	GMR Airports International B.V. (GAIBV)	Subsidiary	50.99%	
21.	GMR Airports (Mauritius) Limited (GAML)	Subsidiary	51%	
22.	GMR Airports Netherlands B.V (GANBV)	Subsidiary	51%	
23.	GMR Airports (Singapore) Pte. Ltd. (GASPL)	Subsidiary	50.99%	
24.	GMR Nagpur International Airport Limited (GNIAL)	Subsidiary	51%	
25.	GMR Kannur Duty Free Services Limited (GKDFSL)	Subsidiary	51%	
26.	GMR Airport Greece Single Member SA (GAGSMSA)	Subsidiary	50.99%	
27.	Delhi Duty Free Services Private Limited (DDFS)	Subsidiary	24.96%	
28.	Laqshya Hyderabad Airport Media Private Limited (Laqshya)	Associate	15.74%	
29.	Delhi Aviation Services Private Limited (DASPL)	Associate	16.32%	
30.	Delhi Aviation Fuel Facility Private Limited (DAFFPL)	Associate	8.48%	
31.	GMR Megawide Cebu Airport Corporation (GMCAC)	Associate	17%	
32.	Megawide GMR Construction JV, Inc. (MGCJV Inc.)	Associate	25.50%	
33.	ESR GMR Logistics Park Private Limited (EGLPPL) (Formerly GMR Logistics Park Private Limited)	Associate	9.64%	
34.	Heraklion Crete International Airport SA (Crete)	Associate	11.04%	
35.	Celebi Delhi Cargo Terminal Management India Private Limited (CDCTM)	Associate	8.48%	
36.	Travel Food Services (Delhi Terminal 3) Private Limited (TFS)	Associate	13.05%	
37.	TIM Delhi Airport Advertising Private Limited (TIM)	Associate	16.28%	
38.	PT Angkasa Pura Aviassi (PT APA)	Associate	24.99%	
39.	GMR Bajoli Holi Hydropower Private Limited (GBHHPL)	Associate	6.57%	
40.	Globemercants Inc. (GMI)	Associate	17%	
41.	DIGI Yatra Foundation (DIGI)	Associate	4.83%	

\*Ceased to be a subsidiary w.e.f. June 06, 2023.

## V. CSR Details

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

(ii) Turnover (in ₹): 101.94 Crores

(iii) Net worth (in ₹): 4,242.01 Crores

## VI. 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 2022-23			FY 2021-22		
		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	Yes	0	0	NIL	0	0	NIL
Investors (other than shareholders)	Yes	0	0	NIL	0	0	NIL
Shareholders	Yes	146	0	NIL	66	0	NIL
Employees and workers	Yes	0	0	NIL	0	0	NIL
Customers	Yes	0	0	NIL	0	0	NIL
Value Chain Partners	Yes	0	0	NIL	0	0	NIL
Others (Please specify)	NA	-	-	-	-	-	-

[https://investor.gmrinfra.com/pdf/GMR\\_Policy\\_Whistle\\_Blower.pdf](https://investor.gmrinfra.com/pdf/GMR_Policy_Whistle_Blower.pdf)

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	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
1	Climate Change, Energy Efficiency and Emission reduction	Risk	Increased frequency and intensity of extreme weather events can cause disruption in airport operations. The sector's disruption due to the effects of climate change will have an influence on the entire global economy.	Storms, floods, or other disruptions become more frequent and airports & air traffic control operations must remain dependable. The capacity of airport operations and infrastructure to withstand and recover from external disruption brought on by the effects of climate change is known as airport climate resilience. Airport-specific climate change adaptation is essential to bolster resilience to present or future climate risks and its effects. Risk assessment and adaptation planning are important steps towards climate change management.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
2	Safety and Security	Risk	Safety and security of passengers and employees is a responsibility of airports. Poor safety and security leads to occupational hazards, disruption in airport operations and penalties from the regulatory bodies.	<p>Implementing comprehensive safety and security measures, including, surveillance cameras, and emergency response plans.</p> <p>Conducting regular safety audits and risk assessments to identify and address potential hazards and safety concerns. We align with the safety standards set by DGCA (Directorate General of Civil Aviation) and ICAO (International Civil Aviation Organization).</p>	Negative
3	Stakeholder Engagement and Community Relations	Risk and Opportunity	Poor stakeholder engagement and community relations can lead to negative public perception, social unrest, and legal challenges, affecting the reputation and financial performance of the airport sector. Building strong relationships with stakeholders, including local communities, customers, and employees, can enhance public perception, foster brand loyalty, and improve workforce retention, leading to increased revenue and profitability.	Developing and implementing comprehensive stakeholder engagement and community relations strategies to build trust and foster positive relationships with stakeholders. Conducting regular stakeholder engagement and feedback processes to identify and address concerns and issues.	Negative/ Positive depending upon the risk or opportunity
4	Cybersecurity and Data Privacy	Risk	The increasing reliance on digital technologies and the interconnectedness of operating systems can lead to cybersecurity breaches, data privacy violations, and reputational damage. Cases of data breach can have serious impact on reputation and disrupts financial stability.	Developing and implementing a comprehensive cybersecurity and data privacy program, including risk assessments, employee training, incident response plans, and regular monitoring and testing. Collaborating with industry partners and government agencies to share best practices and foster information sharing and threat intelligence. Regular communications related to IT Security awareness are sent to all employees and third parties. Monthly instructor led IT Security training and awareness programmes are conducted for all employees. Internal audits are conducted to maintain highest standards of cybersecurity and data privacy.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
5	Health Safety and Environment	Risk	The exposure to health and safety hazards, as well as environmental risks and liabilities, can lead to regulatory fines, litigation costs, and reputational damage.	<p>Developing and implementing a comprehensive health, safety, and environmental (HSE) management program, including risk assessments, compliance monitoring, incident reporting and investigation, and employees' training.</p> <p>Fostering a culture of safety and environmental stewardship and promoting responsible operations and practices.</p> <p>GIL along with its' subsidiaries has a health and safety policy, target, processes and have ISO 45001 certified health and safety systems and data recording mechanisms in place.</p>	Negative
6	Business Ethics	Risk	The exposure to risks related to code of conduct, irresponsible and unethical business practices lead to reputational and financial losses.	<p>GIL along with its' subsidiaries has a code of business conduct, that cover facets of business ethics such as child labour/ forced labour, corruption and bribery, discrimination. Public disclosure on breaches/ violations of code of conduct at group level.</p> <p>Compliance audits are conducted to ensure ethical standards are adhered. Dedicated helpdesk, Ombudsman, focal point and escalation matrix to ensure effective implementation of code of conduct.</p>	Negative
7	Air Quality	Risk	Poor air quality issues result in occupational hazards to employees and passengers and may lead to penalties if regulatory requirements are not met.	Air quality abatement and management initiatives such as A-CDM, TaxiBot, BME, Fuel hydrant system, Multimodal connectivity, CNG filling station, Electric buses and vehicles, charging stations etc. are in place. By identifying and addressing these material ESG risks and implementing effective mitigation measures, the airport sector can enhance its resilience and ensure long-term sustainability and financial performance.	Negative



S. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
8	Energy Management	Opportunity	The increasing demand for renewable energy sources and the declining costs of renewable technologies can lead to new business opportunities, revenue growth, and cost savings. The development of energy storage technologies and solutions can enable the integration of intermittent renewable energy sources and enhance the reliability and resilience of energy systems.	NA	Positive
9	Digitalization and Technology	Opportunity	The adoption of digital technologies and solutions can improve operational efficiency, reduce costs, and enhance customer engagement and experience.	NA	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
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board?(Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Please refer below web link: Business Responsibility Policy Link: <a href="https://investor.gmrinfra.com/pdf/Annex%203_GIL%20BRR%20Policy.pdf">https://investor.gmrinfra.com/pdf/Annex%203_GIL%20BRR%20Policy.pdf</a> CSR Policy Link: <a href="https://investor.gmrinfra.com/pdf/Amendment%20to%20CSR%20POLICY-GIL(9.08.pdf">https://investor.gmrinfra.com/pdf/Amendment%20to%20CSR%20POLICY-GIL(9.08.pdf</a> Code of Business Conduct and Ethics Link: <a href="https://investor.gmrinfra.com/pdf/GMR%20Code%20of%20Business%20Ethics%202022.pdf">https://investor.gmrinfra.com/pdf/GMR%20Code%20of%20Business%20Ethics%202022.pdf</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 45001, ISO 52001, ISO 27001, ISO 14001, ISO 14064, ISO 50001, ISO 22301, ISO 9001, ISO 39001, ISO 20001, OHSAS 18001, ISO 10002								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	Our airports are on track to be Net Zero emission airports by 2030.								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	GMR's motivation has always been towards achieving sustainability and we believe that economic growth and resource conservation are complementary goals to support sustainable development. This is well encapsulated in our vision statement "GMR Group will be an institution in perpetuity that will build entrepreneurial organizations, making a difference to society through creation of value. As a group we have always strived towards not just complying with ESG requirements but set standards for responsible and sustainable business conduct. We are committed to reducing our environmental footprint and optimize our resource utilization. We work to achieve Sustainable Development Goals (SDGs) through our operations, partnerships and social initiatives to contribute to create an equitable and resilient environment and business. Through our values of humility, respect for individuals and social responsibility, we are driven to operate in a way that is socially responsible and beneficial to all of our stakeholders. Our disclosures are an opportunity for introspection and help enhanced alignment of our processes and policies with the best-in-class practices. We will be monitoring the progress made to our ESG targets very closely and ensure transparent reporting for our stakeholders.								

#### Governance, leadership, and oversight

##### 7. Statement by the director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements-

We take great pride in all the assets we have developed as National Assets of the highest quality, and we have always ensured that we adopt the highest levels of environmental standards for all our projects. We are contributing towards India's target to be a net-zero emission economy by 2070.

Our airports being operated under GMR control are well on track to be Net Zero emission airports by 2030. Detailed action plans have been prepared for all material issues impacting our ESG rating. As a group, we have adopted a Climate Resilience Policy which outlines our commitment to reduce carbon emissions and take actions to minimize climate change impacts. Further, we have affirmed our alignment with the national and global ambitions of limiting global warming rise to the 1.5° C by turn of the century.

In this direction, both our major assets i.e., Delhi and Hyderabad International airports are now sourcing all their energy requirements from renewable sources. This is managed by a combination of our captive solar plants and sourcing remaining power from other renewable power plants. We have also undertaken a new initiative to convert all airport vehicles to EVs. Further, GMR Airports is also working with Groupe ADP and other consortium partners to conduct a joint study on Sustainable Aviation Fuels (SAF) and their potential in India.

As a result of such initiatives, DIAL is Asia Pacific's first Level 4+ (Transition) accredited airport and Second Airport Globally under ACI's Airport Carbon Accreditation program. GHIAL was earlier awarded Level 3+ Neutrality status under ACI's Airport Carbon Accreditation program.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Grandhi Kiran Kumar Managing Director and Chief Executive Officer								
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.	<p>Yes. The ESG Committee of the Board is responsible for decision making on sustainability related issues. The ESG Committee comprises the following members:</p> <ul style="list-style-type: none"> <li>• Mr. Grandhi Kiran Kumar (DIN: 00061669), Executive Director - Chairperson</li> <li>• Mr. Boda Venkata Nageswara Rao (DIN: 00051167), Non-Executive Non Independent Director - Member</li> <li>• Mr. Emandi Sankara Rao (DIN: 05184747), Non-Executive Independent Director - Member</li> <li>• Mr. Subba Rao Amarthaluru (DIN: 00082313), Non-Executive Independent Director - Member</li> <li>• Ms. Bijal Tushar Ajinkya (DIN: 01976832), Non-Executive Independent Director - Member (appointed w.e.f. August 14, 2023)</li> <li>• Mr. T. Venkat Ramana, Company Secretary and Compliance Officer, acts as Secretary to the ESG Committee</li> </ul>								

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.										<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>
										No	No	No	No	No	No	No	No	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)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

## SECTION C: PRINCIPLE WISE DISCLOSURES

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

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

#### Essential Indicators

##### 1. Percentage coverage by training and awareness programmes on any of the principles during the financial year (standalone)

Segment	Total number of training and awareness programmes held	Topic/ principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	2	ESG Framework and Roadmap, Anti-Bribery and Anti-Corruption Policy	100%
Key Managerial Personnel	9	Code of Business Conduct and Ethics, Anti Bribery and Anti-Corruption Policy & Gifts & Hospitality policies	100%
Employees other than BoD & KMPs	74	Code of Business Conduct and Ethics, Anti-Bribery and Anti-Corruption Policy & Gifts & Hospitality policies	100%
Workers		Not applicable	

**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 Requirements) Regulations, 2015 and as disclosed on the entity's website):** Not Applicable

**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, GIL has an Anti-Bribery and Anti-Corruption Policy.

#### Anti-Bribery and Anti-Corruption Policy

- GMR Group has an Anti-Bribery and Anti-Corruption policy as part of our Code of Business Conduct & Ethics. 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, it applies to all the Employees and Value Chain Partners. Every individual or entity to whom the Policy applies, is bound to exhibit honest and ethical conduct in his/her/its official/business dealings and relationships, both in letter and in spirit. Policy also provides guidelines on political, community and charitable contributions to avoid any risk of corruption and bribery.

#### Governing Legislations

- The policy has been prepared after giving specific attention to the requirements of the relevant laws to prevent/counter acts of bribery and corruption in the conduct of its business across jurisdictions as per the applicable law(s) of the land where the GMR Group operates and forbids employees and Value Chain Partners from indulging in such acts. In

setting out the principles, due consideration has been paid to Indian and International laws including the following:

- i. Prevention of Corruption Act, 1988 and Prevention of Money Laundering Act, 2002 – as amended from time to time.
- ii. UN Convention on Corruption.
- iii. UK Bribery Act; and
- iv. US Foreign Corrupt Practices Act.

**Training on Anti-Bribery and Anti-Corruption Policy**

- Regular training and awareness sessions on the Policy is provided to all employees and concerned stakeholders to acknowledge their understanding and commitment to adhere to the defined guidelines.

**Reporting of Concerns and Violations**

- Every person to whom the Policy applies, is encouraged to raise valid concern(s) about any Bribery or Corruption issue or suspicion of malpractice at the earliest possible stage. The GMR Group has formulated a Whistle Blower Policy with a view to provide a mechanism for the Personnel to raise concern(s) on any violation of GMR Group’s Policies.
- GMR Ethics Helpline (Toll Free Number 1800 1020 467 & Email: gmr@ethicshelpline.in).

To access the Policy, please refer to the link provided below:

( [https://investor.gmrinfra.com/pdf/ABAC%20Policy%20\\_Oct2022\\_Final.pdf](https://investor.gmrinfra.com/pdf/ABAC%20Policy%20_Oct2022_Final.pdf))

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

	<b>FY 2022-23</b>	<b>FY 2021-22</b>
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

**6. Details of complaints with regards to conflict of interest:**

	<b>FY 2022-23</b>		<b>FY 2021-22</b>	
	<b>Number</b>	<b>Remarks</b>	<b>Number</b>	<b>Remarks</b>
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.** Not Applicable

**Leadership Indicators**

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

<b>Total number of awareness programmes held</b>	<b>Topics / principles covered under the training</b>	<b>%age of value chain partners covered (by value of business done with such partners) under the awareness programmes</b>
8 (for 202 staff)	Supplier code, Conflict of Interest and Whistle Blower Policy	100

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

Yes

**Code of Conduct for Board Members:** Code of Conduct (the "Code") is intended to serve as a basis for maintaining the standards of business conduct for the Company and its' subsidiaries and compliance with principles of Corporate Governance and legal requirements as Board Member:

- To inform the Board of Directors of changes in other board positions, so as to disclose the interest in other company (ies).
- To avoid any conflict with the interest of the Company at large by making appropriate disclosures.
- All the directors on an annual basis affirm to the respective company's Code of Conduct.

**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.:**

Not Applicable

**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?**

57% of total procurement is sourced locally (from suppliers within the district/state)

**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.**

Waste Type	Processes to reclaim through reuse, recycle, disposal at end of life
Plastics (including packaging)	Recycle through Government approved authorized waste vendors
E-Waste	Hand over to Government approved dismantlers
Hazardous Waste	Collect and recycle through government approved authorized waste vendors
Other Waste	NA

**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

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

**Essential Indicators**

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

Category	% Of employees covered by										
	Total (A)	Health insurance*		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities**	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	No. (E)	% (E / A)	No. (F)	% (F / A)
<b>Permanent employees</b>											
Male	6108	6108	100	6108	100	-	-	6108	100	6108	100
Female	701	701	100	701	100	701	100	-	-	701	100
Total	6809	6809	100	6809	100	701	10.30	6108	89.70	6809	100
<b>Other than Permeant Employees</b>											
Male	6685	6685	100	6685	100	-	-	6685	100	6685	100
Female	327	327	100	327	100	327	100	-	-	327	100
Total	7012	7012	100	7012	100	327	4.66	6685	99.34	7012	100

\*Employee data for both security and airport staff on a consolidated basis.

\*\*Day care facilities are available for all the employees, with usage varying from time to time.

**b. Details of measures for the well-being of workers:** Not applicable

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

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

\*There are no workers in the Company.

**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, our offices/premises are accessible to differently abled employees and workers.

**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, GIL at the group-level has enforced Code of Business Conduct and Ethics that includes guidelines for equal opportunities to all employees. Zero tolerance to discrimination based on community, race or gender. Here is the link below:

<https://investor.gmrinfra.com/code-of-conduct>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	Not Applicable	
Female	100%	100%		
Total	100%	100%		

**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.**

	<b>Yes/No (If Yes, then give details of the mechanism in brief)</b>
Permanent Workers	<p>Yes, GMR Group has a Whistle Blower Policy for grievance redressal, which provides a mechanism for employees, including both full-time, part-time employees, contractual workers (Suggestion Box, Safety Committee, Mass Meeting) and others included in the value chain 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 victimization and also allows for anonymous reporting of complaints.</p> <p>For employees, we have a separate Employee Grievance Policy. Employees can raise their complaints/ concerns on the Navyata portal.</p> <p>Any Whistle Blower making a complaint under this Policy may make a Disclosure to the Ombudsperson through oral or digital modes of communication. Toll Free Number- 1800 1020 467 Email- gmr@ethicshelpline.in</p>
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2022-23			FY 2021-22		
	Total employees/workers in respective category(A)	No. of employees/workers in respective category, who are part of association(s) or Unions (B)	% (B/A)	Total employees/workers in respective category(C)	No. of employees/workers in respective category, who are part of association(s) or Unions (D)	% (D/C)
<b>Total Permanent Employees</b>	At GMR Group, there are no trade unions.					
Male						
Female						
<b>Total Permanent Workers</b>						
Male						
Female						

**8. Details of training given to employees and workers**

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and safety measures*		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No.(B)	% (B/A)	No. (C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
<b>Employees</b>										
Male	12793	NA	NA	10946	85.56	9480	NA	NA	495	5.22
Female	1028	NA	NA	771	75.00	730	NA	NA	47	6.44
<b>Total</b>	<b>13821</b>	NA	NA	<b>11717</b>	<b>84.78</b>	<b>10210</b>	NA	NA	<b>542</b>	<b>5.31</b>

\*Data for trainings on Health and Safety measures is captured in man-hours. Total man-hours for health and safety training for FY 2022-23 was 12,248 and 2,561 for FY 2021-22.

\*\*During FY 2021-22, less classroom trainings were organized due to pandemic.



**9. Details of performance and career development reviews of employees and workers**

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	6108	4287	70.19	5088	3045	59.85
Female	701	671	95.72	496	467	94.15
Total	6809	4958	72.82	5584	3512	62.89
<b>Workers</b>						
Male	Not Applicable					

Performance and career development reviews are done for permanent employees only.

**10. Health and safety management system:**

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

Yes, GIL along with its' subsidiaries has an occupational health and safety management system which covers 100% of their business operations. Delhi International Airport Limited, a material subsidiary company of GIL, is also certified for ISO45001-2018 – OH&SMS (Occupational health and safety management system).

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

GIL along with its' subsidiaries has voluntary hazard reporting system which encourages staff to report hazards. Specifically, the safety team carries out safety oversight inspections/CAPA verification checks/cross functional audits to identify any unsafe practices, activities, or any physical hazards. Occupational Health & Safety Risk

Management system is implemented at group-level to undertake safety audits & inspections and identify work related hazards and assess risks in our operations.

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

DIAL: Safety Hazard / Concern or any occurrences can be reported to safety team through email / call / message / or filling hazard form placed at various places.

GHIAL: Voluntary hazard reporting process is available.

GGIAL: Established processes viz., Hazard Reporting System is implemented at GGIAL to report work related hazards and to mitigate such risks.

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

GMR Group has medical centers at all its offices which are accessible to all the employees and workers.

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

Safety Incident/Number	Category*	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees & Workers	0	0.04
Total recordable work-related injuries	Employees & Workers	0	1
No. of fatalities	Employees & Workers	0	1
High consequence work-related injury or ill-health (excluding fatalities)	Employees & Workers	0	0

\* There are no workers in the Company.

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

DIAL: DIAL conducts and monitors safety meeting, safety performance review regularly in ensuring a safe and healthy workplace. They also conduct safety emergency drills on timely basis to safeguard employees and workers in an emergency scenario.

GHIAL: The entity has robust Safety Management System in place. Safety induction training is provided to all the employees at the time of joining the organization. There is voluntary hazard reporting system which can be reported through the portal/ WhatsApp/Mail Communication where in people can report any unsafe conditions, unsafe practices, unsafe behaviors or any object that may cause injuries to people. Safety awareness campaigns are conducted by engaging GHIAL staff, service providers & stakeholders. R&R is one of the safety promotional activity which encourage people to participate in the safety events and enhance safety across the organization. Further, GHIAL has constituted a safety council with station heads as members who discuss various safety aspects pertaining to all the areas of the Airport premises.

GGIAL: The following measures are implemented to ensure the workplace is safe and healthy. GGIAL undertakes Implementation

of Safety Policy and Occupational Health & Safety Management System at workplace. Hazard identification, Risk Assessment and Management is done in accordance with Hazard Identification and Risk Assessment (HIRA) Procedure and Job Safety Analysis (JSA) Procedure. Daily inspections, Periodic inspections, Internal & external safety audits and Risk assessment of the various activities are carried out across sites, to meet the highest standards of safe practices put in place and to improve on the employee wellbeing. The Hierarchy of controls is followed by application of risk control measures, Control Plans commensurate to risk are deployed before execution of job. No job is executed until risks are brought to acceptable range. Monthly safety committee meetings, Runway Safety Committee Meetings and Airside Operations Committee Meetings are conducted every month to review the adequacy of resources for safety and to provide support for safety management system deployment. Internal hazarding reporting system through hazard reporting box and online reporting system and near miss reporting system is implemented. Incident & near miss investigations are carried out and necessary actions are taken. The risks are assessed, incidents and accidents are tracked, and corrective actions & preventive actions are taken. Communication & sharing of safety information notices to all the stakeholders related to workplace incidents. About six HSE audits were conducted.

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

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

**14. Assessments for the year**

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

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

GIL along with its' subsidiaries has engaged DuPont Safety Solutions (for a period of 2 years) which is world class entity in implementing the safety solutions to enhance safety culture across the organization. For GGIAL; all safety related incidents are being investigated and learnings from investigation reports are shared across organization for deployment of corrective actions to stop recurrence of such incidents. Effectiveness of

Corrective actions deployment are checked during safety audits. Significant risks / concerns arising from assessment of Health and Safety Practices are addressed through elimination of hazards wherever possible, by use of Technology / Digitization, Safety Capability Building, Monitoring & supervision, etc. Proper engineering controls, administrative controls and PPEs exercised on the significant risks identified during the audit such as proper machine guarding, proper double earthing to the electrical distribution boards and machines, barricading of the open pits and providing safe access to the workplace, maintaining proper housekeeping in the work areas, maintaining safe lux levels,

provision of fire extinguishers and segregation and isolated storage of flammable materials under lock and key, work at height safety and covering of open trenches, provision of drinking water and first aid medical facilities at the work area.

### Leadership Indicators

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) & Workers (Y/N)**

Yes, GIL along with its subsidiaries has life insurance policy in place which is provided to its employees and workers.

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

Statutory dues are deducted through HR clearance on a monthly basis.

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

Yes

**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.**

GIL along with its subsidiaries has identified Passengers, Airlines and Freight Forwarders as customers across Aero and Non-Aero Market Segments. The key requirements of each customer segment are described below:

Market Segments	Customer Group	Key Requirements
Aero	Airlines (Passenger) <ul style="list-style-type: none"> <li>Domestic - LCC, FSC</li> <li>International - LCC, FSC</li> </ul> Airlines (Cargo) <ul style="list-style-type: none"> <li>Domestic</li> <li>International</li> </ul> General Aviation / NSO	<ul style="list-style-type: none"> <li>Integrated domestic and International terminal</li> <li>Infrastructure (Dual Runway, RET, Taxiway, Aircraft Parking (Aerobridge, Remote Stands), Vehicle Parking, Office space, IT Infrastructure, Baggage Handling System, Utility services, Security services)</li> <li>Multi Modal Connectivity</li> <li>Training on products and Services</li> <li>Transfer facilities (Passengers)</li> <li>Assured service levels (Infrastructure / service performance)</li> <li>Customer oriented processes</li> <li>Safe, Secure and Clean environment</li> <li>Infrastructure (Power, Water, Road, IT Services)</li> </ul>
	Freight Forwarders <ul style="list-style-type: none"> <li>Domestic</li> <li>International</li> <li>Integrator/Express companies</li> </ul>	<ul style="list-style-type: none"> <li>Domestic and International cargo terminal – Integrated (Pharma, Perishable, Express)</li> <li>Warehouses and Offices</li> <li>Transshipment facilities (Cargo)</li> <li>Cargo handling equipment and Processes</li> <li>Infrastructure (Power, Water, Road, IT Services)</li> <li>Multi Modal Connectivity</li> </ul>
Non-Aero	Passengers: Domestic & International All non-aero services are being delivered through service partners (Concessionaires), hence the requirements of these service partners are captured in key stakeholders' requirement.	<ul style="list-style-type: none"> <li>Welcoming ambience</li> <li>Value for money</li> <li>Choice of Product Offerings</li> <li>Customer Service</li> <li>Signage, Information and Communication</li> <li>Safe, Secure and Seamless experience</li> <li>Multi Modal Connectivity</li> <li>Infrastructure and Utilities (Car Park, Toilets, Power, Water, IT Services)</li> </ul>

Note: Though Airlines are the identified customers, they also act as service partners in delivering check in, baggage handling and boarding facilities to passengers. Apart from Customers and employees, we have identified investors, regulatory bodies, JV partners, Suppliers, Service Partners, Service providers, Service Facilitators and Society as the other key stakeholders.

The requirements of these other stakeholders are shown in below table:

Stakeholder	Requirements
Employees	<ul style="list-style-type: none"> <li>• Job satisfaction</li> <li>• Career progression</li> <li>• Learning &amp; development and knowledge sharing</li> <li>• Employment terms and job stability</li> <li>• Workplace safety</li> <li>• Diversity and inclusion</li> <li>• Positive corporate image</li> <li>• Environmental stewardship</li> </ul>
Investors	<ul style="list-style-type: none"> <li>• Return on Investment</li> <li>• Business Growth</li> <li>• Corporate Governance</li> </ul>
Regulatory Bodies	<ul style="list-style-type: none"> <li>• Compliance to Regulatory norms</li> </ul>
JV Partners	<ul style="list-style-type: none"> <li>• Business opportunities</li> <li>• Business support and conducive environment</li> <li>• Growth</li> </ul>
Suppliers, Service Partners, Service providers	<ul style="list-style-type: none"> <li>• Clarity of Scope &amp; specifications of work</li> <li>• Facilitation &amp; support to work in airport premises</li> <li>• Payment timeliness / terms</li> </ul>
Service Facilitators	<ul style="list-style-type: none"> <li>• Infrastructure</li> <li>• Operational environment &amp; facilities</li> <li>• Network Systems, Reliable &amp; Compatible IT solutions</li> <li>• Communication</li> </ul>
Society	<ul style="list-style-type: none"> <li>• Education</li> <li>• Health</li> <li>• Empowerment and Livelihood</li> <li>• Community Development</li> </ul>

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

Stakeholder Groups	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others-please specify)	Purpose and scope of engagement including key Topics and Concerns raised during such engagement
Service Facilitators (Regulatory Bodies) Key Agencies: CISF, Immigration, Customs, State Police/Traffic Police	No	[Meeting, Email]	Monthly/ Quarterly/Daily	<ul style="list-style-type: none"> <li>• Sharing of AVSEC Circulars and orders issued by BCAS</li> <li>• Briefing/debriefing sessions before and after mandatory emergency mock exercises</li> <li>• Operational Requirements</li> </ul>
Service Facilitators (Regulatory Bodies) Key Agencies: Animal Quarantine Office, Airport Health Office	No	[Meeting, Email]	Monthly/ Daily	<ul style="list-style-type: none"> <li>• Operational Requirements</li> </ul>
Service Providers Key Agencies: Project Execution & Design Consultant	No	[Meetings, Email, Site walkthrough]	Daily/ need-based	<ul style="list-style-type: none"> <li>• PR and PO</li> <li>• Work permits and AEP</li> <li>• Handover to user departments</li> <li>• Project documentation</li> <li>• Contract closure</li> </ul>

Stakeholder Groups	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others-please specify)	Purpose and scope of engagement including key Topics and Concerns raised during such engagement
Service Providers Key Agencies: Maintenance Contractors, Hardware / Software Suppliers, Hospitals	No	[Meetings, Email]	Daily, Weekly, Monthly	<ul style="list-style-type: none"> <li>• Passenger Load forecast,</li> <li>• Learning and Development,</li> <li>• Requirement gathering and Initiating Procurement Process,</li> <li>• RFP Preparation and Release to Vendors, Vendor Finalization, Implementation and Testing</li> <li>• Vaccination availability, Health Talks, Hospitalization Support, Annual Health Checks, Breath Analyzation Test, Isolation Facility</li> </ul>
Service Providers Key Agencies: Aero Concessionaires, Non-Aero Concessionaires, Cargo Terminal Operator	No	[Meetings, Email, on site / off site interactions]	Daily, Weekly, Bi – Monthly	<ul style="list-style-type: none"> <li>• Reviewing Project Status</li> <li>• Update on regular MIS</li> <li>• New Business Discussions</li> <li>• Infrastructure –Space with good visibility, Office &amp; Warehouse spaces</li> <li>• New Freighter Connections &amp; additional frequencies, Cargo related Infrastructure</li> </ul>
Suppliers Key Agencies: Vendors	No	[Meetings, Email, on site / off site interactions]	As per business requirement	<ul style="list-style-type: none"> <li>• Timely issuance of PO, BOQ, SOW SLA</li> </ul>

**Principle 5: Businesses should respect and promote human rights**

**Essential Indicators**

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/workers covered (B)	% (B / A)	Total (C)	No of employees/workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	6809	6809	100	5584	5584	100
Other than permanent	7012	7012	100	4626	4626	100
<b>Total Employees</b>	<b>13821</b>	<b>13821</b>	<b>100</b>	<b>10210</b>	<b>10210</b>	<b>100</b>

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No.(B)	% (B/A)	No. (C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	6108	1821	29.81	4287	70.19	5088	1992	39.15	3096	60.85
Female	701	30	4.28	671	95.72	498	26	5.22	472	94.78
<b>Other than Permanent</b>										
Male	6685	5987	89.56	698	10.44	4392	3746	85.29	646	14.71
Female	327	229	70.03	98	29.97	234	132	56.41	102	43.59

*\*Employee data for both security and airport staff on a consolidated basis.*

**3. Details of remuneration/salary/wages, in the following format (standalone):**

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)**	10	0*	1	0*
Key Managerial Personnel	3	2,40,00,000	0	0
Employees other than BoD and KMP	99	7,07,518	35	5,38,584
Workers	-	-	-	-

*\*Other than Mr. Grandhi Kiran Kumar, no other director draws any remuneration. However, the independent directors are paid sitting fee for attending the Board/ Committee meetings and the same has not been considered while calculating the median remuneration.*

*\*\* Mr. Grandhi Kiran Kumar being the Managing Director and CEO has only been included in the KMPs and not in Board of Directors.*

**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.**

Human rights aspects and grievance redressal is mentioned in our Code of Business Conduct and Ethics.

Refer to our Code of Business Conduct and Ethics at <https://investor.gmrinfra.com/code-of-conduct>.

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

Complaints	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment						
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						
Wages						
Other Human Rights related issues						

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

Please refer to our Code of Business Conduct and Ethics at <https://investor.gmrinfra.com/code-of-conduct>

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%
Others- Please specify	-

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

Not Applicable

Principle 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

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

Parameter	Unit	FY 2022 - 23	FY 2021 - 22
Total electricity consumption (A)	GJ	1,02,954.20	1,73,62,25.28
Total fuel consumption (B)	GJ	16,58,523.00	4,96,591.00
Energy consumption through other sources (C)	GJ	0	0
<b>Total energy consumption (A+B+C)</b>	<b>GJ</b>	<b>17,61,477.20</b>	<b>22,32,816.28</b>
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	GJ/Crore	263.16	485.32

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:- No

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.

No target communication has been received for Airports for Performance, Achieve and Trade (PAT) Scheme of the Government of India

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

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in Kilolitres)</b>		
(i) Surface water	2,48,635.83	0*
(ii) Groundwater	12,67,562.00	12,83,884.00
(iii) Third party water	11,29,573.00	11,37,109.90
(iv) Seawater / desalinated water	0	0
(v) Others	6,90,019.90	3,86,008.00
<b>Total volume of water withdrawal (i + ii + iii + iv + v)</b>	33,35,790.73	28,07,001.90
<b>Total volume of water consumption(in Kilolitres)</b>	33,35,790.73	28,07,001.90
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	498.37 KL/Crore	610.12 KL/Crore

\*DIAL does not use surface water GHIAL didn't use it in FY 2021-22 because of Covid-19. GGIAL didn't use surface water during FY 2021-22 as the Airport was operational only in January 2023.

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.- No

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

Yes, 625 KLD Sewage Treatment Plant (STP) is designed on zero discharge principle for GGIAL and at DIAL, 16.6 MLD STP zero discharge plant. Both the Zero Liquid Discharge (ZLD) plants are used for horticulture, landscaping, flushing and Heating Ventilation and Air Conditioning (HVAC) applications.

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

Parameter (DIAL)	Please specify unit	FY 2022 - 23	FY 2021 - 22
<b>NOx</b>	ppmv	145.46	98.02
<b>Sox mg/Nm<sup>3</sup></b>	15.04	13.78	
<b>Particulate matter(PM)</b>	mg/Nm <sup>3</sup>	45.98	39.20
<b>Persistent organicpollutants (POP)</b>	µg/m <sup>3</sup>	-	-
<b>Volatile organiccompounds (VOC)</b>	µg/m <sup>3</sup>	-	-
<b>Hazardous airpollutants (HAP)</b>	µg/m <sup>3</sup>	-	-
<b>Others please specify (CO)</b>	mg/Nm <sup>3</sup>	44.82	50.7

Parameter (GHIAL)	Please specify unit	FY 2022 - 23	FY 2021 - 22
<b>NOx</b>	µg/m <sup>3</sup>	56.78	103.92
<b>Sox µg/m<sup>3</sup></b>	208.94	23.53	
<b>Particulate matter(PM) 2.5</b>	µg/m <sup>3</sup>	279.43	87.22
<b>Persistent organicpollutants (POP)</b>	µg/m <sup>3</sup>	NA	NA
<b>Volatile organiccompounds (VOC)</b>	µg/m <sup>3</sup>	NA	NA
<b>Hazardous airpollutants (HAP)</b>	µg/m <sup>3</sup>	NA	NA
<b>Others please specify: Particulate Matter 10</b>	µg/m <sup>3</sup>	383.9	NA

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.: No



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

Parameter	Unit	FY 2022 - 23	FY 2021-22
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2	4389.21	6490.07
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2	54709.77	57768.54
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	MT/Crore	10.89	13.96
<b>Total Scope 1 and Scope 2 emission intensity—the relevant metric may be selected by the entity (optional)</b>	MT/ Million Passenger	679.60	1242.91

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. No

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

Yes, the GMR Hyderabad International Airport Passenger Terminal is credited with the coveted 'Leadership in Energy and Environmental Design' (LEED) certification for its eco-friendly structural design. The terminal is built to allow maximum natural light and other ecological features, ensuring minimal use of energy and water. There is about 273 hectares of green cover with various plant species and natural vegetation developed around the airport to maintain ecological balance. GMR Hyderabad International Airport is a carbon neutral airport and the 1<sup>st</sup> Airport in the Asia Pacific Region to achieve the highest-Level 3+ accreditation in carbon neutrality by Airport Carbon Accreditation. Both, GGIAL and DIAL has off site renewable energy Power Purchase Agreements (PPA).

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

Parameter	FY 2022-23	FY 2021-22
<b>Total Waste Generated (in metric tonnes)</b>		
Plastic waste (A)	249.85	96.5
E-waste (B)	14.78	9.83
Bio-medical waste (C)	2.71	2.76
Construction and demolition waste (D)	61.9	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	13.48	17.18
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)(Food Waste)	0	16.92
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>342.72</b>	<b>143.19</b>

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY 2022-23	FY 2021-22
(i) Recycled	1,386.98	118.20
(ii) Re-used	2,889.44	1,301.49
(iii) Other recovery operations	588.00	0
<b>Total</b>	<b>4,864.42</b>	<b>1,419.69</b>

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

(i) Incineration	2.96	1.78
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
<b>Total</b>	<b>2.96</b>	<b>1.78</b>

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. No

**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.**

Integrated Waste Management Plan (IWMP) is approved by Goa State Pollution Control Board (GSPCB). Reduction of waste at source is practiced by usage of reusable crockery and glassware. Waste is segregated in Integrated Waste Management Shed with facility of Organic Waste Composter (OWC) for converting biodegradable waste into compost and baling machine. At GHIAL, food waste is converted in to compost in compost plant and generated compost is utilized for plants and hazardous waste generated in Hyderabad International Airport premises is disposed to TSPCB (Telangana State Pollution Control Board) Authorized recyclers. DIAL has adopted a circular economy approach and 4R (Reduce, Reuse, Recycle and Recover) strategy for effective waste management at Delhi International Airport. Airports generate waste such as Municipal Solid Waste, Hazardous Waste, E-Waste, Bio-Medical Waste, and Battery Waste. All these wastes are handled and managed as per the government guidelines and regulations. DIAL has obtained required authorizations and periodic returns are filed to

Government departments as per the requirements of waste management. DIAL implemented the “Single-Use plastic free airport” initiative in 2019. This initiative was adopted in line with the Government of India’s commitment to become a Single-Use plastic free country by 2022 and also DIAL’s Environment Policy commitment of “Protection of Ecosystem”.

- 10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:** Not applicable
- 11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:** Not applicable
- 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

**Leadership Indicators**

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

Parameter	Unit	FY 2022 - 23	FY 2021 - 22
<b>From renewable sources</b>			
Total electricity consumption	GJ (Gigajoules)	598597.2*	437799*
Total fuel consumption (B)	GJ (Gigajoules)	0	0
Energy consumption through other sources (C)	GJ (Gigajoules)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	GJ (Gigajoules)	598597.2	437799
<b>From non-renewable sources</b>			
Total electricity consumption(D)	GJ (Gigajoules)	102954.2	1736225.28
Total fuel consumption (E)	GJ (Gigajoules)	1658523	496591
Energy consumption through other sources (F)	GJ (Gigajoules)	0	0
<b>Total energy consumed from non-renewable sources(D+E+F)</b>	GJ (Gigajoules)	1761477.2	2232816.28

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: No

\*DIAL and GHIAL renewable energy consumption added for FY 2022-23 and FY 2021-22

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

Parameter	Unit	FY 2022 - 23	FY 2021-22
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	<i>Metric tonnes of CO2 equivalent</i>	9245914*	7547640.42
<b>Total Scope 3 emissions per rupee of turnover</b>	<i>Metric tonnes of CO2 Equivalent/ Crore ₹</i>	1762.53	1640.53
<b>Total Scope 3 emission intensity</b> (optional) – the relevant metric may be selected by the entity	<i>Metric tonnes of CO2 Equivalent/Million Passenger</i>	106323.75	145989.17

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:- No

\*DIAL and GHIAL total scope 3 emissions added for FY 2022-23 and FY 2021-22

**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

**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	Electric Vehicles (EVs)	DIAL has deployed 57 EVs	Emits Zero-Emission and Reduces Noise
2	Solar Power	DIAL has installed 7.84 MW of solar power plant on airside while adding another 5.3 MW rooftop solar power plant at cargo terminal. GGIAL has installed onsite 5 MW solar PV generation	Movement towards renewable sources of energy. Reduced carbon emissions and air pollution.
3	100% green energy	GHIAL has completed transitions to 100% green energy for all its operations since June 2023 by opting green power purchase	

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

Yes, GMR Group has a Business Continuity Policy in place. The objective of the Business Continuity Management System at DIAL is developed with a view to prevent and contain potential disruption to business processes, while ensuring safety of human lives and safeguard its reputation. As per the DIAL BCMS framework (Fig), business impact analysis classifies the services/ processes as critical, essential, and non-essential. Threat Assessment, Enabler Risk Assessments (Site & Technology), Process Risk Assessments are carried out to systematically identify, analyze, evaluate, and treat the risk that may cause disruptive incidents to DIAL. Business Continuity Plan addresses strategies to ensure predefined optimum operations of critical and essential services/ processes during disaster situations. Recovery for these categories of services/ processes would be in-line with the derived Recovery Time Objectives (RTO) during Business Impact Analysis.

GHIAL has developed an in-house Business Continuity Plan (BCP). The scope of the BCP covers all the process pertaining to the

airport business including the airside operations/Technical services/IT/Non-Aero/Cargo/Fueling operations/Baggage Handling/Terminal Operations/Car Park Operations/Public Transport Operations and all the processes are divided into critical/Essential/Non-Essential. During the process of developing the BCP, natural calamities & man-made threats were considered and they have been divided into mega threats & sub-threats. Presently, GHIAL is in the process of testing its BCP in a phased manner to verify the effectiveness. Further, GHIAL has planned to go for third party certification for the BCP during the FY 2023-24.

**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?**

GIL along with its' subsidiaries continuously monitor its impact on the environment and one of the significant adverse impacts that we have identified is air emissions from DG sets. We periodically monitor the air emissions to ensure compliance and regulatory requirements.

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

Not Applicable

**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**

6

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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations(State/National)
1	Airport Councils International (ACI)	International
2	Confederation of Indian Industries (CII)	National
3	The Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National
4	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
5	PHD Chamber of Commerce & Industry (PHDCCI)	National
6	Association of Private Airport Operators (APAO)	National

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

Name of Authority	Brief of the Case	Corrective Action Taken
Not Applicable	Not Applicable	Not Applicable

**Principle 8: Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

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

Name and brief of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Y/ N)	Results communicated in public domain (Y/ N)	Relevant Web link
Not Applicable					

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

S. No.	Name of Project for which R&R is ongoing	Date of notification	State	District	No. of Project Affected Families	% PAFs covered by R&R	Amounts paid to PAFs
Not Applicable							

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

GMR Varalakshmi Foundation (GMRVF), CSR arm of GMR Group, is implementing various community development initiatives for the benefit of communities around the business locations of

the group. To address any grievances from the communities, comprehensive mechanism for receiving grievances and addressing those community issues under CSR was devised and implemented through GMRVF. The status of various grievances received and addressed are being tracked by the CSR team.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/Small Producers	24.7%	18.9%
Sourced directly from within the district and neighboring districts	57.8%	19.1%

**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

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

Sr. No.	State	Aspirational District	Amount spent (In ₹)
1	Gujarat	Narmada - Providing skill training to tribal youth and women to enhance their employability	1.03 Crores
2	Andhra Pradesh	Vizianagaram - Supporting govt. schools, Anganwadis, Running Bala Badis, Preventive and curative healthcare programs, sanitation initiatives, Skill training programs	4.29 Crores

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

Yes, GMR takes a responsible approach towards procurement, and it aims to promote local MSMEs and suppliers

**b. From which marginalized /vulnerable groups do you procure? Not Applicable**

**c. What percentage of total procurement (by value) does it constitute? Not Applicable**

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

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes or No)	Benefit shared (Yes or No)	Basis of calculating benefit share
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Not Applicable

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

Name of authority	Brief of the authority	Corrective Action Taken
	Not Applicable	

## 6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
1	Education – Gifted Children Scheme	275	100
2	Education – Support to Government schools	Over 10000	95
3	Health- Mobile Medical Unit	Over 55000 treatments	90
4	Health-Evening Medical Clinics	42000	85
5	Health- Nutrition Centers	350	85
6	Health-Concessions to poor patients	15000	100
7	Reverse Osmosis Water plant	750	80
8	Livelihoods: Vocational Training	7735	90
9	Empowerment: Women Empowerment Initiatives	100	90

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

### Essential Indicators

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

We undertake a Stakeholder Satisfaction Survey in addition to an ACI-ASQ Passenger Satisfaction Survey. A third party conducts the Stakeholder Survey. This is a comprehensive survey that assesses all aspects of services, support, budgeting, quality, and safety on a scale of 1 to 5 and includes recommendations. The results are analyzed, and respective departments develop action plans for improvement. The ASQ survey is the world's leading airport passenger service and benchmarking programme. The programme provides the tools and management information necessary to gain a better understanding of passengers' perspectives and their expectations of airport products and services. At GMR Airports, ASQ results are important in prioritizing changing passenger expectations over time and initiating improvement initiatives such as service delivery and world-class infrastructure. ASQ surveys are conducted throughout the year. Both DIAL and GHIAL have participated in the survey every year since its inception.

#### 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
Safe and responsible usage	
Recycling and/or safe disposal	

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

Complaints	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	NIL	0	0	NIL
Advertising	0	0	NIL	0	0	NIL
Cyber-security	0	0	NIL	0	0	NIL
Delivery of essential services	0	0	NIL	0	0	NIL
Restrictive Trade Practices	0	0	NIL	0	0	NIL
Unfair Trade Practices	0	0	NIL	0	0	NIL
Other (Terminal Operations)	383	0	NIL	195	0	NIL
Other (Commercial Non Aero)	255	0	NIL	111	0	NIL
Other (Security & Vigilance)	212	0	NIL	84	0	NIL
Other (Project and Engineering)	11	0	NIL	3	0	NIL

**a. Details of instances of product recalls on account of safety issues**

	Number	Reasons for recall
Voluntary recalls	Not Applicable	-
Forced recalls	Not Applicable	-

**b. 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, GMR Group has a Privacy Policy and the same is published on its website at <https://www.gmrgroup.in/privacy-policy/>.

GMR Group has also an Information Security and Cyber Security Policy which is not available in public domain. However, the policy can be shared with the stakeholders, on need to know basis.

**c. 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.**

There have been no issues reported with respect to cyber security and data privacy. A next generation 24x7 Security Operations Center (SOC) which provides Cyber Threats Detection & Response capabilities to ensure quick and effective detection and response to information and cyber security incidents.