

Business Responsibility Report

Section A: General Information about the Company

- 1. Corporate Identity Number (CIN) of the Company :**
L45203MH1996PLC281138
- 2. Name of the Company :**
GMR Infrastructure Limited
- 3. Registered address :**
Naman Centre, 7th Floor, Opp. Dena Bank,
Plot No.C-31, G Block, Bandra Kurla Complex,
Bandra (East), Mumbai - 400051
- 4. Website :**
www.gmrgroup.in
- 5. E-mail id :**
Gil.Cosecy@gmrgroup.in
- 6. Financial Year reported :**
2020-21
- 7. Sector(s) that the Company is engaged in (industrial activity code-wise) :**
The Company has Engineering, Procurement and Construction (EPC) business and is a holding company for the investments made in Airports, Energy and Transportation & Urban Infrastructure sectors.

NIC Code of the Product / service	Name and Description of main products / services
43900	Engineering, Procurement and Construction (EPC) [Handling of engineering, procurement and construction solutions in Infrastructure Sectors]
66309	Others [Investment Activity and corporate support to various infrastructure SPVs]

- 8. List three key products/services that the Company manufactures/ provides (as in balance sheet)**
The Company has Engineering, Procurement and Construction (EPC) business and is a holding company for the investments made in Airports, Energy and Transportation & Urban Infrastructure sectors.
- 9. Total number of locations where business activity is undertaken by the Company:**
 - i. Number of International Locations (Provide details of major 5): The Group has business activities in Indonesia, Philippines, Greece, Nepal & Singapore;
 - ii. Number of National Locations: The Company by itself and through its subsidiaries, JVs, Associates has business activities undertaken in following States in India, viz., Delhi, Karnataka, Telangana, Maharashtra, Goa, Odisha, Tamil Nadu, Uttar Pradesh, Andhra Pradesh, Himachal Pradesh, Gujarat, Uttarakhand, Punjab, Haryana, Kerala etc.

10. Markets served by the Company - Local / State / National / International:

Over the past two decades, GMR Group has grown from a regional to a global infrastructure player.

The international presence of the Company's subsidiaries extends to the following geographies:

- Stake in international coal assets in Indonesia - PT GEMS
- Hydro-power project in Nepal - Under development
- Stakes in Airports -
- Mactan Cebu International Airport in Philippines.
- GMR, along with its Greek partner, is developing the Crete International Airport in Greece and has signed the Concession Agreement.

On the National level, the Company's subsidiaries have in all right to develop and operate 5 airports on Public Private Partnership (PPP). Of these, the Group is operating 2 airports at New Delhi and Hyderabad and constructing the third one- MOPA airport in Goa. The company also received Letter of Award for brownfield Dr. Babasaheb Ambedkar International Airport, Nagpur in March 2019. However, Mihan India Limited has cancelled the contract in May 2020. In response, GMR Airports has filed petition challenging the cancellation of contract. Group has received the letter of award and signed the concession agreement in June 2020 for Bhogapuram Airport.

In addition, the Group has interests in 7 operating energy assets in Tamil Nadu, Andhra Pradesh, Gujarat, Maharashtra, and Odisha. The Group has 1 project under construction (Hydro based plant in Himachal Pradesh) and 2 other plants in Uttarakhand and Arunachal Pradesh which are under development. It has 4 highway assets with a balanced mix of toll and annuity at various locations in India - Andhra Pradesh, Telangana, Punjab and Tamil Nadu. The Group is developing a large Industrial park in Tamil Nadu.

In the EPC mode, significant projects include successful completion of construction of new terminal building of Clark International airport, Philippines in January 2021. The company is also executing DFCC projects (EPC) spanning across the states of Punjab, Haryana & Uttar Pradesh.

Section B: Financial Details of the Company

	(₹ In Crore)
1. Paid up Capital (INR)	: 603.59
2. Total Turnover (INR)	: 1,448.60
3. Total profit / (loss) after taxes (INR)	: (1280.16)

4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):** :Not applicable due to losses in the previous years.
5. **List of activities in which expenditure in 4 above has been incurred:** :Not applicable as the company was not required to spend any amount.

Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies?

Yes, the Company has 105 Subsidiary Companies, as on March 31, 2021.

2. Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

The subsidiary companies participate in group wide Business Responsibility (BR) initiatives on a wide range of topics, as part of their respective BR/ CSR initiatives. All subsidiaries are aligned to the activities under the aegis of GMR Varalakshmi Foundation (GMRVF), the Corporate Social Responsibility (CSR) arm of the GMR Group, which develops social infrastructure and enhances the quality of life of communities around the locations, where the Company/Subsidiaries have a presence. The relevant subsidiaries of the Company, fulfill their mandatory CSR requirements in partnership with GMR Varalakshmi Foundation.

3. Do any other entity / entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity / entities? [Less than 30%, 30-60%, More than 60%]

Our company and its subsidiaries are engaged in creating and operating world class assets for the nation. We engage with a significant number of ecosystem partners, namely suppliers and contractors that work with the company in helping it deliver its objective of creating and operating world class assets.

As part of our business responsibility focus in relation to our ecosystem partners i.e. suppliers and contractors we focus and drive implementation of the following actions:

Strengthening Governance and Transparency of our Procurement process: For all our suppliers and contracts with whom we enter into a contractual agreement vide a contract or purchase order, the suppliers / contractors are required to be aware and accept the company's laid down supplier code of conduct and business ethics policies. We have a dedicated whistle blower policy and ethics governance helpline that helps in addressing concerns or issues, if any, either related to our supplier/ contract conduct or non-compliance to the laid down ethics policies.

Ensuring safe working environment: Health, Safety and Environment(HSE) are key enablers for our suppliers/ contractors to be able to deliver and meet the contractual commitments without putting its employees at risk. Towards this objective, for each of the large contracts that have significant people impact, a dedicated HSE policy, guideline and governance mechanism is defined, agreed and put in place. Each operating asset or a project has a structured governance review on defined HSE metrics and any violation is reviewed and appropriate action is taken through effective contractual terms and conditions and in compliance with all applicable requirements.

Supplier/ contractor Employee statutory welfare measures: As we operate and engage suppliers/ contractors which in turn need to deploy significant number of their employees for our operations/ project, as part of the supplier/ contractor on-boarding process, a dedicated awareness training and session on employee statutory compliance requirements, guidelines and measures are conducted with the support of the Industrial relations team within the company's HR department. To ensure that the necessary statutory dues such as ESI/ PF are being duly and timely paid by our suppliers / contractors to their employees, all supplier/ contractor invoices that have services personnel deployed for our operations, a dedicated and separate review of such statutory compliances is ascertained before the supplier/ contractor invoices are processed for payment. In cases of violation by the supplier / contractor on repetitive basis, such suppliers/ contractors are blacklisted for current and future business.

Section D: BR Information

1. Details of Director / Directors responsible for BR

a) Details of the Director / Directors responsible for implementation of the BR policy / policies:

- DIN : 00061669
- Name : Mr. Grandhi Kiran Kumar
- Designation : Managing Director & CEO

b) Details of the BR head:

S. No.	Particulars	Details
1.	DIN (if applicable)	NA
2.	Name	T. Venkat Ramana
3.	Designation	Company Secretary and Compliance Officer
4.	Telephone number	T: +91-11 49216751
5.	e-mail id	Gil.Cosecy@gmrgroup.in

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility.

These briefly are as under:

- P1** – Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
- P2** – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
- P3** – Businesses should promote the well-being of all employees.
- P4** – Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

- P5** – Businesses should respect and promote human rights.
- P6** – Businesses should respect, protect, and make efforts to restore the environment.
- P7** – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.
- P8** – Businesses should support inclusive growth and equitable development.
- P9** – Businesses should engage with and provide value to their customers and consumers in a responsible manner.

S. No.	Questions	P1	P2*	P3	P4	P5	P6	P7	P8	P9 **
1.	Do you have a policy /policies for:	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national /international standards? If yes, specify? (50 words)#	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	Please refer below weblink BRR Policy link: https://investor.gmrgroup.in/policies CSR policy link: https://investor.gmrgroup.in/policies Environment policy of DIAL link: https://www.newdelhiairport.in/corporate/our-company/environment Code of conduct: https://investor.gmrgroup.in/code-of-conduct Values & Belief : https://www.gmrgroup.in/vision-values-beliefs/								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy /policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

#wherever the Group Policy is not compliant with local laws, they are suitably modified. There is no known non-compliance with international standards.

* The Company and the Subsidiaries wherever applicable have relevant systems and practices in place to implement and adhere as per the principles.

** The Company and the Subsidiaries have systems in place and have practices as per the Principles.

2a. If answer to S. No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

S. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the Principles	Not Applicable								
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3.	The company does not have financial or manpower resources available for the task									
4.	It is planned to be done within next 6 months									
5.	It is planned to be done within the next 1 year									
6.	Any other reason (please specify)									

3. Governance related to BR:

- **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

Annually.

- **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

Annual Report containing Business Responsibility Report is available on Company's website and can be accessed at <https://investor.gmrgroup.in/annual-reports>.

Some of the Company's major material subsidiaries prepare sustainability report as per GRI-Standard guidelines.

Section E: Principle-wise performance

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

- 1. Does the policy relating to ethics, bribery and corruption cover only the company? [Yes/ No]. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?**

Yes. There are two separate policies one covering the employees and the other covering vendors and other stakeholders relating to ethics, bribery and corruption. "The Code of Business Conduct and Ethics policy" of the Company applies to all employees on the regular rolls of the Company including full-time Directors, Advisors, In-house Consultants, Expatriates and employees on contract. Third parties including Vendors, Service providers and JVs, are covered by the "Suppliers and Vendors Code of Conduct and Business Ethics" which stipulate rules relating to bribery & corruption. This Policy is intended to strengthen transparent business governance across the Company and the Group. All bidders, vendors etc. have to sign in the Supplier Code of Conduct before entering a contract with the GMR group.

As an extension of the Code of Business Conduct and Ethics Policy,

the Company has set up a "Whistle Blower policy" through which any stakeholder can raise concerns relating to corruption or bribery or any other malpractice or impropriety within the Group.

The Company has established a fully functional Ethics and Integrity Department to expeditiously investigate and take action in respect of all concerns relating to all ethical violations, including bribery and corruption (clause 5.17 COBCE is specifically referred).

- 2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

Thirty Five (35) concerns were raised by various stakeholders across the Company and its subsidiaries during FY 2020-21. Out of these:

- 2 concerns are awaiting approval. They will be taken up for detailed enquiries, once they have been approved.
- 24 were found devoid of any merit and were not investigated into based on the recommendation of the Ombudsperson.
- 9 concerns were enquired into, of which 7 were found to be genuine and 6 of them were satisfactorily resolved by the management.
- 1 concern was shared with the relevant HR committee for appropriate redressal.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

- 1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and / or opportunities.**

Environmental Protection and Sustainability

Since inception, sustainability has remained at the core of our business strategy. Besides economic performance, safe operations, environment conservation and social well-being have always been at the core of our philosophy of sustainable business. In anticipation of upcoming regulations and requirements, the Company has invested substantially and allocated other resources to proactively adopt



and implement manufacturing / business processes to increase its adherence to environmental standards and pollution control measures and enhance its industry safety levels. At GMR Group, the challenges due to the Company's operations related to EHS aspects of the business, employees and society, are mapped and mitigated through a series of systematic and disciplined sets of policies and procedures.

Our continuous endeavor to go beyond compliance and conserve natural resources helps to march towards attaining excellence in environment management and efficient and sustainable operations as well. As the Company operates in an increasingly resource-constrained world, being environmentally conscious and efficient is key to our operations. The Company has a Corporate Environment, Health, Safety and Quality (EHSQ) Policy to articulate, guide, and adopt an integrated approach towards implementing EHSQ objectives and the Company is committed to the Policy. These established systems certified by reputed certifying agencies have helped to monitor and manage our operations systematically, safely and in environmental friendly manner. When such practices become institutionalized, they protect environment and reduce operational and other costs.

The Company understands the global thrusts for minimizing the effect of developmental projects towards global warming. The Company has developed various projects voluntarily and some of the projects are under development stage, which ultimately reduces Green House Gases (GHG) emissions into the atmosphere and thus, minimizing the global warming effect. The Company has evolved as Sustainability leader by registering 7 CDM Projects with United Nations Framework Convention on Climate Change (UNFCCC).

As a responsible corporate citizen, the Company is striving to meet the expectations of neighboring communities around its plants and other locations through GMR Varalakshmi Foundation. The foundation works closely with them and strives to impact the lives of millions of farmers, senior citizens, youth, women and children through numerous programs.

Energy Sector of the Group has continuously ventured to promote cleaner fuel operations and renewable energy. The 25 MW and 1 MW Solar Photo-Voltaic based power generation in Gujarat and Rajam respectively, 2 MW Solar Roof top power project near Delhi International Airport, Delhi, 2.1 MW and 1.25 MW wind turbine generators in the State(s) of Gujarat and Tamil Nadu respectively are fully operational, with commitment towards sustainability in terms of clean and renewable energy resource.

The Energy sector has aligned its energy business with its comprehensive "EHS Framework", adopting best generation practices, optimizing energy, natural resources and technology, best available practices, "go beyond compliance", etc.

All the operating units have all necessary statutory clearances in place and are in compliance with environmental regulations.

The system is managed by dedicated EH Steam and steered frequently

at various level for quick actions.

Regular mass plantation is organized with involvement of Employees, their families and nearby villagers. Fruit bearing tree species are also being planted. Its survival is ensured with proper care.

Energy has started an EHS Council Meeting where all Plants EHS Head with their Team and Plant Head & O&M Head of a particular Plant is invited and they review the EHS progress and share the knowledge/ Best Practices across Plants.

GMR Warora Energy Limited (GWEL) is already certified for ISO 9001: QMS, ISO 14001: EMS, ISO 45001: OHSAS, EnMS: 50001 ISO 55001: Asset Management System M/s BVCI. GWEL has also implemented Information Security Management System as per ISO 27001 and obtained external certifications. Further GWEL for the first time in India is also certified for ISO 46001: Water Efficiency Management System and obtained recertification of SA 8000:2013 in FY 20-21. GWEL has also undergone Workplace Assessment for Safety and Hygiene (WASH) as per the standard developed by QCI for ascertaining our preparation to deal with CORONA Pandemic by BVQI.

Coal Testing Lab also got re-accreditation from National Accreditation Board for Testing and Calibration Laboratories (NABL) as per ISO/IEC 17025:2017. To further sustain various health and safety initiatives in the year FY 20-21 GWEL has vigorously implemented ISO 45001 system.

As a part of institutionalizing EHS management system, GWEL has implemented Comprehensive EHS management software "Sarathi" whose 27 modules like Incident management, EHS observation, Toolbox talk, Training management, CAPA Task Management, Emergency Management, Risk assessment, Behavior Based Safety (BBS) observations, EHS inspections, Internal/external audit Management, Waste management, Management EHS walkthrough, Event analysis, Objective tracking, 5S, PPE, OHC, etc. are operation in full fledge.

Sarathi is also integrated with Outlook for better capturing of the workings.

To manage the health and wellness at the workplace, series of programs under "Nirmal Jeevan" initiatives like Better Body Better Health for Employees, Counseling of employees under the program "Kausalika" Know of Wellness with COO, Blood Donation Camp, Sports activities like Fun run, Volleyball & Cricket Tournament for employees and their family members were organized during the year. Medical checkup camp were also organized on the Eve of Women's Day for Family Members in the Greenwoods Township. Camps were also organized for COVID testing of the employees.

GWEL successfully conducted series of EHS awareness programs, various training programs on Ergonomics, Manual handling, LOTO & Permit to Work (PTW) system, Onsite Emergency Plan, Firefighting, Electrical safety, Chemical handling, Height work Safety, Confined space entry safety, Gas cylinder handling, Hoists, and cranes safety conducted to employees and contractual employees. Mock drill on

scenarios such as CORONA Patient Handling, Hydrogen Leakage & Chlorine Leakage, were conducted. GWEL achieved Zero Lost time injury frequency rate with no reportable incidents for FY 20-21. GWEL ensured the non-usage of single-use plastic as per government guidelines. All the authorization for hazardous wastes, biomedical waste is in place and statutory returns against this authorization are submitted to statutory authorities in time. All the air emissions are within the permissible limit. GWEL is maintaining zero liquid discharge. Sustainable farming based greenbelt is maintained inside the plant. In FY 20-21, 10,000 saplings were planted. Organic vegetable farming is continuing at two acre of land inside the plant premises.

GWEL won CII's "National Energy Leader" & "Excellent Energy efficient Unit award during the 21st National Award for excellence in Energy Management event which is held online on 25th to 28th August 2020. GWEL bagged the prestigious "National Energy Conservation Award-2020" by Govt. of India, during the 30th NECA event held on 11th January 2021. GWEL won Gold award in "National Six Sigma competition" for 2 CIPs.

GMR Kamalanga Energy Limited (GKEL) is compliant with the statutory norms required for operation of power generation plant and certified for ISO14001:EMS, OHSAS18001, ISO9001:QMS and EMS50001:2011. GKEL has deployed various environmental protection initiatives for environment conservation, conducts audio visual class room and on the job trainings on different aspects of EHS management and, BBS. SAP based Work Permit System integrated with Lock Out and Tag Out (LOTO) mechanism implemented for safe execution of different activities under Operation and Maintenance. Job Safety Analysis (JSA) and Hazard Identification and Risk assessment (HIRA) exercises regularly conducted to identify and control new or existing risks in operations. EHS initiatives like Surakhya Parikrama (Senior Management EHS Walk-through), EHS Council meeting, Quarterly EHS Rolling Trophy to best Department, Monthly and Yearly Rolling Trophy to the best agencies, Theme based inspections and Audits, Monthly Mass Communication Meeting on the first day, near miss and unsafe condition reporting with reward, Safety Captains as Safety Leadership Culture etc. are implemented to create positive safety culture amongst workforce. Pre-employment and periodical health check-ups are being conducted. "SURAKHYA VIHAR", a unique demonstration concept created to educate all about the safe/unsafe practices including procedures of right and wrong tool and fire fighting equipments. Periodic theme based audits are conducted to assess the deployment of work procedures. GKEL conducts quarterly Mock Drills on different emergency scenarios, including one in presence of District Crisis Group and mutual aid partners. 7,213 saplings were planted within plant premises for gap filling and damage replacement during 2020-21, with total sapling of 3,88,797. GKEL's Chemical Lab is certified by NABL.

Organic farming being sustained in GKEL to cater the needs of township residents. Kitchen waste converted to compost by Mechanical food bio digester and used in horticulture work. Health & Wellness Programs at workplace and township to enhance Physical, Mental & Spiritual

wellbeing of all Employees and Associate Employees including Family Members through various programs such as Yoga classes by trained teacher, Jeeban Paribartan, Mo Paribartan, Smart Manager Programs. To control the risk of Covid 19 various SOPs were made and implemented for different activities in plant and township. Different awareness programs were being conducted in plant, township and community on prevention and control of the Covid 19. Mask, Sanitizer and hand wash packets were also distributed to the villagers and school students.

During FY 2020-21, GKEL received Environment Excellence Award from ICC, Kolkata, Runners-up in large industry category, CII - National Energy Management Award - 2020 - As excellent energy efficient unit and CII - Eastern Region - Encon Awards 2020 - Excellence in Energy Conservation - 2nd Runner-up - Large Scale Industry. GKEL also received 5-S certification from National Productivity Council in "UTKRISHAT" Category.

GMR Vemagiri Power Generation Limited (GVPGL) and GMR Rajahmundry Energy Limited (GREL) units are gas based power plants in Andhra Pradesh. GVPGL is certified for latest version of ISO 9001:2015, ISO 14001:2015 and OHSAS 18001: 2007 by M/s. GL-DNV and at present renewal kept on hold. EHS practices are deployed to achieve the highest level of performance. EHS trainings were imparted during the period. Mock drills for each plant were conducted on different emergency scenarios GVPGL and GREL achieved Zero Lost time injury frequency rate with no reportable incidents for FY 2020-21.

GMR Energy Limited (GEL), Kakinada has established efficient EHS procedure and practices and has achieved zero Lost Time Injury Frequency Rate (LTIFR) with nil reportable accidents in FY 2020-21. Plant is compliant with all statutory norms and procedures.

GMR Bajoli Holi Hydro Power Project construction is in progress with total compliance to all applicable EHS statutory rules and regulations, procedures and best practices. There was no fatal incident and no Lost Time Injuries (LTI) reported at site. Recertification audit has been conducted by M/s TUV India for Integrated Management System (IMS) as per revised ISO 9001:2015, ISO 14001:2015 and ISO 45001: 2018 standards in April 2021. Periodical medical health check-ups were conducted for employees and contract workers. Regular medical camps are also organized for workforce and community at project site. Safety tool box talk, safety training, pre job briefing and site inspections, are conducted on daily basis and mock drill are conducted periodically. 100% contract employees were covered under EHS awareness on utilization of Personal Protective Equipment (PPE) at site. All critical air quality parameters at inside tunnels are displayed near portal of adits. Environment monitoring (Air, Water & Noise) is being done on quarterly basis. One qualified doctor (24x7), one Lab technician, two female nurse and fully equipped ambulance are available at the medical center. First aid center has been set up for 24x7 at every site managed by qualified professionals and supported by 5 ambulances. 2500 tree saplings were planted at project and colony sites. Covid-19 vaccination was done with support of Forties

hospital Kangara at GMR Bajoli Holi Hospital and 90% employees was vaccinated at project site

Upper Karnali Hydro Electric Project in Nepal, has successfully achieved following Key approvals /clearances from Government of Nepal (GoN) duly considering all the safety aspects as per guidelines/ Acts:

- Environment Impact assessment (EIA)
- Revised Environment Mitigation plan (EMP)
- Initial Environment examination (IEE) for Transmission line
- Forest lease agreement executed with GoN
- Approval of RAP (Rehabilitation Action plan)

Gujarat Solar & Wind assets are registered under CDM.

At GMR Energy Sector level across all sites, Zero Fatality, Zero LTI, Zero LTIFR and Zero LTI Severity were achieved during FY 2020-21.

Single use plastic is completely banned across all sites. Emissions / Waste generated by the company within the permissible limits given by CPCB / SPCB for the financial year being reported. No show cause notice received in the FY 2020-21.

Airport Sector

Airport Sector embraces the concept of sustainability by managing activities in environment friendly manner, minimizing natural resource utilization and maintaining collaborative relationships with the community and stakeholders. Our strategy for long-term stability and continual improvement is focused on cost-effective operation, social responsibility, environment and ecology oriented business approach and practices, which are governed and managed by latest technological processes, improved infrastructure, efficient operational measures, continual process improvement, effective change management and communication and collaborative stakeholder engagement.

Environment Sustainable Management is an integral part of our business strategy which helps in achieving social credibility and business sustainability by efficient integration of policy, system, procedures, infrastructure and community support. The Group adopted all possible proactive sustainable approaches for the airport to develop an environment friendly business process that accommodates the community's concerns while still meeting all regulatory requirements. Our key environmental and social elements which have direct/indirect impact on society are effective control and management of aircraft noise, emission, air quality, water and wastewater, solid waste and conservation of natural resources. A dedicated team of professionals is deployed to deal with all areas of environmental and social concerns. All the impacts associated with its business aspects are being effectively resolved by working closely with the communities around the airport by proper knowledge sharing forums, media communications, communication to stakeholders and stakeholder meetings, further with the support of regulatory and government agencies.

Air and Water management is ensured by regular monitoring, analysis and following government regulations and guidance. Solid and Hazardous wastes are handled as per the applicable rules. Sewage Treatment Plant (STP) is operational to treat the waste water. Entire treated water is being reused appropriately for the flushing, HVAC and irrigation purposes.

Delhi International Airport Limited (DIAL)

Environment Sustainability is an integral part of DIAL's business strategy. It focusses highly on natural resource conservation, pollution preventions and skill developments as part of business sustainability at Delhi Airport by efficient integration of policy, systems, procedures, infrastructure and community support.

DIAL is committed to conduct its business in an environment and social friendly manner by adopting all possible operational and technological measures to minimize the impact of its activities on the environment and society.

Some of the achievements of DIAL in sustainability segment during the FY 2020-21 are:

- Delhi Airport has become the first airport in Asia-Pacific region and only the second airport globally to achieve Level 4+ "Transition" accreditation under ACI's Airport Carbon Accreditation framework. (November 2020)
- DIAL has won the National Water Award- 2019 by Ministry of Jal Shakti (GOI) in January 2021.
- IGI Airport has received the ACI Green Airports Recognition 2021 - Platinum Level in Asia Pacific Region (February, 2021)
- DIAL has also been rated as "Climate Oriented" company under Climate Action Program (CAP 2 degree) by Confederation of Indian Industry (CII) for the year 2020. (March 2021)
- Successfully completed the external audit for ISO 14001:2015 recertification. The audit was conducted by DNV-GL (March 2021).

In addition to the above, some of the continuing best environment practices include:

- Terminal 3 of Delhi Airport is a LEED India Gold certified green building under "New Construction" category and it is the first airport in the world to achieve this. Terminal 3 is also Platinum rated Green Building under Indian Green Building Council (IGBC) "Existing Building" category.
- Terminal 3 of Delhi Airport is the first airport globally to get Performance Excellence in Electricity Renewal (PEER) Platinum certification. PEER has helped DIAL in identifying opportunities for continuous improvement, through increasing their renewable energy mix, assessing and reducing power interruptions. Delhi Airport is first airport globally to have adopted, live building performance monitoring and scoring platform "ARC" by USGBC/GBCI.
- The energy efficiency measures implemented in DIAL have been

registered in UNFCCC as Clean Development Mechanism project; it is the first airport project in the world to have achieved this credential.

- DIAL has installed 7.84 MW solar PV plant in the airside premises of Delhi Airport and is the first airport in the country to have megawatt scale solar plant within the airport.
- Delhi Airport is the first airport in India to have implemented Airport Collaborative Decision Making (A-CDM) which aims at improving Air Traffic Flow and Capacity Management and Emission Reduction.
- Delhi Airport is the only airport in the world to adopt the green taxiing i.e. Taxibot. Currently commercial operation is going on with tie ups with various airlines.
- DIAL has started electric bus operation at IGI Airport. Electric vehicle charging stations have also been set up at IGIA to support passengers and electric taxi service providers.
- 16.6 MLD state-of-the art “Zero Discharge” sewage treatment plant treats entire sewage water generated in Delhi Airport. The treated water is used for horticulture, toilet flushing and HVAC make up.
- DIAL has constructed more than 300 rain water harvesting structures to improve the ground water level within the airport and in the surrounding areas.
- The Energy Management System of Delhi Airport is certified under ISO 50001 and is the first Airport in the world to be certified for ISO 50001 Energy Management system.
- DIAL has promoted Multimodal Connectivity to reduce emission. There is a dedicated metro line connecting Delhi Airport to the city, besides road connectivity.
- DIAL has installed dedicated CNG fueling station at IGIA, which helps in minimizing the GHG emission load at IGIA.
- The energy efficient and environment friendly infrastructures also include state of the art STP and WTP, Energy efficient BMEs, Advanced Fuel Hydrant Systems, FEGP and PCA supply systems.

GMR Hyderabad International Airport Limited (GHIAL)

Sustainable development is the core concept on which all the airport operational activities are developed and implemented. GHIAL is committed to conduct business in an environment friendly and sustainable manner, in line with GMR Group’s Vision, Mission, Values, Beliefs and Corporate Policies. During the FY 2020-21, in spite of Covid pandemic constraints, Hyderabad International Airport has ensured stringent compliance to Safety and Environment regulations at all times. Special oversight audit programs were conducted to ensure safe operations are undertaken in full compliance to Covid prevention protocol standards. The airport has recorded the lowest number of safety incidents comparatively to the previous years and also recorded significant reduction in the carbon intensity and excellent air quality metrics, which was possible through stakeholder engagement and proactive intervention strategy adopted on a continual basis.

a. Environment Compliance and Sustainability Activities:-

During the financial year 2020-21, there has been a list of significant achievements on the environment management and sustainability processes which are:

- GHIAL has successfully installed two noise monitoring terminals outside the airport under the flight path of the runway which will help the airport to ensure effective noise management process for the benefit of the surrounding community.
- GHIAL has been successfully accorded approval by the state ground water authority for its ground water recharge and abstraction process in line with the Environment Clearance conditions defined in the 50 mppa Environment Clearance
- Also, GHIAL has successfully renewed the Consent for Operation (CFO) for 12mppa capacity for one more year which will ensure seamless airport operations until the completion and commissioning of the newly constructed airport facilities and terminal buildings for 25 mppa capacity and subsequently to 40 mppa capacity.
- GHIAL has obtained conditional approval from the State Government for commissioning the additional 5 MW solar park which was completed earlier. The additional facility is expected to be commissioned shortly to scale-up the airport’s green energy development capacity to a total of 10 MW.
- As part of its natural resource optimisation and zero liquid discharge objective, GHIAL has constructed and commissioned additional Sewage Water Treatment capacity of 1350 KLD to augment the existing 1850 KLD capacity. This will ensure efficient use of water in line with ‘Reduce-Reuse-Recycle’ principle.
- In terms of recognition for its continuing contribution and achievement for Environmental Protection initiatives, GHIAL continues to retain its Carbon Neutral Level 3 Plus status. This certificate is valid till December 2023. The Level 3+, Neutrality is the highest level of environmental achievement and recognition of the airport’s great efforts in reducing/ neutralizing carbon emissions.
- In recognition of its efficient air quality management standards, GHIAL has been awarded with Green Airports Recognition 2021-Gold award by the Airports Council International in the Category: 15 to 35 million passengers per annum, Asia - Pacific region in February 2021.
- In addition to retaining the status of ‘Single use plastic free facility’ by phasing out materials less than 50 microns’ thickness, GHIAL has implemented a robust and stringent ‘Bio-medical waste management process’ with an emphasise on careful and efficient collection and disposal of Covid PPE waste used by the passengers and airport staff.

In addition to the above, some of the continuing best environment practices include:

- LEED certified Terminal Building which allows maximum natural lighting, and other features that enable optimal use of energy and water.
- Effective implementation of “Reduce-Reuse-Recycle” principle in the

overall water usage within the airport.

- Efficient rainwater harvesting and groundwater recharging processes.
- Efficient solid waste management processes and compost generation to meet 100% internal demands to develop beautiful landscaping within the airport.
- Robust process to effectively reduce aircraft noise and emission levels by collaboratively engaging with airline operators and Air Traffic Service providers to bring in best practices like single engine taxi, Fixed Electrical Ground Power to reduce use of aircraft Auxiliary Power Units (APU), Continuous Descent Approach Operations etc.
- Organise extensive environment awareness programmes on a regular basis and wide publicity during World Environment Day, Earth-Hour, etc., by engaging airlines, ground handlers, passengers and all other stakeholders operating at RGIA.

b. Safety:

• **Safety Mission**

GHIAL is committed to developing, nurturing and proactively promoting a safety culture at RGIA with the philosophy ‘Safety first.’ In line with the Safety Management System framework defined by the International Civil Aviation Organization (ICAO) and the Directorate General of Civil Aviation, India (DGCA), GHIAL has made very good progress in the area of safety performance through sustained and collaborative efforts with the stakeholders and achieved high levels of safety standards. This positive trend in safety performance has assured the healthy development of Safety culture among the airport community as a common deliverable aspect.

• **Safety Performance and assurance**

GHIAL has continued its efforts in giving safety assurance to all its stakeholders through proactive and preventive measures. As part of safety assurance, during the financial year, considering the operational constraints associated with the Covid pandemic scenarios, GHIAL has ensured proactive Safety oversight measures are undertaken at all critical functions and work places, including airlines and Ground Handling agency facilities. This has immensely helped the organisation to control the incidents/accidents within the airport premises effectively.

• **Safety compliance**

The ‘Safety Management System’ at the RGIA is in compliance with DGCA regulatory guidelines which has been reaffirmed by renewal of the Aerodrome License [AL/Public/021] for the next two year cycle valid till March 03, 2022. Further GHIAL has successfully migrated to the latest Safety standards of 45001:2018, from the earlier standard of 18001.

• **Safety Initiatives**

Considering the flight safety as the top priority GHIAL regularly conducts Runway Safety Committee meetings with pilots, ATC

controllers, aircraft engineers, airport operations and engineering departments to proactively ensure the runway safety at all times. GHIAL undertakes stringent risk assessment process for all the major changes/activities to identify the hazards and mitigate them to ensure seamless transition of the major changes in the facilities and processes. All the stakeholders are encouraged to voluntarily report hazards and safety occurrences through online reporting portals and various other modes. Regular Safety briefing sessions are organized for all the stakeholders’ employees.

• **Safety Promotion**

To ensure active participation by all the stakeholders to bring in Safety Culture at the airport, GHIAL Safety department has initiated a Reward & Recognition programme to honour and recognise the Safety volunteers/SPOCs for their significant contribution to ‘Voluntary Hazard Reporting and mitigation’ programme. Regular online/virtual training programmes and orientation sessions are conducted to keep all the stakeholders abreast of latest safety guidelines and changes to the work environment.

• **Recognition**

Head-Safety of GHIAL is the current Chairman of the prestigious Regional Operational Safety Committee of the ACI for Asia Pacific region and also he has been recognised as a member of the elite World Safety and Technical Standing Committee (WSTSC) of ACI world to review all airport safety matters with the global experts. It is an honour and recognition of GHIAL’s efforts in maintaining very high safety standards at RGIA.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional): Not attempted

- Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain?
- Reduction during usage by consumers (energy, water) has been achieved since the previous year?

3. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs were sourced sustainably? Also, provide details thereof, in about 50 words or so.

In our company Business, Standard Operating Procedure [SOP] and Procurement Policy is in place to manage sustainable sourcing. Priority given to local source of raw material like sand, aggregate etc. unless otherwise stated by Client. DFCCIL Projects [CP-201 & CP-202] is implemented and certified by Integrated Management System [IMS] includes ISO 9001:2015 [Quality Management System]; ISO 14001:2015 [Environment Management System] and ISO 45001:2018 [Occupational Health and Safety Management System]. Standard process [SOP’s] are in place and monitored thru various internal and external audits and compliance. In addition, Transportation division strives to design and construct sustainable Projects which include

Water and Energy conservation measures, continuous monitoring of Environmental parameters [like noise, air, water], identify and use of resources that are environment friendly, green technologies and deployment of fuel efficient equipment and machineries. Highways Projects has won NHA Excellence Award.

The fuel in the Energy Sector subsidiary companies is sourced through pipelines, railway wagons, road transport to the plant avoiding wastages, leakages, vapourisation etc., to the extent possible. The Company and its subsidiaries have a Procurement Policy in place and vendors agree to the GMR Code of Conduct and Business Ethics.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve the capacity and capability of local and small vendors?

The Company closely works with the CSR team to identify opportunities for getting goods and services from local community. The EMPOWER (Enabling Marketing of Products of Women Entrepreneurs) initiative for selling products made by the community women get lot of bulk orders from Group companies on various occasions. Even during the pandemic, cotton masks and PPE kits have been procured through EMPOWER program.

There have been several exclusive and niche opportunities within the Group companies which are offered to the local, small vendors. For example, in the Hyderabad Airport, the photography services were allocated to a local photographer. He has now been allocated space inside the airport and provides photos to passengers who come without them for visa. Like this, the barber, tyre inflation, grocery shop, housekeeping, etc. opportunities in the airport have been provided to local entrepreneurs and all of them are doing good business and expanding the same.

GMRVF provides skill training in several technical vocations. Many of the youth so trained are from neighboring communities. As and when there are opportunities, some of these youths are placed with partners/contractors providing services to the businesses.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

The Company's subsidiaries operate in different business sectors like Energy, Airports, Highways, Transportation and Urban Infrastructure. The waste water at the power generation plants and Airports are recycled and used for gardening and other cleaning purposes.

GWEL & GKEL has a well-developed Waste Management Systems as per which all the wastes are handled properly and recycling avenue is always look into. The scrap having economical value is sorted and from those having no economical values are recycled properly. Also, wastes generated during the operations of the power generation plants are sent to the authorized agencies of CPCB / SPCB only for treatment/

Disposal. E Waste and Battery Waste are handled to authorize vendor only for further recycling. Ash generated at the power plants is being reused and disposed to cement and brick manufacturers, for road making and filling in low lying areas / abandoned quarries.

Delhi Airport has 16.6 MLD state-of-the-art zero discharge Sewage Treatment Plant (STP). The entire treated water is used for horticulture, toilet flushing and HVAC make up.

DIAL has adopted a 4R (Reduce, Reuse, Recycle and Recover) strategy for effective waste management at IGI Airport. To further enhance the sustainability of waste management, DIAL is currently developing an Integrated Solid Waste Management Centre (ISWMC) consisting material recovery facility, bio gas plant etc. within IGI Airport, which is expected to be commissioned within FY 2022. Other waste such as hazardous waste, E-waste, battery waste, construction and demolition waste, and biomedical waste are managed as per the government's legal framework.

As a sustainability initiative, DIAL continue to promote "Single Use Plastic Free Airport" initiative. The Confederation of Indian Industry - ITC Centre of Excellence for Sustainable Development (CII-ITC CESD) that supports the business community towards achieving sustainability, certified DIAL for its successful voluntary implementation of "Single Use Plastic Free Airport" initiative within IGI Airport's Operation in 2019. Delhi Airport is the first Indian airport to bag such recognition from CII-ITC CESD.

At Hyderabad airport the food waste is collected and processed at the in-house compost plant within the airport. The compost generated during this process is used for developing the beautiful landscape within the airport. The excess quantity of the food waste generated above the in-house compost plant capacity is handed over to an authorised agency for conversion into 'Refuse Derived Fuel (RDF)' which is used for boiler combustion. The municipal solid waste and other hazardous/E-waste generated within the airport are handed over to competent collecting and recycling agencies authorized by the State Pollution Control Board. Also, the waste water generated within the airport are meticulously treated in the Sewage Treatment Plant within the airport and the treated water is used for landscape irrigation and flushing to adopt the environment protection principles of 'Reduce-Reuse-Recycle.' Overall, the entire waste generated at the airport is reused or recycled through different environment friendly process either in-house or through authorised agencies. In recognition of its efficient waste management practices RGIA has been conferred with 'Green Airport 2017 Gold' award by Airports Council International on April 24, 2018 at Narita, Japan.

Also, wastes generated during the operations of the power generation plants are sent to the authorized agencies of CPCB / SPCB for treatment. Ash generated at the power plants is being reused and disposed to cement and brick manufacturers, for road making and filling in low lying areas / abandoned quarries.



Principle 3: Businesses should promote the wellbeing of all employees

1. Please indicate the Total number of employees:

SI No.	Category of Employees	No. of Employees
1	Managerial Staff (Executive Cadre)	192
2	Operations Staff (Non-Executive Cadre)	24
	Total	216

2. Please indicate the Total number of employees hired on temporary / contractual / casual basis:

SI No.	Category of Employees	No. of Employees
1	Advisors & Consultants	6
2	Sub-Contracted Employees	975
3	Casual Employees	NIL
	Total	981

3. Please indicate the Number of permanent women employees:

Number of permanent women employees : 16

4. Please indicate the Number of permanent employees with disabilities:

Number of permanent employees with disabilities : NIL

5. Do you have an employee association that is recognized by management?

There is no employee association in the Company.

6. What percentage of your permanent employees is members of this recognized employee association?

N.A.

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

There is no complaint received by the Company during the financial year 2020-21:

S. No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1	Child Labour/forced labour/involuntary labour	NIL	NIL
2	Sexual harassment	NIL	NIL
3	Discriminatory employment	NIL	NIL

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

- Permanent Employees: 100%

- Permanent Women Employees: 100%
- Casual / Temporary / Contractual Employees: 100%
- Employees with Disabilities: N.A.

All the contractual employees of the Company receive mandatory safety training before entering their premises and receive the job training through the contractor and the Company.

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

1. Has the company mapped its internal and external stakeholders? [Yes/No].

Yes. Whenever the Company sets up a business, it surveys the surrounding communities and identifies key stakeholders.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

There is a specific focus on identifying the vulnerable amongst the stakeholders. These include socially and economically backward sections, landless, tribal communities, people with disabilities, women-headed households, etc. The Group conducts need assessment studies in its business locations and identifies the needs of communities with special focus on disadvantaged and vulnerable communities and all the CSR activities are being planned and implemented based on the identified needs of the communities. In the last one year, Foundation also focused on identifying the families severely impacted due to Covid and accordingly planning its activities.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.

For the Company, community is a major stakeholder of business. Thus, GMR Group works with the under-privileged communities around its business operations for improving their quality of life. A special focus is laid on vulnerable and marginalized sections of the community such as socially and economically backward sections, differently-abled persons, elders, tribals, migrant labour etc. At Delhi, the CSR unit is running Samarth program for mainstreaming differently-abled persons through inclusive education, creation of livelihood opportunities, facilitating their rights and entitlements etc. Over 300 persons/children with disabilities benefit from this initiative. In association with National Institute of Locomotor Disability (NILD), GMRVF provided aids and appliances to over 1700 people with locomotor disabilities.

The 200-bed hospital set up by GMRVF at Rajam has a concession policy in place through which the most disadvantaged people access quality healthcare services. To address the health care needs of disadvantaged elderly people and to the communities in remote rural locations, GMRVF is running 8 Mobile Medical Units at different

locations which takes quality healthcare to the doorstep of about 10,000 elderly and vulnerable people. In the remote, hilly areas of Uttarakhand and Himachal Pradesh where the Group has businesses, the Foundation conducts special outreach health camps to cater to the health care needs of people who otherwise have no access to any kind of health care facilities. Foundation is also running about 15 Nutrition Centers which provide supplementary nutrition, health check-ups and health awareness to pregnant and lactating women from under-privileged families.

In the vocational training program of GMRVF also, preference is given to the candidates from disadvantaged backgrounds and special efforts are put to mainstream them through provision of required skills. Further, Foundation has set up Girijan Institute of Rural Entrepreneurship Development in the Seethampet Agency area in Srikakulam district of Andhra Pradesh which provides skill trainings to tribal youth in different vocations. GMRVF also has focused programmes to reach out to women and improve their livelihoods.

In the year 2020-21, Foundation conducted a study in its project locations to understand the impact of Covid on the under-privileged communities. Based on the study, several livelihood support activities were planned and implemented which include support to increase farm productivity, support to set-up/revive micro-enterprises, livestock support etc. which helped the target families to earn decent incomes.

Principle 5: Businesses should respect and promote human rights

1. Does the policy of the company on human rights cover only the company or extend to the Group / Joint Ventures /Suppliers / Contractors / NGOs / Others?

The Company has a policy on Human Rights. Additionally, policies like Code of Conduct, Whistle Blower Policy, Disciplinary Policy, Policy against Sexual Harassment, and Policy on Work Environment coupled with transparent HR processes and practices adequately cover the human rights aspects.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

There were no reported complaints received during the FY 2020-21 other than those already mentioned in this report.

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

1. Does the policy related to Principle 6 cover only the company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others.

The policy related to principle 6 is applicable to all the units of GMR Group, its contractors and its employees.

2. Does the company have strategies / initiatives to address global environmental issues such as climate change, global warming,

etc? [Y/N]. If yes, please give hyperlink for webpage etc.

Yes, the Company and the Group have strategies to address global environmental issues such as Climate Change and Global Warming.

GMR Group has initiated the process of Clean Development Mechanism (CDM) in 2008 and commenced assessment of Carbon Footprint of its units.

The Company has evolved as Sustainability leader by registering 7 CDM Projects with UNFCCC. Terminal 3 (T3) of Indira Gandhi International Airport (IGIA) has become the first terminal in the world to have successfully registered with UNFCCC as CDM project for its GHG emission reduction initiatives.

DIAL has adopted Airport Carbon Accreditation (ACA) program of Airports Council International (ACI). Delhi Airport is first Airport in Asia-Pacific region and only the second airport globally to achieve Level 4+, "Transition" accreditation under ACI's Airport Carbon Accreditation framework.

DIAL has also taken up the objective of becoming a "Net Zero Carbon Emission Airport by 2030" by focusing on- Energy Efficiency & Conservation, Augmenting Green Building Infrastructures, Use of Renewable/Green Energy, Application of Operational Excellence, Adopting to Low Emission Transports, Development of Sinks and Working closely with Airlines and Other Stakeholder through Engagement Programs.

GHAL has commissioned a 5 MW solar power plant. GHAL has been awarded with the 'Carbon Neutral' Level 3+ certification.

GWEL has undertaken large Mango Plantation with more than 10000 mango saplings, which has converted into a lush green Mango Orchard and have planted many more plants which covers 41% area of the plant contributing to global climate change initiatives.

3. Does the company identify and assess potential environmental risks? [Y/N]

Yes, the Company has a procedure to identify and assess potential environmental risks. All operating units have implemented Environmental Management System as ISO : 14001 international standard requirements and have been certified by external certifying agencies. Company prepared Aspect Impact Register (AIR) in which all the Environmental activities are duly covered and their impacts are documented. Based on the scoring from AIR Environmental risks are identified and duly taken care of.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Yes, the Company, through its subsidiaries/associates, is actively involved in the development of CDM projects. It has taken the initiative towards developing the projects which are energy efficient, utilize clean fuel, and use renewable energy resources as

fuel. In such endeavor, the Group has registered 7 CDM projects at UNFCCC till date. Also, UNFCCC has issued 3,16,124 certified emission reduction in FY 2013-14. The Group does not have the requirement to file any environmental compliance related to CDM; however, the environmental aspects related to compliance and sustainability are included in the Project design document of CDM. DIAL has successfully registered “Energy efficiency measures at Terminal T3” at UNFCCC.

5. Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc., [Y/N]. If yes, please give hyperlink for web page etc.

Yes. The Company understands the thrust of achieving energy efficiency, and effectively utilizes the available clean technology and renewable energy resources in all its business developments.

In Delhi Airport, DIAL has adopted various, clean technology, energy efficiency, renewable energy measures etc. Some of the key initiatives are listed below-

- Adoption of green building concept in existing terminals (Terminal 3 is LEED Gold under New Construction category & IGBC Platinum under Existing Building) and redevelopment of Terminal 1 as per LEED requirements.
- 7.84 MW Solar power plant and use of offsite renewable energy through open access.
- Use of Bridge Mounted Equipment (FEGPU, PCA) to replace APU usage
- 16.6 MLD Sewage Treatment Plant
- Fuel hydrant network system
- Use of CNG vehicle and electric buses along with installation of Electric vehicle charging station.
- Implementation of Airport Collaborative Decision Making (A-CDM)
- Use of TaxiBots as green taxiing solution at Delhi Airport
- Energy efficient HVAC and lighting system

The RGIA Passenger Terminal Building, Hyderabad has LEED certification for its unique design, which allows maximum natural lighting, and other features that enable optimal use of energy and water. RGIA is the first airport in the world to be awarded the LEED silver rating for its eco-friendly design. Also as part of continuing CDM process, 45 Pushpak buses connecting RGIA to various destinations in the city have been converted to Electrical.

In Energy Sector, both Plants GWEL & GKEL are ISO 50001 certified (Energy Management Certified Organization) and various major initiative taken, under Process Optimization are GWEL - Reduction in Generator Windage losses by improvement in H2, Heat rate improvement through CT fills replacement and Condenser Cleaning and Reduction in Auxiliary Power Consumption in Flue Gas Air Handling Fans by working in Flue gas ducts & GKEL - Turbine Cooling Time reduction from 9 days to 4.41 days, APC reduction through optimization and modification in Compressed Air Header and Sonic

Soot Blower installation for saving in Steam Consumption.

Your Company takes pride of commissioning 25 MW grid connected Solar Photo Voltaic based power plant at solar park developed by Gujarat Power Corporation Limited, Charanka in Gujarat. The Company has also commissioned the wind mill in Gujarat (2.1 MW Capacity) and Tamil Nadu (1.25 MW Capacity).

In addition to the above initiatives, DIAL has installed 7.84 MW solar power plants at IGI Airport and is the first airport in India having mega solar power plant at airside premises. GHIAL has commissioned 5 MW Solar Power Plant as part of green energy promotion.

6. Are the Emissions / Waste generated by the company within the permissible limits given by CPCB / SPCB for the financial year being reported?

Yes, all the emissions and waste generated by the Company including its subsidiaries/associates is well within the permissible limits prescribed by CPCB / SPCB.

7. Number of show cause / legal notices received from CPCB / SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

Nil

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

The Company is a member of:

- A. Confederation of Indian Industry (CII)
- B. The Associated Chambers of Commerce & Industry of India (ASSOCHAM), New Delhi
- C. Federation of Indian Chambers of Commerce & Industry (FICCI), New Delhi
- D. PHD Chamber of Commerce & Industry (PHDCCI), New Delhi
- E. Association of Private Airport Operators
- F. Association of Power producers

2. Have you advocated / lobbied through above associations for the advancement or improvement of public good? [Yes/No]; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

Yes, following are the broad areas:

- (i) Economic Reforms
- (ii) Aviation Sector
- (iii) Energy Sector

Principle 8: Businesses should support inclusive growth and equitable development

1. Does the company have specified programmes / initiatives / projects in pursuit of the policy related to Principle 8? If yes details thereof.

Yes, GMR Group works with the communities surrounding its business operations with a vision to make sustainable impact on the human development of under-served communities through initiatives in Education, Health and Livelihoods. The programs are designed based on the local needs identified through the baseline studies at each location. Thus, all the programs are sensitive to the needs of local communities and ensure a high level of participation from the communities.

Under the area of Education, GMR Group is running Engineering and Degree colleges in the State of AP apart from several schools. Some seats in all the schools are provided to the children from poor communities free of cost. Group also supports the education of poor students by facilitating Scholarships. Over 7500 students have received such support. GMR Group also focuses on improving the infrastructure facilities and quality of education in Government schools and pre-schools, apart from running its own Bala Badis (Pre-schools for children of 3-5 year age group). About 200 Govt. schools are supported, reaching out to over 35,000 children. About 6,000 pre-school age children in over 200 Bala Badis and Anganwadis across the country benefit from the Group's initiatives. About 250 children have been sponsored to quality English Medium Schools under the Gifted Children Scheme and their complete educational expenses are borne by GMRVF. E-Education has been introduced in about 80 government schools across the locations. During FY 2020-21, lot of initiatives have been implemented for each out to school children in the context of lockdown and support them in getting learning opportunities. Vidya Volunteers in different locations engaging children through various means such as forming WhatsApp groups, making home visits for slow learners, etc. Study circles were formed where senior children taught the junior children in smaller groups. Technological interventions like Convegenius app, Learning navigator tool etc. were piloted. Counseling, coaching support was provided to Gifted Children. Workbooks were given to about 5000 children.

In the area of health, GMR Group is providing health services to under-served communities by running a 200-bed hospital, 20 medical clinics and 8 Mobile Medicare Units. The medical clinics and MMUs of the Foundation are providing over 20000 treatments every month. 20 public toilets have been constructed in both rural and urban locations to improve sanitation facilities which are used by about 40,000 people per month. GMRVF runs 15 nutrition centres to provide nutrition supplement as well as relevant education to pregnant and lactating women, towards improving the health of the mothers and infants. Further, over 2000 families have been supported for the construction of Individual Sanitary Lavatories. Many awareness programs are organized on health and hygiene related issues which have shown lot of impact on the health status of the communities. During the

pandemic time, GMRVF tried to connect with the communities and offer healthcare and health awareness virtually. Tele-health services were offered at Kakinada and Bajoli-Holi. Virtual health camps were conducted in few locations. Awareness on Covid and other health issues was provided through online tools.

Enhancing the livelihoods of the communities is another area of focus and to achieve this, as part of the CSR, 15 vocational training centers are run in different locations through which over 7000 under-privileged youth are trained every year in different market relevant skills. Over 80% of these trainees are settled in wage or self-employment.

Most of the vocational training centers run by GMRVF adopted quickly to the Covid situation and offered trainings in Blended learning model during the lockdown. About 2460 youth were trained before and during the lockdown in various skills and 1400 of them are settled in either wage or self-employment ventures.

Further, Foundation engaged about 500 women in making masks and PPE kits for various companies and governments who are making decent incomes from the activity. Apart from this, Foundation tried to understand the long-term impact on livelihoods and conducted a survey involving over 5000 families across different locations.

Based on the results, multiple livelihoods interventions including agri. input support, micro-enterprises, backyard poultry, vegetable cultivation, floriculture, support to apple farming etc. have been taken up. Overall, livelihood interventions benefited over 2000 families in different parts of the country to recover from the loss due to the pandemic.

Over 2000 families are being supported with farm and non-farm based livelihoods to enhance their incomes. The Group also works towards women empowerment by promoting and strengthening Women Self Help Groups. About 200 groups have been formed so far with more than 2,100 members and are receiving credit, capacity building and market support. An initiative to support training of women in making products and marketing them helps over 100 women to have sustained livelihoods.

In the FY 2020-21, considering the Covid pandemic situation, GMRVF supported its project communities through various interventions. About 1,70,000 cooked meals have been distributed in different locations. Dry ration support was provided to over 6000 vulnerable families at different locations in association with local government departments and NGOs. Supported community kitchens in Delhi with 5252 kg dry rations that served 13600 people. 'Hands for Humanity' program was conducted in collaboration with 92.7 Big FM and Delhi Police at Delhi under which ration kits were provided to 1050 families in 10days. 7 orphanage and destitute homes were also supported with dry ration benefiting about 500 people. Over 90,000 masks and 7000 PPE kits have been made by about 150 women trained by GMRVF which were distributed to frontline workers in healthcare, police, security department etc.

2. Are the programmes / projects undertaken through in-house team / own foundation / external NGO / government structures / any other organization?

GMR Group implements the community development programs through its own Foundation i.e. GMR Varalakshmi Foundation, a Company registered under Section 25 of the Companies Act, 1956 (Currently, under Section 8 of Companies Act, 2013). The Foundation is governed by a Board of eminent professionals chaired by the Group Chairman, Mr. G.M.Rao. It has its own professional staff drawn from top academic institutions.

3. Have you done any impact assessment of your initiative?

Yes, GMRVF conducts impact assessment studies, both external and internal, in its project locations to understand the effectiveness of the programs. In the year 2020-21, Impact assessment of the programs at two locations was conducted.

4. What is your company's direct contribution to community development projects - Amount in INR and the details of the projects undertaken?

The Company was not required to spend towards CSR activities during FY 2020-21 due to non-availability of profits. However, through its group companies, an amount of ₹ 21.22 Crore was spent during the year.

Projects undertaken:

Education:

- 1) Supporting Govt. schools to improve the quality of education;
- 2) Supporting Govt. Anganwadis and running Bala Badis to provide quality pre-school education;
- 3) Sponsoring the education of under-privileged children under the Gifted Children scheme, scholarships, etc.;
- 4) Support to students with coaching for different entrance and competitive examinations, as well as through scholarships and loans for pursuing higher education etc.

Health, Hygiene and Sanitation:

- 1) Running 200-bed multi-specialty Hospital at Rajam, Andhra Pradesh which provides affordable quality health care to the local communities;
- 2) Running free Medical Clinics, Mobile Medical Units wherever there is a gap of such health facilities;
- 3) Conducting need based general and specialized health check-up camps and school health check-ups;
- 4) Conducting health awareness programs with special focus on seasonal illnesses, HIV/AIDS etc.
- 5) Construction of Public Toilets and facilitating construction of Individual Sanitary Lavatories.

- 6) Providing nutritional supplements to vulnerable groups like AIDS affected, anemic adolescent girls, pregnant women, etc.

Empowerment and Livelihoods:

- 1) Running 15 vocational training centers for training under-privileged dropout youth in different vocational programs;
- 2) Promoting and strengthening Self-Help Groups of women and providing training, input and marketing support to them to take up income generation programs;
- 3) Working with farmers to enhance farm productivity and incomes and supporting micro-entrepreneurs with material, training and marketing support etc.
- 4) Running community libraries, supporting youth clubs, conducting awareness programs on social issues etc

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

GMRVF lays great emphasis on involving community in their development process. Towards this, GMRVF conducts wide consultations with the communities before initiating any program and develops programs based on the local needs identified by the communities. Community members are engaged at every stage of the programs and the systems and procedures have been made accountable and transparent for the communities. For example, in the Bala Badis run by the Foundation, the parents of the children are actively involved and regular parent meetings are being conducted to update them on the activities, progress of their children etc. Child clubs, Youth clubs, SHGs and other community based institutions are involved in all the community development programs which help in building ownership of the programs.

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

1. What percentage of customer complaints / consumer cases are pending as on the end of financial year?

- DIAL: Received a total of 128 customer complaints and all complaints have been closed. There are currently 16 consumer cases pending at different consumer forums, against DIAL.
- GHIAL: Received a total of 36 customer complaints and all complaints have been closed. There are currently 2 consumer cases pending before the Telangana State Consumer Redressal Commission at Hyderabad, against GHIAL.
- T&UI: GMR Ambala Chandigarh Expressways Private Limited: There are total of 7 consumer cases currently pending at different consumer forums against the Company.
- T&UI: GMR Hyderabad Vijayawada Expressways Private Limited: There is 1 consumer case currently pending before the consumer forums against the Company.

- No customer complaint / consumer case was reported in the Energy & Urban Infra Business.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? [Yes/No/N.A./Remarks (additional information)]

Not Applicable

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

GHIAL: Pursuant to a vacation notice issued by GHIAL to Airworks (AW), a third party line maintenance service provider, AW filed a writ before High Court at Hyderabad, however could not secure any orders. Subsequently, AW filed a complaint with Competition Commission of India (CCI) vide Case. No. 30/2019, alleging GHIAL of abusing the dominant position. The CCI u/s 26(1) Competition Act passed an order directing the Director General to investigate and file a report in 60 days.

GHIAL filed a writ petition challenging the orders passed by CCI and the same was stayed by the Telangana High Court. While so, GHIAL conducted a competitive bidding and appointed third Line Maintenance service provider at RGIA. However, having failed in the bidding process, AW filed another writ challenging the bidding and these writs are tagged together and are pending for final hearing.

4. Did your company carry out any consumer survey / consumer satisfaction trends?

In DIAL, as part of Customer focus initiatives, the Company at regular intervals captures the Satisfaction levels of its Clients (Internal as well as External) to capture the stated and unstated needs and expectations. The company, under Airports sector, conducts Stakeholder Satisfaction Survey as well as ACI- ASQ Survey for passengers. Stakeholder Survey is conducted through third party. This is a holistic survey which covers all aspects pertaining to services, support, budgeting, quality & safety on the scale of 1 to 5 along with the suggestions. The results are analysed and action plans are identified for improvements by respective departments. Business Balance Score Card (BBSC) and Goal Sheets (of related employees) have weightage to improve Customer feedback and Satisfaction index.

ASQ survey is world leading airport passenger service and benchmarking programme. It is world-renowned and globally established global benchmarking programme measuring passengers' satisfaction whilst they are travelling through an airport. The programme provides the research tools and management information to better understand passengers' views and what they want from an airport's products and services. At GMR Airports, ASQ results plays pivotal role in prioritizing passengers changing expectations over time and initiating improvement actions including service delivery and world class infrastructures.

ASQ surveys are conducted throughout the year. Both DIAL and GHIAL are participating in the survey every year, since inception. Recently, Delhi Airport has won "Best Airport by Size and Region (over 40 Million Passengers Per Annum in Asia-Pacific)" for CY 2020. It has retained the best airport position under the highest category for three consecutive years- 2018, 2019 and 2020 in Asia-Pacific region.

Prior to this, Delhi Airport had retained the position of World No. 2 for three consecutive years till 2013. In 2014, it stepped up its position to World No. 1 in the 25-40 MPPA category and retained the rank in 2015. In 2017, it was adjudged as the world's best airport in the highest category of more than 40 MPPA.

In November 2020, Delhi Airport has achieved **Airport Health Accreditation** from ACI for its commitment in prioritizing health & safety measures in accordance with ICAO Council Aviation Restart Task Force (CART) recommendations.

In addition, DIAL has been recognized with the ACI World's prestigious "**Voice of Customer**" recognition. This recognition was the result of its continuous efforts in gathering passenger feedback, understanding customer needs and ensuring customer voice was heard during the COVID-19 pandemic in 2020. During these trying times it is imperative for airports to listen to the voice of the customers to garner passenger confidence and revive the faith in flying in which DIAL has been agile and customer centric in its operations.

GHIAL:

In GMR Hyderabad International Airport (GHIAL) (HYD Airport) has consistently featured among world's best Airport in its category for past several years since its inception. In the recently concluded annual ACI ASQ survey HYD Airport was awarded "Best Airport by Size and Region (15-25 Million Passengers Per Annum in Asia-Pacific region)" for CY 2020.

In the preceding 4 years HYD Airport has set global benchmarks by featuring as the Best Airport in its category in the year 2016 (5-15 Million passenger per annum), 2017 (5-15 Million passenger per annum), and 2019 (15-25 Million Passengers Per Annum in Asia-Pacific region) respectively.

During August 2020, Hyderabad Airport has achieved the Airport Health Accreditation (AHA) from ACI and was among first few airports in the Asia Pacific region to have received the ACI AHA certification. This achievement is a testimony of Hyderabad Airport commitment in providing a safe airport experience for all travelers which is in line with the recommended health measures established in the ACI Aviation Business Restart and Recovery guidelines and ICAO Council Aviation Recovery Task Force recommendations, along with industry best practices.

Additionally, GHIAL has been recognized with the ACI World's prestigious "Voice of Customer" recognition. This achievement recognizes Hyderabad Airport's consistent efforts to prioritize their customers and ensuring that their voice was heard during the COVID-19 pandemic in 2020.

This recognition is a testimony of GHIAL's commitment to delivering a superior customer experience under trying circumstances.

7th Road Users Satisfaction Survey [RUSS] at GMR Highways:

GMR Highways conducts its Road User Satisfaction Survey [RUSS] every year in the month of December for Highways projects at all [except GCORR Site] its Assets [both Toll and Annuity] with an objective of understanding and measuring the Road Users' awareness and satisfaction with GMR Highway's facilities, services and other aspects of road users' experiences and perceptions.. A cross functional team from Operation and Maintenance department at Site and HO along with Business Excellence Team, GMRVF and RAXA administers the survey. However, during the FY 2020-21, RUSS could not be conducted due to lockdown at Project locations.