# GMR AIRPORTS INFRASTRUCTURE LIMITED

Sustainability Report 2021-22

# INSIDE THE REPORT

# FROM THE CHAIRMAN'S DESK

## Dear valued stakeholders,

I am pleased to present our annual sustainability report for GMR Airports Infrastructure Limited. This report outlines our commitment to sustainable practices and our efforts towards creating a greener future for all.

**Under the leadership of our Honorable Prime Minister Shri Narendra Modi, India is moving forward with a mind-set of green growth and green jobs. In this Amrit Kaal, as envisioned by Shri Modi, India has not only shown unprecedented economic success, but is also leading the global sustainability targets to increase the share of non-fossil power to 50% by 2030 and achieve net zero by 2070.**

We understand the impact that airports can have on the environment and the local communities around them. We strive to minimize this impact as much as possible.

At GMR Group, we believe that sustainability is not just a buzzword, but a way of life. Our sustainability initiatives are guided by global and national guidelines and targets, such as the United Nations Sustainable Development Goals (SDGs) and Nationally Determined Contributions (NDCs). We have made significant progress in contributing towards achieving these goals.

We have reduced our carbon footprint by implementing energy-efficient technologies, promoting the use of public transport, and investing in renewable energy sources.

We are also committed to conserving water resources, managing waste responsibly, and promoting biodiversity conservation. Our efforts in these areas have resulted in a significant reduction in water consumption, an increase in waste diversion from landfills, and the establishment of green corridors to encourage the movement of wildlife.

Our commitment to sustainability is not just limited to the airport operations, but extends to the local communities as well. We actively engage with local communities to understand their needs and develop sustainable solutions that benefit them. We have initiated several community development programs, including education and healthcare initiatives, that have positively impacted the lives of thousands of people.

I am proud of our team's efforts towards creating a sustainable future. I believe that our commitment to sustainability will continue to drive our success. We will continue to invest in sustainable technologies and practices, work towards reducing our carbon footprint, and engage with our stakeholders to create a better tomorrow.

Thank you for your continued support. We look forward to your feedback on our sustainability report.

**GM Rao**
*Group Chairman, GMR Group*

## GMR GROUP OVERVIEW AND STRATEGY

GMR Group is one of the fastest growing and expanding infrastructure enterprises in the country with a rich and diverse experience spanning three decades with a pragmatic strategy to long-term development. GMR Group is headquartered in New Delhi and has been developing projects in high growth sectors such as Airports, Energy, Transportation and Urban Infrastructure. The group is strategically positioned to develop state-of-the-art projects in areas that are crucial in the development process, owing to our robust project portfolio. Through using the Public Private Partnership approach, the Company has successfully implemented various iconic infrastructure projects in India.

GMR Airports Infrastructure Limited (GIL) which was formerly known as GMR Infrastructure Limited is engaged in development, operation, and maintenance of airports along with offering integrated security solutions. The company operates through GMR Airports Limited (GAL) managing the airports segment and RAXA Techno Security Solutions managing the security solutions. We will keep making a difference to society through the creation of value GMR Airports Limited is the largest private airport operator in Asia and amongst the largest globally, handling passengers in excess of 100 million annually. Our strengths lie in bidding, financing, project and operations management and partnership development.

ESG is core pillar of our business strategy. We strongly believe in caring for people, planet, and profit for holistic development. We strive to integrate all environmental, social and governance (ESG) aspects while generating value for our business. GMR operates in manner that reflects and incorporates the interests of customers, suppliers, workers, shareholders, communities, and other stakeholders. We are in process of defining a comprehensive ESG strategy for long term. Sustainability and Corporate Social Responsibility have been at the core of GMR group ethos since its inception.

### Strategy

Our path towards sustainability is a continuous journey which is backed by coordinated and consistent efforts. In this regard, we use our strategic planning capabilities to assist us in establishing priorities. It enables us to accomplish our goals and ensures the stakeholder value creation. To assess the internal and external business environments and define its future course of action, an annual strategy workshop is conducted with emerging leaders, subject matter experts, and steering committee members.

We regularly evaluate the performance of our competitors, market trends, our own company's trajectory, the main risks facing the company, and internal strengths. We determine our strengths, challenges, opportunities, and threats based on all of these analyses. This knowledge makes it easier to pinpoint our strategy strengths, difficulties, and key success factors. The identification of strategic topics and projects results from this activity.

We also collaborate with several business associates who assist us in our pursuit of long-term development and value creation. Our long-term stability and continuous improvement strategy are centered on cost-effective operations, social responsibility, and environmentally conscious business approaches and practices, all of which are governed and managed by cutting-edge technological processes, enhanced infrastructure, efficient operational measures, effective change management and communication, and collaborative stakeholder engagement. As part of our continuous process development strategy, we interact with our customers and workers on a regular basis to evaluate their degree of satisfaction on numerous levels. We take input from these engagements into account and refine our approach.

We have put in place sufficient control methods for each stakeholder group to recognize and resolve their concerns. Our ERM structure assists us in converting risks into opportunities and creating pragmatic ways to achieving our economic, social, and environmental goals.

All of our activities and developments are founded on the idea of sustainable growth. Through operational excellence, value chain projects, alliances, and philanthropic/community activities, we add to the SDGs.

Corporate ethics and expertise are embedded in all aspects of our operations and management. We are constantly tackling global concerns such as climate change, prejudice, natural resource crises, species loss, cyber threats, and economic crises through the application of suitable policies, processes, and data tracking as part of our quest of excellence. Our company ethos and operational requirements urge us to take proactive and long-term methods to address community issues while adhering to all legal requirements.

### Our Values and Belief

At GMR, we have embraced seven values and beliefs that guide our operations and empower us to continue to excel and make a positive impact on society.

## About this Report

We are thrilled to publish GIL's second annual sustainability report for fiscal year 2021–2022, which has been developed in conformance with the Global Reporting Initiative (GRI) Standards. This report provides a consistent methodology that is supplemented with relevant and transparent information on how the firm balances its economic, environmental, and social responsibilities. This report also supports our environmental policies and commitments.

We are pleased to present our first Sustainability Report, post the de merger, for GIL to our stakeholders with a concise and focused narrative on our environmental, social, and governance performance. This report has been prepared to provide a comprehensive view of the company's operations and activities, with a particular emphasis on our Environmental, Social, and Governance (ESG) initiatives, outcomes, and strategic plan.

We aim to demonstrate our passion and commitment to ensure and promote sustainability. The contours of this report are defined by prioritizing GIL's key material topics that have an impact on our ability to create value.

## Reporting Approach

GMR Airports Infrastructure Limited is one of India's biggest infrastructure firms, with interests in airports infrastructure. We have made an effort to demonstrate our passion and commitment towards operational excellence while pursuing environmentally and socially sustainable growth. This report's contours are formed by prioritizing GIL's major material topics that impact our ability to create value in the short, medium, and long term.

## Report Boundary and Scope

The non-financial performance has been reported in reference with the Global Reporting Initiative (GRI) 2021 Standards. This report provides pertinent information of our policies, practices, and governance system. Unless otherwise specified, the information contained in this report relates to the business units of GIL in India. (as listed in table)

For the disclosure of environmental, social, and safety performance indicators, the appropriate national and local laws, rules, and regulations have been examined. The accuracy, balance, clarity, comparability, reliability, and timeliness criteria are followed throughout this study to ensure data quality.

## List of Entities in sustainability reporting boundary in FY 2021–22



**Delhi International Airport Limited, India**



**GMR Hyderabad International Airport, India**

## Reporting Period

This report covers the ESG performance of GIL, and includes our key operating sites, offices, and projects across India between 1st-April-2021 and 31st-March-2022.

## Feedback

We publish a sustainability report every year and the previous edition was published in 2022 and is available on our website. We value your feedback, which will continue to enable us to disclose relevant information in the most effective and transparent manner. We would be happy to address any queries or suggestions that you may have with respect to our performance for this report. You may write to us at ESG-Core-Group@gmrgroup.in. For additional information, please visit our website at https://gmrinfra.com.

*GIL hold the responsibility for the accuracy, completeness and integrity of this report and its contents.*

OUR OPERATIONS

DELHI

HYDERABAD

GOA

OPERATIONAL

UNDER DEVELOPMENT

## Sustainability performance snapshot

1. Rainwater Harvesting at DIAL

    a. Installed **350 +** rainwater harvesting structures

    b. Recharged more than **65%** of DIAL's overall annual water consumption,

    c. More than **300** structures are being added with an objective of increasing the recharge potential to >100% of water intake and make Delhi Airport water positive.

2. DIAL has recycled the entire sewage water generated at Delhi Airport and **100%** of the treated water has been reused.

3. DIAL AND GHIAL both are following **Zero discharge** principle for the management of wastewater. This allows the water to be reused for horticulture, flushing of HVAC applications

4. 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 DIAL's Environment Policy commitment of "Protection of Ecosystem".

5. GHIAL is shifting towards more efficient system that involves reduction of emission and in doing so has switched to Energy efficient devices, lighting systems, appliances, operations etc., replaced conventional vehicles and switched from Petro-diesel to biodiesel.

6. There have been zero confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.

7. **Zero** fatalities and no high consequences work related injuries

8. **12%** Female representation in workforce in FY 2021-22

9. **100%** regulatory compliance

10. **Zero** incidents of identified data leaks, thefts, or losses of customer information.

## AWARDS AND ACCOLADES

**GHIAL**





- ACI Asia-Pacific Green Airports Gold Recognition in below 25 MPPA category in June 03, 2021

- CII's National Energy Leader & Energy Excellence Unit Award 2021.

- Received the "Certificate of Merit" at BEE's National Energy Conservation Awards (NECA) 2021.

### DIAL

- Best Airport in India / Central Asia for 4th consecutive years in Skytrax ranking.

- Cleanest Airport in India / South Asia in 2022.

- Best Airport in the over 40 million passengers per annum (MPPA) category in Asia Pacific region by ACI in the Airport Service Quality Programme (ASQ) 2021 rankings.

- Platinum Recognition in the Green Airports Recognition run by ACI Asia Pacific in over 25 million passenger category

- CII National Award for Excellence in Energy Management 2021 and National Energy Leader 2021 (August 2021).

- "Wings India Award" for Environment and Sustainability Management 2021 (March 2022).

- "FICCI Water Awards 2021" in the Industrial Water Use Efficiency Category (March 2022).
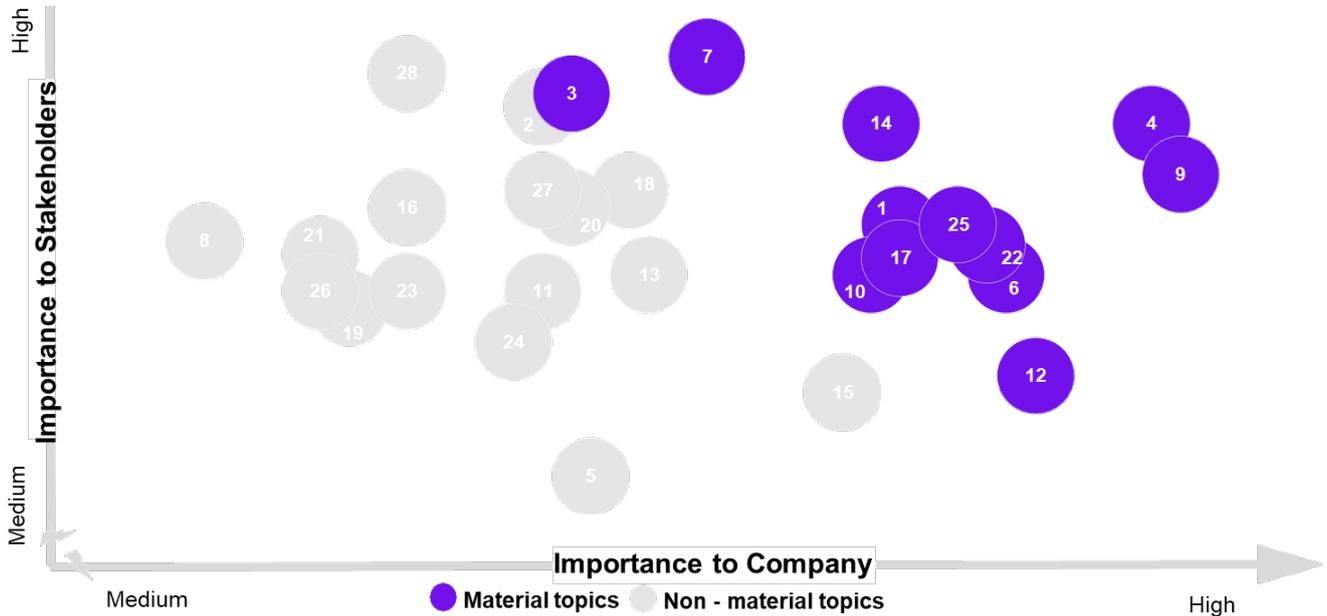
## Materiality Assessment

At GIL, sustainability strategy is guided by the tangible objectives that can have a long-term impact on the business's performance, stakeholders, and ability to establish and maintain economic, environmental, and societal values. With the help of this evaluation, our stakeholders participate in decision-making process which helps inbuilding confidence and establishing a long-term relationship with them. In order to provide strategic insights and have an impact on important choices, materiality mapping needs cooperation from all of our internal and external stakeholders.

The materiality assessment at GMR is undertaken in alignment with the GRI Standards.

As part of this process, a four-pillar approach is finalized to identify key themes':

1. Peer identification and secondary literature review of industry performance and sector-specific global standards.
2. Stakeholder identification, prioritization, and engagement with stakeholders.
3. Feedback from internal and external stakeholders.
4. A hybrid research model to prioritize topics using both quantitative and qualitative data.

Materiality assessment helps us understand and address the issues that matter the most to our internal and external stakeholders. These assessments describe how GIL's economic, social, and environmental impacts are felt along the value chain and how they translate into risks and opportunities for us today and in the future. Below is the materiality matrix that reflects the ESG material topics that are significant to us and the relevant stakeholders.



### List of ESG topics for the materiality assessment

| | | | |
|---|---|---|---|
| 1 | Waste management | 15 | Diversity & inclusion |
| 2 | Water and wastewater stewardship | 16 | Employee wellbeing |
| 3 | Energy management | 17 | Emergency response management |
| 4 | Climate change management | 18 | Service quality |
| 5 | Land use & biodiversity | 19 | Responsible supply chain (service and products) |
| 6 | Noise management | 20 | Anti-Bribery and Anti-Corruption |
| 7 | Air quality | 21 | Economic performance and growth |
| 8 | Clean transportation | 22 | Business ethics |
| 9 | Workforce health and safety | 23 | Risk management |
| 10 | Talent attraction and retention | 24 | Technology and innovation |
| 11 | Employee development and engagement | 25 | Data privacy and cyber security |
| 12 | Community relations and services | 26 | Policy advocacy |
| 13 | Protection of human rights | 27 | ESG governance |
| 14 | Security and safety | 28 | Operational excellence |

☐ *Material Issues*

# STAKEHOLDER ENGAGEMENT
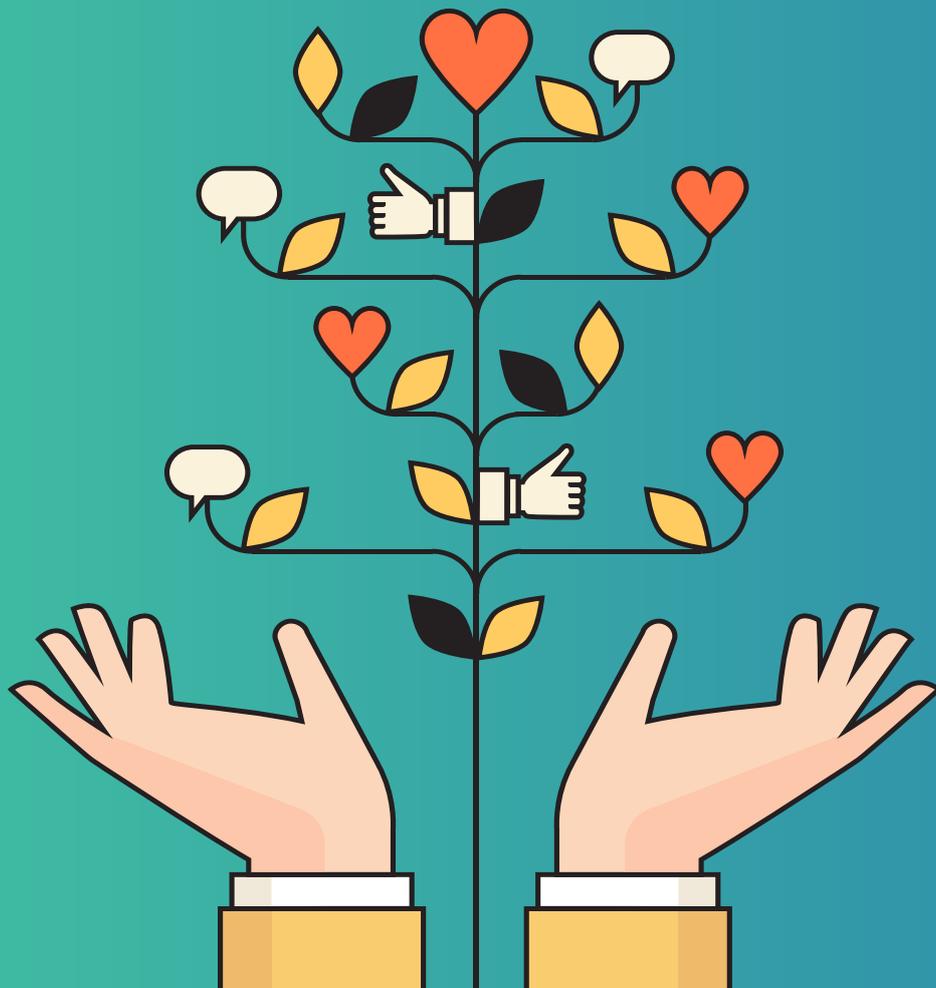
As part of the airport operations, we have identified passengers, airlines, and freight forwarders as customers across aero and non-aero market segments. The key requirements of each customer segment are described below:

**Aero**

**Airlines (Passenger)**
- Domestic – LCC,
- FSC International – LCC, FSC

**Airlines (Cargo)**
- Domestic
- International

**General Aviation / NSO**

- Integrated domestic and international terminal
- Infrastructure (Dual Runway, RET, Taxiway, Aircraft Parking (Aerobridge Remote Stands), Vehicle Parking, Office space, IT Infrastructure, Baggage Handling System, Utility services, Security services
- Multi Modal Connectivity
- Training on products and Services
- Transfer facilities (Passengers)
- Assured service levels (Infrastructure service performance)
- Customer oriented processes
- Safe, Secure and Clean environment
- Infrastructure (Power, Water, Road, IT Services)

**Freight Forwarders**
- Domestic,
- International
- Integrator/ Exprees Companies

- Domestic and International cargo terminal (Pharma, Perishable Integrated Express)
- Warehouses and Offices
- Transshipment facilities (Cargo)
- Cargo handling equipment and Processes
- Infrastructure (Power, Water, Road, IT Services)
- Multi Modal Connectivity

**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.

- Welcoming ambience
- Value for money
- Choice of Product Offerings
- Customer Service
- Signage, Information and Communication
- Safe, Secure and Seamless experience
- Multi Modal Connectivity
- Infrastructure and Utilities (Car Park, Toilets, Power, Water, IT Services)

*Note: Though Airlines are our 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 |
|---|---|
| Investors | • Return on Investment<br>• Business Growth<br>• Corporate Governance |
| Regulatory Bodies | • Compliance to Regulatory norms |

| Stakeholder | Requirements |
|---|---|
| JV Partners | • Business opportunities<br>• Business support and conducive environment<br>• Growth |
| Suppliers, Service Partners, Service providers | • Clarity of Scope & specifications of work<br>• Facilitation & support to work in airport premises<br>• Payment timeliness / terms |
| Service Facilitators | • Infrastructure<br>• Operational environment & facilities<br>• Network Systems, Reliable & Compatible IT solutions<br>• Communication |
| Society | • Education<br>• Health<br>• Livelihood |

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

| Stakeholder Group | Channels of communication | Frequency of engagement | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|---|---|---|---|
| Investors | Email, Annual General Meetings, Shareholder meetings | Half yearly, Annually | • Return on Investment<br>• Business Growth<br>• Corporate Governance |
| JV Partners | Email, Annual General Meetings, Shareholder meetings | Quarterly, Half yearly, Annually | • Business opportunities<br>• Business support and conducive environment<br>• Growth |
| Members of the public and local community | Advertisements, Engagement workshops, | Annually | • CSR efforts towards improving Education, Health, Livelihood |
| Service Facilitators (Regulatory Bodies)<br><br>Key Agencies:<br><br>CISF, Immigration, Customs, State Police/ Traffic Police | [Meeting, Email] | Monthly/ Quarterly / Daily | • Sharing of AVSEC Circulars and orders issued by BCAS<br>• Briefing/debriefing sessions before and after mandatory emergency mock exercises<br>• Operational Requirements |
| Service Facilitators (Regulatory Bodies)<br><br>Key Agencies:<br><br>Animal Quarantine Office, Airport Health Office | [Monthly, Email] | Monthly/ Daily | • Operational Requirements |
| Service Providers<br><br>Key Agencies:<br><br>Project Execution & Design Consultant | [Meetings, Email, Site walkthrough] | Daily | • PR and PO<br>• Work permits and AEP<br>• Handover to user departments<br>• Project documentation<br>• Contract closure |

| Stakeholder Group | Channels of communication | Frequency of engagement | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|---|---|---|---|
| Service Providers<br><br>Key Agencies:<br><br>Maintenance Contractors, Hardware / Software Suppliers, Hospitals | [Meetings, Email,] | Daily, Weekly, Monthly | • Passenger Load forecast<br>• Learning and Development<br>• Requirement gathering and Initiating Procurement Process<br>• RFP Preparation and Release to Vendors, Vendor Finalization, Implementation and Testing<br>• Vaccination availability, Health Talks, Hospitalization Support, Annual Health Checks, Breath Analyzation Test, Isolation Facility |
| Service Providers<br><br>Key Agencies:<br><br>Aero Concessionaires, Non–Aero Concessionaires, Cargo Terminal Operator site interactions] | [Meetings, Email, On site / off site interactions] | Daily, Weekly, Bi – Monthly, | • Reviewing Project Status,<br>• Update on regular MIS<br>• New Business Discussions<br>• Infrastructure –Space with good visibility, Office & Warehouse spaces<br>• New Freighter Connections & additional frequencies, Cargo related Infrastructure |
| Suppliers<br><br>Key Agencies:<br><br>Vendors | [Meetings, Email, On site / off  site interactions] | As per business requirement | • Timely issuance of PO<br>• BOQ, SOW, SLA |

# CORPORATE GOVERNANCE

We believe that good corporate governance is critical to our long-term success. Good governance creates an efficient, transparent, and accountable organizational culture. We are committed to establishing, implementing, and enforcing the highest degree of corporate governance throughout all of our company operations. Our corporate governance reflects our value system, which comprises our organizational culture, policies, and stakeholder relationships. Integrity is at the heart of our values-driven governance culture, which helps us build and keep our stakeholders' trust and respect.

## Board Oversight

The Board of Directors at GMR Group oversees ESG topics as part of the organization structure and governance framework that is liable for overall business operations. Our board of directors is comprised of both executive and non-executive directors. During fiscal year 2021-22, the board met 7 times with each quarter having at least one board meeting. Furthermore, no two consecutive board meetings were held more than 120 days apart.

| Area of Skills/ Expertisew | Mr. G.M. Rao | Mr. Grandhi Kiran Kumar | Mr. Srinivas Bommidala | Mr. G.B.S Raju | Mr. B.V.N Rao | Mr. Madhva Terdal | Mr. Suresh Narang | Mr. A Subba Rao | Mr. S R Bansal | Dr. Emandi Sankara Rao | Dr. M Ram- achandran | Ms. Bijal Ajinkya |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Category | Chairman, Promoter Director | Managing Director and CEO, promoter Director | Promoter Director | Promoter Director | Non – Executive Director | Executive Director/ Whole Term Director | Independent Non – Executive Director | Independent Non – Executive Director | Independent Non – Executive Director | Independent Non – Executive Director | Independent Non – Executive Director | Independent Non– Executive Director |
| **Skillset/ Competencies** | | | | | | | | | | | | |
| Project Management | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | – | ✓ | ✓ | ✓ | ✓ | – |
| Domain/ Industry Specialist | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Asset Management/ Operational Excellence | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | – |
| Business Development & Business Strategist | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Organizational Learning and Institutional Memory | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | – |
| Governance Consciousness | | | | | | | | | | | | ✓ |
| Functional Expertise | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| General Attributes | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

- Functional Expertise include Information Technology, Finance & Banking, etc. and Networking.
- General Attributes include Entrepreneurship, Understanding of Domestic Economic Environment & Global Issue, Interpersonal Communication skills, Leadership Skills, Soundness of Judgment, People & Process Orientation

## Selection of Independent Director

For nomination as Independent Directors, the Nomination and Remuneration Committee evaluates prominent people with independent standing in their particular fields or professions. The Committee considers nominees' credentials, positive traits, areas of expertise, and competence in order to select directors. The Board considers committee recommendations, makes appropriate decisions, and recommends the appointment of the Independent Directors to the shareholders.

## Board of Directors – Airport Sector

We have established practices and processes that assure that the Board of Directors is kept apprised and empowered to carry out its commitments and provide the strategic direction needed to build long-term value. The Board committees' objective is to ensure that all members of the Board are completely aware of their obligations, allowing the Board to function properly. GMR Group's implementation, streamlining, and monitoring committees provide appropriate direction for the enterprises' day-to-day operations. Refer to our Annual Report for Fiscal Year 2021-22 for more information on each committee, as well as the roles and responsibilities of the directors and members.

| Board Committees | Audit Committee |
|---|---|
| | Nomination and Remuneration Committee |
| | Stakeholders' Relationship Committee |
| | Debentures Allotment Committee |
| | Risk Management Committee |
| | Demerger Committee |
| | Management Committee |
| | Corporate Social Responsibility (CSR) Committee |

## Approach to Tax

Tax transparency has become increasingly crucial for responsible businesses. Insights into the underlying tax

approach are also included, in addition to disclosures of taxes paid. We carry out operations and develop associations in a dignified, distinctive, and responsible manner. To maintain integrity, transparency, independence, and accountability in our interactions with all stakeholders, we abide by ethical norms. Thus, we have adopted a range of rules and policies that enable it to carry out its duties in an ethical manner.

GIL's internal financial control framework has been established in accordance with the COSO framework to ensure adequacy of design and operating effectiveness of operational, financial and compliance controls. The effectiveness of the internal controls is regularly reviewed and monitored external auditors. We have enforced policies and procedures in place, which play a pivotal role in deployment and monitoring of the internal controls. These controls and processes have been embedded and integrated with SAP (or other ERP systems, as the case may be) and/ or other allied IT applications, which have been implemented across all the Group companies.

**Relationships with tax authorities**

1. During our interactions with tax authorities, we seek to build and maintain our relationships based on mutual respect and trust.

2. Under the current faceless regime of taxation, the requirement of interaction with tax officers has been dispensed with. Our endeavor is to respond to tax audit requests in a timely manner

3. We engage with tax authorities to timely reply to requests for tax audits and, if practical, to address any tax-related concerns.

**Compliance and governance**

GIL complies with all applicable tax laws enforced in every jurisdiction we operate by the Government of India. Our approach to tax matches our efforts to conduct our business legally, responsibly, and with integrity. Our tax strategy is in line with our overall governance framework. We are committed to make accurate and timely compliance, adherence to tax laws in letter and spirit and always showing high integrity.

Our employees are governed by our Code of Business Conduct and Ethics, which is built on our core values and highlights the principles that guide our business conduct.

The Company has a risk management policy which not only covers the foreign exchange risks, but also other risks associated with the financial assets and liabilities such as interest rate risks and credit risks. The risk management policy has been approved by the Board of Directors. The framework aims to:

• Create a stable business planning environment by

reducing the impact of currency and interest rate fluctuations on theCompany's business plan.

• Achieve greater predictability to earnings by determining the financial value of the expected earnings in advance.

A detailed assessment of risks is presented periodically to the Risk Management Committee and the Audit Committee of the Board. We also extensively use internal and external advisers to support our understanding of and compliance with relevant tax laws.

STRATEGIC RISK MANAGEMENT

As a leading infrastructure organization, that serves millions of people worldwide, our code of conduct sets the tone of our values for our organization. We believe that each employee's contribution in establishing our ethos of transparency is vital. Risks are inherent to our business, and we consider them at different levels to make informed decisions. We embed various risks that relate to our strategic goals, performance, and compliance with the environmental, social, and governance (ESG) priorities of the organization. Managing risks is critical to sound Governance and building a consistent and robust culture improves decision-making and enhances outcomes, accountability. Our effective enterprise risk management model provides insights and transparency over material operation, change or growth, disruption, and emerging risks. We have a robust risk management framework that details the requirements for identifying, managing, and monitoring any risk and uncertainty. This framework is the foundation for building the value of risk management,

Empowering people to effectively manage and/or leverage off uncertainty It further provides guidance on managing different risks and opportunities and developing our strategic plans. The objective of our framework is to enhance decision-making through adoption and integration of risk appetite into our strategic decision-making and operational monitoring process. We further believe in creating a strong culture of ownership of risk by our people and develop a mature risk climate. We have a well-defined roles and responsibilities of people and governance forums that enable consistent reviews of risk mitigation strategies. We embed the risk culture in our organization's way of 'doing business, and this in turn adds value to our existing processes and control procedures. Our risk management framework clearly helps us identify potential threats. The framework aids in eliminating or reducing the impact. of these threats and provide mechanisms to monitor and evaluate the strategy once it is implemented. Traditionally, our approach to risk management was focused on strategic, operational, compliance, and financial reporting,

However, as the world is changing dramatically, the risk culture needs to evolve accordingly. To meet the ever-evolving market dynamism, we have already incorporated environment, social, and cybersecurity risks. We also consider climate change risks while developing our strategic plans. We strongly embed the knowledge of trends in our risk framework and continuously evolve it. For example, we refer to the World Economic Forum Global Risk Report, the global reporting initiative, the carbon disclosure project, and the task force on climate-related financial disclosures. Our ERM approach is based on the principles outlined in the Committee of Sponsoring Organizations of the Treadway Commission's (COSO) guidelines. As per the COSO Guidance on 'Risk Appetite: Critical to Success', an organization should expect that the strategy it selects will be able to be carried out within the entity's appetite; That is, strategy is aligned with appetite, and in case it is inconsistent with appetite, we revise it or select an alternative strategy. With our code belief, we embed the COSO principles and have covered it in detail in our ERM.

**Disaster management plan:**

GIL has documented its disaster management plan in the Aerodrome Emergency Plan (AEP). The AEP is a comprehensive, functional document which defines the actions of the airport and other agencies to effectively resolve aerodrome emergency situations by coordinating their response.

**Climate Risk and Opportunities**

GIL has identified Risk and Opportunities of climate change.

Opportunity: Climate change mitigation and adaptation is one of the strategic initiatives for the company. Company is promoting and adopting sustainable initiatives such as Green Building concept, energy efficiency measures, renewable energy etc. to ensure sustainable operations.

Risk: Climate change may have potential impact on aircraft operations due to disruption in weather, change is wind pattern, seasonal changes etc.

The company has framed a Climate Resilient Policy. Several measures are already in place for change mitigation. Infrastructure and process are continuously enhanced to adapt to these changes.

> **GIL has identified Risk and Opportunities of climate change.**

**Business Continuity Plan:**

Uninterrupted operations are critical to the airport business. In this regard, entities under GIL specifically DIAL and GHIAL have a Business Continuity Policy in place. At DIAL, the objective of the Business Continuity Management System is 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. The Business Continuity Plan (BCP) 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.

Similarly, GHIAL's 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 it's BCP in a phased manner to verify the effectiveness. Further, GHIAL has planned to go for third party certification for its BCP in the coming years.

**Business Continuity Management System**



**Economic Performance**

The losses in revenue have been primarily attributed to the Airports sector where the second and third wave of Covid during April-May 2021 and January – March 2022 where the traffic of passengers was still recovering to reach 50-60% of pre-Covid levels at both the airport facilities.

| = | Units | FY 2021–22 | Source of data |
|---|---|---|---|
| **Economic value generated** | | | |
| a) Revenues | INR Million | 49591.6 | Financial results |
| **Economic value distributed** | | | |
| b) Operating costs | INR Million | 24084.1 | Including depreciation |
| c) Employee wages and benefits | INR Million | 7551.2 | Financial results |
| d) Payments to providers of capital | INR Million | 20186.6 | Interest to debt providers |
| e) Payments to government | INR Million | 2240.2 | Financial results |
| f) Community investments | INR Million | 210.4 | Varalakshmi Foundation Report |
| **Economic value retained** | INR Million | (4,680.9) | |
| **Financial assistance received from government** | INR Million | 0 | |

## Policies

Our principles and policies reflect our dedication to our core values and govern our day-to-day operations. Respecting all the applicable rules and regulations while maintaining the highest levels of personal and professional integrity is the foundation of our fundamental values. GMR Group is committed to fostering a professional and respectful work environment that is inclusive and free from any discrimination. To ensure this, we have established policies that all employees must adhere to. These policies are developed to be best-in-class and exceed applicable

## List of Policies

### Code of Business Conduct and Ethics

- CSR Policy – Refer Link: 1.CSR POLICY-GIL – Final.pdf (investor.gmrinfra.com)

- Nomination & Remuneration Policy – Refer Link: 2.Nomination_Remuneration_Policy-r1.pdf (investor.gmrinfra.com)

- Related Party Transaction Policy – Refer Link: 3.Policy on Related Party Transaction.pdf (investor.gmrinfra.com)

- Whistleblower Policy – Refer Link: 4.Policy on Whistle Blower.pdf (investor.gmrinfra.com)

- Document Retention and Archival Policy – Refer Link: 5.Policy on Document Retention and Archival.pdf (investor.gmrinfra.com)

- Material Subsidiaries Policy – Refer Link: 6.Policy on Material subsidiaries_final.pdf (investor.gmrinfra.com)

- Dividend Distribution Policy – Refer Link: 7.Dividend distribution policy.pdf (investor.gmrinfra.com)

- Enterprise Risk Management (ERM) Framework Policy – Refer Link: Microsoft Word – GMR Risk Policy Document_final _3_.doc (investor.gmrinfra.com)

- Code of practices and procedures for fair disclosure of unpublished price sensitive information – Refer Link: 9.Code of Conduct for PIT and Code of Practices Procedures-final.pdf (investor.gmrinfra.com)

- Policy on Physical control of Company Stationery – Refer Link: 10.Physical control of Company Stationery.pdf (investor.gmrinfra.com)

- Business Responsibility Policy – Refer Link: 11.BRR POLICY.pdf (investor.gmrinfra.com)

- Policy on disclosure of Material events and information – Refer Link: India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("LODR") (investor.gmrinfra.com)

- Anti-Bribery and Anti-Corruption Policy – Refer Link: ABAC_Policy _Oct2022_Final.pdf (investor.gmrinfra.com)

## Code of Conduct

The Board has laid down a Code of Conduct ("the Code") for all board members and senior management personnel of the company, as required by Regulation 26 (3) of SEBI LODR. The Code is available on the company's website (https://investor.gmrinfra.com/code-of-conduct). On an annual basis, all board members and senior management personnel acknowledge conformity with the Code. Our Code of Business Conduct and Ethics is communicated and affirmed by all employees of GMR Group on a regular basis. This Code is to be followed in day-to-day work life and allows employees to maintain the highest standards of values in their conduct in order to achieve organizational objectives. Our Board has also formulated a code of conduct for our suppliers and partners, which is mandatory to accept as part of the registration process. Our Supplier Code of Conduct encourages us to deal with our suppliers and vendors fairly and transparently. Similarly, we expect our suppliers to comply with the terms set forth herein and ensure transparency in their dealings and activities.

governmental laws, rules, and regulations. The description of our policies is as follows:

## Data and information security

With the rapid advancement of technology and digital solutions, the landscape of cyber and information security risks and vulnerabilities is changing and becoming more prominent.

GMR understands the importance of ensuring the confidentiality, integrity, availability, and validity of information and data in all formats. There is also a recognition in GMR that the use of information technology and digital innovations brings with it cyber and other hazards that must be handled. By creating processes, the security of GMR information assets is maintained and improved.

Implementing technologies and assuring user knowledge that are proportional to the size, scope, and nature of each particular business inside GMR. The core of our cybersecurity program is our Information Security and Cyber Security Policy.

Protection of sensitive data is guided by Privacy policy of GMR. The Privacy policy is based on Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011. GMR's privacy policy covers privacy principles that includes Notice, Consent, Collection limitation and others.

GMR is committed to Data Privacy. A variety of security technologies and procedures have been implemented to help protect personal data from unauthorized access, use or disclosure.

| 1. Total number of substantiated complaints received concerning breaches of customer privacy, categorized by | Response |
| --- | --- |
| i. complaints received from outside parties and substantiated by the organization | 0 |
| ii. complaints from regulatory bodies | 0 |
| Total number of identified leaks, thefts, or losses of customer data. | 0 |

GMR group management also examines the policy on a regular basis to analyze the measures taken from the last preview, details of any security incidents, and potential for improvement or modifications to the processes.

The teams also undertake root cause analysis of non-compliance with security measures on an as-needed basis. The policy is reviewed and approved by IT Strategy Committee / Business Chairman / Board and Group Chief Information Security Officer for major and minor policy changes respectively.

The policy is supplemented by 17 sub-policies that cover the whole scope of the GMR group's activities and systems. Some of the policies are as follows: Organization of Information Security and Cyber Security, Human Resource Security, Asset Management, Access Control, Operations Security, Communications Security, Supplier connections, Privacy, Mobile and Telecomputing, and Compliance, to name a few.

## Environmental policy & management systems

Applicable environmental law / regulations / guidelines to GIL:

| |
|---|
| The Water (Prevention and Control of Pollution) Act, 1974 amended 1988 and Water (Prevention and Control of Pollution) Rules, 1975 |
| The Air (Prevention & Control of Pollution) Act, 1981 amended 1987 & Rules, 1982 The Air (Prevention & Control of Pollution) Act, 1981 amended 1987 & Rules3. Air Act 1981 |
| The Environment Protection Act, 1986 amended 1991, Environment Protection Rules, 1986 and The Environment (Protection) Amendment Rules |
| The Public Liability Insurance Act 1991 |
| The Solid Waste Management Rules, 2016 and Amendment Rules |
| The Hazardous and other wastes (Management and Transboundary Movement) Rules, 2016 |
| The E–waste (Management) Rules, 2016 and Amendment Rules |
| The Bio–Medical Waste Management Rules, 2016 and Amendment Rules |
| The Plastic Waste (Management) Rules, 2016 and Amendment Rules |
| The Municipal Solid waste Management, 2016 |
| The Battery Waste Management Rules, 2022 |
| The Construction and Demolition Waste Management Rules, 2016 |
| The Noise Pollution (Regulation and Control) (Amendment) Rules, 2010 Amendment Rules |

### Water security and stewardship

Water is one of the most important resources for ensuring business continuity. We recognize its significance for our entire value chain and make continued efforts to ensure efficient water management, reduced reliance on freshwater, and optimal utilization. As a result, we at GMR are committed to the management and conservation of water resources towards its importance as a finite resource on which ecosystems rely. Effective water management necessitates a well-structured plan that includes strategic focus areas such as reducing water consumption with efficient technologies, improving rainwater harvesting initiatives, and recycling and reusing treated wastewater in our operations. According to the World Resources

Institute's (WRI) Aqueduct Water Risk Atlas, India ranks 13th out of 17 countries facing extremely high-water stress. As a result, we believe that water management and efficient use are critical, and we have taken the following approach – Review, Reduce, Replenish, Reuse & Recycle

It is critical to deploy innovative approaches and technologies to improve water resiliency. In order to address water conservation, we implemented best practices and steps to conserve and reuse water while also training our personnel to manage water wisely.

Water management related KPIs are being measured stringently at all our airport premises especially DIAL and GHIAL

GHIAL is following Zero Liquid Discharge principle. Wastewater from the Airport premises is sent to STP of 4.55 MLD where the water is being treated and further recycled and reused for Flushing of toilets, cooling tower make-up and Irrigation for Landscaping.

DIAL has 16.6 MLD STP operates continuously. It is a zero-discharge plant. All treated water is used for horticulture, landscaping, and flushing HVAC applications.

| Parameter | GHIAL | DIAL |
|---|---|---|
| | FY 2021–22 | FY 2021–22 |
| Surface water (Kiloliters) | 0 | 0 |
| Groundwater | 4,15,212 | 8,68,672 |
| Third party water (Kiloliters) | 2,90,808.90 | 8,46,301 |
| Seawater / desalinated water (Kiloliters) | 0 | 0 |
| Others (Kiloliters) (treated wastewater reuse/recycle) | 3,86,008 | 0 |
| Total volume of water withdrawal (in kiloliters) | 10,92,029 | 17,14,973 |
| Total volume of water consumption (in kiloliters) | 10,92,029 | 24,72,537 |
| Water intensity per rupee of turnover (Water consumed / turnover) Kl/crore | 1,402 | 808.72 |
| Water intensity (optional) – the relevant metric may be selected by the entity Kl/Pax | 0.055 * | 0.059 |

*except ground water, which was used for gardening*

## Sustainable Waste Management

Waste Management is another important aspect of environment management in our airport business. The objective is to ensure effective waste management system for collection, segregation, storage, safe handling, and disposal of waste and comply with all regulatory requirements.

We have an aligned Environment policy, which acts as a guiding concept to limit waste generation, treat the trash, and dispose of it in an environmentally friendly way. Each of the airports have specific waste management procedures in place. We adhere to the fundamental idea of trash separation at the source and deploy 3R approach of reduce, reuse, and recycle as applicable.

Circularity measures taken to retain the value of products, materials, and resources and redirect them back to use for

### GHIAL:

Waste Generated in GHIAL is managed as below

1. Food waste: Food waste converted in to compost in compost plant and generated compost is utilized for plants

2. Hazardous waste generated in RGI Airport premises is disposed to TSPCB (Telangana State Pollution Control Board) Authorized recyclers

3. Paper, Plastic, Metal and Glass is also handed over to authorized recyclers

4. Sludge generated in STP is used as manure for plants and green belt in Airport

### DIAL:

DIAL has adopted a circular economy approach and 5R (Reduce, reuse, recycle, recover and reward) strategy for effective waste management at IGI 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.

### Preventation

using less material in design and manufacture, keeping products for longer, re-use, using less hazardous materials
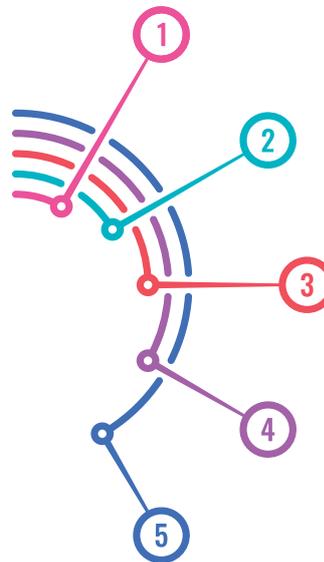


### Preparing for reuse

Echecking, cleaning, repairing, refurbishing, whole items or spare parts

### Recycling

Turning waste into a new substance or product, includes composting if it meets quality protocols

### Other Recovery

Includes anaerobic digestion, incineration with energy recovery, gasification and pyrolysis which produce energy (fuels, heat and power) and materials from waste, some backfilling

### Disposal

Landfill and incineration without energy recovery

*Fig: Stages of waste management and technologies used*

### Source Segregation:

DIAL has installed two bin system across the entire IGI Airport infrastructure with appropriate signages directing segregation of waste at source by passengers, concessionaires, and all service providers. In addition, DIAL has also installed four bin systems at strategic locations to further enhance the source segregation of recyclable waste into various streams. All the recyclable waste generated from the airport is collected and recycled by the service provider.

### Integrated Solid Waste Management Centre (ISWMC):

To enhance the sustainability of waste management, DIAL has initiated an organization level "Waste to Wealth" program. To facilitate the program, DIAL is currently in process of developing an Integrated Solid Waste Management Centre (ISWMC) consisting of material recovery facility and biogas plant within IGI Airport. The plant has been commissioned in February 2023.

### Single Use Plastic Free Airport:

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". An internal audit by DIAL, followed by a third-party independent assessment by CII-ITC CESD was conducted to ensure conformance to the initiative's requirements.
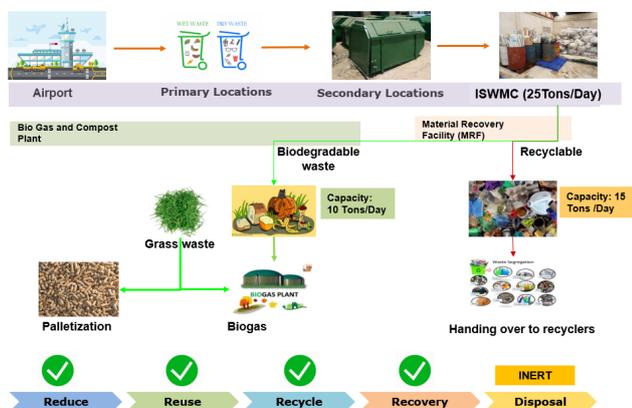




GHIAL has a defined set of procedures for each type of waste disposal, which not only assures adherence to the legal obligations but also ensures minimal impact on the environment. GHIAL has engaged an outsourced agency for collection, segregation and disposal of municipal solid waste generated throughout RGIA campus. This includes–biodegradable waste, paper and plastic, metal waste and FODs (Foreign Object and Debris). Pickup trucks are used to transport the waste to the collection and segregation centre, where it is segregated and disposed as per type.

***Bio-medical waste Management:*** The personnel protective equipment (PPE), which is used to protect from COVID-19 virus was also categorised as Bio-medical waste (BMW) by the Central Pollution Control Board (CPCB). Accordingly, yellow colour waste collection bins have been placed in the passenger terminal building for the usage of passengers. Every day, the waste is collected from the bins and the same is disposed to M/s G.J. Multiclave, which is an authorised agency.

***Compost from food waste:*** RGIA has developed a comprehensive plan on organic farming by exclusive use of compost, which can be produced in-house from food waste. RGIA is one of the greenest airports in terms of beautiful landscapes with different varieties of flora, which exclusively uses compost by converting food waste generated at the airport. With this objective, a composting plant was established within RGIA premises. RGIA's composting plant was the first of its kind 'food waste processing facility' among all the Indian Airports. Scaled to a capacity of processing 2 tons of food waste/day, it meets the major demand of the airport's landscape requirement.

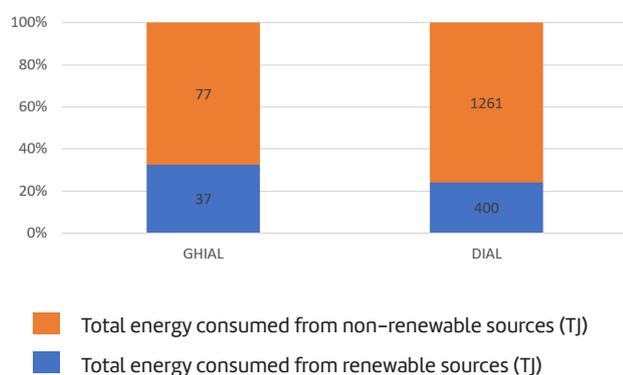| Parameter (Unit Metric Tonnes) | GHIAL FY 2021-22 | DIAL FY 2021-22 |
|---|---|---|
| Plastic Waste | 11.5 | 85 |
| E-waste | 8.56 | 1.275 |
| Biomedical waste | 2.46 | 0.31 |
| Construction and demolition waste | 0 | 0 |
| Battery waste | 0 | 3497 |
| Radioactive waste | 0 | 0 |
| Other hazardous waste | 11,968 Ltr (Used oil) | 7.13 |
| Other non-hazardous waste | 9.79 (Paper) | 3873 |

# ENERGY AND EMISSIONS MANAGEMENT

Climate change is one of the most serious issues we face, posing a fundamental threat to life as we know it. Its spillover effects affect geographies, livelihoods, and corporations in both direct and indirect ways. Corporations contribute to the problem by emitting GHGs into the atmosphere through their operations. At the same time, climate change poses an imminent threat to business continuity by exacerbating a number of physical and transition risks.

In this regard, at GMR, we are monitoring our energy consumption and emission generated (scope 1 and 2) in our airport business. We also have taken significant steps to increase the share of renewable energy in GHIAL and DIAL's operations.

| Parameter | GHIAL | DIAL |
|---|---|---|
| **From renewable sources** | | |
| Total Electricity consumption (TJ) | 37 | 400.46 |
| Total fuel consumption (TJ) | 0 | 0 |
| Energy consumption through other sources (TJ) | 0 | 0 |
| Total energy consumed from renewable sources (TJ) | 37 | 400.46 |
| **From non–renewable sources** | | |
| Total Electricity consumption (TJ) | 73 | 1244.65 |
| Total fuel consumption (TJ) | 3.17 | 16.04 |
| Energy consumption through other sources (TJ) | 0 | 0 |
| Total energy consumed from non–renewable sources (TJ) | 77 | 1260.69 |

### Energy consumption



- Total energy consumed from non–renewable sources (TJ)
- Total energy consumed from renewable sources (TJ)

| Parameter | Unit | GHIAL FY 2021–22 | DIAL FY 2021 – 22 |
|---|---|---|---|
| Total Scope 1 emissions | Metric tonnes of CO2 equivalent | 929 | 5,561 |
| Total Scope 2 emissions | Metric tonnes of CO2 equivalent | 17,979 | 39,790 |

| Parameter | Unit | GHIAL FY 2021–22 | DIAL FY 2021 – 22 |
|---|---|---|---|
| Total Scope 1 and Scope 2 emissions per rupee of turnover | MT CO2e/Crore | 24.28 | 14.83 |
| Total Scope 1 and Scope 2 emission intensity | Kg/pax | 1.37 | 0.11 |
| Total Scope 3 emissions tCO2 | Metric tonnes of CO2 equivalent | 1,54,391 | 73,93,249 |

### GHG Emissions
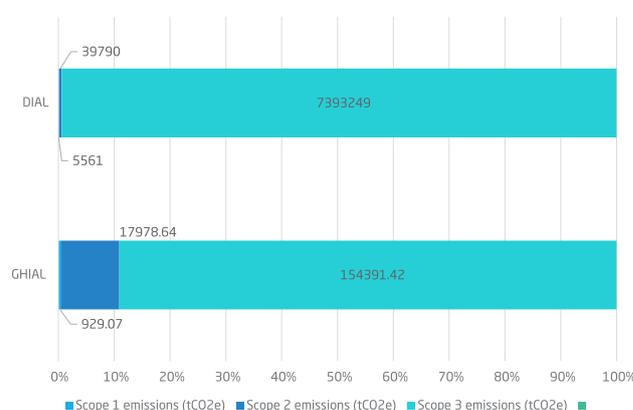


Emission and Energy Reduction Initiatives by GHIAL

- Solar energy production and use in place of the thermal grid electricity.

- Upgradation of the PTB – green building rating from silver to gold from the U.S. Green Building Council.

- Energy efficient devices, lighting systems, appliances, operations etc.

- Replacement of the conventional vehicles with EVs and establishment of the charging stations.

- Use of biodiesel in place of the petrol and diesel.

- Enhancement of the carbon sink by increase of plantation

| Parameter | Unit | GHIAL FY 2021–22 | DIAL FY 2021–22 |
|---|---|---|---|
| Total Scope 3 emissions per rupee of turnover | MT CO2e /crore | 198.2 | 2418.19 |
| Total Scope 3 emission intensity per passenger | MT CO2e /pax | 0.01 | 0.18 |

### Air Pollutants

| Parameter | Unit | GHIAL FY 2021–22 | DIAL FY 2021–22 |
|---|---|---|---|
| Parameter | Specify unit | GHIAL | DIAL |
| NOx | ppmv | 5.9 (Mg/Nm3) | 98.02 |
| SOx | Mg/Nm3 | 9.75 | 13.78 |
| Particulate matter (PM10) | Mg/Nm3 | 28.18 | 39.2 |

The data represented are monitored data through Govt. accredited agency. The method for the determination of this pollutant is in line with IS: 5182

DIAL emission for annual year 2021 and GHIAL emission are calculated for FY 2021–22

## Biodiversity and land–use

Our main emphasis areas are biodiversity preservation and enhancement in and around our activities. We perform ecological studies on the species and environments around our activities in collaboration with local partners, university specialists, research institutes, and recognized consultants. Biodiversity action plans are established in conjunction with local experts and forest agencies where necessary.

Our major methods to biodiversity management are avoidance, minimization, restoration, and enhancement. We make certain that no projects are operated or established within World Heritage Sites, environmentally sensitive and protected regions, eco sensitive zones, or high biodiversity value areas.

We ensure that there is no major impact on biodiversity in the regions where we operate, either directly or indirectly.

### GMR Hyderabad International Airport Limited

| Vegetation | Quantity (numbers) |
|---|---|
| Palms | 19,466 |
| Others | 62,305 |
| Total trees | 81,771 |





These various types of vegetation ensuring biodiversity at the Airport e.g.

- Roystonia regia
- Cycas revoluta
- Jatropa
- Pongamia glabra
- Tabebuia rosea

GHG sink (green cover) absorbs 701 tons of carbon dioxide / year at the Airport

## Noise Management

We are dedicated to minimizing the impact of aircraft noise. To mitigate these consequences, we collaborate closely with the community, the aviation sector, and local governments. We acknowledge that noise control is especially critical in airport locations, and we recognize that aircraft noise can be a worry for residents living in flight paths. Several organizations are responsible for managing noise problems at our airports. The International Civil Aviation Organization (ICAO), , and municipal governments, airlines, aircraft and engine manufacturers, and regulators, in addition to GMR Airports, all play essential roles. We are committed to collaborating to effectively manage and mitigate the impacts of aircraft noise.

Aircraft and engine manufacturers have invested billions of dollars in research and development of new technologies to

improve the noise performance of aircraft. Today's aircraft are quieter than a decade ago. As newer, quieter, cleaner, and more fuel–efficient aircraft continue to replace older models, the noise impacts of individual flights to and from GMR Airports will continue to improve.

In order to mitigate the aircraft noise, we at GIL along with stakeholders such as Director General of Civil Aviation (DGCA), Air Traffic Controller (ATC), Airport Authority of India (AAI) and Central Pollution Control Board (CPCB) have implemented various noise mitigation measures. These mitigation measures are in line with the International Civil Aviation Organization ("ICAO") Balance Approach. The mitigation measures adopted are a combination of adopting modern fleets and air traffic procedures for reduction of aircraft noise impact at operational source. Measures adopted at IGIA for noise mitigation are distribution of aircraft movement which has been done in the form of mixed–mode operation of the runways that provides benefit from noise experienced by a particular region; Continuous Decent Approach (CDA); noise complaint system; restricted operation of chapter–2 aircraft (old aircrafts) and automatic aircraft noise monitoring System in all the approach of runways to monitor noise levels around airport and enable to identify noisy aircrafts. The same is communicated to concern airlines and authority for necessary corrective and preventive action.

## Noise Management Overview

- Restriction on ground run–up of aircraft engines.

- Limitation on the use of Reverse thrust.

- Restriction on operation of Chapter–2 aircraft during night period

- Restriction use of APU/GPU and installation of FEGP at T–3.

- Continuous descent approach is being practiced at DIAL for all arriving aircraft.

- Promote usage of latest fleets by airlines

- Introduction of Runway mixed mode operations spreading the aircraft movements and evenly distributing aircraft noise resulting in minimizing the noise impact.

- Continuous Aircraft Noise Monitoring around the airport by Aircraft Noise Monitoring Systems Installed at all Approach and Departure runways funnels.

- Airport Noise Mapping

- Development of noise barrier on south of runway 29/11

- Noise Complaint and Redressal System. To address aircraft noise in your area, please call us at 011–47198600.

## Noise Monitoring Terminals at RGIA:

Noise is a significant environmental aspect of the airport. RGIA is controlling the noise from the airport operations by practicing noise abatement procedures.

In reference to the DGCA– CAR, GHIAL installed two Noise Monitoring Terminals (NMTs) outside the airport in the nearest villages under flight path to both ends of the runway.

The NMTs are consist of Sound level meter, microphone, weather station and ADS–B receivers. The aircraft noise levels are recorded and transferred to the sever at the Airport on 24X7 through wireless network.

# RESPONSIBLE SOURCING

We understand that our sustainability impacts extend beyond our own operations. GIL participates in vast and complex supply chain by procuring raw materials and services from both small and large companies all over the globe. Our ability to efficiently handle the governance and environmental impacts of our supply chain has improved over time, giving us a competitive advantage. We purchase goods and services from all over the country since we operate companies in a variety of industries, including Power Generation, Construction, Urban infrastructure, etc. Majority of our vendors onboarded are from India to ensure a reduce in carbon footprint of our raw materials while promoting the local supply chain. In FY 2021-22, DIAL and GHIAL have procured 18% and 21% of their requirements respectively.

We endeavor to take adequate mitigating actions to ensure sustainability at every stage of our supply chain to conduct business responsibly. We are aware of the environmental and social impacts of our supply chain. This aids in minimizing unexpected supply chain disruptions, avoiding non-compliance risks, and developing an encouraging business ecosystem. The main enablers of our business processes and collaborators in ongoing service delivery are our vendors and suppliers. We have a strict procedure that is outlined in our Supplier Code of Conduct and business ethics standards for selecting and partnering with vendors to strengthen our procurement process's governance and transparency.

Critical suppliers and vendors are screened based on social and environmental criteria such as collective bargaining, business ethics, child/forced labor, clean and safe facilities, non-discrimination, EMS, pollution prevention and resource reduction, energy consumption & GHG emissions, etc. All bidders, vendors, suppliers, contractors, etc. must sign the Supplier Code of Conduct before getting into a deal with the GIL or a GMR company.

The code includes clauses supporting social, environmental, and ethical responsibilities of vendors. Additionally, we have an ethical governance hotline that assists in resolving any complaints or problems, whether they are linked to supplier/ contractor behavior or non-compliance with established ethics standards. In accordance with SOP, a vendor who violates ethical standards is prohibited from receiving future business. If a seller consistently breaches a contract, they are barred and may be reinstated after three years if SOP is followed.

We provided training to our 931 business partners to our airports. All our vendors have to compulsorily sign the Supplier code of Conduct & Business ethics.

Our trainings include training imparted on any of the topics below:

- Values at the organization
- Code of business conduct and ethics for company employees (containing the following)
  » Policy on conflict of interest
  » Policy on payments and gifting
  » Policy on receipt of gifts
  » Policy on purchases through suppliers and other service providers
  » Policy on political contributions
  » Policy on fair market practices
  » Policy on financial and accounting integrity

### Policy on work ethics

Specifically, our employees at all management levels are trained on anti-corruption and anti-bribery policy. At GMR we also ensure that our business partners (suppliers etc.) align with our policies and procedures pertaining to anti-corruption and anti-bribery.

| | Employees | Business Partners | Governance Body Members |
|---|---|---|---|
| Number of people receiving anti-corruption training by category | 735- | 931 | 8 |
| Total manhours spent on anti-corruption training by category | 4-6 hours per employee | Not Available | 2 hours per employee |
| Number of people that the organization's anti-corruption policies and procedures have been communicated to | All employees receive mailers, wallpapers, posters regarding the policies and procedures | All vendors have to compulsorily sign the Supplier code of Conduct & Business ethics; | All employees receive mailers, wallpapers, posters regarding the policies and procedures |

At GMR, one incident of mis conduct pertaining to corruption was reported and as per our zero tolerance policy stringent action was taken.

| Total number of confirmed incidents of corruption | Parties involved (employees, supplier, contractors, etc.) | Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption. | Outcome of legal cases on regarding corruption brought against the organization or its employees during the reporting period |
|---|---|---|---|
| 1 | Employee & Supplier | 1 | Employee terminated & vendor blacklisted |

# OCCUPATIONAL HEALTH & SAFETY

Health

Regulation

Compliance

Personal
Protective
Equipmment

Hazard
Analysis &
Control

Training &
Education

We are committed to providing a consistently safe workplace and protecting the environment. To achieve it, HSE considerations are integrated into the overall management systems and operations.

We facilitate access to non-occupational medical and healthcare services such as medical and healthcare services though company clinics, disease treatment programs, health insurance, etc.

We at GMR promote worker health through voluntary health promotion programs such as smoking cessation programs, dietary advice, offering healthy food in the canteen, stress reducing programs, provision of a gym, or fitness programs to address major non-work-related health risks.

| Parameter | GHIAL FY 2021-22 | DIAL FY 2021-22 |
|---|---|---|
| Fatalities (as a result of work-related injury) | 0 | 0 |
| High-consequence work-related injuries (excluding fatalities) | 0 | 0 |
| Recordable work-related injuries | 0 | 0 |

# EMPLOYEE AND CUSTOMER RELATIONSHIP MANAGEMENT

## Our People

At GMR, we believe that our people are the foundation of our organization and the driving force behind its success and achievement of its objectives. They are our primary asset in meeting our company's objectives while also pursuing their own professional goals.

The airport sector and GCS employed a total of 2,264 persons during FY 2021–22.

| Number of Employees | GHIAL | DIAL |
|---|---|---|
| No. of male employees (permanent full–time) | 627 | 1200 |
| No. of female employees (permanent full–time) | 96 | 162 |
| No. of male employees (contractual) | 39 | 67 |
| No. of female employees (contractual) | 11 | 16 |
| Total number of male employees | 723 | 1267 |
| Total number of female employees | 96 | 178 |
| Total number of employees | 819 | 1445 |

### Position–wise employees

Number of employees in DIAL as per management category



3%
8%
25%
64%
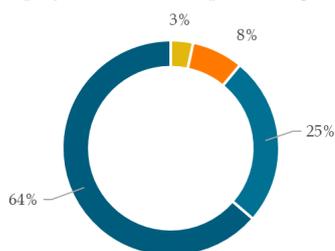
Senior Management ■ Middle Management ■ Junior Management ■ Permanent Workers

To ensure an inclusive and productive workplace environment, we encourage staff diversity across genders, age groups, and management levels. We employ people regardless of gender, age, or other variables since they bring novel perspectives and concepts to the table.

Employees at GMR are compensated based on their skills, capabilities, and job, with no regard for gender. To guarantee diversity, we also ensure that applicants or workers with special needs are not overlooked and are hired or assigned duties based on their skills.

### Employee performance management

We acknowledge that continuous learning and frequent performance reviews are essential not only for individual career advancement but also for the firm's overall success. Human resources are crucial in this endeavor since they ensure that key strategic decisions are implemented.

Our human resources department ensures that no employee is left behind and has implemented many initiatives to meet their needs and expectations. We believe

in quality and, as a result, provide an environment that supports employee growth while simultaneously fulfilling the demands of new business opportunities.

To maximize staff performance, we at GMR have employed a Performance Management Process (PMP). The fundamental purpose of our PMP is to keep our staff motivated and engaged at work. This method enables us to stay engaged, provide possibilities for advancement for our employees, and maintain a laser–like focus on strengthening the internal control process for transparency. We engage in regular interactions with all of our employees, across hierarchies and organizations, to determine their developmental needs. This allows us to groom future leaders.

GMR also engages in a variety of employee engagement initiatives to foster peer–to–peer learning and interaction, increase cultural diversity, and improve employee well–being. These events are scheduled throughout the year to encourage work–life balance.
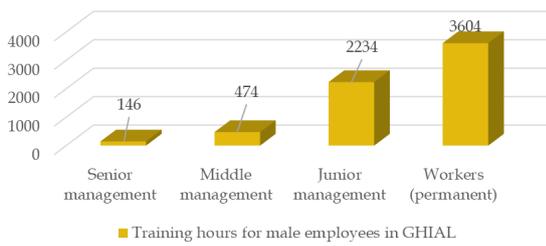


Our HR staff works together actively with our employees to ensure that employee grievances, POSH, and other workplace concerns are documented and addressed. We also ensure that grievances and complaints are kept confidential in accordance with our policy, and that transparency is maintained when taking steps. We also have committees that oversee employee concerns and grievances and, if necessary, provide counselling. With such stringent procedures in place, in FY 2021–22, we received zero employee grievance reports.
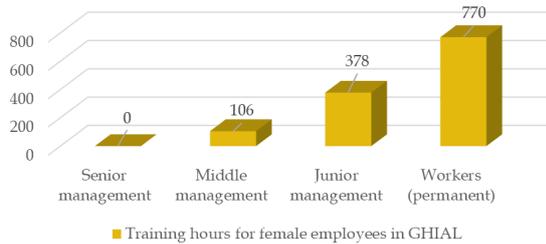
### Employee Learning and Development

In the airport sector, regular training is provided to employees across all employee categories. The following figure depicts the same.

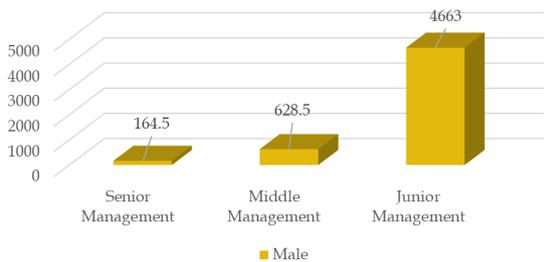Training hours as per employee category (Male) - GHIAL

| Category | Training hours for male employees in GHIAL |
|---|---|
| Senior management | 146 |
| Middle management | 474 |
| Junior management | 2234 |
| Workers (permanent) | 3604 |



Training hours as per employee category (Female) - GHIAL

| Category | Training hours for female employees in GHIAL |
|---|---|
| Senior management | 0 |
| Middle management | 106 |
| Junior management | 378 |
| Workers (permanent) | 770 |

The following figures depicts the training hours in DIAL as per employee category:



Training hours as per employee category

| Category | Male |
|---|---|
| Senior Management | 164.5 |
| Middle Management | 628.5 |
| Junior Management | 4663 |

We aim to increase the training opportunities for all employees so that they not only excel in their current roles but also make significant career progressions.

## Customer Relationship Management

We have to be constantly alert in this dynamic, quick-paced business with shifting client needs. When providing our services, we make sure to include our clients and solicit their opinions or respond to their grievances. They are accessible round-the-clock through our multilingual web applications and support systems.

We have placards and sign boards about environmental management (waste, water, etc.), health and safety, and even launched several initiatives to provide assistance on our premises that are friendly to the elderly, children, and clients with special needs in order to cater to the needs of our customers. We have also made sure that our buildings have been retrofitted to accommodate visitors of any age, gender, or physical ability. We provide wheelchairs,

restrooms, volunteer assistance, and other facilities in our venues.

A Stakeholder Satisfaction Survey is conducted in addition to the ACI–ASQ Passenger Satisfaction Survey. The stakeholder survey is done by an outside party. This thorough survey offers recommendations as well as a scale from 1 to 5 for rating all elements of services, support, budgeting, quality, and safety. After analyzing the findings, the various departments create action plans for improvement. The ASQ survey is the top benchmarking and passenger service program for airports in the world.

The initiative offers the resources and management data required to better comprehend the viewpoints and expectations of travelers for airport goods and services. As passenger expectations change over time, GMR Airports prioritizes them in order to launch improvement initiatives like world–class infrastructure and service delivery. the ASQ surveys

# COMMUNITY ENGAGEMENT

We at GMR Group believe that our responsibilities extend beyond financial gains. This translates into a strong sense of ownership and execution of the concept of Social Responsibility. Using a bottom-up strategy, we embark on long-term activities with communities surrounding its operations. GMR Varalakshmi Foundation (GMRVF), the Group's Corporate Social Responsibility arm, creates unique and location-specific projects in education, health, hygiene, and sanitation, empowerment and livelihoods, and community development. The Foundation's vision is to have a long-term impact on the human development of underprivileged areas through projects in Education, Health, and Livelihoods. The Foundation is a Section-8 (non-profit) corporation with its own Board of Directors comprised of distinguished professionals in the field.

The CSR policy and the CSR Committee lead and develop our corporate sustainability strategy. The CSR policy of the company defines and directs CSR activity. The Board of Directors modified the CSR policy at its meeting on June 11, 2021, aligning it with the provisions of Section 135 of the Companies Act, 2013 and the Corporate Social Responsibility Rules, 2014. Other need-based activities are undertaken by the Company in accordance with Schedule VII of the Companies Act, 2013. The Company has prioritized the following areas for community service / CSR efforts, which include, but are not limited to:

## 01
### EDUCATION

## 02
### HEALTH, HYGIENE & SANITATION

## 03
### EMPOWERMENT & LIVELIHOODS

## 04
### COMMUNITY DEVELOPMENT

The programs are designed in accordance with the Company's need-based assessments conducted in local communities, with a special emphasis on disadvantaged and vulnerable areas, and all CSR activities are planned and carried out in accordance with recognized community requirements. As a result, all programs are sensitive to the requirements of local communities and ensure a high degree of community participation.

## GMR GROUP CSR STRATEGY

### Local Community Development Programs

All the programs and plans related to CSR activities at any project location are designed based on the community need assessment conducted before commencing the operations. GMRVF developed a SOP for conducting the community need assessment study and the same is being followed at all locations. Need assessments are conducted either by senior internal team or by external agency and the assessments reports are being used for the design of programs which are relevant to the local communities. In the last one year, Foundation also focused on identifying the families severely impacted due to Covid and accordingly planning its activities.

### Stakeholder engagement Plan

GMRVF is closely engaged with multiple stakeholders at various locations, and the fundamental principles of this engagement are to build partnership and collaboration so that the quality of life for the communities can be improved. Recognizing the fact that the government is the single largest service provider, the Foundation has adopted the strategy to collaborate with various government line departments to improve the quality and efficiency of the services delivered. Similarly, it is working closely in partnership with various communities with a fundamental objective to empower them. 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.

### Local Community Consultation and Process that involves vulnerable groups

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. SHGs, Youth Groups, Children groups, Parent-Teachers Associations, Farmers Groups, Common Interest Groups etc. have been formed and are being nurtured across the project locations to make them involve in their development processes. In the vocational training centers run by GMRVF, the trainees are involved in the center management process by forming them into various committees such as food committee, hostel committee etc.

## Social Impact Assessment

Impact evaluations (both internal and external) are regularly being conducted to understand the impact and effectiveness of the programs. Evaluation captures the gender disaggregated data and the impact of the programs on various set of stakeholders. The assessments are done involving all the relevant stakeholders using participatory methods such as individual interviews, focused group discussions etc. As a norm, Foundation conducts impact assessment by a third party at each major location once in every five years. In the year 2020–21, impact assessment was conducted for GWEL activities by a reputed agency. SOP Audits by peer groups are also being conducted regularly at different locations.

## Public Disclosure of Results

The social impact assessment reports are shared with all relevant stakeholders. Monitoring reports of Livelihoods Restoration Program at Kamalanga are being publicly disclosed every quarter through the Gram Sabhas, Annual CSR reports of all Group companies are put on concerned business websites for public disclosure.

## Formal Local Community Grievance Process

Grievances redressal mechanism is an important system to get critical views of the community in a structured manner. This is a regular practice to collect suggestions from the community and to incorporate those suggestions/grievances/feedback etc. into the on-going programs towards program effectiveness and better relationship with the concerned stakeholders. Formal community grievance redressal mechanisms are in place at relevant locations. Even during the community consultation meetings, grievances from the communities are being addressed on a regular basis. Processes are set in place for taking regular feedback from the communities and the same is being used to address the grievances and improve the program implementation processes.

| | |
|---|---|
| Economic value distributed in community investments (INR) in FY 2021–22 | 21.04 crores |

## Key initiatives

### Education

- Support Govt. Schools to improve the quality of Education
- Supporting Govt. Anganwadis and Running Bala Badis to provide Quality Pre-school Education
- Sponsoring the education of under-privilege children under the gifted children scheme, scholarships etc.
- •Support to students with coaching for different entrance and competitive examinations, as well as through scholoarships and loans for pursuing higher education etc.
- Also running several schools, an enginering college and a degree college in rural or remote areas for providing access to good quality education

### Health, Hygiene and Sanitations

- Running 200- bed multispeciality hospital at Rajan, Andhra Pradesh which provides affordable quality health care to the communities
- Running free medical clinics,Mobile Medical Units (MMU) where there is lack of good access of health facilities
- Conducting need-based awarness general and specialised health check-up camps and school health check-ups
- Conducting health awareness programs with special focus on seasonal illnesses, HIV/AIDS etc.
- Constructing public toilets and facilitating construction of individual sanitary lavatories
- Providing nutritional suppliments to vulnerable groups like AIDS affected, anemic adolescent girls, pregnant women etc.

### Empowernment and Livelihood

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

# WAY FORWARD

As a listed entity, we are cognizant of the expectations of stakeholders from us in terms of transparent reporting and effective management of our non-financial performance. In this regard, we shall continue to pursue excellence in our ESG journey which is brimming with exciting prospects in the airport infrastructure sector.

We understand that environmental management is a continuous journey. Therefore, in the coming years, we will rigorously persist to perform beyond our commitment towards environmental protection and strive further to mitigate our footprint through responsible practices. As we move forward, we shall continue to remain committed to evolve and strengthen our health and safety practices.

In addition, in alignment with our strategic direction, we shall also leverage the use of digital transformation as a key enabler to operate in a socially responsible manner, achieve world-class health and safety performance with an incident free and secure environment, so as to accelerate our efforts towards global HSSE excellence.

To ensure that we have the oversight and management systems in place to oversee, manage and review the progress we make in our ESG journey, a strong governance structure is a must. We are cognizant of our highly ESG conscious airport business which continues to seek new avenues of ESG excellence. We will continue to set new targets and goals and report on progress towards the goals.

In the future, we will continue to improve our processes to ensure that pertinent ESG themes to our businesses are managed effectively and reported in a timely and transparent manner.

# GRI INDEX

| GRI STANDARD/ OTHER SOURCE | DISCLOSURE | SECTION/ RESPONSE |
|---|---|---|
| GRI 2: General Disclosures 2021 | 2–1 Organizational details | About this report |
| | 2–2 Entities included in the organization's sustainability reporting | About this report |
| | 2–3 Reporting period, frequency and contact point | About this report |
| | 2–4 Restatements of information | Nil |
| | 2–5 External assurance | No External Assurance conducted |
| | 2–6 Activities, value chain and other business relationships | GMR Group Overview & Strategy |
| | 2–7 Employees | Employee Management and Development |
| | 2–8 Workers who are not employees | Employee Management and Development |
| | 2–9 Governance structure and composition | Corporate Governance |
| | 2–10 Nomination and selection of the highest governance body | Corporate Governance |
| | 2–11 Chair of the highest governance body | Corporate Governance |
| | 2–12 Role of the highest governance body in overseeing the management of impacts | Corporate Governance |
| | 2–13 Delegation of responsibility for managing impacts | Corporate Governance |
| | 2–14 Role of the highest governance body in sustainability reporting | Corporate Governance |
| | 2–15 Conflicts of interest | GMR has a conflict–of–interest policy for both its board members and employees which expects all employees to avoid situations that could result in a conflict between their personal and financial interests and those of the Group. |
| | 2–16 Communication of critical concerns | Stakeholder Engagement |
| | 2–17 Collective knowledge of the highest governance body | Corporate Governance |
| | 2–18 Evaluation of the performance of the highest governance body | Corporate Governance |
| | 2–19 Remuneration policies | Corporate Governance |
| | 2–20 Process to determine remuneration | Corporate Governance |
| | 2–21 Annual total compensation ratio | Not Available |
| | 2–22 Statement on sustainable development strategy | GMR Group Overview & Strategy |
| | 2–23 Policy commitments | List of policies |
| | 2–24 Embedding policy commitments | List of policies |
| | 2–25 Processes to remediate negative impacts | Employee performance management |
| | 2–26 Mechanisms for seeking advice and raising concerns | Employee performance management |
| | 2–27 Compliance with laws and regulations | Regulatory and legal compliance is critical for GMR Group and GMR ensures that the operations and business activities are conducted in alignment with regulatory requirements of the respective sectors. No fines or non–monetary sanctions were imposed in the FY 2021–22 |
| | 2–28 Membership associations | Not Available |
| | 2–29 Approach to stakeholder engagement | Stakeholder Engagement |
| | 2–30 Collective bargaining agreements | GMR does not permit unionizing among employees. |

| GRI STANDARD/ OTHER SOURCE | DISCLOSURE | SECTION/ RESPONSE |
|---|---|---|
| GRI 3: Material Topics 2021 | 3–1 Process to determine material topics | Materiality Assessment |
| | 3–2 List of material topics | Materiality Assessment |
| GRI 3: Material Topics 2021 | 3–3 Management of material topics | Economic Performance |
| GRI 201: Economic Performance 2016 | 201–1 Direct economic value generated and distributed | Economic Performance |
| | 201–2 Financial implications and other risks and opportunities due to climate change | DIAL and GHIAL are in the process of identifying climate risks and opportunities to climate change in alignment with the group climate policy |
| | 201–3 Defined benefit plan obligations and other retirement plans | Not Available |
| | 201–4 Financial assistance received from government | Economic Performance |
| GRI 3: Material Topics 2021 | 3–3 Management of material topics | Responsible Sourcing |
| GRI 204: Procurement Practices 2016 | 204–1 Proportion of spending on local suppliers | |
| GRI 3: Material Topics 2021 | 3–3 Management of material topics | Approach to Tax |
| GRI 207: Tax 2019 | 207–1 Approach to tax | Approach to Tax |
| | 207–2 Tax governance, control, and risk management | Approach to Tax |
| | 207–3 Stakeholder engagement and management of concerns related to tax | Approach to Tax |
| | 207–4 Country–by–country reporting | GMR is currently reporting only on its India operations in airport business |
| GRI 3: Material Topics 2021 | 3–3 Management of material topics | Energy & Emissions Management |
| GRI 302: Energy 2016 | 302–1 Energy consumption within the organization | Energy & Emissions Management |
| | 302–2 Energy consumption outside of the organization | Energy & Emissions Management |
| | 302–3 Energy intensity | Energy & Emissions Management |
| | 302–4 Reduction of energy consumption | Energy & Emissions Management |
| | 302–5 Reductions in energy requirements of products and services | Energy & Emissions Management |
| GRI 3: Material Topics 2021 | 3–3 Management of material topics | Water Security and Stewardship |
| GRI 303: Water and Effluents 2018 | 303–1 Interactions with water as a shared resource | Water Security and Stewardship |
| | 303–2 Management of water discharge–related impacts | Water Security and Stewardship |
| | 303–3 Water withdrawal | Water Security and Stewardship |
| | 303–4 Water discharge | Water Security and Stewardship |
| | 303–5 Water consumption | Water Security and Stewardship |
| GRI 3: Material Topics 2021 | 3–3 Management of material topics | Biodiversity and Land–use |
| GRI 304: Biodiversity 2016 | 304–1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | Biodiversity and Land–use |
| | 304–2 Significant impacts of activities, products, and services on biodiversity | Biodiversity and Land–use |
| | 304–3 Habitats protected or restored | Biodiversity and Land–use |
| | 304–4 IUCN Red List species and national conservation list species with habitats in areas affected by operations | Biodiversity and Land–use |

| GRI STANDARD/ OTHER SOURCE | DISCLOSURE | SECTION/ RESPONSE |
|---|---|---|
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Energy & Emissions Management |
| GRI 305: Emissions 2016 | 305-1 Direct (Scope 1) GHG emissions | Energy & Emissions Management |
| | 305-2 Energy indirect (Scope 2) GHG emissions | Energy & Emissions Management |
| | 305-3 Other indirect (Scope 3) GHG emissions | Energy & Emissions Management |
| | 305-4 GHG emissions intensity | Energy & Emissions Management |
| | 305-5 Reduction of GHG emissions | Energy & Emissions Management |
| | 305-6 Emissions of ozone-depleting substances (ODS) | Energy & Emissions Management |
| | 305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions | Energy & Emissions Management |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Sustainable Waste Management |
| GRI 306: Waste 2020 | 306-1 Waste generation and significant waste-related impacts | Sustainable Waste Management |
| | 306-2 Management of significant waste-related impacts | Sustainable Waste Management |
| | 306-3 Waste generated | Sustainable Waste Management |
| | 306-4 Waste diverted from disposal | Sustainable Waste Management |
| | 306-5 Waste directed to disposal | Sustainable Waste Management |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Responsible Sourcing |
| GRI 308: Supplier Environmental Assessment 2016 | 308-1 New suppliers that were screened using environmental criteria | Responsible Sourcing |
| | 308-2 Negative environmental impacts in the supply chain and actions taken | Responsible Sourcing |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Occupational Health & Safety |
| GRI 403: Occupational Health and Safety 2018 | 403-1 Occupational health and safety management system | Occupational Health & Safety |
| | 403-2 Hazard identification, risk assessment, and incident investigation | Occupational Health & Safety |
| | 403-3 Occupational health services | Occupational Health & Safety |
| | 403-4 Worker participation, consultation, and communication on occupational health and safety | Occupational Health & Safety |
| | 403-5 Worker training on occupational health and safety | Occupational Health & Safety |
| | 403-6 Promotion of worker health | Occupational Health & Safety |
| | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Occupational Health & Safety |
| | 403-8 Workers covered by an occupational health and safety management system | Occupational Health & Safety |
| | 403-9 Work-related injuries | Occupational Health & Safety |
| | 403-10 Work-related ill health | Occupational Health & Safety |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | Employee Development and Engagement |
| GRI 404: Training and Education 2016 | 404-1 Average hours of training per year per employee | Employee Development and Engagement |
| | 404-2 Programs for upgrading employee skills and transition assistance programs | Employee Development and Engagement |
| | 404-3 Percentage of employees receiving regular performance and career development reviews | Employee Development and Engagement |
| GRI 3: Material Topics 2021 | 3-3 Management of material topics | GMR prohibits and discourages discrimination of any kind and our stance has been reinforced through our code of conduct and POSH policy etc. |

| GRI STANDARD/ OTHER SOURCE | DISCLOSURE | SECTION/ RESPONSE |
|---|---|---|
| GRI 406: Non–discrimination 2016 | 406–1 Incidents of discrimination and corrective actions taken | No incidents of discrimination were reported in the FY 2021–22 |
| GRI 3: Material Topics 2021 | 3–3 Management of material topics | GMR prohibits the use of child labour in its operations and supply chain and is covered under the code of conduct and supplier code of conduct |
| GRI 408: Child Labor 2016 | 408–1 Operations and suppliers at significant risk for incidents of child labor | Zero cases of forced labour were reported in our operations and supply chain |
| GRI 3: Material Topics 2021 | 3–3 Management of material topics | GMR prohibits the use of forced labour in its operations and supply chain and is covered under the code of conduct and supplier code of conduct |
| GRI 409: Forced or Compulsory Labor 2016 | 409–1 Operations and suppliers at significant risk for incidents of forced or compulsory labor | Zero cases of child labour were reported in our operations and supply chain |
| GRI 3: Material Topics 2021 | 3–3 Management of material topics | Community Engagement |
| GRI 413: Local Communities 2016 | 413–1 Operations with local community engagement, impact assessments, and development programs | Community Engagement |
| | 413–2 Operations with significant actual and potential negative impacts on local communities | Community Engagement |
| GRI 3: Material Topics 2021 | 3–3 Management of material topics | GMR Group has not made any political contributions in FY 2021–22 |
| GRI 415: Public Policy 2016 | 415–1 Political contributions | |
| GRI 3: Material Topics 2021 | 3–3 Management of material topics | Data and information security |
| GRI 418: Customer Privacy 2016 | 418–1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | Zero complaints concerning breaches of customer privacy and losses of customer data |

## Case Study

### Sustainability Practices at GMR Goa International Airport Limited (GGIAL)

GMR Goa International Airport Limited (GGIAL) believes in Sustainability Excellence and has taken many sustainability initiatives right at the Design, Engineering and Construction Phase

The sustainability initiatives taken at the airport are highlighted below:

- Green Building: Passenger Terminal Building (PTB) is provisionally certified with Platinum rating for New Building by Indian Green Building Council (IGBC). It for embraces various resources conservation and efficiency practices. LED lighting system has been installation at Passenger Terminal Building (PTB) and Other Buildings and also Airfield Ground Lighting (AGL) like CAT–I Approach Lights, Runway insert lights, etc., Chilled Water System for PTB with R–134a as refrigerant and 0.5554 cooling efficiency (kW/Ton). Usage of North Lighting and Sky Lighting, Building Envelope with Performance Laminated Double Glass Unit and façade material to meet the desired level of U–value/ Thermal transmittance, Roofing and sheeting with thermal insulation and pure white RAL9010 profile sheets are used to achieve desired Solar Reflectance Index (SRI) in the building.



Photograph of Under Construction PTB, provisionally certified for Platinum Rating



Photograph of Provisional Certificate for Terminal Building at GGIAL

- **Renewable Energy Use:** An onsite 5MW Solar PV generation Plant is proposed for installation at Airside of Greenfield International Airport, Mopa, Goa. On site Solar Power generation is proposed to commission along the commissioning of the Airport.

- **Bridge Mounted Equipment (BME):** GGIAL has planned to install Bridge Mounted Equipment (BME) at all the five aerobridges. The bridge–mounted equipment consists of a fixed electrical ground power unit (FEGPU) and Pre–Conditioned Air (PCA) to reduce emissions from aircraft's Auxiliary Power Unit (APU).

- **Water Management:** GGIAL is constructing inline Rain Water harvesting system for ground water recharge as per the scheme approved by the Government. It is estimated that an around 30% of the storm water will be percolated for ground water recharge. A state of the art Sewage Treatment Plant (STP) based on Fluidized Media Reactor (FMR) is under construction. 625 KLD STP will be Zero Liquid Discharge (ZLD) plant and treated water will be used for irrigation of trees and horticulture, flushing through dual plumbing and cooling tower make up water.

- **Carbon Neutrality & Airport Carbon Accreditation:** GGIAL is committed to achieve ACI "Level 3+" Carbon Neutrality within 5 years from the Commercial Operation Date (COD). The objective of making "Zero Carbon" airport operation is to eliminate the anthropogenic carbon emissions reaching to atmosphere completely or to the minimum extent possible from the activities performed at Airport during its operation.

  For achieving "Zero Carbon Airport", various initiatives such as– energy efficiency and conservation measures, green building development, use of renewable energy, operational efficiency measures, airline programs, clean transportation and development of sink etc. have been planned.

- **Waste Management:** A dedicated Integrated Waste Management Facility with Material Recovery Facility (MRF) and Organic Waste Composter (OWC) is under construction. This facility will handle the waste generated from Terminal Building and deplaned waste.

- **Management System Certifications:** GGIAL has planned for Integrated Management System (IMS) consisting of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018, within one year of COD. Besides, Energy Management System ISO 50001:2018 is planned to improve the energy efficiency, conservation and overall energy performance of the organization by making better use of the energy–intensive assets. ISO 14064 for Emission Management is also planned post COD within a determined time frame.

**GMR Airports Infrastructure Limited**

New Udaan Bhawan, Opp. Terminal 3
Indira Gandhi International Airport
New Delhi – 110 037