



TOWARDS A GREEN FUTURE: SUSTAINABLE AVIATION FOR TOMORROW



GMR AIRPORTS INFRASTRUCTURE LIMITED (FORMERLY GMR INFRASTRUCTURE LIMITED)



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Introduction to the report

At GMR Airports Infrastructure Limited, formerly GMR Infrastructure Limited (GIL), we prioritize sustainability in all aspects of our business operations and decision-making. Our unwavering commitment to sustainability is evident in our efforts to consistently exceed global benchmarks and set new standards for sustainability in our ongoing and future ventures. We believe that our approach is essential towards bringing sustainability into aviation and transitioning towards a just and green future. The aviation industry is heading towards achieving net zero carbon emissions and GIL in a quest to achieve the same is accelerating its energy transition, focusing upon more energy efficient measures in addition to that, we are continuously striving to undertake social and governance initiatives as we firmly believe E, S and G are important pillars to head towards a sustainable future.

We are excited to publish our third annual sustainability report for the fiscal year 2022-23. This report presents an overview of GIL's environmental, social and governance performances, as well as its strategic plan. It provides a comprehensive perspective on the company's operations and activities during the reporting period. Through this report, GIL showcases its dedication to development and the utilization of its capabilities through continuous improvement of sustainable practices, ultimately creating value for all stakeholders in its long-term business strategy. Additionally, this report reaffirms our commitment to establishing a sustainable aviation industry for the future. Our objective is to demonstrate our enthusiasm and dedication to ensuring and promoting sustainability. The structure of this report is shaped by prioritizing GIL's key material topics that significantly influence our ability to generate value.

Reporting approach and content

Our report adheres to the GRI 2021 standards for the reporting period FY 2022-23, utilizing the principles of stakeholder inclusiveness, sustainability context, materiality, and completeness to define its content. The quality of our reporting disclosure is defined by the principles of accuracy, balance, clarity, comparability, reliability, and timeliness.

Our Sustainability Report showcases our efforts towards achieving the Sustainable Development Goals (SDGs), providing relevant information on our policies, practices, and governance system. The report pertains to GIL's Indian operations, with data compiled from our centralized database for human resource, governance, supply chain, and community initiatives, and from individual operational sites and offices for environment and safety-related data. The economic performance data disclosed in this report aligns with the audited financials published in our Annual Report FY 2022-23.

Reporting boundary and scope

The report outlines the strategy, execution, and accomplishments in the three pillars of sustainability, namely Environmental, Social, and Governance. In our Sustainability Report FY22-23 we have included business units of GIL in India which are as follows:

- a. Delhi International Airport Limited (DIAL)
- b. GMR Hyderabad International Airport Limited (GHIAL)
- c. GMR Goa International Airport Limited (GGIAL)

This report includes information which is material to our stakeholders, and it presents an overview of our businesses and associated activities.

Reporting period

This report covers the non-financial information of GIL, and includes all our operating sites, offices, and projects across India between 1st-April-2022 and 31st-March-2023.

Feedback and Suggestions

We at GIL are continuously working towards enhancing our performance in every facet of our operations. In order to achieve this, we kindly request your valuable input for this Sustainability Report. Your feedback will greatly support us in presenting the pertinent ESG information in future editions in the most efficient and transparent manner. We would be happy to address any inquiries or remarks you may have regarding our performance of this report. Please feel free to contact us at the provided email address ESG-Core-Group@gmrgroup.in. For further details, please visit our website at <https://www.gmrinfra.com/>

FROM THE CHAIRMAN'S DESK

Dear fellow Stakeholder,

In extension of our perpetual efforts of operating as a sustainable & best-in-class business model, am delighted to present our third annual sustainability report. In accordance with GRI standard, this report provides in-depth sight of our sustainability progress that is relevant to our business line. We are dedicated to set a benchmark in the airport industry through our sustainability targets and aim to work towards shaping aviation for a better tomorrow.

We take great pride in all the assets we have developed as National Assets of the highest quality, and we have always ensured that we adopt the highest levels of environmental standards for all our projects. GIL is thus contributing towards India's target to be a net-zero emission economy by 2070. The shift towards sustainable aviation is now imperative. Hence, with aim to bring in line the India's Carbon pledge of becoming Net Zero nation by 2070, we have compassed our focus on energy efficient lightings, vehicles & augmenting green building infrastructure. With climate resilience in mind, we have commissioned to install state of art technology in our Solar power plant saving tons of carbon emissions annually.

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

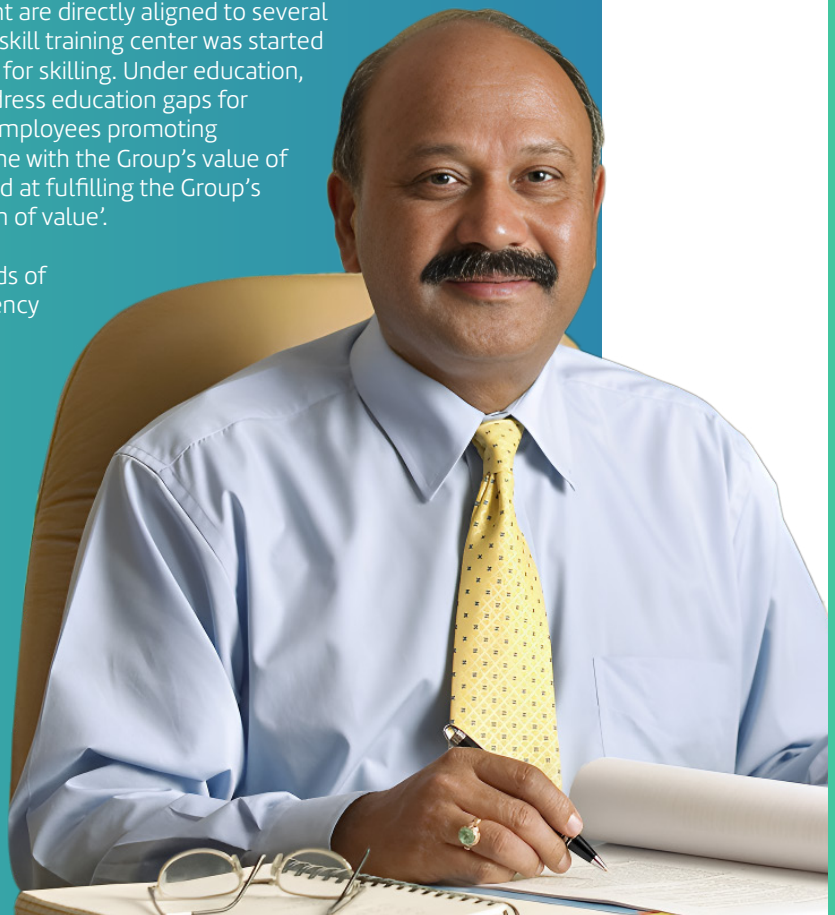
In this direction, both our major assets i.e., Delhi and Hyderabad International airports are now sourcing all their energy requirements from renewable sources. This is managed by a combination of hydro and solar and sourcing remaining power from other renewable source. We have also undertaken a new initiative to convert all airport vehicles to EVs. Further, GMR Airports is also working with Groupe ADP and other consortium partners to conduct a joint study on Sustainable Aviation Fuels (SAF) and their potential in India. GIL has been actively engrossed in implementing climate resilient strategies in its business function to decarbonize its steps moving forward. Our GHIAL facility is amid of replacing current thermal grid power with solar energy & adoption of biodiesel in place of conventional fuels in harmony with launch of Global Biodiesel Alliance at G20.

As per the Group's philosophy, GIL has been engaged in multiple CSR activities in the thrust areas of Education, Health and Empowerment through GMR Varalakshmi Foundation. Most activities look at bringing about a sustainable change that impact the community well-being in the long-term. The activities in education and empowerment are directly aligned to several Sustainable Development Goals. During the year, a new skill training center was started at Goa airport and several new partnerships were added for skilling. Under education, E-education and STEM learning initiatives started to address education gaps for marginalized children. The Group continued to involve employees promoting several ISR (individual social responsibility) activities in line with the Group's value of social responsibility. The overall CSR activities were aimed at fulfilling the Group's vision of 'making a difference to society through creation of value'.

We are recognized for constantly improving the standards of ethical business practices & displaying utmost transparency in our conventions. Additionally, we acknowledge that climate resilience is the only step forward, we strive to embody the spirit of sustainable corporate entity & comply with all the regulatory requirements. We will continue to take measures to ensure GIL remains the best in breed to serve our customers & strengthen our competitive edge.

We are navigating towards a resilient, progressive, and greener future for all our stakeholders. Our commitments for a better tomorrow will continue to advance as we move forward. GIL envisions safe flights and blue skies for all its stakeholders.

GM Rao
Group Chairman, GMR Group



GILS CORE VALUE AND ESG VISION

About Company

GMR Airports Infrastructure Limited, formerly known as GMR Infrastructure Limited (GIL), is a subsidiary of GMR Enterprises Private Limited (GEPL). The Company is involved in the development, operation, and maintenance of airports, as well as providing integrated security solutions. GIL comprises of the following assets:

- DIAL
- GHIAL
- GGIAL

DIAL, established as a consortium, is a joint venture comprising GMR Group (64%), Airports Authority of India

(26%), and Fraport AG Frankfurt Airport Services Worldwide (Fraport) (10%).

GHIAL is a joint venture company led by the GMR Group (63%) in collaboration with the Airports Authority of India (13%), the Government of Telangana (13%), and Malaysia Airports Holdings Berhad (MAHB) (11%), was entrusted with the responsibility of developing, funding, constructing, and managing Rajiv Gandhi International Airport (RGIA), Hyderabad, as a state-of-the-art Greenfield airport under the Public Private Partnership (PPP) framework.

The Manohar International Airport at Mopa in North Goa was developed by GMR Goa International Airport Limited (GGIAL), a subsidiary of GMR Airports Limited (GAL), through a PPP model. The project was executed on a Design, Build, Finance, Operate and Transfer (DBFOT) basis.



Our Values & Beliefs



Mahatma Gandhi

Humility

We value intellectual modesty and detest false pride and arrogance



JRD Tata

Entrepreneurship

We seek opportunities – they are everywhere



Tenzing & Hillary

Teamwork & Respect for Individual

Nurturing a relationship of trust, collaboration, and mutual respect



Sardar Vallabhbhai Patel

Deliver the Promise

We value a deep sense of responsibility and self-discipline, to meet and surpass commitments made



Swami Vivekananda

Learning & Inner Excellence

We cherish the lifelong commitment to deepen our self-awareness, explore, experiment, and improve our potential



Mother Teresa

Social Responsibility

Anticipating and meeting relevant and emerging needs of society



Warren Buffet

Financial Prudence – Frugality

We spend wisely and judiciously

Key Awards and Accolades

DIAL:

- Delhi International Airport has once again been recognized as the top airport in the Asia Pacific region for the 'over 40 million passengers per annum (MPPA)' category by ACI in the Airport Service Quality Programme (ASQ). This remarkable achievement marks the fifth consecutive year that Delhi International Airport has received this prestigious accolade in the 2022 rankings.
- In the newest category in ACI ASQ award, DIAL has been bestowed with 'Cleanest Airport' in the Asia Pacific region award.
- Wings India Environment & Sustainability Award 2022.
- FICCI Water Award in 2022.
- Voted as Best Airport in India / South Asia for 5th consecutive years in Skytrax ranking.
- In terms of Skytrax world airports ranking, Delhi International Airport jumped from rank 50 in 2020 to 45th in 2021 and further to current rank of 36.
- Conferred as 'Best Airport' in the country in the ASSOCHAM's 14th International Conference cum awards on Civil Aviation
- Received "Silver Rating" in ACI's Asia-Pacific Green Airports Recognition (GAR) 2023
- Energy Excellent Unit" Award in 23rd National Award for Excellence in Energy Management by CII-Green Business Centre (GBC) in the building sector.
- Received Leadership in Energy and Environmental Design (LEED) Platinum Level Pre-certification for Terminal 1 from USGBC/GBCI.

GHIAL

- GHIAL was ranked 65th at the 2023 Skytrax World Airport Award.
- Ranked as Best Regional Airport in India and South Asia, as well as the Best Airport in India and South Asia.
- Awarded with 2022 Airport Service Quality (ASQ) Award for Best Airport of 15 to 25 million Passengers in Asia-Pacific.
- Platinum Award in the 11th National CII POKA YOKE 2022 competition.
- Received the ACI Green Airport recognition 2022 -

Silver for the Best Carbon emission Management.

- Won the CII National Awards for "National Energy Leader" & "Excellent Energy Efficient Unit" Categories.
- Gold Recognition at the CII Excellence Summit for its Business Excellence journey.
- Recognized as "Airport with the best use of Technology" at ASSOCHAM's 14th Civil Aviation Conference.
- Received ACI World's 'Voice of Customer' Recognition for the second time in a row in 2022.



GMR Hyderabad International Airport Wins CII National Awards of "National Energy Leader" & "Excellent Energy Efficient Unit" 2022

GGIAL

- On the day on inauguration of the airport, GGIAL was awarded with IGBC's Platinum Rating under New Buildings Certification (Owner Occupied).
- GGIAL was conferred with "Best Sustainable Greenfield Airport" by Associated Chambers of Commerce and Industry of India (ASSOCHAM) at 14th International Conference cum Awards for Civil Aviation 2023.



Snapshot of our ESG Performance

Environment

- Energy Consumed (Direct & indirect)- 1761477.2 GJ
- Direct GHG emissions (Scope-1)- 4389.21 Metric

Tonnes of CO2

- Indirect GHG emissions (Scope 2)- 54709.77 Metric Tonnes of CO2
- Total Water consumed (Surface water, Ground water, purchased water & water conserved through rainwater harvesting – 3335790.73 KL)

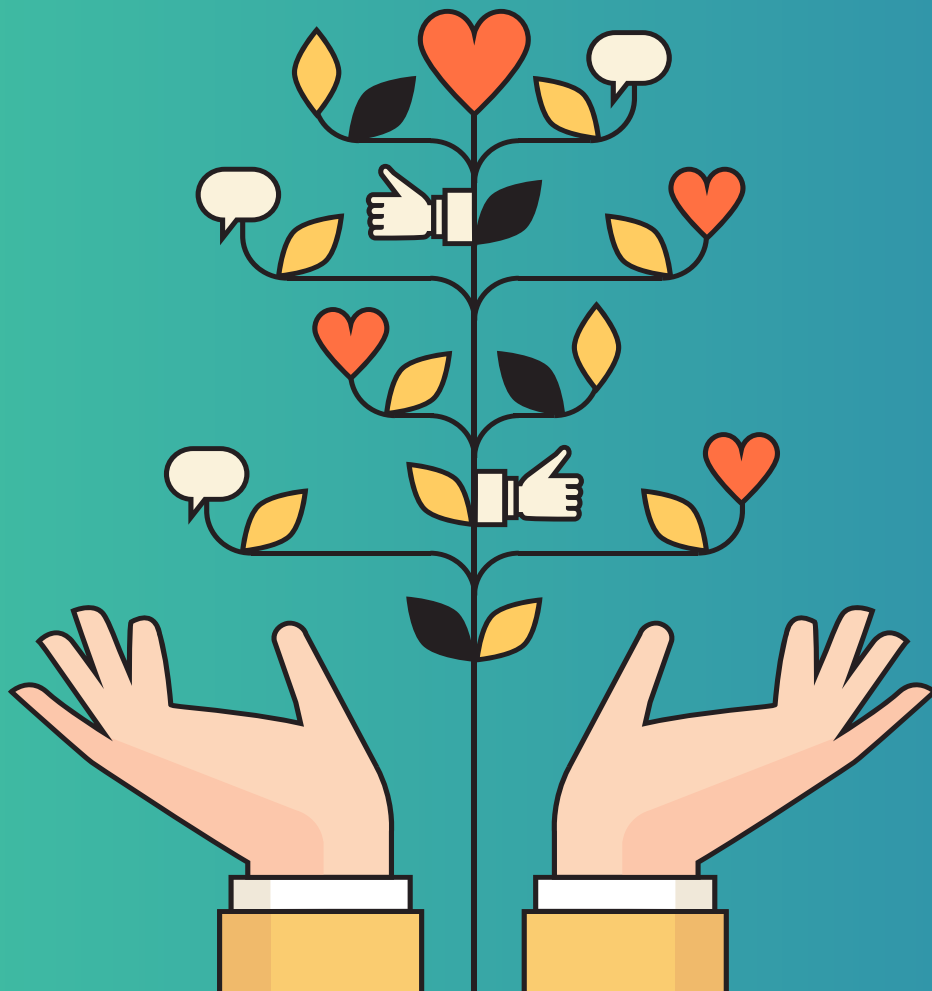
Social

- Total beneficiaries – >266,200
- Investment in CSR activities- 18.47 crores
- Total hours of safety trainings- 12,248
- Turnover rate- 15.83 %

Governance

- Zero cases of Sexual Harassment
- Zero cases of Discrimination at workplace
- Zero cases of Child Labour
- Zero cases of Forced Labour/Involuntary Labour
- Zero cases of Human right related issues
- Zero cases of Data privacy breach
- Zero cases of Anti-bribery and Anti-corruption

STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT



Stakeholder Engagement and Materiality Assessment

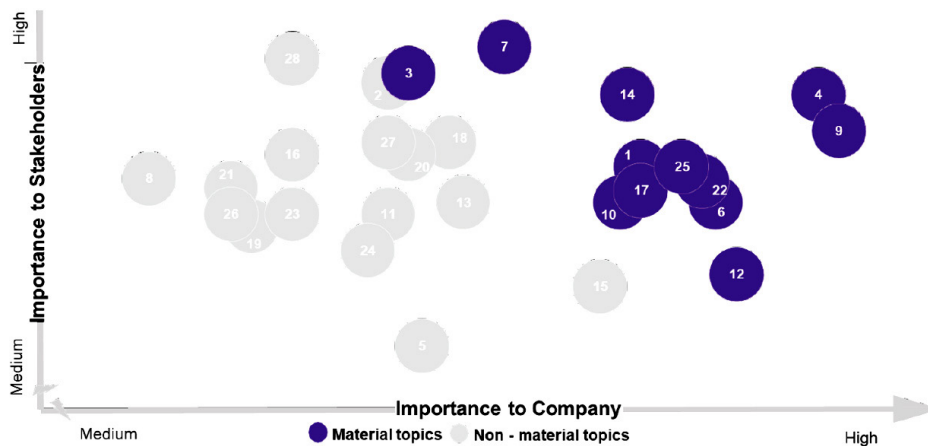
The sustainability strategy at GIL is driven by measurable objectives that can significantly influence the business’s performance, stakeholders, and its capacity to uphold and promote economic, environmental, and social values. Through this evaluation, our stakeholders actively engage in the decision-making process, fostering trust and cultivating enduring relationships. To offer valuable strategic insights and influence critical decisions, the materiality mapping process necessitates collaboration from both internal and external stakeholders. At GMR, the materiality assessment was conducted in accordance with the GRI Standards. Regular involvement enabled us to gain a deeper comprehension of their viewpoints and develop a robust approach to addressing stakeholder concerns, guided by the principles of inclusiveness, relevance, and responsiveness within our stakeholder identification and prioritization framework. This is also a component of the

strategy in which all of our stakeholders provide valuable perspectives, leading the way to a sustainable future for the next generation.

GIL has undertaken a comprehensive materiality assessment to identify and address ESG (Environmental, Social, and Governance) issues that have a significant impact on our business and stakeholders. These issues were evaluated based on their relevance, importance, and potential influence on decision-making and the long-term sustainability of the company.

These assessments provide valuable insights into critical issues for both internal and external stakeholders, outlining the economic, social, and environmental impacts of GIL throughout the value chain. They also highlight potential risks and opportunities for the company, both currently and in the future. The materiality matrix presented below showcases the key ESG topics that are essential to us.

Materiality Matrix



List of high priority material topics:

Material topics		
Environment	Social	Governance
Waste Management (1)	Employee Development and Engagement (11)	Economic Performance and Growth (21)
Water and wastewater stewardship (2)	Community Relations and Services (12)	Business Ethics (22)
Energy Management (3)	Protection of Human Rights (13)	Risk Management (23)
Climate Change Management (4)	Security and Safety (14)	Technology and Innovation (24)
Land use & Biodiversity (5)	Diversity and Inclusion (15)	Data Privacy and Cyber Security (25)
Noise Management (6)	Employee Wellbeing (16)	Policy Advocacy (26)
Air Quality (7)	Emergency Response Management (17)	ESG Governance (27)
Clean Transportation (8)	Service Quality (18)	Operational Excellence (28)
Workforce health and safety (9)	Responsible Supply Chain (Service and Products) (19)	
Talent Attraction and Retention (10)	Anti-Bribery and Anti-Corruption (20)	

Legend

High Priority Material Topics

ENVIRONMENT



Environment

GMR places great importance on environmental stewardship as a fundamental aspect of our dedication to sustainability. Our focus is on actively managing our environmental footprint, adhering to global standards, and advocating for an eco-friendlier future. We have successfully implemented ISO 14001 showcasing our commitment to consistently identifying, managing, and enhancing our environmental performance, while ensuring compliance with applicable environmental regulations and industry-leading practices.

The company recognizes the potential impact of climate change risks on its operations. GMR Group's unwavering commitment to good corporate governance is reinforced by its efforts to decrease carbon emissions and mitigate the effects of climate change across all its establishments. The company firmly believes that environmental sustainability and responsible business practices are integral to its good governance principles, which will enable it to contribute to building a resilient and sustainable world. In a quest to reduce carbon footprint through various initiatives and

gradually transition to sustainable aviation, we are taking conscious efforts to address the challenges faced by us.

Energy and Emission Management (GRI 302 and 305)

Our group has embraced a Climate Resilience Policy that details our dedication to decreasing carbon emissions and implementing measures to mitigate the effects of climate change. Additionally, we have confirmed our alignment with the national and global goals of limiting the increase in global warming to 1.5°C by the end of the century. To achieve this, our significant assets, namely Delhi and Hyderabad International airports, now obtain all their energy needs from renewable sources. This is accomplished through a combination of our own solar plants and procuring the remaining power from other renewable energy facilities. GIL takes conscious efforts to increase its dependency on renewable resource as compared to non-renewable source. As a result of the same, it was observed that 21% of non-renewable energy decreased as compared to FY 21-22 and renewable energy increased by 37% as compared to FY 21-22, as depicted in the graph below:

Figure 1 indicating total energy consumption from different sources of energy

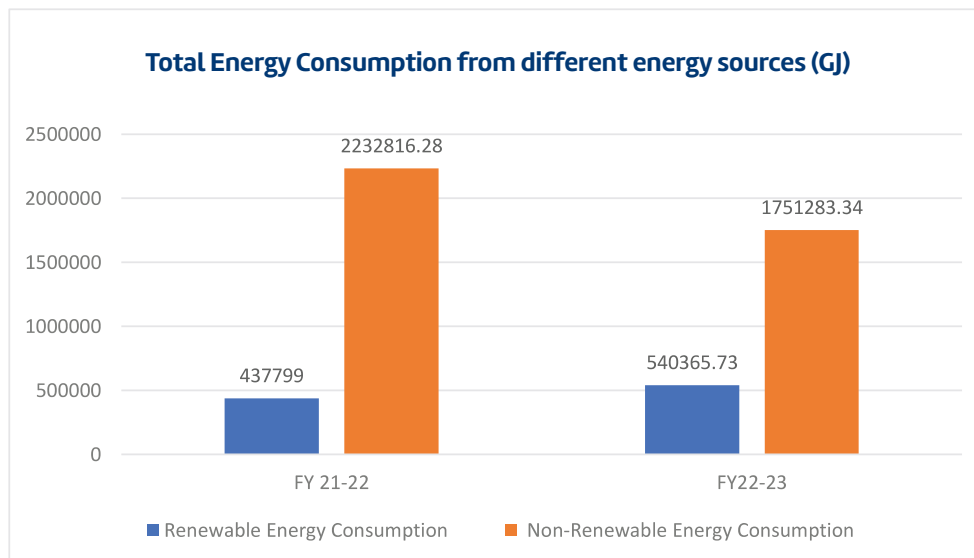


Table 1 indicating renewable and non-renewable energy consumption for GIL

Parameter	GIL FY 22-23	GIL FY 21-22
From renewable sources		
Total electricity consumption (GJ)	540365.73	437799
Total fuel consumption (GJ)	0	0
Total energy consumed from renewable sources (GJ)	540365.73	437799
From non-renewable sources		
Total electricity consumption (GJ)	95586.04	1736225.2
Total fuel consumption (GJ)	1655697.3	496591
Total energy consumed from non-renewable sources (GJ)	1751283.34	2232816.20

Figure 2 indicating total energy mix at GIL for FY 22–23

Total Energy Mix at GIL for FY 22–23

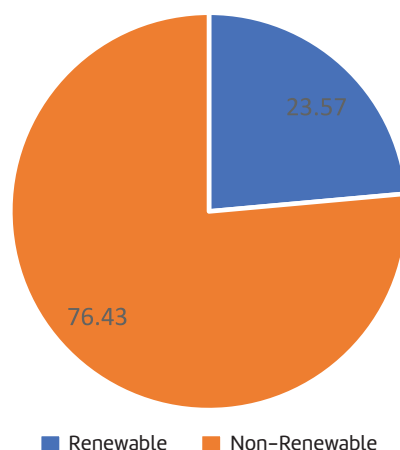


Table 2 indicating renewable and non-renewable energy consumption for DIAL

Parameter	DIAL FY 22–23	DIAL FY 21–22
From renewable sources		
Total electricity consumption (Gj)	487350	400467
Total fuel consumption (Gj)	0	0
Total energy consumed from renewable sources (Gj)	487350	400467
From non-renewable sources		
Total electricity consumption (Gj)	0	345736
Total fuel consumption (Gj)	14226	16038
Total energy consumed from non-renewable sources (Gj)	14226	361774

Table 3 indicating renewable and non-renewable energy consumption for GHIAL

Parameter	GHIAL FY 22–23	GHIAL FY 21–22
From renewable sources		
Total electricity consumption (Gj)	47160	37332
Total fuel consumption (Gj)	0	0
Total energy consumed from renewable sources (Gj)	47160	37332
From non-renewable sources		
Total electricity consumption (Gj)	86508	71820
Total fuel consumption (Gj)	1640494.5	480552.2
Total energy consumed from non-renewable sources (Gj)	1727002.5	552372.2

Table 4 indicating renewable and non-renewable energy consumption for GGIAL

Parameter	GGIAL FY 22–23	GGIAL FY 21–22
From renewable sources		
Total electricity consumption (Gj)	5855.73	NA
Total fuel consumption (Gj)	0	NA
Total energy consumed from renewable sources (Gj)	5855.73	NA
From non-renewable sources		
Total electricity consumption (Gj)	9078.04	NA
Total fuel consumption (Gj)	976.80	NA
Total energy consumed from non-renewable sources (Gj)	10054.84	NA

Some of the energy efficiency measures undertaken by GIL are as follows:

- The eco-friendly structural design of the GMR Hyderabad International Airport Passenger Terminal has earned it the prestigious 'Leadership in Energy and Environmental Design' (LEED) certification
- The GHIAL terminal is designed to optimize the use of natural light and other ecological features, resulting in minimal consumption of energy and water
- The GMR Hyderabad International Airport is the first airport in the Asia Pacific Region to achieve the highest-Level 3+ accreditation in carbon neutrality
- DIAL have off-site renewable energy Power Purchase Agreements (PPA)
- GGIAL is commissioning a 5 MW solar plant for captive use

GIL consciously takes endeavor to decrease its emissions and the same is reflected in the trend which highlights that Scope 1 as well as Scope 2 emissions in the FY 2022-23 has decreased as compared to FY 2021-22. The same is highlighted in the graph below:

Figure 3 indicating total emissions for GIL (Scope 1, Scope 2)

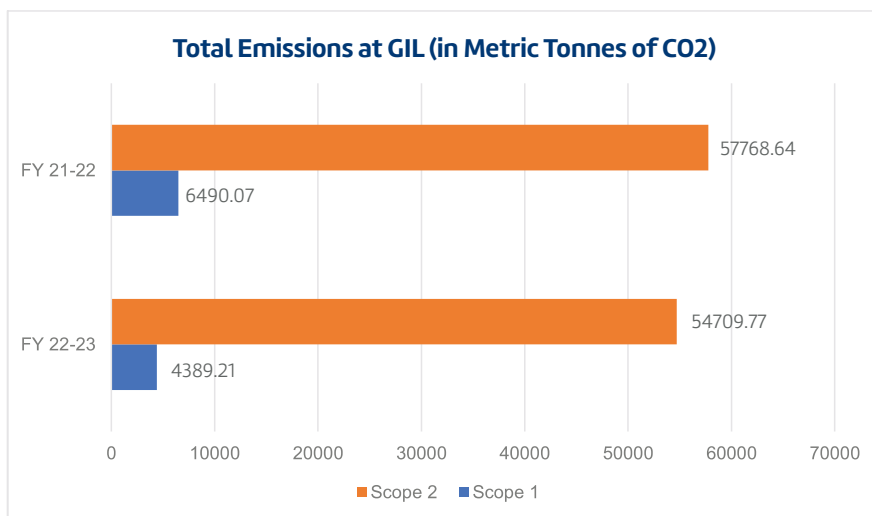


Figure 4 indicating percentage of total emissions for GIL (Scope 1, Scope 2)

Percentage of Emissions for GIL FY 22-23

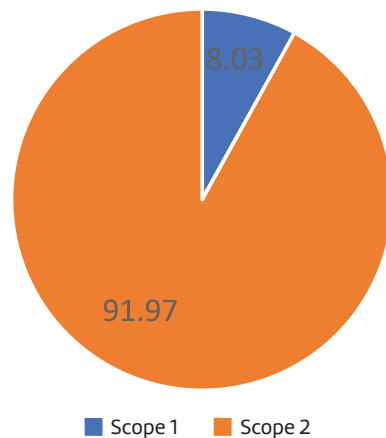


Table 5 indicating Scope 1 and Scope 2 Emissions for GIL

Parameter	Unit	GIL FY 22-23	GIL FY 21-22
Total Scope 1 Emissions	Metric Tonnes of CO2	4389.21	6490.07
Total Scope 2 Emissions	Metric Tonnes of CO2	54709.77	57768.64

Table 6 indicating Scope 1 and Scope 2 Emissions for DIAL

Parameter	Unit	DIAL FY 22-23	DIAL FY 21-22
Total Scope 1 Emissions	Metric Tonnes of CO2	2738	5561
Total Scope 2 Emissions	Metric Tonnes of CO2	34697	39790

Table 7 indicating Scope 1 and Scope 2 Emissions for GHIAL

Parameter	Unit	GHIAL FY 22-23	GHIAL FY 21-22
Total Scope 1 Emissions	Metric Tonnes of CO2	1573	929.07
Total Scope 2 Emissions	Metric Tonnes of CO2	17945	17978.64

Table 8 indicating Scope 1 and Scope 2 Emissions for GGIAL

Parameter	Unit	GGIAL FY 22-23	GGIAL FY 21-22
Total Scope 1 Emissions	Metric Tonnes of CO2	78.21	Not Applicable
Total Scope 2 Emissions	Metric Tonnes of CO2	2067.77	Not Applicable

*GGIAL commenced operation since January 2023, and scope 1&2 emissions have been reported from January to March 2023

Table 9 indicating Scope 1 and Scope 2 Emission Intensity for GIL

Parameter	Unit	GIL FY 22-23	GIL FY 21-22
Total Scope 1 and Scope 2 Emissions per rupee of turnover	Metric Tonnes/ Crore	10.89	13.96
Total Scope 1 and Scope 2 Emissions Intensity	Metric Tonnes/Million Passenger	679.60	1242.91



Air Pollutants (GRI 305-1)

We have installed Continuous Ambient Air Quality Monitoring Stations (CAAQMS) at our airports to monitor real-time air quality and various air quality parameters as per National Ambient Air Quality Standards (NAAQS), India. DG sets are installed at all three airports that are only operational during maintenance / no electricity supply from grid as a backup source and stack monitoring is conducted through an NABL accredited laboratory.

Some of the initiatives taken by GIL to reduce its emissions are as follows:

- GHIAL has inaugurated a biodiesel refueling facility, making it the pioneering airport in India to incorporate a biodiesel outlet within its premises. Biodiesel, comprising 11% oxygen by weight and devoid of any Sulphur content, exhibits a remarkable reduction of 80% in CO₂ emissions and nearly 100% in SO₂ emissions. This eco-friendly fuel serves as an optimal substitute for petroleum diesel, providing an equivalent power output.
- GHIAL recently launched two sustainable initiatives, an EV (Electric Vehicle) charging station at Main Car Park and a Bio-Diesel Filling station at the Public Transportation Center (PTC)
- DIAL is gradually transitioning to Electric Vehicles (EVs). The initial stage of the program involved the deployment of 62 electric vehicles at the airport, resulting in an annual reduction of 1,000 tonnes of GHG emissions

Water Management (GRI 303)

Water is a vital resource for ensuring the uninterrupted operation of our business. We acknowledge its importance throughout our value chain and consistently strive to manage it efficiently, reduce our reliance on freshwater, and optimize its utilization. At GMR, we are fully committed to the conservation and responsible management of water resources, recognizing its finite nature and the

reliance of ecosystems upon it. To achieve effective water management, we have developed a well-structured plan that focuses on key areas such as the adoption of efficient technologies to reduce water consumption, the implementation of rainwater harvesting initiatives, and the recycling and reuse of treated wastewater in our operations. According to the Aqueduct Water Risk Atlas by the World Resources Institute (WRI), India ranks 13th out of 17 countries facing extremely high-water stress. This reinforces our belief in the critical importance of water management and efficient usage. To address this challenge, we have adopted a comprehensive approach that includes reviewing our current practices, reducing water consumption, replenishing water sources, and promoting the reuse and recycling of water. We recognize the need for innovative approaches and technologies to enhance water resiliency. In our efforts to conserve water, we have implemented best practices and provided training to our personnel to ensure responsible water management. Stringent measurement of water management-related key performance indicators (KPIs) is carried out at all our airport premises.

GIL uses its surface and third-party water for domestic purposes and utilizes groundwater for landscape irrigation purposes.

DIAL has successfully implemented a sewage treatment plant with a capacity of 16.6 million litres per day, ensuring zero liquid discharge within the airport premises. This state-of-the-art facility treats all the wastewater, allowing for its reuse in multiple applications such as irrigation, flushing and HVAC make up water. Additionally, DIAL has strategically positioned two underground water reservoirs near Terminal 1 and Terminal 2, capable of storing approximately 9 million litres of rainwater. Furthermore, DIAL takes pride in its extensive network of over 300 rainwater harvesting structures and further developing 350+ rainwater harvesting structure, which play a significant role in promoting water positivity. The 625 KLD Sewage Treatment Plant (STP) at GGIAL has been meticulously designed based on the zero-discharge principle. GHIAL also has a Zero Liquid Discharge in its airport premises which is used horticulture, landscaping, flushing and Heating Ventilation and Air Conditioning (HVAC) applications.

Table 10 indicating water withdrawal and consumption for GIL

Parameter	FY 2022-23	FY 2021-22
GIL Water Withdrawal and Consumption in Kilotres (KL)		
(i) Surface water	248635.83	0*
(ii) Groundwater	1267562	1283884
(iii) Third party water	1129573	1137109.9
(iv) Seawater / desalinated water	0	0
(v) Others	690019.9	386008
Total volume of water withdrawal (i + ii + iii + iv + v)	3335790.73	2807001.9
Total volume of water consumption (in Kilotres)	3335790.73	2807001.9
Water intensity per rupee of turnover (Water consumed / turnover)	498.37 KL/Crore	610.12 KL/Crore

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

Table 11 indicating water withdrawal and consumption for DIAL

Parameter	FY 2022-23	FY 2021-22
DIAL Water Withdrawal and Consumption in Kilotres (KL)		
(i) Surface water	0	0
(ii) Groundwater	872902	868672
(iii) Third party water	1129573	846301
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (i + ii + iii + iv + v)	2002475	1714973
Total volume of water consumption (in Kilotres)	2002475	1714973

Table 12 indicating water withdrawal and consumption for GHIAL

Parameter	FY 2022-23	FY 2021-22
GHIAL Water Withdrawal and Consumption in Kilotres (KL)		
(i) Surface water	106592	0
(ii) Groundwater	394660	415212
(iii) Third party water	NA	290808.9
(iv) Seawater / desalinated water	NA	0
(v) Others	689188.9	386008
Total volume of water withdrawal (i + ii + iii + iv + v)	1190440.9	1092029
Total volume of water consumption (in Kilotres)	1190440.9	1092029

Table 13 indicating water withdrawal and consumption for GGIAL

Parameter	FY 2022-23	FY 2021-22
GGIAL Water Withdrawal and Consumption in Kilotres (KL)		
(i) Surface water	142043.83	NA
(ii) Groundwater	0	NA
(iii) Third party water	0	NA
(iv) Seawater / desalinated water	0	NA
(v) Others	831	NA
Total volume of water withdrawal (i + ii + iii + iv + v)	142874.83	NA
Total volume of water consumption (in Kilotres)	142874.83	NA



Waste Management (GRI 306)

Waste management plays a crucial role in our airport business as part of our environmental management efforts. Our objective is to establish an effective waste management system that encompasses the collection, segregation, storage, safe handling, and disposal of waste while adhering to all regulatory requirements. To achieve this, we have implemented an aligned Environment policy that serves as a guiding concept to limit waste generation, treat waste appropriately, and dispose of it in an environmentally friendly manner. Each of our airports

has specific waste management procedures in place, with a focus on separating trash at the source and implementing the 3R approach of reduce, reuse, and recycle whenever applicable. Additionally, we have implemented circularity measures to retain the value of products, materials, and resources, redirecting them back into use and minimizing the need for new materials in design and manufacturing processes. This approach allows us to keep products for longer periods and utilize less hazardous materials.

Our waste management approach is built on three fundamental principles. Firstly, we prioritize waste minimization by adopting efficient processes and materials management practices throughout the life cycle of our solar power projects and IPP facilities. This continuous assessment and optimization help us minimize waste generation at its source. Secondly, we actively promote recycling and reuse of materials whenever feasible, emphasizing a circular economy. Through collaboration with trusted recycling partners and the adoption of innovative approaches, we aim to divert a significant portion of waste from landfills, conserving valuable resources and reducing our environmental footprint. Lastly, waste materials that cannot be recycled or reused are disposed of responsibly and in compliance with all applicable regulations. We prioritize safety and environmental protection in our disposal methods to minimize any potential adverse impacts.

DIAL:

Waste management holds significant importance in the overall management of the environment at IGI Airport. The primary objective is to establish an efficient waste management system that encompasses the collection, segregation, storage, safe handling, and disposal of waste, while adhering to all regulatory requirements. In order to achieve this:

- DIAL has embraced a circular economy approach and implemented a 4R (Reduce, reuse, recycle, and recover) strategy for effective waste management at the airport. Various types of waste, including Municipal Solid Waste, Hazardous Waste, E-Waste, Bio-Medical Waste, and Battery Waste, are generated at airports. DIAL ensures that all these waste categories are handled and managed in accordance with government guidelines and regulations.
- The necessary authorizations have been obtained, and periodic returns are filed with government departments to comply with waste management requirements. To promote source segregation, DIAL has implemented a two-bin system throughout the entire infrastructure of IGI Airport.
- Clear signages are in place to guide passengers,

concessionaires, and service providers in segregating waste at its source. Additionally, four-bin systems have been strategically installed to further enhance the segregation of recyclable waste into different streams.

- The service provider is responsible for collecting and recycling all recyclable waste generated at the airport. In order to enhance the sustainability of waste management, DIAL has initiated a “Waste to Wealth” program at the organizational level.
- As part of this program, an Integrated Solid Waste Management Centre (ISWMC) is currently being developed within IGI Airport. This center will consist of a material recovery facility and a biogas plant, further contributing to the efficient management of waste.
- To include: The ISWMC was commissioned in February 2023. In line with the commitment of the Government of India to become a Single-Use plastic free country by 2022, DIAL implemented the “Single-Use plastic free airport” initiative in 2019. This initiative aligns with DIAL’s Environment Policy commitment of “Protection of Ecosystem.”

GHAL:

The management of waste produced in GHAL is carried out in the following manner:

1. Food waste is transformed into compost at the compost plant and the resulting compost is utilized for plant growth.
2. Hazardous waste generated within the RGI Airport premises is disposed off through authorized recyclers under TSPCB (Telangana State Pollution Control Board).
3. Paper, plastic, metal, and glass are also handed over to authorized recyclers.
4. The sludge generated in the STP is utilized as manure for plants and the green belt within the airport.

GGIAL:

The Goa State Pollution Control Board (GSPCB) has approved the Integrated Waste Management Plan (IWMP) for GGIAL. To reduce waste at its source, GGIAL implements the use of reusable crockery and glassware. Waste is then segregated in the Integrated Waste Management Shed, which is equipped with an Organic Waste Composter (OWC) for converting biodegradable waste into compost, as well as a baling machine. GGIAL has obtained the necessary permission from the Goa Waste Management Corporation (GWMC) to deposit non-recyclable and non-biodegradable waste.

In summary, our waste management approach in our airport business focuses on waste minimization, recycling and

reuse, and safe disposal. By implementing these principles, we aim to effectively manage waste while reducing our environmental impact and conserving valuable resources.

Table 14 indicating waste consumption for GIL

Parameter (Unit Metric Tonnes)	GIL (FY 2022 – 23)	GIL (FY 2021–22)
Plastic waste	249.85	96.5
E-waste	14.78	9.83
Bio-medical waste	2.71	2.76
Construction and demolition waste	61.9	0
Battery waste	0	0
Radioactive waste	0	0
Other Hazardous Waste	13.48	17.18
Other Non-Hazardous Waste	0	16.92

Table 15 indicating waste consumption for DIAL

Parameter (Unit Metric Tonnes)	DIAL (FY 2022 – 23)	DIAL (FY 2021–22)
Plastic waste	124	85
E-waste	12	1.27
Bio-medical waste	0.25	0.30
Construction and demolition waste	0	0
Battery waste	0	0
Radioactive waste	0	0
Other Hazardous Waste	8.25	7.13
Other Non-Hazardous Waste	0	0

Table 16 indicating waste consumption for GHIAL

Parameter (Unit Metric Tonnes)	GHIAL (FY 2022 – 23)	GHIAL (FY 2021–22)
Plastic waste	125.85	11.5
E-waste	2.78	8.56
Bio-medical waste	2.46	2.46
Construction and demolition waste	61.9	0
Battery waste	0	0
Radioactive waste	0	0
Other Hazardous Waste	5.32	10.05
Other Non-Hazardous Waste	0	9.79

**GGIAL was operational from January 2023 and GGIAL is complying with state pollution control board conditions and applicable waste management rules.*

Noise Management

Our organization is fully committed to reducing the impact of aircraft noise and works closely with the community, aviation sector, and local governments to achieve this goal. We understand the critical importance of noise control in airport locations and acknowledge the concerns of residents living in flight paths. To address these issues, various organizations, including the International Civil Aviation Organization (ICAO), municipal governments, airlines, aircraft and engine manufacturers, and regulators, collaborate with us to manage and mitigate the impacts of aircraft noise. We are dedicated to working together to effectively manage these consequences. Furthermore, aircraft and engine

manufacturers have invested billions of dollars in research and development to improve the noise performance of aircraft. 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.

To address the issue of aircraft noise, GIL has collaborated with key stakeholders including the Director General of Civil Aviation (DGCA), Air Traffic Controller (ATC), Airport Authority of India (AAI), and Central Pollution Control Board (CPCB). Together, we have implemented a range of measures aimed at mitigating noise. These measures align with the International Civil Aviation Organization's (ICAO) Balance Approach. Our approach to noise mitigation involves a combination of adopting modern fleets and implementing air traffic procedures that reduce the impact of aircraft noise at its source. At Indira Gandhi International Airport (IGIA), we have implemented various measures to mitigate noise. One such measure is the distribution of aircraft movement through mixed-mode operation of the runways. This approach allows us to minimize the noise experienced by specific regions. Additionally, we have implemented the Continuous Descent Approach (CDA), a noise complaint system, and restricted the operation of older aircraft (chapter-2 aircraft). Furthermore, we have installed an automatic aircraft noise monitoring system along all approach runways. This system enables us to monitor noise levels around the airport and identify noisy aircraft. We communicate these measures to the relevant airlines and authorities to ensure necessary corrective and preventive actions are taken. By implementing these noise mitigation measures, we aim to minimize the impact of aircraft noise on the surrounding areas.

GHAL has implemented two noise monitoring terminals in the villages located along the flight path in order to assess the noise generated by aircraft movement.

The Noise Monitoring Terminus System at GGIAL has been successfully installed and is currently operational in the funnel zone on both sides of the Runway Ends. The Airport Noise Mapping Zone has been meticulously prepared and submitted to the Director General of Civil Aviation (DGCA). The International Civil Aviation Organization's (ICAO) Balance Approach is strictly adhered to. Whenever feasible, the Continuous Descent Approach (CDA) is implemented instead of the traditional step-down approaches.

Noise Management Overview

Restrictions have been imposed on the ground run-up of aircraft engines. Additionally, the use of reverse thrust

is limited, and Chapter-2 aircraft are not permitted to operate during the night period. Furthermore, the use of Auxiliary Power Unit (APU)/ Ground Power Unit (GPU) and installation of Fixed Electrical Ground Power (FEGP) at T-3 is restricted. To minimize noise impact, continuous descent approach is being practiced at DIAL for all arriving aircraft. Airlines are encouraged to promote the usage of latest fleets. Runway mixed mode operations have been introduced to evenly distribute aircraft noise. Aircraft Noise Monitoring Systems have been installed at all approach and departure runways funnels for continuous aircraft noise monitoring around the airport. Airport noise mapping has been conducted and a noise barrier has been developed on the south of runway 29/11. To address any noise complaints, a noise complaint and redressal system has been established and can be reached at 011-47198600.

Some of the key noise abatement procedures followed by GHAL includes:

- Optimization of taxi routes and utilization of intersection take-offs to reduce time spent on the ground, thereby decreasing the overall noise impact.
- Replacing engine driven vehicles with electric vehicles.
- Promoting limited utilization of Thrust Reversal.
- Equipping DG Sets with soundproof enclosures to minimize noise.
- Encompassing airport by a perimeter wall

Biodiversity (GRI 304)

Our primary focus is on the preservation and improvement of biodiversity in and around our operations. We conduct ecological research on the species and environments in collaboration with local partners, university specialists, research institutes, and recognized consultants. Biodiversity action plans are developed in conjunction with local experts and forest agencies as needed. Our main approaches to biodiversity management include avoidance, minimization, restoration, and enhancement. We take care to ensure that no projects are conducted or established within World Heritage Sites, environmentally sensitive and protected regions, eco-sensitive zones, or areas of high biodiversity value. We are committed to minimizing any significant impact on biodiversity in the regions where we operate, both directly and indirectly.

Proper landscaping and extensive tree plantation have been conducted by DIAL during the construction activities at the airport. The water bodies in Delhi have been surrounded by newly planted trees. At the IGI Airport, a

highly intensive and dense landscaping project has been implemented, incorporating thousands of medium to large shrubs and trees in accordance with the master plan. The entire landscaping area is efficiently irrigated using a water-conserving irrigation system that utilizes treated wastewater. To facilitate the usage of treated wastewater, an automatic irrigation system with a dedicated pipeline network has been installed throughout the airport.

GHIAL absorbs 712 tones of carbon dioxide / year at the Airport.



SOCIAL



Social

At GIL, we prioritize social sustainability and strive to conduct business in a manner that benefits society and safeguards individuals. Our organization actively engages in initiatives to foster diversity and inclusion, prioritize the well-being of our employees by providing safe and healthy working environments, and actively contribute to the betterment of local communities. By undertaking sustainability initiatives, we aim to build trust with our stakeholders and demonstrate our dedication being a responsible corporate citizen. We confront emerging challenges head-on and incorporate sustainability into our decision-making processes, allowing us to stay focused on our mission and values.

Employment Practices (GRI 401)

Our organization, GMR, firmly believes that our people are the bedrock of our company and the impetus behind its accomplishments and attainment of its goals. They are our most valuable resource in fulfilling our corporate objectives while simultaneously pursuing their own career aspirations.

At GMR, we strive to create a workplace that is both inclusive and productive. To achieve this, we actively promote diversity among our staff, including individuals of all genders, ages, and management levels. We believe that by embracing a wide range of perspectives and ideas, we can foster a more innovative and dynamic work environment. Additionally, we are committed to compensating our employees based solely on their skills, capabilities, and job responsibilities, without any consideration of gender. Internal talent development plays a pivotal role in the achievement of organizational success, and at GMR, we are committed to consistently enhancing the skills and knowledge of our employees within the company. GMR places great emphasis on fostering internal mobility and skill development, aiming to cultivate a culture that nurtures the growth and long-term aspirations of our workforce. Finally, we are dedicated to ensuring that individuals with special needs are given equal opportunities to work and contribute to our organization based on their unique talents and abilities.

The below table provides a breakup of number of employees in different categories for GIL for FY 22–23.

Table 17 indicating total number of employees for GIL

Number of Employees	GIL FY 22–23
Number of male employees (permanent)	6108
Number of female employees (permanent)	701
Number of male employees (contractual)	6685
Number of female employees (contractual)	327
Total number of male employees	12793
Total number of female employees	1028
Total number of employees	13821

Employee performance management

At GMR, we have implemented a Performance Management Process (PMP) to optimize the productivity of our staff. The primary objective of our PMP is to ensure that our employees remain motivated and committed to their work. By utilizing this approach, we are able to foster engagement, offer growth opportunities, and maintain a strong internal control system that promotes transparency. We actively engage with our employees on a regular basis, regardless of their position or department, in order to identify their areas for development. This enables us to nurture potential leaders within our organization.

GMR places great emphasis on employee engagement initiatives that foster peer-to-peer learning and interaction, promote cultural diversity, and overall improve employee well-being. These events are carefully planned throughout the year to encourage a healthy work-life balance.

At our organization, our HR team collaborates closely with our workforce to guarantee that any issues related to employee grievances, POSH, or other workplace concerns are recorded and resolved. We prioritize confidentiality in handling complaints and adhere to our policy, while also maintaining transparency throughout the process. Additionally, we have committees in place to oversee employee concerns and provide counseling when needed.

Table 18 indicating total number of employees hired by gender for GIL

Employees hired by gender GIL FY 22–23		
	Male	Females
On Roll Employees	1493	291
On Roll Workers	40	15
Contractual Employees	2206	187

Table 19 indicating total number of employees hired by age group for GIL

Employees hired by age group	FY 2022-23		
	<30 years	30 – 50 years	> 50 years
On Roll Employees	638	958	188
On Roll Workers	51	4	0
Contractual Employees	1860	507	26
Contractual Workers	0	0	0

During the FY 23, employees who leave the organization voluntarily or due to dismissal, retirement, or death in service was relatively low, for males it was 14.72% and for females it was 19.51%. The employee turnover for GIL was calculated at 15.83% for FY 2022-23.

GIL places great importance on employee retention and believes that it is crucial for effective human capital management. We are committed to fostering a work environment that is supportive and conducive to the well-being of our colleagues. As part of our benefit programs and initiatives, we encourage our employees to take advantage of benefits such as parental leaves. In the fiscal year 22-23, 100% of male and 69.5% female employees who took parental leave returned to work after their leave ended. Additionally, approximately 96.1% of male employees and approximately 81.2% of female employees have been working for more than a year since their return from leave.

GIL provides various benefits to its employees including Group Personnel Accident Policy, Group Health insurance Policy, Joint Group Personnel Accident Policy, Stock ownership, Retirement provision, Life insurance, Disability and invalidity coverage. GIL ensures that these benefits are extended to all its employees.

Talent Attraction

HR has been focusing on Talent Management and succession planning to fulfill the talent requirements of the business. The Airport sector’s Succession Planning process ensures that successors are identified for all critical positions, and in some cases, they are promoted from key roles in the upcoming business unit. This approach aligns with GMR’s philosophy of promoting and developing its employees. The talent pipeline is further strengthened by the induction of Graduate Engineer Trainees and Management Trainees through the Aarohan and Aarambh programs. Additionally, subject matter experts from overseas locations are hired to bring in specific knowledge to the Airport business.

Diversity Inclusion and Equality (GRI 405)

As a company that values equal opportunities, we strive to ensure gender equality within our organization. Our compensation structure is determined by the role and job responsibilities of each individual. Our ultimate goal

is to incorporate the principles of diversity, inclusion, and equality into every aspect of our brand, including our culture, business practices, customer interactions, and community engagement. Additionally, we aim to create a supportive environment where our employees feel valued, cared for, and appreciated. At GIL, we foster a culture that respects and recognizes the contributions of every individual. The implementation of “Harmony” aims to enhance diversity and promote dialogue at all levels.

GIL ensures to keep a track on any concerns related to human rights such as discrimination, forced labour, child labour, and modern slavery in FY 2023, there were no such cases reported.

Learning and Development (GRI 404)

Learning at GIL has been organized into four categories:

- 1. Daksh:** These programs focus on developing fundamental work skills.
- 2. Nipun:** These programs concentrate on enhancing functional and technical skills.
- 3. Saksham:** These programs aim to develop managerial skills.
- 4. Netritva:** These programs are designed to foster leadership development.

In addition to these initiatives, Multi-Tier Leadership Development has been implemented through various programs such as Transition Programs, which assist in transitioning to higher positions in the case of internal job postings. Programs like LEAP (at DIAL), CATAPULT (at GHIAL), the introduction of a Project Management learning course (Airports Sector Construction), and various knowledge sharing forums are aimed at nurturing the next generation of leaders and ensuring a skilled workforce that is on par with industry standards.

CATAPULT, an acronym for Career Track & Progression Ushering Leadership in Talent, is an in-house program crafted by GHIAL’s Learning and Development Team. This program is designed to understand participants’ career aspirations and create a Career Growth Map tailored to fulfill those aspirations. The objective is to provide a structured framework that aids participants in achieving their career goals, contributing to the overall development

and succession planning within the organization. Eklavya, strategically prepares high-performing talent for diverse roles by offering a cross-skilling initiative. Participants express their departmental preferences for acquiring cross-skilling knowledge, and each department's defined competencies become the focal point. Paired with mentors who are subject matter experts in these competencies, participants undergo training covering all departmental skill sets. Mentor interactions play a pivotal role in categorizing participants into Bronze/Silver/Gold competency buckets.

Participants in these programs are prepared to take on higher cross-functional responsibilities and foster a culture of high performance within the organization. GMR Airports also continues to build its talent pipeline through its flagship cadre-based program called 'Aarambh', which

is a structured initiative for Management Trainees and Graduate Engineer Trainees. At GHIAL, business specific programs relevant to departments are also rolled out in collaboration with Aviation Academy.

In order to improve the technical skills in the airport industry, employees have participated in the AAAE Certified Member (C.M.) Program offered by the American Association of Airport Executives. This program has allowed them to gain knowledge and experience in various areas such as Airport Operations, Maintenance, Finance, and Management. The technical programs in the airport sector are designed based on the Technical Competency Dictionary, which encompasses all aspects of airport operations. This dictionary is regularly updated every two to three years to ensure its relevance. It serves as a valuable resource for developing competencies and facilitating recruitment processes.

Figure 5 indicating average manhours training for female employees

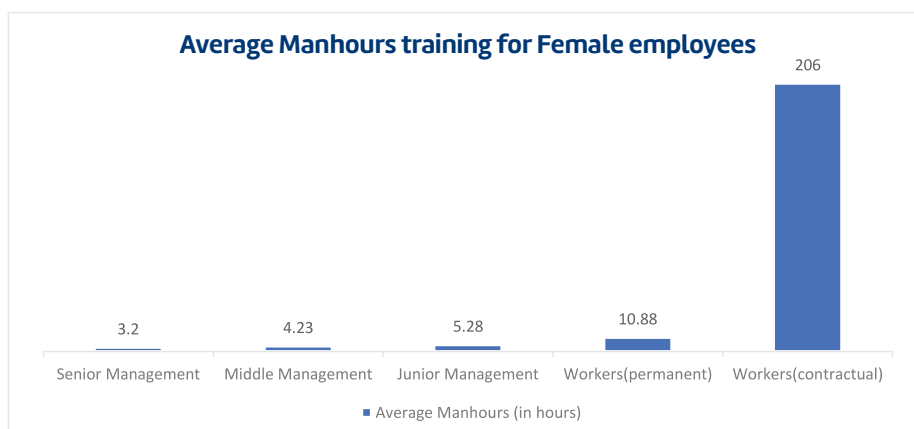


Figure 6 indicating average manhours training for male employees

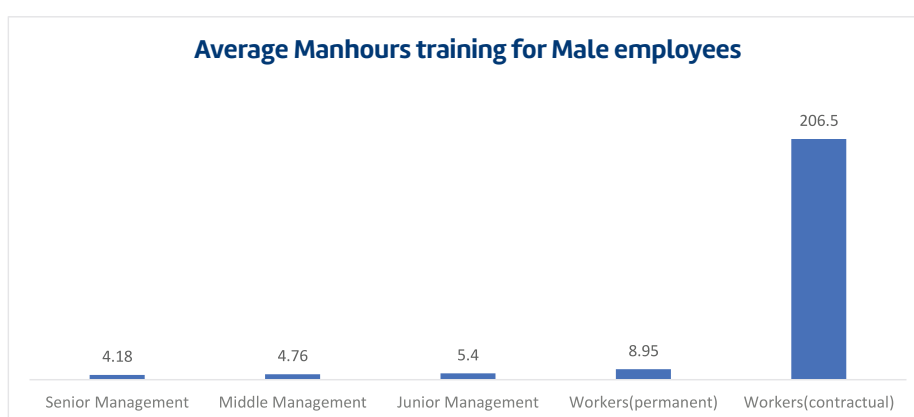


Table 20 indicating performance and career development reviews for GIL

GIL Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	6108	4287	70.19%	5088	3045	59.85%
Female	701	671	95.72%	496	467	94.15%
Total	6809	4958	72.82%	5584	3512	62.89%

Human Rights

GIL has profound respect for human rights, which is evident in all of its business practices that align with its core values. We actively promote human rights and are fully committed to maintaining responsible workplace practices. To uphold this commitment, we adopt a zero-tolerance approach towards any form of workplace human rights violations, including discrimination and sexual harassment.

In line with the cherished values of the GMR Group, which emphasize humility, respect for individuals, and social responsibility, we prioritize the protection of human rights for all individuals. This commitment extends to our day-to-day business interactions and relationships with employees, associates, and other stakeholders. We adhere to the UN Guiding Principle on Business and Human Rights to ensure the well-being of all individuals.

During the fiscal year 2022-2023, all employees including permanent as well as non-permanent underwent training on the human rights issues and policies. This training aimed to raise awareness among employees about the importance of this issue and the role they play in upholding human rights within the company and at their respective workplaces.

We firmly believe in not employing or engaging any individual against their will or under any form of coercion. Our employment practices strictly adhere to providing appropriate salary, remuneration, or compensation for their engagement.

Our Policy for the Prevention, Prohibition, and Redress of Sexual Harassment of Women at Workplace ensures a safe and secure environment for women. This policy guarantees that women will not be subjected to any form of sexual

harassment in the workplace and provides mechanisms for their protection. We are committed to fostering a work environment where women can thrive without fear of harassment.

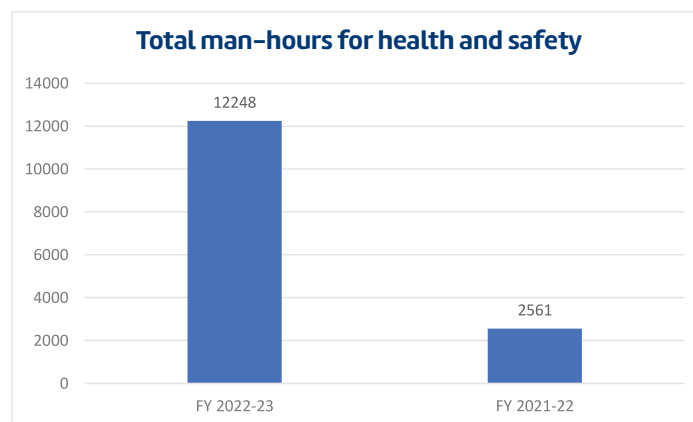
Occupational Health and Safety (GRI 403)

Our company acknowledges the importance and critical nature of ensuring the safety of our workforce. We are fully aware that subpar standards in the workplace can result in a tarnished reputation within the market. Furthermore, we understand that a high number of LTIs (Lost Time Injuries) will subject an organization to scrutiny. Demonstrating our unwavering commitment to upholding the highest standards of workforce safety, both our airports in Delhi and Hyderabad have obtained ISO 45001 certification. Our operational teams diligently provide regular training to employees, in line with established standards, regarding organizational health and safety matters. Internal and external audits are conducted on a regular basis to ensure compliance and the maintenance of the utmost standards in workforce health and safety.

GIL and its subsidiaries have established a robust health, safety, and environmental (HSE) management program. This program encompasses various elements such as conducting risk assessments, monitoring compliance, reporting, and investigating incidents, and providing comprehensive training to employees. Additionally, GIL is committed to fostering a culture that prioritizes safety and environmental stewardship, while promoting responsible operations and practices.

GIL appreciates the importance of imparting health and safety training to its employees and workers, in regard to the same the total man-hours for health and safety training for FY 2022-23 was 12,248 and 2,561 for FY 2021-22.

Figure 7 indicating total manhours for health and safety



Some of the measures taken by GIL to ensure health and safety of its employees are given below:

DIAL ensures the safety and well-being of its employees and workers by regularly conducting and monitoring safety

meetings and safety performance reviews. Additionally, they conduct timely safety emergency drills to effectively protect individuals in the event of an emergency situation.

GHIAL has implemented a comprehensive Safety

Management System to ensure the well-being of its employees. Upon joining the organization, all employees receive safety induction training to familiarize themselves with the safety protocols. Additionally, GHIAL has established a voluntary hazard reporting system, accessible through the portal, WhatsApp, or email, allowing individuals to report any unsafe conditions, practices, behaviors, or objects that may pose a risk of injury. To promote safety awareness, GHIAL conducts regular campaigns involving its staff, service providers, and stakeholders. One such activity is the recognition and reward program, which encourages active participation in safety events and contributes to enhancing safety throughout the organization. For ensuring safety for both employees working at the airport and passengers, GHIAL have engaged with decision support system for regularly analysing safety hazards and preparing world class standards. Furthermore, GHIAL has formed a safety council comprising station heads who convene to discuss various safety aspects related to all areas of the airport premises.

GHIAL, to enhance safety, had engaged DuPont to gain insights on status of the Safety Management System and the operating safety culture for the Hyderabad Airport. As the first step, to have insights to the current safety systems, a Safety management evaluation for the Airport was proposed and executed in 2022. In its quest to ensure safety practices, GHIAL has developed the following roadmap which shall be executed over a period of two years:

1. Establishing GHIAL Integrated Safety organization structure (APEX, Safety Sub Committees & Area Implementation Teams)
2. Establishing Incident Management standard and process
3. Establishing GHIAL Safety Observations & Interactions procedures and processes
4. Establishing GHIAL High Risk Activity Standards and process
5. Establishing GHIAL Contractor Safety Management standards and processes
6. Audits & Continuous Improvement
7. Employee training and competence
8. Leadership & Safety Culture

GHIAL safety has undergone digitization and automation of its processes and procedures, enabling them to be actionable and facilitating continuous real-time monitoring of corrective and preventive measures taken

GHIAL has implemented various measures to ensure a safe

and healthy workplace. This includes the implementation of a Safety Policy and Occupational Health & Safety Management System. Hazard identification, risk assessment, and management are carried out in accordance with the Hazard Identification and Risk Assessment (HIRA) Procedure and Job Safety Analysis (JSA) Procedure. Daily and periodic inspections, internal and external safety audits, and risk assessments are conducted across sites to meet the highest standards of safe practices and improve employee wellbeing. The Hierarchy of controls is followed, and risk control measures and Control Plans are deployed before job execution. Monthly safety committee meetings are conducted to review safety resources and support the deployment of the safety management system. An internal hazard reporting system, near miss reporting system, and incident investigations are implemented, and corrective and preventive actions are taken. Safety information is communicated and shared with all stakeholders, and HSE audits are conducted regularly.

There were zero reported cases for work related injuries for the FY 2022-23

CORPORATE SOCIAL RESPONSIBILITY



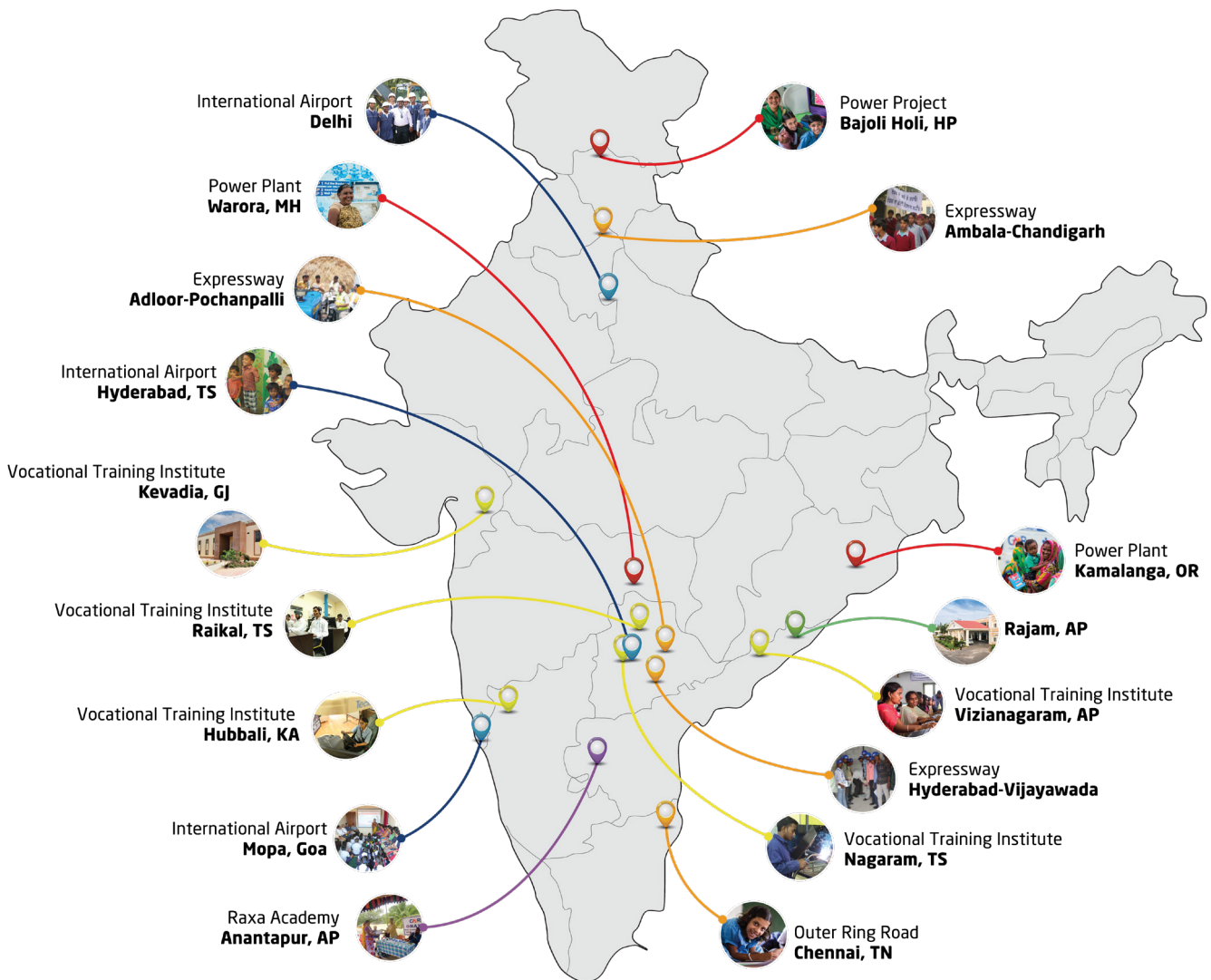
Corporate Social Responsibility

The Group's commitment to making a positive impact on society is deeply ingrained in every aspect of its operations. From the very beginning of its vision to every project we undertake, we firmly believe in giving back to the community and integrating it into the core values of our business. GMR Varalakshmi Foundation (GMRVF) serves as the Corporate Social Responsibility arm of the GMR Group. Its primary objective is to develop social infrastructure and improve the overall quality of life for the communities residing in the areas where the Group operates. By working closely and collaboratively with these communities, the Foundation ensures that our initiatives are tailored to address their specific needs. As a result, the

GMR Varalakshmi Foundation has successfully established a nationwide presence, making a significant difference in numerous locations across India. Our vision is to make sustainable impact on the human development of under-served communities through initiatives in Education, Health, and Livelihoods. The mission 2030 for GMRVF is to create a positive impact on the lives of 10 million people by 2030.

The Foundation collaborates with communities in various regions where the Group operates. Currently, it has a widespread presence across India, and at every location, GMR Varalakshmi Foundation engages in initiatives aligned with priority areas. GMR Varalakshmi Foundation has successfully established its presence throughout India.

Figure 8 indicating CSR map for GIL



GMR has consistently prioritized empowering its teams to make a difference through partnerships with non-profit organizations throughout the nation. In the fiscal year 2022-2023, we allocated a substantial amount of Rs. 18.47 Cr towards our corporate social responsibility initiatives.

The CSR initiatives of GMR Varalakshmi Foundation are centered around the following key areas:

1. Education
 2. Health, Hygiene, and Sanitation
 3. Empowerment and Livelihood
 4. Community Development.
- » GMRIT, the GMR Institute of Technology, has consistently maintained its position among the top 50 colleges in the country and the top 5 in the State of Andhra Pradesh, according to rankings provided by various education magazines. In order to enhance the learning experience, GMRIT has implemented several initiatives in blended learning. The students of GMRIT have access to curated courses from COURSERA, including Machine Learning at Stanford University, Artificial Intelligence at Arizona University, and the University of Michigan, through the Coursera Platform. Additionally, GMRIT has established a Lecture Capture System in collaboration with UpGrad, where over 2500 lectures are recorded and utilized by the students on campus.

- » In May 2022, GMR Varalakshmi CARE hospital in Rajam received accreditation from the National Accreditation Board for Hospitals & Healthcare Providers (NABH). Additionally, the hospital was empaneled with the National Board of Examination for Anesthesiology and the National Board of Examination for DNB in Gynecology & Obstetrics. Throughout the year, the hospital introduced Fulltime Neurosurgery Consultation Services and Dermatology services. In FY 2022–23, the hospital provided medical care to 1,14,126 outpatients and 9,318 inpatients.
- » The Aviation Skill Development Center commenced its operations in Goa on July 01, 2022. In its inaugural year, it successfully trained more than 900 young individuals, with an impressive 95% of them securing employment in various airport jobs. Additionally, the vocational training centers under GMRVF operated at maximum capacity, providing training to over 8,000 young individuals.

For detailed information about our CSR initiatives and vision, kindly visit the CSR section on our official website at <https://www.gmrgroup.in/foundation/>



Advancing Women's economic empowerment through GMRVFs SMILE Campaign

CUSTOMER RELATIONSHIP MANAGEMENT



Customer Relationship Management

In this fast-paced and ever-changing business environment, it is crucial for us to always remain vigilant. As we deliver our services, we prioritize the involvement of our clients by actively seeking their feedback and addressing any concerns they may have. Our multilingual web applications and support systems are available 24/7, ensuring that our clients can easily reach us whenever they need assistance.

We possess various placards and sign boards addressing environmental management (waste, water, etc.), health and safety. Additionally, we have implemented numerous initiatives to offer support within our premises, specifically designed to cater to the needs of the elderly, children, and clients with special needs. Furthermore, we have taken measures to ensure that our buildings are retrofitted to accommodate visitors of all ages, genders, and physical abilities. Our venues are equipped with wheelchairs, restrooms, volunteer assistance, and other necessary facilities.

Our efforts to ensure customer satisfaction extend beyond the ACI-ASQ Passenger Satisfaction Survey. We also conduct a Stakeholder Satisfaction Survey, which is conducted by a third party and evaluates all aspects of our services, support, budgeting, quality, and safety. The survey employs a 1 to 5 scale and provides recommendations for improvement. Once the results are analyzed, our departments develop action plans to address any areas that require improvement.

The ASQ survey is globally recognized as the foremost program for evaluating airport passenger service and setting industry standards. It equips us with essential resources and insights to comprehend the viewpoints and demands of our passengers in relation to our airport offerings and amenities. At GMR Airports, we place great importance on the ASQ results to remain abreast of evolving passenger expectations and to drive enhancements in service delivery and infrastructure development. We conduct ASQ surveys regularly throughout the year, and both DIAL and GHIAL have been actively participating in the survey since its inception.

CORPORATE GOVERNANCE



Corporate Governance

Anchored on the philosophy of fair and ethical business practice, transparent disclosures, and reporting, 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 setting ethical conduct of business throughout the organization with the primary objective of enhancing stakeholders' value while being a responsible corporate citizen. 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.

The Company endeavors to conduct its businesses and strengthen relationships in a manner that is dignified, distinctive and responsible. The Company adheres to ethical standards to ensure integrity, transparency, independence, and accountability in dealing with all the stakeholders.

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 both executive and non-executive directors. During fiscal year 2022-23, 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.

Board-Level Committees

The Board, along with its various committees, is responsible for overall corporate governance. The Board of Directors is responsible for approving and reviewing policies, risk appetite statements and strategic issues, which are crucial for the organization's overall growth and development, and achievement of its strategic and business goals. Each of the Board's Committee has been delegated specific responsibilities as per the provisions of the Companies Act 2013, Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations 2015. The minutes of all Committee meetings are finalized and recorded in the minute books maintained by the Company Secretary. The Minutes of Committee meetings are also placed before the Board.

The various Committees at the Board level are namely:

- **Audit Committee:** The Audit Committee plays a crucial role in supervising financial risks and controls. It is responsible for overseeing the Company's financial reporting process and ensuring the accuracy, adequacy, and reliability of its financial information. Additionally, the committee conducts review to assess the effectiveness of the Whistle Blower mechanism.

- **Nomination and Remuneration Committee:** The Nomination and Remuneration Committee is responsible for supervising the yearly self-assessment of the Board, its committees, and individual directors. It examines and deliberates on all issues related to the performance of all directors, including independent directors, as needed, based on the specified performance criteria. Additionally, the Committee periodically assesses the effectiveness of these performance criteria and implements any required modifications.
- **Stakeholders' Relationship Committee:** The Stakeholders' Relationship Committee is committed to carrying out all responsibilities pertaining to the concerns of shareholders, security holders, and investors of the Company, as mandated by the Companies Act, 2013, Listing Agreements with the Stock Exchanges, and guidelines provided by the SEBI or any other regulatory authority.
- **Risk Management Committee:** The Risk Management Committee, established by the Board of Directors, is tasked with overseeing, and evaluating the effectiveness of the risk management plan. The Company has implemented a duly approved Risk Management Policy, endorsed by the Board of Directors, to effectively identify, evaluate, and mitigate risks.
- **CSR Committee:** The CSR Committee is responsible to propose projects or programs that align with the activities outlined in Schedule VII of the Companies Act, 2013. Additionally, the committee aims to establish a transparent monitoring system to ensure the successful implementation of the Company's CSR projects, programs, or activities.
- **ESG Committee:** The ESG Committee is responsible for overlooking the Company's ESG policies, strategy, initiatives, priorities, and best practices. It also ensures the effective implementation and monitoring of these policies, as well as setting strategic goals and targets pertaining to ESG matters. Additionally, the committee develops a road map to successfully achieve these targets.

The elaborate information regarding various Board Committee, can be found in our Annual Report FY 22-23 which is available in public domain on our website <https://investor.gmrinfra.com/annual-reports>

Governance Policies

The Company endeavors to conduct its businesses and strengthen relationships in a manner that is dignified, distinctive and responsible. The Company adheres to ethical standards to ensure integrity, transparency, independence, and accountability in dealing with all the stakeholders. Therefore, the Company has adopted various codes and policies to carry out its duties in an ethical manner.

Some of these codes and policies are:

- Code of Conduct for Board Members
- Code of Conduct for Senior Management
- Code of Business Conduct and Ethics applicable to all employees
- Code of Conduct for Prevention of Insider Trading and Code of Practices and Procedures for Fair Disclosures of Unpublished Price Sensitive Information
- Corporate Social Responsibility Policy
- Dividend Distribution Policy
- Nomination and Remuneration Policy
- Policy on Whistle Blower
- Policy on Related Party Transactions
- Enterprise Risk Management (ERM) Framework Policy and Guidelines
- Policy on Preservation of Documents and Archival of Documents
- Policy on Disclosure of Material Events and Information
- Policy on Material Subsidiaries
- Policy Against Sexual Harassment
- Business Responsibility Policy
- Anti-Bribery and Anti-Corruption Policy
- Board Diversity Policy

The Code of Conduct has been established to provide a foundation for upholding the ethical standards of GIL and its subsidiaries. It ensures compliance with principles of Corporate Governance and legal obligations as a Board Member. The primary objective is to prevent any conflicts of interest with the overall interests of the Company by ensuring proper disclosure.

Data Privacy & Security (GRI 418)

GMR recognizes the Criticality of maintaining confidentiality, integrity, availability, and authenticity of information in all its forms. There is also an understanding in GMR that adoption of Information Technology and digital innovations brings with it cyber and other risks that are crucial to be addressed.

Over past many years, GMR has invested in building world class cyber capabilities with respect to people and the security technologies to protect the company. Given the ever-increasing cyber threats, GMR has further enhanced its cyber security posture by adopting Machine Learning/ Artificial Intelligence based detection and protection tools across its entire Cyber security technology stack.

GMR is committed to Data Privacy. The Privacy policy is based on Information Technology Rules, 2011 (Reasonable security practices and procedures and sensitive personal

data or information). GMR's privacy policy covers principles such as Notice, Consent, Collection limitation and others.

People

GMR has federated Cyber Security organization structure and centralized Center of Excellence (CoE) with defined roles and responsibilities. Cyber security is headed by Group Chief Information Security Officer, who is supported by team of dedicated functional cyber security experts aligned to Govern, Protect, Detect, and Respond & Recover capabilities.

To train and increase awareness of employees, there is a structured program that includes:

- Bi-weekly Cyber Threat Briefing for Senior Leadership Team.
- Monthly Cyber security best practices and policy training for all employees.
- Yearly focused Month to promote Cyber security awareness internally and for the industry

Policies & Governance

GMR Information Security Policy framework is based on ISO/IEC 27001 and both Delhi & Hyderabad airports are ISO 27001 certified. Framework is driven by "GMR Information Security and Cyber Security Policy" that ensures risks to GMR information assets, and the corresponding cyberspace are identified and mitigated by defining processes, implementing tools, and ensuring user awareness. Data security and technical controls, processes and operations are governed by eighteen sub-policies such as Asset management, Access control, Data Privacy, Cryptography and others.

Technology Controls

GMR operates Next Generation 24x7 Security Operations Center(SOC) providing Cyber Threats Detection & Response capabilities to ensure quick and effective detection and response to information and cyber security incidents.

GMR SOC is designed to ingest feed from logs, network flows, Windows events, and a variety of other sources of critical systems & devices at the airport. SOC also ingests threat intelligence feeds from more than 70 different highly trusted, reliable, and reputed sources. User behavior and global threat intelligence is then applied to build dynamic threat models, leveraging ML/AI to arrive at the outcome - actionable threat indicators that is followed by Incident Responders operating round the clock.

In-depth security assessment of critical assets and entire infrastructure is conducted to identify internal and external cyber threats. To get a full view of existing vulnerabilities and explore all possible cyberattack scenarios, GMR runs Vulnerability & Threat Response Management (VTRM) program, wherein Black Box Testing, Vulnerability Assessment & Penetration Testing, Red Teaming,

Continuous Attack Surface Monitoring and Vulnerability Management is performed on regular basis.

Company has Industry leading security technologies and security processes implemented at Network, Data Center, End points, Identity, Email, Internet access, Cloud and Application layers to protect infrastructure and prevent data leakage & cyber threats.

There has been no breach with material impact reported with respect to cyber security and data privacy in the FY 2022-23

Tax Transparency (GRI 207)

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 us to carry out its duties in an ethical manner. The internal financial control framework of GIL has been implemented in line with the COSO framework to guarantee the sufficiency of design and operational efficiency of operational, financial, and compliance controls. The external auditors regularly assess and oversee the effectiveness of these internal controls. We have established policies and procedures that are crucial in the implementation and monitoring of these internal controls. These controls and processes have been integrated with SAP (or other ERP systems, if applicable) and/or other related IT applications, which have been deployed across all the Group companies. We have been filing Country by Country Reporting (CBCR) with Income tax authorities as and when threshold is crossing.

Relationships with tax authorities

1. In our dealings with tax authorities, we strive to establish and uphold a relationship founded on mutual respect and trust.
2. The requirement for direct engagement with tax officers has been eliminated due to the current faceless taxation system.
3. Our aim is to promptly respond to tax audit requests and, where feasible, resolve any tax-related issues.

Compliance and governance

GIL ensures compliance with all relevant tax laws enforced in each jurisdiction where we operate, as mandated by the Government of India. Our approach to taxation aligns with our commitment to conducting business legally, responsibly, and with integrity. Our tax strategy is consistent with our overall governance framework, and we strive for accurate and timely compliance, adhering to tax laws both in their letter and spirit, while maintaining

a high level of integrity. Our employees are bound by our Code of Business Conduct and Ethics, which is rooted in our core values and emphasizes the principles that guide our business practices. Additionally, the Company has implemented a risk management policy that not only addresses foreign exchange risks but also encompasses other risks associated with 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 objective of this framework is to:

- Establish a stable business planning environment by mitigating the effects of currency and interest rate fluctuations on the Company's business plan
- It aims to enhance earnings predictability by determining the financial value of anticipated 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 use internal and external advisers to support our understanding of and compliance with relevant tax laws, whenever required.
- Periodically, a comprehensive evaluation of risks is presented to both the Risk Management Committee and the Audit Committee of the Board and additionally to ensure our compliance with applicable tax laws, we rely on the expertise of internal and external advisors.

RESPONSIBLE SOURCING



Responsible Sourcing (GRI 204)

Our comprehension of the far-reaching effects of our sustainability practices goes beyond our own operations. GIL engages in a vast and intricate supply chain, sourcing raw materials and services from both small and large companies worldwide. Our capacity to effectively manage the governance and environmental impacts of our supply chain has progressed over time, providing us with a competitive edge. We procure goods and services from various industries across the country, such as Power Generation, Construction, Urban infrastructure, etc. To reduce our carbon footprint and promote local supply chains, we onboard a majority of our vendors from India.

In FY 2022-23, 57% of total procurement is sourced locally (from suppliers within the district/state).

Further, GIL has taken conscious efforts to increase its procurement from MSMEs/Small producers and has substantially increased the proportion from 18.9% to 24.7% from FY 2021-22 to FY 2022-23 and direct sourcing has also increased from 19.1% to 57.8%.

Table 21 indicating local procurement from MSMEs and Small Producers for GIL

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

We strive to implement appropriate measures to ensure sustainability throughout our supply chain in order to conduct business responsibly. We recognize the environmental and social impacts of our supply chain, which helps to minimize unforeseen disruptions, mitigate compliance risks, and foster a supportive business environment. Our vendors and suppliers play a crucial role as key partners in our business processes and ongoing service delivery. To enhance the governance and transparency of our procurement process, we have established a rigorous procedure outlined in our Supplier Code of Conduct and business ethics standards for selecting and collaborating with vendors.

To ensure the social and environmental responsibility of our critical suppliers and vendors, we conduct thorough screenings based on criteria such as business ethics, prevention of child and forced labor, maintenance of clean and safe facilities, non-discrimination practices, environmental management systems, pollution prevention, resource reduction, energy consumption, and greenhouse gas emissions, among others. All potential bidders, vendors, suppliers, and contractors are required to sign the Supplier Code of Conduct before entering into any agreements with our company.

The Supplier Code of Conduct includes clauses that support the social, environmental, and ethical responsibilities of our vendors. Furthermore, we have established an ethical governance hotline to address and resolve any complaints or issues related to supplier or contractor behavior, as well as non-compliance with our established ethics standards. As per our Standard Operating Procedure (SOP), vendors who violate ethical standards are prohibited from future business dealings with us. In cases where a seller consistently breaches a contract, they are permanently barred, with the possibility of reinstatement after a three-year period if the SOP guidelines are followed.

RISK MANAGEMENT



Risk Management

Our organization's code of conduct serves as the foundation for our values and sets the tone for our operations. We recognize the importance of each employee's contribution in promoting transparency within our organization. To make well-informed decisions, we carefully consider the various risks inherent to our business at different levels. These risks encompass our strategic goals, performance, and compliance with environmental, social, and governance (ESG) priorities. By effectively managing these risks, we uphold sound governance and cultivate a consistent and robust culture that enhances decision-making and accountability. Our enterprise risk management model provides valuable insights and transparency regarding material operations, changes or growth, disruptions, and emerging risks. We have implemented a comprehensive risk management framework that outlines the necessary steps for identifying, managing, and monitoring risks and uncertainties. This framework serves as the cornerstone for the value we place on risk management.

The Company consistently enhances its Enterprise Risk Management practices throughout the organization. Generally, these practices encompass the entire lifecycle of the Development Business, including Bidding, Development, Construction, and Operational phases. Regularly, these processes are assessed and adjusted or reinforced as necessary. Additionally, the Company seeks the guidance of external professionals to evaluate and refine risk management processes as needed. The Risk Management Committee of GIL also supervises and evaluates the frameworks and risks from both ERM and ESG perspectives.

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.

Business Resilience: The company has a robust emergency response mechanism covered under Disaster Recovery Plan (DRP) and its Business Continuity Plan (BCP) ensures that core business processes regain their original state in shortest possible time without prolonged disruption.

Response to an airport emergency from any natural or manmade event that necessitates action to save lives, protect property, and public health, is essential. Emergency situations could arise because of aircraft defects/ malfunctions, sabotage of aviation-related equipment, bomb threats, dangerous goods incidents, natural disasters, and so on.

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 in 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.

Business Continuity Plan:

The primary objective of DIAL’s Business Continuity Management System is to proactively prevent and manage potential disruptions to business processes, while prioritizing the safety of individuals and protecting its reputation. Within the DIAL BCMS framework, a business impact analysis is conducted to classify services and processes as critical, essential, or non-essential. Various assessments, including Threat Assessment, Enabler Risk Assessments (Site & Technology), and Process Risk Assessments, are systematically carried out to identify, analyze, evaluate, and mitigate risks that could lead to disruptive incidents at DIAL. The Business Continuity Plan focuses on implementing strategies to ensure the smooth operation of critical and essential services/processes during disaster situations, aligning with the Recovery Time Objectives (RTO) derived from the Business Impact Analysis.

GHIAL has developed an internal Business Continuity Plan (BCP) similar to DIAL that encompasses all aspects of airport operations, including airside operations, technical services, IT, non-aero services, cargo operations, fueling operations, baggage handling, terminal operations, car park operations,

and public transport operations, these processes are categorized as critical, essential, or non-essential. During the development of the BCP, consideration was given to both natural calamities and man-made threats, which were further classified into mega threats and sub-threats. Currently, GHIAL is in the process of conducting phased testing of the BCP to ensure its effectiveness. Additionally, GHIAL has plans to obtain third-party certification for the BCP during the fiscal year 2023-24

Economic Performance (GRI 201)

Our company remains steadfast in our commitment to providing abundant, cost-effective, and green energy to people worldwide. With our impressive track record and the unwavering support of our partners, we are actively working towards a sustainable future in renewable energy. To prioritize inclusive development, we incorporate our expertise and past experiences with communities into our daily operations. Our organization’s values and financial structure enable us to secure the necessary funds to sustain our growth and address emerging challenges and opportunities in the industry.

The information on the creation and distribution of economic value provides insight into how our company has generated revenue for our stakeholders.

Table 22 indicating economic performance for GIL

S.No	Parameter	FY 2022-23	FY 2021-22
		Amount (INR Million)	
Economic Value Generated (A)			
1	Revenue (Including other income)	72889.9	49591.6
Economic Value Distributed (B)			
2	Operating Costs (including depreciation)	31279.5	24042.61
3	Employee wages and benefits	9693.8	7551.2
4	Payments to providers of capital	23431.1	20186.6
5	Payments to government	19147.2	2240.2
6	Community investments	184.7	210.4
Economic Value Retained (A-B)		10846.4	4639.41

Feedback and Redressal Mechanism

GIL believes in ensuring that customers’ as well as other stakeholders’ concerns are addressed in a timely and effective manner. At GIL, we believe in open communication, active feedback collection, and a robust redressal mechanism to resolve any grievances or issues that our customers may encounter. This section focuses on our feedback and redressal mechanism, highlighting our commitment to customer as well as stakeholder satisfaction and continuous improvement.

In addition to conducting an ACI-ASQ Passenger Satisfaction Survey, we also carry out a Stakeholder Satisfaction Survey through a third-party. This survey is

comprehensive and evaluates all aspects of our services, support, budgeting, quality, and safety on a scale of 1 to 5, including recommendations. After analyzing the results, our respective departments develop action plans for improvement. On the other hand, the ASQ survey is a leading airport passenger service and benchmarking program worldwide. It provides us with the necessary tools and management information to understand our passengers’ perspectives and expectations of our airport products and services. At GMR Airports, we prioritize ASQ results to keep up with changing passenger expectations and initiate improvement initiatives such as service delivery and world-class infrastructure. We conduct ASQ surveys throughout the year, and both DIAL and GHIAL have

participated in the survey every year since its inception.

We keep a track on complaints received from the customer on aspects such as Data Privacy, advertising, terminal operations, security, and vigilance etc. and ensure that these complaints or feedbacks are addressed and resolved in a timely and efficient manner. In the FY 2022-23, we received 383 complaints related to terminal operations, 255 on commercial, 212 on security and vigilance and 11 related to Project and Engineering and all of them were resolved by the end of the year.

Going forward, trials for real time passenger feedback kiosks has been completed for GHIAL and will be rolled out in FY 2023-24.

Our Community

We at the GMR Group firmly believe that our obligations go beyond just financial profits. This belief is reflected in our strong commitment to practicing Social Responsibility. We take a grassroots approach, engaging in enduring initiatives with the communities in the vicinity of our operations. The GMR Varalakshmi Foundation (GMRVF), which serves as the Corporate Social Responsibility branch of our Group, designs distinct and location-specific projects focused on education, healthcare, sanitation, empowerment, livelihoods, and community development. The Foundation's ultimate goal is to make a lasting positive impact on the human development of disadvantaged communities by implementing projects related to Education, Healthcare, and Livelihoods. As a non-profit organization registered under Section-8, the Foundation operates independently with a Board of Directors consisting of accomplished professionals in the field.

Local Community Development Programs

All of the CSR initiatives and strategies at any project site are formulated after conducting a thorough assessment of the community's requirements, which is done before the commencement of operations. GMR Varalakshmi Foundation (GMRVF) has established a Standard Operating Procedure (SOP) for carrying out these community need assessments, and this SOP is consistently implemented across all locations. These assessments are performed by either the senior internal team or an external agency, and the findings from these assessments are utilized to create programs that directly address the specific needs of the local communities.

Stakeholder Engagement Plan

GMR Varalakshmi Foundation (GMRVF) actively fosters close relationships with multiple stakeholders across different locations, with a core aim of establishing partnerships and fostering collaboration to enhance the well-being of the local communities. Recognizing the government's central role as the largest service provider, the Foundation has adopted a strategy of partnering with various government departments to enhance the quality and efficiency of service delivery. Similarly, GMRVF is deeply engaged in collaborating with diverse community groups with a primary objective of empowering them. There is a specific emphasis on identifying and assisting

vulnerable segments among these stakeholders, which includes socially and economically disadvantaged groups, landless individuals, tribal communities, people with disabilities, women-headed households, and more.

Local community consultation and process that involves vulnerable groups

GMR Varalakshmi Foundation (GMRVF) places significant importance on engaging the community in its development endeavors. To achieve this, GMRVF initiates extensive consultations with the local communities before commencing any program and tailors its programs according to the specific needs identified by the community members. Throughout the program's lifecycle, community members are actively involved, and measures have been implemented to ensure that systems and procedures are both accountable and transparent to the communities.

For instance, in the Bala Badis overseen by the Foundation, parents actively participate, attending regular meetings to stay updated on their children's progress and the activities. To engage the community further, various groups such as Self-Help Groups (SHGs), Youth Groups, Children's groups, Parent-Teacher Associations, Farmers' Groups, and Common Interest Groups have been formed and are nurtured across project locations. Additionally, in GMRVF's vocational training centers, trainees are involved in the management process by organizing into different committees, like the food committee and hostel committees

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 fiscal year 22-23, reputable third parties, such as the National Institute of Rural Development, GOI, conducted impact assessments for the CSR initiatives of GHIAL and DIAL.

Formal Local Community Grievance Process

The grievance redressal mechanism serves as a vital system for systematically gathering the community's valuable input. This practice involves routinely soliciting suggestions, grievances, feedback, and similar input from the community to enhance program effectiveness and foster improved relationships with the relevant stakeholders. Formal mechanisms for addressing community grievances are established at appropriate locations. Moreover, community consultation meetings regularly address concerns raised by community members. Procedures are established to regularly collect feedback from the communities, and this feedback is utilized to address grievances and enhance the implementation processes of the programs.

Case Study

As India charts the course to drive green, sustainable, resilient, and inclusive growth, the year 2022 saw GMR Group taking noteworthy measures in its airports business portfolio. This includes Delhi Airport introducing a green transportation program, Hyderabad Airport has established a biodiesel fueling station, and both airports encouraging the use of electric vehicles.

Also, the newly launched GMR- led international airport at Mopa, Goa has adopted various green principles from the planning phase itself to protect the environment. The sustainable and eco-friendly initiatives of the airport include:

- Installing a 340kg organic waste composter on-site to treat 100% of the organic waste generated daily
- In process of planting 50,000 trees using the Miyawaki method (native plants specific to regional climatic conditions)
- Making provisions for stormwater and rainwater harvesting towards water conservation and re-use

The Passenger Terminal Building of Goa Airport also got platinum certification from the Indian Green Building Council.

WAY FORWARD

This Report includes forward-looking statements, which can be identified by their use of terms such as 'plans', 'expects', 'will', 'anticipates', 'believes', 'intends', 'projects', 'estimates', or similar words. All statements that discuss expectations or projections about the future, including statements about our growth strategy, market position, expenses, and financial results, are considered forward-looking statements. These statements are based on certain assumptions, plans, and expectations of future events. However, we cannot guarantee the accuracy or realization of these assumptions and expectations. As a result, our actual results, performance, or achievements may differ significantly from those projected in any forward-looking statements. We do not assume any responsibility to publicly amend, modify, or revise these forward-looking statements based on subsequent developments, information, or events. Nonetheless, we are actively working on various initiatives and short- and medium-term goals to promote sustainability. Additionally, we are enhancing our data collection and reporting processes to ensure better disclosure and transparency for our stakeholders.

GLOSSARY OF ABBREVIATIONS

S. No.	Abbreviation	Full form
1	AAAE	American Association of Airport Executives
2	AAI	Airport Authority of India
3	ACI	Airports Council International
4	AEP	Aerodrome Emergency Plan
5	APU	Auxiliary Power Unit
6	ASSOCHAM	Associated Chambers of Commerce & Industry of India
7	ASQ	Airport Service Quality Programme
8	ATC	Air Traffic Controller
9	BCP	Business Continuity Plan
10	CDA	Continuous Descent Approach
11	CoE	Center of Excellence
12	COSO	Committee of Sponsoring Organizations
13	CPCB	Central Pollution Control Board
14	CSR	Corporate Social Responsibility
15	DBFOT	Design, Build, Finance, Operate and Transfer
16	DGCA	Director General of Civil Aviation
17	DIAL	Delhi International Airport Limited
18	DRP	Disaster Recovery Plan
19	ERM	Enterprise Risk Management
20	ERP	Enterprise Resource Planning
21	ESG	Environmental, Social and Governance
22	EV	Electric Vehicle
23	FEGP	Fixed Electrical Ground Power
24	FY	Financial Year
25	GAL	GMR Airports Limited
26	GAR	Green Airports Recognition
27	GBC	Green Business Centre
28	GBCI	Green Business Certification Inc.
29	GEPL	GMR Enterprises Private Limited
30	GGIAL	GMR Hyderabad International Airport Limited
31	GHIAL	GMR Goa International Airport Limited
32	GHG	Greenhouse Gas
33	GIL	GMR Infrastructure Limited
34	GJ	Giga Joules
35	GMRIT	GMR Institute of Technology
36	GMRVF	GMR Varalakshmi Foundation
37	GOI	Government of India
38	GPU	Ground Power Unit
39	GRI	Global Reporting Initiative
40	GSPCB	Goa State Pollution Control Board
41	GWMC	Goa Waste Management Corporation
42	HIRA	Hazard Identification and Risk Assessment
43	HSE	Health, Safety, and Environmental
44	HVAC	Heating Ventilation and Air Conditioning

45	ICAO	International Civil Aviation Organization
46	IGIA	Indira Gandhi International Airport
47	IPP	Independent Power Producer
48	ISWMC	Integrated Solid Waste Management Centre
49	IWMP	Integrated Waste Management Plan
50	JSA	Job Safety Analysis
51	KPI	Key Performance Indicators
52	LEED	Leadership in Energy and Environmental Design
53	LTI	Lost Time Injuries
54	MPPA	Million Passengers Per Annum
55	MSME	Micro, Small and Medium Enterprises
56	NABH	National Accreditation Board for Hospitals & Healthcare Providers
57	NAAQS	National Ambient Air Quality Standards
58	NOx	Nitrogen oxides
59	ODS	Ozone Depleting Substances
60	OWC	Organic Waste Composter
61	PM	Particulate Matter
62	PMP	Performance Management Process
63	POSH	Prevention of Sexual Harassment
64	PPA	Power Purchase Agreement
65	PPP	Public Private Partnership
66	PTC	Public Transportation Center
67	RGIA	Rajiv Gandhi International Airport
68	RTO	Recovery Time Objectives
69	SDG	Sustainable Development Goals
70	SHG	Self-Help Groups
71	SOC	Security Operations Center
72	SOP	Standard Operating Procedure
73	SOx	Sulfur Oxides
74	STP	Sewage Treatment Plant
75	TSPCB	Telangana State Pollution Control Board
76	USGBC	US Green Building Council
77	VTRM	Vulnerability & Threat Response Management
78	WRI	World Resources Institute

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	2-1 Organizational details	About Company	5
	2-2 Entities included in the organization's sustainability reporting	Reporting Period	5
	2-3 Reporting period, frequency and contact point	Reporting Period	5
	2-6 Activities, value chain and other business relationships	About Company	5
	2-7 Employees	Employment Practices & Employee Performance Management	25
	2-8 Workers who are not employees	Employment Practices & Employee Performance Management	25
	2-9 Governance structure and composition	Board Oversight and Board Level Committees	36
	2-10 Nomination and selection of the highest governance body	Board Level Committees	36
	2-11 Chair of the highest governance body	Board Level Committees	36
	2-12 Role of the highest governance body in overseeing the management of impacts	Board Level Committees	36
	2-13 Delegation of responsibility for managing impacts	Board Level Committees	36
	2-14 Role of the highest governance body in sustainability reporting	Board Level Committees	36
	2-15 Conflicts of interest	Governance Policies	36
	2-16 Communication of critical concerns	Board Level Committees	36
	2-18 Evaluation of the performance of the highest governance body	Governance Policies	37
	2-19 Remuneration policies	Governance Policies	37
	2-20 Process to determine remuneration	Board Level Committees	36
	2-23 Policy commitments	Governance Policies	36
	2-26 Mechanisms for seeking advice and raising concerns	Feedback and Redressal Mechanisms	43
2-27 Compliance with laws and regulations	Corporate Governance	36	
2-29 Approach to stakeholder engagement	Stakeholder Engagement and Materiality Assessment	12	
2-30 Collective bargaining agreements	GIL does not permit unionizing among employees	-	
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Stakeholder Engagement and Materiality Assessment	12
	3-2 List of material topics	Stakeholder Engagement and Materiality Assessment	12
	3-3 Management of material topics	Stakeholder Engagement and Materiality Assessment	12
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Economic Performance	43

GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Responsible Sourcing	40
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	GIL assess its risks related to corruption via risk management processes	-
	205-2 Communication and training about anti-corruption policies and procedures	GIL provides training to its employees on anti-corruption policies and procedures, whistleblower policy, conflict of interest	-
	205-3 Confirmed incidents of corruption and actions taken	GIL has disclosed this information as part of their annual report	-
GRI 207: Tax 2019	207-1 Approach to tax	Tax Transparency	38
	207-2 Tax governance, control, and risk management	Tax Transparency	38
	207-3 Stakeholder engagement and management of concerns related to tax	Tax Transparency	38
	207-4 Country-by-country reporting	Tax Transparency	38
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Energy and Emission Management	14
	302-2 Energy consumption outside of the organization	Energy and Emission Management	14
	302-3 Energy intensity	Energy and Emission Management	14
	302-4 Reduction of energy consumption	Energy and Emission Management	16
	302-5 Reductions in energy requirements of products and services	Energy and Emission Management	16
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Water Management	18
	303-2 Management of water discharge-related impacts	Water Management	18
	303-3 Water withdrawal	Water Management	18
	303-4 Water discharge	Water Management	18
	303-5 Water consumption	Water Management	
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	22
	304-2 Significant impacts of activities, products and services on biodiversity	Biodiversity	22
	304-3 Habitats protected or restored	Biodiversity	22
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Energy and Emission Management	16
	305-2 Energy indirect (Scope 2) GHG emissions	Energy and Emission Management	16
	305-4 GHG emissions intensity	Energy and Emission Management	16
	305-5 Reduction of GHG emissions	Energy and Emission Management	16
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Air Pollutants	18
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management	19
	306-2 Management of significant waste-related impacts	Waste Management	19
	306-3 Waste generated	Waste Management	21

GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Responsible Sourcing	40
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Employment Practices	25
	401-3 Parental leave	Employment Practices	26
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety	28
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety	28
	403-3 Occupational health services	Occupational Health and Safety	28
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety	28
	403-5 Worker training on occupational health and safety	Occupational Health and Safety	28
	403-6 Promotion of worker health	Occupational Health and Safety	29
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety	29
	403-9 Work-related injuries	Occupational Health and Safety	29
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Learning and Development	27
	404-2 Programs for upgrading employee skills and transition assistance programs	Learning and Development	26
	404-3 Percentage of employees receiving regular performance and career development reviews	Learning and Development	27
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Diversity Inclusion and Equality	26
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Diversity Inclusion and Equality	26
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Our Community	44
	413-2 Operations with significant actual and potential negative impacts on local communities	Our Community	44
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Responsible Sourcing	40
GRI 415: Public Policy 2016	415-1 Political contributions	GMR Group has not made any political contributions in FY 2022 - 23	-
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Relationship Development	34



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