GMR INFRA

Sustainability Report
2020–21

INSIDE THE REPORT

FROM THE CHAIRMAN'S DESK

Dear Fellow Stakeholder,

It is with great pleasure that we present to you our first group level sustainability report for the year 2020-21.

Sustainability has always been an integral part of GMR's corporate ethos and business strategy. It is our strong belief that economic growth and resource conservation are complementary goals to support sustainable development. This is well encapsulated in our vision statement "GMR Group will be an institution in perpetuity that will build entrepreneurial organizations, making a difference to society through creation of value".

We are driven to operate in a way that is socially responsible and beneficial to all of our stakeholders. We strive to integrate all environmental, social, and governance (ESG)

aspects while generating value for our business. GMR operates in a manner that reflects and incorporates the interests of customers, suppliers, workers, shareholders, communities, and other stakeholders. We are currently in process of defining a comprehensive and strategic ESG strategy for the longer term.

At GMR, we work to achieve SDGs through our operations, partnerships and social initiatives to contribute in creating an equitable and resilient environment and business. We have placed the SDGs at the center of our corporate strategy, with targets and policies aligned with them. We believe that innovation and technology development and advancement can help us in our sustainable growth.

Climate change has implications for businesses, policymakers, and even individuals. The role of companies and investors is huge in tackling climate change. Several studies have reported that climate change may cause a further rise in temperatures in tropical countries, which may have consequences for business and its operations.

We at GMR have adopted strategies and methods to reduce adverse impacts on the environment from our operations.. Some of our operations are carbon neutral and we monitor our activities carefully to analyze and further reduce the emissions.

We are constantly striving to strengthen our performance in environmental, social, and governance (ESG) and have recently achieved several significant milestones in this regard. To mention a few, in airports DIAL & GHIAL, we were the first carbon neutral airports in Asia Pacific. Delhi Airport became Asia Pacific's first Level 4+ (Transition) accredited airport under ACI's Airport Carbon Accreditation Program. Hyderabad Airport won the ACI Green Airports Recognition 2021 - Gold for Air Quality Management and Level 3+ Neutrality Status. DIAL was the first airport registered with UNFCCC for Clean Development Mechanism for energy efficient measures, implemented TaxiBot system that reduces aircraft fuel emissions during taxi, and adopted electric vehicle services for ferrying passengers.

We believe that the airport business has huge underlying value and will continue to be the growth engine for the group. Delhi Airport was once again recognized as the Best Airport for service quality in the region by ACI and as the Best Airport in Central Asia by Skytrax, besides winning ACI World's "Voice of Customer" recognition. Similarly, Hyderabad Airport bagged the ACI ASQ best airport by size and region in the Asia-Pacific region.

Key Customer related interventions include single use plastic free initiatives at the airports, air purifying plants (DIAL has placed more than 35000 of air purifying plants within the terminal buildings to ensure natural air purification and improved air quality), waste management systems, improved air quality and air circulation among many others.

We have established a strong governance system over the years, beginning with a well-structured Family Governance model. Along with financial and operational success, we are committed to excellent corporate governance and ethical behavior across all business verticals. The most valuable asset is our company's reputation and the trust placed in it by all of its stakeholders. Our businesses are based on seven values and principles: humility, entrepreneurship, delivering the promise, learning and inner excellence, respect for individuals, teamwork and relationships, and social responsibility. These values and beliefs underpin all we do.

GMR continues to have competent leaders and a strong pipeline of talent committed to building and operating assets that not only meet global benchmarks but adhere to ESG standards. GMR's core value of "Social Responsibility" envisions leaders to regularly scan the geo-economic environment and to proactively respond to the emerging needs of the global community. GMR endeavors to align its employees to the principles of ESG through the Employee Social Volunteering program that encourages active participation of employees and their families in causes impacting the environment.

The GMR Varalakshmi Foundation has been doing path-breaking work in the fields of healthcare, education, sanitation, and livelihoods for more than 29 years now. The foundation supported over 1 lakh people with cooked food and distributed dry ration to over 6,000 families and several orphan homes. The GMR Varalakshmi CARE Hospital, being run since Apr '11 in collaboration with the CARE group of Hospitals at Rajam, stepped up its activities to meet the pandemic challenges by providing Rapid Antigen testing services, Teleconsultation, and setting up Covid Vaccination Centres for the communities in its vicinity.

Educational institutions under the foundation did exceedingly well and maintained academic rigor for over 10,000 students despite the pandemic constraints. GMRIT (GMR Institute of Technology) has signed MoUs with reputed foreign universities. The Foundation partnered with over 200 government schools, reaching over 35,000 students, to improve the quality of education. Contributing to the Skill India Mission of the Government, the foundation continued to set benchmarks and inaugurated a new Vocational Training Centre at Hubbali, Karnataka. It supported 1,000 families in multiple livelihood activities like micro-enterprises, poultry, floriculture, cultivation, livestock farming etc.

The pandemic has had an immense impact on how we do business and lead our lives, including changes for the better. This has led to the digital transformation of businesses. With our great people, leading technologies and the support of our stakeholders, I am confident that we will meet our ESG targets and be a leading contributor to sustainable development.

I express my gratitude to all our stakeholders for your support during this trying year and for keeping your faith in the GMR Group. I invite your feedback and suggestions on how we can continue to create shared value.

GM Rao
Group Chairman, GMR Group

GMR GROUP OVERVIEW AND STRATEGY

Overview

GMR Group is one of the leading conglomerates with diversified operations across urban infrastructure, airports, transportation, and energy. The group was established in 1978 by **Mr. Grandhi Mallikarjuna Rao** and has executed numerous infrastructure projects in India and abroad.

GMR Group is one of the fastest growing organization in the country, with a pragmatic approach towards sustained growth. GMR is well positioned to create sustained value for the nation by ideating mega projects and delivering it timely with precision. The group harnesses its core competencies gained through decades of expertise and embed it successfully in public–private partnership model to create better India.

Group's Vision

GMR Group will be an institution in perpetuity that will build entrepreneurial organizations, making a difference to society through creation of value

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

Mahatma Gandhi

Humility

We value intellectual modesty and dislike false pride and arrogance

JRD Tata

Entrepreneurship

We seek opportunities – they are everywhere

Tenzing & Hillary

Teamwork & Relationships

Going beyond the individual–encouraging boundary less behaviour

Sardar Vallabhbhai Patel

Deliver the Promise

We value a deep sense of responsibility and self–discipline, to meet and surpass on commitments made
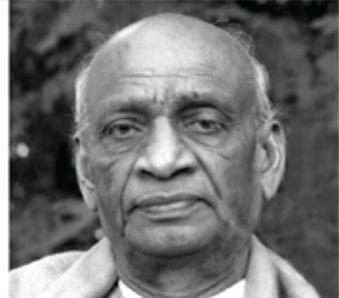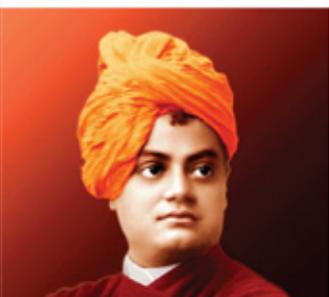
Swami Vivekananda

Learning & Inner Excellence

We cherish the life long 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

Dr. APJ Abdul Kalam

Respect for Individual

We will treat others with dignity, sensitivity and honour

Corporate governance and professionalism are ingrained in all facets of our operations and management. Through our pursuit of excellence, we are constantly addressing global concerns such as climate change, livelihood crises, natural resource crises, biodiversity loss, cyber threats, and livelihood crises through the implementation of appropriate policies, processes, and data monitoring. Our business ethos and operational requirements encourage us to adopt proactive and sustainable approaches to accommodate the community's concerns while still meeting all regulatory requirements.

DIAL has also adopted the goal of becoming a "Net Zero Carbon Emission Airport by 2030" by focusing on Energy Efficiency & Conservation, Augmenting Green Building Infrastructures, Use of Renewable/Green Energy, Application of Operational Excellence, Adoption of Low Emission Transports, Development of Sinks, and Collaboration with Airlines and Other Stakeholders through Engagement Programs. We embrace the concept of sustainability by managing activities in environment friendly manner, minimizing natural resource utilization and maintaining collaborative relationships with the community and stakeholders. Additionally, to deliver better products and services we engage with our customers on periodic basis and ensure that their suggestions are incorporated in our business strategy.

Strategy

Our strategic planning is a management activity that helps us set priorities. It enables us to achieve our intended outcomes and ensure stakeholder value creation. An annual strategy workshop is conducted with the steering committee members, emerging leaders, and subject experts to access the internal and external business environment and develop its future course of action.

We regularly analyse our competitors' performance, market trends, our own portfolio, the organization's key risks, and internal competencies. On the basis of all these analyses, we identify our strengths, weaknesses, opportunities, and threats. This understanding helps to identify our strategic advantages, strategic challenges, and critical success factors. This exercise leads to the identification of strategic themes and initiatives.

We also engage with a number of business partners who work with our organization and help us in our quest for sustainable growth. Our long-term stability and continuous improvement strategy are focused on cost-effective operations, social responsibility, and environmentally oriented business approaches and practices, all of which are governed and managed by cutting-edge technological processes, improved infrastructure, efficient operational measures, effective change management and communication, and collaborative stakeholder engagement.

All our operations and developments are based on the sustainable development concept. We contribute to the SDGs through our operational excellence, value chain initiatives, partnerships, and philanthropic/community programs.

Sustainable Environment Management is an integral part of our business strategy which helps in achieving social credibility and business sustainability by efficient integration of policy, system, procedures, infrastructure

and community support. The Group adopted all possible proactive sustainable approaches for the airport to develop an environment friendly business process that accommodates the community's concerns while still meeting all regulatory requirements.

As part of our strategy for continuous process improvement, we periodically engage with our customers and employees and assess the level of satisfaction at multiple levels. We incorporate feedback from these engagements and streamline our strategy.

An annual strategy planning workshop is conducted with the steering committee members, emerging; leaders and subject matter experts to access internal and external business environment and develop its future course of action.

The sector follows a 3-step approach:

We have institutionalized adequate control mechanisms for every stakeholder group so that we can identify and address their concerns or issues. Our ERM framework aids in translating risks into opportunities and developing pragmatic approaches to achieve our economic, social, and environmental objectives.

Business units
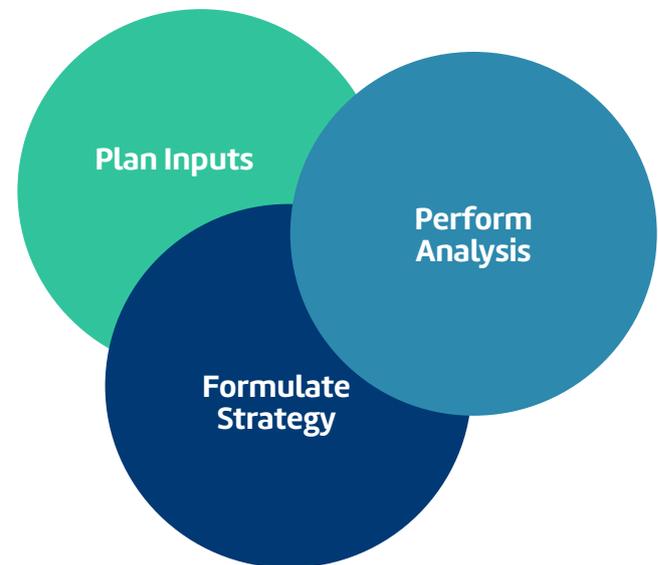
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The airport sector of GMR includes Delhi International Airport Limited (DIAL) GMR Hyderabad International Airport Limited (GHIAL) as its operational business units.

ABOUT THIS REPORT

We are delighted to present our first annual sustainability report of GIL for FY 2020-21, prepared in accordance with the Global Reporting Initiative (GRI) Standards. This report provides a cohesive approach supplementing with relevant and transparent information on how the company strikes a balance between its economic, environmental and social responsibilities. This report also endorses our sustainability practices and commitments.

Report Boundary and Scope

Delhi International Airport Limited, India

Unless otherwise stated, the information presented in this report pertains to the business units mentioned above. The applicable national and local laws, rules and regulations have been considered for the disclosure of environmental, social and safety performance indicators.

Data quality in this entire report is maintained by adhering to the principles of accuracy, balance, clarity, comparability, reliability, and timeliness.

Reporting Period

The information disclosed in the report pertains to the period 1st April 2020– 31st March 2021, unless stated otherwise.

Responsibility Statement

The Board of GMR Group acknowledges accountability for the integrity and completeness of this report and its contents.

Reporting Approach

GMR is one of India's leading Infrastructure companies with business interests across Airports, Energy, Transportation & Urban Infrastructure. By adhering to the Global Reporting Initiative Framework: Core option, we have made an effort to showcase our commitment towards operational and service excellence, while pursuing growth that is environmentally and socially sustainable. The prioritized business material issues of GMR Group that have an impact on our ability to create value over the short, medium, and long term define the contours of this report.

GMR Hyderabad International Airport, India

Feedback

We encourage you to provide your feedback and suggestions on this report to enable us to strengthen our future reporting initiatives. Your suggestions may be communicated to **ESG–Core–Group@gmrgroup.in**

Forward-looking Statements

This report includes forward-looking statements that reflect our predictions and expectations, which are based on reasonable assumptions and historical performance. These are subject to change as the industry evolves, geographical market conditions change, government regulations and laws change, and other unforeseen events occur. These statements should not be interpreted as assurances of future performance since these underlying assumptions may change materially.

MATERIALITY AND STAKEHOLDER ENGAGEMENT

Stakeholder engagement

GMR Group operates under a sustainable development framework, recognizing the fundamental importance of respecting and maintaining the rights of all stakeholders.

Stakeholder inclusion is critical to understand the interests and perspectives of those who matter most to our business segments. By establishing robust channels of communication with our various stakeholders, we can foster a mutually beneficial partnership. At GMR, we are continually refining our systems for deciphering stakeholder expectations and communicating our strategy. It is a critical exercise that aids in shaping strategies, executing plans, enhancing performance, and amplifying our value. Stakeholder feedback is valued and critically examined for implementation at GMR in order to register a strong operational and business performance. Stakeholder participation has enabled us to work towards a sustainable organization from the inception of our business.

At GMR, we follow a three-step stakeholder engagement process:

Identify
Identification of risks and concerns during stakeholder engagement

Develop
Development and implementation of strategies by GMR to address key issues

Analyse
Analyse the outcome of stakeholder engagement process to identify and prioritise material aspects

Aside from the stakeholders specified in the table, we have been actively engaging with industry associates to strengthen our position in the competitive market. We collaborate with industry associations to foster growth in our business and operate more responsibly.

Table 1: Stakeholder details

List of Stakeholder Groups	Significance	Engagement Channels	Frequency of Engagement	Key Areas of Interest
Passengers	They are interested in organizational activities but have less influence. Information needs to be supplied regularly in order to keep these stakeholders satisfied	Passenger Survey	Monthly	• Connectivity
		Complaint management through feedback form	On-going	• Cost effectiveness • High service standards
		Information through web portal	Periodically	
		Magazines, Brochures and Flyers	Periodically	
		Participation in public events including celebration and festivals	Periodically	
		Traditional and social media including presence on Social Networking sites	On-going	
Employee	They are interested in organizational activities but have less influence. Information needs to be supplied regularly in order to keep these stakeholders satisfied	Review Meetings	Monthly/ Quarterly/ Annually	• Job satisfaction • Career progression • Learning & development and knowledge sharing • Employment terms and job stability • Workplace safety • Diversity and inclusion • Company strategy and leadership • Positive corporate image • Environmental stewardship
		Strategy Workshop	Annually	
		CEO Communication	Half-yearly	
		KM Sessions, Idea factory camps, 5S session	Periodically	
		Email, wallpaper and screensaver	Periodically	
		Internal employee feedback surveys	Periodically	
		Newsletters – Prerana, Uttar, ARFF, Cargo, Retail and Operations	Monthly/ Quarterly	
		Company intranet – Navyata Digital HR		
		Employee helpline		

List of Stakeholder Groups	Significance	Engagement Channels	Frequency of Engagement	Key Areas of Interest
Airlines and Freight Forwarders	They have high level of interest, hence, influence and need to be worked with closely. They have to be involved in important decisions and engaged on a regular basis	Meeting with Airline representatives	Continuous	• Connectivity • Cost-effectiveness • High service standard • IT enabled system and technologies • Opportunity & competitive environment • Frequent communication, interaction & relations
		Scheduled Airline Operator Committee meeting	Monthly	
		Trainings and workshops	Periodically	
		B2B relationship meeting	Periodically	
		Conference and forums	Periodically	
		GMR Awards	Periodically	
		Feedback	Periodically	
Customers	They are interested in organizational activities but have less influence. Information needs to be supplied regularly in order to keep these stakeholders satisfied	Internet based feedback interface	On-going	• Managing energy use with new technologies • Lowering energy costs • Interest towards clean energy • Energy efficiency • Safety
		Customer satisfaction surveys	Periodically	
		24*7 customer care	On-going	
		Publications and reports	Monthly/ Quarterly/ Annually	
		Energy efficiency and demand response programs	Periodically	
Business Associate	The organization engages with these stakeholders as and when deemed appropriate	Meeting with service provider	Monthly	• Infrastructure • Safe, secure, efficient and clean operational environment • Reliable, compatible and innovative IT solutions • Business opportunities and growth
		Conference and forums	Periodically	
		Trainings and workshops	Periodically	
		B2B Relationship Meeting	Periodically	
		Conference and forums	Periodically	
Government/ Regulators	They have high level of interest, hence, influence and need to be worked with closely. They have to be involved in important decisions and engaged on a regular basis	In-person / virtual meetings	On-going	• Regulatory compliance • Frequent communication & interaction • Reliability • Security, affordability and sustainability of electric supply • Energy market structure and regulation • Policies • Financial derivatives • Safety, CSR • Fuel diversification and balanced energy matrix
		Event and Conference	Periodically	
		Policy papers, testimony and briefings	On-going	
		Regulatory proceedings and rate cases	On-going	
		CEA and state authority reporting	Periodically	
		Reporting in compliance with national and local requirements across all sites	Periodically	

| List of Stakeholder Groups	Significance	Engagement Channels	Frequency of Engagement	Key Areas of Interest
Society (Community)	They are interested in organizational activities but have less influence. Information needs to be supplied regularly in order to keep these stakeholders satisfied	Corporate Social Initiatives	On-going	• Economic and business development • Initiative for green sustainable environment • Employee Opportunity (employment of local talent) & relationship • Infrastructure • Emergency response and service restoration • Social initiatives
		Career fairs	Periodically	
		Volunteer projects	On-going	
		Website	Periodically	
		Traditional and social media	Periodically	
Suppliers	The organization engages with these stakeholders as and when deemed appropriate	Information through web portal (Safety policies and guidelines, procedures, terms and conditions)	Periodically	• Fair and transparent procurement and sourcing. • Requirements, environmental guiding principles and supplier diversity objectives
Investors and shareholders	They have high level of interest, hence, influence and need to be worked with closely. They have to be involved in important decisions and engaged on a regular basis	Quarterly earnings presentations	Quarterly	• Strategy and growth plans • Return on investment • Capital allocation • Governance • Financial performance and liquidity • Shareholder returns, including dividends • Risk and crisis management • Environmental performance
		Investor relations website	On-going	
		Investor calls	On-going	
		Rating agency discussions	On-going	
		Investor and public forum events such as the Annual Shareholder Meeting	Monthly/ Quar-terly/ Annually	
		Annual and Corporate So-cial Responsibility Reports	Annually	
		Proxy communications	Periodically	
		Traditional and social media	Periodically	
Industry observers	The organization engages with these stakeholders as and when deemed appropriate	Industry organizations, conferences, and direct dialogue	Periodically	• Employment • Business development • Infrastructure • Trends in the sector • Environmental performance and policies • Safety • Skilled workforce development
		Advisory councils		
		Website		
		Traditional and social me-dia		
Media	The organization engages with these stakeholders as and when deemed appropriate	Press conferences	On-going	• Business impact on community and country
		Press releases	On-going	
		Interviews	On-going	

Materiality

At GMR, our sustainability strategy is guided by material priorities that can have a long-term influence on the business's long-term performance, stakeholders, and ability to create and preserve economic, environmental, and social values. This assessment allows our stakeholders to participate in the decision-making process, fostering trust and a long-term relationship with them. Materiality mapping requires collaboration from all of our internal and external stakeholders in order to provide strategic insights and influence key decisions.

The materiality assessment at GMR is undertaken in accordance with the GRI Standards. Determining these material priorities is a step-by-step approach, starting with comprehensive desk-based research, followed by a detailed stakeholder engagement exercise. Desk-based research included identification of sustainability issues by understanding the priorities of peers, the risk and opportunity landscape, and global megatrends. These issues are then prioritized as material issues through an evaluation on a two-dimensional plot highlighting their significance to stakeholders and business.

We believe that materiality is an efficient tool to introspect on our sustainability journey. We periodically (every three years) evaluate our material issues with our E, S, and G considerations in mind, and are constantly working to improve and enhance our process of materiality identification.

This year, we internally validated our material issues by engaging with our senior leadership, middle management, and employees. The engagement mechanism included one-to-one interaction, telephonic interaction, online surveys, visits, and email exchanges with various stakeholders. Our methodology included capability building workshops and a feedback session with our management and employees. For FY 2020-21, at GMR Group, our key materiality issues are Climate change and energy, Environmental regulations and compliance, Occupational health and safety, Labour management, Community engagement, Water and waste management, Biodiversity and land-use, Corporate governance, Responsible sourcing and procurement, and Employee and customer relationship management.

Furthermore, Security, Operational-excellence and Noise management are important for us. We regularly monitor and manage them by adopting administrative and technical controls.
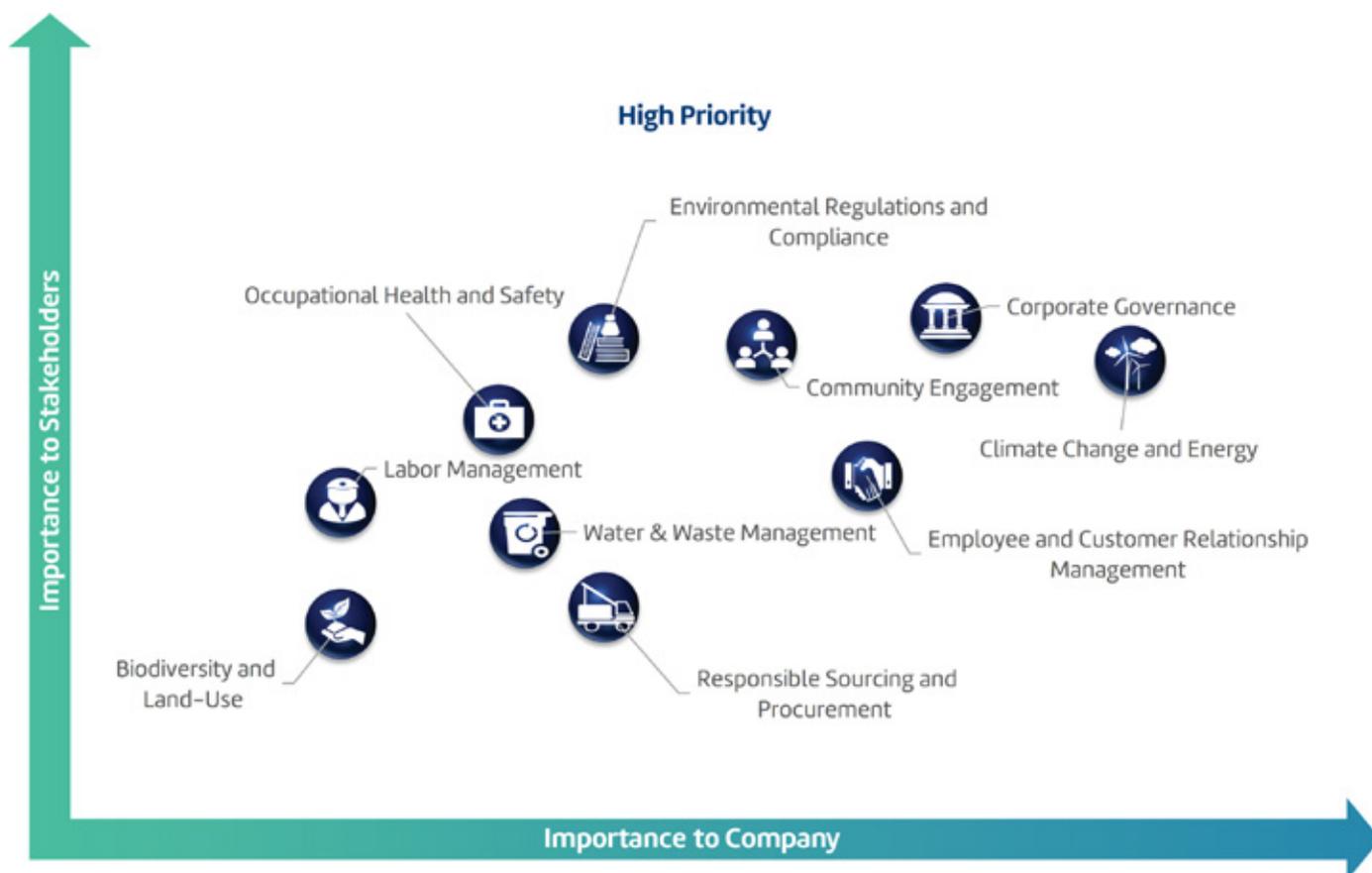
The chapters further will elaborate more on the activities undertaken by us to address these issues.

CORPORATE GOVERNANCE

We believe that effective corporate governance is imperative for our long-term growth. Good governance fosters a culture that is efficient, transparent, and accountable. We are dedicated to establishing, adopting and implementing the highest level of corporate governance across all our business operations. We are conscious that to maintain competitive advantage, we must contribute positively to the nation's and society's prosperity. Our corporate governance reflects our value system, which includes our culture, policies, and relations with our stakeholders. Integrity is at the core of our values-driven governance culture, which helps gain and sustain the trust and respect of our stakeholders.

At GMR Group, the Board oversight for ESG areas is part of the organization structure and governance framework that is accountable for overall business operations.

Board of Directors

Our company has a diverse board of directors composed of Executive and Non-Executive Directors. The table below summarizes the composition, category, and core competencies of our Board of Directors.

Six board meetings were held during FY 2020-21. Each quarter had at least one board meeting, except the quarter ending June 30, 2020, which was cancelled due to the COVID-19 outbreak and the relaxation granted by SEBI and MCA through several circulars. Further, the gap between any two consecutive board meetings did not exceed 120 days.

Name of the Directors	Mr. G. M. Rao	Mr. Grandhi Kiran Kumar	Mr. Srinivas Bommidala	Mr. G.B.S. Raju	Mr. Madhva Terdal	Mr. B.V.N. Rao	Mr. N.C. Sarabeswaran	Mr. R.S.S.L.N. Bhaskarudu	Mr. S. Rajagopal	Mr. S. Sandilya	Mrs. Vissa Siva Kameswari	Mr. Suresh Lilaram Narang
Category	Chairman, Promoter Director	Managing Director and CEO, Promoter Director	Promoter Director	Promoter Director	Executive Director/Whole time Director (other than above)	Non-Executive Director	Independent Non-Executive Director	Independent Non-Executive Director	Independent Non-Executive Director	Independent Non-Executive Director	Independent Non-Executive Director	Independent Non-Executive Director
Skillset/ Competencies												
Project Management	•	•	•	•	•	•		•		•		
Domain/ Industry Specialist	•	•	•	•	•	•	•		•		•	•
Asset Management/ Operational Excellence	•	•	•	•	•	•	•	•	•	•	•	•
Business Development & Business Strategist	•	•	•	•	•	•	•	•	•	•	•	•
Organizational Learning and Institutional Memory	•	•	•	•	•	•	•	•	•	•	•	•
Governance Consciousness	•	•	•	•	•	•	•	•	•	•	•	•
Functional expertise	•	•	•	•	•	•	•	•	•	•	•	•
Networking	•	•	•	•	•	•	•	•	•	•	•	•
General Attributes	•	•	•	•	•	•	•	•	•	•	•	•

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

Selection of Independent Director

The Nomination and Remuneration Committee considers renowned people with independent standing in their respective areas or professions for nomination as Independent Directors. For the purpose of selecting directors and determining their independence, the Committee examines nominees' credentials, positive attributes, areas of expertise, and competence. The Board reviews committee suggestions, takes appropriate decisions, and recommends to the shareholders the appointment of the Independent Directors.

Board Committees

We have devised practices and systems to ensure that the Board of Directors is well informed and empowered to execute its commitments and provide the strategic direction required to create long-term value. The purpose of the Board committees is to ensure that all members of the Board are fully cognizant of their responsibilities, so the Board functions appropriately. These committees of the Board oversee implementation, streamlining and monitoring, and provide suitable direction for the businesses' day-to-day operations.

For further information on each committee, roles and responsibilities of the directors and the members, refer to our Annual Report for FY 2020-21 (https://investor.gmrinfra.com/pdf/Annual Report 2020-21/1. GIL Annual Report 2021.pdf).

» Audit Committee

» Nomination and Remuneration Committee

» Stakeholders' Relationship Committee

» Debentures Allotment Committee

» Risk Management Committee

» Demerger Committee

» Management Committee

» Corporate Social Responsibility (CSR) Committee

Code of Conduct

The Board has laid down a Code of Conduct ("the Code") for all board members and senior management personnel of the company, as required by Regulation 26 (3) of SEBI LODR. The Code is available on the company's website (https://investor.gmrinfra.com/code-of-conduct). On an annual basis, all board members and senior management personnel acknowledge conformity with the Code. Our Code of Business Conduct and Ethics is communicated and affirmed by all employees of GMR Group on a regular basis. This Code is to be followed in day-to-day work life and allows employees to maintain the highest standards of values in their conduct in order to achieve organizational objectives.

Our Board has also formulated a code of conduct for our suppliers and partners, which is mandatory to accept as part of the registration process. Our Supplier Code of Conduct encourages us to deal with our suppliers and vendors fairly and transparently. Similarly, we expect our suppliers to comply with the terms set forth herein and ensure transparency in their dealings and activities.

Policies

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

- **GMR CSR Policy:** We are driven by the Group's vision to make a difference, specifically to society, by contributing to the economic development of the country and improving the quality of life of the local communities. In this regard, the Group has made a CSR policy which encompasses the philosophy for delineating its responsibility as a corporate citizen and lays down the guidelines and mechanism for undertaking socially useful programmes for the welfare & sustainable development of the community at large, which is in accordance with the Companies Act, 2013.For further details, refer to our publicly available CSR Policy (https://investor.gmrinfra.com/pdf/Amendment to CSR POLICY-GIL(9.08.pdf).

- **GMR Nomination and Remuneration Policy:** GMR Nomination and Remuneration Committee and the Policy is formulated in compliance with Section 178 of the Companies Act, 2013 read along with the applicable rules thereto and Regulation 19 of the Listing Regulations. The main objectives of this policy are to ensure that:

  - » The level and composition of remuneration is reasonable and sufficient to attract, retain and motivate Directors of the quality required to run the Company successfully.

  - » Relationship of remuneration to performance is clear and meets appropriate performance benchmark; and

  - » Remuneration to Directors, Key Managerial Personnel and Senior Management involves a balance between fixed and incentive pay reflecting short and long-term performance objectives appropriate to the working of the Company and its goals.

- For further details, refer to our publicly available Nomination & Remuneration Policy (https://investor.gmrinfra.com/pdf/1_Nomination_Remuneration_Policy.pdf).

- **Policy on Related Party Transaction:** This policy is framed based on the requirements of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (Listing Regulations) and the Provisions of the Companies Act, 2013 ("Act") read with the Rules framed thereunder and is intended to ensure the governance and reporting of transactions between the company and its related parties. For further details, refer to our publicly available Policy on Related Party Transaction.

- **Policy on Whistle Blower:** This policy provides a platform for directors, employees, and stakeholders to raise genuine concerns and grievances by internally disclosing information which they believe shows serious malpractice, impropriety, abuse, or wrong-doing within the company, or in the dealings of the company with other persons, or constitutes a violation of the GMR Group's Code of Business Conduct and Ethics Policy (hereinafter referred to as a "Concern") or any instances of the leak of Unpublished Price Sensitive Information (UPSI) in terms of the Code of Conduct for Prevention of Insider Trading, without fear of reprisal or victimization. For further details, refer to our publicly available Policy on Whistle Blower (https://investor.gmrinfra.com/pdf/GMR_Policy_Whistle_Blower.pdf).

- **GMR Policy on Document Retention and Archival:** The policy on preservation of documents and archival is mandated by the provisions of regulation 9 of Chapter III of LODR, 2015. As per the requirement of Regulation of 30(8) of LODR, the company shall disclose on its website all such events or information which has been disclosed to Stock Exchange(s) under LODR, and such disclosures shall be hosted on the website of the company for a minimum period of five years and thereafter as per the archival policy of the company, as disclosed on its website. For further details, refer to our publicly available Policy on Document Retention and Archival (https://investor.gmrinfra.com/pdf/3_Policy_on_Document_Retention_Archival.pdf).

- **GMR Policy on Material Subsidiaries:** The main objective of this policy is to determine the Material Subsidiaries of the company and to provide the governance framework for such Material Subsidiaries.

For further details, refer to our publicly available Policy on Material Subsidiaries (https://investor.gmrinfra.com/pdf/4_Policy_on_Material_subsidiaries.pdf).

- **GMR Dividend Distribution Policy:** This policy sets out the circumstances and different factors for consideration by the Board at the time of taking the decisions of distribution or of retention of profits, in the interest of providing transparency to the shareholder. For further details, refer to our publicly available Dividend Distribution Policy (https://investor.gmrinfra.com/pdf/GMR_Dividend_Distribution_Policy.pdf).

- **Enterprise Risk Management (ERM) Framework Policy and Guidelines:** This document outlines the GMR Group ERM policy framework. It describes the Group's risk management processes and sets out the requirements for management in generating risk management action. The document has two parts: a "policy" section and a "guidelines" section. The policy sets out the rules of the Group's risk management framework. These are the mandatory requirements established by the Group Holding Board (GHB) for management of risk in the Group. The policy is also intended to fulfil the requirement set out by Clause 49 of the Listing Agreement, applicable to listed entities within the Group. The guidelines provide supporting information to assist management in the execution of risk management processes. The corporate governance drivers behind risk management today require new ways of reporting and monitoring the Group's risk exposures. The guidelines have therefore been provided to assist management in dealing with these new requirements. The guidelines are aligned to ISO 31000:2018 (Risk Management–Principles and Guidelines). For further details, refer to our publicly available ERM Framework Policy and Guidelines (https://investor.gmrinfra.com/pdf/ERM_Framework_Policy_Guidelines.pdf).

- **Code of Practices and Procedures for fair disclosure of unpublished Price Sensitive Information:** As part of the company's commitment to transparency and good governance, this policy has been framed with a view to preserving the confidentiality of unpublished price-sensitive information, preventing the misuse of such information while trading in the company's securities, and ensuring fairness in dealing with all stakeholders. It is applicable to designated persons (including employees), connected persons, and insiders of GMR Infrastructure Limited (the "Company" or "GIL") as defined hereinafter with respect to transactions in the company's securities, viz., equity shares, and debt instruments that may be issued from time to time. For further details, refer to our publicly available Code of Practices and Procedures for fair disclosure of unpublished Price Sensitive Information (https://investor.gmrinfra.com/pdf/GIL Code of Conduct for PIT and Code of Practices Procedures–final.pdf).

- **GMR Policy on physical control of Company Stationery:** This policy is framed for maintenance and control of the company's stationery and is available on our website (https://investor.gmrinfra.com/pdf/GIL_Policy on Disclosure of Material Events_SS.pdf).

- **Policy on Business Responsibility:** The Business Responsibility Policy is framed pursuant to Regulation 34 (2) (f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements), Regulations, 2015 ("SEBI LODR") read with SEBI circular no. CIR/CFD/CMD/10/2015 dated November 04, 2015, governing provisions related to the Business Responsibility Report. This policy of the company is a compilation of 9 policies framed on the basis of the principles of National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business published by the Ministry of Corporate Affairs. This policy is available on our website (https://investor.gmrinfra.com/pdf/Annex 3_GIL BRR Policy.pdf).

- **Policy on disclosure of Material events and information:** This policy is framed for the purpose of systematic identification, categorization, review, disclosure and updation on website the details of information / events which may have a bearing on the performance of the company, and which may materially affect the share prices of the company. The policy is available on our website (https://investor.gmrinfra.com/pdf/GIL_Policy on Disclosure of Material Events_SS.pdf).

- **Policy against sexual harassment:** We are committed to providing an environment free of discrimination, and sexual harassment wherein employees are treated fairly and equally. Sexual harassment is a criminal and intolerable act that cannot be condoned under any circumstances. Sexual harassment complaints are treated seriously and promptly, with due regard to confidentiality. Disciplinary action will be taken against anybody who violates this policy. Sexual harassment is unlawful in any work-related context, including conferences, work functions, business or field trips, and interactions with clients. During FY 2020-21, no incidents of sexual harassment or discrimination in the workplace were recorded. (https://www.gmrgroup.in/pdf/HR_Policy-GGIAL.pdf)

Financial Reporting

We, at GMR Group, publicly report on key business, financial and tax-related information for regions, subsidiaries, and business entities on an annual basis. The information is provided in the Annual Report and can be found on https://investor.gmrinfra.com/pdf/Annual Report 2020-21/1. GIL Annual Report 2021.pdf

RISK MANAGEMENT

As a leading infrastructure organization, that serves millions of people worldwide, our code of conduct sets the tone of our values for our organization. We believe that each employee's contribution in establishing our ethos of transparency is vital. Risks are inherent to our business and we consider them at different levels to make informed decisions. We assess various risks that relate to our strategic goals, performance, and compliance w.r.t the environmental, social and governance (ESG) priorities of the organization. Managing risks is critical to sound governance and building consistent and robust culture in risk management improves decision making and enhances outcomes and accountability. Our effective enterprise risk management model provides insights and transparency over material operation, change/growth, disruptive and emerging risks.

We have a robust risk management framework that details the requirements for identifying, managing, and monitoring any risk and uncertainty. This framework is the foundation for building the value of risk management, empowering people to effectively manage and / or leverage off uncertainty It further, provides guidance on managing different risks and opportunities and developing our strategic plans. The objective of our framework is to enhance decision making by 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 well defined roles and responsibilities of people and governance forums that enable consistent review of risks 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 in identifying potential threats, define a strategy for eliminating or reducing the impact of these threats and provide mechanism to monitor and evaluate the strategy once implemented. Traditionally, our approach to risk management was focused on strategic, operational, compliance and financial reporting, however as the world is changing dramatically with lot of uncertainty and globalization the risk culture needs to evolve accordingly. In order to meet the ever-evolving market dynamism we have also started incorporating environment, social and cyber security 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 formed based on the principles outlined in the Committee of Sponsoring Organizations of the Treadway Commission (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 manual. We also periodically provide training on the risk management principles to our employees and the agenda of the awareness sessions focuses on a) Meaning of 'Risk' and 'Risk Management', b) Introduction to Risk Concepts such as 'Gross vs Net risk', 'Risk vs Contributing Factors' etc. c) Risk Management aligned with various department's objectives and GMR's mission d) How employees can contribute towards Risk Management.

We have set a strong governance mechanism to monitor the implementation of our risk management framework, the Board is responsible to set the "tone at the top". For risk culture to be changed, leadership i.e. Board must be the driver of that change. Also, as per Section 134 (3) of the Companies Act, 2013, The Board of Directors has the overall responsibility for overseeing the framework for managing risks and the same has been effectively deployed by the Executive Management. On a semi-annually basis, the Risk Management Committee makes a presentation on updates to Top Risks to the Board of Directors.

The Board of Directors has delegated the task of overseeing the risk management tasks to the Risk Management Committee. Key responsibilities of the Risk Management Committee are:

- Evaluate the operation of the Risk Management programme.

- Review results of risk assessments prepared by the Executive Management; and

- Monitor results of risk management plan

- The day-to-day monitoring of ERM process is carried out by a Risk Committee which comprises of representatives from SPG, MAG, Operations, Finance and CSPD.

Responsibilities of Risk Committee:

- Periodic review of ERM & ESG framework

- Review results of Risk Management activities as reported by the Risk Owners

- Provide overall guidance related to the Risk Management processes across the company;

- Review the need for additional Risk Management related activities across the Company and assign responsibilities

- Presentation to Risk Management Committee and Board

- Execution – Each department has been assigned a 'Risk Champion' by Risk Management Committee who will be driving the risk management cycle for that department.

Reporting to Risk Committee and Steering Committee Assurance – The 'Management Assurance Group (MAG)' plays a significant role in providing assurance on ERM activities. The operating effectiveness of risk responses shall be periodically reviewed and validated by MAG as part of the Management Assurance plans. To enable MAG to effectively leverage the ERM output and vice versa.

DATA AND INFORMATION SECURITY

With the accelerated change in technological and digital solutions, the landscape of cyber and information security threats and vulnerabilities is also evolving and becoming increasingly prevalent.

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 bring with them cyber and other risks that are crucial to be addressed. The security of GMR information assets and the corresponding cyberspace is identified and mitigated by defining processes, implementing tools, and ensuring user awareness in relation to the size, scale, and nature of each individual business within GMR.

Our Information Security and Cyber Security policy provides the foundation of our cybersecurity program and GMR group devotes significant resources to protect and improve the security of the systems in place. It is a group policy and thus applies to all the business units of GMR, its subsidiaries, joint ventures, office locations and is confidential.

The policy also applies to employees, contractors, suppliers, vendors, service providers, partners, third parties and all personnel affiliated to external parties who have access to GMR's information and associated information systems. The policy also intends to respond to security incidents and comply with legislative, statutory, regulatory, legal, and contractual requirements.

Our commitment starts with the top management of the organization and includes every employee and thus we ensure they are well trained, educated, and aware of potential cybersecurity risks and the ways to respond or report them.

At GMR, a five-step methodology has been implemented for our IT and cybersecurity security measures and mitigations.:

Identify	Undertake appropriate activites to identify and manage security risks Conduct risk assessment every year and prioritize efforts
Protect	Develop and implement appropriate safeguards to services Identify control, processes, training and awareness and protective technology
Detect	Develop processes to identify anomalies in security Implement key activities to monitor and detect security event
Respond	Action against security event Communication, analysis, mitigation and improvements must be in place
Recover	Resilient planning must be in place to restore and recover information or services Communications must be in place

To ensure that all measures of IT and cybersecurity are in place support in different forms are ensured by the respective team:

Resource and Competenece	Resource must be available for establishing and implementing processes Competent personnel are assigned responsibilites
Awareness	Awareness on the requisite policy Contribution to its effectiveness and implications of non-compliance
Communication	Process of internal and external communication relevant to IT and cybersecurity processes
Documentation	Document details with title, time, author, reviewer to be available along with approval Protection of the document and its information

We have also identified a few quantifiable and actionable KPIs to evaluate the performance of the IT and cybersecurity policy. Further, the KPIs are identified based on the desired level of security, level of risk and preparedness against the identified risks.

Annual internal audits are conducted to ensure security processes of the GMR are in place.

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

The management at GMR group also periodically reviews the policy to assess the actions taken from previous preview, details of any security incidents and opportunities for improvement or changes required in the processes. Further, root cause analysis of non-conformance to security measures is also conducted by the teams as and when needed. The policy is reviewed and approved by the following members as and when needed:

Major change in the policy	IT Strategy Committee / Business Chairman / Board
Minor change in the policy	Group Chief Information Security Officer

The policy is supported by 17 sub-policies which cover the length and breadth of the operations and systems of the GMR group. Some of the policies have been listed here: management framework of IT and cybersecurity policy, HR security, asset management, access control, infrastructure and environment, operations, communications, supplier relationships, privacy, mobile and tele-computing, compliance among others.

Information security is vital and having a well-structured information security management system (ISMS) in

accordance with the international standards is ideal for an organization. It helps the organization to set up its foundation of a comprehensive security strategy that is both efficient and effective to deal with cybersecurity and cyber threats.

ISO/IEC 27001: 2013 is an ISO/IEC standard for management of information and IT systems. It enables us to manage the confidentiality, integrity, and availability of security of assets such as financial information, intellectual property, details of employees or any information entrusted by the third parties.

DIAL and GHIAL conform to the ISO 27001:2013. All the systems and approaches work in co-ordination and in a synergistic manner with appropriate security response to maintain a high level of security for our customer solutions.

Key initiatives and statistics

- There were **Zero security incidents / breaches** with any material impact that required reporting.

- **Bi-weekly communications** related to IT Security awareness are sent to all employees and third parties

- **Monthly instructor led IT Security training and awareness programmes** are conducted for all employees

- **Sample based phishing simulation** is twice a year

- Designed **Comprehensive groupwide cyber culture mission** program (to be launched by Nov'21)

- Institutionalized new **Group level Vulnerability Threat & Risk management program**

Key changes in ISMS post COVID-19 pandemic

- **Enhanced IT infrastructure** to be ready for **secure remote working**

- Greater focus on end point security

- Increase focus on user awareness

GMR uses a world-class 24*7 Security Operations Center to provide Managed Detection & Response capabilities to ensure quick and effective detection and response to information and cyber security incidents in the environment. Also, Company has 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.

In addition to GMR Cyber Security program level controls, other notable key measures in place to secure this information are:

1. Airport systems host information in a secure data center.

2. Airport systems are not exposed to the internet. Required online services are provisioned through a secure layered architecture that includes DMZ, firewall, IPS/IDS, proxy, WAF, and VPN.

3. Strong access management include privilege access and management controls

4. Periodic Vulnerability Assessment and Penetration Testing of the environment and remediation are performed.

5. Specialized Data Leakage Prevention mechanisms are in place, where applicable.

6. There is additional 24*7 online brand monitoring in place for online brand protection.

Cybersecurity Awareness celebrated in the month of October

ENVIRONMENTAL POLICY & MANAGEMENT SYSTEMS

Environmental management is an important aspect of our corporate strategy, as it translates to our credibility and long-term sustainability. While developing our policies and procedures, EMS enables us to consider legal requirements, our responsibilities as a corporate citizen, and the environmental impact of our activities. GMR is committed to going "Beyond Compliance," which means staying ahead of all applicable environmental statutory standards while also promoting the health and safety of our workers and surrounding communities.

The fundamental aim of EMS is to strengthen the economic and environmental performance of our assets and operations through the implementation and monitoring of green and best practices. At GMR, we have a group level EHSQ (Environmental, Health, Safety and Quality) Policy which governs our operations in line with corporate sustainability. The key objectives of our policy are:

- Implement and maintain an integrated EHSQ management system to achieve sustainable performance

- Adopt and sustain a Business Excellence framework for continuous improvement of business operations

- Protect the environment, conserve natural resources, minimize energy consumption, improve occupational health and safety performance, and mitigate risks by adopting optimal production processes and services, driven by environmentally friendly technologies

- Adhere to and strive to exceed all applicable legal and regulatory requirements

- Strive to continuously achieve the satisfaction of all stakeholders through contributions to social development

NOTEWORTHY ACHIEVEMENTS

- DIAL became Asia Pacific's first Level 4+ (Transition) accredited airport and Second airport globally under ACI's Airport Carbon Accreditation program

- DIAL T3 – First IGBC LEED certified NC building – GOLD IGBC Platinum rated existing building

- DIAL– First airport in the World to be certified ISO 50001: 2011

- GHIAL awarded Level 3+ Neutrality status under ACI's Airport Carbon Accreditation program

- GHIAL has been awarded with the Silver rating in 'Leadership in Energy and Environmental Design' (LEED) certification in the year 2008 by the US Green Building Council

- Effectively communicate the EHSQ system throughout the organization; create awareness; and increase the competency of all employees through training

- Establish a specific organizational structure for the purpose of facilitating guidance, implementation, and regular review of the EHSQ management system.

We have created a comprehensive asset level EHSQ policies for the airports based on the principles set out in the group policy.

Both assets are certified with ISO 14001:2015, and to ensure compliance with it, we have formulated an internal auditing team along with an external auditing team. The internal auditing team comprises of specially trained internal auditors and a lead auditor who review our compliance with ISO 14001 on a regular basis, whereas the external audit happens once a year. No instances of environmental non-compliance were reported during FY 2020-21.

Our ISO certifications

Our governance structure outlines specific roles, responsibilities, and oversight for management of our overall environmental performance and desired achievement at all levels. Periodic reviews of environmental compliance are conducted by the corporate steering group. We have a comprehensive online monitoring and compliance management system in place to enable an efficient review of environmental compliance by senior leadership as well as departmental heads during monthly review. We use an e-tool called "Legatrix" to keep track of all the compliance that are being implemented at all of our project sites.

Both assets are certified with ISO 14001:2015, and to ensure compliance with it, we have formulated an internal auditing team along with an external auditing team. The internal auditing team comprises of specially trained internal auditors and a lead auditor who review our compliance with ISO 14001 on a regular basis, whereas the external audit happens once a year. No instances of environmental non-compliance were reported during FY 2020-21.

We are in process of integrating and introducing an e-tool for EHS, sustainability, and compliance management that has automated modules for data analysis.

WATER STEWARDSHIP

We understand the value of water as a commodity. Mankind relies on water and thus we are committed to the responsible management and conservation of water resources. We understand that water is a resource that is critical for advancement of economy, communities and even biodiversity. Majority of the country is under water stress which has aggravated over the last few decades due to changes in rainfall pattern and local weather conditions, a consequence of climate change. According to Aqueduct Water Risk Atlas released by the World Resources Institute (WRI) India ranks 13th among 17 countries facing extremely high-water stress . Hence, we believe water management and its efficient use is the need of the hour. We have adopted the below approach to integrate water sustainability into our long term business model.

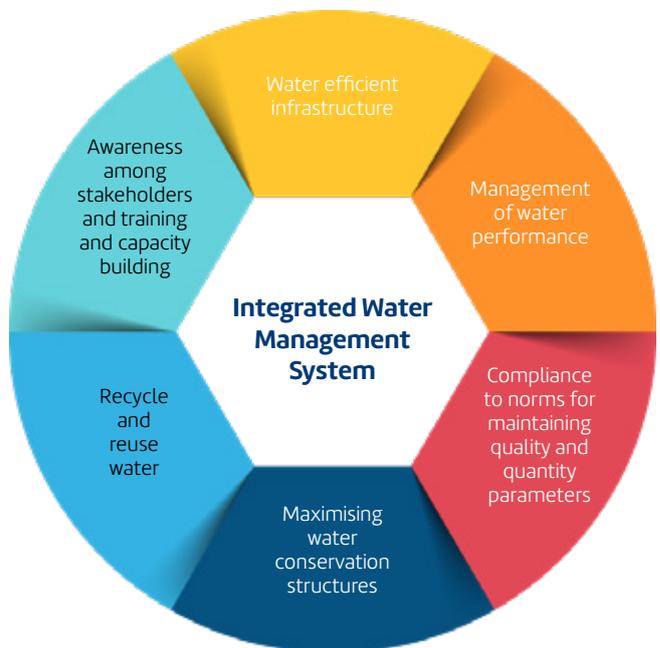| Review	Reduce
Replenish	Reuse & Recycle

Made significant measures to preserve water or minimize its usage in our construction and operations and maintenance sites, taking into consideration the long-term viability of this resource.

To achieve water resiliency, it is important to use innovative strategies and technologies. In our endeavor to address water conservation we adopted best measures and practices to save and reuse water and at the same time train our employees to manage water efficiently.

Further both the airports are 'Zero Liquid Discharge' airports, and the water is treated at the STP of the airports. All the water that is treated at the STP is reused in the airport premises.

While the total wastewater generated in both the operating airports are treated and reused completely, there is a small percentage of loss during transportation, distribution or

due to evaporation. For DIAL, the volume of water reused is more than the total water generated because of water storage in the reservoir from preceding year.

Our approach to water sustainability is multi-pronged with continuous monitoring and evaluation mechanism in place.

Integrated Water Management System

- Water efficient infrastructure
- Management of water performance
- Compliance to norms for maintaining quality and quantity parameters
- Maximising water conservation structures
- Recycle and reuse water
- Awareness among stakeholders and training and capacity building

Water management that is responsible while also decreasing costs of operations and increasing efficiency is a critical component of our sustainability approach. We have been awarded and recognized by several institutions for taking innovative measures to manage water efficiently in our operations.

Some of the key measures that we have taken to conserve and save water are:

- Rainwater harvesting
- Water Treatment Plant
- Water Efficient Fixtures
- Sewge Treatment Plant
- Landscape and irrigation systems
- Water balance study to identify unbalance
- Use of technology to identify leakages in pipes

AWARDS

- DIAL received National Water Award from Ministry of Jal Shakti for its efforts in water National Water Award conservation, RWH and recycling
- GHIAL received ACI Asia-Pacific Green Airports Platinum Award 2020 for efficiency in water management practices

- DIAL has a **16.6 MLD Zero Discharge** STP. Treated water used for flushing, horticulture, HVAC management
- GHIAL has **2 STPs (925 KLD each)** in-house to treat sewage. Commissioned additional **1350 KLD** to augment existing capacity
- Both DIAL and GHIAL have rainwater harvesting structures in place

As an organization, we have realized that an all-encompassing approach to water has provided us with business benefits, mitigated our risks over time and had deeper impacts on our social, environmental and business value.

Saving water: For reducing water consumption at our sites, GMR group has built in-house STPs at our airports where the treated water is used for flushing and irrigation, HVAC purposes. The landscaping at the airport premises is irrigated with treated wastewater. To utilize the treated water efficiently, we use water conserving irrigation system which is an automatic pipeline network around the airport.

We ensure that the treated water quality is according to the mandated standards.

- At GHIAL airport, the storm water is collected in a holding tank (135000 KL). The overflow is then collected in a detention tank.
- The water is then pumped in the rainwater recharge wells in the eastern side of the airport.
- Recharging the aquifers helps in water table augmentation through which the surrounding areas meet their water demands

Conserving water: At GMR group, implementation of rainwater harvesting structures (RWH) is integrated with the drainage plan of the respective project site. This is included during our project planning and designing phase based on various parameters. The parameters that are accounted for RWH design are rainfall, run off coefficient, recharge potential and existing groundwater table of the selected area.

Wastewater treatment unit at GHIAL

WASTE REDUCTION AND MANAGEMENT

At GMR, we are committed to reducing and recycling the waste in line with the objectives of our environmental management system and resource optimization strategy. We ensure best waste management practices are in place for the waste that is generated. The objective at GMR is not just to reduce waste due to regulatory obligations, but to act as a responsible corporate so that the waste generated has minimal impact on the environment.

Waste management is also correlated to hygiene while for the airport operations it also ensures birds and animals strikes are avoided as they are attracted by the wastes around the premises.

Types of waste generated from our operations include Municipal Solid Waste (MSW), Hazardous Waste (HW), E-waste, Construction and Demolition (C&D) Waste. We follow the Standard Operating Procedure for different types of waste streams for their management. All the waste generation sources, collection, storage and disposal are mapped according to the regulatory guidelines while the airport operations also believe in creating wealth from waste.

- DIAL has received ACI Green Airport silver level recognition in the year 2018 for waste management initiatives.
- DIAL has adopted CII-GBC Green Company Framework and has achieved Platinum rating for environmental excellence
- GHIAL awarded Green Airport 2017 Gold by Airports Council International

Source of waste

Waste from aircraft

- Passenger waste
- Waste from food outlets
- Waste generated from canteens
- Waste generated by stakeholders
- Waste from office area
- Waste from aircraft repair and maintenance

Waste Management at DIAL and GHIAL

For managing wastes of different streams, two bin system have been introduced across the entire airport infrastructure while at key locations four bin system have been introduced for segregating paper, plastic, glass/cans and food waste. Plastic, paper, and metal wastes are recycled while the hazardous waste, e-waste is handed over to authorized agencies for disposal or storage. Similarly, battery wastes are stored in a designated place and handed over to authorized dealers on buy back mechanism basis. For biomedical waste, color coded segregation is done and are sent to authorized agencies for disposal within 48 hours. Food waste is a major type of waste generated and are sent to an authorized composting plant and the compost is used for landscaping and fuel feed for energy generation.

For DIAL, 540 tonnes of biodegradable and 373 tonnes of recyclable waste was generated in FY 2020-21 from DIAL operations. This includes paper, plastic, wood, glass, food waste. The average recycling rate for this waste is 62%. 19.6 KL , of lube oil was generated from our site which is hazardous in nature, while 0.7 tonnes of E-waste was generated in FY 2020-21. Hazardous waste, E-waste, battery waste, construction and demolition waste, and biomedical waste are managed as per the government's legal framework. No waste is directed to disposal while all of dry waste is recycled and reused. All the waste generated is thus diverted from the landfills.

DIAL has adopted a 4R (Reduce, Reuse, Recycle and Recover) strategy for effective waste management at IGI Airport. To further enhance the sustainability of waste management, DIAL is currently developing an Integrated Solid Waste Management Centre (ISWMC) consisting material recovery facility, biogas plant etc. within IGI Airport, which is expected to be commissioned within FY 2022.

For GHIAL, recyclable and biodegradable waste generated in FY 2020-21 was 79 and 1245 tonnes respectively. The hazardous waste generated from lube oil was 16.56 tonnes while no E-waste was generated. The liquid and solid waste such as used oil, plastic is directed offsite for disposal based on regulatory and statutory disposal methods. No waste is directed to disposal while all of dry waste is recycled and reused. All the waste generated is thus diverted from the landfills.

Type of waste generated	DIAL (tonnes)	GHIAL (tonnes)
Dry Waste (recyclable)	373	79
Wet Waste (bio-degradable)	540	1245
Hazardous waste*	16.18	16.56
E-waste	0.7	0

*19.6 KL of lube oil value is shown tonnes (density of lube oil taken as 823kg/m3).

We have also launched several employee engagement initiatives on waste management to increase awareness and reduce the amount of waste being generated. Waste to wealth programs is also being promoted among the employees.

Key initiatives taken by the airports for waste management in accordance with 3R principles

- MSW, HW, E-waste is handled by our operations as per regulations

- The airport operations have a stringent and robust process to manage Bio-medical waste. Additional care was taken this FY to dispose COVID PPE waste used and discarded by staff and passengers.

- DIAL is single use plastic (SUP) free airport and was certified by CII- ITC CESD.

- DIAL has implemented paper recycling programme for paper waste generated from office and administrative area

- At GHIAL airport, the food waste is decomposed through an organic waste convertor. The compost meets 100% of the total fertilizer requirement for airport greening. Excess food waste is handed over to an authorized agency for converting it to RDF, to be used for boiler combustion

- GHIAL has implemented a robust and stringent 'Bio-medical waste management process' with an emphasize on careful and efficient collection and disposal of Covid PPE waste used by the passengers and airport staff.

CLIMATE CHANGE AND ENERGY

Climate change is the biggest environmental treat being faced by the humanity at large. It poses a varied level of challenges to businesses irrespective of its size and nature. At GMR Group we have adopted a proactive approach to address the climate change concerns. We acknowledge that strategic interventions are required to slow down climate change. In line with this, we have adopted a comprehensive strategy for emissions reduction. We constantly monitor, regulate, and mitigate our emissions in order to reduce our carbon footprint and the risks associated with it. To achieve our group's vision and goal, we formulated an environment policy that commits us to work towards emission reductions. We also adhere to all the applicable national and regional regulations governing energy use.

We are focusing our endeavors on improved resource efficiency, use of alternate sources of energy, regular process improvement, operational improvements, and the integration of smart and innovative technologies. We have also adopted automation and digitization to ensure further resource optimization.

Our holistic approach to sustainable business planning has helped us achieve a balance between social, economic, and environmental aspects. In order to address climate change concerns and effective management of GHGs, both the airports have adopted the ACI's Airport Carbon Accreditation Program. This is the only globally recognized carbon emission reduction program for airports. The programme is also recognized by ICAO and UNFCCC.

In 2020, Delhi Airport has become Asia Pacific's first Level 4+ (Transition) accredited airport, which is the highest level under the Airport Carbon Accreditation (ACA) Program. This indicates, after meeting neutrality requirements, DIAL has also aligned its emission reduction objectives in line with IPCC's 1.5-degree scenario. DIAL is currently working towards making IGIA "Net Zero Carbon Emission Airport" by 2030.

Under the ACA program, GHIAL is currently at Level 3+ (Neutrality) under this program and has adopted a target to become "Net Zero Carbon Emission Airport" by 2050.

Both the airports have very robust and comprehensive GHG emission inventories. The GHG emission inventories of our airports are also certified under the ISO 14064 standard. The scope 1 & 2 emissions (tCO2) for the year 2020-21 are presented for this reporting cycle. For DIAL scope 2 there was no scope 2 emission as net electricity consumed by DIAL was sourced from renewable sources from 7.84 MW onsite solar PV and also from offsite sources through open access.

S.No.	Type of Emissions	DIAL (tCO2)	GHIAL (tCO2)
1	Scope 1	1934	689.36
2	Scope 2	0	155,27.41

Some of the key climate action adopted by GMR Airports are :

Green Infrastructure Program

Our Airports have adopted Green Infrastructure programs for ensuring integrating of Green Building concepts in all the new as well as existing infrastructures, Our Airports have adopted green building standards such as LEED and IGBC.

- Terminal 3 of Delhi Airport is LEED Gold (new construction) and IGBC Platinum (existing building) rated.

- The Terminal 3 and its electrical distribution system are certified under PEER (Platinum rated) certification.

- The terminal building of Hyderabad Airport is LEED Silver (new construction) rated.

- Under the current ongoing airport expansion work at both Delhi (Terminal 1) and Hyderabad, the terminal buildings are being renovated as per LEED standards.

Energy Management

We recognize that conserving energy minimizes both our costs and our carbon footprint. At GMR, we conserve energy via increasing the energy productivity of our operations. We have adopted Energy Management Systems as per ISO 50001:2018 at our airports. One of our key focus areas is to develop and operate resource-efficient infrastructures.

We have implemented several advanced technologies such as Building Management Systems, highly efficient HVAC & lighting systems, Lighting Control & Monitoring System (LCMS), VFD & VVFDS, state-of-the-art vertical and horizontal transmission systems, advanced baggage handling systems etc.

The total energy (RE and Non-RE) consumption at DIAL is 1,67,691 MWh which includes grid electricity, onsite solar energy plant, open access RE. More than 90% of the energy consumed is RE, while 65,311 MWh of energy is recovered by us; the Scope 2 emissions of DIAL is 0 tCO2.

Total Energy Consumption:

S.No.	Source	Energy Consumed (DIAL)	Energy Consumed (GHIAL)
1	Non-renewable (MWh)	15,354	69,011
1 a	Diesel (KL)	285	1,79,620
1 b	Petrol (KL)	25	1,350
2	Renewable (Solar and Open Access) (MWh)	1,52,220	22

The total energy (RE and Non-RE) consumption at DIAL is 167691 MWh which includes grid electricity, onsite solar energy plant, open access RE. More than 90% of the energy consumed is RE, while 65,311 MWh of energy is recovered by us; the Scope 2 emissions of DIAL is 0 tCO2.

Snapshot of Energy Efficiency Initiatives:

S.No	Energy Efficiency Initiatives
1.	Energy efficient HVAC & Chiller system
2.	Installation of solar energy plant
3.	UNFCCC's CDM registration for Energy Efficiency project in Terminal 3, DIAL
4.	Integrated Building Management System (IBMS)
5.	Efficient lighting & daylight harvesting
6.	Efficient baggage handling system
7.	VVVFD (Variable Voltage Variable Frequency Drives) in Travellators and Escalators

Renewable Energy Program

We are also focusing on developing and utilization of renewable electricity through onsite and offsite sources. The current onsite solar power capacity of DIAL is 7.84 MW and also uses offsite renewable energy through open access. DIAL has also signed a long term PPA with hydro power producer to source zero emission based electricity. GHIAL has commissioned 10 MW of solar power capacity within the airport and are exploring opportunities to further enhance onsite renewable energy capacity to increase the share of RE in the energy mix. The total energy (RE and Non-RE) consumption at DIAL is 167691 MWh which includes grid electricity, onsite solar energy plant, renewable energy based electricity purchased through open access through RE. More than 90% of the gross electricity consumed by Delhi Airport was sourced from renewable sources in the year 2020-21.

Solar plant at DIAL

In addition to the 7.84 MW solar plant installed by DIAL, it's collaboration with stakeholders also resulted in cargo terminal operators setting up a 5.3 MW rooftop solar plant to generate green energy and contribute towards emission reduction. In addition to this, all the flight catering units operating at Delhi Airport also have solar panels to generate electricity as well as solar water heating systems.

Operational Excellence Measures

The group works in a collaborative manner involving all the relevant stakeholders to address the carbon emission issues at the airports. Both DIAL and GHIAL are working closely with ATC, airlines, ground handling agencies, as well as other stakeholders to improve overall operational efficiency and reduce fuel consumption and emissions. Both airports have adopted operational improvement measures such as Airport Collaborative Decision Making (A-CDM) to reduce holding time and delays and have saved significant amounts of emissions by avoiding unnecessary fuel burning.

Low Emission Technologies

DIAL and GHIAL have started using electric vehicles to avoid consumption of petrol and diesel fuel in collaboration with stakeholders. In addition to this, DIAL has installed Bridge Mounted Equipment (BME) such as Fixed Electrical Ground Power (FEGP) and Pre-Conditioned Air (PCA) supplies to eliminate the use of Auxiliary Power Units (APU) in aircraft. The development of fuel hydrant systems at Delhi Airport has resulted in the elimination of emissions created by oil tankers used for filling up fuel in aircraft at both airports. Similar initiatives are also being planned at GHIAL under the ongoing expansion project.

DIAL has adopted TaxiBots for green taxiing of aircraft at Delhi Airport. According to estimations, the use of TaxiBots at Delhi Airport reduces CO_2 emissions by 530 tCO2/aircraft/taxi. DIAL has also adopted multi-modal connectivity for reducing vehicle emissions. As part of multi-modal connectivity, all three terminals of Delhi Airport are connected by metro as well as public bus services.

Sustainable taxing of aircraft with Taxibot

Other emissions: At GMR, air quality is regularly monitored, and several preventative measures have been implemented at our offices and sites. We remain committed towards monitoring, controlling, and mitigating air emissions at all operation sites. At all times, strict adherence to environmental regulations and other stipulated conditions is ensured, and proactive steps are taken in implementing improvement systems and procedures to avoid any negative impacts on the ecosystem and local communities.

BIODIVERSITY AND LAND–USE

For managing biodiversity, we have developed huge landscape area in both the operating airports at Delhi and Hyderabad. The plant or tree species which are part of the landscaping are mostly native to the geography and are selected in a manner that they reduce air, water, or soil pollution or absorb noise to a large extent, low maintenance, has high resilience.

Key Initiatives of different sectors

DIAL

- As part of "mega tree plantation drive" DIAL has planted more than 3000 trees within the airport boundary in the current reporting period and is planning to add another 3000 trees shortly.

- Prior to this, DIAL has planted more than 19,000 trees around various water bodies in New Delhi. The entire landscaping is irrigated with treated wastewater through drip irrigation and automatic water efficient, water dispensing system.

- More than 120 acres of landscape area has been developed and the entire area is fed with recycled water through highly efficient drip irrigation and sprinkler system.

- Developed an in house nursery spread over an area of approximately 10 acres land.

GHIAL

- 677 acres of green belt area has been developed; 17 acres of nurseries have been developed

- Water pollution control – some species can remove some pollutants from water. Example copper is absorbed by Chlorella vulgaris and zinc by Typha latifolia, chromium by Salvinia nudans.

Apart from this, we have adopted multiple wildlife management and conservation techniques to minimize the risk of bird strikes and improve the overall safety at the airport. This is done in accordance with the DGCA guidelines. Bird /wildlife aircraft strike hazard management (BASHM) is an important airside operation of DIAL and GHIAL to prevent collision of aircraft with wildlife or bird. Several measures such as visual, olfactory, acoustic methods are taken to move them away from areas of threat near the airport operations and in many cases are relocated or rehabilitated in compliance with laws of protected species.

Wastes are a major attractant for birds and animals. To control this, several State and Central Level Committees including Airfield Environment Management Committee (AEMC) and National Bird Control Committee (NBCC) have been constituted to improve the environment by enforcing various laws including the Aircraft Rules and Municipal Solid Waste Management Rules around the airport, with adequate support of the civic agencies. AEMC audits are conducted for waste management regularly and the findings are shared with civic agencies for necessary support and better waste management conditions.

With these initiatives, our airports continues to focus on biodiversity management and also to ensure safe and secure airport operation in line with aviation specific national and international regulations.

Mega tree plantation drive at IGIA

Green cover at
GMR Hyderabad Airport

Green cover at GMR Delhi Airport

AIRCRAFT NOISE MANAGEMENT

Noise is a material issue for the entire aviation industry. The sources of noise in an airport are mainly from aircraft fleet and local meteorological conditions. The aircraft type and the engine, friction and wind shear on the airframe during dynamic conditions are contributing factors to noise in the aviation industry.

With advancement in research and development, modern aircrafts have become quieter over the past years and several measures have been implemented to manage air traffic effectively to reduce noise at source of operations. Further, airports have started adopting Balanced Approach measures as advised by International Civil Aviation Organization (ICAO) to reduce noise pollution.

GMR has implemented several measures along with stakeholders such as Director General of Civil Aviation (DGCA), Air Traffic Controller (ATC), Airport Authority of India (AAI) and Central Pollution Control Board (CPCB) to mitigate aircraft noise.

Some key measures adopted by both DIAL and GHIAL to manage aircraft noise are: –

- Restriction on ground run-up of aircraft engines

- Limitation on the use of reverse thrust

- Restriction on use of auxiliary power unit (APU) and ground power unit (GPU) and installation of fixed electrical ground power (FEGP) at terminals

- Continuous descent approach

- Continuous aircraft noise monitoring around the airport and at all approach and departure runways funnels.

- Airport noise mapping

Apart from this, DIAL is also implementing the below additional measures–

- Restriction on operation of aircraft during night period

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

- Development of noise barrier for some runways

- Noise complaint and redressal system.

RESPONSIBLE SOURCING AND PROCUREMENT

GMR Group and its subsidiaries are involved in the creation and operation of world-class assets for the country. We collaborate with a large number of ecosystem partners, mainly suppliers and contractors, to assist the business achieve its goal of developing and operating world-class assets. As part of our emphasis on business responsibility in regard to our ecosystem partners, such as suppliers and contractors, we concentrate on and drive the execution of the following actions:

Strengthening our procurement process's governance and transparency: Suppliers and contractors with whom we engage into a contractual relationship through a contract or purchase order (PO), it is considered that they have understood all the terms of PO including the company's supplier code of conduct and business ethics standards. We have a dedicated whistleblower policy and ethical governance hotline that assists in resolving any complaints or problems, whether they are linked to supplier/ contractor behavior or non-compliance with established ethics standards.

Ensuring a secure working environment: Health, Safety, and the Environment (HSE) are critical enablers for our suppliers/contractors to perform and satisfy contractual obligations without endangering their workers. To do this, a dedicated HSE policy, guideline, and governance mechanism is developed, agreed upon, and implemented for each of the major contracts with substantial human effect. Each operational asset or project is subjected to a systematic governance review based on specified HSE indicators, and any breach is investigated, and necessary action is taken in accordance with all relevant regulations through effective contractual terms and conditions.

Supplier/ contractor Employee statutory welfare measures: We operate and engage suppliers/ contractors who, in turn, must deploy a significant number of their employees for our operations/ projects. As part of the supplier/ contractor onboarding process, a dedicated awareness training and session on employee statutory compliance requirements, guidelines, and measures is conducted with the assistance of the company's Industrial Relations team. To ensure that necessary statutory dues such as ESI/PF are paid to our suppliers / contractors' employees on time, all supplier/ contractor invoices that have services personnel deployed for our operations are subjected to a dedicated and separate review of such statutory compliances before the supplier/ contractor invoices are processed for payment. As per the SOP, the vendor is blacklisted for future business in case of Ethical issues. For the contractual defaults on regular basis, the vendor is blocked and may be reconsidered for business purpose after 3 years in line with SOP.

Contractors/ vendors, Service providers and Joint Venture (JVs), are covered by the "Suppliers and Vendors Code of Conduct and Business Ethics" which stipulate rules relating to bribery & corruption. This Policy is intended to strengthen transparent business governance across the Company and the Group. All bidders, vendors etc. must sign in the Supplier Code of Conduct before entering a contract with the GMR group.

Suppliers were screened on the following social criteria:

- Clean and safe facilities
- Minimum wages
- Working hours (allowing at least one day off per week)
- Health and safety practices
- Non-discrimination
- Freedom of association and collective bargaining
- Humane treatment and prevention of harassment or abuse
- Prohibition of child labor
- Prohibition of forced or compulsory labor
- Collective bargaining
- Business ethics (including corruption, extortion, embezzlement, conflict of interest, bribery, excessive gift giving, disclosure of information, intellectual property, fair business advertising and competition, privacy and non-retaliation.)
- Conflict minerals

We assess our suppliers for potential negative social impacts in 2020. GMR group is working to drive supplier improvement in Quality and EHS with suppliers.

Suppliers are screened on the following environmental criteria:

- Environmental management systems
- Pollution prevention and resource reduction
- Solid waste management
- Hazardous substances management
- Environmental permits
- Air emissions monitoring and management
- Water management
- Energy consumption and GHG emissions

SAFETY AS A VALUE

GMR group strongly believes in zero harm to its employees and allied workforce working across all its locations, operations, and services. Our goal is Zero accident and Zero Environmental incidents". Our aim is to achieve an injury-free workplace without any distinction between the regular and contractual staff. To achieve this, we have established a strong health and safety culture in the organization by implementing the Group Environment, Health, Safety and Quality (EHSQ) policy.

The policy is communicated to all concerned in the organization via our internal communication channels, meetings, notice boards and is also displayed at all prominent places across all project sites. There is a very low risk associated with health and safety in our operations, but we have a well formulated Health and Safety system at place. Strategic leaders from the EHS department are responsible for the overall implementation of the ESMS at both corporate and project level. During construction and operation phase the responsibility of safeguarding safety of the employees and workers lies on the EHS officer who reports to EHS manager. The EHS manager reports to the EHS Corporate head.

Our organization is driven by technology, but we consider our employees as asset. We have developed comprehensive programs to focus on employee health and wellness and for their overall safety which has also been extended to all our employees irrespective of their type of employment and to all our workplaces. Our constant commitment towards integrating safety in all our work operations is the core of our values. We have developed our employee health and safety policy based on the cardinal principles adopted by the leading players of this field. GMR group has a structured health management system and a systemic process to identify risks, hazards, and studies measures to reduce or mitigate them which has also become a cornerstone to attract and retain talent. We have a well-established procedure for accident, incident and near miss reporting. We are ISO 45001 certified which further facilitates improved health and safety of employees and minimizes OHS related risks.

Risk Minimization methods adopted

•   Hazard Identification & Risk Assessment (HIRA) is carried out for all our site activities during construction and O&M phases. It helps to recognize and control hazards before harm occurs. It is also a reliable method of raising awareness among employees and training them. HIRA also helps to set risk management standards, based on acceptable safe practices.

•   Safety Induction: Initial induction meeting to familiarize the personnel with the site specific EHS rules and regulations. This includes EHS&S policy, procedures, emergency evacuation, reporting, access, etc.

•   Permit to Work (PTW) System: PTW is used to authorize certain people to carry out specific work, at certain times and dates. It also sets out the risks of the job and the main precautions required to complete the job safely.

•   Toolbox Talk (TBT): TBT is used to enhance communication between workers and supervisors resulting in increased awareness between all members.

•   EHS officer is deputed at site for day-to-day supervision, monitoring and reporting of E&S requirements as per ESMS. Further, EHS officer must submit daily/monthly reports and also maintain records of Incident/ accident reporting, PPE Inventory & Issuance, FFE Inventory, Toolbox talk, Fire Mock drill, Water consumption report, First aid maintenance format, Safe Man-hours reporting etc.

•   Compliance of E&S requirements is a part of contractors' agreement. Contractors' submit the EHS Plan before team mobilization.

•   Internal Audits are conducted by EHS&S Managers

•   Kaizen, 5S, Quality Management System for risk control programs and controls on OHS

We also study exogenous health risk factors which are not strictly due to work activities and develop strategies to reduce them. This FY we had focused on employee wellbeing from a different lens after the COVID outbreak to safeguard mental well-being of our employees too.

OHS health services and worker participation

Various types of services are provided to workers and employees to maintain their health and safety during work. Annual health checkup and internal medical health checkup before deployment at a project site is followed at GMR group. We maintain the confidentiality of the health information of workers and employees and the records are maintained with highest level of confidentiality with the EHSQ corporate team, HR, and doctor.

We circulate the agenda and minutes of all our EHS committee meetings attended by investors and corporate members. The action points are shared with all those concerned while workers are involved in the meetings at sites for preparedness of emergencies, or any other health incidents that may happen.

Safety practices, trainings for employees and key statistics

A major component of our health and safety management is training the staff and raising awareness to inculcate the basic practices of safety and wellbeing and to care for other employees. Regular HIRA training is being provided which reduces incidents in the workplace and helps in maintaining the safety culture. Extensive training is imparted amongst GMR Group & contractor employees on various topics as per the 'Training Calendar'. Training has been imparted accordingly and records are being maintained.

Further, continual training on various EHS aspects have played a major role in creating / enhancing Safety awareness. Mock Drills at regular intervals, Safety E-learning (virtual training started since March 2020), are some of the best practices followed across GMR group. During the year 2020- 2021, majorly several trainings have been imparted covering different E&S aspects.

At GMR group we foster a culture and environment where we put health, safety, and wellbeing first, and we are continually looking at ways in which we can strengthen our existing processes and training programs.

- Safe man hours: **24.68 million hours**

- Number of trainings: 5936 (1713 for DIAL and 4223 for GHIAL employees)

- 100% of the workforce trained in the FY 2020-21 (cumulative)

- 10,323 hazards were identified and were mitigated or rectified

TYPES OF TRAINING IMPARTED TO EMPLOYEES	
• Safety induction training	• Work at height
• PPE use	• Material handling
• Health & hygiene	• Traffic safety
• First aid	• PTW and LOTO safety
• Fire safety	• Job safety analysis
• PPE	• COVID-19 prevention

DIAL achieved the ACI Airport Health Accreditation ("AHA") in recognition of its efforts towards safety of airport passengers and all the personnel working at the airport

At GMR, occupational health and safety impacts are adequately prevented and mitigated through intensive training, mock drills, audit, regular inspections and best safety practices adopted at workplace. The occupation health and safety management system at GMR is not based on any legal requirement. We at GMR also celebrate National Safety Day/Week campaign every year in the month of March to spread awareness among the employees and workers at asset level on how to get prevented from the accidents by exhibiting widespread safety awareness programs. We also monitor KPIs such as workforce health, workforce Safety leading and lagging indicators monthly.

Inspections and Audits

To ensure the health and safety practices are adhered to according to the defined policy inspections are carried out at all locations regularly to avoid lapses. The risks are assessed, incidents and accidents are tracked, and corrective actions are taken. In case of any unforeseen circumstances standard root cause analysis are done and reports are submitted to the decision-making authority within a stipulated time. Total 29 HSE audits were conducted for the airports. Steps are also taken in this regard to ensure safety targets are met and precautions are taken. Both internal and external audits are conducted at all our sites as a norm to meet the highest standards of practices put in place and to improve on the employee wellbeing and their expectations.

Reporting Health and Safety Incidents

To enhance safe working culture and prompt reporting an online portal has been formulated. A safety incident management (SIM) report can also be rasied on the portal. Issues can also be reported on an email id for swift reporting and actions. This FY no fatalities were reported at any of the airport operations.

EMPLOYEE AND CUSTOMER RELATIONSHIP

Our People

At GMR, we are certain that our employees are the backbone of our company and the driving force behind its success and fulfillment of its goals. They are the most critical resource for achieving our company's commitments while also pursuing their own professional ambitions. During FY 2020–21, a total of 9,569 people were employed at DIAL and GHIAL.

Number of employees	
No. of male employees (permanent full-time)	1,858
No. of female employees (permanent full-time)	278
No. of male employees (contractual)	6,728
No. of female employees (contractual)	705
Total number of male employees	8,586
Total number of female employees	983
Total number of employees	9,569

Position-wise employees

Senior Management (95)
Middle Management (309)
Junior Management (1732)
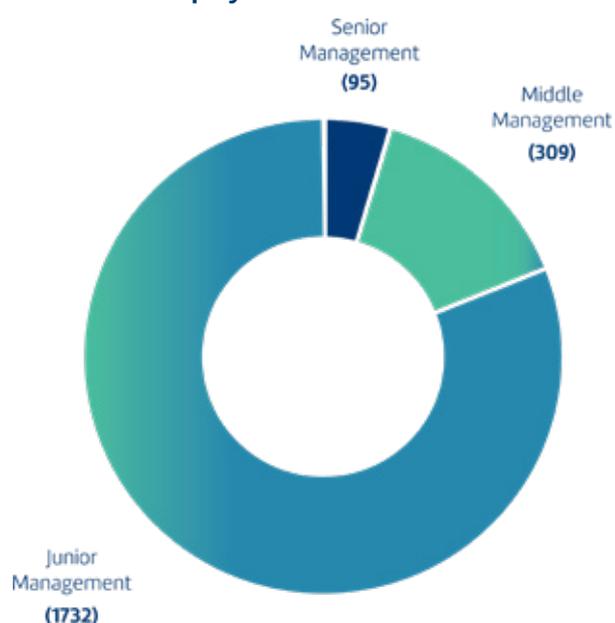
To maintain an inclusive and productive environment in the workplace, we promote employee diversity across genders, age groups, and management levels. We hire employees irrespective of gender, age, race, ethnicity or geographical preference, as they bring different perspectives and expertise to the table.

At GMR, the remuneration of employees is based on their experience, capabilities, role, and does not include any gender bias. We also ensure applicants or employees with special needs are not left behind and are recruited or assigned responsibilities based on skills to ensure inclusivity.

Employee performance management

We believe that continual learning and frequent performance evaluations are critical not just for individual career progression but also for the broader growth of the firm. Human resources are critical in this endeavor, since they ensure the implementation of key strategic decisions. Our human resources staff makes sure that no employee is left behind and has introduced several initiatives to accommodate their requirements and expectations. We believe in excellence and therefore provide an atmosphere that fosters employee growth while also meeting the needs of new business possibilities.

At GMR, we use a Performance Management Process (PMP) to maximize employee performance. Our PMP's primary goal is to keep our employees motivated and engaged at work. This strategy allows us to remain engaged, offer opportunities for growth for our workers, and maintain a laser-like focus on strengthening the internal control process for transparency. We interact with all of our employees on a regular basis, across hierarchies and companies, to ascertain their developmental requirements. This enables us to develop future leaders.

We at GMR also undertake several employee engagement activities to promote peer-to-peer learning and interaction, enhance cultural diversity, and improve the well-being of employees. These activities are planned throughout the year to promote work-life balance.

Allowances: Performance Incentive, Variable Pay, Conveyance Allowance, Employee Allowance

Our HR teams work closely with our employees and ensures that complaints of employee grievance, POSH or other difficulties faced by employees at workplace are recorded and addressed.

We also ensure that the grievances, complaints are kept anonymous as per our policy and transparency is maintained while taking actions.

We also have committees to oversee the difficulties and complaints of employees and or provide counselling if required.

- Number of complaints received on Employee Grievance: **Nil**

- Number of complaints received related to POSH: **Nil**

Parental Leave Benefit – FY 2020–21	
Maternity Leaves (26 weeks)	
DIAL	9 employees availed
GHIAL	2 employees availed
Total	**11 employees availed**
Paternity Leaves (3 days)	
DIAL	35 employees availed
GHIAL	6 employees availed
Total	**41 employees availed**

Employee Learning and Development

We have a separate centralized knowledge management team at GMR that continuously strives to identify the best practices being followed by peers that can be implemented at GMR. They also organize capacity-building and knowledge-transfer sessions for the employees by collaborating with internal and external subject experts. In addition, we have an online portal to monitor and support the training undertaken by our permanent employees. This portal includes both mandatory and voluntary training modules, which can be completed by employees as per their interests. Some of the mandatory trainings include Risk Management, PoSH, and Ethics, which the employees go through on an annual basis. Training undertaken by the employees is one of the very significant KPIs considered during annual performance reviews.

Customer engagement

In this dynamic and fast-paced environment, and with changing customer needs, we are always on our tiptoes. For our services, we make sure to involve our customers and receive their feedback or address their complaints. They are available 24*7 through our online applications and support systems in multi-lingual mode.

To cater to the customers, we have placards and sign boards related to environmental management (waste, water) etc., health and safety and even regarding emergency responses. We ensure no customer feels left behind or faces challenges on our premises and have launched several initiatives to provide assistance on our premises that are friendly towards the elderly, children, and customers with special needs. We have also ensured retro fittings in our buildings to accommodate customers irrespective of age, gender and physical abilities. We have equipped the spaces with wheelchairs, washrooms, volunteer help and other amenities.

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

We are committed to strengthening our customer satisfaction and making both DIAL and GHIAL airports more user-friendly.

KEY HIGHLIGHTS

- Delhi Airport has won "Best Airport by Size and Region (over 40 Million Passengers Per Annum in Asia-Pacific)" for CY 2020. It has retained the best airport position in the highest category for three consecutive years–2018, 2019 and 2020 in the Asia-Pacific region.

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

- DIAL has been recognized with the ACI World's prestigious "Voice of Customer" recognition.

- GHIAL was awarded "Best Airport by Size and Region (15-25 Million Passengers Per Annum in the Asia-Pacific region")" for CY 2020

- In August 2020, Hyderabad Airport achieved the Airport Health Accreditation (AHA) from ACI and was among the first few airports in the Asia Pacific region to receive the ACI AHA certification.

- GHIAL has been recognized with ACI World's prestigious "Voice of Customer" recognition.

COMMUNITY ENGAGEMENT

CSR Approach

GMR Group believes that its responsibility goes beyond business gains. This translates into a deep sense of ownership and practice of the Social Responsibility concept. Adopting a bottom-up approach, the Group takes up long term initiatives with communities neighboring its businesses. GMR Varalakshmi Foundation (GMRVF), the Corporate Social Responsibility wing of the Group, develops innovative and locale-specific initiatives which span the areas of Education; Health, Hygiene & Sanitation; Empowerment & Livelihoods; and Community development programmes. The vision of Foundation is to make sustainable impact on the human development of underserved communities through initiatives in Education, Health and Livelihoods. The Foundation is registered as a Section-8 (not-for-profit) Company and has its own separate Board comprising of eminent people in the field. The Board is chaired by Shri GM Rao, Group Chairman, GMR Group. The mandate of the Foundation is to improve the quality of life of communities neighboring GMR Group's business operations.

Our corporate sustainability strategy is guided by the CSR policy and driven by the CSR Committee. The Company's CSR policy outlines and guides the CSR activities. The Board of Directors has amended the CSR policy in the meeting held on June 11, 2021, which is aligned with amendments made in the provisions of Section 135 of the Companies Act, 2013 and the Corporate Social Responsibility Rules, 2014. The Company, as per the approved policy, undertakes other need-based initiatives in compliance with Schedule VII of the Companies Act, 2013. The Company has selected the following priority areas for community service / CSR initiatives, which include, but are not limited to, the following:

- **Education**
- **Health, Hygiene & Sanitation**
- **Empowerment & Livelihoods**
- **Community Development**

The programs are designed in accordance with the Company's need-based assessments conducted in the local communities, the assessment is conducted with a particular emphasis on disadvantaged and vulnerable areas, and all CSR activities are planned and executed in accordance with recognized community requirements. Thus, all the programs are sensitive to the needs of local communities and ensure a high level of participation from the communities. Additionally, we have spent the past year identifying families that have been disproportionately affected by COVID-19 and have appropriately designed our CSR initiatives.

GMR Group CSR Strategy

1. CSR arm (GMRVF) to carry out GMR's CSR obligations for all its group companies. As an infrastructure company, GMR's initiatives may have an effect on local communities, but irrespective of that, every Group company will undertake CSR activities in the vicinity of its business operations. Hence, GMRVF would undertake activities wherever the Group expands.

2. The Group's CSR approach goes much beyond fulfilling the statutory obligations. CSR has been in the DNA of the Group and the year 2017 marked 25 years of Group's CSR activities. The CSR activities start as soon as a project is won by the Group and do not wait for the operations to start and profits to come-by. Further, even if a company is in losses and not mandated to spend as per law, appropriate budgetary allocations are made to continue the community service activity, thus showing true commitment towards the welfare of the community.

3. Focus on its thrust areas of Education, Health, Empowerment and Livelihoods, and Community Development, since these are the most fundamental requirements of every community, particularly restored ones. There may be instances when, depending on the necessity, one of the thrust areas is more concentrated than the other, but generally, these will remain the Foundation's thrust areas.

4. Once the project matures, an impact study will be conducted (period of activities of at least 5 years). This may be through an outside third-party agency or as an internal exercise.

5. Long-term goals will emphasize behavior change communication and creative information technology usage across all thrust areas.

Monitoring of CSR activities

At GMR, the CSR committee meets at least once a year to approve and evaluate the progress of CSR activities in terms of both project progress and financial monitoring. The committee is very active and regularly reviews, advises on the progress made. The Committee reviews the strategy on a regular basis and as per requirement introduce new focus areas and projects to the Board. Furthermore, the CSR Committee mandates effective and timely monitoring and evaluation of various CSR initiatives by instructing its CSR unit to conduct situational analysis, need assessment surveys, project visits, or impact studies, among other things, as needed, particularly for high-value CSR programs. The CSR Policy is posted on the Company website and made available to the public in order to encourage transparency and communication with all stakeholders.

Stakeholder engagement is a critical component of the programme development process. It increases awareness of local issues and relevant stakeholder concerns, which is critical for developing effective solutions for minimizing harmful effects. Following the need assessment and community involvement activities, the project is implemented by the Foundation. We interact with our stakeholders on a continual basis to maximize community benefits and routinely monitor and assess

their performance throughout the project's lifetime. The important stakeholders with whom the company regularly engages are Village-level Institutions/Community Groups; Govt. institutions; local NGO's; Gram Panchayats; Government departments and academic bodies

Additionally, we have a defined process for resolving community grievances on a continual basis.

The company conducts impact assessment studies, both external and internal, in the project location to understand the effectiveness of the programs. In the year 2020-21, Impact assessment of the programs at two locations was conducted by external institutions.

Key initiative

Education

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

Health, Hygiene and Sanitations

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

Empowerment and Livelihood

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

Under the areas of Education, the Company operates engineering and degree institutions in the state of Andhra Pradesh, in addition to several schools. There is a special scheme called 'The Gifted Children Scheme' where under-privileged meritorious children are supported for their education from 1st std to their first job. Around 250 students have been sponsored to attend excellent English Medium Schools via this Scheme, with the company covering their whole educational costs. Additionally, the group helps underprivileged kids' education by providing scholarships. Over 7500 pupils have benefited from this assistance. Apart from operating its own Bala Badis, the Company focuses on enhancing the infrastructure and educational quality of government schools and pre-schools. Approximately 200 government schools are supported, serving approximately 35,000 students. The Group's efforts assist about 6,000 preschool-aged children in over 200 Bala Badis and Anganwadis throughout the nation. E-Education has been implemented in about 80 government schools located across the country. Throughout FY 2020-21, many efforts have been launched to reach out to school children who are experiencing lockdown and assist them in attaining minimum learning levels.

In the year 2020-21, Vidya Volunteers in various places engaged youngsters in a variety of ways, including establishing WhatsApp groups and conducting home visits to slow learners. Study circles were established in which seniors taught juniors in smaller groups. Pilots of technological treatments such as the Convegenius app and the Learning navigator tool were conducted. Gifted Children received counselling and coaching assistance. Around 5000 youngsters received special class-specific workbooks.

The CSR unit at Delhi runs the Samarth initiative, which aims to mainstream differently abled people via inclusive education, the development of economic possibilities, and the facilitation of their rights and entitlements. This programme benefits about 300 individuals/children with impairments. Apart from this, GMRVF supplied assistance and appliances to approximately 1700 individuals with locomotor impairments in collaboration with the National Institute of Locomotor Disability (NILD) in its different project locations

Under the areas of Health, the Company provides health services to disadvantaged areas via the operation of a 200-bed hospital with a concession strategy to ensure that the most disadvantaged individuals have access to excellent healthcare. Around 50,000 Patient Concession Cards have been made to help the needy access this hospital. To meet the health care requirements of disadvantaged older individuals and communities in distant rural areas, GMRVF operates 7 Mobile Medical Units and 20 medical clinics in various places, bringing excellent healthcare directly to the homes of about 10,000 elderly and vulnerable people free of cost. Each month, the Foundation's medical clinics and MMUs provide approximately 20,000 treatments. 20 (twenty) public toilets have been built in rural and urban areas to enhance sanitary facilities that are utilised on a

monthly basis by approximately 40,000 individuals. The Foundation organizes special outreach health camps in remote, mountainous regions of Uttarakhand and Himachal Pradesh, where the Group has business operations to meet the health care requirements of individuals who would otherwise lack access to any kind of health care facility. The Foundation operates 15 nutrition centres that offer nutritional supplements and appropriate information to pregnant and lactating women with the goal of enhancing the mothers' and babies' health.

Additionally, approximately 2000 households have received assistance in constructing Individual Sanitary Lavatories. Numerous awareness campaigns on health and hygiene problems have had a significant effect on the health condition of communities. Throughout the pandemic, we continuously engaged with communities and provided healthcare and health education online. Kakinada and Bajoli-Holi both provided telehealth services. In a few places, virtual health camps were held. Online tools were used to raise awareness about COVID and other health problems.

Under the areas of Livelihood enhancement, 15 vocational training facilities are operated in various areas, training approximately 7000 under-privileged youth each year in a variety of market-relevant skills. Over 80% of these trainees find work, either salaried or self-employed. The majority of the vocational training facilities swiftly adapted to the COVID scenario and provided blended learning trainings during the lockdown. Around 2460 youth were taught in different skills before to and during the lockdown, and 1800 of them are now employed in either wage or self-employment enterprises before the end of the year. In the vocational training program preference is provided to the candidates from disadvantaged backgrounds and special efforts are put to mainstream them through provision of required skills. More than 80% of vocational candidates come from socially marginalized backgrounds. Industry partnerships are key to the skilling programmes of GMRVF with companies like Voltas, Schneider, Volvo, Jaquar, Relaxo,

etc. partnering for their respective domains and supporting the whole chain of skilling making the candidates more employable. Additionally, the Foundation engaged about 500 tailoring trained women to manufacture masks and personal protective equipment (PPE) kits for different businesses and governments, earning them a living wage. Apart from this, the Foundation sought to ascertain the long-term effect on livelihoods via a study of over 5000 households in various locations. Numerous livelihood interventions have been implemented as a consequence of the findings, including agricultural input assistance, micro-enterprises, backyard poultry, vegetable gardening, floriculture, and support for apple growing. In all, livelihood interventions aided approximately 2000 households in various areas of the nation in recovering from pandemic-related losses. Additionally, the Group strives to empower women through establishing and strengthening Women Self-Help Groups. Around 200 Self Help Groups with over 2,100 members have been supported with facilitation of thrift and credit operations, capacity development, and market assistance. EMPOWER has been a flagship programme that assists women in developing and selling their goods and enabling over 100 women to maintain their livelihoods.

In FY 2020-21, The company supported variety of initiatives in response to the COVID-19 crisis. Around 1,70,000 prepared meals have been provided across locations. Dry ration assistance was given to approximately 6000 needy households in various areas in collaboration with local government agencies and non-governmental organisations. The company supported community kitchens in Delhi by providing 5252 kg of dry ration benefiting 13600 individuals. In cooperation with 92.7 Big FM and the Delhi Police, the 'Hands for Humanity' initiative in Delhi delivered ration packages to 1050 households during a 10-day period. Additionally, 7 orphanages and needy houses received dry rations, helping about 500 individuals. Over 95,000 masks and 12,000 PPE kits were manufactured by approximately 150 women skilled under the Company's CSR initiative and provided to frontline workers

Alignment with SDG's and impact

Thematic Areas	Projects	SDGs	Impact created
Education	• Bala Badis • Support to Government Anganwadis and Govt. schools • Kid Smart Early Learning Centers • GMR Institute of Technology • SGCSR College • Transport Support to School Going Girls • Special Education for Children with Disabilities • Infrastructure Support to Government Schools and Anganwadis	• SDG 2 Zero Hunger • SDG 4 Quality Education	• 35000 children • 200 Govt. Schools • 20 Bala Badis and over 150 Govt. Anganwadis • 39 GMR-IBM Kidsmart Centers

Thematic Areas	Projects	SDGs	Impact created
Health	• Nutrition centres • Awareness on Health and Nutritional Aspects • Immunization Programs • RO Water Plants and Water ATMs • Health Awareness Programs • Quality Health Care Institutions • Medical Clinics and camps • Mobile Medical Units • Health Infrastructure Enhancement • RO Water Plants and Water ATMs • Community and Individual Toilets	• SDG 3 Good Health and Well-being • SDG 6 Clean water and Sanitation • SDG 2 Zero hunger	• 10000 children • 5000 families • 20 villages • 200 bed multi-specialty bed • 27 bed hospital • 21 Medical clinics • 7 Mobile Medical Unit (MMU) • 15 nutrition centers
Empowerment and Livelihood enhancement	• Employment Opportunities for Youth and Women • Farm and Non-farm Livelihoods Support • Initiatives to Improve Agriculture Productivity • Support to Livestock Farmers • Non-farm Employment • Farmer Training Programs • Employment Opportunities for Youth and Women • Vocational Training Initiative	• SDG 1 No Poverty • SDG 2 Zero Hunger • SDG 4 Quality Education • SDG 5 Gender equality • SDG 8 Decent work and Economic Growth	• 7000 youths • 1700 families • 15 vocational training institutes
Community Development initiative	• Road Safety Awareness Programs • LED Lighting Facilities • Solar Lighting Facilities	• SDG 3 Good Health and Well-being • SDG 7 Affordable and clean energy • SDG 11 Sustainable cities and communities	• 200000 individuals • 76 villages • 5 Panchayats • 10000 energy efficient LED lights • 110 solar streetlights

Case study SMILE for Livelihood Restoration

Our Foundation (GMR Varalakshmi Foundation) has been pioneering CSR work in Healthcare, Education, Sanitation, and Livelihoods for over 29 years. As part of our CSR efforts, the subsidary entities engage in group-wide CSR projects on a variety of subjects.

The COVID-19 pandemic has caused devastation on an unprecedented global scale. Jobs, incomes, and the public health system were all affected by the countrywide lockdown in India. Numerous studies and news reports shows devastating effects on vulnerable employees, such as daily wage earners and migrant workers. Less educated individuals, urban dwellers, and migrants have been hit the hardest. In June'20, a survey was conducted to corroborate previous research and get a better understanding of the COVID-19's effect on the lives of the people with whom GMRVF operates. According to the study, workers in the urban informal sector are the most affected. Individuals who depend on a daily income, such as street vendors,

auto-rickshaw drivers, construction labour, carpenters, plumbers, and garbage pickers, have been unemployed for many weeks.

The GMRVF team in Delhi launched the SMILE (Supporting Marginalized Individuals through Livelihoods & Empowerment) initiative to help individuals regain livelihoods lost due to the COVID-19 epidemic. A study by GMRVF found 100 most vulnerable individuals in Savda J.J. Colony, Srinivashpuri, and Burari. They were given mobile carts to start a livelihood of their choice and competency. . These carts were used to sell vegetables, fruits, fast food, clothes, shoes, and even materials. Today, each person earns Rs. 500-800 per day and manages their family well.

SMILE Brings Back Lost Smiles

Shiv Kumar, 45, lives with his wife and four children in Delhi's Savda J. J. Colony. Shiv Kumar worked as a security guard until the pandemic put the country under lockdown. His wages were anyway low, just enough to keep the family afloat, to add to the misery, he lost his job during the lockdown. With no other source of income and no savings, his family was entirely dependent on the cooked meals and dry rations sent by charity organisations. Post the lockdown, Shiv Kumar was unable to recover his job. His condition was discovered by the GMRVF team while conducting a survey to assess the pandemic's effect on the livelihoods of the community with whom the GMRVF was working.

Throughout the discussion, Shiv Kumar expressed his intension to establish a vegetable selling business in order to generate a consistent income and support his family. GMRVF provided him with a pushcart, under the SMILE program (Supporting Marginalized Individuals through Livelihoods and Empowerment) program, a program created to assist people who lost their livelihoods due to the COVID-19 pandemic in resuming their livelihood activities, and it has helped Shiv Kumar and many others do so. Today he is a self-earning member selling fresh vegetables earning an income of about Rs 500 each day.

Similarly, Geeta Devi, 53, who resides in Delhi's Savda Colony with her husband and children and has now opened her own fast-food centre with the assistance of GMRVF's SMILE initiative and is currently earning between Rs. 400 and 500 per day.

Prior to the pandemic, her husband worked as a labourer, and as the family's only earner, his wages barely met their daily expenses. Unfortunately, he lost his job owing to his health problems, and the pandemic exacerbated the family's predicament. Geeta was forced to step up, but due to her lack of education and the constraints imposed by her age, she was unable to find employment to support her family. However, during the study, the GMRVF team came across the family and selected Geeta as one of the beneficiaries to receive a food pushcart. Today with her mobile restaurant she is selling delicious affordable parathas and has begun to draw local's attention. Currently, her daily earnings are sufficient to satisfy her family's needs.

Case study "Hands for Humanity campaign"

During the pandemic, GMR Varalakshmi Foundation in collaboration with 92.7 Big F.M and Delhi Police, Central District, launched the "Hands for Humanity Campaign" to provide 10-day rations to over 1000 vulnerable families in Delhi. The Hands for Humanity initiative was inspired by the notion that, although we may not be able to shake hands, we can certainly join hands in assisting those in need. This programme targeted nine slum neighborhoods in the city of Delhi. While GMRVF was in charge of organizing and delivering the food, Big FM rallied public support to identify areas where food was needed during these difficult times. The Delhi Police Department aided in the orderly distribution. This program depicted the strength in partnership.

Case study "Empower"

EMPOWER – 'Enabling Marketing of Products of Women Entrepreneurs' is an initiative to support marketing of products made by women self-help groups to provide the women an opportunity to generate incomes for their families contributing towards gender equality.

GMRVF has trained women groups in many business sectors. These include jute, hand-made paper, weaving, embroidery, stitching, and tailoring. To preserve the vital connection between handicraft production and marketing, GMRVF launched the EMPOWER project, completing the cycle of delivering handicraft training. Apart from GMR business locations, the programme helps sell any quality handcraft produced by self-help groups/ artisans/ NGOs from anywhere in India. As many handicrafts suffer from lack of promotion, venues like stores at airports would be a valuable exposure and income source for such groups. The Empower approach implicitly promotes various handicrafts and preserves local and eco-friendly crafts. Currently, EMPOWER's annual revenue exceeds INR 10 million, substantially improving the lives of the women involved.

EMPOWER during the COVID–19 times.

During the COVID times, the use of proper masks and Personal Protective Equipment (PPE) became highly efficient to guard against the virus. Availability of PPE, particularly for frontline workers was critical. To combat COVID-19, over 200 GMRVF-trained women sewed masks and PPE kits from their homes and centres, following all safety regulations throughout the nation.

The EMPOWER women produced over 95000 masks and 12000 PPE kits, which were given to frontline workers which include the healthcare, police, and security. While this aided the communities in their fight against COVID-19, it also helped the families of these women, who had lost income due to the lockdown. This indicates the project has been fostered to anticipate and minimize hazards.

WAY FORWARD

This is our first group-level sustainability report; an endeavor to offer a comprehensive and synchronized perspective taking into consideration both financial and non-financial metrics. Importantly, the report highlights how our organization's business strategy, that is driven by our long-term vision, contributes to value creation for all of our stakeholders, as well as for the planet, people, and prosperity. We have attempted to demonstrate this relationship in order to:

improve stakeholder awareness of
our strategy and key initiatives

enhance accountability by disclosing
our sustainable performance

increase the availability of information to enable more
productive and effective decision-making

Our organization has embarked on this journey to integrate ESG strategic thinking into our core business operations to further strengthen our efforts on implementing our vision.
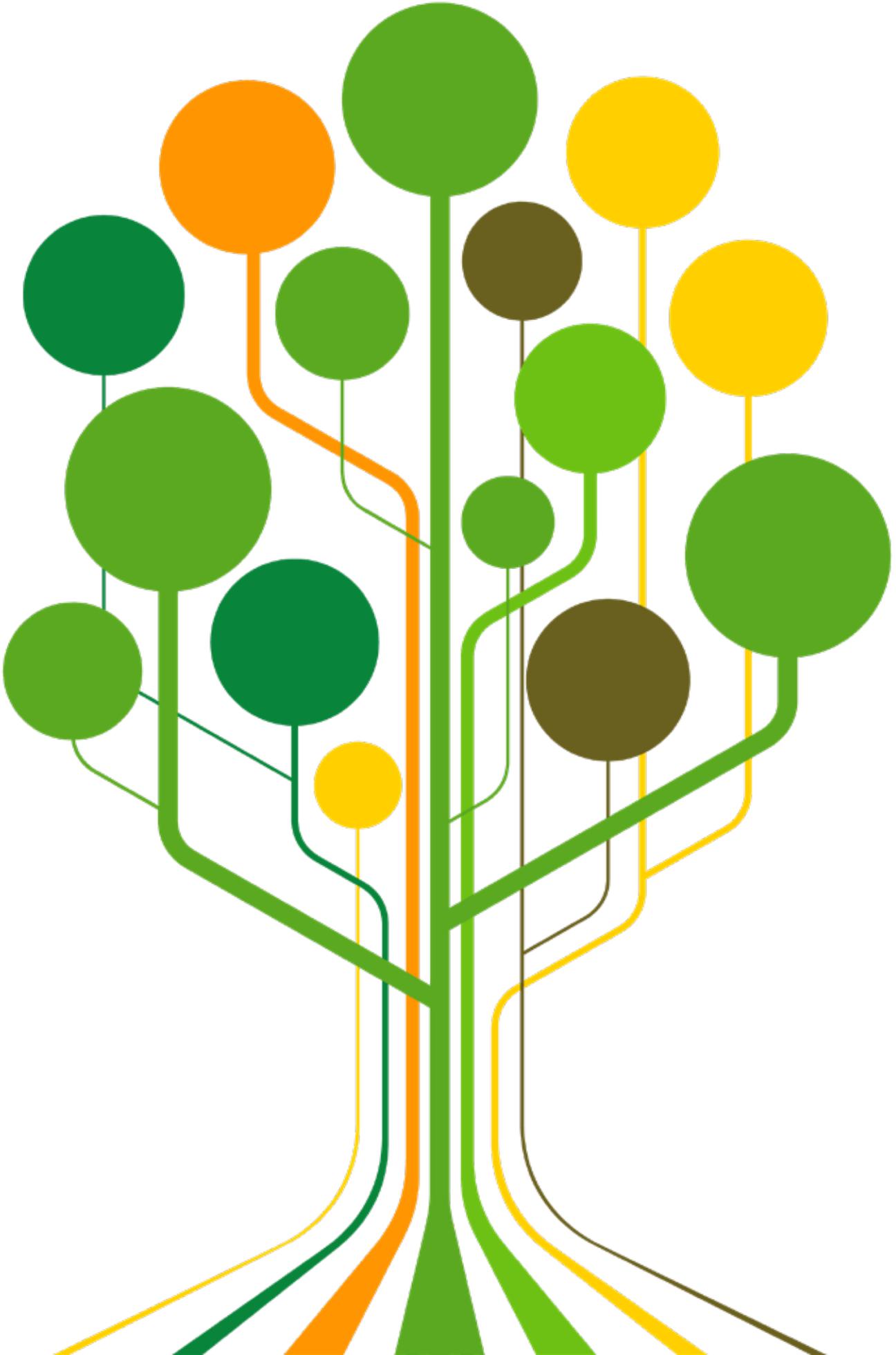
CASE STUDIES

CASE STUDY – GMR AVIATION ACADEMY

GMR Aviation Academy (GMR AA) was established at the state-of-the-art Rajiv Gandhi International Airport, Shamshabad, Hyderabad in 2009, with the objective of providing professional training and enhancing the knowledge and skills of GMR Airports' personnel.

Vision

"*The GMR Aviation Academy will be a CENTRE OF EXCELLENCE in perpetuity for developing world class professionals for Aviation and related segments of industry.*"

The Academy conducts training programmes accredited by Airport Council International (ACI), International Air Transport Association (IATA), International Civil Aviation Organisation (ICAO), Directorate General of Civil Aviation (DGCA), and Bureau of Civil Aviation Security (BCAS) of India with focus on Asia Pacific, Middle East and African regions.

GMR AA has been conducting training programmes in niche areas like "Economics of Airport Management" in collaboration with the likes of Cranfield University (UK). GMR AA also has developed ICAO approved Standard Training Package (STP) course on Leadership in Energy and Environment Design and Operation for Airport Infrastructure (LEEDOAI)" to impart the concept of green infrastructure and sustainable development to Airport professionals.

Key highlights

- Recognized by ICAO, ACI, IATA, DGCA and BCAS of India
- 20,994 participants were trained in FY 2019–20
- 1,467 participants trained in FY 2020–21
- 35 Number of Courses
- 7 Professional Certification Courses
- 2 Aviation Awareness Programmes
- GMR Aviation Academy, Emirates Group Security sign MoU
- GMRAA and UAE-based Emirates Group Security (EGS) have joined hands to jointly offer various aviation and security courses in India, Asia and the Gulf region

Creating long-term social impact

GMR AA is part of GMR Airports, which operates airports in India and globally. All training is supplemented with OJT (On-Job Training) at the airports.

GMR AA is one of the eight (8) Active Regional Training Centers of Excellence (RTCE) globally recognized by ICAO, along with Incheon, Singapore, GCAS, EASA, ASCA, ENAC and CIIASA.

GMGMR AA is the first official knowledge partner with RGNAU (MoCA) in the delivery of the Post Graduate Diploma in Airport Operations.

GMR AA provides holistic all-round training with job placement assurance and has maintained over 90% placement records.

GMR AA is poised to set up a school in Aircraft Engineering, AVR (Augmented Virtual Reality) and other advanced technologies and pedagogy applied to airports.

Accredited by

- Airport Council International (ACI)
- International Air Transport Association (IATA)
- International Civil Aviation Organization (ICAO)
- Directorate General of Civil Aviation (DGCA)
- Bureau of Civil Aviation Security (BCAS) of India with focus on Asia Pacific, Middle East and African regions

One of its kind in India

- "Regional Training center of Excellence" (RTCE) stature of ICAO
- "Global training HUB" by the ACI
- Authorized Training Center and Accredited Training School of IATA

Niche programs

- "Economics of Airport Management" in collaboration with the likes of Cranfield University (UK)
- ICAO approved Standard Training Package (STP) course on Leadership in Energy and Environment Design and Operation for Airport Infrastructure (LEEDOAI)

- Quality education in Airports, Airlines, Air Traffic Control, Cargo, Safety and Security, Corporate Aviation etc.

Community Skill Park (CAP), Trivandrum, Kerala

- The CSP, an initiative of Govt. of Kerala under the Additional Skill Acquisition Program (ASAP) having mission "Skills for better livelihood and a stronger economy" is strengthening and delivering the best practices to sustain employment for youth.

- ASAP is extending its service bridging the gap between Government, Industry, and Academia. This unique model of CSP aims to provide high-quality skilled manpower to adhere to the changing needs of the Aviation and Affiliated industries.

GMRAA also signed a Memorandum of Understanding (MoU) with the Rajiv Gandhi National Aviation University (RGNAU) for a joint Post Graduate Diploma in "Aviation/ Airport Operations".

RGNAU has been set up with the mandate of being a premier institute for aviation studies in India. This collaboration with GMR Aviation Academy for offering the PG Diploma Program is one such step in this direction and shall provide industry with trained professionals which are deployment-ready from day one.

Testimonials

"After completing my 12th grade, I joined the BFFC course that is offered by GMR AA. I thoroughly enjoyed my time at GMRAA. The trainers have strong subject-matter expertise, and the curriculum is designed in a way that covers both practical and theoretical aspects. GMR AA is strongly committed to ensuring the placement of students. With the academy's support, I managed to secure the position of Assistant Firefighter at Nagpur Airport."

– Sampeta Sreepal

"I am really thankful to GMR AA for changing my life. I did my BBA but due to the competitive market landscape, I was not able to secure any jobs. Then I enrolled in a course called "Certification in Airport Operations" offered by GMR AA, which changed my life. At GMR AA, I got an opportunity to learn so much from the best in the industry, which helped me secure a job at GMR Hyderabad International Airport.

– Chekoti Saipriya

Community Skill Park (CAP), Trivandrum, Kerala

CASE STUDY – COVID–19 MANAGEMENT

We at GMR Group took immediate steps during COVID-19 pandemic to ensure health and safety of its employees and other stakeholders. It benchmarked itself with other leading corporates and implemented best practices to reduce the impact of COVID-19.

- Key Initiatives of COVID–19 management and prevention
- Employee related COVID–19 guidelines circulated through regular mailers & announcement
- RT PCR testing of employees
- Installation of BIO sensors at office entrances, Corona Oven placement at major places
- Conversion to touchless lift, water tap, water dispenser, etc.
- New mechanized housekeeping equipment introduced for touchless cleaning & effective sanitization
- Entrance in office allowed with "Negative" COVID–19 test Report only
- Daily Report on occupancy of employees to core committee
- Compulsory COVID–19 test for all On roll and support staff
- COVID–19 data consolidation (pan India)

Measures during COVID 2.0

- 19 home sanitation facilities provided to employees
- 29 Ambulance support provided for hospital and path lab visits
- 40 hospitalization and on time admission support provided
- 40 oxygen concentrator and nebulizer support
- COVID–19 testing facility provided
- GMR group plasma bank data management, arranged plasma for 5 employees
- Additional safety measures taken for all concerned

stakeholders at locations of operations

- Training and awareness sessions organized

Ensuring safety across the GMR Group

- Increased cleaning schedule
- Sanitization & Specialized Disinfection at various Touch Points
- Followed guidelines of MOHFW regularly
- Vehicle cleaning and disinfection
- Social distancing measures
- Thermal Scanning of employees and briefing
- Innovation across our operations to ensure safety (sensor taps, workstation sanitization machines, hand-free sanitizer dispenser, foot operated door opener, plastic key for operation switches)
- Hand Sanitizers on all entry and in Common areas
- Staggered timings for meals in cafeteria

AIRPORT SECTOR RESPONSE TO COVID–19 CRISIS

Prevention and Measures

We at GMR Group took immediate steps during COVID-19 pandemic at the airport to ensure safe travel of employees, passengers and other stakeholders.

Key measure during COVID–19 Intervention outcome

Place – Re-designing the Airport

- Creation of Passenger Triage Facilities
- Enhanced AIQ (Airport Indoor Quality)
- Passenger Flow Management
- Implementation of plexi-glass partitions at CISF check points and airline counters for boarding card checks
- Covid testing Lab

Policy – Pro-active stakeholder management

- Leading the airport sector by gathering insights and pro-actively collaborating with Government stakeholders (incl Ministry of Health – a new stakeholder for airports)
- Deploying solutions on behalf of the Government to support in the fight against COVID-19

Process – Re-designing Airport processes

- Forecourt process improvements (Scan & Fly, Boarding card checks)
- UV disinfection of passenger baggage and ATRS trays
- Social distance markings in terminal areas,
- Contactless commerce for retail and F&B ordering and payment

	Disinfected Baggage carts/ trolleys		Contactless boarding card check
	Contactless CUSS		Security check with e-boarding card reader
	Digital tools for food court/ lounge		Social distancing in queues and seats

Intervention outcome

- **Alle**viating risk of infection and transmission
- Minimal to no disruption in passenger journey – Delhi Airport rated safe by >95% of the travelers
- Transition from conventional import cargo process to a digital contactless working
- Simplification of Int'l arrivals into the country through Air Suvidha
- Supported Vande Bharat for evacuation mission by GoI; handled more than 7 lac passengers– highest by any Indian airport

CASE STUDY –
GMR GOA INTERNATIONAL AIRPORT LIMITED

GMR Goa International Airport Limited (GGIAL) is a subsidiary of GMR Airports Limited (GAL) The Greenfield Airport project is being developed on the Public Private Partnership (PPP) model which is based on a Design, Build, Finance, Operate and Transfer (DBFOT) basis.

- The airport is being developed as "Zero Carbon Airport", with an aim to achieve Level 3+ (Neutrality) (neutralization of complete Scope 1 and Scope 2 GHG emissions) under Airport Carbon Accreditation of Airports Council Internationals (ACI) within 5 years from the date of commercial operation

- The objective of making "Zero Carbon" airport operation is to eliminate the anthropogenic carbon emissions reaching to atmosphere completely or to the minimum extent possible from the activities performed at Airport during its operation.

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

- The airport is expected to be operationalized by August 2022

- Plans to service 5 million passengers initially and increase capacity based on demand

- For GGIAL we have considered our previous experience of Group Airports–Delhi and Hyderabad The GHG emissions quantification approach of GGAIL has considered all significant sources of greenhouse gas emissions, including non-energy related sources

- We have planned for compliance to ACI Airport Carbon Accreditation requirements & ISO 14064 Standards

Initiatives taken during Construction Phase

- Efficient design of buildings which focus on country specific green building standards

- Appropriate selection of electrical and mechanical units such as DG sets, HVAC systems and lightings

- Implementation of rainwater harvesting system

- Develop and deploy onsite solar plant

- LTIR and LTIFR w as zero for Goa Airport

- Total 24 HSE audits were conducted

- Zero fatalities reported in FY 2020–21

- 3.56 million safe man hours reported in the FY 2020–21

- Safety induction for all workers

- 709 OHS trainings conducted in FY 2020–21

Salient features

- State of the art integrated passenger terminal building with energy efficient features and building materials

- Cargo terminal and ancillary facilities for processing and storage

- 5 MW Solar Power Plant for captive use

- Sewage Water Treatment Facilities with Zero Liquid Discharge Concepts and development of rainwater harvesting structures

- Development of on-site waste management facilities

- Use of electric vehicles and use of Bridge Mounted Equipment to ensure cleaner airport operation

- Aviation facilities such as Aircraft Rescue & Fire Fighting facilities, infrastructure for Aircraft Fueling Services

- Setting up of Aviation Skill Development Centre

Initiatives planned for Operational Phase

- Explore the use of offsite renewable energy to meet remaining demand from 3rd years of operations

- Optimizing resources; Energy, water and waste. Yearly internal audit for optimization and external audit for assurance

- Implementation of energy management system ISO 50001

- Development of annual emission inventory management and Quantify contribution from airport sources and adopt residual carbon offsets from Markets

- Developing EV charging infrastructure to support the operational needs of airside vehicles and encourage the uptake of EVs

- Developing carbon sinks by onsite tree plantations

- Usage of low carbon transport by working with partners through adopting electric and other clean fuel vehicles

- Improving operational excellence by promoting emission reduction initiatives in collaboration with ATC, promoting the use of BMEs (Bridge mounted equipment) by aircrafts

in order to reduce APU (auxiliary power units) emissions, promoting single engine taxi in and out

Key highlights

- The IGBC standard is being adopted for GGIAL airport and has received Platinum Rating in the pre-certification process

- Complete adherence to all applicable legal, regulatory, and statutory requirements

- Appropriate planning to maintain ambient air quality, noise levels, and dust, etc. as per regulatory requirements

- Environment parameters are monitored and measured every month and periodic inspections conducted

- Strict observance of COVID-19 protocol

- 100% compliance with mock drill plans

- National Safety Day awareness workshops are conducted

- Fire safety training is conducted with a demonstration of the safe use of fire extinguishers

- Heavy vehicle inspections was conducted