Business Responsibility Report

Section A: General Information about the Company

1. **Corporate Identity Number (Business Responsibility Report) of the Company :**

L45203MH1996PLC281138

2. **Name of the Company :**

GMR Infrastructure Limited

3. **Registered address :**

Naman Centre, 7th Floor, Opp. Dena Bank,
Plot No. C-31, G Block, Bandra Kurla Complex,
Bandra (East), Mumbai – 400051

4. **Website :**

www.gmrgroup.in

5. **E-mail id :**

Gil.Cosecy@gmrgroup.in

6. **Financial Year reported :**

2017-18

7. **Sector(s) that the Company is engaged in (industrial activity code-wise):**

The Company has Engineering, Procurement and Construction (EPC) business and is a holding company for the investments made in Airports, Energy and Transportation & Urban Infrastructure sectors.

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

8. **List three key products/services that the Company manufactures/provides (as in balance sheet)**

The Company has Engineering, Procurement and Construction (EPC) business and is a holding company for the investments made in Airports, Energy and Transportation & Urban Infrastructure sectors.

9. **Total number of locations where business activity is undertaken by the Company:**

i. Number of International Locations (Provide details of major 5): The Group has business activities in Indonesia, Singapore, Nepal, and Philippines (Cebu).

ii. Number of National Locations: The Company by itself and through its subsidiaries, JVs, Associates has business activities undertaken in more than five States in India, viz., Delhi, Karnataka, Telangana, Maharashtra, Goa, Odisha, Chhattisgarh, Tamil Nadu, Uttar Pradesh, Andhra Pradesh, Himachal Pradesh, Gujarat, Uttarakhand, Rajasthan, Jharkhand, Punjab etc.,

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

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

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

• Stakes in international coal assets in Indonesia - PTBSL (under divestment) & PT GEMS

• Hydro-power projects in Nepal - Under various stages of developing;

• Stakes In Airports – Mactan Cebu International Airport in Philippines. GMR, along with its Greek partner, was also awarded Provisional Contractor status at Heraklion Airport in Greece and now is in process of completing the documentation.

On the National level, the Company's subsidiaries have in all right to develop and operate 3 airports on Public Private Partnership (PPP). Of these, the Group is operating 2 airports at New Delhi and Hyderabad and constructing the third one- MOPA airport in Goa. The Group also has interests in 9 operating energy assets in Tamil Nadu, Andhra Pradesh, Gujarat, Maharashtra, Chhattisgarh and Odisha and 2 coal blocks (1 in Jharkhand and 1 in Odisha). The Group has 1 project under construction (Hydro based plant in Himachal Pradesh) and 2 other plants in Uttarakhand and Arunachal Pradesh under development and 7 different highways (one with minority stake) with a balanced mix of toll and annuity at various locations in India - Andhra Pradesh, Karnataka, Punjab and Tamil Nadu.

Section B: Financial Details of the Company

(₹ In Crore)

1.	Paid up Capital	: 603.59
2.	Total Turnover	: 1,106.01
3.	Total profit / (loss) after taxes	:(1,930.75)

4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):**

Not applicable due to losses in the previous years.

5. **List of activities in which expenditure in 4 above has been incurred:**

Not applicable as the Company was not required to spend any amount.

Section C: Other Details

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

Yes, the Company has 118 subsidiary Companies as on March 31, 2018.

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

The subsidiary companies participate in group wide Business

Responsibility (BR) initiatives on a wide range of topics, as part of their respective BR/ CSR initiatives. All subsidiaries are aligned to the activities under the aegis of GMR Varalakshmi Foundation (GMRVF), the Corporate Social Responsibility (CSR) arm of the Company, which develops social infrastructure and enhances the quality of life of communities around the locations, where the Company / Subsidiaries have a presence.

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

Yes, more than 60% of dealing entities like Vendors, Contractors, Service Providers, accept & participate in BR initiatives and this is mandated by the process of Sign-off by vendors/suppliers when accepting the Supplier Code of Conduct and Business ethics at the time of accepting the Work Order / Purchase Order released on them.

Section D: BR Information

1. Details of Director / Directors responsible for BR

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

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

b) Details of the BR head:

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

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

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

P1 – Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

P2 – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

P3 – Businesses should promote the well-being of all employees.

P4 – Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

P5 – Businesses should respect and promote human rights.

P6 – Businesses should respect, protect, and make efforts to restore the environment.

P7 – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

P8 – Businesses should support inclusive growth and equitable development.

P9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner.

S. No.	Questions	P1	P2**	P3	P4	P5	P6	P7	P8	P9***
1.	Do you have a policy /policies for.....	Y	Y	Y	Y	Y	Y (IMS Policy – EHSQ) Energy Policy @ GWEL, GKEL; Social Accountability Policy @ GWEL;	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national / international standards? If yes, specify? (50 words)	#	Y (ISO 14001:EMS & OHSAS 18001 & ISO 9001;QMS) ISO 50001 (EnMS); SA 8000	#	#	#	Y MoEF, respective State Pollution Control Board, Factories Act and ISO 14001:EMS)	#	#	#
4.	$Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	Y*	http://investor.gmrgroup.in/ investors/GIL-Policies.html	Y*	Y*	Y*	http://investor.gmrgroup.in/investors/GIL-Policies.html	Y*	Y*	Y*
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y

S. No.	Questions	P1	P2**	P3	P4	P5	P6	P7	P8	P9***
8.	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy /policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

#wherever the Group Policy is not compliant with local laws, they are suitably modified. There is no known non-compliance with international standards.
* The policy is available in Company's intranet.
** The Company and the Subsidiaries wherever applicable have relevant systems and practices in place to implement and adhere as per the principles.
*** The Company and the Subsidiaries have systems in place and have practices as per the Principles and formal policy based upon systems and practices will be placed before the Board for approval.
$The policy being approved by the Board/MD/CEO/Department head and signed by MD/owner/CEO/ Department head/appropriate Board/Director wherever is applicable.

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

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

3.   Governance related to BR:

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

   The BR performance will be assessed on an annual basis.

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

   Annual Report containing Business Responsibility Report is available on Company's website and can be accessed at http://investor.gmrgroup.in/Investors/annual-report.html.

   Energy Sector is publishing its Sustainability Report every year since FY 2013-14 as per GRI-G4 guidelines, which are made available to all its relevant stakeholders. Sustainability reports are also available on Company's website.

   DIAL prepares sustainability report as per GRI-G4 guidelines. GHIAL has published its first/maiden Sustainability report for the FY 2015-16 as per GRI-G4 guidelines.

Section E: Principle-wise performance

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

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

   Yes. The Code of Business Conduct and Ethics policy of the Company embodies the Group's Values and Beliefs and endeavors to lay down guidelines for employees of the Group to follow in their day to day work life. The policy applies to all employees on regular rolls of the Company including Full Time Directors, Advisors, In-house Consultants, Expatriates and employees on contract.

   As an extension of the Code of Conduct, Company has a Whistle Blower policy which also applies to third parties with concerns regarding any serious malpractice or impropriety within the Group. Third parties include Vendors, Service providers, Partners, JV employees, and customers. There is also a Suppliers' Code of Conduct and Business Ethics to ensure transparent business governance. All bidders have to sign the Supplier Code of Conduct prior to even bidding for a contract in GMR group.

   Company has an Ethics and Integrity Department to expeditiously investigate and take action to protect the culture and ethical environment.

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

   Three concerns were raised by Stakeholders during 2017-18, that too, only in respect of issues relating to GIL-SIL project (DFCC)
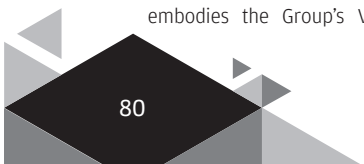
   i.   This issue was regarding a dispute between two partners of a GMR vendor firm. Since working with such a firm would be risky- the contract was terminated.

   ii.   Another vendor complained of harassment & impropriety against a GIL-SIL staff. Immediate action was taken and the said staff was terminated.

   iii. A vendor providing vehicles / machinery on hire complained of seeking

of favors by a member of the staff. Allegations were apparently retaliatory in nature, post de-hiring of the vehicle / machinery of the said firm. No action was warranted.

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

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

    Environmental Protection and Sustainability

    Since inception, sustainability has remained at the core of our business strategy. Besides economic performance, safe operations, environment conservation and social well-being have always been at the core of our philosophy of sustainable business. In anticipation of upcoming regulations and requirements, the Company has invested substantially and allocated other resources to proactively adopt and implement manufacturing / business processes to increase its adherence to environmental standards and pollution control measures and enhance its industry safety levels. At GMR Group, the challenges due to the Company's operations related to EHS aspects of the business, employees and society are mapped and mitigated through a series of systematic and disciplined sets of policies and procedures.

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

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

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

Energy Sector

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

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

All the operating units have all necessary statutory clearances in place and are in compliance with environmental regulations. The Group has adopted state-of-the-art systems and measures to control emissions and effluent in design stage itself. Hazardous wastes management and disposal has been in accordance with Central Pollution Control Board (CPCB) guidelines. Continuous Stack Emission Monitoring System (CEMS) and Continuous Ambient Air Quality Monitoring Systems (CAAQMS) at power plants have been set for monitoring of vital pollution parameters on real time basis. Also, each of the operating units has dedicated Effluent Treatment Plant to treat waste water from the units and utilize or discharge in accordance with Pollution Control Board Norms. All parameters like stack missions ambient air quality, water quality, noise level etc., are maintained well within the stipulated norms. The monitoring reports are submitted periodically to statutory authorities. Internal audits and surveillance audits as per the requirements of ISO certifications are conducted and any observation or non-conformance is dealt with utmost seriousness.

The system is managed by dedicated EHS team and steered frequently at Apex level for quick actions.

Various employee engagement campaigns are conducted at different plants by celebrating World Environment Day, National Safety Week, National Fire Service Week, National Cleanliness Day, Road Safety Awareness Week, Energy Conservation Week, Earth Day, etc., to create awareness and generate ideas for implementation. Regular mass plantation is organized with involvement of employees, their families and nearby villagers. Dense green belt is developed at many sites and is under progress at few project sites. Fruit bearing tree species are also being planted. Its survival is ensured with proper care.

Systems and processes as per Global Reporting Initiative (GRI-G4) are being implemented across all the power plants. Energy Sector is publishing its Sustainability Report every year since FY 2013-14 as per GRI-G4 guidelines, which are made available to all its relevant stakeholders. Sustainability reports are also available on Company website. Further, Energy Sector initiated and adopted GRI-G4 based Sustainability & EHS Management software E-tool titled 'SoFi' for

capturing online sustainability data of all operating assets and projects – first in the power sector in India.

GMR Warora Energy Limited (GWEL) is already certified for ISO9001:QMS, ISO14001: EMS, OHSAS:18001 and EnMS:50001 by M/s BVCI. GWEL has also implemented Social Accountability Management System as per SA 8000 and Information Security Management System as per ISO:27001 and obtained external certifications. The laboratory for coal quality at GWEL is certified by National Accreditation Board for Testing and Calibration Laboratories (NABL).

To manage the health and wellness at work place, series of programmes under "Nirmal Jivan" initiatives like Navchetna Shibir for employees, counseling of all employees with dietician, health awareness, Yoga Shibir and motivational programs for employees and their family members were organized during the year.

GWEL successfully conducted series of EHS awareness programs, various training programs on Permit to Work (PTW) system, emergency response plan, fire fighting, electrical safety, chemical handling, gas cylinder handling conducted to employees and contractual employees. Mock drills on scenario such as fire in warehouse, hydrogen leakage from generator, fire in coal crusher and ash leakage from ash silo were conducted. In FY 2017-18, 10,500 saplings were planted. Organic farming for vegetables is also being cultivated over half acre of land inside the plant premises.

Testimonial to all such initiatives, during FY 2017-18, GWEL received IMC Ramkrishna Bajaj National Quality Award-2017 in the service sector category, British Safety Council 3 Star Rating – 2017, National Safety Council Award 2017, National Energy Conservation Award 2017, GoI, Maharashtra State Level Award for Excellence in Energy Conservation & Management 2017, First Prize in CII's National Award for excellence in Water Management 2017 (within the fence), Greentech HR Gold Award for Innovation in Employees Retention strategies from Greentech Foundation. GWEL's Reverse Osmosis (RO) water ATM project is also recognized as a 'Noteworthy Project in Water management in Beyond the fence' at CII Water Innovation Summit 2017.

GMR Kamalanga Energy Limited (GKEL) is compliant with the statutory norms required for operation of power generation plant and certified for ISO 14001:EMS, OHSAS18001, ISO 9001:QMS and EMS 50001:2011. GKEL has deployed various environmental protection initiatives for environment conservation, conducts audio visual EHS trainings, Behavior Based Safety (BBS) trainings, SAP based Work Permit System integrated with Lock Out and Tag Out (LOTO) mechanism. Hazard Identification and Risk assessment (HIRA) exercise is regularly conducted to identify and control new or existing risk in operations. EHS initiatives like Senior Management EHS Walk-through, Medical check-up, EHS Council meeting, etc. are observed to create positive safety culture amongst workforce. Periodic Integrated Management System (IMS) audits are conducted to assess the deployment of work

procedures at plant site. In FY 2017-18, 43,600 saplings were planted within plant premises.

During FY 2017-18, GKEL received first prize in "Best Environment Management 2015, Govt. of Odisha, Third Prize in "Lowest Weighted Frequency Rate of Accidents 2017", Govt. of Odisha, Best Safety Officer 2017, Govt. of Odisha, Safety Innovation Award-2017, Institute of Engineers, Delhi, Greentech Safety Excellence GOLD Award, Greentech Foundation. GKEL also received Best Industry Award for Blood donation 2017-18, Dhenkanal District Administration, Govt. of Odisha.

GMR Chhattisgarh Energy Limited (GCEL) has valid factory License from Inspectorate of Factories, Consent to operate, hazardous waste authorization and Bio-medical waste authorization from Chhattisgarh Environment Conservation Board. GCEL has also obtained amendment for usage of domestic coal from MoEF. GCEL received ISO 9001:QMS, ISO 14001:EMS and OHSAS 18001 certificates. For all operational activities and maintenance, SAP based PTW system and other work permits are followed. Compliance with Personal Protective equipment is ensured while working. EHS training is imparted to all new and existing employees every year. One fatality was reported at GCEL during FY 2017-18. GCEL received memento to honor the contribution and partnering in mission "Secure City", Govt. of Chhattisgarh. To make the area green, plantations were done by employees in Plant premises as well as nearby villages.

GMR Vemagiri Power Generation Limited (GVPGL) and GMR Rajahmundry Energy Limited (GREL) units are gas based power plants in Andhra Pradesh. GVPGL is certified for ISO 9001:2008, ISO 14001:2004 and OHSAS 18001: 2007 by M/s. GL-DNV. GREL is certified for ISO 9001:2015, ISO 14001:2015 and OHSAS 18001: 2007 by M/s. GL-DNV. EHS practices are deployed to achieve the highest level of performance. EHS trainings were imparted. Mock drills for each plant were conducted on different emergency scenarios. GVPGL and GREL achieved Zero Lost time injury frequency rate with no reportable incidents for 2017-18.

GMR Energy Limited (GEL), Kakinada has established efficient EHS procedure and practices and has achieved zero Lost Time Injury Frequency Rate (LTIFR) with nil reportable accidents in FY 2017-18. Plant is compliant with all statutory norms and procedures. Periodical surveillance audit of ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 has been done by M/s GL-DNV.

GMR Bajoli Holi Hydro Power Project construction is in progress with total compliance to all applicable EHS statutory rules and regulations, procedures and best practices. Though there was no fatal incident, 2 Lost Time Injuries (LTI) from a single incident were reported at site. Surveillance audit has been conducted by M/s TUV India for Integrated Management System (IMS) as per revised ISO 9001:2015, ISO 14001:2015 and OHSAS 18001: 2007 standards and certificates were received. Periodical medical health check-ups were conducted for employees and contract workers. Regular medical camps are also

organized for workforce and community. Safety tool box talk, safety training, pre job briefing and site inspections are conducted on daily basis. 100% contract employees were covered under EHS awareness on utilization of Personal Protective Equipment (PPE) at site. All critical air quality parameters at inside tunnels are displayed near portal of adits. First aid centre has been set up at every site managed by qualified professionals and supported by 6 ambulances. 200 tree saplings were planted at project and colony sites.

Talabira-1 Mines achieved Zero Lost time injury frequency rate with no reportable incidents for 2017-18.

At GMR Energy Sector level, LTIFR of 0.16 was achieved during FY17-18. GMR Energy Sector received British Safety Council International Award – 2017.

Airport Sector

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

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

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

Delhi International Airport Limited (DIAL)

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

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

Some of the recent achievements of DIAL in the sustainability segment during this FY are:

- Delhi Airport continues to remain "Carbon Neutral Airport" in Asia Pacific Region by ACI (August 2017)

- ACI Green Airports Award 2018 – Silver Level in Asia Pacific Region (March 2018)

- DIAL wins Wings India Award for 'Most Sustainable and Green Airport' (March 2018)

- CII - Green Company Best Practices Award in Climate Change Mitigation (June 2017)

- Successfully completed the recertification of Environment Management System under ISO 14001:2015, audited by M/s.DNV.

- Achieved a Carbon intensity of 1.84 $kgCO_2$/ Pax during the year 2017-18

- Regular Training on Environmental Management and Sustainability Management

- Environment Day celebration on every World Environment Day event on 5th June.

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

- Terminal 3 of Delhi Airport is a LEED India Gold certified green building under "New Construction" category and it is the first airport in the world to achieve this. Terminal 3 is also Platinum rated Green Building under IGBC "Existing Building" category.

- Delhi Airport is first airport globally to have adopted, live building performance monitoring and scoring platform "ARC" by USGBC/GBCI.

- The energy efficiency measures implemented in DIAL has been registered in UNFCCC as Clean Development Mechanism project; it is the first airport project in the world to have achieved this credential.

- DIAL has installed 7.84 MW solar PV plant in the air side premises of Delhi Airport and is the first airport in the country to have megawatt scale solar plant within the airport.

- Delhi Airport is the first airport in India to have implemented Airport Collaborative Decision Making (A-CDM) which aims at improving Air Traffic Flow and Capacity Management and

Emission Reduction.

- 16.6 MLD state-of-the art "Zero Discharge" sewage treatment plant treats entire sewage water generated in Delhi Airport, the treated water is used for horticulture, toilet flushing and HVAC make up.

- DIAL has constructed more than 300 rain water harvesting structures to improve the ground water level within the airport and in the surrounding area.

- Delhi Airport has achieved Platinum Level under Green Company Framework by CII-GBC for its environmental excellence in the field of environmental sustainability.

- The Energy Management System of Delhi Airport is certified under ISO 50001:2011 and is the first Airport in the world to be certified for ISO 50001:2011 Energy Management system.

- DIAL has promoted Multi modal Connectivity to reduce emission. There is a dedicated metro line connecting Delhi Airport to the city, besides road connectivity.

- DIAL has installed dedicated CNG fueling station at IGIA, which helps in minimizing the GHG emission load at IGIA.

- The energy efficient and environment friendly infrastructures also include state of the art STP and WTP, Energy efficient BMEs, Advanced Fuel Hydrant Systems, FEGP and PCA supply systems.

GMR Hyderabad International Airport Limited (GHIAL)

GHIAL considers EHS as an integral part of business and is committed to conduct business in an environment friendly and sustainable manner, in line with group`s Vision, Mission, Values, Beliefs and Corporate Policies. During the year 2017-18, in spite of significant increase in Air Traffic Movement, Passenger volume and various airport expansion projects both inside and outside operational areas, the overall safety performance of the airport had been very good and there had been significant reduction in safety incidents both in number of incidents and also the severity of such incidents. This was possible through GHIAL's multi pronged approach which includes proactive hazard identification and mitigation, stringent process of 'Management of Change' and collaborative implementation of safety control measures at the airport.

The safety initiatives of Rajeev Gandhi International Airport (RGIA) has been recognized well both at national level and international platforms. In November 2017, the Chief Operating Officer, GHIAL had been conferred with the 'EHS Leadership Award' by the National EHS Congress. Also safety representative from GHIAL has been included as a member in the regional operations safety committee of the ACI and also in the National Aviation Safety Team (NAST). Further in line with the Safety Management System framework defined by the International Civil Aviation Organisation (ICAO) and the Directorate General of Civil Aviation (DGCA) India, GHIAL has implemented a comprehensive Safety Management System (SMS) towards continued safety assurance through safety risk management and active safety promotion. The current SMS process at GHIAL has progressed to the level of Phase-4 through proactive and predictive risk identification and mitigation measures. To further enhance these safety initiatives, GHIAL Safety Department has initiated an innovative process of engaging Aircraft Maintenance Engineers (AME) through a Safety Action Group (SAG) to address various safety concerns arising out of aircraft line maintenance activities at the airport. Critical safety concerns/issues are effectively identified and addressed jointly through high level interactive forums like Runway Safety Committee consisting of airline pilots, air traffic controllers and senior members from other agencies. The SMS at RGIA is in compliance with DGCA regulatory guidelines. Also, the Aerodrome License [AL/Public/021] has been renewed and is valid till March 03, 2020. As part of IMS re-certification process, the OHSAS 18001 has been certified and is valid till December 31, 2018.

Safety promotion is an integral part of safety management system implementation at RGIA. During National Safety Week many safety awareness programmes and initiatives have been launched with the dedicated participation of senior leaders from all stakeholders. Also the stakeholders are sensitised regularly through safety bulletins, safety alerts through various communication medium.

Further, GHIAL's continual effort and effective stake holder engagement to develop a sustainable environment has brought global accolades and recognitions. During the year 2017-18, GHIAL added an additional 5 MW solar power plant in addition to the existing 5 MW solar power capacity. GHIAL's environment protection initiatives have received global recognitions. On April 24, 2018, RGIA received the 'Green Airport Award-2018 Gold' at the ACI Regional Assembly held in Narita, Japan for its efficient waste management process and also for the second consecutive year has achieved the 'Carbon Neutral-Level3 Plus' status from the Airport Carbon Accreditation Programme instituted by ACI World.

Some of the other significant environmental achievements by GHIAL include:

- Successful issuance of Environmental Clearance (EC) by the MoEF&CC for the airport expansion project to the capacity of 25 million passengers per annum.

- Subsequently, the airport has obtained the Consent For Establishment (CFE) for the expansion project from the state Pollution Control Board (PCB).

- GHIAL Environment department has organized an environmental compliance awareness programme to all the stakeholders to ensure stringent compliance to applicable environmental criteria.

- During the World Environment Day campaign, GHIAL has actively engaged the passengers also through various interactive environmental awareness programmes.

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

- LEED certified Terminal Building which allows maximum natural lighting, and other features that enable optimal use of energy and water.

- Effective implementation of "Reduce-Reuse-Recycle" principle in the overall water usage within the airport.

- Efficient rain water harvesting and ground water recharging processes.

- Efficient solid waste management processes and compost generation to meet 100% internal demands to develop beautiful landscaping within the airport.

- Robust process to effectively reduce aircraft noise and emission levels by collaboratively engaging airline operators and Air Traffic Service providers to bring in best practices like single engine taxi, Fixed Electrical Ground Power to reduce use of aircraft Auxiliary Power Units (APU), Continuous Descent Approach Operations etc.

- Organise extensive environment awareness programmes on a regular basis and wide publicity during World Environment Day, Earth-Hour, etc., by engaging airlines, ground handlers, passengers and all other stakeholders operating at RGIA.

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

   i. Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain?

   ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?

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

   Transportation division of the Company is certified for OHSAS 18001:2007 [Occupational Health & Safety Management system] and DFCCIL – CP 201 and CP 202 Project certified for OHSAS 18001:2007 and ISO 14001:2004 [Occupational Health & Safety Management system and Environment Management System]. As part of sourcing strategy, priority is given to sourcing of local raw materials like sand, aggregate etc., [unless specified otherwise by client] for construction of Railways, Roads, Buildings and Power Projects. Also procurement procedures form part of the standard ISO procedures. In addition, Transportation division strives to design and construct sustainable Projects which include Water and Energy conservation measures, continuous monitoring of Environmental parameters [like noise, air, water], identify & use of resources that are environment friendly, green technologies and deployment of fuel efficient equipments and machineries.

   We have adopted 'Hot in place recycling technology' whereby we have recycled 60 – 70% of aggregates, bitumen in overlay of the pavement.

Most of our Truck Bays, Bus Bays have been illuminated using Solar technology.

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

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

   The Company closely works with the CSR team to identify opportunities for getting goods and services from local community. The EMPOWER initiative for selling products made by the community women gets lot of bulk orders from Group companies on various occasions.

   There have been several exclusive and niche opportunities within the Group companies which are offered to the local, small vendors. For example, in the Hyderabad Airport, the photography services were allocated to a local photographer for the last 5 years. He has now been allocated space inside the airport and provides photos to passengers who come without them for visa. Like this, the barber, tyre inflation, grocery shop, housekeeping, etc. opportunities in the airport have been provided to local entrepreneurs and all of them doing good business and expanding the same.

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

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

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

   The waste handling activity for wastes other than liquid waste at Delhi Airport has been outsourced to waste handling agencies accredited by Delhi Pollution Control Committee (DPCC) and MoEF and all waste is handled as per regulatory requirements and timely returns are filed with concerned Government Agencies.

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

Principle 3: Businesses should promote the wellbeing of all employees

1. Please indicate the Total number of employees:

Sl No.	Category of Employees	No. of Employees
1	Managerial Staff (Executive Cadre)	314
2	Operations Staff (Non-Executive Cadre)	67
	Total	**381**

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

Sl No.	Category of Employees	No. of Employees
1	Advisors & Consultants	3
2	Sub-Contracted Employees	976
3	Casual Employees	NIL
	Total	**979**

3. Please indicate the Number of permanent women employees:

   Number of permanent women employees   :   22

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

   Number of permanent employees with disabilities :   NIL

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

   There is no employee association in the Company.

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

   N.A.

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

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

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

   - Permanent Employees: 100%

   - Permanent Women Employees: 100%

   - Casual / Temporary / Contractual Employees: 100%

   - Employees with Disabilities: N.A.

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

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

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

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

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

   There is a specific focus on identifying the vulnerable amongst the stakeholders. These include landless, tribal communities, socially and economically backward sections, people with disabilities, women-headed households, etc. The Company conducts need assessment studies in its business locations and identifies the needs of communities with special focus on disadvantaged and vulnerable communities and all the CSR activities are being planned and implemented based on the identified needs of the communities.

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

   For the Company, community is a major stakeholder of business. Thus, GMR Group works with the under-privileged communities around its business operations for improving their quality of life. A special focus is laid on vulnerable and marginalized sections of the community such as differently-abled persons, elders, tribals, migrant labour etc. GMR Varalakshmi Foundation (GMRVF) initiated Tent School program in Bengaluru for the children of migrant labour communities. About 700 children get benefit from this Tent School initiative that otherwise had to dropout of education due to migratory nature of their families. At Delhi, the CSR unit is running Samarth program for mainstreaming differently-abled persons through inclusive education, creation of livelihood opportunities, facilitating their rights and entitlements etc. Over 300 persons / children with disabilities benefit from this initiative. In association with National Institute of Locomotor Disability (NILD), GMRVF provided aids and appliances to over 200 people with locomotor disabilities. To address the health care needs of disadvantaged elderly people, GMRVF is running 10 Mobile Medical Units at different locations which takes quality healthcare to the door steps of about 10,000 elderly and vulnerable people. Foundation is also running 25 Nutrition Centers which provide supplementary nutrition, health check-ups and health awareness to pregnant and lactating women from under-privileged families. In the vocational training program of GMRVF also, preference is given to the candidates from disadvantaged backgrounds and special efforts are put to mainstream them through provision of required skills. Further, Foundation has set up Girijan Institute of Rural Entrepreneurship Development in the Seethampet Agency area in Srikakulam district of Andhra Pradesh which provides skill trainings to tribal youth in different vocations. GMRVF also has focused programmes to reach out to women and improve their livelihoods. In the remote, hilly areas of Uttarakhand and Himachal Pradesh where the Group has businesses, the Foundation conducts special outreach health camps to cater to the health care needs of people who otherwise have no access to any kind of health care facilities.
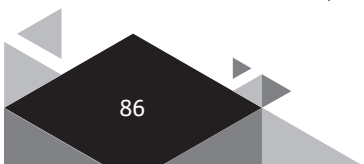
Principle 5: Businesses should respect and promote human rights

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

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

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

    There were no reported complaints received during the financial year 2017-18.

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

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

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

2. **Does the company have strategies / initiatives to address global environmental issues such as climate change, global warming, etc? [Y/N]. If yes, please give hyperlink for webpage etc..**

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

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

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

    Delhi Airport has become the first "Carbon Neutral" airport in the Asia Pacific region by upgrading its level to "Neutrality, Level 3+" and has installed 7.84 MW solar plant at IGI Airport and is the first airport in India having mega solar power plant at airside premises. DIAL is also a founding member of "India GHG Program", an initiative by Confederation of Indian Industry (CII), The Energy Resources Institute (TERI) and World Resource Institute (WRI). Thus DIAL has created a leadership role for itself in global environmental issues such as climate change, global warming etc.

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

    GVPGL, GMR Renewable Energy Limited (GREL), Alaknanda hydro

project, Bajoli-Holi hydro project, Gujarat solar power project and Wind power projects at Gujarat and Tamil Nadu are registered as CDM Projects at UNFCCC.

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

    Yes, the Company has a procedure to identify and assess potential environmental risks. All operating units have implemented Environmental Management System as ISO : 14001 international standard requirements and have been certified by external auditors.

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

    Yes, the Company, through its subsidiaries/associates, is actively involved in the development of CDM projects. It has taken the initiative towards developing the projects which are energy efficient, utilizes cleaner fuel, and uses renewable energy resources as fuel. In such endeavor, the Group has registered 7 CDM projects at UNFCCC till date. Also, UNFCCC has issued 3,16,124 certified emission reduction in FY 2013-14. The Group does not have the requirement to file any environmental compliance related to CDM; however, the environmental aspects related to compliance and sustainability are included in the Project design document of CDM. DIAL has successfully registered "Energy efficiency measures at Terminal T3" at UNFCCC.

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

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

    Delhi Indira Gandhi International Airport, Terminal 3 has been awarded green building "LEED GOLD" rating from Indian Green Building Council (IGBC), under "New Construction" category thereby making it one of the largest Green Buildings in the world[1]. Terminal 3 is also rated as a Platinum level green building by IGBC under "Existing Building" category. Recently, DIAL has adopted a unique green building performance monitoring online platform, called "Arc". Developed by United States Green building Council and Green Business Certification Inc (GBCI), "Arc" allows live building scoring based on its performance and benchmarking against national as well as global values. DIAL has continuously adopted and upgraded to energy efficient technologies and processes. Some of the building energy efficiency measures implemented in Terminal 3 have been registered as CDM project with UNFCCC. Delhi Airport is also the first airport in India to have Airport Collaborative Decision Making (A-CDM), aimed to reduce delays and queuing time, this has led to significant reduction in fuel burning and emission reduction. More details on impact of A-CDM in emission reduction at Delhi Airport can be found in https://www.icao.int/ APAC/Meetings/2014%20ATMSG2/AI4%2IP14%20New%20Delhi%20 A-CDM%20Implementation%20(India)pdf

    The RGIA Passenger Terminal Building, Hyderabad has LEED

---

[1] http://www.newdelhiairport.in/environment.aspx

[2] http://www.hyderabad.aero/environment.aspx

certification for its unique design, which allows maximum natural lighting, and other features that enable optimal use of energy and water. RGIA is the first airport in the world to be awarded the LEED silver rating for its eco-friendly design[2] .

Upcoming thermal power plants projects based on Coal are planned with the latest available technology viz., Super critical Technology and wherever feasible the projects are developed to use Natural Gas, which is the Clean fuel resource. The power plants viz. GMR Power Corporation Limited (GPCL) and GVPGL are already identified as energy efficient power plants as per the Notification [S.O. 687 (E) dated March 30 2012] issued by the Ministry of Power under the Perform, Achieve and Trade (PAT) Mechanism. The Company is involved in developing the projects under renewable portfolio. The Company takes pride of commissioning 25 MW grid connected Solar Photo Voltaic based power plant at solar park developed by Gujarat Power Corporation Limited, Charanka in Gujarat. The Company has also commissioned the wind mill in Gujarat (2.1 MW Capacity) and Tamil Nadu (1.25 MW Capacity).

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

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

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

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

Nil

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

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

The Company is a member of:

A. Confederation of Indian Industry (CII), Chennai

B. The Associated Chambers of Commerce & Industry of India (ASSOCHAM), New Delhi

C. Federation of Indian Chambers of Commerce & Industry (FICCI), New Delhi

D. Bangalore Chamber of Industry & Commerce (BCIC)

E. Indo-Japanese Chamber of Commerce & Industry (Karnataka) – (IJCCI)

F. PHD Chamber of Commerce & Industry (PHDCCI), New Delhi

G. Maharashtra Economic Development Council (MEDC)

H. Thought Arbitrage Research Institute (TARI)

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

Yes, following are the broad areas:

(i) Economic Reforms

(ii) Airport Services

(iii) Energy Sector

Principle 8: Businesses should support inclusive growth and equitable development

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

Yes, GMR Group works with the communities surrounding its business operations with a vision to make sustainable impact on the human development of under-served communities through initiatives in Education, Health and Livelihoods. The programs are designed based on the local needs identified through the baseline studies at each location. Thus, all the programs are sensitive to the needs of local communities and ensure a high level of participation from the communities. Under the area of Education, GMR Group is running Engineering, Degree, and B.Ed colleges in the State of AP apart from several schools. 20% of the seats in all the schools are provided to the children from poor communities free of cost. Group also supports the education of poor students by facilitating Scholarships and Educational loans. About 7,000 students have received such support. GMR Group also focuses on improving the infrastructure facilities and quality of education in Government schools and pre-schools, apart from running its own BalaBadis (Pre-schools for children of 3-5 year age group). About 300 Govt. schools are supported, reaching out to over 55,000 children. About 6,000 school age children in 200 Bala Badis and Anganwadis across the country benefit from the Group's initiatives. Over 225 children have been sponsored to quality English Medium Schools under the Gifted Children Scheme and their complete educational expenses are borne by GMRVF. Technology enabled learning is also facilitated with the setting up of 39 IBM Kid Smart Early Learning Centers across the locations. Tent schools are being run to educate and mainstream about 700 children of migrant labour every
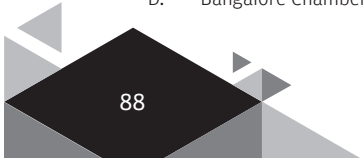
year. In the area of health, GMR Group is providing health services to under-served communities by running a 165-bed hospital, 27 medical clinics, 2 ambulances and 10 Mobile Medicare Units. The medical clinics of the Foundation are serving over 5000 patients per month. 28 public toilets have been constructed in both rural and urban locations to improve sanitation facilities which are used by about 40,000 people per month. Further, over 1,000 families have been supported for the construction of Individual Sanitary Lavatories. Many awareness programs are organized on health and hygiene related issues which have shown lot of impact on the health status of the communities. Enhancing the livelihoods of the communities is another area of focus and to achieve this, as part of the CSR, 13 vocational training centers are run in different locations through which about 6000 under-privileged youth are trained every year in different market relevant skills. Over 80% of these trainees are settled in wage or self-employment. About 1,700 families are being supported with farm and non-farm based livelihoods to enhance their incomes. The Group also works towards women empowerment by promoting and strengthening Women Self Help Groups. About 250 groups have been formed so far with more than 3,000 members and are receiving credit, capacity building and market support. Further, the community development initiatives focus at establishing village libraries, promoting youth and children's clubs and also on generating awareness among communities on key social and environmental issues.

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

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

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

Yes, GMRVF conducts impact assessment studies, both external and internal, in its project locations to understand the effectiveness of the programs.

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

The Company was not required to spend towards CSR activities during FY 2017-18 due to non-availability of profits. However, through its group companies, an amount of ₹ 31.24 Crore was spent during the year

Projects undertaken:

Education:

1) Supporting Govt. schools with Vidya Volunteers, Teaching Learning Materials, After School Learning Centers, Small infrastructure, Teachers' training etc. to improve the quality of education;

2) Supporting Govt. Anganwadis and running Bala Badis to provide quality pre-school education;

3) Support to students with coaching for different entrance and competitive examinations, scholarships and loans for pursuing higher education etc.

Health, Hygiene and Sanitation:

1) Running Medical Clinics, Mobile Medical Units and Ambulances wherever there is a gap of such health facilities;

2) Conducting need based general and specialized health check-up camps and school health check-ups;

3) Conducting health awareness programs with special focus on seasonal illnesses, HIV/AIDS etc.

4) Construction of Public Toilets and facilitating construction of Individual Sanitary Lavatories.

Empowerment and Livelihoods:

1) Running 13 vocational training centers for training under-privileged dropout youth in different vocational programs;

2) Promoting and strengthening Self-Help Groups of women and providing training, input and marketing support to them to take up income generation programs;

3) Running community libraries, supporting youth clubs, conducting awareness programs on social issues etc.

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

GMRVF lays great emphasis on involving community in their development process. Towards this, GMRVF conducts wide consultations with the communities before initiating any program and develops programs based on the local needs identified by the communities. Community members are engaged at every stage of the programs and all the systems and procedures have been made accountable and transparent for the communities. For example, in the education programs, GMRVF strengthens School Management Committees, Parents Associations and facilitates parent teacher meetings so that these committees monitor the programs closely and effectively. Where relevant, Self Help Group (SHG) federations have been formed and strengthened so that they would take the responsibility of facilitating and monitoring the SHGs. Child clubs, Youth clubs, SHGs and other community based institutions are involved in all the community development programs which help in building ownership of the programs.

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

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

   • DIAL received a total of 902 complaints and all complaints were closed within OMDA compliance. There are 12 consumer complaints pending at different forums against DIAL.

   • Three consumer cases are pending against GMR Ambala Chandigarh Expressways Private Limited:

     (a) One case pending before District Consumer Redressal Forum at Mohali.

     (b) Two cases pending before District Consumer Redressal Forum at Rohtak.

   • Two consumer cases are pending against GHIAL before State Consumer Redressal Commission at Hyderabad.

   • No consumer complaint was reported in Energy Business.

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

   Not Applicable.

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

No such case reported.

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

As part of Customer focus initiatives, the Company at regular intervals captures the Satisfaction levels of its Clients (Internal as well as External) to capture the stated and unstated needs and expectations. The Company measures the Customer Satisfaction at four stages viz., during initiation and mobilization, execution, handing over and defect liability period. Customer Satisfaction Survey captures feedback on various criteria like Planning, Execution, Safety and Quality on the scale of 1 to 5 and also captures suggestions / comments, if any, from the Customer. This information is analyzed to arrive at actionable points to improve our service offerings. Business Balance Score Card (BBSC) and Goal Sheets (of related employees) have weightage to improve Customer feedback and Satisfaction index.

6th Road Users Satisfaction Survey [RUSS] at GMR Highways:

GMR Highways conducted its sixth successive Road User Satisfaction Survey (RUSS) at all its Assets [both Toll and Annuity] with an objective of understanding and measuring the Road Users' awareness and satisfaction with GMR Highway's facilities, services and other aspects of road users' experiences and perceptions. A cross functional team from Operation and Maintenance department at Site and HO along with Business Excellence team, GMRVF and RAXA administered the survey. The survey was carried out for 7 days from December 18 -24, 2017 at various prominent locations along the highways like truck lay bays, bus lay bays, rest areas, hotels, dhabas, bus stands etc.