

Business Responsibility Report

Section A: General Information about the Company

- 1. Corporate Identity Number (CIN) of the Company :**
L45203MH1996PLC281138
- 2. Name of the Company :**
GMR Infrastructure Limited
- 3. Registered address :**
Naman Centre, 7th Floor, Opp. Dena Bank,
Plot No. C-31, G Block, Bandra Kurla Complex,
Bandra (East), Mumbai - 400051
- 4. Website :**
www.gmrgroup.in
- 5. E-mail id :**
Gil.Cosecy@gmrgroup.in
- 6. Financial Year reported :**
2018-19
- 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, Greece, 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, Jharkhand, Punjab, Haryana etc.

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

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

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

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

On the National level, the Company's subsidiaries have in all right to develop and operate 5 airports on Public Private Partnership (PPP). Of these, the Group is operating 2 airports at New Delhi and Hyderabad and constructing the third one- MOPA airport in Goa. The group has received LOA, after emerging winner in the competitive bidding, to develop and operate Dr. Babasaheb Ambedkar International Airport. It has also emerged lowest bidder for the proposed Bhogapuram International Airport in Andhra Pradesh. In addition, the Group 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 which are under development. It has 6 highway assets with a balanced mix of toll and annuity at various locations in India - Andhra Pradesh, Telangana, Punjab and Tamil Nadu.

Section B: Financial Details of the Company

	(₹ In Crore)
1. Paid up Capital:	603.59
2. Total Turnover (excluding other income):	1,101.04
3. Total profit / (loss) after taxes :	(1,034.31)
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 113 subsidiaries as per the Companies Act 2013, as on March 31, 2019.
- 2. Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s).**

The subsidiary companies participate in group wide Business Responsibility (BR) initiatives on a wide range of topics, as part of their respective BR/ CSR initiatives. All subsidiaries are aligned to the activities under the aegis of GMR Varalakshmi Foundation (GMRVF), the Corporate Social Responsibility (CSR) arm of the GMR Group, which develops social infrastructure and enhances the quality of life of communities around the locations, where the Company/Subsidiaries have a presence. The subsidiaries which come under the purview of Companies Act, 2013 fulfill their mandatory CSR requirements in partnership with GMR Varalakshmi Foundation.

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

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

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

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

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

Supplier/ contractor Employee statutory welfare measures: As we operate and engage suppliers/ contractors which in turn need to deploy significant number of their employees for our operations/ project, as part of the supplier/ contractor on-boarding process, a dedicated awareness training and session on Employee Statutory compliance requirements, guidelines and measures are conducted with the support of the Industrial relations team within the company's HR department. To ensure that the necessary statutory dues such as ESI/ PF are being duly and timely paid by our suppliers / contractors

to their employees, all supplier/ contractor invoices that have services personnel deployed for our operations a dedicated and separate review of such statutory compliances is ascertained before the supplier/ contractor invoices are processed for payment. In cases of violation by the supplier / contractor on repetitive basis , such suppliers/ contractors are blacklisted for current and future business.

Section D: BR Information

1. Details of Director / Directors responsible for BR

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

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

b) Details of the BR head:

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

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

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

- P1** – Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
- P2** – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
- P3** – Businesses should promote the well-being of all employees.
- P4** – Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.
- P5** – Businesses should respect and promote human rights.
- P6** – Businesses should respect, protect, and make efforts to restore the environment.
- P7** – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.
- P8** – Businesses should support inclusive growth and equitable development.
- P9** – Businesses should engage with and provide value to their customers and consumers in a responsible manner.

S. No.	Questions	P1	P2*	P3	P4	P5	P6	P7	P8	P9**
1.	Do you have a policy /policies for:	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national / international standards? If yes, specify? (50 words)#	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	Please refer below weblinks: BRR Policy link: https://investor.gmrgroup.in/policies . CSR policy link: https://investor.gmrgroup.in/policies . Environment policy link: http://gnet/PoliciesandProcedures/HOME/EHSQ/Revised%20EHSQ%20Policy%20Final.pdf Code of conduct: https://investor.gmrgroup.in/code-of-conduct Values & Belief : https://www.gmrgroup.in/vision-values-beliefs/								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy /policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

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

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

** The Company and the Subsidiaries have systems in place and have practices as per the Principles and formal policy based upon systems and practices will be placed before the Board for approval.

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

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

3. Governance related to BR:

- **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**
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 <https://investor.gmrgroup.in/annual-reports>.

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

As an extension of the Code of Business Conduct and Ethics Policy, the Company has set up a "Whistle Blower policy" through which the third parties can raise concerns relating to corruption or bribery or any other malpractice or impropriety within the Group.

The Company has established a fully functional Ethics and Integrity Department to expeditiously investigate and take action in respect of all concerns relating to all ethical violations, including bribery and corruption.

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.

Five (5) concerns were raised by the Stakeholders during FY 2018-19.

- i. A GIL-SIL sub-contractor in DFCC Project had complained about pilferage of cement by a Batching Plant operator. Allegations found proved. Concerned staff terminated and Police complaint also filed.
- ii. A GIL-SIL sub-contractor in DFCC Project alleged leakage of his quoted rates to other vendors. Allegations not proved. Case closed.
- iii. A DIAL Stakeholder raised the issue of 'Meet & Greet' services being offered at Delhi Airport by some unauthorized persons. Wrong doers identified and appropriate corrective action taken.
- iv. A DIAL IT bidder raised some concerns relating to certain lacunae in the bid award process. Allegations were partly proved. Based on the recommendations of E&I, fresh bids have been called, duly cancelling the earlier bid, as a measure of rectifying the lacunae.

- v. A GMRVF canteen contract bidder at Hyderabad alleged favoritism in the award of contract for the Canteen. The allegation is not proved.

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 neighbouring 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 have 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 emissions, 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 the 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 ISO 9001: QMS, ISO 14001: EMS, OHSAS 18001, EnMS:50001, ISO 55001: Asset Management System 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, firefighting, electrical safety, chemical handling, gas cylinder handling conducted to employees and contractual employees. Mock drills on scenarios such as fire in warehouse, hydrogen leakage from generator, fire in coal crusher and ash leakage from ash silo were conducted. GWEL achieved Zero Lost time injury frequency rate with no reportable incidents for FY 2018-19. In FY 2018-19, 1,50,000 saplings were distributed to the nearby communities. Organic farming for vegetables is also being cultivated over half acre of land inside the plant premises.

Testimonial to all such initiatives, during FY 2018-19, GWEL received British Safety Council 5 Star Rating - 2019 for Occupational Health and Safety Management System, National Safety Council Shreshtha Suraksha Puraskar Award 2018, National Award for Excellence in Energy Management by CII, MEDA Award and LNM Lokhande Health & Safety Award. GKEL also received Global Performance Excellence Award 2018 - World Class During 24th (APQO) Asia Pacific Quality organisation conference at Abu Dhabi.

GMR Kamalanga Energy Limited (GKEL) is compliant with the statutory norms required for operation of power generation plant and certified for ISO 14001:EMS, OHSAS 18001, 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 risks in operations. EHS initiatives like Senior Management EHS Walk-through, Medical check-up, EHS Council meeting, quarterly EHS Rolling Trophy to best Department, 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. GKEL conducted Mock Drill before District Crisis Group.

GKEL achieved Zero Lost time injury frequency rate (LTIFR) with no reportable incidents for FY 2018-19. In FY 2018-19, 40,000 saplings were planted within plant premises.

During FY 2018-19, GKEL received Odisha State Energy Conservation Award and Odisha State Safety Conclave Kalinga Safety Award, Odisha Business Summit Award for People Initiative and Community Initiative Award in Odisha CSR Forum. GKEL also received Best Industry Award for Blood donation during FY 2018-19, Dhenkanal District Administration, Government of Odisha. Two contract workmen from GKEL received "Surakhit Sramika Bandhu" award from Directorate of Factories & Boilers, 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. GCEL achieved Zero Lost time injury frequency rate with no reportable incidents for FY 2018-19. To make the area green, plantations were done by employees in Plant premises as well as nearby villages.

GMR Vemagiri Power Generation Limited (GVPG) and GMR Rajahmundry Energy Limited (GREL) units are gas based power plants in Andhra Pradesh. GVPG 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 during the period. Mock drills for each plant were conducted on different emergency scenarios. GVPG and GREL participated in Off-site emergency mock drill conducted in Kakinada belt by District Administration and Factory Inspectorate. GVPG and GREL achieved Zero Lost time injury frequency rate with no reportable incidents for FY 2018-19.

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 2018-19. 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. There was no fatal incident and no Lost Time Injuries (LTI) 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 FY 2018-19.

For Upper Karnali Hydro Electric Project in Nepal, approval of DMP Report and Initial Environmental Examination (IEE) Clearance for Transmission Line have been obtained from Government of Nepal.

At GMR Energy Sector level across all sites, Zero Fatality, Zero LTI, Zero LTIFR and Zero LTI Severity were achieved during FY 2018-19.

Airport Sector

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

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

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

treated water is being reused appropriately for the flushing, HVAC and irrigation purposes.

Delhi International Airport Limited (DIAL)

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

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

Some of the recent achievements of DIAL in the sustainability segment during the FY 2018-19 are:

- Delhi Airport continues to remain "Carbon Neutral Airport" in Asia Pacific Region by ACI, (October 2018).
- Delhi Airport achieved Platinum level under LEED ARC in the year 2018 (October 2018).
- DIAL has also received "Climate Oriented" company under CAP2.0 program by CII -ITC Centre of Excellence for Sustainable Development for the FY 2018-19 for its initiatives towards reducing climate change impacts.
- ACI Green Airports Award 2019 - Platinum Level in Asia Pacific Region (February 2019).
- CII National Award for Excellence in Energy Efficiency (September 2018).
- Successfully completed the sustenance audit of Environment Management System under ISO 14001:2015, audited by M/s. DNV.
- Achieved a Carbon intensity of 1.33 kgCO₂/ Pax during the FY 2018-19.
- 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 Indian Green Building Council (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 airside premises of Delhi Airport and is the first airport in the country to have megawatt scale solar plant within the airport.
- Delhi Airport is the first airport in India to have implemented Airport Collaborative Decision Making (A-CDM) which aims at improving Air Traffic Flow and Capacity Management and Emission Reduction.
- 16.6 MLD state-of-the art "Zero Discharge" sewage treatment plant treats entire sewage water generated in Delhi Airport, the treated water is used for horticulture, toilet flushing and HVAC make up.
- DIAL has constructed more than 300 rain water harvesting structures to improve the ground water level within the airport and in the surrounding areas.
- 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 and is the first Airport in the world to be certified for ISO 50001 Energy Management system.
- DIAL has promoted Multimodal Connectivity to reduce emission. There is a dedicated metro line connecting Delhi Airport to the city, besides road connectivity.
- DIAL has installed dedicated CNG fueling station at IGIA, which helps in minimizing the GHG emission load at IGIA.
- DIAL has also implemented electric bus services from PTC to Terminal 3.
- 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 FY 2018-19, 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 multipronged 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 Rajiv Gandhi International Airport (RGIA)

have 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. In April 2018, the Head of Safety and Environment, GHIAL, RGIA has been elected as the Chairman of the ACI's Regional Operational Safety Committee for the Asia Pacific Region. 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. These safety initiatives by GHIAL are progressively adopted by other airports also with the active encouragement by the DGCA. 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 recertification process, the OHSAS 18001 has been certified and is valid till March 11, 2021.

Safety promotion is one of the medium of enhancing awareness to inculcate Safety culture within the airport community at RGIA. During National Safety Week and various other occasions like interactive Safety forums, 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. Earlier the last year, GHIAL added an additional 5 MW solar power plant in addition to the existing 5 MW solar power capacity, which is getting ready for commissioning shortly. GHIAL's environment protection initiatives have received global recognitions. On April 4, 2019, RGIA received the 'Green Airport Award-2019 Silver' at the ACI Regional Assembly held in Hong Kong for its efficient water management and rain water harvesting process and also for the third consecutive year has achieved the 'Carbon Neutral-Level 3 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 Mn passengers per annum;

- Subsequently, the airport has obtained the Consent for Establishment (CFE) for the expansion project from the states 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 with airline operators and Air Traffic Service providers to bring in best practices like single engine taxi, Fixed Electrical Ground Power to reduce use of aircraft Auxiliary Power Units (APU), Continuous Descent Approach Operations etc.
- Organise extensive environment awareness programmes on a regular basis and wide publicity during World Environment Day, Earth-Hour, etc., by engaging airlines, ground handlers, passengers and all other stakeholders operating at RGIA.

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

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

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

"In Transportation division of the Company, DFCCIL - CP 201 and CP 202 Project have been certified for OHSAS 18001:2007 and ISO 14001:2015

[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 and use of resources that are environment friendly, green technologies and deployment of fuel efficient equipment and machineries. As a part of protuberant achievement DFCCIL-CP 201 and CP 202 has won one important National level awards in the field of HSE, i.e. "Apex India Environment Excellent Award in Platinum Category"

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 (Enabling Marketing of Products of Women Entrepreneurs) initiative for selling products made by the community women get lot of bulk orders from Group companies on various occasions.

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

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

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

The Company's subsidiaries operate in different business sectors like Energy, Airports, Highways, Transportation and Urban Infrastructure. The waste water at the power generation plants and 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.

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

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

Principle 3: Businesses should promote the wellbeing of all employees

1. Please indicate the Total number of employees:

Sl No.	Category of Employees	No. of Employees
1	Managerial Staff (Executive Cadre)	272
2	Operations Staff (Non-Executive Cadre)	64
	Total	336

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	4
2	Sub-Contracted Employees	981

SI No.	Category of Employees	No. of Employees
3	Casual Employees	NIL
	Total	985

3. Please indicate the Number of permanent women employees:

Number of permanent women employees : 14

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 socially and economically backward

sections, landless, tribal communities, 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 socially and economically backward sections, 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 750 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 Samarath 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 1000 people with locomotor disabilities. An Early Intervention Center has been set up at Kakinada location to provide physiotherapy and special education to the children with disabilities. Over 250 children benefited so far from the services of the center.

To address the health care needs of disadvantaged elderly people and to the communities in remote rural locations, 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. In the remote, hilly areas of Uttarakhand and Himachal Pradesh where the Group has businesses, the Foundation conducts special outreach health camps to cater to the health care needs of people who otherwise have no access to any kind of health care facilities. Foundation is also running about 20 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.

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 which is extended to the Group. Additionally, policies like Code of Conduct, Whistle Blower Policy, Disciplinary Policy, Policy against Sexual Harassment, and Policy on Work Environment coupled with transparent HR processes and practices adequately cover the human rights aspects.

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

There were no reported complaints received during the FY 2018-19 other than those already mentioned in this report.

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

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

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

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

Yes, the Company and the Group 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. Terminal 3 of Delhi Airport is certified for LEED India Gold Rating for as “new construction” and IGBC Platinum Rating as “existing building”.

DIAL has also received “Climate Oriented” company under CAP2.0 program by CII –ITC Centre of Excellence for Sustainable Development for the FY 2018-19 for its initiatives towards reducing climate change impacts.

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.

GHIAL has commissioned a 5 MW solar power plant. GHIAL has been awarded with the ‘Carbon Neutral’ Level 3+ certification.

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

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

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

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

1. 7.84 MW Solar power plant
2. Use of Bridge Mounted Equipment (FEGPU, PCA) to replace APU usage
3. 16.6 MLD Sewage Treatment Plant
4. Fuel hydrant network system
5. Use of electric buses
6. Implementation of Airport Collaborative Decision Making (A-CDM) ([https://www.icao.int/APAC/Meetings/2014%20ATMSG2/AI4%20IP14%20New%20Delhi%20A-CDM%20Implementation%20\(India\).pdf](https://www.icao.int/APAC/Meetings/2014%20ATMSG2/AI4%20IP14%20New%20Delhi%20A-CDM%20Implementation%20(India).pdf))

7. Energy efficient HVAC and lighting system
8. Adoption of green building concept in terminals (Terminal 3 is LEED Gold for NC and IGBC Platinum for EB etc.

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

Upcoming thermal power plant 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)
- B. The Associated Chambers of Commerce & Industry of India (ASSOCHAM), New Delhi
- C. Federation of Indian Chambers of Commerce & Industry (FICCI), New Delhi

- D. PHD Chamber of Commerce & Industry (PHDCCI), New Delhi
- E. Association of Private Airport Operators
- F. Association of Power producers

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

Yes, following are the broad areas:

- (i) Economic Reforms
- (ii) 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 Andhra Pradesh apart from several schools. Some seats in all the schools are provided to the children from poor communities free of cost. Group also supports the education of poor students by facilitating Scholarships. 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 Bala Badis (Pre-schools for children of 3-5 year age group). About 300 Govt. schools are supported, reaching out to over 60,000 children. About 6,000 school age children in 200 Bala Badis and Anganwadis across the country benefit from the Group's initiatives. About 250 children have been sponsored to quality English Medium Schools under the Gifted Children Scheme and their complete educational expenses are borne by GMRVF. Technology enabled learning is also facilitated with the setting up of 36 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, 26 medical clinics and 10 Mobile Medicare Units. The medical clinics and MMUs of the Foundation are providing over 20,000 treatments every month. 26

public toilets have been constructed in both rural and urban locations to improve sanitation facilities which are used by about 40,000 people per month. GMRVF runs 18 nutrition centres to provide nutrition supplement as well as relevant education to pregnant and lactating women, towards improving the health of the mothers and infants. Further, about 2,000 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 6,000 under-privileged youth are trained every year in different market relevant skills. Over 80% of these trainees are settled in wage or self-employment.

Over 2,000 families are being supported with farm and non-farm based livelihoods to enhance their incomes. The Group also works towards women empowerment by promoting and strengthening Women Self Help Groups. About 200 groups have been formed so far with more than 2,100 members and are receiving credit, capacity building and market support. An initiative to support training of women in making products and marketing them helps over 100 women to have sustained livelihoods. 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 issue.

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 2018-19 due to non-availability of profits. However, through its group companies, an amount of ₹ 36.86 Crore was spent during the year.

Projects undertaken:

Education:

- 1) Supporting Govt. schools to improve the quality of education;

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

Health, Hygiene and Sanitation:

- 1) Running 165-bed multi-specialty Hospital at Rajam, Andhra Pradesh which provides affordable quality health care to the local communities;
- 2) Running free Medical Clinics, Mobile Medical Units and Ambulances wherever there is a gap of such health facilities;
- 3) Conducting need based general and specialized health check-up camps and school health check-ups;
- 4) Conducting health awareness programs with special focus on seasonal illnesses, HIV/AIDS etc.;
- 5) Construction of Public Toilets and facilitating construction of Individual Sanitary Lavatories;
- 6) Providing nutritional supplements to vulnerable groups like AIDS affected, anemic adolescent girls, pregnant women, etc.

Empowerment and Livelihoods:

- 1) Running 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.;
- 4) Working with farmers to enhance livelihoods;
- 5) Supporting micro-entrepreneurs.

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 **691 customer complaints** and all complaints have been closed. There are currently **11 consumer cases** pending at different consumer forums against DIAL.
 - **GMR Ambala Chandigarh Expressways Private Limited:** There are currently **7 consumer cases** pending at different consumer forums against the Company.
 - **GHIAL:** Received a total of **416 customer complaints** and all complaints have been closed. There are currently **2 consumer cases** pending against GHIAL before the Telangana State Consumer Redressal Commission at Hyderabad.
 - No customer complaint / consumer case was reported in the Energy and Urban Infra Business.
2. **Does the company display product information on the product label, over and above what is mandated as per local laws? [Yes/No/N.A./Remarks (additional information)]**
Not Applicable.
3. **Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.**
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, under Airports sector, conducts Stakeholder Satisfaction Survey as well as ACI- ASQ Survey for passengers. Stakeholder Survey is conducted through third party. This is a holistic survey which covers all aspects pertaining to services, support, budgeting, quality & safety on the scale of 1 to 5 along with the suggestions. The results are analysed and action plans are identified for improvements by respective departments. Business Balance Score Card (BBSC) and Goal Sheets (of related employees) have weightage to improve Customer feedback and Satisfaction index. ACI's Airport Service Quality (ASQ) is the world-renowned and globally established global benchmarking program measuring passengers' satisfaction whilst they are travelling through an airport. Across the globe, passengers are demanding higher levels of service. Likewise, regulators are paying closer attention to airport service provision and quality of service delivery. Competition among airports has reached new heights as structural and ownership changes bring new stakeholders and business models into the industry. These surveys are conducted annually and DIAL and GHIAL both have been ranking consistently high in these surveys.

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

GMR Highways conducted its Seventh successive Road User Satisfaction Survey (RUSS) at all [except GCORR Site] its Assets [both Toll and Annuity] with an objective of understanding and measuring the Road Users' awareness and satisfaction with GMR Highway's facilities, services and other aspects of road users' experiences and perceptions. A cross functional team from Operation and Maintenance department at Site and HO along with Business Excellence Team, GMRVF and RAXA administered the survey. The survey was carried out for 7 days from December 17 - 23, 2018 at various prominent locations along the highways like truck lay bays, bus lay bays, rest areas, hotels, dhabas, bus stands etc.