

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 :**
2019-20
- 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, Philippines, Greece, Nepal and Singapore.
 - ii. Number of National Locations: The Company by itself and through its subsidiaries, JVs, Associates has business activities undertaken in following States in India, viz., Delhi, Karnataka, Telangana, Maharashtra, Goa, Odisha, Tamil Nadu, Uttar Pradesh, Andhra Pradesh, Himachal Pradesh, Gujarat, Uttarakhand, Punjab, Haryana, Kerala 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 company also received Letter of Award for brownfield Dr. Babasaheb Ambedkar International Airport, Nagpur in March 2019. However, Mihan India Limited. has cancelled the contract in May 2020. In response, GMR Airports has filed petition challenging the cancellation of contract. It has also emerged highest bidder for the proposed Bhogapuram International Airport in Andhra Pradesh. In addition, the Group has interests in 7 operating energy assets in Tamil Nadu, Andhra Pradesh, Gujarat, Maharashtra, and 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 4 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 (INR)** : 603.59
- 2. Total Turnover (INR)** : 1,155.10
- 3. Total profit / (loss) after taxes (INR)** : (1479.12)
- 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 Subsidiary Companies, as on March 31, 2020.

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 relevant subsidiaries of the Company, 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 in addressing concerns or issues, if any, either related to our supplier/ contract conduct or non-compliance to the laid down ethics policies.

Ensuring safe working environment: Health, Safety and Environment (HSE) 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 is defined, agreed and put in place. Each operating asset or a project has a structured governance review on defined HSE metrics and any violation is reviewed and appropriate action is 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 (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? 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? | Please refer below weblink 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.

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 | | | | | | | | | |
| 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) | | | | | | | | | |

Not Applicable

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.**

Annually.

- **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>.

Some of the Company's major material subsidiaries prepare sustainability report as per GRI-G4 guidelines.

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 (clause 5.17 of Code of Business Conduct and Ethics (COBCE) is specifically referred).

- 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.**

Forty nine (49) concerns were raised by various stakeholders across the Company and its subsidiaries during FY 2019-20. Out of these:

- 24 were found devoid of any merit and were not investigated into based on the recommendation of the Ombudsperson.
- 21 concerns were enquired into, of which 12 were found to be genuine and were satisfactorily resolved by the management.
- 4 concerns were shared with the relevant HR/ PASH committee for appropriate action as those concerns contain allegations of sexual harassment at work place. While 3 complaints were not proceeded further by the complainants, actions were taken in 1 matter.

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

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 applies 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 and the Group. All bidders, vendors etc. have to sign in the Supplier Code of Conduct before entering a contract with the GMR group.

As an extension of the Code of Business Conduct and Ethics Policy, the

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. 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 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, World Water Day, Ozone Day, National Pollution Prevention and National Disaster Mitigation Day etc., to create awareness and generate ideas for implementation. Regular mass plantation is organized with involvement of Employees, their families and nearby villagers. Fruit bearing tree species are also being planted. Its survival is ensured with proper care.

Energy has started an EHS Council Meeting where all Plants EHS Head with their Team and Plant Head & O&M Head of a particular Plant is invited and they review the EHS progress and share the knowledge/ Best Practices across Plants.

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 Information Security Management System as per ISO 27001 and obtained external certifications. The laboratory for coal quality at GWEL is certified by the National Accreditation Board for Testing and Calibration Laboratories (NABL). To further sustain various health and safety initiatives in the year FY 2019-20 GWEL had implemented ISO OHSMS 45001 system.

As a part of institutionalizing EHS management system, GWEL has implemented Comprehensive EHS management software "Sarathi" covering 24 Modules like Incident management, EHS observation, Toolbox talk, Training management, CAPA Task Management, Emergency Management, Risk assessment, Behavior Based Safety (BBS) observations, EHS inspections, Internal/external audit Management, Waste management, Management EHS walkthrough, Event analysis, Objective tracking, 5S, PPE, OHC, etc.

To manage the health and wellness at the workplace, series of programs under "Nirmal Jivan" initiatives like Navchetna Shibir for employees, counseling of all employees with the dietician, health awareness, Yoga Shibir, Sports activities, fun run, Zumba dance 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 Ergonomics, Manual handling, LOTO & Permit to Work (PTW) system, Onsite Emergency Plan, Firefighting, Electrical safety, Chemical handling, Height work Safety, Confined space entry safety, Gas cylinder handling, Hoists, and cranes safety conducted to employees and contractual employees. Mock drills on scenarios such as Chlorine Leakage, Snakebite, drowning in the reservoir were conducted. GWEL achieved Zero Lost time injury frequency rate with no reportable incidents for FY 2019-20. GWEL ensured the non-usage of single-use plastic as per government guidelines. All the authorization for hazardous wastes, biomedical

waste is in place and statutory returns against this authorization are submitted to statutory authorities. All the air emissions are within the permissible limit. GWEL is maintaining zero liquid discharge. Sustainable farming based greenbelt is maintained inside the plant. In FY 2019-20, 5,000 saplings were planted. Organic vegetable farming is continuing at 1 acre of land inside the plant premises.

Testimonial to all such initiatives, during FY 2019-20, GWEL was conferred with British Safety Council "Sword of Honour - 2019" for demonstrating excellence in Occupational Health and Safety Management System, National Award for Excellence in Energy Management by CII.

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 class room and on the job trainings on different aspects of EHS management and, BBS. SAP based Work Permit System integrated with Lock Out and Tag Out (LOTO) mechanism implemented for safe execution of different activities under Operation and Maintenance. Hazard Identification and Risk assessment (HIRA) exercise is regularly conducted to identify and control new or existing risks in operations. EHS initiatives like Surakhya Parikrama (Senior Management EHS Walk-through), EHS Council meeting, Quarterly EHS Rolling Trophy to best Department, Monthly and Yearly rolling Trophy to the best agencies, Theme based inspections and Audits, Monthly Mass Communication Meeting on the first day, Near miss and unsafe condition reporting with reward, Safety Captains as Safety leadership Culture etc. are implemented to create positive safety culture amongst workforce. Pre-employment and periodical health check-ups are being conducted. "SURAKHYA VIHAR", a unique demonstration concept created to educate all about the safe/unsafe practices including procedures of right and wrong tool and firefighting equipments. Periodic Integrated Management System (IMS) audits are conducted to assess the deployment of work procedures at plant site. GKEL conducts quarterly Mock Drills on different emergency scenarios, including one in presence of District Crisis Group. GKEL achieved Zero Lost time Injury Frequency Rate (LTIFR) since FY 2016-17 to 2019-20. In FY 2019-20, 32,275 saplings were planted within plant & township premises, with total sapling of 3,81,584.

During FY 2019-20, GKEL received Odisha State Energy Conservation Award and Pollution Control Appreciation Award from Govt. of Odisha, Environment Excellence Award from ICC, Kolkata, Kalinga CSR Award, GKEL also received Best Industry Award for Blood donation during FY 2019-20, from Dhenkanal District Administration, Govt. of Odisha. One contract workmen from GKEL received "Surakhit Sramika Bandhu" award from Directorate of Factories and Boilers, Odisha. Head - EHS, received the Inspiring Citizens Award 2019 from Institute of Self Reliance, Odisha, for his extraordinary performance in protecting the Environment, contribution to the society and inspiring others for the protection of Environment through different approaches over the years.

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 latest version of 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. GVPGL and GREL achieved Zero Lost time injury frequency rate with no reportable incidents for FY 2019-20.

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 2019-20. Plant is compliant with all statutory norms and procedures.

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. Periodical medical health check-ups were conducted for employees and contract workers. Regular medical camps are also organized for workforce and community at project site. Safety tool box talk, safety training, pre job briefing and site inspections, are conducted on daily basis and mock drill are conducted periodically. 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 audits. Environment monitoring (Air, Water & Noise) is being done on quarterly basis. One qualified doctor (24x7), one Lab technician, two female nurse and fully equipped ambulance are available at the medical centre. First aid centre has been set up for 24x7 at every site managed by qualified professionals and supported by 6 ambulances. 2000 tree saplings were planted at project and colony sites.

Upper Karnali Hydro Electric Project in Nepal, has successfully achieved following Key approvals /clearances from Government of Nepal (GoN) duly considering all the safety aspects as per guidelines/ Acts:

- Environment Impact assessment (EIA)
- Environment Mitigation plan (EMP)
- Initial Environment examination (IEE) for Transmission line
- Forest lease agreement executed with GoN

Gujarat Solar & Wind assets are registered under CDM. GMR Gujarat Solar Power Limited (GG SPL) is certified with ISO 14001:2015 from DNV - GL.

At GMR Energy Sector level across all sites, Zero Fatality, Zero LTI, Zero LTIFR and Zero LTI Severity were achieved during FY 2019-20.

Single use plastic is completely banned across all sites. Emissions /

Waste generated by the company within the permissible limits given by CPCB / SPCB for the financial year being reported. No show cause notice received in the FY 2019-20.

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 Group adopted all possible proactive sustainable approaches for the airport to develop an environment friendly business process that accommodates the community's concerns while still meeting all regulatory requirements. 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 2019-20 are:

- DIAL has implemented “Single Use Plastic Free Airport” initiative at Delhi Airport in 2019. The Confederation of Indian Industry - ITC Centre of Excellence for Sustainable Development (CII-ITC CESD) that supports the business community towards achieving sustainability, certified DIAL for its successful voluntary implementation of “Single Use Plastic Free Airport” initiative within IGI Airport’s Operation. Delhi Airport is the first Indian airport to bag such recognition from CII-ITC CESD.
 - Delhi Airport has renewed the “Neutrality, Level 3+” accreditation under Airport Carbon Accreditation Program of ACI, which will be valid till July 3, 2024
 - Terminal 3 of Delhi Airport is the first airport globally to get Performance Excellence in Electricity Renewal (PEER) Platinum certification. PEER has helped DIAL in identifying opportunities for continuous improvement, through increasing their renewable energy mix, assessing and reducing power interruptions.
 - ACI Green Airports Award 2020 - Gold Level in Asia Pacific Region (February 2020)
 - CII National Award for Excellence in Energy Efficiency (August 2019)
 - Successfully completed the sustenance audit of Environment Management System under ISO 14001:2015, audited by M/s DNV.
 - 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 have 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 implemented TaxiBot as a green taxi measure at Delhi Airport, which reduced aircraft emission during taxi procedure.
- 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 sustainable airport operations are an integral part of business and is committed to conduct business in an environment friendly and sustainable manner, in line with GMR Group's Vision, Mission, Values, Beliefs and Corporate Policies. During the FY 2019-20, 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.

a. Environment Compliance and Sustainability Activities:-

During the financial year 2019-20, some of the significant achievements on the environment management and sustainability processes are as under:

- GHIAL obtained the Environmental Clearance for the expansion of Rajiv Gandhi International Airport, Hyderabad (RGIA) from 25 MPPA - 50 MPPA from the Ministry of Environment, Forest and Climate Change (MoEF and CC) vide order no. F. No. 10-71/2018-IA-III dated Nov 05, 2019.
- GHIAL was granted with the Consent for Establishment (CFE) for the development of the Multi-sector SEZ from Telangana State Pollution Control Board vide order no. 311/TSPCB/CFE/RO-RR-I/HO/2019-1715 dated Oct 25, 2019.

- GHIAL is encouraging the zero emission vehicles (electric buses & cars) for the passenger commuting and ground support operations at RGIA. In this financial year, 40 electric buses and a few electric cars were introduced by the Airport stakeholders.
- For the fourth consecutive year, GHIAL has successfully received the "Level 3+: Carbon Neutrality" certification from the Airport Carbon Accreditation program by the Airports Council International in December 2019. This certificate is valid till December 2023. The Level 3+, Neutrality is the highest level of environmental achievement and recognition of the airport's great efforts in reducing/ neutralizing carbon emissions.
- GHIAL has been awarded with Green Airports Recognition 2020 - Platinum for its best Water Management at RGIA by the Airports Council International in the Category: 15 to 35 million passengers per annum, Asia - Pacific region in February 2020.
- GHIAL became a single use plastic free organisation by phasing out less than 50 microns' thickness carry bags and cutlery. Further, GHIAL is promoting the use of jute / pulp products through GMR Varalakshmi Foundation at the Airport.
- During the Wings India 2020 Aviation event, MoCA & FICCI recognised GHIAL with Aviation Sustainability & Environment Award in March 2020.

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.

b. Safety:

• **Safety Mission**

GHIAL is committed to developing, nurturing and proactively promoting a safety culture at RGIA with the philosophy "Safety first." In line with the Safety Management System framework defined by the International Civil Aviation Organization (ICAO) and the Directorate General of Civil Aviation, India (DGCA), GHIAL has made very good progress in the area of safety performance through sustained and collaborative efforts with the stakeholders and achieved high levels of safety standards. This positive trend in safety performance has also enabled significant growth in passenger numbers as well as Air Traffic Movements.

• **Safety Performance and assurance**

GHIAL has continued its efforts in giving safety assurance to all its stakeholders through proactive and preventive measures. As part of safety assurance, during the financial year, considering the steady increase in the air traffic, GHIAL has focused efforts in selective target areas like airline maintenance practices, apron procedures to proactively identify and mitigate operational hazards well before it becomes a concern. Regular Safety audits and oversight inspections were undertaken to ensure the safety standards of all the stakeholder agencies operating at the airport. GHIAL continues to enhance the safety culture through safety promotions and campaigns.

• **Safety compliance**

The 'Safety Management System' at the RGIA is in compliance with DGCA regulatory guidelines which has been reaffirmed by renewal of the Aerodrome License [AL/Public/021] for the next two year cycle valid till March 03, 2022. Also, as part of the IMS recertification process, the OHSAS 18001:2007 has been certified and is valid till March 11, 2021.

• **Safety Initiatives**

Considering the flight safety as the top priority GHIAL regularly conducts Runway Safety Committee meetings with pilots, ATC controllers, aircraft engineers, airport operations and engineering departments to proactively ensure the runway safety at all times. GHIAL undertakes stringent risk assessment process for all the major changes/activities to identify the hazards and mitigate them to ensure seamless transition of the major changes in the facilities and processes. All the stakeholders are encouraged to voluntarily report hazards and safety occurrences through online reporting portals and various other modes. Regular Safety briefing sessions are organized for all the stakeholders' employees.

• **Safety Promotion**

Safety promotion is a regular event among the airport community and during the National Safety Week all the senior officials come together to reassure their commitment to safe and efficient operations at RGIA. Also, the stakeholders are sensitized regularly through safety bulletins and safety alerts through various communication mediums.

• **Recognition**

Head-Safety of GHIAL has been recognised as a member of the elite World Safety and Technical Standing Committee (WSTSC) of ACI world to review all airport safety matters with the global experts. It is an honour and recognition of GHIAL's efforts in maintaining very high safety standards 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 were sourced sustainably? Also, provide details thereof, in about 50 words or so.

In Transportation division of the Company, DFCCIL - CP 201 and CP 202 Projects have been certified for ISO 9001:2015, OHSAS 18001:2007 and ISO 14001:2015 [Quality Management System, 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 & CP 202 has won important National level awards in the field of HSE, i.e. 10th Vishwakarma Award from CIDC and Apex India Environment Excellent Award in Platinum Category.

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 the 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 neighboring communities. As and when there are opportunities, some of these 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 Airports are 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 & CC 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 at 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:**

| SI No. | Category of Employees | No. of Employees |
|--------|--|------------------|
| 1 | Managerial Staff (Executive Cadre) | 258 |
| 2 | Operations Staff (Non-Executive Cadre) | 34 |
| | Total | 292 |

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

| SI No. | Category of Employees | No. of Employees |
|--------|--------------------------|------------------|
| 1 | Advisors & Consultants | 5 |
| 2 | Sub-Contracted Employees | 937 |
| 3 | Casual Employees | NIL |
| | Total | 942 |

3. **Please indicate the Number of permanent women employees:**

Number of permanent women employees : 13

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.**

There is no complaint received by the Company during the financial year 2019-20:

| 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 Group 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 500 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 1500 people with locomotor disabilities. An Early Intervention Center has been set up at Kakinda location to provide physiotherapy and referral services to the children with disabilities. Over 250 children benefited so far from the services of the center.

The 200-bed hospital set up by GMRVF at Rajam has a concession policy in place through which the most disadvantaged people access quality healthcare services. To address the health care needs of disadvantaged elderly people and to the communities in remote rural locations, GMRVF is running 8 Mobile Medical Units at different locations which takes quality healthcare to the door step 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 15 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.

The group through GMR Varalakshmi Foundation, (CSR Arm of the Group) at Krishnagiri;

- Organized various awareness programs on importance of hygiene, health & nutrition, knowledge about diseases, etc. in Ullukurkki, Nagamangalam, Koothanapalli, Ullupuram schools and villages benefitting around 1,800 students.
- GMRVF is supporting in 4 Government schools benefitting around 500 students.
- Imparted training on Tailoring to around 150 under-privileged women from the Ullukuruki village to empower them.
- Organized several health camps to improve the health of the community and provided free medicines to 600+ people.

Further at Kakinada,

- school bags and workbooks were distributed to 2,029 students from Std I to VII in Government schools.
- Health clinics at Talapantipeta and R & R colony provided 27,519 treatments during the year.
- Through Mobile Medical Unit, conducted 88 camps and provided 3,480 treatments.
- GMR VF trained 120 women in tailoring under Pradhan Mantri Kaushal Vikas Yojana and facilitated placements for 98 women in Pals Plush India Ltd a Toy company.

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 FY 2019-20 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 have 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 under Airport Carbon Accreditation program to “Neutrality, Level 3+”. The accreditation was renewed in 2019 and will be valid till 3rd July 2024. DIAL has also 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”.

As a sustainability initiative, DIAL has take-up “Single Use Plastic Free Airport” initiative in 2019. The Confederation of Indian Industry - ITC Centre of Excellence for Sustainable Development (CII-ITC CESD) that supports the business community towards achieving sustainability, certified DIAL for its successful voluntary implementation of “Single Use Plastic Free Airport” initiative within IGI Airport’s Operation. Delhi Airport is the first Indian airport to bag such recognition from CII-ITC CESD.

DIAL is 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 certifying agencies.

- 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 and use of offsite renewable energy through open access.
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 CNG vehicle and 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 & 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.

In Energy Sector, both Plants GWEL & GKEL are ISO 50001 certified (Energy Management Certified Organization) and various major initiative taken, under Process Optimization are GWEL - Reduction in Generator Windage losses by improvement in H2, Heat rate improvement through CT fills replacement and Condenser Cleaning and Reduction in Auxiliary Power Consumption in Flue Gas Air Handling Fans by working in Flue gas ducts & GKEL - Turbine Cooling Time reduction from 9 days to 4.41 days, APC reduction through optimization and modification in Compressed Air Header and Sonic Soot Blower installation for saving in Steam Consumption.

Your 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 and Degree colleges in the State of AP 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. Over 7500 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 over 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. E-Education has been introduced in about 80 government schools across the locations. Tent schools are being run to educate and mainstream about 500 children of migrant labour every year.

In the area of health, GMR Group is providing health services to under-served communities by running a 200-bed hospital, 26 medical clinics and 8 Mobile Medicare Units. The medical clinics and MMUs of the Foundation are providing over 20000 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 15 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, over 2000 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, 15 vocational training centers are run in different locations through which over 7000 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 2000 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 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, Mr. G.M.Rao. 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 2019-20 due to non-availability of profits. However, through its group companies, an amount of ₹ 43.24 Crores 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 200-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 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 15 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) Working with farmers to enhance farm productivity and incomes and supporting micro-entrepreneurs with material, training and marketing support etc.
- 4) 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 the systems and procedures have been made accountable and transparent for the communities. For example, in the Bala Badis run by the Foundation, the parents of the children are actively involved and regular parent meetings are being conducted to update them on the activities, progress of their children etc. 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 729 customer complaints and all complaints have been closed. There are currently 15 consumer cases pending at different consumer forums, against DIAL.
 - GHIAL: Received a total of 165 customer complaints and all complaints have been closed. There are currently 2 consumer cases pending before the Telangana State Consumer Redressal Commission at Hyderabad, against GHIAL.
 - GMR Ambala Chandigarh Expressways Private Limited: There are total of 7 consumer cases currently pending at different consumer forums against the Company.

- No customer complaint / consumer case was reported in the Energy & 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.

Pursuant to a vacation notice issued by GHIAL to Airworks (AW) a third party line maintenance service provider, AW filed a writ before High Court at Hyderabad, however could not secure any orders. Subsequently, AW filed a complaint with Competition Commission of India (CCI) vide Case. No. 30/2019, alleging GHIAL of abusing the dominant position. CCI U/s 26(1) Competition Act passed an order directing the Director General to investigate and file a report in 60 days.

GHIAL filed a writ petition challenging the orders passed by CCI and the same was stayed by HC. While so, GHIAL conducted a competitive bidding and appointed third Line Maintenance service provider at RGIA. However, having failed in the bidding process, AW filed another writ challenging the bidding and these writs are tagged together and pending for final hearing.

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.