

# Business Responsibility Report

## Section A: General Information about the Company

1. Corporate Identity Number (CIN) of the Company	: L45203KA1996PLC034805
2. Name of the Company	: GMR Infrastructure Limited
3. Registered address	: SKIP House, 25/1, Museum Road, Bengaluru - 560 025
4. Website	: www.gmrgroup.in
5. E-mail id	: Gil.Cosecy@gmrgroup.in
6. Financial Year reported	: 2014- 2015
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, Transportation and 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:

- Number of International Locations (Provide details of major 5):  
The Group has business activities in Indonesia, Singapore, Nepal, Philippines (Cebu).
- Number of National Locations: The Group has business activities undertaken in more than five states in India, viz., Bengaluru, Hyderabad, Mumbai, Kamalanga (Orissa), Chhattisgarh, Chennai, Hospet (Karnataka), Warora (Maharashtra), Jhansi and Allahabad (UP).

Number of International and National locations for Subsidiaries, JVs and Associates:

The International locations of GIL's Subsidiaries / JVs / Associates include, Indonesia, Singapore, Nepal, Philippines (Cebu) and the National locations include Bengaluru, Delhi, Hyderabad, Chennai, Vemagiri, Kakinada and Rajahmundry (Andhra Pradesh), Krishnagiri (Tamil Nadu), Chandigarh, Chamoli (Uttarakhand), Chamba (Himachal Pradesh), Raikheda (Chhattisgarh), Charanka (Gujarat), Rajasthan, Kamalanga (Orissa), Hospet (Karnataka), Warora (Maharashtra), Jhansi and Allahabad (UP).

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

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

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

- Stakes in international coal assets in Indonesia - PTBSL & Sinarmas;
- Hydro-power projects in Nepal - Under various stages of developing;
- In Airports - Mactan Cebu International Airport in Philippines.

On the National level, the Company's subsidiaries own and operate 2 airports on Public Private Partnership (PPP) (New Delhi and Hyderabad), 8 energy assets operating in Tamil Nadu, Andhra Pradesh, Gujarat, Maharashtra, Orissa and 3 projects under construction (including Coal based power plant in Chhattisgarh, Hydro based plant in Himachal Pradesh and Gas based plant in Andhra Pradesh) and 2 transmission projects in Rajasthan and 1 Hydro plant in Uttarakhand are under development, and 9 different highways (two with minority stake) with a balanced mix of toll and annuity at various locations in India - Andhra Pradesh, Karnataka, Punjab and Tamil Nadu.

## Section B: Financial Details of the Company

	(₹ In Crore)
1. Paid up Capital (INR)	: 1,572.80
2. Total Turnover (INR)	: 669.22
3. Total profit / (loss) after taxes (INR)	: (352.65)
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	

Not applicable (as the Company has reported loss during the financial year ended March 31, 2015). However the Company had spent ₹ 2.92 Crore during the year on CSR.

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

The above expenditure has been incurred for promotion of the following activities:

- Education
- Health, Hygiene and Sanitation
- Empowerment and Livelihood

Education Programs: Running 15 Tent schools for migrant labour children; Support to education of 7 under-privileged students at Mangalore; Support for 40 under-privileged students towards Engineering Education

Health, Hygiene and Sanitation Programs: Support for specialized and quality services at GMRV Care Hospital, Rajam; Support to Raj Praksash Trust, Bengaluru for conducting medical camps for under-privileged communities; Support to health care activities of migrant labour communities; Upkeep of Public Toilet at Bengaluru

Empowerment and Livelihoods Programs: Vocational training and placement support for 400 unemployed youth at Bengaluru; Support to Swarna Jayanthi Institute, Nellore for providing vocational training to 900 unemployed youth, Support to CII Skills Training Centre at Chindwara; Support to Self-Help Groups at Hyderabad and Mangalore.

**Section C: Other Details**

1. Does the Company have any Subsidiary Company / Companies?  
Yes, the Company has 125 subsidiary Companies, as on March 31, 2015.
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)  
  
Yes, the Company along with its subsidiary companies participates in group wide Business Responsibility (BR) initiatives on a wide range of topics. All subsidiaries are aligned to the activities under the aegis of GMRVF, a Corporate Social Responsibility (CSR) arm of the Company, which develops social infrastructure and enhance the quality of life of communities around the locations, where the Company / Subsidiaries have a presence.
3. Do any other entity / entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity / entities? [Less than 30%, 30-60%, More than 60%]  
  
No. The suppliers / distributors, etc., of the company do not participate in group wise BR initiatives of the company.

**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 Number : 00061669
- Name : Grandhi Kiran Kumar
- Designation : Managing Director

**b) Details of the BR head:**

S. No.	Particulars	Details
1.	DIN Number (if applicable)	NA
2.	Name	Adi Seshavataram Cherukupalli
3.	Designation	Company Secretary and Compliance Officer
4.	Telephone number	T: +91-80-4053 4000
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 (ISO 14001:EMS & OHSAS 18001 & ISO 9001:QMS)	#	#	#	Y (MoEF, respective State Pollution Control Board and ISO 14001:EMS)	#	#	#
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?	Y*	<a href="http://www.gmrgroup.in/Corporate/pdf/EHS-policy.pdf">http://www.gmrgroup.in/Corporate/pdf/EHS-policy.pdf</a>	Y*	Y	Y	<a href="http://www.gmrgroup.in/Corporate/pdf/EHS-policy.pdf">http://www.gmrgroup.in/Corporate/pdf/EHS-policy.pdf</a>	Y	Y	Y
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy /policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

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

\* The policy is available in Company's intranet.

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

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

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

S. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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 will be uploaded in Company's website.

**Section E: Principle-wise performance**

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

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

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

As an extension of the Code of Conduct, Company has a Whistle Blower policy which applies to third parties with concerns regarding any serious malpractice or impropriety within the group. Third parties include Vendors, Service providers, Partners, JV employees, and customers. There is also a supplier Code of Conduct and Business Ethics to ensure transparent business governance.

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

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

As specified in the Corporate Governance Report, 319 investors' complaints were received during the financial year 2014-15, which have been fully resolved.

**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 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.

The company continues to abide by regulations concerning the environment by allocating substantial investments and resources on a continuous basis to adopt and implement pollution control measures. Our continual endeavor to go beyond compliance and conserve natural resources helps to march towards attaining excellence in environmental management and efficient & sustainable operations as well. As the Company operates in an increasingly resource-constrained world, being environmentally conscious and efficient are key to our operations. The Company remains committed to our Corporate Environment, Health, Safety and Quality (EHSQ) Policy to articulate, guide, and adopt an integrated approach towards implementing EHSQ objectives. 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 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 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 UNFCCC.

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

**Energy Sector**

Energy Sector has continuously ventured to promote cleaner fuel operations and renewable energy. The super critical technology power plant is under development at Chhattisgarh. The 25 MW capacities Solar Photo-Voltaic based power generation and 2.1 MW and 1.25 MW wind turbine generators in the state of Gujarat and Tamil Nadu respectively, with the total capacity of the wind turbine generator being 3.35 MW is fully operational which commitment towards sustainability in terms of clean and renewable energy resource.

GMR Energy sector has aligned its energy business with its comprehensive "EHS Framework", adopting best manufacturing practices, optimizing energy, natural resources & 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 Company has adopted state of the art systems and measures to control emissions and effluent in design stage itself. Hazardous wastes management and disposal has been in accordance with Central Pollution Control Board (CPCB) guidelines. Continuous Stack Emission Monitoring System (CEMS) and continuous Ambient Air Quality Monitoring Systems

(CAAQMS) at power plants have been set for monitoring of vital pollution parameters on real time basis. Also, each of the operating units has dedicated Effluent treatment Plant to treat waste water from the units and utilize or discharge in accordance with Pollution Control Board Norms. All parameters like stack 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 importance. The system is managed by dedicated EHS team and steered frequently at Apex level for quick actions.

Various employee engagement campaigns are conducted at plant by celebrating world environment day, national safety week, national fire awareness week, national cleanliness day, road safety awareness week, energy conservation week, earth day, etc to create awareness and generate ideas for implementation. During mass plantation drive, employees, families, children and nearby villagers are involved. Dense green belt development is under progress.

Systems and processes as per Global Reporting Initiative (GRI-G4) are being implemented across all the power plants. Energy Sector has published its first ever Sustainability Report for FY 13-14 as per GRI-G4 guidelines and made available to all its relevant stakeholders.

EMCO Energy Limited (EEL) has been certified for the Integrated Management System from by M/s BVCI. Approval of Wild Life Conservation plan has been obtained. Three CAAQMS stations and CEMS at stacks have been installed. "Sampoorna Swachhata" a journey of Swachhata campaigning was initiated and being implemented throughout the year. "EMCO Nirmal Jivan" - a series of Wellness Programs for Employee health wellbeing consisting of Yoga, Balanced Diet & Nutrition Counseling, Medical camp on Spirometry are initiated. Safety audits by Cross department teams, trainings on Electrical Safety, Defensive driving, Fire Safety, First Aid, Chemical Safety were conducted. Awareness campaign on Anti-Tobacco, Snakes bite, Swine Flue - Common respiratory problems and Nukkad Natak (Dramas) on Safety, Swachhata were conducted. Mock drills on scenarios such as Release of Hydrogen, Chlorine Leakage, Fire at Coal Conveyor, Fire at ESP were conducted. National Fire Service Day/Week, Earth Day, World Environment Day, Cleanliness Day, National Safety Day were observed. A sustainable farming based greenbelt development consisting of 10,000 Mango trees and 20000 non-Fruit bearing Saplings were planted.

GMR Kamalanga Energy Limited (GKEL) is fully compliant with all the statutory norms of operating parameters. Out of the total ash generation of 1003470 MT, ~ 34 % of ash has been utilized for brick manufacturing, road making and land development. 83,728 number of tree saplings were planted covering an area of about 69 acres in FY 14-15. "Swachhata Abhiyaan" - a cleanliness campaign and "5 S" Housekeeping Drive are being implemented. Besides various EHS initiatives and campaigns, a series of Behavior Based Safety (BBS) trainings were conducted to inculcate positive safety culture amongst workforce.

GMR Chhattisgarh Energy Limited (GCEL) has obtained the amendment for usage of domestic coal from MoEF and Factory

License from Inspectorate of Factories. 44,112 number of tree saplings were planted in this financial year covering an area of about 115.5 acres. Following Surveillance Audit of Integrated Management System (IMS), GCEL received ISO 14001:EMS, OHSAS 18001 and ISO 9001:QMS certificates. Various campaigns viz., World Earth Day, World Environment Day, Road Safety Awareness Week, National Safety Day/Week were observed at GCEL.

GMR Power Corporation Limited (GPCL), Chennai planted 190 saplings covering an area of about 3 acres.

GMR Vemagiri Power Generation Limited (GVPGL) and GMR Rajahmundry Energy Limited (GREL) observed World Environment Day, Road Safety Awareness Week and National Safety Week. GVPGL sold its accumulated Certified Emission Reduction (CER) of about 3,15,320 to M/s British Petroleum Energy Asia Pte Ltd, Singapore and fetched a revenue of about ₹ 34.89 Lakhs. 3000 saplings has been planted in GREL premises.

GMR Energy Limited (GEL), Kakinada has achieved 0% LTIFR in this financial year and is fully compliant with all statutory norms and procedures. GEL inaugurated Swatthcha Abhiyan (cleanliness) campaign. GEL celebrated World Environmental Day, Safety Week, Road Safety Week, Fire Service Week. Recertification of ISO 9001:2008, ISO 14001:2004 and OHSAS 18001: 2007 has been done by M/s GL-DNV. Plantation were done by employees in nearby schools.

GMR Bajoli Holi Power Project has achieved 21, 59,079 safe man hours in this financial year and in compliant with all applicable EHS rules and regulations. Following certification audit for Integrated management system (IMS), M/s TUV India granted ISO 9001:2008, ISO 14001:2004 and OHSAS 18001: 2007 certificates. 400 saplings were planted in the colony.

### Airport Sector

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

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

working closely with the communities around the airport by proper knowledge sharing forum, media communications, communication to stakeholders and stakeholders meeting, 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 & Hazardous wastes are handled as per the applicable rules. Sewage treatment plant is operational to treat the waste water. Entire treated water is being reused appropriately for the flushing, irrigation purposes.

#### **Delhi International Airport Private Limited (DIAL)**

Environment Sustainable Management is an integral part of your company's business strategy It focus highly on natural resource conservation, pollution preventions and skill developments on the part of business sustainability at Delhi Airport by efficient integration of policy, system, procedures, infrastructures and community supports.

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.

DIAL has adopted all possible proactive sustainable approach for the airport to develop an environment friendly posture that accommodates the community's concerns, while still meeting all regulatory requirements.

Some of the recent achievements during this financial year are:

- Green Company Certification by CII at Gold Level, becoming first airport in India to achieve this landmark, March, 2015
- Greentech Environment Excellence Award 2014 - Platinum Level, Jan 2015
- National Energy Excellent Award by CII, Oct, 2014
- Golden Peacock Award for Sustainable Environment Management at DIAL by Institute of Directors, July, 2014
- Developed Standardized Training Package called Leadership in Energy and Environmental Design and operation of Airport Infrastructure along with Aviation Academy and got approved by ICAO, July, 2014
- Founding Member of India GHG Program of CII
- Successfully completed ISO 14001 - Environment Management System recertification audit by M/s. DNV, certified organization and sustaining from 2008
- Sustain "Optimisation Level" accreditation by Airport Council International (ACI) for Carbon Management implemented at IGI Airport from 2013
- Regular Training on Environmental Management and Sustainability Management
- Environment Day celebration & Tree plantation on every World Environment Day events, 5th June

#### **GMR Hyderabad International Airport Limited (GHIAL)**

GMR Hyderabad International Airport Ltd. (GHIAL) is complying with the applicable environmental legal requirements of DGCA, APPCB and MoEF.

- Upgradation of the existing "Online Continuous Environmental Monitoring Station" by addition of three new analysers ( Carbon monoxide, ozone, and & Hydrocarbons)
- The second "Noise Monitoring Terminal" has been installed and commissioned at AGL substation- East in order to comply with Aviation Environmental Circular No. 3 of 2013 i.e. Aviation Noise Management at Airports
- An environmental portal has been developed to maintain a centralized environmental data base for the airport including stakeholders
- GMR Hyderabad International Airport has received the Confederation of Indian Industries (CII) Award for "Excellent Energy Efficient Unit" during the 15th National Award for Excellence in Energy Management 2014
- RGIA won a first prize in Private Institutions category for the Best Landscape for the Fifth time in a row, in the recently concluded Garden Festival 2015 organized by the Department of Horticulture, Government of Telengana. RGIA also won a First prize for the Best Rotaries and medians. The department of Horticulture organized this garden festival in the month of January 2015
- Hyderabad's Rajiv Gandhi International Airport Cargo has received the Middle East/Indian Subcontinent Airport of the year and Green award at the Payload Asia Awards, 2014
- A noise mapping study has been done in line with DGCA guidelines to predict distribution of noise intensity around the airport
- An Environment Week was organized from 02nd June to 07th June at the Airport. During the week, various environmental promotional activities were conducted:
  - Distribution and display of WED campaign material such as banners, bookmarks etc;
  - Promotion of WED's theme 'Raise your voice, not the sea level' to the airport community, passengers and visitors;
  - Bi-cycling to promote zero pollution and good health;
  - Plantation in the airport;
  - Competitions among the airport community such as poster painting, quiz, innovative solutions to the environmental issues and the best practices etc;
  - Involvement of passengers with environmental promotional activities;
  - Promotion of public transport, carpooling and fuel conservation;
  - Awareness campaigns on food waste control;
  - Promotion of water and energy conservation.
- The airport's carbon intensity has been reduced from 3.14 (year 2013) to 2.60 kg of CO<sub>2</sub> / pax for the calendar year 2014.

**2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):**

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

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

EPC division of the Company is certified for ISO 9001:2008 [Quality Management system] and for OHSAS 18001:2007 [Occupational Health & Safety Management system]. Green Certification [LEED - India] for DAV School, Rajam has been received. 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 Roads, Buildings and Power Projects. Also procurement procedures form part of the standard ISO procedures. In addition, EPC division strives to design and construct sustainable Projects which including Water and Energy conservation measures, continuous monitoring of Environmental parameters [like noise, air, water], identify & use of resources that are environment friendly, green technologies and deployment of fuel efficient equipment's and machineries.

The fuel in the Energy Sector subsidiary companies is sourced through pipelines to the plant avoiding wastages like leak, vapourisation etc. 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?**

There are several services at the construction sites of the Company for which local people have been given opportunity. These include housekeeping services, photography and Canteen, Mess services, Printing stationary. Apart from that supply of various building material such as sand, aggregate, Fly ash bricks, Moorum etc. has been given to local persons only. Many local people have been appointed and trained in various technical skills for execution of work like quality lab technicians, Plant and Machineries helper, Store assistant, operator for Transits mixture and Tough rider now many of them has been absorbed by our subsidiary, EMCO Energy through their various out sourcing agencies for O&M of Power plant.

For subsidiary companies in Energy Sector: The Companies have a policy of procuring goods and services like horticulture, housekeeping, hospitality support services and the like from nearby suitable sources of supply. The Companies have its internal methodology of procuring above goods and services. GMRVF, the CSR wing of GMR Group helps the Companies for selling the products made by nearby community, trained by GMRVF.

For subsidiary companies in Airport Sector:

- (i) Hyderabad Airport (GHIAL): The airport Business Development, FMS, Security, Terminal Operations and several other departments work closely with the CSR team of GHIAL to identify opportunities for getting goods and services from local community. There have been several exclusive and niche services in the airport which are being provided by local community entrepreneurs. For example, the photography services which were allocated to a local photographer for the last 5 years, in this year this service got more opportunity with the opening of visa-on-arrivals, wherein 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. have all being doing good business and expanding the same. In the reporting year, the road barricades placed at the airport road were also made and repaired locally at the training centre. A new initiative of cultivating vegetables through involvement of local community has been initiated by the Landscape Deptt where in the vegetables are being sold to employees as well as staff canteen, hotel, etc. in airport premises. The EMPOWER initiative for selling products made by local women at the airport continued with good sales at airport shops and supply to GHIAL for various events. The women were also engaged for uniform stitching as well as aircraft seat cover stitching at the MRO. The skill training centre in the airport premises continued to run courses in about 7 different disciplines and trained close to 650 candidates with more than 80% placement including some with concessionaires at the airport. A special 'FMS Supervisor Course' was run at the centre this year for in-service and fresh candidates. All the candidates from this course got placements through airport concessionaires.

- (ii) Delhi Airport (DIAL): The Company has been procuring Goods & Services from Local & Small producers, traders & service Providers and based on quality of their deliverables, these Agencies are being considered for further opportunities. There are several steps taken to procure services from the communities surrounding place of work at the airport, for which local people have been given exclusive opportunity through the Business Development and CSR team of DIAL. Some of these are as below:

- Continuous efforts are made to develop small entrepreneur's to procure Machine Tools, Blades, Brushes, Public Health related engineered Products, Horticulture Products, Flower Arrangement etc. from small producers and traders;
- Tenders are generally invited from NGO's for providing wild life services.

Apart from these, DIAL CSR works in three sectors through GMR Varalakshmi Foundation to support the community surrounding IGI airport:

**EDUCATION**

- 122 children of age group 2-4 years were provided Pre-School education support through management of 4 Balbadis. Around 70

Balabadi children of 4-5 years of age enrolled into formal Government Schools;

- Benefitted 600 students from Govt. Schools through creative learning techniques imparted in After School Learning Centers & Kid Smart Center;
- Distributed shoes to more than 2100 school going children at Savda Ghevra and Mehramnagar;
- 61 adult women were made functionally literate through CBFL (Computer Based Functional Literacy) program.

**HEALTH, HYGIENE AND SANITATION**

- General and gynecological clinics at Savda Ghevra has provided quality medical services to 6500 patients;
- Structured Health awareness program organized through health check-up camps, immunization camps and adolescence awareness sessions and covered 400 persons;
- Through ‘Samarth’ program 19 Differently abled persons were helped to get disability certificate from Government. 165 differently abled persons were provided with medical aid & appliances.

**EMPOWERMENT AND LIVELIHOODS**

- Center For Empowerment & Livelihood - the vocational training center runs 7 different courses in partnership with credible industry partners and provide job oriented skills to the under privileged youth. In FY 2014-15 it has trained total of 720 youth and placed 601 (83.5%) . Till date 2209 youth have been trained with 82 % of job retention. The center also initiated new partnership with Volvo for three month Excavator Operator course;
- Marketing of EMPOWER Products at Terminal 3: Enabling Marketing of Products of Women Entrepreneurs (EMPOWER) is an initiative to market different products made by under-privileged women. To promote products DIAL CSR team also put stalls in different corporate house in different occasions like Raksha Bandhan, Dussehra, Diwali, Christmas and New Year, Holi. DIAL-CSR supported this initiative by supplying these products to one of the concessionaire-India Delite-at Terminal-3. 15 women benefited from the “Stitching Centre” at Mehramnagar. Provided designer support to improve the design and stitching skills;
- Like every year, 7 individuals from Savda community were provided financial support to start self-entrepreneur or to upscale their existing business in order to enhance their family income. Each individual has been supported with the material or equipment cost up to INR. 5,000 to 10,000/-. Their income has been increased up to INR 2,000 to 4,000 per month.

**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 and Urban Infrastructure. The waste water at the power generation plants and Airport is recycled and used for gardening and other cleaning purposes. 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)	217
2	Operations Staff (Non-Executive Cadre)	84
	Total	301

**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	21
2	Sub-Contracted Employees	NIL
3	Casual Employees	NIL
	Total	21

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

Number of permanent women employees : 48

**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	The Company does not hire child labour, forced labour or involuntary labour; hence not applicable.
2	Sexual harassment	NIL	NIL
3	Discriminatory employment	NIL	The company does not discriminate in the recruitment process; hence not applicable.



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

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?  
There is a specific focus on identifying the vulnerable amongst the stakeholders. These include landless, tribal communities, socially and economically backward sections, people with disabilities, women-headed households, etc.

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

For the Company, community is a major stakeholder of business. Thus, GMR Group works with the under-privileged communities around its business operations for improving their quality of life. A special focus is laid on vulnerable and marginalized sections of the community such as differently-abled persons, elders, tribals, migrant labour etc. GMR Varalakshmi Foundation (GMRVF) initiated Tent School program in Bengaluru for the children of migrant labour communities. About 1000 children get benefit from this Tent School initiative that otherwise had to drop out 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 200 persons / children with disabilities benefit from this initiative. To address the health care needs of disadvantaged elderly people, GMRVF is running 3 Mobile Medical Units at different locations which take quality health care to the doorsteps of about 7000 elderly and vulnerable people. At Shahdol (MP), GMRVF partnered with Women and Child Welfare Department to set up Anganwadi centers in tribal hamlets which provide pre-school education, nutrition support etc. for children of 0-5 years age, adolescent girls, pregnant and lactating women. Foundation is also running 9 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. 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 are no reported complaints received during the financial year 2014-15.

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

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

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

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

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

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

The Company has evolved as Sustainability leaders by registering 7 CDM Projects with United Nations Framework Convention on Climate Change (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 Greenhouse Gas (GHG) emission reduction initiatives.

DIAL is accredited by Airport Council International (ACI) for its Carbon Management at IGI Airport to "Optimisation Level". DIAL has installed 2 MW plant at IGI Airport and is the first airport in India having mega solar power plant at airside premises. GHIAL has been accredited for Level 3 (Optimization) 'Airport Carbon Accreditation' by ACI. GHIAL became the 1st Airport in the country and 2nd Airport in the Asia Pacific Region to get this accreditation.

GMR Vemagiri Power Generation Limited (GVPGL), GMR Renewable Energy Limited (GREL), Alaknanda hydro project, Bajoli-Holi hydro project, Gujarat solar Power project and Wind power projects at Gujarat and Tamil Nadu are registered as CDM Projects at UNFCCC.

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

Yes, the company has a procedure to identify and assess potential environmental risk. All operating units have implemented Environmental Management System as ISO 14001 international standard requirements and have been certified by external auditors (except, EMCO is in the process of obtaining external certification).

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 and the Group are actively involved in the development of CDM projects. It has taken the initiative towards developing the projects which are energy efficient, utilizes cleaner fuel, and uses renewable energy resources as fuel. In such endeavor, the Group has registered Seven 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 in the month of July, 2013.

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

Yes. The Company understands the thrust of achieving energy efficiency, and effectively utilizes the available clean technology and renewable energy resources in all its business developments. Delhi Indira Gandhi International Airport, Terminal 3 has been awarded green building "LEED INDIA GOLD" rating from Indian Green Building Council (IGBC) thereby making it one of the largest Green Buildings in the world<sup>1</sup>. The Rajiv Gandhi International Airport (RGIA) Passenger Terminal Building has 'Leadership in Energy and Environmental Design' (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<sup>2</sup>. Upcoming thermal power plants projects based on Coal are planned with the latest available technology viz Supercritical Technology and wherever feasible the projects are developed to use Natural Gas, which is the Clean fuel resource. The operating power plants viz. GMR Power Corporation Limited (GPCL) and GMR Vemagiri Power Generation Limited (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 the 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 2 MW plant at IGI Airport and is the first airport in India having mega solar power plant at airside premises. This measure has been taken to promote renewable energy use and reduce associate emission and also to support National Climate Change Action Plan. GHIAL has a proposal for 5 MW Solar Power Plant as part of green energy promotion.

<sup>1</sup><http://www.newdelhiairport.in/environment.aspx>

<sup>2</sup><http://www.hyderabad.aero/environment.aspx>

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 is well within the permissible limits prescribed by CPCB / SPCB.

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

Nil

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

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

The Company is a member of:

- A. Confederation of Indian Industry (CII), Chennai
- B. The Associated Chambers of Commerce & Industry of India (ASSOCHAM), New Delhi
- C. Federation of Indian Chambers of Commerce & Industry (FICCI), New Delhi
- D. Bengaluru Chamber of Industry & Commerce (BCIC)
- E. Indo-Japanese Chamber of Commerce & Industry (Karnataka) - (IJCCI)
- F. PHD Chamber of Commerce & Industry (PHDCCI), New Delhi
- G. Association of Power Producers
- H. Maharashtra Economic Development Council (MEDC)
- I. Thought Arbitrage Research Institute (TARI)

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

Yes, following are the broad areas:

- (i) Economic Reforms
- (ii) Airport Services
- (iii) Public Utility
- (iv) 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 thus ensure a high level of participation from the communities. Under the area of Education, GMR Group is running an Engineering, Degree, Polytechnic and Community colleges in AP apart from several schools. 20% of the seats in all the schools are provided

to the children from poor communities free of cost. Group also supports the education of poor students by facilitating Scholarships and Educational loans. About 4000 students have received such support. GMR Group also focuses on improving the infrastructure facilities and quality of education at Government schools and pre-schools, apart from running its own Bala Badis (Pre-schools for children of 3-5 year age group). About 350 Govt. schools are supported reaching out to over 35000 children. About 3500 per school age children in 180 Bala Badis and Anganwadis across the country benefit from the Group's initiatives. Over 250 children have been sponsored to quality English Medium Schools under the Gifted Children Scheme and their complete educational expenses are borne by the Foundation. Technology enabled learning is also facilitated with the setting up of 39 IBM Kid Smart Early Learning Centers across the locations. Tent schools are being run to educate and mainstream about 1000 children of migrant labour. In the area of health, GMR Group is providing health services to under-served communities by running a 135-bed hospital, 28 medical clinics, 3 ambulances and 3 Mobile Medicare Units. The medical clinics of the Foundation are serving over 7000 patients per month. 25 public toilets have been constructed in both rural and urban locations to improve sanitation facilities which are used by about 30000 people per month. Further, over 650 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 the focus areas, and to achieve this, as part of the CSR, 8 vocational training centers are run in different locations through which about 4500 under-privileged youth are trained every year in different market relevant skills. Over 80% of these trainees are settled in wage or self-employment. The Group also works towards women empowerment by promoting and strengthening Women Self Help Groups. About 300 groups are formed so far with more than 3500 members and are receiving thrift, credit, capacity building and market support. Further, the community development initiatives focus at establishing village libraries, promoting youth and children's clubs and also on generating awareness among communities on key social and environmental issues.

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

GMR Group implements the community development programs through GMR Varalakshmi Foundation, a Company registered under Section 25 of the Companies Act, 1956. 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 and the Group Companies during the year contributed to community development projects to the extent of ₹ 23.78 Crore.

Projects undertaken:

Education:

- 1) Supporting Govt. schools with Vidya Volunteers, Teaching Learning Materials, After School Learning Centers, Small infrastructure, Teachers' training etc. to improve the quality of education;
- 2) Supporting Govt. Anganwadis and setting up Bala Badis to provide quality pre-school education;
- 3) Support to students with coaching for different entrance and competitive examinations, scholarships and loans for pursuing higher education etc.

Health, Hygiene and Sanitation:

- 1) Running Medical Clinics, Mobile Medical Units and Ambulances where ever there is a gap of such health facilities;
- 2) Conducting need based general and specialized health check-up camps and school health check-ups;
- 3) Conducting health awareness programs with special focus on seasonal illnesses, HIV/AIDS etc.
- 4) Construction of Public Toilets and facilitating construction of Individual Sanitary Lavatories.

Empowerment and Livelihoods:

- 1) Running 8 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 for them to take up income generation programs;
- 3) Running community libraries, supporting youth clubs, conducting awareness programs on social issues etc.
5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

GMRVF lays great emphasis on involving community in their development process. Towards this, GMRVF conducts wide consultations with the communities before initiating any program and develops programs based on the local needs identified by the communities. Community members are engaged at every stage of the programs and all the systems and procedures have been made accountable and transparent for the communities. For example, in the education programs, GMRVF strengthens School Management Committees, Parents Associations and facilitates parent teacher meetings so that these committees monitor the programs closely and effectively. Where relevant, SHG federations have been formed and strengthened so that they would take the responsibility of facilitating and monitoring the SHGs. Child clubs, Youth clubs, Self Help Groups and other community based institutions are made 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?  
NIL
2. Does the company display product information on the product label, over and above what is mandated as per local laws?  
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.

NIL

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

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

Road Users Survey at GMR Highways

GMR Highways conducted its third Road User Satisfaction Survey [RUSS] at all its Assets [both Toll and Annuity] with an objective of

understanding and measuring the Road Users' awareness and satisfaction with GMR Highway's facilities, services and other aspects of road users experiences and perceptions. In-house O&M Team at Site & HO along with BE Team and GMRVF Team administered the survey. The survey was carried out for 7 days from 15th -21st Dec'14 at various prominent locations along the highways like truck lay byes, bus lay byes, rest areas, hotels, dhabas, bus stands etc.

Survey feedback was collected from a random sample size of over 2500 Road Users across all Assets targeting various segments of road users such as Cars, LCVs, Buses, Trucks, MAVs, Two & Three Wheelers. Different set of questions [19 for toll and 13 for annuity based Assets] were asked in the survey covering all important aspects of highways. The feedback was taken on a 5 point scale representing Poor, Average, Good, Very Good and Excellent. A detailed analysis report based on the survey feedback was prepared. All Assets have performed exceedingly well on all the major parameters as compared to last year. Action plans were prepared and implemented wherever gaps were identified to further improve the Road User experience.

The subsidiaries of the Company i.e. Delhi International Airport Private Limited (DIAL) and GMR Hyderabad International Airport Limited (GHIAL), as per the covenants of the concession agreement, have to regularly conduct passenger surveys in order to evaluate the performance resulting in form of the internationally accepted ASQ scores.