



# ESG Performance Data

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**FY 2024-25**

# Supplier Screening: FY 2024-25

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## **Aspects of Supplier Screening**

We evaluate our key suppliers on relevant ESG parameters, including labour standards, human rights, ethical conduct, health & safety, environmental practices ( including greenhouse gas emissions, energy consumption, water consumption, waste management etc.), governance practices ( including corruption, bribery, conflicts of interest and anti-competitive practices etc.), information security, etc. This assessment is conducted through a digital tool that enables controlled supplier input, data collection and validation using public information and supporting documents provided by the supplier, thereby enhancing transparency and governance.

## **Methodology for Supplier Screening**

Basic sustainability risk evaluation of key suppliers, considering business risk, industry-specific risk, sector-specific risk, commodity – specific risk and country-specific risk.

## KPIs of supplier screening: FY 2024-25

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Supplier screening	FY 2024-25
Total number of Tier-1 suppliers	3,027
Total number of significant suppliers in Tier-1	333
% of total spend on significant suppliers in Tier-1	95.8
Total number of significant suppliers in non-Tier-1	0
<b>Total number of significant suppliers (Tier-1 and non Tier-1)</b>	<b>333</b>

# KPIs for Supplier Assessment and/or Development: FY 2024-25

## Coverage and progress of the company's supplier assessment program

Supplier Assessment	FY 2024-25
Total number of significant tier-1 and non tier-1 suppliers assessed via desk or on-site assessments (please refer to the question: KPI's for Supplier Screening, the figure entered in 1.5)	272
% of unique significant suppliers assessed	81.68
Number of suppliers assessed with substantial actual/potential negative impacts	0
% of suppliers with substantial actual/potential negative impacts with agreed corrective action/improvement plan	0
Number of suppliers with substantial actual/potential negative impacts that were terminated	0

# KPIs for Supplier Assessment and/or Development: FY 2024-25

Coverage and progress of suppliers with corrective action plans out of the number of suppliers assessed with substantial actual/potential negative impacts

Supplier Assessment	FY 2024-25
Total number of suppliers supported in corrective action plan implementation	0
% of suppliers assessed with substantial actual/potential negative impacts supported in corrective action plan implementation	0

Coverage and progress of suppliers in capacity building programs

Capacity building programs	FY 2024-25
Total number of suppliers in capacity building programs	226
% of unique significant suppliers in capacity building programs	67.867

# Data Center Efficiency: FY 2024-25

Average PUE		FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
Average PUE		1.6	1.58	1.55	1.58
Coverage (% of total ICT population)	ICT population defined as: ICT population is defined as the total energy consumed at Data Centers	100	92	100	100

Data center energy usage	FY 2023-24	FY 2024-25
Total energy used in data centers (MWh)	2,28,136	2,96,669
Total renewable energy used in data centers (MWh)	1,08,310	1,25,178
Percentage of renewable energy used in data centers (of total energy*)	47%	42%
Percentage of renewable energy used in data centers (of total electricity**)	52%	49%

\*Total energy includes grid electricity, renewable electricity (purchased plus onsite) and fuel consumption

\*\* Total electricity includes grid electricity, renewable electricity (purchased plus onsite)

# Water Consumption: FY 2024-25

	Units	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
A. Water withdrawal (excluding saltwater)	Million cubic meters	0.073 Million m <sup>3</sup>	0.285 Million m <sup>3</sup>	0.323 Million m <sup>3</sup>	0.321 Million m <sup>3</sup>
B. Water discharge (excluding saltwater)	Million cubic meters	0 Million m <sup>3</sup>	0.193 Million m <sup>3</sup>	0.211 Million m <sup>3</sup>	0.154 Million m <sup>3</sup>
Total net freshwater consumption (A-B)	Million cubic meters	0.073 Million m <sup>3</sup>	0.092 Million m <sup>3</sup>	0.112 Million m <sup>3</sup>	0.166 Million m <sup>3</sup>
Data coverage	Percentage of Boundary coverage of Natural Capital of Integrated Report	100	100	100	100

# E-waste: FY 2024-25

	FY 2023-24	FY 2024-25
Total weight of WEEE collected from takeback programs (kg)	6,85,796	11,01,632
Percentage of takeback WEEE reused / resold / recycled	100%	100%

\* *WEEE stands for Waste Electrical and Electronic Equipment*



# New Hires: FY 2024-25

Contract type	FY 2024-25						Total
	Male			Female			
	Below 30 years	30 to 50 years (including 30 and 50)	More than 50 years	Below 30 years	30 to 50 years (including 30 and 50)	More than 50 years	
Junior Management and below	1237	1768	2	1092	261	0	4360
Middle management	62	441	3	80	126	2	714
Top management	0	2	2	0	0	0	4
Total	1299	2211	7	1172	387	2	5078

Average hiring cost/FTE: 92,499  
(Monthly Cost)

# Employee Turnover Data: FY 2024-25

Contract type	FY 2024-25						Total
	Male			Female			
	Below 30 years	30 to 50 years (including 30 and 50)	More than 50 years	Below 30 years	30 to 50 years (including 30 and 50)	More than 50 years	
Junior Management and below	821	1506	29	468	204	1	3029
Middle management	50	662	41	36	110	7	906
Top management	0	2	4	0	1	0	7
Total	871	2170	74	504	315	8	3942

## Remuneration Details: FY 2024-25

Employee Level	Average Women Salary	Average Men Salary
Executive level (base salary only)	16,997,276.31	18,468,833.19
Executive level (base salary + other cash incentives)	21,483,308.31	24,274,765.85
Management level (base salary only)	3,514,537.48	3,618,834.22
Management level (base salary + other cash incentives)	4,026,512.64	4,140,670.03
Non-management level (base salary only)	986,905.01	920,534.21

# Hours of Training: FY 2024-25

Employee Category	Unit	Gender	FY 2024-25
Junior Management and below	No of participants	Male	13035
		Female	3399
	Hours	Male	381637
		Female	99234
Middle management	No of participants	Male	5143
		Female	1041
	Hours	Male	88211
		Female	18642
Top management	No of participants	Male	42
		Female	7
	Hours	Male	607
		Female	93

Average amount spent per FTE on training and development: INR 10,310

# NPS: FY 2024-25

Parameter	FY2024-25
Urban + Rural Combined	
NPS score	63
Data coverage: Percentage of operations	75
Source: Brand track run by IPSOS	

# Customer Relations: FY 2024-25

	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
% of total customers using your online services solutions/sales platform	53	28	58	30
% of revenues generated online (e.g. through direct sales, advertising, etc.)	58	32	64	35

*Note: FY2024-25 corresponds to online acquisitions.*

## Employee and Worker Welfare Practices at Airtel

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At Airtel, we are committed to upholding the highest standards of employee and worker welfare in alignment with statutory requirements and global best practices. No associates or workers are hired below the minimum wage prescribed by respective governments, and we ensure there are no disparities in pay between male and female associates, strictly adhering to labour laws. We do not encourage extended working hours, and employees are entitled to annual leave in line with our leave policy and statutory norms.

In addition, we provide comprehensive medical coverage, including Group Medical Coverage (GMC), Group Term Life Insurance (GTLI), Group Personal Accident (GPA), as well as maternity and paternity benefits to support employee well-being. Airtel maintains a fair employment approach, avoiding mass terminations and providing one month's notice period payouts where applicable. To foster inclusivity and continuous development, multiple training and reskilling programs are conducted, such as the New Hire Induction Program (NHIP), Code of Conduct (CoC), Conflict of Interest (CoI), POSH, and Safety modules, thereby preparing employees for evolving business and industry needs.

Furthermore, we proactively engage with associates through feedback mechanisms, human rights risk assessments, and a structured grievance redressal system to ensure their voices are heard and concerns are addressed promptly.

# Risk governance at Airtel

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## **Responsibility and Accountability**

Airtel has a risk management governance structure that aligns with the three line defence model:

### **Operational risk Ownership (first line):**

Operational Teams

The Executive Committees (EC) of Circles in India and international operations manage risks at the ground level, with local representation from all functions – central (Finance, Supply Chain, Legal & Regulatory) and customer-facing functions (Customer Service, Sales & Distribution and Networks) which are our risk owners and risk managers. The Circle CEO or Country MD engages with functional leaders and partners to manage and identify risks, escalating them to the central teams for mitigation planning.

### **Risk management and compliance oversight (second line):**

Airtel's Management: The CEOs of Airtel's businesses in India and Africa (AMB and Africa Exco) manage the strategic risks that may impact their operations. These risks are identified by Circle teams, the national leadership and teams from the international operating companies. The management also uses internal audit reports to identify risks and monitors internal and external environments to detect potential material risks.

The Board of Directors: The Board of Directors, the apex body, reviews critical risks and approves risk mitigation plans. Along with the Risk Management Committee (RMC), the Board conducts an annual evaluation of Airtel's risk management framework. The RMC carries out periodic assessments, formulates the risk management policy and monitors its implementation. The Chief Risk Officer, working closely with the RMC, independently reviews risk assessments and related action plans.

### **Independent audit unit (third line):**

Airtel operates within a strong and mature control environment, underpinned by comprehensive corporate policies, well-defined processes, and a rigorous compliance framework which ensure ethical, efficient, and transparent conduct of business. This robust framework safeguards the Company's assets, ensures optimal utilisation of resources, and supports the timely, accurate recording of financial and operational transactions. These elements of the control environment are periodically tested and reviewed by Company's Internal Assurance Group ('IAG') which is led by the Chief Internal Auditor and ably supported by reputed independent professional firms i.e. Ernst & Young LLP, Chartered Accountants and ANB & Co., Chartered Accountants as the Internal Assurance Partners. The combination of in-house team and independent external experts ensures objectivity of audit process as well as effective value addition and protection. The independence of this unit ensures objective monitoring and control of various risks, safeguarding the organization's interests without conflicts of interest arising from other business priorities



# Financial Risks and Opportunities of Climate Change

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Financial impact of Risks and savings from opportunities is computed and disclosed in CDP submission.

# CEO-to-Employee Pay Ratio: FY 2024-25

Total annual compensation of the CEO	202,468,554
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	Median Employee compensation	Mean Employee compensation
Value	832,929.71	1,473,618
The ratio between the total annual compensation of the CEO and the mean or median employee compensation:	243.08	137.39