



ESG performance Data

FY 2023-24

New Hires: FY 2023-24

New Hires by Management Level

Employee Category	New Hires	Percentage Breakdown of New Hires
Junior management & Below	1068	18%
Middle and Senior management	4889	82%
Top Management	2	0%

New Hires by Gender

Employee Category	New Hires	Percentage Breakdown of New Hires
Male	4260	71%
Female	1699	29%

New Hires by age

Employee Category	New Hires	Percentage Breakdown of New Hires
<30 years	2576	43%
30-50 years	3324	56%
>50 years	59	1%

Average hiring cost/FTE: 88,029
(Monthly Cost)

Remuneration Details: FY 2023-24

Remuneration Details

Employee Level	Average Women Salary	Average Men Salary
Executive level (base salary only)	1,52,88,730	1,68,35,479
Executive level (base salary + other cash incentives)	1,93,98,077	2,21,67,075
Management level (base salary only)	32,97,457	34,67,737
Management level (base salary + other cash incentives)	37,86,876	39,70,731
Non-management level (base salary only)	9,78,016	8,90,086

Employee Turnover Data: FY 2023-24

Employee Turnover Rate by Management Level

Management Level	Employee Turnover (Number of employees exiting the organisation)	Percentage Breakdown	Turnover Rate at Management Level
Junior management & Below	902	22%	18%
Middle and Senior management	3097	77%	24%
Top Management	11	0%	13%
Total	4010	100%	22%

Employee Turnover Rate by Gender

Gender	Employee Turnover (Number of employees exiting the organization)	Percentage Breakdown	Turnover Rate by Gender
Male Employees	3420	85%	22%
Female Employees	590	15%	23%
Total	4010	100%	22%

Employee Turnover Rate by Age Group

Age Group	Employee Turnover (Number of employees exiting the organisation)	Percentage Breakdown	Turnover Rate by Age Group
<30 years	1509	38%	32%
30-50 years	2447	61%	19%
>50 years	54	1%	16%
Grand Total	4010	100%	22%

Hours of Training: FY 2023-24

Employee Category	Unit	Gender	FY 2023-24
Junior management & Below (AM & below)	No of participants	Male	11417
		Female	2211
	Hours	Male	173802
		Female	28162
Middle and Senior management (Mgr & above)	No of participants	Male	4705
		Female	792
	Hours	Male	68051
		Female	11080
Top management	No of participants	Male	34
		Female	7
	Hours	Male	246
		Female	30

1. Average amount spent per FTE on training and development: INR 7787

	FY2023-24
Urban + Rural Combined	
NPS score	62
Source: Brand track run by IPSOS	
<i>One key change that occurred in the Fieldwork methodology in April'23 was Rural fieldwork is now face-to-face (F2F) in villages. Post COVID we had to resort to Telecalling as F2F was not possible. However, Telecalling has its limitations as the Ads could not be tracked. Hence, we went back to F2F in April'23.</i>	

KPIs of supplier screening: FY 2023-24

Supplier screening	FY 2023-2024
Total number of Tier-1 suppliers	3197
Total number of significant suppliers in Tier-1	293
% of total spend on significant suppliers in Tier-1	96.1%
Total number of significant suppliers in non-Tier-1	0

Airtel policies: FY 2023-24

Our ESG committee, as delineated in our ESG charter, is responsible for endorsing all policies and procedures related to Environmental, Social, and Governance (ESG) matters.

Data Center Efficiency: FY 2023-24

Average PUE		FY 2020-2021	FY 2021-2022	FY 2022-2023	FY 2023-2024
Average PUE		1.5	1.6	1.58	1.55
Coverage (% of total ICT population)	ICT population defined as: ICT population is defined as the total energy consumed at Data Centers	100	100	92	100

Customer Relations: FY 2023-24

	FY 2020-2021	FY 2021-2022	FY 2022-2023	FY 2023-2024
% of total customers using your online services solutions/sales platform	57	53	28	58
% of revenues generated online (e.g. through direct sales, advertising, etc.)	56	58	32	64

Water Consumption: FY 2023-24

	Units	FY 2020-2021	FY 2021-2022	FY 2022-2023	FY 2023-2024
A. Water withdrawal (excluding saltwater)	Million cubic meters	0.038 Million m ³	0.073 Million m ³	0.285 Million m ³	0.323 Million m ³
B. Water discharge (excluding saltwater)	Million cubic meters	0 Million m ³	0 Million m ³	0.193 Million m ³	0.211 Million m ³
Total net freshwater consumption (A-B)	Million cubic meters	0.038 Million m ³	0.073 Million m ³	0.092 Million m ³	0.112 Million m ³
Data coverage	Percentage of Boundary coverage of Natural Capital of Integrated Report	100	100	100	100