Social and Relationship Capital

Airtel is built on the foundation of strong connections and fostering meaningful relationships with our stakeholders. We are committed to promoting transparent engagement and upholding the highest standards of ethical business conduct across all our interactions with customers, channel partners, government and regulatory authorities and suppliers. This approach guides us to drive digital inclusion and contribute to building a more connected, inclusive and empowered society.

SDGs impacted

3 Good Health and Well-being, 4 Quality Education, 8 Decent Work and Economic Growth, 9 Industry, Innovation and Infrastructure, 12 Responsible Consumption and Production

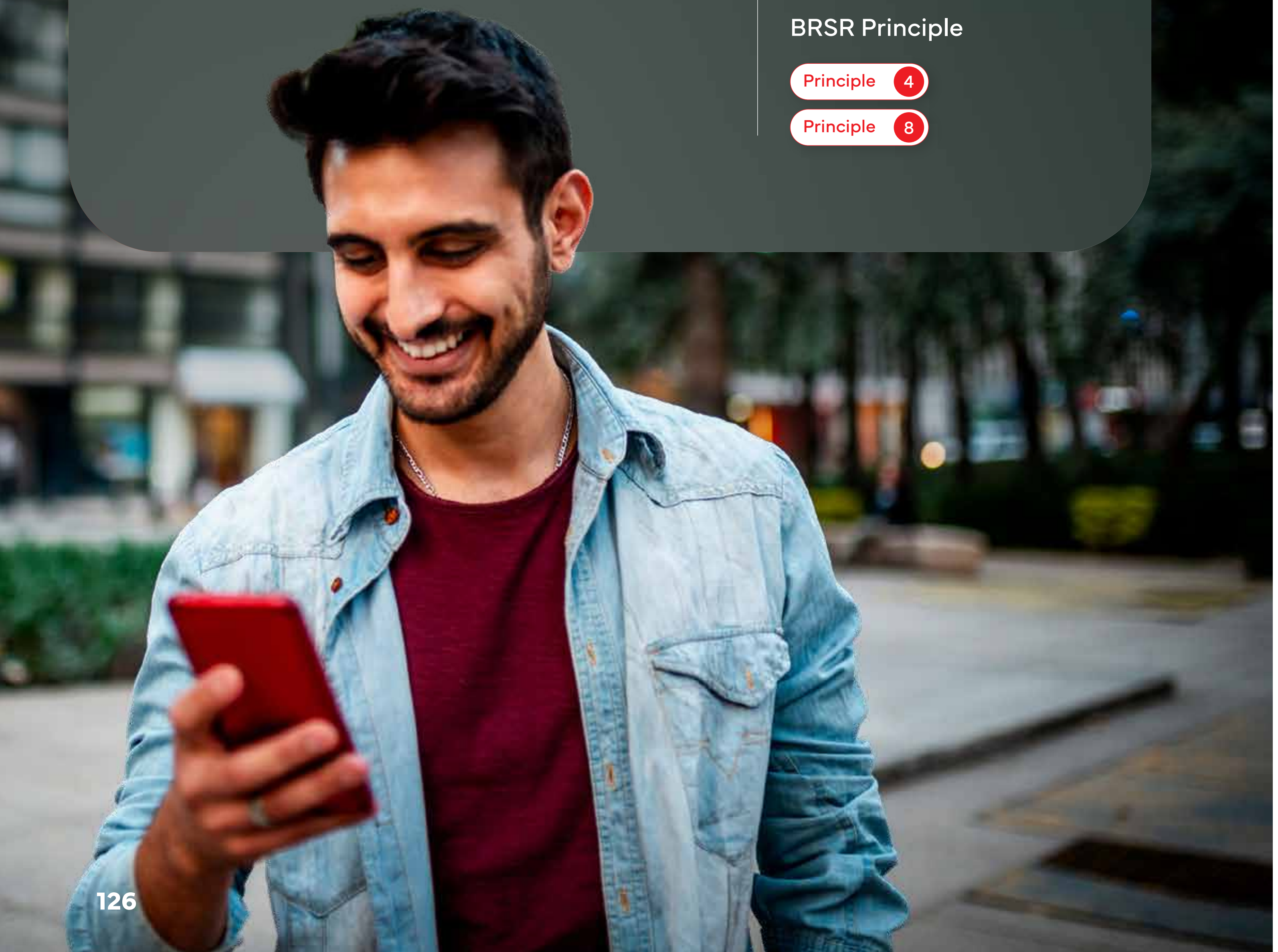
Material topics included

- Enhancing customer experience and satisfaction
- Corporate citizenship and community development
- Sustainable supply chain management
- Fair marketing and advertising

BRSR Principle

Principle 4

Principle 8



FY 2025-26 highlights

482.4 Mn
Total India customers

2,858
Active suppliers

Zero
Data breaches

10,300+
Rural ASC (Airtel Sales Champions)

6,200+
Urban ASC

~₹ 2,279 Mn
Spent on social activities

2,000+
Urban distributors

900,000+
Investors

370+
Supplier assessments conducted (covering 92.1% of procurement value)

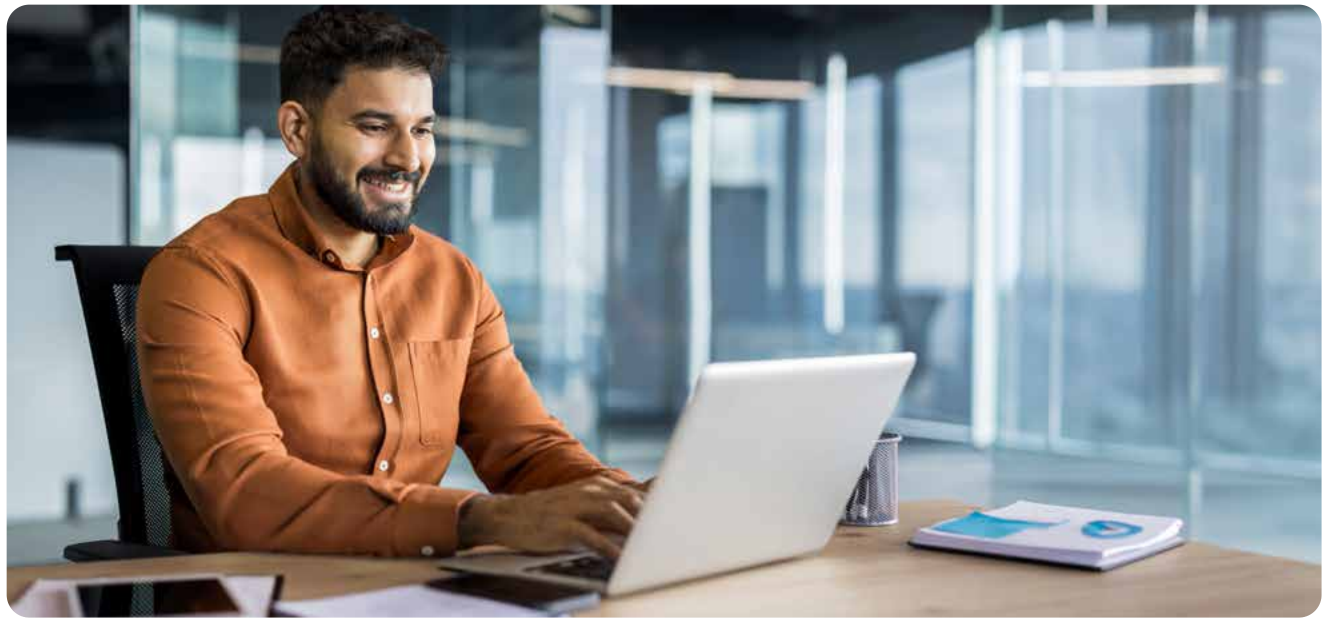
2,800+
Rural distributors

Customers

Creating Value Through Customer Obsession

Customer relevance remains the defining lens through which we shape our investments and priorities. As digital adoption accelerates, we are investing in network excellence and digital innovation to deliver experiences that are intuitive, trusted and personalised. From expanding connectivity and enriching content experiences to strengthening cyber protection and introducing AI-led services, we are building an ecosystem that simplifies complexity, strengthens trust and creates differentiated experiences for millions of consumers, homes and businesses.

By combining world-class infrastructure, deep digital capabilities and strategic ecosystem partnerships, we are building capabilities that anticipate evolving customer needs and unlock new possibilities for growth. Our focus on network excellence, digital innovation and trusted experiences enables us to deliver greater relevance, deeper engagement and enduring value, empowering customers to thrive in an increasingly connected and technology-driven world.



Value Creation for Our Customers in FY 2025-26

Network Upgradations

- Sustained investments in digital infrastructure, deploying nearly 7,900 additional network sites and rolling out over 43,000 km of fibre during the year to strengthen network capacity and customer experience
- Expanded fibre footprint by nearly 8 million home passes to cross 45 million home passes, supporting growing demand for reliable home connectivity
- Expanded partnerships with Nokia and Ericsson to strengthen core network capacity, accelerate rollout of 5G and Fixed Wireless Access (FWA) services and enhance service quality through intent-based network operations
- Acquired rights to use 400 MHz spectrum in the 26 GHz band from Adani Data Networks Limited, strengthening spectrum assets to support future 5G growth and capacity requirements

Elevating Customer Experience

- Introduced One Plan international roaming packs covering 189 countries, simplifying pricing, activation and global connectivity for travellers
- Rolled out India's first All-in-One OTT entertainment pack for prepaid customers, bringing together 25+ leading OTT platforms in a single offering
- Continued to drive fixed-mobile convergence through integrated propositions, supported by growing IPTV adoption and increasing demand for bundled connectivity and entertainment services
- Partnered with Google to offer Google One subscriptions with up to 100 GB cloud storage free for six months to postpaid and Wi-Fi customers
- Partnered with Perplexity and Adobe to bring AI-powered search, knowledge discovery and content creation capabilities to millions of customers, enabling richer digital experiences and greater creative expression

Promoting Data Access

- Extended network connectivity to Marwah in Jammu & Kashmir, becoming the first and only service provider in the region, while parallely deploying 2,750+ new 5G sites across Gujarat, expanding coverage across 36 districts and serving 41 million+ customers
- Homes business added 4.2 million customers during the year, supported by continued expansion of fibre infrastructure and Fixed Wireless Access services
- Continued expansion of FWA and fibre networks, extending high-speed broadband access beyond key urban centres and supporting growing digital consumption across homes
- Partnered with Google to establish India's first Mega AI Hub and data centre in Visakhapatnam, bringing Google's AI stack closer to Indian businesses and enabling demanding AI workloads at scale

Value-driven Innovations

- Launched a world-first AI-powered Fraud Detection Solution capable of automatically identifying and blocking malicious links across SMS, OTT applications, email and browsers, while introducing AI-powered OTP fraud protection and anti-spam alerts in nine Indian languages
- Continued to strengthen fraud detection capabilities, contributing to a 68.7% reduction in financial losses and a 14.3% decline in cybercrime incidents on the Airtel network, as reported by I4C
- Collaborated with Google to further strengthen spam protection through Rich Communication Services (RCS), combining Airtel's network intelligence with platform-level protection
- Airtel Business launched Business Name Display (BND), an industry-first solution enabling enterprises to display verified brand names on customer screens and helping customers distinguish legitimate business calls from spam
- Through Xtelify, launched Airtel Cloud, a sovereign, telco-grade cloud platform built in India and further strengthened its enterprise cloud proposition through a strategic partnership with IBM for AI-ready infrastructure, high security and data residency-led use cases
- Partnered with Swift Navigation to launch Airtel-Skylark™ Precise Positioning Service, delivering centimetre-level location accuracy for advanced use cases across mobility, logistics, agriculture and infrastructure
- Partnered with Zscaler to establish an AI Cyber Threat Research Centre, combining global threat intelligence with Airtel's local operational scale to strengthen national cyber resilience and accelerate response to emerging threats

Communities

Guided by our values, we remain committed to creating sustainable social impact and supporting community development in alignment with the United Nations Sustainable Development Goals (UN SDGs). Through the Bharti Airtel Foundation, we aim to transform education in rural India by enabling access to high-quality digital learning and technology-led solutions, developed in collaboration with key stakeholders.

Over the years, we have strengthened our efforts to bridge the digital divide by enabling students through equitable access to quality education to underserved communities. With this sustained focus, we seek to create transformative opportunities that improve lives, foster inclusive growth and equip individuals with the skills and confidence needed to thrive in a digital-first world.

Read more about our initiatives in FY 2025-26 in the 'Corporate Social Responsibility' section on page 70.

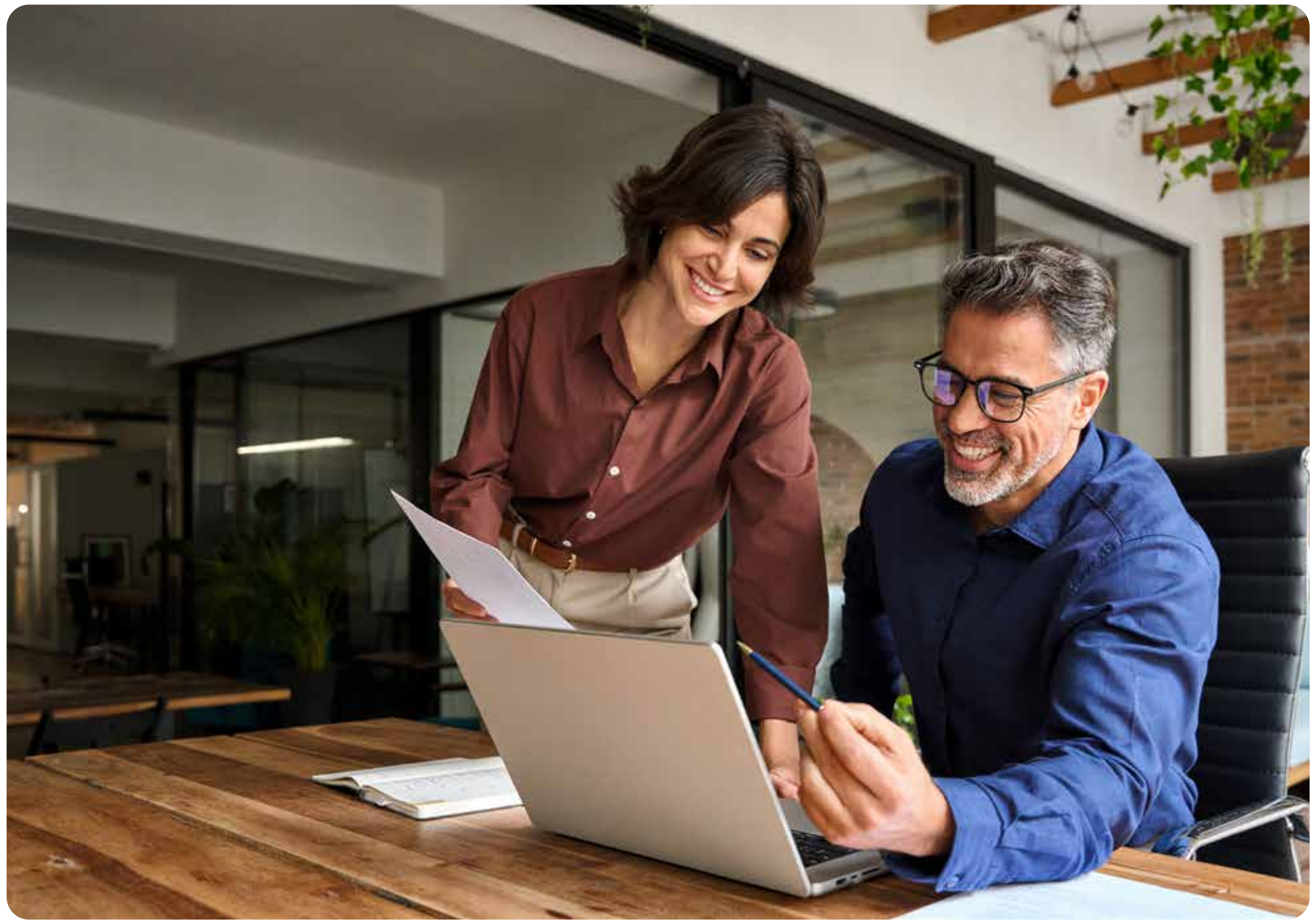
Investors

Our approach to shareholder value creation is anchored in disciplined execution, customer-led growth and prudent capital allocation. During FY 2025-26, we continued to strengthen our operating and financial profile, supported by investments in digital infrastructure at scale, delivering differentiated customer experiences and operational excellence. The investor's confidence in our long-term strategy was reflected in our market capitalisation of approximately ₹ 10.8 trillion as of March 2026. Backed by strong business fundamentals and healthy cash flow generation, the Board has recommended a dividend of ₹ 24 per fully paid-up equity share, representing a 50% increase over the previous year. Our balanced approach towards growth investments, financial prudence and shareholder returns positions us to create enduring value in an evolving digital ecosystem.

Read more about our 'Prudent Financial Management' in the 'Financial Capital' section on page 92 and our 'Investor Engagement Channels' in the 'Report on Corporate Governance' on page 271.

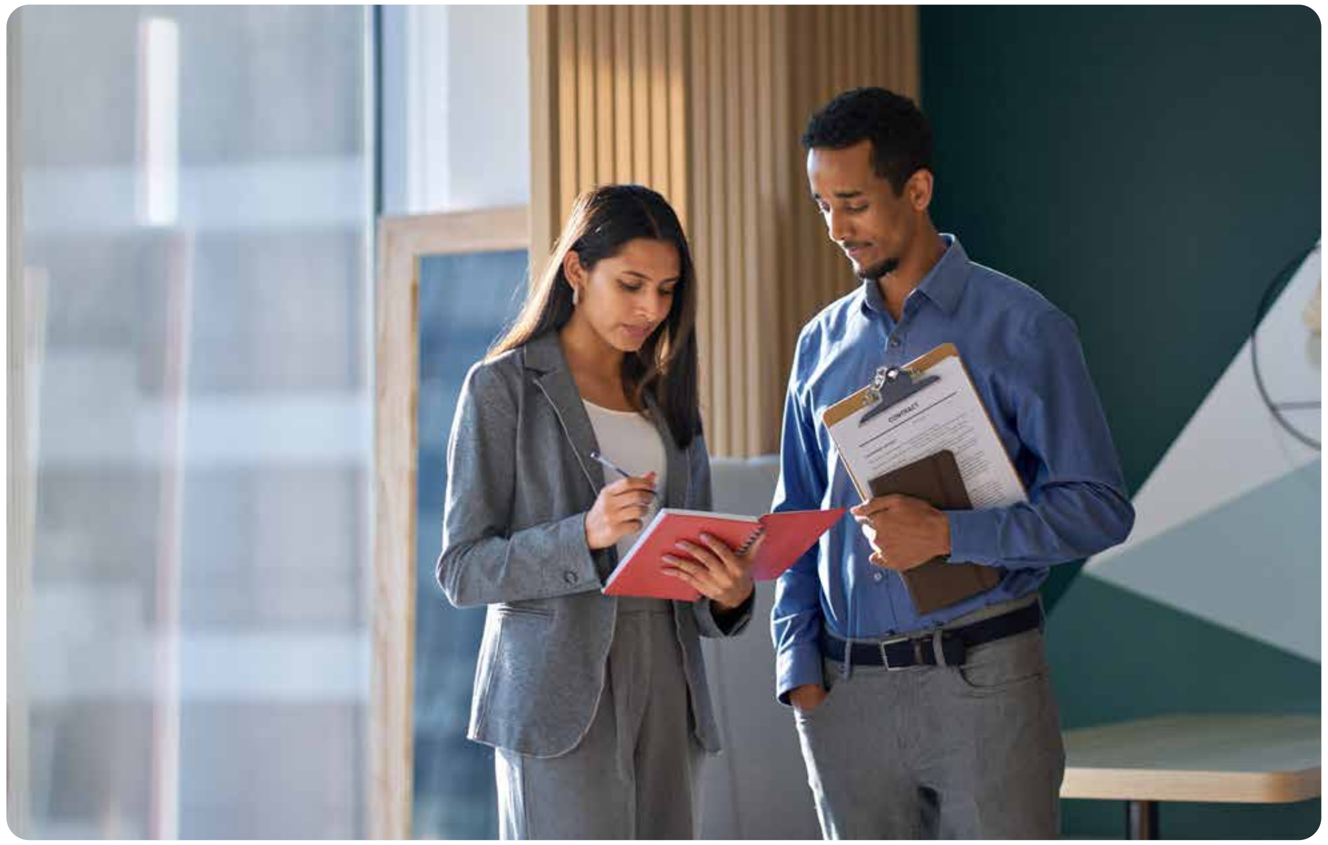
50%

Increase in Dividend in FY 2025-26 (compared to FY 2024-25)



Government and Regulatory Bodies

We actively collaborate with government bodies, regulators and industry associations to support national priorities and ensure seamless operations, while integrating global best practices to stay ahead of evolving regulatory and industry trends. In line with India's focus on data localisation and digital sovereignty, Airtel has launched its Sovereign Cloud, enabling critical infrastructure sectors to accelerate digital adoption with enhanced control, security and compliance.



Airtel Business bags multi-year contract for Indian Railway Security Operations Centre (IRSOC)

We are designing build, implement and operate a greenfield, multi-layered, cybersecurity protection ecosystem that will serve as a resilient defense barrier to safeguard the Indian Railways' IT system, while ensuring uninterrupted, secure and seamless digital operations. Over a billion Indians will benefit from this enhanced data security for seamless ticket booking, payments, train tracking and much more. With Airtel Secure, Indian Railways will benefit from our centralised security architecture ensuring real time monitoring, advanced endpoint protection and strong network & access controls. This establishment of IRSOC will help in providing a centralised Security Operations Centre to continuously monitor Indian Railways' assets, detect and respond to cyber security threats efficiently and ensure collaboration with National Cyber Security Agencies.

Airtel Business delivers multi-year contract for Central Board of Direct Taxes (CBDT) under the TaxNet 2.0 programme

Bharti Airtel successfully delivered a large-scale turnkey engagement for the Central Board of Direct Taxes (CBDT) under the TaxNet 2.0 programme, covering 771 locations, including remote areas. The legacy network has been fully migrated to a modern SD-WAN-based infrastructure, now operational across all sites, supported by the delivery and integration of primary, BCP and DR data centres. Video conferencing capabilities have been deployed at 125 locations and full manpower mobilisation has been completed to ensure stable operations. In addition, the new vasundhara facility is operational as a centralised NOC, SOC and Helpdesk hub. Overall, the project has reached advanced stages of execution with operational readiness achieved.

Airtel accelerates Govt. of India's Smart metering initiative under RDSS Scheme

The Government of India's ₹3.03 lakh crore Revamped Distribution Sector Scheme (RDSS) is driving large-scale transformation of DISCOMs, targeting deployment of ~250 million prepaid smart meters, with ~52.8 million already installed nationwide. Leveraging its strong IoT leadership with ~60% market share and ~25 million smart meter deployments and counting, Bharti Airtel is well positioned as a key enabler in this space, offering integrated end to end solutions spanning connectivity, Head-End Systems (HES) and cloud infrastructure to support scalable and efficient power distribution digitisation.

These initiatives reflect our commitment towards driving digital transformation across sectors, empowering institutions with resilient infrastructure, advanced security and inclusive technology solutions.

Suppliers

Our suppliers play a critical role in our value chain, enabling us to deliver cost-effective products and services to our customers. We focus on strong partnerships with suppliers who uphold high standards of excellence, innovation, resilience, sustainability and ethical business conduct. Through active engagement and collaboration, we work with our suppliers to drive innovation, strengthen risk management capabilities, enhance supply chain resilience, improve customer experience and increase operational & cost efficiencies.

Our priorities in supply chain management

- Partnering with suppliers that deliver high-quality goods and services
- Procuring goods and services at competitive cost without compromising quality
- Strengthening planning and forecasting to optimise lead times and ensure timely fulfilment of business requirements
- Promoting innovation, sustainability and AI-enabled solutions across the supply chain
- Enhancing risk mitigation and agility to address evolving business and customer needs

Supplier selection & registration

Supplier registration is the minimum qualifying criteria for participating in our procurement process. This includes verification of required documentation, assessment of requisite qualifications and approval in accordance with internal procedures. Further depending on the type of procurement, the supplier selection process also involves a comprehensive evaluation of technical capabilities, operational capacity, commercial terms etc. In addition, suppliers are required to acknowledge and accept to comply with applicable regulatory requirements and our policies.

2,858
Total active supplier base in FY 2025-26

3
New critical suppliers empanelled

192
New suppliers empanelled

96.2%
Share in the total procurement spend in India

In FY 2025-26, we engaged with 2,858 Tier I suppliers, of which 2,730 are Indian suppliers. Additionally, out of our total active supplier base, 320 suppliers are strategic suppliers & critical.

		Number of suppliers		Share (%) of Procurement Spent	
Supplier category	% Spend value	India	Outside India	India	Outside India
Strategic Partner (Active Network)	30%	5	3	93%	7%
Strategic Partner (Tower company)	32%	6	0	100%	0%
Strategic Partner (Devices & Engineering)	5%	6	0	100%	0%
Critical Partner	29%	279	21	97%	3%
Others	4%	2,434	104	95%	5%
Grand Total	100%	2,730	128		

Embedding ESG in the Supply Chain

We are embedding Environmental, Social and Governance (ESG) principles across our supply chain as part of our broader sustainability agenda. Our ESG approach focuses on setting clear policies and expectations, strengthening governance mechanisms and implementing continuous improvement initiatives to drive responsible and sustainable practices across the supply chain. ESG considerations are integrated into key areas such as supplier engagement, supplier evaluation & selection, contracting and waste management. These efforts help us meet business requirements while creating long-term value, encouraging responsible conduct, promoting environmentally conscious practices and aligning our supply chain with our sustainability objectives.

ESG Policies for Suppliers

We have established ESG-focused policies that define our expectations for suppliers and support alignment with our sustainability vision. These policies are reviewed and updated periodically, as required and communicated to suppliers through appropriate channels. They are also made available on public and internal company portals to ensure ease of access and awareness.

- **Code of Conduct**: Outlines the ethical standards and principles of business integrity expected from our suppliers, including clear guidance on sustainability practices and ESG compliance.
- **Human Rights Policy**: Provides a framework for suppliers to uphold human rights in alignment with labour laws, ILO conventions and modern slavery regulations.
- **Information Security & Privacy Policy**: Outlines comprehensive guidelines to safeguard information security and data privacy, including recommended security controls.
- **Environment, Health And Safety Policy**: Lays down guidelines for environmental stewardship, workplace health and safety and compliance with applicable environmental, health and safety requirements.
- **Supplier Safety Policy**: Defines occupational health and safety (OHS) obligations for suppliers during their engagement with Airtel.
- **Sustainable Procurement Policy**: Serves as a central policy with references to other value chain policies and outlines the process for supplier ESG engagement, assessment & reporting.

Supplier engagement

To promote ESG practices across supply chain, our procurement and user departments actively engage and collaborate with suppliers through structured interactions and targeted initiatives. The Green Partner award encourages sustainability within the value chain by acknowledging suppliers that demonstrate a strong commitment to responsible and sustainable practices.

Further, we conducted structured engagement sessions tailored to specific supplier categories, covering 1,200+ suppliers (94.56% by spend value) covering:

- **General awareness & Expectation setting:** Building awareness on the NGRBC Principles, our ESG commitments & policies and communicating our ESG expectations and requirements
- **Safety Engagements:** Focused sessions on our safety requirements, governance mechanisms, incident reporting and consequences management to strengthen workplace safety practices
- **ESG Engagement Program (Top 75% by value):** Discussions on SEBI BRSR Core implementation, ESG governance and implementation of relevant sustainability initiatives
- **Capacity Enhancement Sessions:** Supporting suppliers in strengthening their understanding and implementation of basic ESG requirements

Supplier assessment and evaluation

We assess our key suppliers on relevant & material ESG parameters, including labour standards, human rights, ethical conduct, safety, environmental practices, information security etc. The assessment is conducted through a third-party digital tool that enables supplier self-assessment and review. It is supported by publicly available information, supplier-provided documentation and other relevant evidence to strengthen transparency and accountability across the supply chain.

We assessed 373 suppliers covering 92% spend value and key highlights of the assessed spend by value are as follows:

- **83%** of spend is with suppliers holding at least one ESG-related certification (safety, information security, or environment)
- **67%** of spend is with suppliers having emission reduction or net-zero commitments
- **70%** of spend is with suppliers holding external ESG ratings from recognized agencies (EcoVadis, CDP, DJSI, etc.)

Green Partner Award presented at the Annual Airtel Partner Confluence

In addition, we have also implemented several measures within the procurement process to promote ESG and ensure compliance in the value chain, such as:

- Mandatory acceptance and annual acknowledgement of key ESG policies and inclusion of references to these policies in supplier contracts and purchase orders to ensure alignment with our expectations
- Integration of ESG scores for key suppliers into supplier evaluation and sourcing decisions, in accordance with internal procedures, to encourage stronger ESG performance across the value chain
- Structured risk assessments have been introduced through a digital tool for all active suppliers across key parameters, including business risks, product risks, geographic risks and industry-specific risks. The assessment outcomes are intended to mitigate the risks across our supply chain
- Promotion of sustainable packaging solutions in the value chain across identified product categories through the use of biodegradable/compostable plastics and replacement of hazardous plastics with corrugated paper/fiber flute, etc. Adoption of sustainable packaging solutions has been achieved with selected suppliers and key products, such as 5G radios, base station antennas, fibre components etc. complementing earlier initiatives implemented for customer devices

Collaboration initiatives

Bharti Airtel is a member of the Joint Audit Cooperation (JAC), alongside other global telecommunications operators. JAC is a non-profit, member-led initiative focused on strengthening sustainability and responsible sourcing practices across the ICT supply chain through a standardised, collaborative approach.

JAC provides a common framework for members to coordinate supplier audits and share audit outcomes, enabling greater visibility of supply chain risks while avoiding duplication and audit fatigue. All collaboration is conducted in line with strict competition law requirements, with no exchange of commercially sensitive information. Each member retains full independence over its procurement and commercial decisions.

Through the JAC audit programme, members collectively assess and monitor supplier performance across key risk areas including labour standards, health and safety, environmental practices, business ethics and management systems. Audits are conducted using a consistent methodology, with findings supported by corrective action plans and ongoing tracking of remediation progress.

At an industry level, JAC members undertake a coordinated programme of audits and supplier surveys each year (typically ~150), providing scaled coverage of shared suppliers and enabling members to drive systemic improvement across global supply chains.

In FY2025-26, 16 Airtel suppliers, representing over 27% of Airtel's procurement by value, were assessed through the JAC programme. Outcomes from these audits are shared within the JAC framework to support ongoing risk management and continuous improvement across participating members' supply chains.

Channel partners

Our channel partner ecosystem plays a critical role in expanding reach, deepening customer engagement and driving inclusive growth. Empowering this ecosystem remains integral to our growth strategy, particularly in rural markets where our distribution network supports both last-mile connectivity and local employment generation. We work with over 2,800 rural distributors, collectively engaging over 10,300 Airtel Sales Champions, who help strengthen our presence across underserved and emerging markets.

Our initiatives include

Our initiatives are focused on enabling a more agile, technology-led and accountable partner ecosystem. The entire Mass Retail ecosystem, including the sales team and field force, has been onboarded onto the Airtel Work (AW) app, with Single Sign-On (SSO) integration across all acquisition and servicing applications. This has established AW as a unified interface for all operational activities. The platform also includes mandatory photo-based attendance and digital training modules, with real-time visibility of progress for the Sales and Distribution (S&D) teams. This integrated approach enhances governance, strengthen workforce accountability and improves training compliance and support greater operational efficiency and service quality.

Over the last 2 years we have rolled out over 16,000 new sites across villages and rural markets, significantly enhancing network coverage in underserved areas. This expanded footprint is supported by a robust network of retailers, strengthening last mile distribution and enabling deeper market penetration across the country.

In collaboration with our partners, we are shaping a next-generation distribution network that is responsive, technology-enabled and anchored in a shared commitment to growth and success. As part of this initiative, we piloted the One Airtel Distribution model with 77 partners across 16 districts in India. The pilot delivered consistent business growth and demonstrated strong potential for scalable expansion.

Convergence of DTH and Mass Retail business under One Airtel Distribution creates enhanced earning opportunities for distributors while improving the availability of our products and services. In parallel, a new Partner Portal is being developed with end-to-end capabilities, including fleet management, order management and performance tracking across sales and service. This initiative is expected to improve partner returns, enhance operational efficiency and strengthen overall business governance.

Together, these initiatives are helping build a more resilient, efficient and future-ready channel partner ecosystem, while creating long-term value for partners, customers and other stakeholders.