

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the Listed Entity** - L74899HR1995PLC095967
2. **Name of the Listed Entity** - Bharti Airtel Limited ('Bharti Airtel' or 'Airtel' or 'Company')
3. **Year of incorporation** - 1995
4. **Registered office address** - Airtel Center, Plot No. 16, Udyog Vihar, Phase-IV, Gurugram, Haryana -122015, India
5. **Corporate address** - Bharti Crescent, 1 Nelson Mandela Road, Vasant Kunj, Phase II, New Delhi-110070, India
6. **E-mail** - compliance.officer@bharti.in
7. **Telephone** - +91-0124-4222222, +91-011-4666 6100
8. **Website** - www.airtel.in
9. **Financial year for which reporting is being done** - FY 2023-24
10. **Name of the Stock Exchange(s) where shares are listed** - BSE Limited (BSE), National Stock Exchange of India Limited (NSE)
11. **Paid-up Capital** - ₹28,766 million
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report** - Compliance Officer, Rohit Krishan Puri, Telephone Number: +91-011-4666 6100, Email id: compliance.officer@bharti.in
13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together)** - Standalone basis - Bharti Airtel Limited, unless otherwise specified
14. **Name of assurance provider** - TÜV SÜD South Asia Private Limited
15. **Type of assurance obtained** - Reasonable Assurance (for BRSR core indicators) and Limited Assurance (for other indicators)

II. Products/services

16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Information and communication	Wired, wireless or satellite telecommunication activities	100

17. Products/Services sold by the entity (accounting for 90% of the entity's turnover):

S. No.	Product/Service	NIC Code	% of total Turnover Contributed
1.	Wireless telecommunication activities		
i.	Activities of Internet access by the operator of the wireless infrastructure (61201)	612	87.86
ii.	Activities of maintaining and operating cellular and other telecommunication networks (61202)		
iii.	Activities of other wireless telecommunications activities (61209)		
2.	Wired telecommunication activities		
i.	Activities of basic telecom services: telephone, telex and telegraph (includes the activities of STD/ISD booths) (61101)	611	12.14
ii.	Activities of providing internet access by the operator of the wired infrastructure (61104)		



III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants*	Number of offices	Total
National	Not applicable	192	192
International**	Not applicable	Not applicable	Not applicable

* Mobile towers are not included.

** International telecom operations in 17 countries are served by group companies.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)*	28 States+8 UTs
International (No. of Countries)	International telecom operations in 17 countries are served by group companies

* Including market served through Bharti Hexacom Limited (the subsidiary company).

b. What is the contribution of exports as a percentage of total turnover of the entity? 3.7%

c. A brief on types of customers - End consumers (B2C), Business customers (B2B)

IV. Employees

20. Details as at the end of financial year i.e. as on March 31, 2024

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	14,322	11,845	83	2,477	17
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	14,322	11,845	83	2,477	17
Workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	63,297	58,321	92	4,976	8
6.	Total workers (F + G)	63,297	58,321	92	4,976	8

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent (D)	30	27	90	3	10
2.	Total differently abled employees (D)	30	27	90	3	10
Differently abled workers						
3.	Other than permanent (G)					
4.	Total differently abled workers (G)			Nil		

21. Participation/inclusion/representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	3	30
Key Management Personnel	3	0	0

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years):

	FY 2023-24 (In %)			FY 2022-23 (In %)			FY 2021-22 (In %)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	19	19	19	24	26	24	30	31	30

V. Holding, Subsidiary and Associate Companies (including joint venture)

23. (a) Names of holding/subsidiary/associate companies/joint ventures

Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
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Nearly all the subsidiaries/associates/joint ventures, either directly themselves or jointly with Bharti Airtel Limited, participate in the Business Responsibility initiatives. For details of these companies, please refer to "Salient features of the financial statement of subsidiaries, associates and joint ventures for the year ended March 31, 2024, pursuant to Section 129 (3) of the Companies Act, 2013" forming part of this Integrated Report.

24. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes*

(ii) Turnover: ₹941,198 million

(iii) Net worth: ₹898,825 million

* Please note CSR provision is applicable but requirement to contribute 2% of average net profit of immediately preceding 3 years is not applicable. The Company has made voluntary CSR contribution during the FY 2023-24.

VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC):

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities & NGOs	Yes, Communities & NGOs Grievance Redressal Policy	0	0	-	0	0	-
Shareholders/ Investors	Yes, Investors and Shareholders	14	0	-	23	0	-
Employees and workers	Yes	22	0	-	17	0	-
Customers	Yes, Telecom Customer Charter	Customer complaints are resolved as per applicable legislations, including sector specific regulatory provisions under the Telecom Consumers Complaint Redressal Regulation, 2012 issued by TRAI and to the extent applicable, are also reported to the regulator as per the reporting requirement prescribed thereunder.					
Value chain partner – suppliers*	Yes, Airtel Partner World	7	2		12	1	-
Others (Channel partners)	Yes, Anmol Ratna Portal	95	0	-	83	0	-

* Pending complaints were closed subsequent to the closure of financial year.

26. Overview of the entity's material responsible business conduct issues Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

Refer risk and opportunities section for more details on [page 54](#)



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. Policy and management processes									
a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web link of the Policies, if available	Refer Table 1 below								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Refer Table 2 below								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Refer 'ESG Approach' section of the Integrated Report (IR) on page 50								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	Refer 'ESG Approach' section of the Integrated Report (IR) on page 50								

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements (<i>listed entity has flexibility regarding the placement of this disclosure</i>).	Refer 'From the MD & CEO's Desk' section of the Integrated Report (IR) on page 14
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Yes, ESG committee comprising following directors: i. Nisaba Godrej, Independent Director and Chairperson of ESG committee ii. Gopal Vittal, Managing Director & CEO
9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.	iii. Kimsuka Narasimhan, Independent Director iv. Rakesh Bharti Mittal, Non-Executive Director

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/ Any other Committee									Frequency (Annually/Half yearly/Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Quarterly								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	The Company has in place a robust Internal Assurance Group, led by the Chief Internal Auditor and ably supported by reputed independent firms as the Internal Assurance Partners, that serves as a mechanism for assessment/ evaluation of the working of all its key policies.								

12. If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business. (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles. (Yes/No)	Not applicable								
The entity does not have the financial or/human and technical resources available for the task. (Yes/No)									
It is planned to be done in the next financial year. (Yes/No)									
Any other reason. (please specify)									

Table 1 - NGBRC principle wise policy mapping:

Principle	Principle description	Airtel Policy
P1	Ethics, Transparency and Accountability: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.	Code of Conduct Ombudsperson Policy and Process Code of Conduct for Business Associates Tax Policy
P2	Product Lifecycle Sustainability: Businesses should provide goods and services in a manner that is sustainable and safe.	Bharti Airtel Limited Environment, Health and Safety Policy Code of Conduct for Business Associates
P3	Employee Well-being: Businesses should respect and promote the well-being of all employees, including those in their value chains.	Human Rights Policy Bharti Airtel Infrastructure and Safety Policy [Intranet] Ombudsperson Policy and Process Bharti Airtel Limited Environment, Health and Safety Policy POSH [Intranet]
P4	Stakeholder Engagement: Businesses should respect the interests of and be responsive to all its stakeholders.	Stakeholder Engagement Framework Shareholders Satisfaction Survey Ombudsperson Policy and Process
P5	Promoting Human Rights: Businesses should respect and promote human rights.	Human Rights Policy Code of Conduct for Business Associates Ombudsperson Policy and Process
P6	Protection of Environment: Businesses should respect and make efforts to protect and restore the environment.	Bharti Airtel Limited Environment, Health and Safety Policy Code of Conduct for Business Associates
P7	Responsible Policy Advocacy: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	Code of Conduct
P8	Support Inclusive Growth: Businesses should promote inclusive growth and equitable development.	Code of Conduct Corporate Social Responsibility Policy Stakeholder Engagement Framework Airtel Sustainable Procurement Policy
P9	Providing Customer Value: Businesses should engage with and provide value to their consumers in a responsible manner.	Code of Conduct Bharti Airtel Limited Environment, Health and Safety Policy Online Privacy Policy Stakeholder Engagement Framework

Table 2 - National and International standards:

Principle	Principle description	Name of the national and international codes/certifications/labels/standards
P1	Ethics, Transparency and Accountability: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.	i. Reporting in reference to GRI standards and International Integrated Reporting Framework ii. Independent assurance of non-financial information as per AA1000 Assurance Standard iii. Signatory to United Nations Global Compact
P2	Product Lifecycle Sustainability: Businesses should provide goods and services in a manner that is sustainable and safe.	i. Science Based Targets initiative (SBTi) ii. Compliance with EMF radiation levels set by local regulations in line with ICNIRP (International Commission on Non-Ionising Radiation Protection) iii. ISO 14001: 2015 Environment Management System (EMS)
P3	Employee Well-being: Businesses should respect and promote the well-being of all employees, including those in their value chains.	i. Signatory to United Nations Global Compact ii. ISO 45001: 2018 Occupational Health and Safety Management System (OHS MS)
P4	Stakeholder Engagement: Businesses should respect the interests of and be responsive to all its stakeholders.	i. Materiality assessment and stakeholder engagement in reference to GRI Standards and AccountAbility AA1000 principles
P5	Promoting Human Rights: Businesses should respect and promote human rights.	i. Signatory to United Nations Global Compact
P6	Protection of Environment: Businesses should respect and make efforts to protect and restore the environment.	i. Science Based Targets initiative (SBTi) ii. Compliance with EMF radiation levels set by local regulations in line with ICNIRP (International Commission on Non-Ionising Radiation Protection), iii. ISO 14001: 2015 Environment Management System (EMS)
P7	Responsible Policy Advocacy: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	i. Signatory to United Nations Global Compact ii. Board Member of GSMA - Leading international telecom association



Principle	Principle description	Name of the national and international codes/certifications/labels/standards
P8	Support Inclusive Growth: Businesses should promote inclusive growth and equitable development.	i. CSR disclosures pursuant to Section 135 of the Companies Act, 2013 ii. Follow the guidance provided by ISO 26000
P9	Providing Customer Value: Businesses should engage with and provide value to their consumers in a responsible manner.	i. ISO 27001: 2013 Information Security Management System (ISMS) ii. ISO 22301: 2019 Business Continuity Management System (BCMS) iii. TL9000: Quality Management System

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

ESSENTIAL INDICATORS

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes*
Board of Directors			
Key Managerial Personnel (KMP)		Please refer 'Board's Report' forming part of this Integrated Report (IR) on page 200	
Employees other than Board of Directors or KMPs	16	Code of Conduct, Prevention of Sexual Harassment, ESG, Safety (Road Safety, Women Safety, Electrical Safety, etc.), Prevention of Sexual Harassment, ICC training, information security, business continuity including privacy awareness. Additionally, all the employees go through Information Security Awareness Sessions at the time Joining and annually thereafter. Information Security Related Posters are circulated on fortnightly basis and phishing exercise are carried out periodically.	100
Workers	8	Code of Conduct, safety (road safety, women safety, electrical safety, etc.), Prevention of Sexual Harassment, Conflict of Interest, insurance benefits, Airtel Suraksha, training session as well as poster covering information security, business continuity, privacy etc.	100

* Percentage indicates details of trainings extended.

- Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: The entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):** None.
- Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed:** Not applicable.
- Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy:** The Company has a zero-tolerance approach towards bribery and corruption and is committed towards acting transparently, ethically and with integrity in all its business dealings and relationships wherever the Company operates. Further, the Company has in place a robust anti-bribery and corruption policy (ABAC). The said policy extends to all employees of the Company and its subsidiaries and associate companies and is subject to all local legal/regulatory requirements and amendments from time to time. Brief details of the ABAC policy form part of the Code of Conduct of the Company which is available on its website ([Click here](#)).
- Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:** Nil.

6. **Details of complaints with regard to conflict-of-interest:** Nil.
7. **Provide details of any corrective action taken or under way on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest:**
Not applicable.
8. **Number of days of accounts payables ((Accounts payable *365)/Cost of goods/services procured) in the following format:**

	FY 2023-24	FY 2022-23
Number of days of accounts payables	79	78

Note: For computing above ratio, trade payable amount has been adjusted for regulatory disputed payables, Indemnification liability and lease component of leased assets, which do not form part of operating expense.

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameters	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not applicable	Not applicable
	b. Number of trading houses where purchases are made from	Not applicable	Not applicable
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Not applicable	Not applicable
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	57.77	64.92
	b. Number of dealers/distributors to whom sales are made	11,180	13,468
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	61.80	62.23
Share of Related Party Transactions ('RPTs')	a. Purchases (Purchases with related parties/Total Purchases*)	37	38
	b. Sales (Sales to related parties/Total Sales**)	3	3
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	35	37
	d. Investments (Investments in related parties/Total Investments made)	100	92

* Total operational expenditure

** Total revenue from operations

LEADERSHIP INDICATORS

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Total number of awareness programmes held	Topics/principles covered under the training	% Age of value chain partners covered (by value of business done with such partners) under the awareness programmes
8	<p>Overall ESG - Sustainability definition, NGRBC Principles, Bharti Airtel Code of Conduct for Business Associates, Bharti Airtel Human Rights Policy, Expectation from Supplier's, Airtel ESG Goals/Commitment and BRSR core for value chain.</p> <p>Occupational health & Safety - Session conducted with all network service providers by Airtel Leadership team on health & safety to sensitise policy compliance, enhance governance and ensure continuous improvement.</p>	94.7

2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the board? (Yes/No) If yes, provide details of the same:

Yes, Airtel has robust policies and processes in place, including the Code of Conduct and Policy on Related Party Transactions ('RPT Policy') to prevent any conflicts of interest involving directors and/or Key Managerial Personnel ('KMP'). Confirmation with regard to adherence to the Code of Conduct is obtained from all the directors and KMPs at the time of joining and thereafter, on an annual basis. In terms of the RPT Policy, a related party transaction in which any of the directors or the KMPs is concerned or interested requires prior approval of the Board in addition to the prior Audit Committee approval for all related party transactions. The concerned/interested Director recuses himself and abstain from discussion and voting on such proposal for approval of the said transaction at the meeting of Audit Committee and Board, as applicable.



PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

ESSENTIAL INDICATORS

1. **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively:**

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	92.92	92.75	<p>Social causes:</p> <p>Airtel has developed customised Fixed Wireless Access (FWA) on 5G which allows it to deliver broadband to customers who are not connected via Fiber (FTHH) technology. Airtel has also rolled out newer versions of its set top boxes (STB) and newer versions of WiFi ONTs. All these devices are manufactured in India, with significant portion of development/testing of these devices being done in R&D centers and/or labs in India.</p> <p>The Company has also invested in R&D infrastructure development & setting up of its lab for augmenting testing and validation capabilities, it has also invested towards building a sustainable eco-system and enhancing its network experience by real time monitoring and looking at the performance deviations. The service assurance stack being developed in-house which eventually helps in improving the network service and ensures reaching the vision of high-quality converged telecommunication services anytime, anywhere.</p>
Capex	0.21	0.38	<p>Improve energy efficiency-</p> <p>Replacement of aged assets: The Company replaced its old servers with new, more energy-efficient models. This will lower the carbon emissions by 71% (0.45 kg/hour to 0.13 kg/hour).</p> <p>Upgradation of VC device: With change in scenario from bridge based (IP Based Call) to link based call (zoom, teams, google meet).</p> <p>Low carbon emission: The Company installed battery banks, solar power, and DC air conditioning has resulted in significant diesel consumption reduction. This translates to lower CO₂ emissions, contributing positively to both environmental and social well-being.</p> <p>Social causes-</p> <p>Centralisation of resource: Centralising Customer Life Management (CLM), Darts and Riverbed facilitates a seamless customer journey, leading to enhanced customer satisfaction.</p>

2. a. **Does the entity have procedures in place for sustainable sourcing?** Yes.
- b. **If yes, what percentage of inputs were sourced sustainably?** 89.43.
3. **Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for: (a) Plastics (including packaging), (b) E-waste, (c) Hazardous waste, and (d) other waste:** The substantial part of Airtel products is managed within the internal network operations. The Company is committed to the importance of reusing, reducing, and recycling waste. The processes are designed to ensure the sustainable recycling of waste, including e-waste, battery waste, and plastic waste, through government-authorised recyclers. In addition, the Company, in accordance with Extended Producer Responsibility (EPR) guidelines, collaborates with service providers to responsibly collect electronic products and plastic packaging for sustainable recycling.
4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same:** Yes, Extended Producer Responsibility (EPR) is applicable to Airtel under the plastic waste category and E-waste category. The Company collaborates with service providers to ensure execution of waste collection plan in line with collection target issued by Central Pollution Control Board (CPCB).

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chain

ESSENTIAL INDICATORS

1. a. Details of measures for the well-being of employees:

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Other than Permanent employees											
Male	11,845	11,845	100	11,845	100	-	-	11,845	100	11,845	100
Female	2,477	2,477	100	2,477	100	2,477	100	-	-	2,477	100
Total	14,322	14,322	100	14,322	100	2,477	100	11,845	100	14,322	100

b. Details of measures for the well-being of workers:

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Other than Permanent workers											
Male	58,321	58,321	100	58,321	100	-	-	58,321	100	-	-
Female	4,976	4,976	100	4,976	100	4,976	100	-	-	-	-
Total	63,297	63,297	100	63,297	100	4,976	100	58,321	100	-	-

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the Company.	0.17	0.15

2. Details of retirement benefits, for the Current and Previous Financial Year:

Benefits*	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
PF	100	100	Y	100	100	Y
Gratuity	100	100	As and when applicable	100	100	As and when required
ESI	0.42	53	Y	1.5	62	Y

* All statutory dues were provided to employees and workers as per applicable legislations.

3. Accessibility of workplaces

Are the premises/offices of the entity accessible to differently abled employees, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard: The Company has assistive devices and accessibility support which are made available to differently abled employees.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy: Yes, the policy is available via company's intranet.

5. Return to work and Retention rates of permanent employees that took parental leave:

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	100%	90.3%
Female	98.6%	98.6%
Total	99.8%	91.5%



6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief:

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Employees	Yes, Airtel has 'Employee Resolution Query Management System', administered by human resource function, which addresses issues such as service conditions, organisational policies, performance evaluations and various operational matters.
Other than Permanent Workers	In addition to the above, the Company has a 'Code of Conduct' covering 'Whistle Blower Policy' that allows employees including contractual workers, to report concerns with reference to 'Code of Conduct' without any fear of retaliation. The Ombudsperson administers the whistle blower/vigil mechanism which allows employees to report any threatened or actual breach of the Code of Conduct.

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity: Nil, as the Company does not have any employee association or union.

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures*		On Skill upgradation*		Total (D)	On Health and safety measures*		On Skill upgradation***	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	11,845	11,845	100	11,845	100	12,115	12,115	100	12,012	99
Female	2,477	2,477	100	2,477	100	1,593	1,593	100	1,581	99
Total	14,322	14,322	100	14,322	100	13,708	13,708	100	13,683	99
Workers										
Male	58,321	58,321	100	58,321	100	46,903	46,903	100	NA	NA
Female	4,976	4,976	100	4,976	100	3,796	3,796	100	NA	NA
Total	63,297	63,297	100	63,297	100**	50,699	50,699	100	NA	NA

* Percentage indicates details of trainings extended.

** Percentage indicates details on attended basis.

*** Role based trainings are provided to workers basis eligibility.

9. Details of performance and career development reviews of employees and workers:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees*						
Male	11,845	11,845	100	12,115	12,115	100
Female	2,477	2,477	100	1,593	1,593	100
Total	14,322	14,322	100	13,708	13,708	100
Workers						
Male	58,321	25,322	43	46,903	12,820	27
Female	4,976	1,929	39	3,796	735	19
Total	63,297	27,251	43	50,699	13,555	27

* 100% of eligible employees have undergone performance and career development reviews.

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage of such system?

Yes, Airtel has a comprehensive Occupational Health and Safety Management System (OHS MS) and is ISO 45001 certified. The Company has a safety charter called 'Airtel Suraksha Programme' and various policies/manuals like 'Bharti Airtel Workplace Safety Policy', 'Infrastructure and Safety Policy', 'HSE Process Manual', 'Supplier Safety Policy', 'Women Safety Policy', and 'Physical Security SOPs'. Environment, Health and Safety Policy (EHS) Policy is in place to ensure safety at workplace. The Company implemented a comprehensive awareness campaign about the OHS MS and its initiatives through training sessions, newsletters and workshops. Health & safety committees are established at both central and circle levels to ensure strict implementation of such policies.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Airtel recognises and accords highest priority to safety and well-being of its employees and other stakeholders. To identify work-related hazards, The Company has implemented a robust Hazard Identification and Risk Assessment System (HIRA) to undertake safety audits and identify work related hazards in its operations.

- **Health and safety audit:**
 - i. Conducting annual review of Occupational Health and Safety Management System at Airtel
 - ii. Stakeholder consultation to understand and evaluate current operating procedures and identifying any gaps in the system
 - iii. Control-focused recommendations to define management action plans, including responsibilities and timelines for implementation
- **Health and safety performance review:**
 - i. Monthly review of health and safety performance by management on pre-defined KPIs
 - ii. Review of reported incidents, audit findings, progress on Health, Safety and Environment (HSE) goals, and changes to service line and operations
 - iii. Based on the above review, improvement areas are identified followed by strengthening of internal controls for health and safety risk management
- **Incident investigation and risk analysis:**
 - i. Conduct of health and safety risk assessment for reported incidents
 - ii. Usage of a Risk Assessment Matrix (RAM) to evaluate incident severity
 - iii. Identification of work-related hazards and implementation of corrective actions based on the assessment

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N):

Yes, Airtel has implemented procedures that allow its workers to report work-related hazards and be cautious of potential risks. Workers can utilise the following channels to report any work-related hazards:

- i. Toll-free number on ID card to report risks/hazards
- ii. Central generic email ID to report risks/hazards
- iii. Local email ID to report risks/hazards
- iv. Incident reporting app (to report safety incidents and violation of Safety Policy)

d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/No): Yes, Airtel provides access to non-occupational medical and healthcare services to its employees and workers.

For more details on the health and safety practices and related initiatives, please refer the 'Human Capital' section of this Integrated Report (IR) on [page 102](#)

11. Details of safety-related incidents:

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.63	0.32
	Workers	0.70	0.21
Total recordable work-related injuries	Employees	19	9
	Workers	99	29
No. of fatalities (safety incident)	Employees	0	0
	Workers	3	3
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	2	0

* Including in the contract workforce.

12. Describe the measures taken by the entity to ensure a safe and healthy workplace:

Airtel has taken the following measures to ensure safe and healthy workplace:

- i. Occupational health and safety through 'Airtel Suraksha Programme'
- ii. A comprehensive Health and Safety Policy and manual is in place to ensure a safe and incident-free workplace, including health promotion and disease prevention
- iii. A dedicated safety committee led by a safety officer, has been setup up at central level to monitor safety performance
- iv. Regular risk assessments and safety trainings are undertaken for employees to identify any work-related hazards followed by implementation of any corrective actions



- v. Fire evacuation drills are conducted quarterly, and security policies are in place to drive uniform security systems and processes across all Airtel businesses
- vi. Safety incidents are promptly reported and investigated to prevent recurrence
- vii. Regular induction and refresher training are provided to all employees and associates/partners
- viii. Employee perception survey is conducted to assess employee satisfaction with existing safety practices and identify any areas for improvement
- ix. Various other measures are taken to promote employee health and well-being such as on-site doctors, free diagnostics, gym facilities and road safety awareness etc.

13. Number of Complaints on the following made by employees and workers:

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100
Working Conditions	100

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions:

Airtel has implemented the following measures to address safety-related risks and hazards:

- i. Strengthened its Occupational Health and Safety Policy and protocols
- ii. Rolled out Consequence Management Policy to prevent recurrence of safety incidents
- iii. Defined detailed safety protocols
- iv. Circulated interactive modules to employees and workers on various safety topics
- v. Rolled out 5 golden rules of safety to promote behavioural change
- vi. Conducted awareness sessions and sensitisation through case studies
- vii. Conducted detailed investigation and root cause analysis of each safety incident and communicated learnings from each incident across all operations
- viii. Safety awareness campaign - Safe by Choice duly linked with #AirtelSuraksha
- ix. SWAT - 'Safety Within And Together' for employee and associates' engagement on safety programs

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of:

	(Yes/No)
Employees	Yes
Workers	Yes

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners: Airtel has defined guidelines for value chain partners as part of its Code of Conduct for Business Associates to pay remuneration to their employees in compliance with the applicable laws and regulations which includes minimum wages, deduction from wages, overtime hours and associated applicable benefits. Further, the Company conducts self-assessment surveys to ensure its key value chain partners have procedures in places to ensure compliance with regulatory requirement. Suppliers with significant procurement value were assessed through these self-assessment survey, and all of them have confirmed that they are taking adequate measures to ensure compliance with statutory dues requirements.

The Company also has framework in place to validate regulatory compliance of manpower partners related to minimum wages, PF, ESIC, gratuity, maternity benefits etc.

3. Provide the number of employees having suffered high consequence work-related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Nil	Nil	Not applicable	Not applicable

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No): Airtel prioritises employee career progression through diverse learning interventions tailored to enhance skills and knowledge at various stages. The Company is in process of launching group-level program on 'Retirals' for employees transitioning into retirement. The program will include modules covering purpose and meaning, health and well-being, family relationships, financial security, coping with emotional aspects, and investment strategies.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	94.82
Working Conditions	94.82

6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners:

The Occupational Health and Safety (OHS) framework has been enhanced for relevant value chain partners in terms of:

- Communication of policies, procedures, learnings and best practices
- Increased training and capacity building session
- Sensitisation by the Airtel leadership
- Health and safety reviews/audits tracked for closure
- Governance of health and safety incidents in value chain partners

These measures aim to ensure that the Company's partners maintain high standards of health and safety practices.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

ESSENTIAL INDICATORS

1. Describe the processes for identifying key stakeholder groups of the entity: Airtel conducts stakeholder engagement and materiality assessment, guided by the leading AA1000 stakeholder engagement standards to identify and prioritise key stakeholders. These stakeholders are directly or indirectly impacted by Airtel's activities, products or services and associated performance, or on whom Airtel is dependent in order to operate, or to whom the Company has, or in the future may have, legal, commercial, operational, or ethical/moral responsibilities or who can influence or have impact on Airtel strategic or operational decision-making based.

For more details on stakeholder consultation process, please refer to 'Materiality Assessment & Stakeholder Engagement' section of the Integrated Report (IR) on [page 44](#)

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half Yearly/ Quarterly/Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ol style="list-style-type: none"> Airtel stores and contact centers across operational cities Email, SMS communication and Company website Social media engagement Airtel Thanks App 	On-going	<ol style="list-style-type: none"> Seeking consumer feedback on our services Delivering customer service and resolving customer queries



Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half Yearly/Quarterly/Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors/ Shareholders	No	<ul style="list-style-type: none"> i. Annual General Meeting ii. Electronic correspondence iii. Press briefings iv. Analyst meets v. Earning calls 	Quarterly/Annually/ On going	<ul style="list-style-type: none"> i. Answer to queries of investors on operations of the Company ii. Bring transparency with the community of existing and potential investors
Employees	No	<ul style="list-style-type: none"> i. Company intranet portal ii. Regular employee communication forums iii. Email iv. Annual employee surveys 	On-going	<ul style="list-style-type: none"> i. Learning and development ii. Employee recognition and engagement activities iii. Employee performance review and career development iv. Employee safety and well-being
Suppliers and network partners	No	<ul style="list-style-type: none"> i. Partner portal ii. Company website iii. Annual confluence iv. Meetings v. Sustainability awareness session 	On-going	<ul style="list-style-type: none"> i. New product/technology development ii. Material requirement planning iii. Regulatory compliances including NSDTS iv. Assessing supplier performance v. Commercial and contract discussion vi. Supplier recognition and engagement activities vii. Engagement on sustainability parameters
Channel partners	No	<ul style="list-style-type: none"> i. Email, SMS communication and Company website ii. Channel Partner Portal 	On-going	<ul style="list-style-type: none"> i. Resolving channel partner queries and operational challenges ii. Commission and reward scheme iii. Sustained marketing support
Regulatory bodies	No	<ul style="list-style-type: none"> i. Electronic and physical correspondence ii. Face to face meetings 	Need basis and on-going	<ul style="list-style-type: none"> i. Deliberations and inputs on acts, regulations, policies that have bearing on our operations and businesses ii. TRAI consultations DoT directives, policies iii. Access to renewable energy through open access iv. Rights of Way (RoW) for Telecom Telecommunications Act 2023 v. Digital Personal Data Protection Act 2023 public policy – advocacy
Community/ NGOs*	Yes	<ul style="list-style-type: none"> i. Field visits and community meetings undertaken by Bharti Airtel Foundation during the implementation and program operations ii. Emails 	On-going	<ul style="list-style-type: none"> i. Education status of students enrolled ii. Community based issues such as hygiene, sanitation, girl-child education, etc. iii. Community participation in schools' activities and programs to build students' connect with communities iv. Sharing local art and craft and vocational options with students to generate awareness

* Bharti Airtel Foundation is the implementation agency for carrying out CSR initiatives on behalf of Bharti Airtel.

LEADERSHIP INDICATORS

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board:

The management, represented by ESG council has been entrusted by the Board's ESG committee to conduct stakeholder consultations, with the sustainability team at Airtel updating the committee on the results of these consultations. ESG council is chaired by Managing Director and CEO. It identifies ESG priorities, goals & targets and develops processes, systems, controls and standard operating procedures (SOPs) to achieve ESG targets.

- Airtel conducts materiality assessment and stakeholder engagement exercise every 2-3 years to identify and re-assess Environment, Social, and Governance (ESG) topics that are significant to its business
- During the exercise, the Company engages with key internal and external stakeholders to gather their concerns and views, which are incorporated into the materiality assessment process to prioritise ESG topics
- Insights obtained from the stakeholder engagement are analysed to develop the materiality matrix, which helps finalise the list of ESG topics
- The sustainability function presents the results of this assessment to the ESG council and Board's ESG committee
- The identified ESG topics are considered while defining the ESG targets and initiatives

ESG committee meeting provides the Company an opportunity to share feedback with the Board on these consultations.

For more details on our stakeholder consultation process, please refer to 'Materiality Assessment & Stakeholder Engagement' section of the Integrated Report (IR) on [page 44](#)

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity:

Yes, Airtel engages with key stakeholders as a component of its materiality assessment exercise, aiming to identify and prioritise environmental and social concerns. Based on the stakeholder feedback received, the Company has identified and prioritised material issues based on its impact, on their stakeholders and business. These material topics are linked with adopted ambitious targets and integrated in the strategy.

For more details, please refer to 'Materiality Assessment & Stakeholder Engagement' and 'ESG Approach' sections of the Integrated Report (IR) on [page 44](#) and [page 50](#).

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalised stakeholder groups:

Airtel, through its CSR implementing agency Bharti Airtel Foundation, has undertaken various initiatives to engage with and address the issues of marginalised communities.

For more details on development programs for vulnerable/marginalised communities, please refer to [page 64](#) of the Integrated Report (IR).

PRINCIPLE 5: Businesses should respect and promote human rights

ESSENTIAL INDICATORS

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)*	Total (C)	No. of employees/workers covered (D)	% (D/C)*
Employees						
Permanent	14,322	14,322	100	13,708	13,708	100
Total Employees	14,322	14,322	100	13,708	13,708	100
Workers						
Other than permanent	63,297	63,297	100	50,699	50,699	100
Total Workers	63,297	63,297	100	50,699	50,699	100

* Percentage indicates details of trainings extended.



2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	14,322	0	0	14,322	100	13,708	0	0	13,708	100
Male	11,845	0	0	11,845	100	12,115	0	0	12,115	100
Female	2,477	0	0	2,477	100	1,593	0	0	1,593	100
Workers										
Other than Permanent	63,297	12,147	19	51,150	81	50,699	13,285	26	37,414	74
Male	58,321	11,013	19	47,308	81	46,903	12,110	26	34,793	74
Female	4,976	1,134	23	3,842	77	3,796	1,175	31	2,621	69

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category in ₹	Number	Median remuneration/salary/wages of respective category in ₹
Board of Directors ('BoD')	Refer to Annexure F of Board's Report			
Key Managerial Personnel (other than BoD)	Refer to Annexure F of Board's Report			
Employees other than BoD and KMP	11,845	861,967	2,477	900,000
Workers	58,321	293,055	4,976	286,118

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages*	16.62	12.53

* Permanent employees have been considered.

4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impact or issues caused or contributed to by the business? Yes.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues: Airtel has 'Employee Resolution Query Management System', administered by human resource function, addresses issues related to human rights such as discrimination at workplace, child labour, forced labour/involuntary labour and other such issues.

In addition to the above, the Company has a 'Code of Conduct' covering 'Whistle Blower Policy' that allow employees including contractual workers, to report concerns with reference to 'Code of Conduct' relating to human rights violations, without any fear of retaliation. The Ombudsperson administers the whistle blower/vigil mechanism which allows employees to report any threatened or actual breach of the 'Code of Conduct'.

6. Number of Complaints on the following made by employees and workers:

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	17	0	-	17	0	-
Discrimination at workplace	0	0	-	0	0	-
Child labour	0	0	-	0	0	-
Forced labour/Involuntary labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	5	0	-	0	0	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013:

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	17	17
Complaints on POSH as a % of female employees/workers	0.23	0.32
Complaints on POSH upheld	9	12

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases:

Airtel guarantees protection to complainants (employees and business associates) against any form of retaliation, punishment, intimidation, coercion, dismissal, or victimisation as per the Ombudsperson Policy and Prevention of Sexual Harassment (POSH) Policy. This protection extends to those who report genuine concerns in good faith, regardless of whether their claims are proven. Anyone who attempts to victimise any person who complains, co-operates, or provides information/data relating to an investigation or complaint, is liable to face punitive action.

All matters and proceedings relating to the complaint including the identity of the complainant and respondent remain strictly confidential and is not disclosed except to a competent court or a governmental agency that has the right under the law and regulation to obtain such information. Any person who breaches the confidentiality requirement is penalised.

9. Do human rights requirements form part of your business agreements and contracts: Yes, human rights requirements form part of the key business agreements and contracts.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others – please specify	100

11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 10 above: Airtel conducted Human Rights Risk Assessment and key improvement areas were identified.

LEADERSHIP INDICATORS

1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints: Airtel has an “Employee Resolution Portal” to keep track of all complaints or grievances.

2. Details of the scope and coverage of any Human rights due-diligence conducted:

Airtel undertook a group level human rights due diligence and compliance monitoring of 100% of its sites including all businesses. The process included following steps:

- i. Adoption of Human Rights Policy
- ii. Embedding process aligned with Policy
- iii. Periodic assessment
- iv. Identifying and assessing present/potential risk
- v. Mitigating risks and remediating any actual impacts
- vi. Integrating and acting on identified risks
- vii. Tracking development & revisiting policies and processes, as needed
- viii. Communicating how impacts are addressed
- ix. Periodic risk monitoring by senior executives

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016: Airtel has assistive devices and accessibility support which are made available to differently abled visitors.



4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	94.82
Discrimination at workplace	94.82
Child Labour	94.82
Forced Labour/Involuntary Labour	94.82
Wages	94.82
Others – please specify	94.82

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above: There were no significant risks or concerns identified from assessments of critical value chain partners on human rights related issues.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	Units	FY 2023-24	FY 2022-23*
From renewable sources			
Total electricity consumption (A)	GJ	5,963	1,428
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)	GJ	-	-
Total energy consumed from renewable sources (A+B+C)	GJ	5,963	1,428
From non-renewable sources			
Total electricity consumption (D)	GJ	2,367,025	2,323,901
Total fuel consumption (E)	GJ	228,335	230,077
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non- renewable sources (D+E+F)	GJ	2,595,360	2,553,978
Total energy consumed (A+B+C+D+E+F)	GJ	2,601,324	2,555,407
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	GJ/₹ Mn	2.76	3.02
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)** (Total energy consumed/Revenue from operations adjusted for PPP)	GJ/₹ Mn	0.75	0.83
Energy intensity in terms of physical output	GJ/TB	0.04	0.05

* Figures of previous financial year i.e. FY 2022-23 have been updated on account of adjustments to the reporting boundary

**Adjustment for PPP has been done by taking average dollar value.

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency: Reasonable assurance by TÜV SÜD South Asia Private Limited.

2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any: Not applicable.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	Units	FY 2023-24	FY 2022-23*
Water withdrawal by source			
(i) Surface water	Mn L	-	-
(ii) Groundwater	Mn L	29	25
(iii) Third party water	Mn L	141	119
(iv) Seawater/desalinated water	Mn L	-	-
(v) Others	Mn L	-	-
Total volume of water withdrawal (i+ii+iii+iv+v)	Mn L	170	145

Parameter	Units	FY 2023-24	FY 2022-23*
Total volume of water consumption	Mn L	18	17
Water intensity per rupee of turnover (Water consumed/Revenue from operations)	Mn L/ ₹ Mn	0.00002	0.00002
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)**	Mn L/ ₹ Mn	0.000005	0.000006
Water intensity in terms of physical output	Mn L/TB	0.0000003	0.0000003

* Figures of previous financial year i.e. FY 2022-23 have been updated on account of adjustments to the reporting boundary.

** Adjustment for PPP has been done by taking average dollar value.

Note: The water related data for non-metered facilities is estimated by taking average water withdrawal as per National Building Code, 2016 and water consumption by domestic water supply, WHO.

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency: Reasonable assurance by TÜV SÜD South Asia Private Limited.

4. Provide the following details related to water discharged:

Parameter	Units	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment			
(i) To Surface water	Mn L	-	-
- No treatment	Mn L	-	-
- With treatment – please specify level of treatment	Mn L	-	-
(ii) To Groundwater	Mn L	15	12
- No treatment	Mn L	-	-
- With treatment – Primary treatment	Mn L	15	12
(iii) To Seawater	Mn L	-	-
- No treatment	Mn L	-	-
- With treatment – please specify level of treatment	Mn L	-	-
(iv) Sent to third-parties	Mn L	137	115
- No treatment	Mn L		
- With treatment – please specify level of treatment	Mn L		
			Water from the locations is discharged to the building connected water system. From there the water is routed to effluent treatment plant(s), as set up by the landlord or the local authorities outside the operational boundary of the Company.
(v) Others	Mn L	-	-
- No treatment	Mn L	-	-
- With treatment – please specify level of treatment	Mn L	-	-
Total water discharged	Mn L	152	127

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency: Reasonable assurance by TÜV SÜD South Asia Private Limited.

5. Has the entity implemented a mechanism for Zero Liquid Discharge (ZLD)? If yes, provide details of its coverage and implementation: Airtel has enabled ZLD at few of its sites and is striving to implement it for its own facilities through various water efficiency measures including wastewater recycling and reuse.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Units	FY 2023-24	FY 2022-23*
NOx	Metric Tonnes	103	107
SOx	Metric Tonnes	1	1
Particulate matter (PM)	Metric Tonnes	6	6
Persistent organic pollutants (POP)	Metric Tonnes	Not applicable	Not applicable
Volatile organic compounds (VOC)	Metric Tonnes	Not applicable	Not applicable
Hazardous air pollutants (HAP)	Metric Tonnes	Not applicable	Not applicable
Carbon Monoxide (CO)	Metric Tonnes	60	63

* Figures of previous financial year i.e. FY 2022-23 have been updated on account of adjustments to the reporting boundary.



Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency: Limited assurance by TÜV SÜD South Asia Private Limited.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity in the following format:

Parameter	Units	FY 2023-24	FY 2022-23*
Total Scope 1 emissions - (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	21,721	20,624
Total Scope 2 emissions - (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	470,775	457,309
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	tCO ₂ e/₹ Mn	0.52	0.56
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)** (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	tCO ₂ e/₹ Mn	0.14	0.16
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/TB	0.008	0.009

* Figures of previous financial year i.e. FY 2022-23 have been updated on account of adjustments to the reporting boundary.

**Adjustment for PPP has been done by taking average dollar value.

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency: Reasonable assurance by TÜV SÜD South Asia Private Limited.

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	Solarisation of towers	Onsite installation of solar technology to produce renewable energy at network sites	Resulting in renewable energy generation of 1,497,939 kWh
2.	Green Energy Open Access (GEOA) Procurement	Co-ordinating with State Electricity Regulatory Commissions (SERCs) in various states for adoption of green energy open access policies at state level & removing operational bottlenecks for implementation.	12 states/UTs have adopted the new green energy open access regulations till March 2024. A pilot has been initiated with support of Indus towers in Karnataka for availing GEOA under new regulation.
3.	Green sites	Transformation of the Company's sites into eco-friendly ones. 93% of the Company's network sites, have been tagged as green sites	Reduction in emissions
4.	Hybrid battery bank solutions	Installation of advanced VRLA (Valve-Regulated Lead-Acid) batteries and lithium-ion batteries	Resulting in saving of 15,368 L of diesel
5.	Network site sharing	Site sharing with partners to optimise the Company's resource consumption. 8.8% of newly rolled out sites are co-located	Reduction of carbon emissions and waste significantly through higher utilisation of passive infrastructure
6.	DC Air conditioners	Installation of DC air conditioners at 54 sites to maintain temperatures without DG by running on DC batteries	Reduction in emissions
7.	Power saving feature	Optimisation of RRU through AI/ML	Power saving as per traffic utilisation to effectively reduce GHG emissions
8.	Condenser coil replacement	Replacement of 1 x 330 TR Air cooled chiller condenser coils to enhance the efficiency	Resulting in estimated annual electricity saving of 70,476 kWh
9.	Value chain initiatives	<ul style="list-style-type: none"> i. Airtel has undertaken science-based target to reduce our absolute scope 3 GHG emissions by 42% by 2031 ii. Introduced guidelines for our suppliers to implement measures for energy efficiency and carbon emission reduction, as part of our Code of Conduct for Business Associates iii. Airtel is engaging with suppliers including equipment manufacturers to drive initiatives for enhancing energy efficiency of supplied equipment through innovative solutions 	Power saving as per traffic utilisation to effectively reduce GHG emissions

In addition to the above initiatives, Nxtra by Airtel has undertaken various initiatives at its Data Centers (DCs) and Main Switching Centres (MSCs). They are as follows:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	Procurement of Open access renewable energy	Procurement of renewable energy from independent energy providers	Procurement of 214,882 MWh renewable energy of use in operations
2.	Captive on-site solar plants installation	On-site installation of Solar PV Plants to utilise empty spaces for renewable energy generation and consumption at various DCs and MSCs	Resulting in renewable energy generation of 5,659 MWh
3.	Cold aisle/Hot aisle containment	Cold aisle/hot aisle containment at different locations	Resulting in an estimated annual electricity saving of 426,845 kWh and diesel saving of 2,124 Litres
4.	Optimum cooling	Cooling optimisation through the installation of active tiles, set points management, and air diverters	Resulting in an estimated annual electricity saving of 1,277,230 kWh and diesel saving of 32,125 Litres
5.	Optimum lighting	Lighting optimisation through LED lights and motion sensors across various data centres	Resulting in an estimated annual electricity saving of 47,068 kWh and diesel saving of 1,875 Litres
6.	Replacement of EOL equipment to more efficient equipment	Upgradation to more energy-efficient PAC as older equipment reaches the end of its lifespan	Resulting in saving of 1,734,852 kWh of energy
7.	Other Main Switching Centre initiatives	Installation of cold aisle containment along with replacement of old PAC with high efficiency PAC	Resulting in saving of 4,594,810 kWh of energy

9. Provide details related to waste management by the entity, in the following format:

Parameter	Units	FY2023-24*	FY 2022-23*
Total waste generated			
Plastic waste (A)	Metric Tonnes	149	85
E-waste (B)	Metric Tonnes	3,631	2,234
Battery Waste (C)	Metric Tonnes	2,926	1,937
Biomedical Waste (E)	Metric Tonnes	-	-
Radioactive waste (F)	Metric Tonnes	-	-
Other Hazardous waste. Please specify, if any. (G) (cables, lube oil)	Metric Tonnes	609	-
Other Non-hazardous waste generated (H). Please specify, if any. (Paper waste, organic waste and other miscellaneous waste)	Metric Tonnes	3,830	2,276
Total (A+B+C+D+E+F+G+H)	Metric Tonnes	11,146**	6,532**
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	Metric Tonnes/₹ Mn	0.012	0.008
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP) ****	Metric Tonnes/₹ Mn	0.003	0.002
Waste intensity in terms of physical output	Metric Tonnes/TB	0.00017	0.00012
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations			
Category of waste			
(i) Recycled	Metric Tonnes	11,035***	6,948***
(ii) Re-used	Metric Tonnes	-	-
(iii) Other recovery operations	Metric Tonnes	-	-
Total	Metric Tonnes	11,035***	6,948***
For each category of waste generated, total waste disposed by nature of disposal method			
Category of waste			
(i) Incineration	Metric Tonnes	-	-
(ii) Landfilling	Metric Tonnes	-	-
(iii) Other disposal operations (landlord or municipal waste collection)	Metric Tonnes	1	-
Total	Metric Tonnes	1	-

Assets transferred in past acquisition, which had reached end of economic life, were cleared.

* Figures of previous financial year i.e. FY 2022-23 have been updated on account of adjustments to the reporting boundary.

** Calculations are based on approximate weight of sample lot items.

*** Actual weight of waste sent to authorised recycler(s).

Due to above reasons and closing stock of waste at FY closing which will be processed in due course, waste generated does not tally with waste recycled and disposed.

**** Adjustment for PPP has been done by taking average dollar value.

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency: Reasonable assurance by TÜV SÜD South Asia Private Limited



- 10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes:** Airtel has implemented the 3R strategy - reduce, reuse, and recycle to efficiently handle the waste produced in its facilities, production, and distribution processes. Further, the Company dispose all the hazardous waste, E-waste and other waste to authorised recyclers.

The Company has established a set of supplier guidelines that mandate compliance with all relevant local, national, and international laws and conventions regarding hazardous wastes, persistent organic pollutants, and hazardous chemicals to decrease their usage. The guidelines also require suppliers to identify packaging materials that is safe, hygienic, recyclable, efficient and protective for transport of goods. The Company also strives to use recyclable and recycled materials for production and packaging wherever feasible.

- 11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required, please specify details:** Bharti Airtel does not have any offices in protected areas*.

* Airtel offices are not located within ecologically sensitive areas. This is based on assessment of the Company's facilities against the protected sites as identified by *Protected Planet*.

- 12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:** Not applicable*.

* Environmental Impact Assessment (EIA) is not applicable for the Company for the current financial year as per applicability defined in EIA Notification, 2020.

- 13. Is the entity compliant with the applicable environmental law/regulations/guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, and Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances:** Yes, the Company is compliant with all applicable environmental law/regulations/guidelines in India.

LEADERSHIP INDICATORS

- 1. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities:** Not applicable.

- 2. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives:** Please refer essential indicator 8 of Principle 6 of this BRSR.

- 3. Does the entity have a business continuity and disaster management plan? Give details in 100 words/web-link:** Yes, Airtel is ISO 22301: 2019 certified/compliant for 23 circle offices, MSCs, network warehouses and operational sites according to DoT requirement.

The Company has documented business continuity plans to effectively enable all its employees to operate from secondary locations, including remote working, providing necessary infrastructure and technology. Guidelines have been shared with relevant stakeholders for disaster preparedness which includes risk identification, resource allocation, emergency response/reporting and disaster recovery.

The Company also conducts table-top exercises, application DR testing and process recovery testing periodically to assess the preparedness in case of a disaster. Further, the Company has Network Operations Centre to monitor real-time network activity and conservative insurance cover policy for asset protection from risks e.g., fire, floods.

- 4. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard:** There are no significant adverse environmental impacts concerning material regulatory penalties, uncontrolled large quantities of gas emissions, or hazardous waste discharge into water bodies arising from the Company's value chain partners, as per the self-assessment conducted.

Further significant part of Airtel's upstream scope 3 GHG emissions (over 80%) originate from telecom infrastructure providers. To address the same, the Company has undertaken multiple initiatives in collaboration with them to increase renewable energy usage and reduce fuel consumption.

- 5. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts:** 94.82.

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

ESSENTIAL INDICATORS

1. a. Number of affiliations with trade and industry chambers/associations: Bharti Airtel has affiliations with 12 trade and industry chambers/associations.

b. List the top 10 trade and industry chambers/associations (determined based on the total members of such a body) the entity is a member of/affiliated to:

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	Cellular Operators Association of India (COAI)	National
2.	Internet and Mobile Association of India (IAMAI)	National
3.	Confederation of Indian Industry (CII)	National
4.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
5.	The Associated Chambers of Commerce of India (ASSOCHAM)	National
6.	Internet Service Providers Association of India (ISPAI)	National
7.	Indian Space Association (ISpA)	National
8.	International Telecommunication Union (ITU)	International
9.	GSM Association (GSMA)	International
10.	The Open RAN Policy Coalition (ORPC)	International

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities: No adverse orders were received from regulatory authorities.

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity:

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others – please specify)	Web link, if available
1.	Network, Spectrum and Licensing - Efficient allocation, assignment methods to agencies like Indian Railways; Backhaul spectrum, Spectrum for Space Based Communications, New and Emerging spectrum bands, OTT Communications	TRAI CP on Assignment of Additional Spectrum to Indian Railways for its Safety and Security Applications	Yes	As and when required	Link 1
TRAI CP on Open and De-licensed use of Unused or Limited Used Spectrum Bands for Demand Generation for Limited Period in Tera Hertz Range		Yes	As and when required	Link 2	
TRAI CP on Assignment of Spectrum in E&V Bands, and Spectrum for Microwave Access (MWA) & Microwave Backbone (MWB)		Yes	As and when required	Link 3	
TRAI CP on Regulatory Mechanism for Over-The-Top (OTT) Communication Services, and Selective Banning of OTT Services		Yes	As and when required	Link 4	
TRAI CP on Definition of International Traffic		Yes	As and when required	Link 5	
TRAI CP on Assignment of Spectrum for Space-based Communication Services		Yes	As and when required	Link 6	
TRAI CP on Introduction of Digital Connectivity Infrastructure Provider (DCIP) Authorisation under Unified License (UL)		Yes	As and when required	Link 7	
Airtel positions and inputs were also shared with other chambers/associations, who incorporated points in their submissions to public consultations		No	As and when required		



S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others – please specify)	Web link, if available
2.	Economic Regulations, Ease of doing business - Simplification of procedures related to Quality of Service, onboarding processes, approvals related to telecom and broadcasting	TRAI CP on Regulation on Rating Framework for Digital Connectivity in Buildings or Areas (Quality of Service)	Yes	As and when required	Link 1
		TRAI CP on Review of Quality-of-Service Standards for Access Services (Wireless and Wireline) and Broadband Services (Wireless and Wireline)	Yes	As and when required	Link 2
		TRAI - Draft Regulation on Review of The Quality of Service (Code of Practice for Metering and Billing Accuracy) Regulations, 2023	Yes	As and when required	Link 3
		Know your customer (KYC) norms - simplification onboarding of sales channels, authentication for e-KYC activation	No	As and when required	
		Airtel positions and inputs were also shared with other chambers/associations, who incorporated points in their submissions to public consultations	No	As and when required	
3.	Broadcasting - technological convergence, DTH Consumer impact, need to review regulatory and policy framework of tariff orders	TRAI CP on Pre-Consultation Paper on Inputs for Formulation of "National Broadcasting Policy" - inputs by Bharti Telemedia	Yes	As and when required	Link 1
		TRAI CP on Review of Regulatory Framework for Broadcasting and Cable services - inputs by Bharti Telemedia	Yes	As and when required	Link 2
		Comments on the Broadcasting Services (Regulation) Bill, 2023	No	As and when required	Link 3
		Our positions and inputs were shared with other chambers/associations, some of whom independently incorporated some inputs in their submissions	No	As and when required	
4.	Technology & Consumer Affairs - emerging technology (AI); digital inclusion - digital connectivity, digital affordability, digital accessibility; Direct to Mobile (D2M); sustainability; R&D	TRAI CP on Encouraging R&D in Telecom, Broadcasting, and IT (ICT) Sectors	Yes	As and when required	Link 1
		TRAI CP on Digital Inclusion in the Era of Emerging Technologies	Yes	As and when required	Link 2
		Consultation on Direct Broadcasting to Mobile (D2M) by TEC (contribution by industry members in 3 phases and through industry bodies as well)	No	As and when required	Feb 2024 - Link 3 Dec 2023 - Link 4 Aug 2023 - Link 5
		TRAI CP on Encouraging Innovative Technologies, Services, Use Cases, and Business Models through Regulatory Sandbox in Digital Communication Sector	Yes	As and when required	Link 6
		Inputs given to industry bodies for TEC paper on "Vision, Action Plan and Strategy Paper on Circular Economy in Telecom Sector"	No	As and when required	
		Artificial Intelligence - Inputs given to industry bodies to submit inputs on TEC paper on 'Standard for Assessing and Rating Robustness of Artificial Intelligence Systems in Telecom Networks and Digital Infrastructure'	No	As and when required	Link 7

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others – please specify)	Web link, if available
5.	Electricity and Open Access: Electricity for Telecom towers at industrial rates (required to keep 99.95% uptime) and easing deployment of solar/renewable energy through Open Access policies	Inputs were provided to relevant government ministries and departments highlighting challenges faced by TSPs in adoption of Green Open Access for Telecom Networks, and, Recommendations thereof Engagement and submissions to relevant stakeholders/Central and State Governments to resolve challenges faced by Telecom networks to access Renewable Energy through open access. Associations also independently took inputs and wrote to policymakers/regulators	No	As and when required	
6.	Rights of Way (RoW): Simplified, timebound permissions for RoW to establish Telecom infrastructure including for 5G network rollout	Inputs on RoW shared through various chambers and associations, on multiple state RoW policies and also through direct submissions on specific issues being faced by company in some states	No	As and when required	
7.	Privacy and Security of customers	TRAI CP on Regulatory Mechanism for Over-The-Top (OTT) Communication Services, and Selective Banning of OTT Services Participation in Digital India Dialogues, and Meetings with relevant ministries	Yes No	As and when required As and when required	Link 1 -

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

ESSENTIAL INDICATORS

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year: Not applicable*.

* During the financial year, the Company has not acquired any land that would require SIA as per Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity: Not applicable*.

* During the financial year, the Company has not acquired any land that would require SIA as per Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.

3. Describe the mechanisms to receive and redress grievances of the community: Airtel has a Community Grievance Redressal Policy in place which enables communities to express their concerns and grievances This policy is transparent, just, fair, and timely, providing a mechanism for resolving grievances of community members.

The community members can send any concerns or grievances at the dedicated email: CommunityGrievance@Airtel.com. The Company strives to proactively communicate the grievance redressal procedure to its external stakeholders, during its community and stakeholder engagement activities, to raise awareness and promote accessibility for communities to voice their concerns.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producer*	6.79	7.25
Directly from within India*	94.81	93.57

* This data pertains to procurement of goods only and does not include services.



5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as of total wage cost:

Location*	FY 2023-24**	FY 2022-23**
Rural	0.01	0.01
Semi-urban	1.62	1.61
Urban	7.83	7.14
Metropolitan	90.54	91.25

* Places have been categorised as per RBI Classification System - rural/semi-urban/urban/metropolitan.

** Permanent employees have been considered.

LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above): Not applicable.

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No.	State	Aspirational District	Amount spent (In ₹)
1	Jharkhand	Dumka	876,693
2	Jharkhand	Pakur	276,727
3	Jharkhand	Ranchi	903,470
4	Meghalaya	Ribhoi	567,705

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No) Airtel doesn't not have any Preferential Procurement Policy as the Company believes in providing equal opportunities to all its suppliers.

(b) From which marginalised/vulnerable groups do you procure? Not applicable.

(c) What percentage of total procurement (by value) does it constitute? Not applicable.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge: Not applicable.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved: Not applicable.

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefited from CSR Projects	of beneficiaries from vulnerable and marginalised groups
1.	Supporting partnered Govt. schools in improving quality of schooling for students and teachers by creating an engaging and empowering environment through co-scholastic activities	More than 70,000	79%

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

ESSENTIAL INDICATORS

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback:

Airtel offers various channels for customers to raise complaints and provide feedback:

- i. Customers can contact the dedicated customer care service through tele-calling or Airtel Thanks App
- ii. Complaints can also be made through the toll-free complaint center number, email channel, or Airtel Thanks App
- iii. Airtel relationship centers are available for customers to reach out with any queries or complaints
- iv. Customers can also visit Airtel offices in person
- v. Each complaint/feedback is assigned a unique identification number and addressed within a pre-defined turnaround time
- vi. Customers are notified of the resolution of the complaint through SMS and/or tele-calling

For more details, on the mechanism to receive and respond to customer complaints, please refer to the [Telecom Charter](#).

2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not applicable*
Recycling and/or safe disposal	

* Airtel provides telecom services and does not manufacture any physical products. In mobile services, no equipment is provided to customers except SIM card. In fixed line services, Customer Premises Equipment ('CPE') is supplied (not sold) to customers for rendering the services. The ownership and effective control over the SIM/CPE always remain with Airtel. Customer is required to return the SIM/CPE immediately upon termination of the Relationship Period or at the end of life.

3. Number of consumer complaints in respect of the following:

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	1	0	-	5	0	-
Cyber-security	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Delivery of essential services	Customer complaints are resolved as per applicable legislations, including sector specific regulatory provisions under The Telecom Consumers Complaint Redressal Regulation, 2012 issued by TRAI and to the extent applicable, are also reported to the regulator as per the reporting requirement prescribed thereunder.					

4. Details of instances of product recalls on account of safety issues: Not applicable*.

* Airtel provides telecom services and does not manufacture any physical products. In mobile services, no equipment is provided to customers except SIM card. In fixed line services, Customer Premises Equipment ('CPE') is supplied (not sold) to customers for rendering the services. The ownership and effective control over the SIM/CPE always remain with Airtel. Customer is required to return the SIM/CPE immediately upon termination of the Relationship Period or at the end of life.

5. Does the entity have a framework/policy on cyber-security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy:

Yes, Airtel has adopted various measures to safeguard data security and maintain the privacy of personal information which include:

- i. The implementation of internal controls
- ii. The development of Bharti Airtel Information Security Policy ('BISP'), which outlines specific guidelines for information security and cybersecurity. The BISP is readily accessible on the Company's intranet portal
- iii. Additionally, the Company has an Information Security Risk Assessment and recovery strategy in place that aligns with the ISO 27001 and ISO 22301 standards
- iv. To ensure the protection and confidentiality of customers' personal information, Airtel has also established the Bharti Airtel Information Privacy Policy ('BIPP'). The [Online Privacy Policy](#) serves to inform customers about the nature of information collected and their rights in relation to their data

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber-security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services: Airtel follows the guidelines issued by the Advertising Standards Council of India ('ASCI') and the Guidelines for Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022. Any specific complaints warranting any corrective measures are promptly addressed to resolve any possibility of miscommunication through advertisement.

For more details on the network related initiatives, please refer to 'Risk and Mitigation Framework' section of the Integrated Report (IR) on [page 54](#).

7. Provide the following information relating to data breaches:

(a) **Number of instances of data breaches:** Nil.

(b) **Percentage of data breaches involving personally identifiable information of Customers:** Nil.

(c) **Impact, if any, of the data breaches:** Not applicable.



LEADERSHIP INDICATORS

1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available): Please refer to www.airtel.in.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services: Airtel abides by TRAI's clause 17 of the Telecom Consumers Complaint Redressal Regulation, 2012 by releasing the Telecom Consumers Charter, which intends to enlighten customers about their entitlements, duties, quality benchmarks established by the Authority, and methods of addressing conflicts.

Furthermore, the Company adopts preventive measures to educate and create awareness amongst users on ways to protect themselves against fraudulent activities such as KYC frauds, sharing of passwords etc. as mandated by the regulatory/licensor from time to time.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services: Ensuring consistent network coverage for customers is a crucial aspect of the Company's service, which they strive to maintain even during catastrophic events. The Company take proactive measures to keep their customers informed about the launch of new sites and any mass outages in the Radio Access Network (RAN) through SMS.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not applicable) If yes, provide details in brief: Not applicable*.

**Airtel provides telecom services and does not manufacture any physical products. In mobile services, no equipment is provided to customers except SIM card. In fixed line services, Customer Premises Equipment ('CPE') is supplied (not sold) to customers for rendering the services. The ownership and effective control over the SIM/CPE always remain with Airtel. Customer is required to return the SIM/CPE immediately upon termination of the Relationship Period or at the end of life.*

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole: Yes, the Company carries out customer satisfaction surveys for their services to gauge customer expectations and improve overall customer experience.