

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 Centre, Plot No. 16, Udyog Vihar, Phase-IV, Gurugram, Haryana- 122 015, India
5. Corporate address: Bharti Crescent, 1 Nelson Mandela Road, Vasant Kunj, Phase II, New Delhi- 110 070, India
6. E-mail: [compliance.officer@bharti.in](mailto:compliance.officer@bharti.in)
7. Telephone: +91-0124-4222222, +91-011-4666 6100
8. Website: <https://www.airtel.in/>
9. Financial year for which reporting is being done: FY 2024-25
10. Name of the Stock Exchange(s) where shares are listed: BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11. Paid-up Capital: ₹ 29,001 million
12. Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR Report: Rohit Krishan Puri (Joint Company Secretary & Compliance Officer) | Telephone Number: +91-011-4666 6100 | E-mail: [compliance.officer@bharti.in](mailto: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: DNV Business Assurance India 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.	<b>Wireless Telecommunication Activities</b> <ul style="list-style-type: none"><li>Activities of Internet access by the operator of the wireless infrastructure (61201)</li><li>Activities of maintaining and operating cellular and other telecommunication networks (61202)</li><li>Activities of other wireless telecommunications activities (61209)</li></ul>	612	89.61
2.	<b>Wired Telecommunication Activities</b> <ul style="list-style-type: none"><li>Activities of basic telecom services: telephone, telex and telegraph (includes the activities of STD/ISD booths) (61101)</li><li>Activities of providing internet access by the operator of the wired infrastructure (61104)</li></ul>	611	10.39

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	183	183
International**	Not applicable	Not applicable	Not applicable

\*Mobile towers are not included.  
\*\*International telecom operations in 15 countries spanning India and Africa are served by group companies. Company also has its presence in Bangladesh and Sri Lanka through its associate entities.

19. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States) *	28 States + 8 UTs
International (No. of States)	International telecom operations in 15 countries are served by group companies**

\* Including market served through Bharti Hexacom Limited (the subsidiary company).  
\*\* Company also has its presence in Bangladesh and Sri Lanka through its associate entities.

b) What is the contribution of exports as a percentage of total turnover of the entity? 2.7

c) A brief on types of customers - End consumers (B2C); Enterprise customers (B2B)

IV. Employees

20. Details as at the end of financial year i.e. as on March 31, 2025

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)	13,593	10,932	80	2,661	20
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	13,593*	10,932	80	2,661	20
Workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	71,861	66,405	92	5,456	8
6.	Total workers (F + G)	71,861	66,405	92	5,456	8

\* The decrease in total number of Permanent Employees this year vis-à-vis previous year, is primarily on account of internal role transitions/ movements across the group.

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)	33	29	88	4	12
2.	Total differently-abled employees (D)	33	29	88	4	12
Differently-abled workers						
3.	Other than permanent (G)	-	-	-	-	-
4.	Total differently-abled workers (G)	-	-	-	-	-



01

02

03

Statutory Reports

04

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	4	0	-

**Note:** As on the date of this report, 2 out of 19 senior management personnel are women, representing ~11% female participation in senior leadership. Please refer details of Senior Management on page 292 of this Integrated Annual Report.

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

	FY 2024-25 (In %)			FY 2023-24 (In %)			FY 2022-23 (In %)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	18	22	18	19	19	19	24	26	24

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)
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 subsidiaries, associates and joint ventures of Bharti Airtel Limited, please refer to "Salient features of the financial statement of subsidiaries, associates and joint ventures for the year ended March 31, 2025, pursuant to Section 129 (3) of the Companies Act, 2013" forming part of this Integrated Annual Report.			

VI. CSR details

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

(ii) Turnover: ₹1,089,439 million

(iii) Net worth: ₹1,117,529 million

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 2024-25			FY 2023-24		
		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, <a href="#">Communities &amp; NGOs Grievance Redressal Policy</a>	0	0	-	0	0	-
Shareholders/ Investors	Yes, <a href="#">Investors and Shareholders</a>	25	0	-	14	0	-
Employees and workers	Yes	19	0	-	22	0	-
Customers	Yes, <a href="#">Telecom Customer Charter</a>	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, <a href="#">Airtel Partner World</a>	9	0	-	7	2*	-
Others (Channel partners)	Yes, <a href="#">Anmol Ratna Portal</a>	57	6*	-	95	0	-

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

26. Overview of the entity’s material responsible business conduct issues indicating 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

For relevant details, please refer to 'Materiality Assessment' on page 36, 'Risk and Opportunities' on page 46 and 'SCOT Analysis' on page 190 of this Integrated Annual Report.

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 Annual Report on page 40.								
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 Annual Report on page 40.								

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure).	Refer Vice Chairman & Managing Director's message forming part of this Integrated Annual Report 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. Kimsuka Narasimhan, Independent Director iii. Gopal Vittal, Vice Chairman & Managing Director iv. Rajan Bharti Mittal, Non-executive Director
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.	

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								

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*	Y	Y	Y	Y	Y	Y	Y	Y	Y
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)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									Not applicable
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

\* 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, which serves as a mechanism for assessment/evaluation of the working of all its key policies.

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

Table 2 - National and International standards:

Principle	Principle description	Name of the national and international codes/ certifications/ labels/ standards
P1	<b>Ethics, Transparency and Accountability:</b> 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. Signatory to United Nations Global Compact
P2	<b>Product Lifecycle Sustainability:</b> 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	<b>Employee Well-being:</b> 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	<b>Stakeholder Engagement:</b> 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	<b>Promoting Human Rights:</b> Businesses should respect and promote human rights	i. Signatory to United Nations Global Compact
P6	<b>Protection of Environment:</b> 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	<b>Responsible Policy Advocacy:</b> 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 Membership (through Gopal Vittal) of GSMA - Leading international telecom association
P8	<b>Support Inclusive Growth:</b> 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	<b>Providing Customer Value:</b> 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		Please refer 'Report on Corporate Governance' forming part of this Integrated Annual Report on <a href="#">page 251</a> .	
Key Managerial Personnel (KMP)			
Employees other than Board of Directors or KMPs	12	Code of Conduct, Prevention of Sexual Harassment, ESG aspects, Safety (Road Safety, Women Safety, Electrical Safety, etc.), information security, business continuity including privacy awareness. Additionally, all the employees go through the above-mentioned training sessions at the time Joining and annually thereafter.	100
Workers	5	Code of Conduct, safety (road safety, women safety, electrical safety, etc.), Prevention of Sexual Harassment, Conflict of Interest, insurance benefits and Airtel Suraksha.	100

\*Percentage indicates details of trainings extended.

2. 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.

3. 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.

4. 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. It is committed towards acting transparently, ethically and with integrity in all its business dealings and relationships. Further, the Company has in place robust Anti-Bribery and Anti-Corruption Policy ('ABAC'). This policy is applicable to all employees of the Company, its subsidiaries and associate Companies. It is subject to all local legal/ regulatory requirements and amendments from time to time. Brief details of the ABAC policy forming part of the Code of Conduct of the Company is available on the website ([click here](#)).

5. Number of Directors/ KMPs/ employees/ workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption: None.

6. Details of complaints with regard to conflict-of-interest: None.

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 2024-25	FY 2023-24
Number of days of accounts payables	69	79



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 2024-25	FY 2023-24
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	62.52	57.77
	b) Number of dealers/distributors to whom sales are made	10,057	11,180
	c) Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	67.16%	61.80%
Share of Related Party Transactions ('RPTs')	a) Purchases (Purchases with related parties/Total Purchases*)	39	37
	b) Sales (Sales to related parties/Total Sales**)	3	3
	c) Loans & advances (Loans & advances given to related parties/Total loans & advances)	7	35
	d) Investments (Investments in related parties/Total Investments made)	99	100

\* 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  | % of value chain partners covered (by value of business done with such partners) under the awareness programmes |
|---|---|---|
| 14  | ESG awareness and expectations, NGRBC Principles, Bharti Airtel ESG policies (Code of Conduct, Human Rights, Safety), key focus areas (emissions, safety, packaging, etc.), value chain reporting requirements, and handholding/ capacity-building sessions | 95.27   |
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 established comprehensive governance frameworks and policies [including the Code of Conduct and Policy on Related Party Transactions ('RPT Policy')] specifically designed to proactively identify, prevent and manage the conflicts of interest involving Board members and Key Managerial Personnel ('KMPs'). Confirmation with regard to adherence to the Code of Conduct is obtained from all the Board members and employees including KMPs at the time of joining and thereafter, on an annual basis.  
  
In addition to the above, the Company's RPT Policy provides robust RPT governance framework, approval process and oversight mechanism. In terms of the RPT Policy, related party transactions in which any of the Directors or KMPs is concerned or interested, requires a prior approval of the Board of Directors in addition to the prior approval of the Audit Committee. The RPT Policy also mandates that the concerned/interested board member shall recuse himself and abstain from discussion and voting on such proposal for approval of the transaction at Audit Committee and Board meeting (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 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	81.83	92.92	To enhance customer experience and expand data access, Airtel has undertaken the following initiatives: <ul style="list-style-type: none"><li>Launched IPTV as a service, supported by Airtel-developed IPTV set-top boxes (STBs).</li><li>Introduced new models of customised Fixed Wireless Access (FWA) devices.</li><li>Developed an in-house service assurance stack to enhance network performance and deliver high-quality telecom services to customers.</li></ul>
Capex	0.51	0.21	To improve energy efficiency and improve environmental and social impact, Airtel has implemented the following initiatives: <ul style="list-style-type: none"><li>Replaced old servers with newer, energy-efficient models to reduce carbon emissions.</li><li>Deployed AI-driven storage systems that consume less power.</li><li>Transitioned from bridge-based calls to link-based calls, significantly lowering emissions.</li><li>Installed battery banks and solar panels to reduce diesel dependency and further cut the carbon footprint.</li></ul> Airtel has deployed GPU servers for AI-assisted biometric verification and network optimisation.

2. a) Does the entity have procedures in place for sustainable sourcing? Yes  
  
b) If yes, what percentage of inputs were sourced sustainably? 88.06
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: Bharti Airtel is committed to reusing, reducing, and recycling waste to promote a circular economy and ensure efficient resource utilisation. Company's processes include multiple evaluations to assess the potential of products for repair or refurbishment for reuse and further 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 waste 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 packaging waste, E-waste & Battery waste category. The Company collaborates with service providers to ensure execution of waste collection plan in line with the 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	% of employees covered by										
	Total (A)	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)
Permanent employees											
Male	10,932	10,932	100	10,932	100	-	-	10,932	100	10,932	100
Female	2,661	2,661	100	2,661	100	2,661	100	-	-	2,661	100
Total	13,593	13,593	100	13,593	100	2,661	100	10,932	100	13,593	100

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

Category	% of workers covered by										
	Total (A)	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	66,405	66,405	100	66,405	100	-	-	66,405	100		
Female	5,456	5,456	100	5,456	100	5,456	100	-	-		-
Total	71,861	71,861	100	71,861	100	5,456	100	66,405	100		

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

	FY 2024-25*	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	0.18	0.17

\*The cost of well-being includes staff welfare expenses, salaries paid during maternity and paternity leave, and insurance benefits provided to employees and workers.

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

Benefits	FY 2024-25			FY 2023-24		
	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 applicable
ESI	0.16	48	Y	0.42	53	Y
Others – please specify			NA			

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 made all endeavours to meet the requirements of Rights of Persons with Disabilities Act, 2016. The Company has wheelchairs, dedicated car parking, elevators etc. for the convenience of disabled person(s).

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 the 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	91
Female	99	92
Total	100	91

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 employees' association or union.

8. Details of training given to employees and workers:

	FY 2024-25					FY 2023-24				
	On Health and safety measures*		On Skill upgradation*			Total (D)	On Health and safety measures*		On Skill upgradation	
	Total (A)	No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	10,932	10,932	100	10,932	100	11,845	11,845	100	11,845	100
Female	2,661	2,661	100	2,661	100	2,477	2,477	100	2,477	100
Total	13,593	13,593	100	13,593	100	14,322	14,322	100	14,322	100
Workers										
Male	66,405	66,405	100	66,405	100	58,321	58,321	100	58,321	100
Female	5,456	5,456	100	5,456	100	4,976	4,976	100	4,976	100
Total	71,861	71,861	100	71,861	100	63,297	63,297	100	63,297	100

\*Percentage indicates details of trainings extended.

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees*						
Male	10,932	10,932	100	11,845	11,845	100
Female	2,661	2,661	100	2,477	2,477	100
Total	13,593	13,593	100	14,322	14,322	100
Workers						
Male	66,405	32,985	50	58,321	25,322	43
Female	5,456	2,448	45	4,976	1,929	39
Total	71,861	35,433	49	63,297	27,251	43

\* 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', 'Supplier Safety Policy', 'Women Safety Policy', and. Environment, Health and Safety Policy ('EHS') Policy is in place to ensure safety at workplace. In addition, launched a safety incident reporting app 'AirtelShield'. The Company implemented a robust awareness campaign on 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. All reported incidents are investigated from the policy compliance and risk assessment point of view.
- ii. Deep root cause analysis of incidents and ensuring corrective and preventive actions.
- iii. Proactive reporting of unsafe acts and conditions when observed by employees and associates.

- 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 e-mail ID to report risks/hazards.
- iii. Local e-mail ID to report risks/hazards.
- iv. Incident reporting app: AirtelShield (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 Annual Report on [page 106](#).

11. Details of safety-related incidents:

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.40	0.63
	Workers	0.67	0.70
Total recordable work-related injuries	Employees	15	19
	Workers	114	99
No. of fatalities (safety incident)	Employees	1	0
	Workers	4	3
High consequence work-related injury or ill-health (excluding fatalities)	Employees	1	0
	Workers	0	2

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

At Airtel, ensuring a safe and healthy workplace is a top priority. The Company has adopted a comprehensive and proactive approach to occupational health and safety through the Airtel Suraksha Programme. The key initiatives and measures undertaken or proposed include:

Strategic Measures and Initiatives

- i. **Launch of AirtelShield App:** A new safety incident reporting app, AirtelShield, was launched in December, 2024 to streamline reporting and resolution of safety incidents.
- ii. **Airtel Suraksha Safety Awards:** Instituted on a monthly and quarterly basis to recognise and encourage best safety practices across teams.
- iii. **Strict Disciplinary Action:** Disciplinary actions including issuance of warning letters and termination action against violators with regard to safety violations during the year.
- iv. **Targeted Awareness Campaigns:** A focused safety governance drive was launched for the D2C and MR cohorts in the last quarter to increase awareness and compliance.
- v. **Engaging Safety Events:** Regular safety awareness activities and competitions are conducted for employees, associates, and their families at both Airtel Centre and Circle offices.
- vi. **Safety Communication:** Positive safety stories under the banners #AirtelInspire and #SafetyHeroes are featured in the monthly Airtel Suraksha Newsletter.
- vii. **Internal Communication Integration:** A dedicated Airtel Suraksha section has been created in the Connected Airtel monthly newsletter to reinforce the importance of workplace safety.
- viii. **Mandatory Training:** Workplace Safety Policy training is now a compulsory part of the annual Code of Conduct (COC) training module.
- ix. **Strengthening Safety Teams:** Safety resources have been onboarded at all circles, and a robust Team #AirtelSuraksha is being built to drive safety culture on the ground.
- x. **Monthly Themed Activities:** Monthly safety-themed events and campaigns are organised to maintain engagement and awareness, along with the continued publication of the Airtel Suraksha Newsletter.

Institutionalised Safety Framework

- i. **Comprehensive Health & Safety Policy:** A detailed policy and operational manual guide safe practices, including health promotion and disease prevention.
- ii. **Safety Committees:** Safety Committees formed at Centre and Circles to drive safety policies, to enhance safety awareness, incident management and effective governance.
- iii. **Risk Assessments & Training:** Regular risk assessments and safety training sessions are conducted to identify and mitigate workplace hazards.
- iv. **Fire Safety & Security Protocols:** Fire evacuation drills are conducted quarterly, supported by standardised security systems across all business units.
- v. **Incident Management:** All safety incidents are promptly reported, investigated, and addressed to prevent recurrence.
- vi. **Induction & Refresher Training:** Safety induction and regular refresher programmes are mandatory for employees, partners, and associates.



01

02

03

Statutory Reports

04



- vii. **Employee Perception Surveys:** These are conducted periodically to evaluate employee satisfaction with safety practices and identify areas for improvement.
- viii. **Health & Wellness Initiatives:** On-site medical facilities, free diagnostics, gym access, and road safety awareness programmes are part of Company's ongoing efforts to promote overall employee well-being.

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

	FY 2024-25			FY 2023-24		
	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:
- New safety incident reporting app “AirtelShield” has been rolled out in December, 2024.
  - Airtel Suraksha Safety Awards being rolled out on monthly & quarterly basis.
  - Focused approach on D2C and MR cohort in last quarter to increase safety awareness and governance.
  - Safety awareness activities & competitions for employees, associates and families being regularly held at Airtel centre and circles.
  - Positive Safety stories #Airtel Inspire #Safety Heroes are being published in Airtel Suraksha Monthly Newsletter.
  - Dedicated Airtel-Suraksha corner in monthly connected Airtel newsletter.
  - Training on Workplace Safety Policy made mandatory as part of annual Code of Conduct training module.
  - Safety resources hired at all circles, building of potent Team #AirtelSuraksha in progress.
  - Safety theme-based activities and events being organised every month.

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: Bharti 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. In addition the Company has below measures in place to ascertain compliance:

- Established a framework to ensure regulatory compliance by suppliers falling under the Contract Labour Regulation and Abolition Act (CLRA) including PF, ESIC, Professional tax etc.
- Conducts self-assessment surveys for Suppliers with significant procurement value to confirm their compliance with statutory requirements, including PF, ESIC, Professional tax etc.

3. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

**(Yes/No):** To support employees approaching retirement, the Company launched ‘Limitless Horizons’ - a dedicated three-month transition assistance programme - offering both virtual and in-person sessions led by subject matter experts. The programme covers purpose discovery, psychological and physical well-being, emotional resilience, financial security, and post-retirement planning. It concludes with a personalised closing ceremony to honour retirees, as well as expert sessions on managing financial risk and building sustainable post-retirement plans - ensuring a respectful and well-supported transition into the new chapter of life.

4. 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	94.05
Working Conditions	94.05

5. 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. Bharti Airtel has instituted a Supplier Safety Policy that outlines health and safety compliance expectations for its value chain partners. Compliance is monitored by the company's Safety and User functions, supplemented by annual supplier self-assessed inputs. Any non-conformances are addressed through a defined Consequence Management Matrix. The value chain safety framework has been further enhanced through:

- Incident reporting, monitoring and resolution via a centralised digital tool.
- Regular health and safety audits and reviews, tracked through structured closure mechanisms.
- Increased frequency of training and capacity-building sessions for suppliers coupled with consequence management for non-compliance & safety governance reviews.

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 and ISO 26000:2010 to identify and prioritise key internal and external 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 Annual Report on [page 32](#).

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 (E-mail, 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	i. Airtel stores and contact centres across operational cities ii. E-mail, SMS communication and Company website iii. Social media engagement iv. Airtel Thanks App	On-going	i. Seeking consumer feedback on our services ii. Delivering customer service and resolving customer queries
Investors/ Shareholders	No	i. Annual General Meeting ii. Electronic correspondence iii. Press briefings iv. Analyst meets v. Earning calls vi. Periodic emailers vii. Shareholders' satisfaction survey	Quarterly/ Annually/ On-going	i. Answer to queries of investors on operations of the Company ii. Bring transparency with the community of existing and potential investors
Employees	No	i. Company intranet portal ii. Regular employee communication forums iii. E-mail iv. Annual employee surveys v. Amber (Employee Engagement Tool)	On-going	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	i. Partner Portal ii. Company Website iii. Annual Confluence iv. Meetings v. Sustainability session	On-going	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	i. E-mail, SMS communication and Company website ii. Channel partner portal	On-going	i. Resolving channel partner queries and operational challenges ii. Commission and reward scheme iii. Sustained marketing support
Regulatory bodies	No	i. Electronic and physical correspondence ii. Face to face meetings	Need basis and on-going	i. Deliberations and inputs on acts, rules, regulations, policies that have bearing on our operations and businesses ii. TRAI consultations iii. DoT directives, orders, circulars, etc. iv. MIB consultations v. TEC consultations vi. Consultations by other ministries like MeitY, Ministry of Corporate Affairs, etc. That have bearing on our operations and businesses
Community/ NGOs	Yes	i. Field visits and community meetings undertaken by Bharti Airtel Foundation team during the implementation and programme operations ii. E-mails iii. Website	On-going	i. Education status of students enrolled ii. Girl-child education, higher education, etc. iii. Community participation in schools' activities and programmes to build students connect with communities iv. Sharing vocational options with students to generate awareness v. Supporting higher education for less privileged students.

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 the ESG Council led by Vice Chairman & Managing Director, has been entrusted to conduct stakeholder consultations, with the sustainability team and reports to the Board ESG Committee on the results of these consultations. It identifies ESG priorities, goals & targets and develops processes, systems, controls and standard operating procedures (SOPs) to achieve ESG targets. Broad process followed in this regard, is as under:

- i. Airtel conducts materiality assessment and stakeholder engagement exercise every 2-3 years to identify and reassess Environment, Social, and Governance (ESG) topics that are significant to its business.
- ii. 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.
- iii. Insights obtained from the stakeholder engagement are analysed to develop the materiality matrix, which helps finalise the list of ESG topics.
- iv. The sustainability function presents the results of this assessment to the ESG Council and Board's ESG Committee.
- v. 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 stakeholder consultation process, please refer to 'Materiality Assessment & Stakeholder Engagement' section of the Integrated Annual Report on [page 32](#).

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, 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 ESG targets which are integrated in the business strategy.

For more details, please refer to 'Materiality Assessment & Stakeholder Engagement' and 'ESG Approach' sections of the Integrated Annual Report on [page 32](#) and [page 40](#).

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 supported free of cost education through Satya Bharti School and Quality Support programmes for students from marginalised communities. This not only reduced the financial burden of the families but also encouraged students for quality education. Apart from these students from underserved background, were encouraged to pursue higher education through scholarships.

For more details on these programmes, please refer to 'Corporate Social Responsibility' section [page 62](#) of this Integrated Annual Report.

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 2024-25			FY 2023-24		
	Total (A)	No. of employees/ workers covered (B)	% (B/A) *	Total (C)	No. of employees/ workers covered (D)	% (D/C) *
<b>Employees</b>						
Permanent	13,593	13,593	100	14,322	14,322	100
<b>Total Employees</b>	<b>13,593</b>	<b>13,593</b>	<b>100</b>	<b>14,322</b>	<b>14,322</b>	<b>100</b>
<b>Workers</b>						
Other than permanent	71,861	71,861	100	63,297	63,297	100
<b>Total Workers</b>	<b>71,861</b>	<b>71,861</b>	<b>100</b>	<b>63,297</b>	<b>63,297</b>	<b>100</b>

\* Percentage indicates details of trainings extended.



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

Category	FY 2024-25					FY 2023-24				
	Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage		
	Total (A)	No. (B)	% (B/A)	No. (C)	% (C/A)	Total (D)	No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	13,593	0	0	13,593	100	14,322	0	0	14,322	100
Male	10,932	0	0	10,932	100	11,845	0	0	11,845	100
Female	2,661	0	0	2,661	100	2,477	0	0	2,477	100
Workers										
Other than Permanent	71,861	13,418	19	58,443	81	63,297	12,147	19	51,150	81
Male	66,405	12,243	18	54,162	82	58,321	11,013	19	47,308	81
Female	5,456	1,175	22	4,281	78	4,976	1,134	23	3,842	77

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)				
Key Managerial Personnel (other than BoD)				
Employees other than BoD and KMP	10,927	838,129	2,661	816,999
Workers	66,405	24,562	5,456	23,258

Refer to Annexure F of Board's Report

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

	FY 2024-25*	FY 2023-24
Gross wages paid to females as % of total wages*	18.41	16.62

\*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'.

To read more on Company's Code of Conduct and Whistle Blower Policy, please refer to the 'Report on Corporate Governance' forming part of this Integrated Annual Report on [page 251](#).

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

	FY 2024-25			FY 2023-24		
	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	15	0	-	17	0	-
Discrimination at workplace	1	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	3	0	-	5	0	-

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	15	17
Complaints on POSH as a % of female employees/workers	0.19	0.23
Complaints on POSH upheld	10	9

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

11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 10 above: During the previous year, Airtel conducted a Human Rights Risk Assessment, which helped identify key areas for improvement. The Company is currently working towards addressing and closing these gaps.

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: During the previous year, Airtel undertook a group-level Human Rights due diligence and compliance monitoring exercise, covering 100% of its sites across all business verticals. The process followed a comprehensive, multi-step approach:

i. Adoption of a Human Rights Policy.

ii. Integration of processes aligned with the Policy.

iii. Periodic assessments.

iv. Identification and evaluation of actual and potential human rights risks.

v. Implementation of risk mitigation measures and remediation of actual impacts.

vi. Integration of findings and actions into internal systems.

vii. Continuous tracking of progress and updates to policies and processes, as required.

viii. Communication of actions taken to address impacts.

ix. Periodic risk reviews by senior leadership.

The Company is currently working towards closing the identified gaps and strengthening its human rights governance framework.

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	94.05
Discrimination at workplace	94.05
Child Labour	94.05
Forced Labour/Involuntary Labour	94.05
Wages	94.05

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above: No significant risks were identified related to human rights breaches, including child labour or forced/involuntary labour, slavery based on supplier self-assessments. The Company ensures that suppliers are aware of Bharti’s Human Rights Policy as part of onboarding, annual acknowledgements, assessments and engagement initiatives. Further, suppliers have an option to report any human rights concerns through the Ombudsman process.

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 2024-25 | FY 2023-24 |
|--|-------|------------|------------|
| From renewable sources                               |       |            |            |
| Total electricity consumption (A)                    | GJ    | 21,689     | 5,963      |
| Total fuel consumption (B)                           | GJ    | -          | -          |
| Energy consumption through other sources (C)         | GJ    | -          | -          |
| Total energy consumed from renewable sources (A+B+C) | GJ    | 21,689     | 5,963      |
| From non-renewable sources                           |       |            |            |
| Total electricity consumption (D)                    | GJ    | 2,428,228  | 2,367,025  |

Parameter	Units	FY 2024-25	FY 2023-24
Total fuel consumption (E)#	GJ	246,189	228,335
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non- renewable sources (D+E+F)	GJ	2,674,417	2,595,360
Total energy consumed (A+B+C+D+E+F)	GJ	2,696,107	2,601,324
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	GJ/₹Mn	2.47	2.76
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)*	GJ/Mn USD	51.13	56.47
Energy intensity in terms of physical output*	GJ/TB	0.02	0.03

\*Figures of FY 2023-24 have been updated on account of change in calculation methodology.  
#Increase in diesel consumption is primarily due to network sites expansion in rural parts of select circles with limited grid connectivity. However, underlying diesel consumption saw a declining trend.

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 DNV Business Assurance India 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 2024-25	FY 2023-24*
Water withdrawal by source			
(i) Surface water	Mn L	-	-
(ii) Groundwater	Mn L	16	20
(iii) Third party water	Mn L	112	119
(iv) Seawater/desalinated water	Mn L	-	-
(v) Others	Mn L	-	-
Total volume of water withdrawal (i + ii + iii + iv + v)	Mn L	128	139
Total volume of water consumption	Mn L	73	75
Water intensity per rupee of turnover (Water consumed/Revenue from operations)	Mn L/₹ Mn	0.00007	0.00008
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	MN L/Mn USD	0.0014	0.0016
Water intensity in terms of physical output	Mn L/TB	0.0000006	0.0000008

\*Figures of FY 2023-24 have been updated on account of change in calculation methodology.  
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 DNV Business Assurance India Private Limited

4. Provide the following details related to water discharged:

Parameter	Units	FY 2024-25	FY 2023-24*
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	16	15
- No treatment	Mn L	-	-
- With treatment – Primary treatment	Mn L	16	15
(iii) To Seawater	Mn L	-	-
- No treatment	Mn L	-	-
- With treatment – please specify level of treatment	Mn L	-	-

Parameter	Units	FY 2024-25	FY 2023-24*
(iv) Sent to third parties	Mn L	39	49
- No 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.	
- With treatment – please specify level of treatment	Mn L		
(v) Others	Mn L	-	-
- No treatment	Mn L	-	-
- With treatment – please specify level of treatment	Mn L	-	-
Total water discharged**	Mn L	56	64

\*Figures of FY 2023-24 have been updated on account of change in calculation methodology.  
\*\*Figures have been rounded off to two decimal places.  
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 DNV Business Assurance India 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 2024-25	FY 2023-24*
NOx	Metric Tonnes	63	69
SOx	Metric Tonnes	-	-
Particulate matter (PM)	Metric Tonnes	4	3
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	89	61

\*The air emissions for FY 2023-24 have been restated to align with the updated DG Emissions standards by CPCB.  
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 DNV Business Assurance India Private Limited

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions - (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	23,218	21,721
Total Scope 2 emissions - (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	490,367	470,775
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	tCO <sub>2</sub> e/₹ Mn	0.47	0.52
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 <sub>2</sub> e/Mn USD	9.74	10.69
Total Scope 1 and Scope 2 emission intensity in terms of physical output*	tCO <sub>2</sub> e/TB	0.0045	0.0055

\*Figures of FY 2023-24 have been updated on account of change in calculation methodology.

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 DNV Business Assurance India 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 5,714,928 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.	Hybrid battery bank solutions	Installation of advanced VRLA (Valve-Regulated Lead-Acid) batteries and lithium-ion batteries.	Resulting in saving of 14,915 L of diesel.
4.	Green sites	Transformation of the Company sites into eco-friendly ones. 65% of its network sites, have been tagged as green sites.	Resulting in a decrease of 100 L diesel per quarter.
5.	Network site sharing	Site sharing with partners to optimise the Company's resource consumption. ~ 4% of newly rolled out sites are co-located.	Reduction of carbon emissions and waste significantly through higher utilisation of passive infrastructure.
6.	Power saving feature	Optimisation of RRU through AI/ML.	Power saving as per traffic utilisation to effectively reduce GHG emissions.
7.	Value chain initiatives	i. Airtel has undertaken science-based target to reduce absolute Scope 3 GHG emissions by 42% by 2031. ii. Introduced guidelines for Company's suppliers to implement measures for energy efficiency and carbon emission reduction, as part of Company's 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.	

In addition to the above initiatives, Nxtra by Airtel has undertaken various initiatives at its Data Centres (DCs) and Main Switching Centres (MSCs) to improve energy efficiency such as cold aisle containment, optimised cooling and lighting systems, and the replacement of end-of-life equipment with more energy-efficient alternatives. These efforts resulted in energy savings of ~12,420 MWh in FY 2024–25, helping us avoid ~9,030 tCO<sub>2</sub>e emissions.

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

Parameter	Units	FY 2024-25	FY 2023-24
Total waste generated			
Plastic waste (A)	Metric Tonnes	150	149
E-waste (B)	Metric Tonnes	2,326	3,631
Battery Waste (C)	Metric Tonnes	2,053	2,926
Construction and demolition waste (D)	Metric Tonnes	-	-
Biomedical Waste (E)	Metric Tonnes	-	-
Radioactive waste (F)	Metric Tonnes	-	-
Other Hazardous waste. Please specify, if any. (G) (Cables and Lube Oil)	Metric Tonnes	642	609
Other Non-hazardous waste generated (H). Please specify, if any. (Paper waste, organic waste and other miscellaneous waste)	Metric Tonnes	3,038	3,830
Total (A + B + C + D + E + F + G + H)	Metric Tonnes	8,210**	11,146**
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	Metric Tonnes/₹ Mn	0.008	0.012
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)*	Metric Tonnes/Mn USD	0.16	0.24
Waste intensity in terms of physical output*	Metric Tonnes/TB	0.00007	0.00012



Parameter	Units	FY 2024-25	FY 2023-24
For each category of waste generated, total waste recovered through recycling, re-using or recovery operations			
Category of waste			
(i) Recycled	Metric Tonnes	8,075***	11,035***
(ii) Re-used	Metric Tonnes	-	-
(iii) Other recovery operations	Metric Tonnes	-	-
Total	Metric Tonnes	8,075***	11,035***
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

*\*Figures of FY 2023-24 have been updated on account of change in calculation methodology.*  
*\*\*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.*

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 DNV Business Assurance India 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: Bharti Airtel has implemented the 3R strategy- Reduce, Reuse and Recycle to promote a circular economy and ensure efficient resource utilisation. The Company has established a framework to evaluate the potential of its products for repair and refurbishment for reuse and ensures that all hazardous waste, including e-waste and other waste, is disposed of through government-authorised and Company-qualified recyclers. Further, Airtel has established supplier guidelines that mandate compliance with applicable local, national and international environmental regulations, as well as the promotion of waste reduction practices. Additionally, independent third-party, phase-wise on-site assessments were conducted to ensure adherence to all regulatory and internal requirements.

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.

A significant portion of Company's upstream value chain emissions originates from telecom infrastructure providers. To address this, the Company has undertaken multiple initiatives in collaboration with them to increase the use of renewable energy and reduce fuel consumption. Additionally, a significant portion of the Company's suppliers by procurement value have indicated the adoption of carbon reduction targets as part of Company's annual ESG assessment process.

5. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts: 94.05.

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 13 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.	ITU-APT Foundation of India (IAFI)	National
6.	The Associated Chambers of Commerce of India (ASSOCHAM)	National
7.	Internet Service Providers Association of India (ISPAI)	National
8.	Indian Space Association (ISpA)	National
9.	International Telecommunication Union (ITU)	International
10.	GSM Association (GSMA)	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 received from regulatory authorities during the year.

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 Framework for Service Authorisations to be Granted Under the Telecommunications Act, 2023	Yes	As and when required	<a href="#">Click here</a>
		TRAI CP on Revision of National Numbering Plan	Yes	As and when required	<a href="#">Click here</a>
		TRAI CP on Issues Related to Critical Services in the M2M Sector, and Transfer of Ownership of M2M SIMs	Yes	As and when required	<a href="#">Click here</a>
		TRAI CP on the terms and Conditions for the Assignment of Spectrum for Certain Satellite-Based Commercial Communication Services	Yes	As and when required	<a href="#">Click here</a>
		TRAI CP on The Terms and Conditions of Network Authorisations to be Granted Under the Telecommunications Act, 2023	Yes	As and when required	<a href="#">Click here</a>
		TRAI CP on Auction of Frequency Spectrum in 37-37.5 GHz, 37.5-40 GHz, and 42.5-43.5 GHz bands Identified for IMT	Yes	As and when required	<a href="#">Click here</a>
		Consultation on Draft Telecommunications (Assignment of Spectrum through Auction) Rules, 2025, under Telecommunications Act	No	As and when required	
2.	Economic Regulations, Ease of doing business - Simplification of procedures related to Quality of Service, onboarding processes, approvals related to telecom and broadcasting	Consultation on Draft Telecommunications Right of Way Rules, 2024, under Telecommunications Act	No	As and when required	
		Consultation on Draft Telecommunications (Adjudication and Appeal) Rules, 2024, under Telecommunications Act	No	As and when required	
		Consultation on Draft Telecommunications (Procedures and Safeguards for Lawful Interception of Messages) Rules, 2024, under Telecommunications Act	No	As and when required	
		Consultation on Draft Temporary Suspension of Telecommunication Services Rules, 2024, under Telecommunications Act	No	As and when required	
		Consultation on Draft Telecommunications (Radio Equipment Possession Authorisation) Rules, 2025, under Telecommunications Act	No	As and when required	
		Consultation on Draft Telecommunications (Standards, Conformity Assessment and Certification) Rules, 2025, under Telecommunications Act	No	As and when required	
		Consultation on Draft Telecommunications (Critical Telecommunication Infrastructure) Rules, 2024, under Telecommunications Act	No	As and when required	
		Consultation on Draft Telecommunications (Telecom Cyber Security) Rules, 2024, under Telecommunications Act	No	As and when required	
		Consultation on Draft Telecommunications (Digital Bharat Nidhi) Rules, 2024, under Telecommunications Act	No	As and when required	
		TRAI CP on Review of Telecom Consumers Protection Regulations (TCPR), 2012	Yes	As and when required	<a href="#">Click here</a>
		TRAI CP on Review of the Telecom Commercial Communications Customer Preference Regulations, 2018	Yes	As and when required	<a href="#">Click here</a>
		Draft The Telecommunication Tariff (71 <sup>st</sup> Amendment) order, 2025	Yes	As and when required	<a href="#">Click here</a>
		Draft The Telecommunication Tariff (Seventieth Amendment) Order, 2024	Yes	As and when required	<a href="#">Click here</a>

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
3.	Broadcasting - technological convergence, DTH Consumer impact, need to review regulatory and policy framework of tariff orders	TRAI CP on Inputs for formulation of National Broadcasting Policy-2024	Yes	As and when required	<a href="#">Click here</a>
		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	
		TRAI CP on Audit related provisions of Interconnection Regulations, 2017 and Digital Addressable Systems Audit Manual	Yes	As and when required	<a href="#">Click here</a>
		TRAI CP on Regulatory framework for Ground-based Broadcasters	Yes	As and when required	<a href="#">Click here</a>
		TRAI CP on Framework for Service Authorisations for provision of Broadcasting Services under the Telecommunications Act, 2023	Yes	As and when required	<a href="#">Click here</a>
4.	Technology & Consumer Affairs - emerging technology (AI); digital inclusion - digital connectivity, digital affordability, digital accessibility; Direct to Mobile (D2M); sustainability; R&D	Consultation on Draft Telecommunications (Regulatory Sandbox) Rules, 2024, under Telecommunications Act	No	As and when required	
		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	
		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	No	As and when required	
		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			
		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 the Company in some states	No	As and when required	
		MeitY’s consultation on Draft Digital Personal Data Protection Rules, 2025	No	As and when required	
		Participation in Digital India Dialogues, and Meetings with relevant ministries on Digital Personal Data Protection Act and Rules	No	As and when required	
		MeitY’s Report on AI Governance Guidelines Development	No	As and when required	
		The Telecommunication Engineering Centre (TEC)’s Draft Standard for ‘Assessing and Rating Robustness of Artificial Intelligence Systems in Telecom Networks and Digital Infrastructure	No	As and when required	

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 e-mail: [Community.Grievance@Airtel.com](mailto:Community.Grievance@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 2024-25	FY 2023-24
Directly sourced from MSMEs/small producer*	5.62	6.79
Directly from within India*	96.71	94.81

\*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 2024-25**	FY 2023-24**
Rural	-	0.01
Semi-urban	0.74	1.62
Urban	8.50	7.83
Metropolitan	90.76	90.54

\* Place to be categorised as per RBI Classification System i.e. 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	Ranchi	13,761,811
2	Jharkhand	Dumka	7,789,571
3	Jharkhand	Pakhur	3,055,287
4	Meghalaya	Ri Bhoi	875,826
5	Punjab	Firozpur	681,198
6	Jammu & Kashmir	Kupwara	510,465
7	Jammu & Kashmir	Baramulla	315,086
TOTAL			26,989,244

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 benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Supporting Partnered Govt. Schools in improving quality of schooling for teachers and students by creating an engaging and empowering environment through co-scholastic activities across these states and UT: Jharkhand, Punjab, Meghalaya, Jammu & Kashmir, Ladakh, Uttar Pradesh, Himachal Pradesh and Karnataka	96,000+	87
2	Supporting quality education in a Satya Bharti School from Punjab	400+	72
3	Scholarships to underserved students from Plaksha University for pursuing higher education*	72	-
4	Construction of School of Future Technologies in Anant National University, Gujarat**	-	-

\*Merit based scholarships are provided.

\*\*Project is under-construction.

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 centre number, e-mail channel, or 'Airtel Thanks' App
- iii. Airtel relationship centres 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 Customers 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 2024-25			FY 2023-24		
	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	3	0	-	1	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.					

\* No complaint was received under The Competition Act, 2002.

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. Additionally, the Company has an Information Security Risk Assessment and recovery strategy in place that aligns with the ISO 27001 and ISO 22301 standards.
- iii. To ensure the protection and confidentiality of customers' personal information, Airtel has also established the Bharti Airtel Data Privacy Policy ('BDPP'). 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 Annual Report on [page 46](#).

7. Provide the following information relating to data breaches:

- (a) Number of instances of data breaches: None.
- (b) Percentage of data breaches involving personally identifiable information of Customers: None.
- (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 Company's website viz. [www.airtel.in](http://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 cards. 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.