

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 -122015, India
5. **Corporate address:** Bharti Crescent, 1 Nelson Mandela Road, Vasant Kunj, Phase II, New Delhi-110070, India
6. **E-mail:** compliance.officer@bharti.in
7. **Telephone:** +91-0124-4222222, +91-011-4666 6100
8. **Website:** <https://www.airtel.in/>
9. **Financial year for which reporting is being done:** FY 2025-26
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:** ₹ 30,468 million
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report:** Rohit Krishan Puri (Company Secretary & Compliance Officer) | Telephone Number: +91-011-4666 6100 | E-mail: compliance.officer@bharti.in
13. **Reporting boundary:** 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.	Wireless Telecommunication Activities - Activities of Internet access by the operator of the wireless infrastructure (61201) - Activities of maintaining and operating cellular and other telecommunication networks (61202) - Activities of other wireless telecommunications activities (61209)	612	90.07
2.	Wired Telecommunication Activities - Activities of basic telecom services: telephone, telex and telegraph (include the activities of STD/ISD booths) (61101) - Activities of providing internet access by the operator of the wired infrastructure (61104)	611	9.93

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	178	178
International**	Not applicable	None	None

*Mobile towers are not included.

**International telecom operations in 15 countries across 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?

2.02%

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

IV. Employees

20. Details as at the end of financial year i.e. as on March 31, 2026

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)	13,336	10,544	79	2,792	21
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	13,336	10,544	79	2,792	21
Workers						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	77,794	72,149	93	5,645	7
6.	Total workers (F + G)	77,794	72,149	93	5,645	7



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)	21	19	90	2	10
2.	Total differently abled employees (D)	21	19	90	2	10
Differently abled workers						
3.	Other than permanent (G)	-	-	-	-	-
4.	Total differently-abled workers (G)	-	-	-	-	-

21. Participation/inclusion/representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	12	3	25
Key Management Personnel	3	0	-

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

	FY 2025-26 (In %)			FY 2024-25 (In %)			FY 2023-24 (In %)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17	23	18	18	22	18	19	19	19

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, 2026, 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:** ₹1,214,927 million

(iii) **Net worth:** ₹1,321,735 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 2025-26		Remarks	FY 2024-25		Remarks
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	
Communities & NGOs	Yes, Communities & NGOs Grievance Redressal Policy	0	0	We have not received any community-related grievances during FY25-26.	0	0	-
Shareholders/ Investors	Yes, Investors and Shareholders	21	0	-	25	0	-
Employees and workers	Yes	13	0	-	19	0	-
Customers	Yes, Telecom Customer Charter	Customer complaints are resolved as per applicable legislations, including sector specific regulatory provisions under the Telecom Consumers Complaint Redressal Regulation, 2012 issued by TRAI and to the extent applicable, are also reported to the regulator as per the reporting requirement prescribed thereunder.					
Value chain partner - Suppliers	Yes, Airtel Partner World	4	0	-	9	0	-
Others (Channel partners)	Yes, Anmol Ratna Portal	111	0	-	57	6*	-

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

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications

For relevant details, please refer to 'Materiality Assessment' on page 42, 'Risk and Opportunities' on page 54 and 'SCOT Analysis' on page 178 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
Policy and management processes									
1. 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 46.								
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 46.								

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 Executive Vice Chairman's message on page 22 of this Integrated Annual Report.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Yes, ESG Committee comprises following Directors:								
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.	i. Nisaba Godrej, Independent Director and Chairperson of ESG committee ii. Kimsuka Narsimhan, Independent Director iii. Rajan Bharti Mittal, Non-executive Director iv. Shashwat Sharma, Managing Director & CEO (Airtel India)								

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								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency*	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:	Not applicable								

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

**Table 2 - National and International standards:**

Principle	Principle description	Name of the national and international codes/certifications/labels/standards
P1	Ethics, Transparency and Accountability: Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable	i. Reporting in reference to GRI standards and International Integrated Reporting Framework ii. Signatory to United Nations Global Compact
P2	Product Lifecycle Sustainability: Businesses should provide goods and services in a manner that is sustainable and safe	i. Science Based Targets initiative (SBTi) ii. Compliance with EMF radiation levels set by local regulations in line with ICNIRP (International Commission on Non-Ionising Radiation Protection) iii. ISO 14001: 2015 Environment Management System (EMS)
P3	Employee Well-being: Businesses should respect and promote the well-being of all employees, including those in their value chains	i. Signatory to United Nations Global Compact ii. ISO 45001: 2018 Occupational Health and Safety Management System (OHS MS)
P4	Stakeholder Engagement: Businesses should respect the interests of and be responsive to all its stakeholders	i. Materiality assessment and stakeholder engagement in reference to GRI Standards and AccountAbility AA1000 principles
P5	Promoting Human Rights: Businesses should respect and promote human rights	i. Signatory to United Nations Global Compact
P6	Protection of Environment: Businesses should respect and make efforts to protect and restore the environment	i. Science Based Targets initiative (SBTi) ii. Compliance with EMF radiation levels set by local regulations in line with ICNIRP (International Commission on Non-Ionising Radiation Protection) iii. Signatory to United Nations Global Compact vi. ISO 14001: 2015 Environment Management System (EMS)
P7	Responsible Policy Advocacy: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	i. Signatory to United Nations Global Compact ii. Board Membership of GSMA - Leading international telecom association
P8	Support Inclusive Growth: Businesses should promote inclusive growth and equitable development	i. CSR disclosures pursuant to Section 135 of the Companies Act, 2013 ii. Follow the guidance provided by ISO 26000
P9	Providing Customer Value: Businesses should engage with and provide value to their consumers in a responsible manner	i. ISO 27001: 2022 Information Security Management System (ISMS) ii. ISO 22301: 2019 Business Continuity Management System (BCMS) iii. TL9000: Quality Management System

SECTION C
PRINCIPLE-WISE PERFORMANCE DISCLOSURE

Principle 1

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

ESSENTIAL INDICATORS


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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes*
Board of Directors Key Managerial Personnel (KMP)	Please refer 'Report on Corporate Governance' forming part of this Integrated Annual Report on page 271.		
Employees other than Board of Directors or KMPs	11	Employee Code of Conduct (CoC), Prevention of Sexual Harassment (POSH), ESG and Human Rights, Safety, Information Security, Anti-Corruption, Sustainability Initiatives, Infosec-ISMS BCMS, Safety and security	100
Workers	5	Code of Conduct (CoC), Prevention of Sexual Harassment (POSH), Conflict of Interest, insurance benefits and Airtel Suraksha	100

*Percentage indicates details of trainings extended.

- Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format [Note: The entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website]:** None.
- Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed:** Not applicable.
- Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy:** Yes, the Company has in place a robust Anti-Bribery and Anti-Corruption Policy('ABAC'). The ABAC policy reflects Company's zero-tolerance approach towards bribery and corruption and its commitment towards acting ethically and with integrity in all its business dealings and relationships. The ABAC is applicable to all employees of the Company, its subsidiaries and associate Companies. More details of the ABAC policy, forming part of the Code of Conduct of the Company, are available on Company's website ([click here](#)).
- Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:** None.
- Details of complaints with regard to conflict-of-interest:** None.
- 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 2025-26	FY 2024-25
Number of days of accounts payables	74	69

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 2025-26	FY 2024-25
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	61.8%	62.5%
	b. Number of dealers/distributors to whom sales are made	8,863	10,057
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	70.3%	67.2%
Share of Related Party Transactions ('RPTs')	a. Purchases (Purchases with related parties/Total Purchases*)	42.1%	39.1%
	b. Sales (Sales to related parties/Total Sales**)	2.7%	3%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	28.7%	6.8%
	d. Investments (Investments in related parties/Total Investments made)	92.7%	99.4%

* 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
19	ESG awareness and expectations, NGRBC Principles, Bharti Airtel ESG policies (Code of Conduct, Human Rights, Safety), key focus areas (safety, packaging, emission, circularity etc.), value chain reporting requirements and handholding/ capacity-building sessions on basic ESG requirements	95.64

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)] designed to proactively identify, prevent and manage 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, a related party transaction in which any of the Directors or KMPs is concerned or interested requires 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 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D	100	81.83	Driven by the objective of scaling digital services and strengthening network reach, Airtel has undertaken the following initiatives: - Launched additional IPTV STB models in collaboration with Amlogic and Realtek, scaling the IPTV customer base to ~3.5 million homes - Introduced lower-cost satellite STBs to support customer acquisition - Expanded broadband via new FWA (Qualcomm, MediaTek) and FTTH devices (Airoha/MediaTek, Realtek), reaching ~14 million homes - Initiated development of Unlicensed Band Radio solutions to extend connectivity to areas beyond FTTH and FWA coverage - Enhanced lab and testing ecosystem with a replica core network environment for validation, PoCs and field issue replication, supported by next-generation server infrastructure
Capex	0.47	0.51	To improve energy efficiency and overall impact, Airtel has undertaken the following initiatives: - Replaced OLD servers with energy-efficient models to reduce emissions - Transitioned to link-based collaboration platforms (Teams, Zoom, Google Meet) - Deployed battery banks and solar panels to lower diesel dependency and carbon footprint - Deployed GPU infrastructure for AI-led biometric verification and network optimization, enhancing accessibility and trust Spam & Safety - Implemented SPAM 2.0 with GTI Advanced for real-time fraud and spam protection - e-SIM: Enabled seamless digital connectivity while reducing plastic use, emissions and operational overheads

2. a. Does the entity have procedures in place for sustainable sourcing? Yes

b. If yes, what percentage of inputs were sourced sustainably? 90.15%

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.

Additionally, for products placed in the market /customer premises (ONT routers, Set top box etc.)

- The Company undertakes collection and evaluates such products for refurbishment, redeployment, recycling or responsible disposal, as applicable, through internally defined procedures.
- In accordance with Extended Producer Responsibility (EPR) guidelines, the Company 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	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	10,544	10,544	100	10,544	100	-	-	10,544	100	10,544	100
Female	2,792	2,792	100	2,792	100	2,792	100	-	-	2,792	100
Total	13,336	13,336	100	13,336	100	2,792	100	10,544	100	13,336	100

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Other than Permanent workers											
Male	72,149	72,149	100	72,149	100	-	-	72,149	100		
Female	5,645	5,645	100	5,645	100	5,645	100	-	-		
Total	77,794	77,794	100	77,794	100	5,645	100	72,149	100		

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

	FY 2025-26	FY 2024-25
Cost incurred on well-being* measures as a % of total revenue of the Company	0.17	0.18

*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 2025-26			FY 2024-25		
	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	0.09	49	Y	0.16	48	Y
Others – please specify			-			

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 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	92
Female	100	91
Total	100	92

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 grievances of employees 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 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 workers 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:

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health and safety measures*		On Skill upgradation*		Total (D)	On Health and safety measures*		On Skill upgradation*	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
	Employees									
Male	10,544	10,544	100	10,544	100	10,932	10,932	100	10,932	100
Female	2,792	2,792	100	2,792	100	2,661	2,661	100	2,661	100
Total	13,336	13,336	100	13,336	100	13,593	13,593	100	13,593	100
	Workers									
Male	72,149	72,149	100	72,149	100	66,405	66,405	100	66,405	100
Female	5,645	5,645	100	5,645	100	5,456	5,456	100	5,456	100
Total	77,794	77,794	100	77,794	100	71,861	71,861	100	71,861	100

*Percentage indicates details of trainings extended.

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees*						
Male	10,544	10,544	100	10,932	10,932	100
Female	2,792	2,792	100	2,661	2,661	100
Total	13,336	13,336	100	13,593	13,593	100
Workers						
Male	72,149	14,596	20	66,405	32,985	50
Female	5,645	1,835	33	5,456	2,448	45
Total	77,794	16,431	21	71,861	35,433	49

*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 implemented a comprehensive Occupational Health and Safety Management System (OHSMS) that covers its operations and is certified under ISO 45001. Our safety culture is driven through the overarching "Airtel Suraksha" initiative, supported by dedicated Health & Safety Committees at central and circle levels. A suite of policies (including the Workplace Safety Policy, Infrastructure and Safety Policy, Supplier Safety Policy and Women Safety Policy) ensures a secure environment for all employees, associates and stakeholders.
- 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 uses a robust Hazard Identification and Risk Assessment (HIRA) system to identify hazards and assess risks for routine and non-routine activities. Key processes include:
- **Health and safety audit** (including periodic reviews of the OHSMS) to identify gaps and define control-focused action plans.
 - **Health and safety performance review** through management review of predefined safety KPIs, incident trends, audit findings and progress on safety goals;
 - **Incident investigation and risk analysis** wherein all reported incidents are investigated from both policy compliance and risk assessment perspectives. Detailed root cause analysis is conducted to identify underlying causes, assess severity and potential impacts and define effective corrective and preventive actions. Where required, investigations include on-ground verification and site visits by safety teams to ensure thorough analysis and effective closure.
 - **Proactive Reporting of Unsafe Acts and Conditions** by employees and associates to enable early identification of hazards, timely risk mitigation and prevention of incidents.
- 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 established robust processes for workers to report work-related hazards and empowers them to remove themselves from unsafe situations through the following mechanisms:
- **Reporting channels:** Workers can report hazards, near-misses and safety violations via the AirtelShield mobile and web app (which supports anonymous reporting), a 24/7 toll-free number printed on ID cards and dedicated central/ local email platforms.
 - **Stop-work Authority:** All workers are explicitly empowered to pause work and remove themselves from any situation they perceive as a risk to their health or safety. This right is protected under a strict non-retaliation policy, ensuring no worker is penalized for prioritizing safety.
 - **Resolution process:** Reported hazards are systematically triaged for investigation and risk assessment. Work only resumes once appropriate controls are in place and the environment is verified as safe by designated safety officers.
- 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 for its employees and workers.

For more details on the health and safety practices and related initiatives, please refer to the 'Human Capital' section of this Integrated Annual Report on page 112.

11. Details of safety-related incidents:

Safety Incident/Number	Category*	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.64	0.40
	Workers	0.62	0.67
Total recordable work-related injuries	Employees	20	15
	Workers	109	114
No. of fatalities	Employees	1	1
	Workers	4	4
High consequence work-related injury or ill health (excluding fatalities)	Employees	0	1
	Workers	2	0

*including contractual workforce

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

Airtel's commitment to occupational health and safety is anchored in leadership accountability, rigorous governance and a proactive safety culture. The following measures are implemented across the entity:

1. Policy, Governance and Frameworks

- Airtel Suraksha & Suraksha Sankalp:** Implementation of these core programs ensures standardized safety protocols across all business units.
- Fatal Risk Focus:** Targeted interventions address high-potential risks, specifically focusing on Road Traffic Safety, Electrical Safety and Work-at-Height safety.
- Safety Committee:** Safety Committees formed at Centre and Circles to drive safety policies, to enhance safety awareness, incident management and effective governance.

2. Training, Competence and Engagement

- Comprehensive Learning:** Mandatory safety inductions for all new hires and regular refresher training for employees and workers, with safety modules embedded in the Code of Conduct.
- Communication & Recognition:** Active engagement through safety campaigns, newsletters and Safety Awards to incentivize a culture of vigilance.
- Employee Wellness:** Integration of wellness initiatives and perception surveys to assess satisfaction with existing safety practices and identify areas for improvement.

3. Risk Management and Specialized Controls

- AirtelShield Platform:** A centralized digital system for prompt reporting, investigation and closure of safety incidents, supported by governance reviews to prevent recurrence.
- Road Safety Controls:** Strict protocols for two-wheeler/night travel, helmet mandates, defensive driving interventions and cab-vendor safety compliance protocols.
- Proactive Assessments:** Regular risk assessments and site audits are conducted to identify hazards, followed by immediate corrective and preventive actions (CAPA).

4. Emergency Preparedness

- Emergency Response:** Standardized security protocols and periodic fire evacuation drills are mandatory across all facilities to ensure rapid response readiness.

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

Category	FY 2025-26			FY 2024-25		
	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 employs a structured Corrective and Preventive Action (CAPA) approach to address safety-related incidents and significant risks identified through site audits, health and safety assessments and periodic reviews.

Key Measures:

- **Systemic Incident Management:** Airtel utilizes the AirtelShield platform for real-time logging, investigation and closure of safety incidents. This digital tracking allows for rigorous Root Cause Analysis (RCA) and trend analysis to prevent recurrence across all operational circles.
- **Strengthening Governance & Oversight:** We have significantly enhanced our OH&S resources on the ground. This includes increasing audit coverage and conducting periodic on-ground reviews to ensure that safety practices are consistently applied and that actions are closed within stipulated timelines.
- **Behavioural & Compliance Frameworks:** The Consequence Management Policy is enforced to address non-compliance and drive accountability.

The "5 Golden Rules of Safety" and the "Safe by Choice" campaign serve as the foundation for driving a behavioural shift toward proactive safety ownership.

- **Targeted Capability Building:** To address risks identified during assessments, Airtel rolls out interactive safety modules and awareness sessions. These sessions utilize specific case studies to sensitize employees and associates on high-priority themes like road safety and electrical hazards.

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 and Professional tax etc.
- Conducts annual self-assessment surveys for Suppliers with significant procurement value to confirm their compliance with statutory requirements including PF, ESIC and Professional tax etc.

- 3. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No):** To support employees approaching retirement, the Company has a dedicated three-month transition assistance programme 'Limitless Horizons', 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	94.83
Working Conditions	94.83

- 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 established a comprehensive Supplier Safety Policy that defines the health, safety and working condition expectations applicable to its value chain partners. Compliance is monitored through the company's Safety and Business functions via onsite evaluations, supplemented by annual supplier self-assessments. Any non-conformances identified are systematically addressed through a defined Consequence Management Matrix.

During the reporting period, no unmitigated significant risks were identified through assessments of value chain partners. However, based on routine evaluations and incident learnings, the company proactively implemented the following corrective and preventive actions to strengthen its value chain safety framework:

- Enhanced coverage and monitoring of supplier work sites and field activities through increased onsite audits.
- Introduction of additional safety expectations and control measures based on incident learnings, including improvements in vehicle safety requirements and ladder safety standards, etc.
- Increased frequency of safety trainings, coupled with strengthened consequence management for non-compliance.
- Deployment of digital tools to enable improved reporting, monitoring and tracking of safety performance and compliance.


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's strategic or operational decision-making.

For more details on stakeholder consultation process, please refer to 'Materiality Assessment & Stakeholder Engagement' section of the Integrated Annual Report on page 38.

- 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/ Periodic	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. Earning calls and analyst meets v. Periodic emailers vi. Newspaper publications vii. Shareholders' satisfaction survey	Quarterly/ Annually/ Periodic/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/ Periodic	i. Learning and development ii. Employee recognition and engagement activities iii. Employee performance review and career development iv. Employee safety and well-being

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
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 viii. Supply chain risk management and Business continuity planning
Channel partners	No	i. E-mail, SMS communication and Company website ii. Channel partner portal	On-going/ Periodic	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	On-going/ Periodic	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 program operations ii. E-mails iii. Website	On-going/ Periodic	i. Education status of students enrolled ii. Community based issues such as sanitation, girl-child education, higher education etc. iii. Community participation in schools' activities and programs 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 Managing Director & CEO (Airtel India), 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 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.
 - vi. ESG Committee meeting provides the Company with 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 38.

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 considering their impact on stakeholders and the business. These material topics are linked with ESG targets that 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 38 and page 46.

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 on the families but also encouraged students for quality education. Apart from the above, 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 70 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 2025-26			FY 2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)*	Total (C)	No. of employees/ workers covered (D)	% (D/C) *
Employees						
Permanent	13,336	13,336	100	13,593	13,593	100
Total Employees	13,336	13,336	100	13,593	13,593	100
Workers						
Other than permanent	77,794	77,794	100	71,861	71,861	100
Total Workers	77,794	77,794	100	71,861	71,861	100

* Percentage indicates details of trainings extended.

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

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	13,336	0	0	13,336	100	13,593	0	0	13,593	100
Male	10,544	0	0	10,544	100	10,932	0	0	10,932	100
Female	2,792	0	0	2,792	100	2,661	0	0	2,661	100
Workers										
Other than Permanent	77,794	9,198	12	68,596	88	71,861	13,418	19	58,443	81
Male	72,149	8,431	12	63,718	88	66,405	12,243	18	54,162	82
Female	5,645	767	14	4,878	86	5,456	1,175	22	4,281	78

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

Category	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)		Refer to Annexure F of Board's Report on page 269.		
Key Managerial Personnel (other than BoD)				
Employees other than BoD and KMP	10,542	880,750	2,792	843,759
Workers*	72,149	287,808	5,645	269,568

*Annualised based on the monthly median salary.

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

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages*	19.53	18.41

*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:** The Company's Employee Resolution Query Management System, administered by the Human Resources function, provides a formal mechanism for employees to raise and seek resolution of grievances relating to human rights, including workplace discrimination, child labour, forced labour, involuntary labour and other related concerns. In addition, the Company has established a Code of Conduct, which incorporates a Whistle Blower Policy that enables employees, including contractual workers, to report concerns relating to potential violations of the Code of Conduct, including human rights-related issues, without 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'.

For further details on the 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 306.

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

	FY 2025-26			FY 2024-25		
	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	11	0	-	15	0	-
Discrimination at workplace	0	0	-	1	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	2	0	-	3	0	-

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

	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	11	15
Complaints on POSH as a % of female employees/workers	0.13	0.19
Complaints on POSH upheld	7	10

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

The Company ensures 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 are not disclosed except to a competent court or a governmental agency that has the right under the law and regulation to obtain such information. Any person who breaches the confidentiality requirement is penalised.

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

10. Assessments for the year:

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

- 11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 10 above:** The Company is currently working towards closure of the gaps identified during the assessment.

LEADERSHIP INDICATORS

- 1. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints:** Airtel has an "Employee query management system" to keep track of all complaints or grievances.
- 2. Details of the scope and coverage of any Human rights due diligence conducted:** Airtel undertook a group-level Human Rights due diligence and compliance monitoring of 100% of its sites including all businesses. The process included following steps:
 - i. Adoption of a Human Rights Policy
 - ii. Embedding process aligned with Policy
 - iii. Periodic assessments
 - iv. Identifying and assessing present/potential risks
 - v. Mitigating risks and remediating any actual impacts
 - vi. Integrating and acting on identified risks
 - vii. Tracking development & revisiting policies and processes, as needed
 - viii. Communicating how impacts are addressed
 - ix. Periodic risk monitoring by senior executives
- 3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016:** Airtel has assistive devices and accessibility support which are made available to differently abled visitors.
- 4. Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	94.83
Discrimination at workplace	94.83
Child Labour	94.83
Forced Labour/Involuntary Labour	94.83
Wages	94.83
Others – please specify	94.83

- 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 or concerns related to human rights violations, including child labour, forced or involuntary labour, or slavery, were identified through supplier self-assessments and information available in the public domain. The Company ensures that suppliers are aware of Company'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 Ombudsperson 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 2025-26	FY 2024-25
From renewable sources			
Total electricity consumption (A)	GJ	27,014	21,689
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)	GJ	-	-
Total energy consumed from renewable sources (A+B+C)	GJ	27,014	21,689
From non-renewable sources			
Total electricity consumption (D)	GJ	1,391,708*	2,428,228
Total fuel consumption (E)	GJ	179,620*	246,189
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non-renewable sources (D+E+F)	GJ	1,571,328*	2,674,417
Total energy consumed (A+B+C+D+E+F)	GJ	1,598,342*	2,696,107
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	GJ/₹Mn	1.32	2.47
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	GJ/Mn USD	26.76	51.13
Energy intensity in terms of physical output	GJ/TB	0.01	0.02

*Reduction in energy consumption should be viewed in conjunction with the sale of towers to Indus Towers Limited in FY 2024-25.

Additionally, Nxtra by Airtel our subsidiary, has undertaken several key initiatives to drive sustainable growth and operational excellence in FY 2025-26. The outcomes of these initiatives are highlighted below:

- Achieved a 35% increase in renewable energy utilization across its large data centres.
- Realized a 7.9% reduction in energy intensity, measured in terms of physical output (GJ per rack), across its data centre operations.
- Implemented energy conservation measures that resulted in 6,623 MWh of cooling energy savings across all data centres.

Note: 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 2025-26	FY 2024-25
Water withdrawal by source			
(i) Surface water	Mn L	-	-
(ii) Groundwater	Mn L	17	16
(iii) Third party water	Mn L	111	112
(iv) Seawater/desalinated water	Mn L	-	-
(v) Others	Mn L	-	-
Total volume of water withdrawal (i + ii + iii + iv + v)	Mn L	128	128
Total volume of water consumption	Mn L	82	73
Water intensity per rupee of turnover (Water consumed/Revenue from operations)	Mn L/₹ Mn	0.00007	0.00007
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	0.0014
Water intensity in terms of physical output	Mn L/TB	0.0000005	0.0000006

Note: 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 2025-26	FY 2024-25
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	17	16
- No treatment	Mn L	-	-
- With treatment – Primary treatment	Mn L	17	16
(iii) To Seawater	Mn L	-	-
- No treatment	Mn L	-	-
- With treatment – please specify level of treatment	Mn L	-	-
(iv) Sent to third parties	Mn L	29	39
- No treatment	Mn L	Water from the locations is discharged through approved 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	46	56

Additionally, Nxtra by Airtel, have implemented air-cooled chillers in place of water-intensive cooling systems, advanced sewage treatment plants and rainwater harvesting techniques. These initiatives have enabled a fourfold increase in water recycling across seven data centers in comparison to FY 2024-25.

Note: 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 2025-26	FY 2024-25
NOx	Metric Tonnes	38	63
SOx	Metric Tonnes	-	-
Particulate matter (PM)	Metric Tonnes	2	4
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	47	89

Note: 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	Units	FY 2025-26	FY 2024-25
Total Scope 1 emissions –(Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	19,574*	23,218
Total Scope 2 emissions –(Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	274,476*	490,367
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	tCO ₂ e/₹ Mn	0.24	0.47



Parameter	Units	FY 2025-26	FY 2024-25
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	tCO ₂ e/Mn USD	4.92	9.74
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/TB	0.0019	0.0045

*Reduction in emissions should be viewed in conjunction with the sale of towers to Indus Towers Limited in FY 2024-25 and the improvement in India's grid emission factor.

Note: 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.	Solarization of towers	Onsite installation of solar technology to produce renewable energy at network sites	Resulting in renewable energy generation of 7,234,876 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	29 states/UTs have adopted the new green energy open access regulations till March 2026
3.	Hybrid battery bank solutions	Installation of advanced VRLA (Valve-Regulated Lead-Acid) batteries and lithium-ion batteries	Resulting in lower diesel usage of ~1,400 L
4.	Green sites	These are the network sites that consume diesel less than 100 litre per quarter	Transformation of the Company sites into eco-friendly ones. 62 % of network sites, have been tagged as green sites
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	Artificial Intelligence (AI) and Machine Learning (ML) algorithms are deployed to dynamically optimize network energy usage by placing low-traffic radio units into sleep mode, enabling adjacent cells to efficiently handle the traffic load achieving corresponding electricity savings of 133,198 MWh

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 6,623 MWh in FY 2025-26, thus avoiding 4,702 tCO₂e emissions.

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

Parameter	Units	FY 2025-26	FY 2024-25
Total waste generated			
Plastic waste (A)	Metric Tonnes	223	150
E-waste (B)	Metric Tonnes	2,419	2,326
Battery Waste (C)	Metric Tonnes	1,574	2,053
Biomedical Waste (E)	Metric Tonnes	-	-
Radioactive waste (F)	Metric Tonnes	-	-
Other Hazardous waste. (G) (Cables and Lube Oil)	Metric Tonnes	1,197	642
Other Non-hazardous waste generated (H). (Paper waste, organic waste and other miscellaneous waste)	Metric Tonnes	3,140	3,038
Total (A + B + C + D + E + F + G + H)	Metric Tonnes	8,553	8,210

Parameter	Units	FY 2025-26	FY 2024-25
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	Metric Tonnes/₹ Mn	0.007	0.008
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	Metric Tonnes/Mn USD	0.14	0.16
Waste intensity in terms of physical output	Metric Tonnes/TB	0.00005	0.00007

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations

Category of waste		Category of waste	
(i) Recycled	Metric Tonnes	8,553	8,075
(ii) Re-used	Metric Tonnes	-	-
(iii) Other recovery operations	Metric Tonnes	-	-
Total	Metric Tonnes	8,553	8,075

For each category of waste generated, total waste disposed by nature of disposal method

Category of waste		Category of waste	
(i) Incineration	Metric Tonnes	-	-
(ii) Landfilling	Metric Tonnes	-	-
(iii) Other disposal operations (landlord or municipal waste collection)	Metric Tonnes	-	-
Total	Metric Tonnes	-	-

Note: 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 to enable for reuse and ensures that all hazardous waste, including e-waste and other waste, is disposed of through government authorised and Company-qualified recyclers. Bharti 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. Compliance with RoHS requirements is evaluated as part of the annual self-assessment process for suppliers with significant procurement value.

Additionally, independent third-party, phase-wise on-site assessments were conducted for recyclers 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:** Airtel has established the "Bharti Information Security Policy" version 9.0, which is aligned and compliant with ISO 27001:2022 and ISO 22301:2019. This policy, as referenced in section 14.4.1 on BCMS plan documentation and implementation, defines a structured methodology for documenting and implementing the BCMS Manual and associated plans, which are prepared and maintained by units across circles and central functions. Airtel performs periodic BIAs to identify critical processes and dependencies and define RTOs, RPOs and recovery priorities aligned to business and regulatory impact. BCMS documents undergo periodic review and are validated through annual testing to ensure their effectiveness in meeting defined recovery objectives.

The organization also maintains ISO 22301:2019 certification for the circle offices of Bharti Hexacom, MSCs, network warehouses and operational sites, in accordance with regulatory requirements issued by the Department of Telecommunications (DoT). Comprehensive business continuity plans have been developed to ensure uninterrupted continuity of critical operations, including provisions for alternate site working and remote access, supported by appropriate infrastructure and technology. Formal guidelines have been communicated to relevant stakeholders, covering disaster preparedness elements such as risk assessment, resource planning, incident response and recovery procedures. The Company conducts periodic tabletop exercises, Disaster Recovery (DR) drills for applications and end-to-end process recovery tests to assess overall resilience and readiness. A centralized Network Operations Centre (NOC) provides real-time monitoring of network activities and this is complemented by a robust insurance framework to protect organizational assets against risks such as fire and natural disasters.

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:** 94.83

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.	GSM Association (GSMA)	International
2.	Cellular Operators Association of India (COAI)	National
3.	Internet and Mobile Association of India (IAMAI)	National
4.	Confederation of Indian Industry (CII)	National
5.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
6.	ITU-APT Foundation of India (IAFI)	National
7.	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
8.	Internet Service Providers Association of India (ISPAI)	National
9.	Broadband India Forum (BIF)	National
10.	International Telecommunication Union (ITU)	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:** Not applicable, as no adverse orders related to anti-competitive conduct by the entity were 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 of spectrum; backhaul spectrum; new authorisation regime	TRAI's Consultation Paper on the Auction of Radio Frequency Spectrum in the Frequency Bands Identified for International Mobile Telecommunications (IMT)	Yes	As and when required	Click here
		TRAI's Consultation Paper on Assignment of the Microwave Spectrum in 6 GHz (lower), 7 GHz, 13 GHz, 15 GHz, 18 GHz, 21 GHz Bands, E-Band and V-Band	Yes	As and when required	Click here
		Draft Telecommunications (Authorisation for Provision of Main Telecommunication Services) Rules, 2025	No	As and when required	
		Draft Telecommunications (Authorisation for Provision of Miscellaneous Telecommunication Services) Rules, 2025	No	As and when required	



S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others – please specify)	Web link, if available
		Draft Telecommunications (Authorisation for Captive Telecommunication Services) Rules, 2025	No	As and when required	
		Draft Telecommunications (Authorisation for Telecommunication Network) Rules, 2025	No	As and when required	
		Draft Telecommunications (Migration) Rules, 2025	No	As and when required	
		Draft Telecommunications (Regulation of Restructuring or Acquisition of Authorised Entities) Rules, 2025	No	As and when required	
		Draft Telecommunications (Sharing, Trading and Leasing of Spectrum) Rules, 2025	No	As and when required	
		Draft Use of Low Power and Very Low Power Wireless Access System including Radio Local Area Network in Lower 6 GHz band (Exemption from Licensing Requirement) Rules, 2025	No	As and when required	
		Draft Telecommunications (User Identification) Rules, 2025	No	As and when required	
		Draft Telecommunications (Telecom Cyber Security) Amendment Rules, 2025	No	As and when required	
		Draft Telecommunications (Procedures and Safeguards for Lawful Interception of Messages) Amendment Rules, 2025	No	As and when required	
		TRAI's Consultation Paper on the Regulatory Framework for the Sale of Foreign Telecom Service Providers SIM/eSIM Cards for the use in M2M/IoT Devices meant for Export purposes	Yes	As and when required	Click here
2	Economic Regulations - interconnection; tariff	TRAI's Pre-Consultation Paper on Review of existing TRAI Regulations on Interconnection matters	Yes	As and when required	Click here
		TRAI's Consultation Paper on Review of existing TRAI Regulations on Interconnection matters	Yes	As and when required	Click here
		TRAI's Pre-Consultation Paper on Review of Tariff for Domestic Leased Circuits (DLCs)	Yes	As and when required	Click here
		TRAI's Consultation Paper on Review of Tariff for Domestic Leased Circuits (DLCs)	Yes	As and when required	Click here
		TRAI's Draft Telecommunication Tariff (Seventy Second Amendment) Order, 2025	Yes	As and when required	Click here
		TRAI's Draft Reporting System on Accounting Separation (Amendment) Regulations, 2025	Yes	As and when required	Click here
3	Broadcasting - technological convergence, DTH Consumer impact, need to review regulatory and policy framework of tariff orders	TRAI's Draft Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Seventh Amendment) Regulations, 2025	Yes	As and when required	Click here
		MeitY's stakeholder consultation for deliberation on the Essential Requirements and ITSARs of Set-Top Box	No	As and when required	
		TEC's Draft Standard for Generic Requirement on Video Streaming Platform	No	As and when required	
		MIB's Policy Guidelines for Television Ratings Agencies in India, 2026	No	As and when required	

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others – please specify)	Web link, if available
4	Technology & Consumer Affairs - emerging technology (AI); data centres; data protection; digital inclusion	MIB's Implementation Framework for Accessibility Standards in Television Programmes, 2019	No	As and when required	
		MIB's Draft Guidelines on Guidelines for Accessibility of Content on platforms of publishers of Online Curated Content (OTT Platforms) for Persons with Hearing and Visual Impairment	No	As and when required	
		Draft Digital Data Protection Rules, 2025	No	As and when required	
		Draft Data Centre Policy, 2020	No	As and when required	
		DePWD's Digital Accessibility Standards for ICT Products	No	As and when required	
		TEC's Draft Standard for Robustness Assessment and Rating of Artificial Intelligence Systems in Telecom Networks and Digital Infrastructure	No	As and when required	
		TEC's Draft Standard for the Schema and Taxonomy of an AI Incident Database in Telecommunications and Critical Digital Infrastructure	No	As and when required	
		TRAI's Consultation Paper on Review of Rating of Properties for Digital Connectivity Regulations, 2024	Yes	As and when required	Click here
		TRAI's Notice Inviting Comments from Stakeholders on Draft Manual for Assessment of Digital Connectivity under Rating of Properties for Digital Connectivity Regulations, 2024	Yes	As and when required	Click here


Principle 8
Businesses should promote inclusive growth and equitable development
ESSENTIAL INDICATORS

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

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

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

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

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

Parameter	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/small producer	4.84	5.62
Directly from within India	96.20	96.71

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 2025-26	FY 2024-25**
Rural	-	-
Semi-urban	0.76	0.74
Urban	8.42	8.50
Metropolitan	90.82	90.76

** 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	Bihar	Aurangabad	716,051
2	Jharkhand	Hazaribagh	792,051
3	Jharkhand	Purbi Singhbhum	1,555,101
4	Karnataka	Yadgir	832,051
5	Punjab	Firozpur	890,051
6	Uttar Pradesh	Fatehpur	204,031
7	Haryana	Nuh	74,258
8	Uttar Pradesh	Chandauli	890,000
9	Uttarakhand	Udham Singh Nagar	890,000
10	Uttar Pradesh	Fatehpur	890,000
Total			6,843,594

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 have any Preferential Procurement Policy as the Company believes in providing equal opportunities to all its suppliers.
 (b) **From which marginalised/vulnerable groups do you procure?** Not Applicable
 (c) **What percentage of total procurement (by value) does it constitute?** Not Applicable
4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:** Not Applicable.
5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved:** Not Applicable.
6. **Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	The Satya Bharti School Program: Satya Bharti School program is the flagship initiative of the Bharti Airtel Foundation, began in 2006. This initiative encompasses primary, elementary and senior secondary schools, providing free, quality education to underprivileged children, with a special focus on girls, across rural areas in four Indian states. Students receive free uniforms, textbooks, notebooks, stationery and midday meals. Teachers, selected from local communities, undergo rigorous training and on-the-job mentoring to deliver high-quality learning experience. During FY 2025-26 with support from Bharti Airtel Limited, 93 Satya Bharti Schools were supported.	~19,000 beneficiaries	76
2	Bharti Airtel Scholarship: Top 50 NIRF Engineering institutes including IITs. The students receiving the scholarship shall be called Bharti Scholars. The fully funded scholarship is envisaged to eliminate financial barriers that hinder access to quality education to meritorious students.	75 Scholars	-



S. No.	CSR Project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalized groups
3	Support to Plaksha University: The prestigious Bharti Airtel Scholarship, instituted by Bharti Airtel Foundation, supported 74 scholars from diverse socioeconomic backgrounds pursuing full-time undergraduate studies at Plaksha University. With a strong commitment to promoting women in technology, Plaksha actively encouraged female applicants, fostering gender diversity in STEM	74 scholars	-
4	Support to J C Bose University: Bharti Airtel Foundation started a merit based 'Bharti Scholarship' for the deserving girl students enrolled in B.Tech from the Academic Session 2022-23, based on JEE Main Rank and Diploma + Online Entrance Test Rank (LEET). The Scholarship covers tuition Fee only for the Scholars. Total scholarship amount shall be transferred to the Institute's account by Bharti Foundation. In FY 2025-26, Bharti Airtel Foundation successfully onboarded 43 new scholars under the Bharti Scholarship program at J.C. Bose University of Science and Technology, YMCA, Faridabad.	43 scholars	-
5	Support to Chanakya University: This state-of-the-art facility features two dedicated levels—the ground and upper floors—specifically designed to support Airtel's ongoing initiatives and campus engagements. Complementing this, the project includes the establishment of an Airtel Cafeteria.	Under Construction	
6	Support to Anant University: With support from Bharti Airtel Limited and other likeminded stakeholders, development of School of Future Technologies was initiated during the year 2022-23. The work is in progress for the School of Future technologies and is expected to be completed before the end of FY 2026-27.	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:

- Customers can contact the dedicated customer care service through tele-calling or Airtel Thanks App
- Complaints can also be made through the toll-free complaint centre number, email channel, or 'Airtel Thanks' App
- Airtel relationship centres are available for customers to reach out with any queries or complaints
- Customers can also visit Airtel offices in person
- Each complaint/feedback is assigned a unique identification number and addressed within a pre-defined turnaround time
- 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	Not applicable*
Safe and responsible usage	
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:

Category	FY 2025-26			FY 2024-25		
	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	5	0	-	3	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:** Bharti Airtel has documented 'Bharti Information Security Policy' (BISP) version 9.0, aligned and compliant with ISO 27001:2022 and ISO 22301:2019, which outlines specific guidelines for information security and cybersecurity. Additionally, Bharti Airtel has documented 'Risk Assessment Procedure' version 14.0 and 'Risk Management Framework' version 2.0, both aligned and compliant with ISO 27001:2022 and ISO 22301:2019, which outlines the group-level Information Security Risk Assessment and recovery strategy.

Bharti Airtel has documented 'Bharti Airtel Information Privacy Policy' (BIPP) version 5.0, which outlines measures to safeguard data security and maintain the privacy of personal information and to ensure the protection and confidentiality of customers' personal information. However, Bharti Airtel Data Privacy Policy 6.0 is in draft stage which will be finalized post review from cross-functional team. The finalized version is expected to be released tentatively by the end of May. This was primarily due to recent updates in the regulatory landscape under the DPDPA, as we were anticipating further changes and additional guidance from the Government on certain provisions, including the classification of Significant Data Fiduciaries and the associated obligations. 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 54.

- 7. Provide the following information relating to data breaches:**

(a) Number of instances of data breaches: 0

(b) Percentage of data breaches involving personally identifiable information of Customers: 0

(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.
- 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.