

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

SN	Particulars	Details
1.	Corporate Identity Number (CIN) of the Entity	U62100GJ2019PLC109395
2.	Name of the Entity	Adani Airport Holdings Limited
3.	Year of incorporation	2019
4.	Registered office address	Adani Corporate House, Shantigram, Near Vaishno Devi Circle, S. G. Highway, Khodiyar Ahmedabad – 382421.
5.	Corporate address	Adani Corporate House, Shantigram, Near Vaishno Devi Circle, S. G. Highway, Khodiyar, Ahmedabad – 382421.
6.	E-mail	dharmesha.desai@adani.com
7.	Telephone	+91 79 -25557608
8.	Website	https://www.adani.com/businesses/airports
9.	Financial year for which reporting is being done	April 01, 2022 to March 31, 2023
10.	Name of the Stock Exchange(s) where shares are listed	None
11.	Paid-up Capital	Paid up Equity Capital - ₹ 25 Lacs 2,50,000 Equity shares of ₹ 10/- each
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Shri Pankaj Singh SVP – ESG & Business Excellence Email: pankaj.singh@adani.com Phone: 079 - 25555265
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Reporting is based on the standalone basis and special purpose combined financial statements ("Restricted Group Entities" or "AAHL")

II. Products/services

14. 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	Transport and storage	Operation, management, and development of airports.	100

15. 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	Services incidental to air transportation	52231	100

III. Operations

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

Location	Number of plants	Number of offices	Total
National	7 Operational Airports		
International	--		



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	7
International (No. of Countries)	--

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

We are not a manufacturing entity. We are in the business of operation, management and development of airports.

c. A brief on types of customers

AAHL serves B2B customers (Airlines, Ground Handlers, Concessionaires etc) and B2C customers (passengers)

IV. Employees

18. Details as at the end of Financial Year:

1. Employees and workers (including differently abled):

Current FY 2022-23					
Employees	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
Permanent (D)	1581	1397	88%	184	12%
Other than Permanent (E)	208	151	73%	57	27%
Total employees (D + E)	1789	1548	87%	241	13%

Current FY 2022-23					
Workers	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
Permanent (D)	414	341	82%	73	18%
Other than Permanent (E)	10161	8649	85%	1512	15%
Total employees (D + E)	10575	8990	85%	1585	15%

2. Differently abled Employees and workers:

Current FY 2022-23					
Employees	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
Permanent (D)	1	1	100%	0	0%
Other than Permanent (E)	0	0	0	0	0
Total employees (D + E)	1	0	0	0	0

Current FY 2022-23					
Workers	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
Permanent (D)	0	0	0	0	0
Other than Permanent (E)	0	0	0	0	0
Total employees (D + E)	0	0	0	0	0



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)
V. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	4	1	25%
Key Management Personnel*	2	1	50%

*includes CMD and CEO

VI. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	12	11	12	5	6	5	NA	NA	NA
Permanent Workers	7	3	6	11	1	9	NA	NA	NA

VII. Holding, Subsidiary and Associate Companies (including joint ventures)
VIII. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	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)
1.	Adani Enterprises Limited	Holding	100	We are not an Listed entity yet we are reporting voluntarily. Business Responsibility of the entity are applicable to all the companies mentioned in column A.
2.	Ahmedabad International Airport Limited	Associate	49	
3.	Lucknow International Airport Limited	Associate	49	
4.	Jaipur International Airport Limited	Associate	49	
5.	Guwahati International Airport Limited	Associate	49	
6.	TRV (Kerala) International Airport Limited	Associate	49	
7.	Mangaluru International Airport Limited	Associate	49	
8.	Sabarmati Infrastructure Services Limited	Subsidiary	100	
9.	Vijaynagara Smart Solutions Limited (Applied for Strike-off)	Subsidiary	100	
10.	Rajputana Smart Solutions Limited	Subsidiary	100	
11.	Mumbai International Airport Limited	Subsidiary	74	
12.	Navi Mumbai International Airport Private Limited	Subsidiary	74	
13.	GVK Airport Developers Limited	Subsidiary	97.97	
14.	GVK Airport Holdings Limited	Subsidiary	100	
15.	Bangalore Airport & Infrastructure Developers Limited	Subsidiary	100	
16.	Mumbai Travel Retail Private Limited	Subsidiary	74	
17.	April Moon Retail Private Limited	Subsidiary	74	



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Entities forming part of Restricted Group	Principal activity	Country of Incorporation	% Held by Holding Company & Restricted Group as on March 31, 2022	Commercial Operation Date (COD)
Adani Airport Holdings Limited (AAHL)	Acquire, promote, expand, manage airports	India	100.00	Not Applicable
Ahmedabad International Airport Limited	Operation, Management and Development of Airports (6 Airport SPVs)	India	100.00	November 07, 2020
Mangaluru International Airport Limited		India	100.00	October 31, 2020
Lucknow International Airport Limited		India	100.00	November 02, 2020
Jaipur International Airport Limited		India	100.00	October 11, 2021
Guwahati International Airport Limited		India	100.00	October 08, 2021
TRV (Kerala) International Airport Limited		India	100.00	October 14, 2021
Sabarmati Infrastructure Services Limited	Establish, develop & manage either by itself or in association with interested parties to provide airport related services	India	100.00	Not Applicable
Vijaynagara Smart Solutions Limited		India	100.00	Not Applicable
Rajputana Smart Solutions Limited		India	100.00	Not Applicable
Mumbai International Airport Limited (Mial)	Operation, Management and Development of Airport	India	72.97	May 03, 2006
Navi Mumbai International Airport Private Limited (Nmial)	Construction, Operation, Maintenance and Management of an Airport	India	54*	Project under implementation
GVK Airport Holdings Limited	Invest in companies engaged in Development of Airports	India	97.97	Not Applicable
GVK Airport Developers Limited	Operation, Management and Development of Airports	India	97.97	Not Applicable
Bangalore Airport & Infrastructure Developers Limited	Develop & provide airport related infrastructure services	India	97.97	Not Applicable
April Moon Retail Private Limited	Operate & run retails shops	India	74.00	Not Applicable
Mumbai Travel Retail Private Limited	Operate & run duty free shops at Airports	India	74.00	Not Applicable



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

6 Airport SPVs of The Restricted Group as mentioned above has signed concession agreement with Airport Authority of India for operation, management, and development of Airport for a period of 50 years from COD. MIAL & NMIAL has also signed concession agreement for operation, management, and development of Airport for a period of 50 years from COD. NMIAL is in the project stage to set the business operations.

*74% of Share Capital in NMIAL are held by MIAL

IX. CSR Details

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

1. Turnover (in ₹) ₹ 1315.75 Crores
2. Net worth (in ₹) ₹ 3574.73 Crores

X. Transparency and Disclosure Compliances

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

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 Current Financial Year			FY Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	0	0	0	0
Investors (other than shareholders)	Yes	0	0	0	0	0	0
Shareholders	Yes	0	0	0	0	0	0
Employees and workers	Yes	0	0	0	0	0	0
Customers	Yes	1504	0	All resolved	1672	0	All resolved
Value Chain Partners (including airlines, ground handlers and concessioners)	Yes	0	0	0	0	0	0
Other (Regulators)	Yes	0	0	0	0	0	0



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Customer Satisfaction	Risk	Customer satisfaction affects our Airports reputation, revenue, and regulatory compliance	<ul style="list-style-type: none"> In order to meet consumer needs we have developed a robust consumer relationship management system, processes, policies, and guidelines, while ensuring a consumer-centric approach in all our businesses. We have implemented Pranaam Meet and Greet Services at all Adani Airports to provide guests with a seamless and stress free experience while travelling. We have implemented Desk of Goodness: AI-enabled REACH Programme to extend our help to people in need at the airport premises. We have implemented a robust Mechanism for Passenger feedback and grievance redressal tool at Airports. 	The process of identifying and quantifying the financial implications of the identified risks and opportunities is currently underway.
2	Energy and Emission Management	Risk	Controlling its energy consumption and emissions footprint is crucial to mitigate climate change. Adopting low-carbon technologies is also helping the organisation prepare for a future, which could bring more stringent legislation and taxation related to energy and emissions.	<ul style="list-style-type: none"> An Energy & Emission Management Policy has been instituted by the Company. It is designed to aid and formalise the Company's efforts to manage its energy consumption and emissions and align with country's goal to become net zero. We have committed to become Operational Net Zero by 2029. We have targeted to achieve ACA level 4+ for all Adani Airports by FY 2025. 	



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Occupational Health, Safety and Well-being	Risk	Failure to ensure the health, safety and well-being of the Company's workforce can impact productivity. This can consequently affect our business operations, customer satisfaction and profitability.	<ul style="list-style-type: none"> • AAHL strives to foster a safe working environment and ensure Zero Harm. • Hazards and risks are periodically identified, with mitigation plans devised for each. • All Airports are having ISO 45001: 2018 Safety Management System in place. • Safety trainings are provided to employees and workers on a regular basis to ensure their holistic well-being. 	
4	Risk Management	Risk	Devising appropriate risk mitigation strategies is integral to helping the Company leverage opportunities, stay ahead of the curve, and avoid shocks and disruptions to the business.	<ul style="list-style-type: none"> • Risks, including ESG risks, are periodically identified and a systematic approach is defined to managing them. 	
5	Training and development	Opportunity	Equipping the workforce with the requisite technical and behavioral skills, through regular trainings, helps the Company raise the bar on quality of its offerings and become increasingly future-ready.	<ul style="list-style-type: none"> • Not Applicable 	
6	Business Ethics, Integrity and Transparency	Risk	Ethical conduct, integrity and transparent two-way communication with stakeholders is integral to ensuring regulatory compliance and building stakeholder trust.	<ul style="list-style-type: none"> • We have instituted several policies and procedures on business ethics, integrity and transparency. Annual internal audits are being conducted to review the effective implementation of policies. 	



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7	Regulatory Compliance	Risk	Failure to comply with regulatory requirements can manifest in financial consequences for the Company and erode stakeholder trust.	<ul style="list-style-type: none"> The Company has a robust set of environmental, social and governance -related policies to foster a culture of compliance within the organisation. Disciplinary measures and reinforcement mechanisms have been defined as well. In addition, legal and functional teams also monitor the regulatory compliances across businesses at defined frequencies. 	

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	https://www.adanienterprises.com/investors/corporate-governance								
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)	Yes. The suppliers are required to comply with all the applicable Company's policies including ESG, as stated in Suppliers Code of Conduct.								
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<ul style="list-style-type: none"> ISO 9001: 2015 (7 airports) ISO 14001: 2015 (7 airports) ISO 45001: 2018 (7 airports) ISO 50001: 2018 (Mumbai & Thiruvananthapuram) ISO 22301: 2012 (Mumbai) ISO 27001: 2013 (Mumbai) ISO 39001: 2012 (Mumbai) ISO 10002:2018 (Mumbai & Ahmedabad) Mumbai International Airport Limited: ACI Airport Carbon Accreditation (ACA) Level 4+ accreditation TRV (Kerala) International Airport Limited: ACI ACA Level 2 Accreditation 								



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>The Company's commitment to contribute to sustainable development is well aligned with Adani Group's purpose of Nation Building that provides a guiding framework for investment in businesses that accelerate India's economic growth and enhance citizen wellbeing.</p> <p>We have worked to embed this sustainability commitment into our strategy, our business processes and decision making. Some of our key ESG goals and ambitions include:</p> <ul style="list-style-type: none"> • Achieve 100% transition to Green Energy at Ahmedabad, Lucknow, Mangaluru, Guwahati, Jaipur and Thiruvananthapuram Airports • Work towards achieving Carbon Neutrality and ACI Airport Carbon Accreditation Level 4+ for Ahmedabad, Lucknow, Mangaluru, Guwahati, Jaipur and Thiruvananthapuram airports by 2025 • Achieve operational net zero at all airports by 2029 • Transparent disclosures to CDP, DJSI & SEBI BRSR as part of AEL 								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Key Performance targets across ESG parameters are set internally and monitored and acted upon continuously.								
<p>Governance, leadership and oversight</p> <p>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements –</p> <p>Backed by our sheer operational competency, we remain deeply committed to our objective of delivering sustainable value. We have established objectives, targets, processes towards absolute greenhouse gas emission reduction and are steadily moving towards achieving a net-zero status in long term. Managing an airport, unsurprisingly, is a very energy-intensive process. We have made efforts towards implementing energy-efficient technologies and are transitioning towards renewable sources of energy.</p> <p>I am extremely delighted to share that we have achieved the milestone of transforming Mumbai's Chhatrapati Shivaji Maharaj International Airport (CSMIA) to one of India's first 100% sustainable airports. CSMIA was the first in India to launch hybrid technology which solely runs on green energy since April 2022, thus ensuring a highly efficient and low-carbon future for aviation.</p>									
7. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board of Directors of the Company and the Chief Executive Officer of AAHL oversee strategies, activities and policies including environment, social, governance, health and safety, human talent management and related material issue and indicators in the global context and evolving statutory framework.								
8. 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.	Yes, ESG Steering Committee at Management Level								



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

9. 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	Quarterly																		
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	P1			P2			P3			P4			P5			P6			P7			P8			P9			
	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2. 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.	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9										
	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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	% age of persons in respective category covered by the awareness programmes
Board of Directors	4	- Talent Development - Top Talent Assessment	100%
Key Managerial Personnel	2	- Talent Development - Top Talent Assessment - POSH - Personal Security in cyberspace	100%
Employees other than BoD and KMPs	401	1. Prevention of Sexual Harrasment 2. Cyber Security Awareness 3. Introduction to Environment Social and Governance 4. Insider Trading policy	100%
Workers	17	1. Prevention of Sexual Harrasment 2. Cyber Security Awareness 3. Insider Trading policy	100%



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil
Non-Monetary					
Imprisonment	Nil	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil	Nil

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/enforcement agencies/ judicial institutions
Not Applicable	Not Applicable

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. The Company has an Anti-Corruption and Anti-Bribery (ACAB) Policy in place.

The Company is committed to upholding the utmost standards for transparency and accountability in all its operations and strives to attain its purpose through compliance with national and international legal and ethical requirements. The Company does not tolerate any form of bribery, embezzlement, or corruption, and will uphold all applicable laws countering these unethical practices.

The ACAB Policy lays out the spirit and guiding principles for all stakeholders to ensure compliance with the applicable laws, rules, and regulations. The Company also complies with all applicable anti-money laundering laws wherever it does business, including any applicable registration and suspicious transaction reporting obligations.

The ACAB Policy applies to all dealings, transactions, and expenses for and on behalf of the Company.

The policy applies to all stakeholders working for or acting on behalf of the Company or any of its subsidiaries, and such persons must adhere to this policy.

Web-link of the anti-corruption & anti-bribery policy: <https://www.adanienterprises.com//media/Project/Enterprises/Investors/corporate-governance/Polices/ANTICORRUPTION--ANTIBRIBERY-POLICY.PD>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

4. Details of complaints with regard to conflict of interest:

	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Not Applicable	Nil	Not Applicable
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Not Applicable	Nil	Not Applicable

5. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	<ul style="list-style-type: none"> Body language and etiquette Passenger Interaction Grooming & Hygiene ESG- Guidelines, Company Initiatives and Vision 	100%
3	<ul style="list-style-type: none"> Meet & Greet Etiquettes Communication Skills First Aid, PRM, Disability, Occupational Health 	100%
20	<ul style="list-style-type: none"> Customer Centric Approach Aviation Grooming Meet and Greet Adani Core Values and Behavioral Framework 	100%

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, Company has framed a Policy for Code of Conduct applicable for all the members of the Board of Directors and all the members of Senior Management of the Company, detailing the process and management of Conflict of Interest.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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.-

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	26.3 Cr	NA	<ul style="list-style-type: none"> • Transition to EV's • Switching from R22 to R32 Air conditioners • Purchasing of Non-CO2 fire extinguishers • Infrastructure for EV charging stations • Reverse winding machine (PET bottle recycling) • Installation of Organic waste composter • IoT – Water Flow Meter • Thermal Insulation

2. a. Does the entity have procedures in place for sustainable sourcing? Yes
 b. If yes, what percentage of inputs were sourced sustainably?

Two Policies- Supplier code of conduct and green procurement policy-

Yes. AEL's Suppliers' Code of Conduct applicable for AAHL states specific expectations for engaging with suppliers. Here, "supplier" refers to material suppliers/service providers/vendors/traders/agents/ consultants/ contractors/third parties including their employees, agents and other representatives, who have a business relationship with and provide, sell, seek to sell, any kinds of goods or services to the Company or any of its subsidiaries and associated entities.

The Suppliers' Code of Conduct facilitates collaboration with our suppliers in the promotion of professional and fair business practices that integrates respect of human rights, business ethics and environment. Our objective is to ensure that we minimise our potential impacts on people and on the environment, and that we manage business and reputation risks while capitalising on opportunities. For example, we make efforts to source supplies and services from local sources where possible. We also organise various capacity building programmes for our value chain partners.

We also encourage our suppliers to be compliant with social and environmental standards such as SA8000, ISO 14001, and ISO 45001. All of our suppliers are expected to apply the Suppliers' Code of Conduct or more stringent standards in a manner that is appropriate and proportional to the nature and scale of their activities, the goods that they supply and the services that they perform.

Apart from Supplier Code of Conduct and Green Procurement Policy at Mumbai Airport, we have also implemented an internal system for vendor registration which includes supplier screening based on ESG criteria. This system helps to ensure that the vendor onboarded meets all the sustainability criteria defined by the system.

However, at present, percentage of inputs sourced sustainably is not currently mapped for AAHL.

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.-

Not Applicable to us as we are operating in services sector but we responsibly recycle and dispose waste generated at our airports.

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.-

Not Applicable to us as we are operating in services sector but we responsibly recycle and dispose waste generated at our airports.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	1,397	1,397	100%	1,397	100%	0	0%	1,397	100%	0	0%
Female	184	184	100%	184	100%	184	100%	0	0%	111	60%
Total	1,581	1,581	100%	1,581	100%	184	12%	1,397	88%	111	7%
Other Than Permanent Employees											
Male	151	151	100%	151	100%	0	0%	151	100%	0	0%
Female	57	57	100%	57	100%	57	100%	0	0%	51	89%
Total	208	208	100%	208	100%	57	27%	151	73%	51	25%

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

Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	341	341	100%	341	100%	0	0%	341	100%	0	0%
Female	73	73	100%	73	100%	73	100%	0	0%	71	97%
Total	414	414	100%	414	100%	73	18%	341	82%	71	17%
Other Than Permanent Workers											
Male	8,649	8,649	100%	8,649	100%	0	0%	8,649	100%	0	0%
Female	1512	1512	100%	1512	100%	1512	100%	0	0%	25	2%
Total	10,161	10,161	100%	10,161	100%	1,512	15%	8,649	85%	25	0.2%

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

FY 2022-23

Benefits	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/N.A.)
PF	100	100	Yes
Gratuity	100	100	Yes
ESI	100	100	Yes
Others - Pls specify	Nil	Nil	Nil

FY 2021-22

Benefits	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/N.A.)
PF	100	100	Yes
Gratuity	100	100	Yes
ESI	100	100	Yes
Others - Pls specify	Nil	Nil	Nil



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, 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.

At our corporate office, we have made special provisions for differently abled employees and workers in accordance with Rights of Persons with Disabilities Act, 2016. We strongly promote equal opportunities for everyone, and we acknowledge the importance of having diverse and equitable work environment. We have designed workplaces for providing assistance or making changes to a position or workplace to enable employees with disabilities for carrying out their jobs.

Our Corporate office has ramps at entry locations and lobbies to facilitate wheelchairs. We have dedicated toilets for differently abled employees. We have elevators with Braille signs, designed for blind people or visually impaired people. Our other locations also comply with all the national/local requirements to accommodate differently abled person and their needs.

All the Company's existing and new infrastructure has implemented comprehensive plan to address accessibility of workplaces for differently abled employees. Work areas, rest rooms, common areas and areas for movement in and around facilities have been designed with all accessibility aspects in mind.

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 Company is committed to delivering value through equality and to nurture and promote human diversity across its operations.

We promote an inclusive work culture of creating a supportive professional environment that promotes trust, empathy, and mutual respect. AEL's policy on Employment of Differently abled People and Diversity and Inclusion applicable for AAHL has been developed in line with our commitment.

Weblink: <https://www.adanienterprises.com/-/media/Project/Enterprises/Investors/corporate-governance/Polices/Policy-on-Diversity-Equity-and-Inclusion.pdf>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes. An online grievance redressal mechanism is available for permanent employees and workers. The system is designed to redress the grievance within a defined timeline of 14 working days. The grievances are resolved in a fair and time bound manner maintaining utmost confidentiality.
Other than Permanent Workers	Yes. Workers who are engaged on contractual basis can report their grievances to their respective contractor representative or the Company supervisor. The contractor is expected to take the required action to address the worker grievances, and if required, can raise the grievance to HR and respective functional heads.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Permanent Employees	Yes. Apart from the on-line grievance redressal platform, the Company also has a policy on prevention, prohibition and redressal of sexual harassment of women at the workplace and has Internal Complaints Committees (ICCs) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Members of the ICCs are responsible for conducting inquiries pertaining to such complaints. The Company, on a regular basis, sensitises its employees on the prevention of sexual harassment at the workplace through workshops, group meetings, online training modules and awareness programmes which are held on a regular basis.
Other than Permanent Employees	Yes. Suppliers, Consultants, Retainers, Clients or any other parties that are engaged on a project / periodic basis are governed by the terms & conditions of the contract. Grievances if any, can be raised with concerned HR Business Partners and respective functional heads.

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

The Company does not have any employee associations. However, we recognise the right to freedom of association and does not discourage collective bargaining.

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (B)	% (B/A)	Number (C)	% (C/A)
Employees										
Male	1,548	970	63%	753	49%	1,134	338	30%	486	43%
Female	241	121	50%	102	42%	217	44	20%	69	32%
Total	1,789	1,091	61%	855	48%	1,351	382	28%	555	41%
Workers										
Male	8,990	5,383	60%	1,682	19%	7,865	170	2%	184	2%
Female	1,585	546	34%	360	23%	1,366	22	2%	16	1%
Total	10,575	5,929	56%	2,042	19%	9,231	192	2%	200	2%



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

We have a robust Performance Management System (PMS) with an objective to establish utmost clarity in terms of the process to be followed at each step and what is expected from all the stakeholders involved. The process covers activities related to measuring performance of all employees as part of the year-end review, rating & promotion recommendation, moderation and individual feedback.

All the employees undergo an annual performance appraisal process as determined by the Company. With regards to worker category, their performance is reviewed by the contractors based on the conditions outlined in the contract.

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1,397	1,298	93%	999	999	100%
Female	184	178	97%	156	156	100%
Total	1,581	1,476	93%	1,155	1,155	100%
Workers						
Male	341	298	87%	323	311	96%
Female	73	72	99%	74	74	100%
Total	414	370	89%	397	385	97%

All the employees undergo an annual performance appraisal process as determined by the Company. With regards to worker category, their performance is reviewed by the contractors based on the conditions outlined in the contract.

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 such system?

Yes, all our airports are certified with ISO 45001: 2018 "Occupational Health and Safety Management System". It is applicable to the Company's entire operations/ employees as well as contractors or individuals under the Company's supervision. It is developed in Consultation with workers and their representatives.

AAHL has adopted and implemented the Adani Group's Safety Management System framework by integrating all critical business activities and applying principles, processes in order to provide safe and healthy workplaces across all Company's establishments, prevent work related injury and ill health, minimise risks and continuously improve safety performance.

Eight major elements of the Adani Safety Management System are on performance orientation, executive commitment, teamwork orientation, employee empowerment and enlistment, scientific decision making, continual improvement, comprehensive and ongoing training, and unity of purpose.

AAHL is well aligned with Group Safety Management System and has well defined internal controls to implement the safety requirements on the ground.

The operational airports have also linked the Group Safety Management System with their existing Integrated Management System (IMS), e.g., ISO 14001 (EMS), and ISO 45001 (OHSMS).

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

Adani Group has established and aligned globally recognised high level Safety Intervention and Risk

Assessment programmes such as Safety Interaction (SI), Vulnerability Safety Risks (VSR), Site Risk Field

Audits (SRFA), Process Hazard Analysis (PHA), and Pre-Startup Safety Review (PSSR) with Airport specific Integrated Management System based Hazard Identification and Risk Assessment Process

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

(HIRA). HIRA is prepared for all activities at the airport before commencing the work. Inspection is carried out by concerned departments & Safety Team to identify the work-related hazards and risks.

The Company has adopted this framework and the reporting businesses have developed an ecosystem of participative and consultative approach for engaging concerned stakeholders, including, employees, associates, and contract workmen.

The Company recognises that the dynamic risks need to be managed and mitigated as per Hierarchy of Control to protect its stakeholders and achieve objective of Zero Harm with enablement of Sustainable Growth. These interventions bring together an understanding of the potential upside and downside of all job and personal factors which can impact the organisation with an objective to prevent injury, protect assets and add maximum sustainable value to all the activities and processes of the organisation.

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

Yes, the Company uses the Adani Group's well established Incident Management and Investigation System for fair and transparent reporting of work-related hazards and risks as unsafe Acts/ unsafe Conditions, near misses, injuries and illness and serious incidents. This is followed by a comprehensive Root Cause Failure Analysis (Investigation), formulation of corrective actions as per Hierarchy of Controls, its tracking and monitoring and subsequent closure. The outcome and learnings from these events and incidents are deployed horizontally across the Group through a systemic process of 'Critical Vulnerable Factor' (CVF) as a part of Group Safety Governance Process. The progress on CVF is reviewed during Adani Apex Group Safety Steering Council Meetings as well as during their Business Safety Council Meetings.

At the airports, the process of safety hazard reporting has been implemented. Reporting is done online through QR Codes, sending of emails or through phone calls. Thereafter, Safety Risk Management procedure is followed.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes, the employees and workers have access to non-occupational medical and healthcare services.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2022-23 (Current Financial Year)	FY 2021-22 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.18	0.051
Total recordable work-related injuries	Employees	0	0
	Workers	16	9
No. of fatalities	Employees	0	0
	Workers	1	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

11. Describe the measures taken by the entity to ensure a safe and healthy work place.

Health and Safety of our people is of utmost importance to us. To achieve this, we have adopted a shared responsibility approach, with increased engagements at all levels of workforce and strengthening the safety culture across all Company's businesses. We are taking steps to reduce reportable incidents, minimise injuries and regularly monitor the safety performance of our sites.

Our occupational health and safety management system is also well aligned with Adani Safety Management System framework and covers all employees, contractors, business associates, visitors and the community as well. In addition to that, all our airports are ISO 45001 (2018) certified.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

As a part of our strategy to prevent health and safety related incidents, we have identified two focus areas which are contractor safety management (CSM) and operational discipline. CSM procedure provides support in manpower deployment whereas the operational discipline ensures that proper measures to eliminate hazards are taken at all our sites.

All our employees and contractors are provided with appropriate PPEs and it is ensured that they are not negligent in using them. We are providing job related training to our employees to perform given task safely along with display of do's and don'ts at prominent locations of the sites. Beside this, we have stringent work permit system in place. Toolbox talks, task briefing, job specific training, job hazard analysis and mock drill help us in building safety culture within our businesses.

Mental and emotional health is a core part of our work culture. In view of this, an emotional wellness programme was launched as part of Adani Care - Our integrated suite of health and well-being services and support platform.

As an inclusive health service, the programme offers professional and confidential counselling for our employees. Family member of our employee can also avail these services at any time of the day and in any location. We also have various rewards and recognition programmes in place to appraise the champions of safety working in Company's businesses.

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	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	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

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%

13. 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.

All incidents are investigated thoroughly as per Group Safety Guidelines on Incident Reporting & Investigation and corrective action is taken as and when any safety concern is reported or identified. Also, employees and workers are encouraged to report maximum number of unsafe acts and conditions to eliminate such incidents.

Leadership Indicators

- Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes. Life insurance benefits are provided for Employees as well as Workers as per Group Term Life Insurance Policy

- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The entity ensures adherence to statutory compliances related to workers such as timely wage payment, and Provident fund. In case of non-compliances stringent actions are taken against defaulter business partner.

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)**

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

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Employees	0	0	0	0
Workers	0	0	0	0

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

Yes, there are facilities available for employees covered under group HR policy

5. Details on assessment of value chain partners

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100%
Working Conditions	100%

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

At IXE, During shop inspection observed that most of the concessioners shops distribution boards are without RCCB. After inspection RCCB installed on all distribution boards and In MOWP RCCB Installation added mandatory to all. Electrical Schematic Diagram also added as mandatory to get the work permit approval.

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.**

We have identified our relevant stakeholder groups on the basis of factors impacting our business. Any individual or group of individuals or institution that adds value to the business chain of the Company is identified as a core stakeholder. This inter alia includes customers, suppliers, communities, government regulators, shareholders and employees. That said, identification of stakeholders is an on-going process. We proactively engage with our stakeholders on a regular basis. For long term ongoing projects, stakeholders are identified before initiation of the project, basis the geographical area of the project as well as through the baseline & need assessment that is conducted. For any new proposed project or expansion, we map and engage with all such stakeholders on a proactive basis, particularly through our CSR activities. Further, we have stakeholder management processes in place at all our locations.

Our stakeholder identification and prioritisation process is based on inclusivity, materiality and responsiveness.

Our stakeholder groups have been majorly classified as:

Direct: Customers, Employees, Suppliers, Investors, Shareholders, Government, Local authorities and Neighboring Communities.

Indirect: Peers and Key Partners, Rating Agencies, Third Party Agencies, Associations, International Community, Media, Research Agencies, Citizens and NGOs.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

Key identified stakeholders	Whether identified as Vulnerable and marginalised group(Yes/No)	Channel of communication	Frequency of engagement	Purpose and scope of engagement
Employees	No	Online survey, emails, intranet, online grievance mechanism, HR interactions, Performance management, Townhalls, announcements	Continual	HR policies, Career progression, trainings
Shareholders/ Investors	No	Email, Annual General Meetings, Quarterly/Annual results, Website information, Official press release	Regular/Need based	Business sustainability, economic performance
Customers	No	Regular customer meetings, Business Visits, Sales visit, Customer satisfaction Survey	Quarterly, annually, as and when required	Business info, transaction, awareness, training feedback, query, grievances
Community and NGOs	Yes	Focused group discussions, one-to-one interactions, media, website, online grievance mechanism and field visits	Frequent, Need based	CSR, Education, complaints, Awareness, Welfare
Suppliers	No	Regular supplier meeting, Suppliers Assessments, Seminars, Conferences	Continual	Quality, Sustainability, Cost
Regulatory authorities	No	Compliance meetings, Industry associations, Events, Telephonic, Video conferences and email communication	Continual, Need based	Compliance, Policy advocacy
Media	No	Press Conferences, Telephonic and email communication	Continual, Need based	Outlook, announcements
Peers and Key Partners	No	Industry association, Events, and conferences	Need based	Knowledge sharing

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.

To guide our approach to stakeholder engagement, we have established Stakeholder Partnership Plan. The appointment of respective stakeholder representatives enables this exercise to be conducted more efficiently as these representatives' act as a channel to enable two-way engagement between the organisation and stakeholders.

Consultation with the stakeholders is a continuous process. It is led by Leadership from the front through regular engagements at various platforms. There is continuous dialogue with the community stakeholders which are reviewed at Business Unit levels. In addition to this through regular engagements at various platforms there is continuous dialogue with the stakeholders and the same is also presented to the Board. Public consultations is also a part of the new project and expansion plans, where feedback and views of the stakeholders is considered for project design.

ESG Steering Committee is responsible for structuring Sustainability Strategy and long-term goals & targets, also plays a key strategic role in all business decisions to ensure workplace safety, eliminating any potential damage to

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)**

the environment, enhancing a commitment towards stakeholders, and maintaining Company's reputation as one of leading Airports company.

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. Business partners are encouraged to share inputs and feedback during various stakeholder interactions within our business. Stakeholder consultation is used to support and strengthen the Company's initiatives.

Financial planning, CSR outflows, programmes designing, etc. has been taken up as per the materiality assessment.

We engage with selected stakeholders, identified on the principles of responsibility, influence, impact and dependency. Customised questionnaires for various stakeholder categories are developed to identify areas of concern or ongoing focus desired by stakeholders. This is to facilitate consultative process to ensure full coverage of environmental, social and governance issues as well as the involvement of the personnel and management of APSEZ to address all stakeholder queries and grievances.

The results of the materiality survey are used to identify material topics, with the highest priority for stakeholders and the biggest estimated impact on Adani Port's business into high-high and high-medium priority areas. The responses included various stakeholders, such as senior/middle management employees, contract employees, suppliers etc.

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

The Company identifies the disadvantaged, vulnerable and marginalised stakeholders on an on-going basis. Any new proposed project or expansion is mapped by engaging the stakeholder proactively. A comprehensive stakeholder management and grievance mechanism exists at all our locations. Company engages with the disadvantaged, vulnerable and marginalised stakeholders through various programmes with an aim to empower women and make them financially independent and also develop their skills towards leadership and economic enhancement.

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 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
Employees						
Permanent	1,581	1,581	100%	1,155	866	75%
Other than permanent	208	208	100%	196	155	79%
Total Employees	1,789	1,789	100%	1,351	1,021	76%
Workers						
Permanent	414	414	100%	397	336	85%
Other than permanent	10,161	3,517	35%	8,834	214	2%
Total Workers	10,575	3,931	37%	9,231	550	6%



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)
2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F / D)
Permanent Employees										
Male	1397	0	0%	1397	100%	999	0	0%	999	100%
Female	184	0	0%	184	100%	156	0	0%	156	100%
Other than Permanent Employees										
Male	151	0	0%	151	100%	135	0	0%	135	100%
Female	57	0	0%	57	100%	61	0	0%	61	100%
Permanent Workers										
Male	341	0	0%	341	100%	323	0	0%	323	100%
Female	73	0	0%	73	100%	74	0	0%	74	100%
Other than Permanent Workers										
Male	8649	0	0%	8649	100%	7542	0	0%	7542	100%
Female	1512	0	0%	1512	100%	1292	0	0%	1292	100%

3. Details of remuneration/salary/wages, in the following format

Gender	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (Cr)	Number	Median remuneration/ salary/ wages of respective category (Cr)
Board of Directors	-	-	--	-
Key Managerial Personnel	4	1.80	1	1.8
Employees other than BoD and KMPs	1545	0.144	241	0.09
Workers	697	0.04	144	0.05

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The Company has constituted a standing forum, both at the Group Level as well as at individual entity level, that aids and advises the management in its approach towards building sustainable Human Rights. Group HR through Business HR is responsible for ensuring that any issue or impact related to human rights is addressed in the defined manner within the stipulated timeline.

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	--	0	0	--
Discrimination at workplace	0	0	--	0	0	--
Child Labour	0	0	--	0	0	--
Forced Labour/ Involuntary Labour	0	0	--	0	0	--
Wages	0	0	--	0	0	--
Other human rights related issues	0	0	--	0	0	--



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.-

The POSH policy has the mechanism for addressing complaints pertaining to sexual harassment. All complaints related to sexual harassment are taken up by the Internal Complaint Committees (ICCs), which are governed under strict confidentiality and there are defined procedures to protect the complainant from any retaliatory actions.

Any employee can raise grievances through the online grievance portal. The system is designed to redress the grievance within a defined timeline of 14 working days. The grievances are resolved in a fair and time bound manner maintaining utmost confidentiality. However, no such cases of harassment and discrimination were reported during the financial year 2022-23.

8. Do human rights requirements form part of your business agreements and contracts?

(Yes/No) -Yes

9. Assessments for the year:

We have defined systems for ensuring compliance with regulatory requirements. There is a Code of Conduct for employees and Suppliers' Code of Conduct to ensure conformity with business ethics and human rights requirements. Also, the human rights criteria are screened through the online ARIBA portal during vendor onboarding process.

In addition, we review compliance with these requirements during contract execution. In all our business units, it is mandatory to check the age proof documents at the time of recruitment to prevent employment of child labour and during the induction session essential business ethics and human rights related aspects are covered for creating awareness among employees.

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

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

There were no risks/concerns identified during the assessments.

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	FY 2022-23 (Current Financial Year)	FY 2021-22 Previous Financial Year
Total electricity consumption (A)	1162256 GJ	501633 GJ
Total fuel consumption (B)	29311 GJ	16845 GJ
Energy consumption through other sources (C)	0	9538 GJ
Total energy consumption (A+B+C)	1191629 GJ	528016 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.090 MJ/₹	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	15922367.4 MJ/Million Pax	NA

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. NO



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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.

No, Airport sector is not covered under PAT scheme of the Government of India.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	Not reported for FY 2022
(ii) Groundwater	646049	
(iii) Third party water	1161290	
(iv) Seawater / desalinated water	0	
(v) Others/Tankers	8940	
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1816279	
Total volume of water consumption (in kilolitres)	1816279	
Water intensity per rupee of turnover (KL/₹)	0.00013	
Water intensity (KL/Million Pax)	24268.83	

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.

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

At 5 Airports (Ahmedabad, Jaipur, Guwahati, Lucknow, Mangalore) we have implemented a mechanism for Zero Liquid Discharge. we have installed sewage treatment plant for sewage treatment and the treated water from it is being used at Airports for horticulture purpose.

Further, at Mumbai & Trivandrum Airports partial stream of wastewater goes to Common Wastewater Treatment Plant (CWTP) of Municipal Corporation for treatment and remaining sewage water is treated into 15 MLD STP at MIAL and 500 KLD STP at TRV. Final treated water is being re-used in cooling tower (HVAC System) & horticulture.

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 Previous Financial Year
NOx	KG	7546	Not reported for FY 2022
SOx	KG	4128	
Particulate matter (PM)	KG	6122	
Persistent organic pollutants (POP)	KG	Not Generated at Airports	
Volatile organic compounds (VOC)	KG	Not Generated at Airports	
Hazardous air pollutants (HAP)	KG	Not Generated at Airports	
Others - please specify	KG	Not Generated at Airports	

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.

Yes, M/s Intertek India Private Limited has done independent assurance for AAHL's Data



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 Previous Financial Year
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)	Metric tonnes of CO ₂ equivalent	5,614	2,735.75
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)	Metric tonnes of CO ₂ equivalent	61,204	1,10,080.5
Total Scope 1 and Scope 2 emissions per rupee of turnover-	Kg/₹	0.005	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	tonnes/million pax	892.8	NA

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. No

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

Yes, Airport business have done significant projects to reduce Green House Gas emission at Airports. Details are as below:-

1. Transition of fossil fuel vehicle into Electric vehicles - 101 Nos
2. Installation of EV charging Station at Airports to support EV's operations - 30 Nos
3. Replacement of CO₂ based fire extinguisher with Non-CO₂ based fire extinguisher - 921 Nos
4. Replacement of higher GWP refrigerant (R22) AC's with lower GWP refrigerant (R32) AC's - 644 Nos
5. Implementation of 100% green electricity at Mumbai Airport
6. Conversion of conventional lighting with energy efficient lightings

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	1092	Not reported for FY 2021-22
E-waste (B)	6	
Bio-medical waste (C)	0	
Construction and demolition waste (D)	27909	
Battery waste (E)	35	
Radioactive waste (F)	0	
Other Hazardous waste. Please specify, if any. (G)	43	
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	3429	
Total (A+B + C + D + E + F + G + H)	32515	

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste		
(i) Recycled	2303	Not reported for FY 2021-22
(ii) Re-used	4103	
(iii) Other recovery operations	1435	
Total	7841	



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	15	Not reported for FY 2021-22
(ii) Landfilling	4937	
(iii) Other disposal operations	0	
Total	4952	

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.

9. 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.

Our waste management is based on the cradle-to-cradle concept wherein the focus is on Refuse, Reduce, Reuse, Repurpose and Recycle the waste back into the system. It also comprises of five stages – Identification, Storage, Segregation, Recycling and Disposal. Our waste management system implies use of best-in-class waste management practices as it forms an integral part of our environmental management system. All the waste generated from airport operations is being collected, segregated at source into hazardous and non-hazardous category, stored separately in waste storage yard and disposed by authorised recyclers/disposal facility. These recyclers/disposal facilities ensure proper collection, segregation, recycling/reuse, and disposal of waste in accordance with applicable regulatory requirements and best industry practices.

For reduction/reuse/recycling of waste we have adopted practices such as:

- a) Reduction in Usage of Single use plastic and CSMIA has become 100% SUP free Airport certified by CII.
- b) Reuse of bio/organic waste at Thiruvananthapuram International Airport by installing of Advanced Bioenergy Plant wherein the Biogas generated from the process is converted into electricity using the 15KVA Biogas Genset at the Inhouse Advanced Bioenergy Plant and the generated units is consumed for operating the plant. The Biogas slurry generated from the process is used as manure for Horticultural purposes.
- c) Promoting Recycling of plastic bottles by setting up three Reverse Vending Machines (RVM) to urge passengers and airport staff to recycle plastic bottles at Terminal 2. Each Reverse Vending Machine at Mumbai International Airport is capable of both accepting and compressing a whopping 450 bottles per hour. It compresses around 70% of the waste, which can then be transported to recycling plants without any hassle.

At Adani Airports, we do not use any hazardous and toxic chemicals in our processes.

10. 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 in the following format:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
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BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
1) Proposed Expansion of Mangaluru International Airport (MIA) to enhance the Passenger Handling Capacity up to 22.5 MPPA & Cargo Handling Capacity up to 0.12 MTPA	Proposal No. SIA/KA/INFRA2/404084/2022 & File No. F. No. SEIAA 13 CON 2023	Applied on 14th Nov 2022	Yes	Yes	https://www.adani.com/-/media/Project/MangaloreAirport/Home/Files-Env/26-05-2023-Environmental-Clearance-of-MIA.pdf
2) Proposed Capacity Expansion of Sardar Vallabhbhai Patel International Airport (SVPIA) to Enhance the Passenger Handling Capacity to 40.33 MPPA & cargo handling capacity up to 1.00 MTPA.	EC No -EC22B029GJ165952 File No- SIA/ GJ/134807/2022	12/11/2022	Yes	Yes	https://www.adani.com/-/media/Project/AhmedabadAirport/Downloads/Environment-Clearance/EC-AIAL_SVPIA.pdf
3) Proposed Expansion of Chaudhary Charan Singh International Airport (CCSIA) Lucknow, to enhance the Passenger Handling Capacity up to 39 MPPA & Cargo Handling Capacity up to 0.25 MTPA	EC22B000UP138223	15-12-2022	Yes	Yes	https://www.adani.com/-/media/Project/LucknowAirport/Home/Environment-Clearances/15122022--Proposed-Expansion-of-CCSIA.pdf

12. 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, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Not Applicable

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non- compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1.	NIL	NIL	NIL	NIL



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	534854 GJ	9358 GJ
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	534854 GJ	9358 GJ
From non-renewable sources		
Total electricity consumption (D)	627402 GJ	501633 MJ
Total fuel consumption (E)	29311 GJ	16845 GJ
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	656775 GJ	518478 MJ

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. No

2. Provide the following details related to water discharged:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		Not reported for FY 2022
- No treatment	0	
- With treatment – please specify level of treatment	0	
(ii) To Groundwater		
- No treatment	0	
- With treatment – please specify level of treatment	0	
(iii) To Seawater		
- No treatment	0	
- With treatment – please specify level of treatment	0	
(iv) Sent to third-parties		
- No treatment	92819	
- With treatment – please specify level of treatment	2477	
(v) Others		
- No treatment	0	
- With treatment – please specify level of treatment	203520	
Total water discharged (in kilolitres)	298816	

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.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area : No facility located in areas of water stress
- (ii) Nature of operations : Not applicable
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres)	NA	NA
Total volume of water consumption (in kilolitres)	NA	NA
Water intensity per rupee of turnover (Water consumed / turnover)	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(ii) Into Groundwater		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iii) Into Seawater		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(v) Others		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	NA	NA

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.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	6333115	NA
Total Scope 3 emissions per rupee of turnover-	Kg/₹	0.48	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Tonnes/Million pax	0.085	NA

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. NO

5. With respect to the ecologically sensitive areas reported at Question 10 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

6. 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, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Conversion of Conventional Vehicles to EV vehicles	101 nos of conventional fossil fuel vehicle that is being used for Airport operations have been replaced with electric vehicles such as Tata Tiago and MG ZS EV.	Scope 1 GHG emission reduction
2	Installation of EV charging Station at Airports to support EV's operations	30 nos of Electric vehicle charging guns have been installed at each Airport to support EV operations and maximise the use of Evs that is reducing fuel consumption and CO ₂ e emissions from vehicle operations	Scope 1 GHG emission reduction
3	Replacement of CO ₂ based fire extinguisher with non-CO ₂ based fire extinguisher	921 nos of CO ₂ based fire extinguishers are replaced with non-CO ₂ based fire extinguisher wherever possible without compromising safety of Airport operations. This initiative will reduce CO ₂ e emission	Scope 1 GHG emission reduction
4	Replacement of higher GWP refrigerant (R22) AC's with lower GWP refrigerant (R32) AC's	644 nos of higher Global Warming potential (GWP) refrigerant-based AC's are replaced with lower GWP refrigerant (R32) AC's	Scope 1 GHG emission reduction
5	Implimentation of 100% green electricity at Mumbai Airport	we have started to purchase 100% green electricity for Mumbai Airport through paying green tariff.	Scope 2 GHG emission reduction of 100000 tCO ₂ e per annum
6	Airside perimeter light 25% converted to solar lights at LIAL	Conventional perimeter light around Airport boundary has been replaced with solar lights.	Scope 2 GHG emission reduction by electricity saving of 216000 KWH
7	T1 Chiller with latest technology installed at LIAL	At lucknow Airport, we have installed chiller with efficient latest technology	Scope 2 GHG emission reduction by electricity saving of 900 KWH
8	Installation of three Reverse Vending Machines (RVM) at Mumbai and Ahmedabad Airport	Promoting Recycling of plastic bottles by setting up three Reverse Vending Machines (RVM) at Mumbai and Ahmedabad Airports to urge passengers and airport staff to recycle plastic bottles	Each Reverse Vending Machine is capable of both accepting and compressing a whopping 450 bottles per hour. It compresses around 70% of the waste, which can then be transported to recycling plants without any hassle.

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)**

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Business Continuity Plan (BCP) is available and appropriate measures are taken for Business continuity. Apart from BCP, the site has got Emergency Response Plan including layout, processes, control measures, evacuation plan, emergency declaration procedures, emergency action plans etc.

Environment Impact Assessment and Environment Management Programmes have been prepared and mitigation measures are being implemented.

8. 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.

None

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

Assessment is in process.

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.
AAHLs is affiliated with three trade and industry chambers/ associations.
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such 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	The Associated Chambers of Commerce & Industry of India (ASSOCHAM), New Delhi	National
2	Association of Private Airport Operators	National
3	Airport Council International	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.**

AAHL do not conduct any anti-competitive activity in its operations and have not received any adverse orders from regulatory authorities regarding this conduct.

Name of authority	Brief of the case	Corrective action taken
NA	NA	NA
NA	NA	NA

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.**

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NIL	NIL	NIL	NIL	NIL	NIL



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
NA	NA	NA	NA	NA	NA	NA

1. Describe the mechanisms to receive and redress grievances of the community.

The airports BU have a robust Mechanism for community to reach out for any feedback, query or complaints. The individual can reach out both via on ground and digital touchpoints such as

1. Call Centre
2. Websites
3. Social Media Handles
4. Emails
5. Letters

- We are committed to resolving community concerns in real time through a first-time response & resolution for all queries, complaints and feedbacks. As a standard practice all acknowledgements are sent instantly and resolution is provided in most cases within 48 hours and thus SLAs set in process.
- As a standard compliance All grievances are closed within 28 days of receipt with a final resolution if they require third party interventions.

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	NA (As we are services provider, we don't have any products)	
Sourced directly from within the district and neighbouring districts		

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.

The airports BU have a robust Feedback Mechanism for users to reach out for any feedback, query or complaints. The users can reach out both via on ground and digital touchpoints such as

1. Call Centre
2. Websites
3. Social Media Handles
4. Emails
5. Feedback Forms
6. QR code-based Feedbacks
7. Letters
8. Information Desks Assistance
9. Complaint Register at Terminal Offices

- We are committed to resolving customer concerns in real time through a first-time response & resolution for all queries, complaints and feedbacks. As a standard practice all acknowledgements are sent instantly and resolution is provided in most cases within 48 hours and thus SLAs set in process.

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)**

- As a standard compliance All grievances are closed within 28 days of receipt with a final resolution if they require third party interventions.

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 considering the nature of Company's product and services offerings
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0		0	0	--
Advertising	0	0		0	0	--
Cyber-security	0	0		0	0	--
Delivery of essential Services	0	0		0	0	--
Restrictive Trade Practices	0	0		0	0	--
Unfair Trade Practices	0	0		0	0	--
Other	1,504	0	All closed	1,672	0	All closed

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

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

Yes

- AMD: <https://www.adani.com/svpia-ahmedabad-airport/Privacy-Policy>
- LKO: <https://www.adani.com/ccsia-lucknow-airport/privacy-policy>
- IXE: <https://www.adani.com/mangaluru-airport/privacy-policy>
- JAI: <https://www.adani.com/jaipur-airport/Privacy-Policy>
- TRV: <https://www.adani.com/thiruvananthapuram-airport/privacy-policy>
- GAU: <https://www.adani.com/lgbia-guwahati-airport/Privacy-Policy>
- BOM: https://csmia.adaniairports.com/Privacy_Policy.aspx
- 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.

Regular review as a part of the process for Privacy Policy to ensure its in line with new regulations & policies recommended globally.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Airport Websites have information on Services available.

1. AMD: <https://www.adani.com/svpia-ahmedabad-airport>
 2. LKO: <https://www.adani.com/ccsia-lucknow-airport>
 3. IXE: <https://www.adani.com/mangaluru-airport>
 4. JAI: <https://www.adani.com/jaipur-airport>
 5. TRV: <https://www.adani.com/thiruvananthapuram-airport>
 6. GAU: <https://www.adani.com/lgbia-guwahati-airport>
 7. BOM: <https://csmia.adaniairports.com/>
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.
Usage signages at the airport terminals and Guidelines on Websites
 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.
Passenger Advisories are issued regularly on the basis of any interruptions foreseen.
 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. 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/No)

Yes, User Charters are displayed at the Terminals as per the law. Charter explains our commitments to the users of the Airport and what they can expect from as a part of their rights.

Yes, ACI ASQ Survey is a Customer Satisfaction survey which is conducted across airports which measure satisfaction scores across airport touchpoints.
 5. Provide the following information relating to data breaches:
 - a. Number of instances of data breaches along-with impact - None
 - b. Percentage of data breaches involving personally identifiable information of customers – None