

Business Responsibility Report

Section A: General Information about the Company

1. **Corporate Identity Number (CIN) of the Company :**
L45203MH1996PLC281138
2. **Name of the Company :**
GMR Infrastructure Limited
3. **Registered address :**
Naman Centre, 7th Floor, Opp. Dena Bank,
Plot No. C-31, G Block, Bandra Kurla Complex,
Bandra (East), Mumbai - 400051
4. **Website :**
www.gmrgroup.in
5. **E-mail id :**
Gil.Cosecy@gmrgroup.in
6. **Financial Year reported :**
2015-2016
7. **Sector(s) that the Company is engaged in (industrial activity code-wise) :**
The Company has Engineering, Procurement and Construction (EPC) business and is a holding company for the investments made in Airports, Energy and Transportation & Urban Infrastructure sectors.

NIC Code of the Product / service	Name and Description of main products / services
43900	Engineering, Procurement and Construction (EPC) [Handling of engineering, procurement and construction solutions in Infrastructure Sectors]
66309	Others [Investment Activity and corporate support to various infrastructure SPVs]

8. **List three key products / services that the Company manufactures / provides (as in balance sheet):**
The Company has Engineering, Procurement and Construction (EPC) business and is a holding company for the investments made in Airports, Energy and Transportation & Urban Infrastructure sectors.
9. **Total number of locations where business activity is undertaken by the Company:**
 - i. Number of International Locations (Provide details of major 5): The Group has business activities in Indonesia, Singapore, Nepal, Philippines (Cebu).
 - ii. Number of National Locations: The Company by itself and through its subsidiaries, JVs, Associates has business activities undertaken in more than five States in India, viz., Delhi, Karnataka, Telangana, Maharashtra, Odisha, Chhattisgarh, Tamil Nadu, Uttar Pradesh, Andhra Pradesh, Himachal Pradesh, Gujarat, Uttarakhand, Rajasthan, Chandigarh etc.,

10. Markets served by the Company - Local / State / National / International:

Over the past two decades, GMR Group has grown from a regional to a global infrastructure player.

The international presence of the Company's subsidiaries extends to the following geographies:

- Stakes in international coal assets in Indonesia - PTBSL & Sinarmas;
- Hydro-power projects in Nepal - Under various stages of developing;
- In Airports - Mactan Cebu International Airport in Philippines.

On the National level, the Company's subsidiaries own and operate 2 airports on Public Private Partnership (PPP) (New Delhi and Hyderabad), 10 operating energy assets in Tamil Nadu, Andhra Pradesh, Gujarat, Maharashtra, Chhattisgarh, Odisha and 2 transmission projects in Rajasthan and 2 coal blocks (1 in Jharkhand and 1 in Odisha). Company has 1 project under construction (Hydro based plant in Himachal Pradesh) and 1 Hydro plant in Uttarakhand under development, and 9 different highways (two with minority stake) with a balanced mix of toll and annuity at various locations in India - Andhra Pradesh, Karnataka, Punjab and Tamil Nadu.

Section B: Financial Details of the Company

- | | (₹ In Crore) |
|---|---|
| 1. Paid up Capital (INR) | : 603.59 |
| 2. Total Turnover (INR) | : 814.17 |
| 3. Total profit / (loss) after taxes (INR) | : (1518.90) |
| 4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) : | |
| | Not applicable due to losses in the previous years. |
| 5. List of activities in which expenditure in 4 above has been incurred: | |
| | Not applicable as the company was not required to spend any amount. |

Section C: Other Details

1. **Does the Company have any Subsidiary Company / Companies?**
Yes, the Company has 123 subsidiary Companies, as on March 31, 2016.
2. **Do the Subsidiary Company / Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)**
Yes, the Company along with its subsidiary companies participates in group wide Business Responsibility (BR) initiatives on a wide range of topics. All subsidiaries are aligned to the activities under the aegis of GMR Varalakshmi Foundation (GMRVF), a Corporate Social Responsibility (CSR) arm of the Company, which develops social infrastructure and enhances the quality of life of communities around the locations, where the Company / Subsidiaries have a presence.

3. Do any other entity / entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity / entities? [Less than 30%, 30-60%, More than 60%]

Yes, more than 60% of dealing entities participate in BR initiatives and this is mandated by the process of Sign-off by vendors/suppliers by accepting the Supplier Code of Conduct and Business Ethics.

Section D: BR Information

1. Details of Director / Directors responsible for BR

a) Details of the Director / Directors responsible for implementation of the BR policy / policies:

- DIN : 00061669
- Name : Mr. Grandhi Kiran Kumar
- Designation : Managing Director

b) Details of the BR head:

S. No.	Particulars	Details
1.	DIN (if applicable)	NA
2.	Name	Adi Seshavaram Cherukupalli
3.	Designation	Company Secretary and Compliance Officer
4.	Telephone number	T: +91 11 46084237
5.	e-mail id	Gil.Cosecy@gmrgroup.in

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as under:

- P1** – Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
- P2** – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
- P3** – Businesses should promote the well-being of all employees.
- P4** – Businesses should respect the interests of, and be responsive towards, all stakeholders especially those who are disadvantaged, vulnerable and marginalized.
- P5** – Businesses should respect and promote human rights.
- P6** – Businesses should respect, protect, and make efforts to restore the environment.
- P7** – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.
- P8** – Businesses should support inclusive growth and equitable development.
- P9** – Businesses should engage with and provide value to their customers and consumers in a responsible manner.

S. No.	Questions	P1	P2**	P3	P4	P5	P6	P7	P8	P9***
1.	Do you have a policy /policies for....	Y	Y	Y	Y	Y	Y (IMS Policy - EHSQ)	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national / international standards? If yes, specify? (50 words)	#	Y (ISO 14001:EMS & OHSAS 18001 & ISO 9001:QMS)	#	#	#	Y (MoEF, respective State Pollution Control Board, Factories act and ISO 14001:EMS)	#	#	#
4.	Has the policy been approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	Y*	http://investor.gmrgroup.in/investors/GIL-Policies.html	Y*	Y	Y	http://investor.gmrgroup.in/investors/GIL-Policies.html	Y	Y	Y
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy /policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

wherever the Group Policy is not compliant with local laws, they are suitably modified. There is no known non-compliance with international standards.

* The policy is available in Company's intranet.

** The Company and the Subsidiaries wherever applicable have relevant systems and practices in place to implement and adhere to as per the principles.

*** The Company and the Subsidiaries have systems in place and have practices as per the Principles, and formal policy based upon systems and practices will be placed before the Board for approval.

2a If answer to S. No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

S. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the Principles	Not Applicable								
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3.	The company does not have financial or manpower resources available for the task									
4.	It is planned to be done within next 6 months									
5.	It is planned to be done within the next 1 year									
6.	Any other reason (please specify)									

3. Governance related to BR:

- Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. [Within 3 months, 3-6 months, Annually, More than 1 year].

The BR performance is assessed on an annual basis.

- Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently is it published?

Annual Report containing Business Responsibility Report is available on Company's website and can be accessed at <http://investor.gmrgroup.in/Investors/annual-report.html>

Section E: Principle-wise performance

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

1. Does the policy relating to ethics, bribery and corruption cover only the company? [Yes/ No]. Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

Yes. The Code of Business Conduct and Ethics policy of the Company embodies the Group's Values and Beliefs and endeavors to lay down guidelines for employees of the Group to follow in their day to day work life. The policy applies to all employees on regular rolls of the Company including Full-Time Directors, Advisors, In-house Consultants, Expatriates and employees on contract.

As an extension of the Code of Conduct, Company has a Whistle Blower policy which applies to third parties with concerns regarding any serious malpractice or impropriety within the Group. Third parties include Vendors, Service providers, Partners, JV employees and customers. There is also a Supplier Code of Conduct and Business Ethics to ensure transparent business governance.

Company has an Ethics and Intelligence Department to expeditiously investigate and take action to protect the culture and ethical environment.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

As specified in the Corporate Governance Report, 228 investors' complaints were received during the financial year 2015-16, which have been fully (i.e. 100%) resolved to the satisfaction of stakeholder.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and / or opportunities.

Environmental Protection and Sustainability

Since inception, sustainability has remained at the core of our business strategy. Besides economic performance, safe operations, environment conservation and social well-being have always been at the core of our philosophy of sustainable business. In anticipation of upcoming regulations and requirements, the Company has invested substantially and allocated other resources to proactively adopt and implement manufacturing / business processes to increase its adherence to environmental standards and enhance its industry safety levels. At GMR Group, the challenges due to the Company's operations related to EHS aspects of the business, employees and society are mapped and mitigated through a series of systematic and disciplined sets of policies and procedures.

The Company continues to abide by regulations concerning the environment by allocating substantial investments and resources on a continuous basis to adopt and implement pollution control measures. Our continuous endeavor to go beyond compliance and conserve natural resources helps to march towards attaining excellence in environmental management and efficient & sustainable operations as well. As the Company operates in an increasingly resource-constrained world, being environmentally conscious and efficient are key to our operations. The Company has a Corporate Environment, Health, Safety and Quality (EHSQ) Policy to articulate, guide and adopt an integrated approach towards implementing EHSQ objectives and the Company is committed to the Policy. These established systems, certified by reputed certifying agencies, have helped to monitor and manage our operations systematically, safely and in environmental friendly manner. When such practices become institutionalized, they protect environment and reduce operational and other costs.

The Company understands the global thrusts for minimizing the effect of developmental projects towards global warming. The Company has developed various projects voluntarily and some of the projects are under development stage, which ultimately reduces GHG emissions into the atmosphere and thus, minimizing the global warming effect. The Company has evolved as Sustainability leader by registering 7 CDM Projects with UNFCCC.

As a responsible corporate citizen, the Company is striving to meet the expectations of neighboring communities around its plants and other

locations through GMRVF. The foundation works closely with them and strives to impact the lives of millions of farmers, youth, women and children through numerous programs.

Energy Sector

Energy Sector has continuously ventured to promote cleaner fuel operations and renewable energy. A super critical technology power plant has been developed at Chhattisgarh. The 25 MW capacities Solar Photo-Voltaic based power generation and 2.1 MW and 1.25 MW wind turbine generators in the State(s) of Gujarat and Tamil Nadu respectively, with the total capacity of the wind turbine generator being 3.35 MW are fully operational, with commitment towards sustainability in terms of clean and renewable energy resource.

GMR Energy sector has aligned its energy business with its comprehensive “EHS Framework”, adopting best manufacturing practices, optimizing energy, natural resources and technology, best available practices, go beyond compliance, etc.

All the operating units have all necessary Statutory clearances in place and are in compliance with environmental regulations. The Company has adopted state-of-the-art systems and measures to control emissions and effluent in design stage itself. Hazardous wastes management and disposal has been in accordance with Central Pollution Control Board (CPCB) guidelines. Continuous Stack Emission Monitoring System (CEMS) and Continuous Ambient Air Quality Monitoring Systems (CAAQMS) at power plants have been set for monitoring vital pollution parameters on real time basis. Also, each of the operating units has dedicated Effluent Treatment Plant to treat waste water from the units and utilize or discharge in accordance with Pollution Control Board norms. All parameters like stack emissions, ambient air quality, water quality, noise level etc., are maintained well within the stipulated norms. The monitoring reports are submitted periodically to statutory authorities. Internal audits and surveillance audits as per the requirements of ISO certifications are conducted and any observation or non-conformance is dealt with utmost importance. The system is managed by dedicated EHS team and steered frequently at apex level for quick actions.

Various employee engagement campaigns are conducted at plant by celebrating World Environment Day, National Safety Week, National Fire Service Day and Awareness Week, National Cleanliness Day, Road Safety Awareness Week, Energy Conservation Week, Earth Day etc., to create awareness and generate ideas for implementation. During mass plantation drive, the employees, their families and nearby villagers are involved. Dense green belt development is carried out at various plant sites and being steadily increased every year.

Systems and processes as per Global Reporting Initiative (GRI-G4) are being implemented across all the power plants. Energy Sector is publishing its Sustainability Report every year since FY 13-14 as per GRI-G4 guidelines, which are made available to all its relevant stakeholders. Sustainability reports are also available on Company's website. Further, Energy Sector initiated and adopted GRI-G4 based Sustainability & EHS Management software E-tool titled ‘SoFi’ for

capturing online sustainability data of all operating assets and projects - first in the power sector in India.

GMR Warora Energy Limited (GWEL) has been certified for ISO 9001: QMS, ISO 14001: EMS and OHSAS 18001 by M/s BVCI. In the year 2015, GWEL implemented and certified for ISO 50001: Energy Management System from M/s BVCI. Under the “Sampoorna Swachhata” initiative 5S implementation programmes were carried out and GWEL is certified for deploying ‘5S’ practices at plant in January 2016 by National Productivity Council (NPC). GWEL also implemented waste management initiative by installing “Mechanized bio-composter” for covering food wastes into manure. 89% of fly ash generated during FY 2015 - 16 was utilized for cement making, bricks making etc. To manage the wellness at work place, series of programmes under “Nirmal Jivan” initiatives like Navchetna Shibir for employees, fun ‘Saturday’ for stress management, counseling of all employees with dietician, health awareness, Yoga Shibir and motivational programs for employees and their family members were organized. GWEL successfully conducted series of EHS awareness programs, Earth Day, World Environment Day, National Safety Week and observing National Fire Service Week, various training programs on Permit to Work (PTW) system, emergency response plan, fire fighting, electrical safety, chemical handling, gas cylinder handling conducted to employees and contractual employees. Mock drills on scenarios such as fire in warehouse, hydrogen leakage from generator, fire in coal crusher, ash leakage from ash silo were conducted. During FY 15-16, GWEL planted 6000 fruit bearing and 14000 forest tree species under “Sustainable farming based greenbelt development” initiative. Testimonial to all such initiatives are receiving SHRUSHTI’s Good Green Governance Award-2015, Golden Peacock Occupational Health & Safety Awards - 2015, Greentech Occupational Health & Safety Awards - 2015, MEDA award 2016 for Energy Management from Govt. of Maharashtra in FY 15-16.

GMR Kamalanga Energy Limited (GKEL) is fully compliant with the statutory norms required for operation of the plant. Besides various environmental protection initiatives, audio visual safety trainings, Behavior Based Safety (BBS) trainings, work permit system with Lock Out and Tag Out (LOTO), House Keeping drive with “5-S”, Hazard identification & Risk Assessment (HIRA) were also implemented to inculcate positive safety culture amongst workforce. Following Surveillance Audit of Integrated Management System (IMS), GKEL received ISO 14001: EMS, OHSAS 18001 and ISO 9001: QMS certificates. Various campaigns viz., World Earth Day, World Environment Day, Road Safety Awareness Week, National Safety Day / Week, Pollution Prevention Day were observed to create environment awareness among the employees and contract workforce. 47% of the total ash generated in the FY 15-16 (1387671.71 MT) has been utilized for brick manufacturing and land development. In existing green area around 50157 nos. of saplings were planted covering additional area of about 64.5 acres during FY 15-16.

GMR Chhattisgarh Energy Limited (GCHEPL) has valid factory License from Inspectorate of Factories, Hazardous waste authorization &

Bio medical waste authorization from Chhattisgarh Environment Conservation Board. GCHEPL has also obtained the amendment for usage of domestic coal from MoEF. In FY 15-16, total 70,172 saplings were planted over approximately 74.32 acres within plant premises. GCHEPL received ISO 14001: EMS & OHSAS 18001 certificates for implementing Integrated Management System. Workforce at GCHEPL enthusiastically participated in various campaigns viz., World Water Day, World Environment Day, Road Safety Awareness Week, National Safety Day / Week and Fire Service Day. No major incident was reported in FY 15-16. For all operational activities and maintenance, SAP based PTW system and other work permits are followed. Compliance to Personal Protective Equipment (PPE) is ensured while working. EHS training is imparted to all new and existing employees every year.

GMR Vemagiri Power Generation Limited (GVPGL) and GMR Rajahmundry Energy Limited (GREL) units are gas based power plants. Both units are certified for ISO 9001:2008, ISO 14001:2004 and OHSAS 18001: 2007 by M/s. GL-DNV. EHS practices are deployed to achieve the highest level performance. For assessment of EHS practices, external safety audit was conducted at GVPGL, all observations were suitably addressed with action plan. EHS training is imparted regularly like 'First Aid' through M/s. St. John Ambulance. Mock drills for each plant were conducted on different emergency scenarios. EHS initiatives like celebration of Road Safety Week, National Safety Week Fire Service Week, World Earth Day and World Environment Day are done at plant sites to enhance the EHS awareness level. On day of 'Karthika Vanamahotsavam', 100 tree saplings were planted.

GMR Energy Limited (GEL), Kakinada has established efficient EHS procedure and practices which has achieved zero Lost Time Injury Frequency Rate (LTIFR) with nil reportable accidents in FY 15-16. Plant is compliant with all statutory norms and procedures. GEL celebrated World Environment Day, Safety Week, Road Safety Week, Fire Service Week, Earth Day and Karthika Vanamahostavam. Swachh Bharat campaign is in progress. Periodical surveillance audit of ISO 9001:2008, ISO 14001:2004 and OHSAS 18001: 2007 has been done by M/s GL-DNV. GEL successfully implemented 2 environmental management programme on energy conservation and minimization of water consumption. To make the area green, plantations were done by employees in plant premises as well as nearby schools.

GMR Bajoli Holi Hydro Power Project is being constructed with compliance to all applicable EHS rules, regulations and best practices. In FY 15-16 there was nil reportable major incident at site and project achieved 54,18,369 safe man hours in FY 15-16. First Surveillance audit for Integrated Management System covering ISO 9001:2008, ISO 14001:2004 and OHSAS 18001: 2007 certificates was conducted by M/s TUV India. Periodical medical check-ups were conducted for employees and contract workers. Regular medical camps are also organized for workforce and community. Safety tool box talk, safety training and site inspections are conducted on daily basis. 100% contract employees were covered under EHS awareness on utilization of PPE at site. All critical air quality parameters inside tunnels are

displayed at adit portal. First aid medical assistance set up has been created at site which is managed by a qualified doctor and paramedic staff with ambulance. Various EHS reviews are conducted every month at site. In FY 15-16 approximately 2800 saplings were planted at project and colony site.

Airport Sector

Airport Sector embraces the concept of sustainability by managing activities in environment friendly manner, minimizing natural resource utilization and maintaining collaborative relationships with the community and stakeholders. Our strategy for long-term stability and continual improvement is focused on cost-effective operation, social responsibility, environment and ecology oriented business approach and practices, which are governed and managed by latest technological processes, improved infrastructure, efficient operational measures, continuous learning and education, effective change management and communication with all possible stakeholders' support.

Environment Sustainable Management is an integral part of our business strategy which helps in achieving social credibility and business sustainability by efficient integration of policy, system, procedures, infrastructure and community support. The Company adopted all possible proactive sustainable approach for the airports to develop an environment friendly posture that accommodates the community's concerns while meeting all regulatory requirements. Our key environmental and social elements which have direct/indirect impact on society are aircraft noise, emission, air quality, water and wastewater, solid waste and conservation of natural resources. A dedicated team of professionals is deployed to deal with all areas of environmental and social concerns. All the impacts associated with its business aspect are being effectively resolved by working closely with the communities around the airport by proper knowledge sharing forum, media communications, communication to stakeholders and stakeholders' meeting, further with the support of regulatory and government agencies.

Air and Water management is ensured by regular monitoring, analysis and following government regulations and guidance. Solid and Hazardous wastes are handled as per the applicable rules. Sewage Treatment Plant is operational to treat the waste water. Entire treated water is being reused appropriately for the flushing, irrigation purposes.

Delhi International Airport Private Limited (DIAL)

Environment Sustainable Management is an integral part of your Company's business strategy. It focuses highly on natural resource conservation, pollution preventions and skill developments on the part of business sustainability at Delhi Airport by efficient integration of policy, system, procedures, infrastructure and community support.

DIAL is committed to conduct its business in an environment and social friendly manner by adopting all possible operational and technological measures to minimize the impact of its activities on the environment and society.

DIAL has adopted all possible proactive sustainable approach for the airport to develop an environment friendly posture that accommodates the community's concerns, while meeting all regulatory requirements.

Some of the recent achievements of DIAL during this financial year are:

- Green Company Gold Level Award on June 25, 2015.
- CII - Green Company Best Practices Award in Renewable Energy and GHG Mitigation, June 25, 2015.
- National Award for Excellence in Energy Management by CII, October, 2015.
- Golden Peacock Sustainability Award 2015 in October 2015
- DIAL CEO represented International Aviation community along with ICAO President Dr. Aliu at Conference of Parties (COP 21) in Paris on December 03, 2015.
- Release of knowledge sharing document on "Aviation Best Practices: Climate Change and Emission Reduction" on August 25, 2015 as a founding member of India GHG Program in association with Confederation of Indian Industry (CII), The Energy Resources Institute (TERI) and World Resources Institute (WRI).
- Successfully completed ISO 14001 - Environment Management System sustenance audit by M/s. DNV (Sustaining from 2009).
- Sustain "Optimization Level" accreditation by Airport Council International (ACI) since 2012 for Carbon Management implemented at IGI Airport .
- Achieved a Carbon intensity of 2.32 kgCO₂ / Pax during the year 2015-16.
- 6th ACI Asia-Pacific Regional Environment Committee (REC) seminar was organized at Delhi Airport from March 10-11, 2016.
- DIAL is also Energy Security Steering Committee Member of TERI Business Council for Sustainable Development.
- Regular Training on Environmental Management and Sustainability Management.
- Environment Day celebration and Tree plantation on every World Environment Day event on 5th June.

GMR Hyderabad International Airport Limited (GHIAL)

GHIAL operates the Rajiv Gandhi International Airport (RGIA) at Hyderabad. GHIAL considers EHS as an integral part of business and is committed to conducting business in an environment-friendly and sustainable manner, in line with Group's Vision, Mission, Values, Beliefs and Corporate Policies. GHIAL believes in the concept of 3R principles (Reduce-Reuse-Recycle) and actively promotes the same among all its stakeholders. During the year, the organisation has focused on actively promoting safety culture and sustainable operating environment through optimal use of all resources. All the initiatives were successfully implemented with the active co-operation by all the internal and external stakeholders.

GHIAL is committed to develop, nurture and proactively promoting EHS culture at GHIAL with the philosophy of 'Safety first.'

As part of its continual improvement of EHS performance, GHIAL has initiated many safety awareness programmes, trainings, audit and inspections on a continual basis. During the year there was no safety occurrence involving fatality. The 'Safety Management System' (SMS) at GHIAL is robust and is currently in Phase-4 in terms of its maturity and meticulous implementation which is in line with DGCA guidelines. The Aerodrome License has been renewed and valid till March 03, 2018. Further, GHIAL has been re-certified by BVQ for IMS (OHSAS 18001) for the period from January 01, 2016 to December 31, 2018.

As a continual improvement of EHS initiatives, the organization has identified the 'Human factors' in safety occurrences as a primary concern and engages the stakeholders through various forums to enhance awareness on this crucial factor. In addition to this regular safety alerts and notifications are sent across as a proactive safety measure. The safety management system at GHIAL has been comprehensive with the combination of DGCA mandates, British Safety Council guidelines and OHSAS-18001 framework which makes it unique feature.

Safety assurance is closely monitored through various safety oversight activities which include annual safety audits and inspections of all key stakeholders and service providers encompassing safety processes, personnel competencies and process audits. Additionally, 'Management of Change' is a critical requirement to ensure continued safety practices which is exercised through carrying out Safety Assessment of all major changes within the airport and meticulously maintained risk register. Various safety concerns are deliberated and adequately addressed in various safety committees including Runway Safety Committee, Apron Safety Committee, Works Coordination Committee etc.

To maintain ecological balance at RGIA, green belt has been developed in an area of 273 hectares with various plant species and 971 hectares of natural greenery has been left undisturbed. RGIA has won the best landscape award at the Garden festival for the sixth consecutive year in 2016 from the Commissioner Horticulture, Dept. of Horticulture, Government of Telangana.

RGIA has achieved energy saving of 3.397 million kWh (kilowatt hour) in the last five years from various energy conservation practices. It has reduced its carbon footprint by 5578 tonnes in 2015 over base year 2009. RGIA received "Certificate of Merit" in National Energy Conservation Awards 2011 from Bureau of Energy Efficiency, Govt. of India for its achievements.

It has also received the CII Award for "Excellent Energy Efficient Unit" during the 16th National Award for Excellence in Energy Management 2015.

The RGIA Passenger Terminal Building has 'Leadership in Energy and Environmental Design' (LEED) certification for its unique design, which allows maximum natural lighting, and other features that enable optimal use of energy and water.

Wastewater is being treated in Sewage Treatment Plant (STP) at site and being reused for flushing and plantation. Sludge from STP is being used as manure.

At RGIA, the rainwater net recharge is estimated at 1.729 million cubic metre per annum. Surface water use and several water saving measures contribute to water conservation.

Food waste generated from the airport is converted as compost on the site. Compost is used as manure in place of Chemical Fertilizers. Paper and plastic wastes are handed over to recyclers for reprocess and reuse.

RGIA very actively promotes environmental awareness to the airport community and to the passengers by observing various days like World Environment Day, World Forestry Day, Ozone Layer Protection Day, Earth Day, etc.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

- i. Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain?
- ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?

3. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

EPC division of the Company is certified for OHSAS 18001:2007. Green Certification [LEED - India] for DAV School, Rajam has been received. As part of sourcing strategy, priority is given to sourcing of local raw materials like sand, aggregate etc., [unless specified otherwise by client] for construction of Railways, Roads, Buildings and Power Projects. Also procurement procedures form part of the standard ISO procedures. In addition, EPC division strives to design and construct sustainable projects which include water and energy conservation measures, continuous monitoring of environmental parameters [like noise, air, water], identify and use of resources that are environment friendly, green technologies and deployment of fuel efficient equipments and machineries.

The fuel in the Energy Sector subsidiary companies is sourced through pipelines to the plant avoiding wastages like leak, vapourisation etc. The Company and its subsidiaries have a Procurement Policy in place and vendors agree to the GMR Code of Conduct and Business Ethics.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

With the completion of construction of plant and declaration of COD, local people have been considered for various services for the Company under O&M. These include housekeeping services,

photography, catering services and printing stationery. Apart from that, petty work contracts for building maintenance, road and drains cleaning, stone pitching have been awarded to local persons only. All the O&M vendors have been notified by GCHEPL for appointing 70% of unskilled manpower from local villages and the local manpower to be given priority while recruiting technicians/welders/ supervisors.

For subsidiary companies in Energy Sector: The Companies have a policy of procuring goods and services like horticulture, housekeeping, hospitality support services and the like from nearby suitable sources of supply. The Companies have their internal methodology of procuring above goods and services. GMRVF, the CSR wing of GMR Group, helps the Companies for selling the products made by nearby community, trained by GMRVF.

For subsidiary companies in Airport Sector:

- (i) Hyderabad Airport (GHIAL): The airport Business Development, FMS, Security, Terminal Operations and several other departments work closely with the CSR team of GHIAL to identify opportunities for getting goods and services from local community. There have been several exclusive and niche services in the airport which are being provided by local community entrepreneurs. For example, the photography services which were allocated to a local photographer for the last 5 years, in this year this service got more opportunity with the opening of visa-on-arrivals, wherein he has now been allocated space inside the airport and provides photos to passengers who come without them for visa. Like this, the barber, tyre inflation, grocery shop, housekeeping, etc. have all doing good business and expanding the same. In the reporting year, the road barricades placed at the airport road were also made and repaired locally at the training centre. A new initiative of cultivating vegetables through involvement of local community has been initiated by the Landscape Department where in the vegetables are being sold to employees as well as staff canteen, hotel, etc. in airport premises. The EMPOWER initiative for selling products made by local women at the airport continued with good sales at airport shops and supply to GHIAL for various events. The women were also engaged for uniform stitching as well as aircraft seat cover stitching at the MRO. The skill training centre in the airport premises continues to run courses in about 7 different disciplines and trained close to 650 candidates with more than 80% placement including some with concessionaires at the airport. A special 'FMS Supervisor Course' was run at the centre this year for in-service and fresh candidates. All the candidates from this course got placements through airport concessionaires.
- (ii) Delhi Airport (DIAL): The Corporate Social Responsibility (CSR) Unit of DIAL has been working with the communities neighboring Indira Gandhi International (IGI) Airport, since June 2006 in technical collaboration with GMRVF. The activities were started in Mehramnagar and the same were extended to Savda Ghevra in January 2007, the resettlement colony where

illegal encroachments of Airport land were rehabilitated by the Govt. Outreach of CSR activities were extended to Shahbad Mohammadpur in August, 2014. The CSR unit is working with approximately 20,000 people altogether in three communities.

In addition, it runs a vocational training center where drop out youth are given skills and gainfully employed. During the year 2015-16, the following activities/initiatives were taken up under the thrust areas of Education; Health, Hygiene & Sanitation; Empowerment and Livelihoods, as per the CSR policy of the Company.

EDUCATION

Recognizing the importance of Early Childhood Education in the holistic development of children, DIAL-CSR is running 3 Balabadis (Pre-schools for the children of 3-5 year age group) covering 90 under-privileged children. During the year 2015-16, total 78 children from 3 Balabadis were admitted in formal schools. DIAL-CSR is running 02 Kid Smart Early Learning Centers in Municipal Corporation of Delhi, Boys Primary school, Shahabad Mohammadpur and in Savda Ghevra, benefiting about 400 children. The Kid Smart center is the IBM supported digital literacy based program for children from 3-9 year age group.

The CSR unit also runs After School Learning Center (ASLC) for students of Std. VI to X which benefitted 147 children. The ASLCs provide tuition support to the slow learners. For the children below VI Std., DIAL-CSR initiated new intervention called Minimum Learning Standard program. This initiative is based on the NCERT given Minimum Learning Level that emphasizes on learner focused age appropriate learning. During the year, 190 children benefitted.

HEALTH, HYGIENE AND SANITATION

DIAL-CSR has initiated three programs viz. Reproductive and Child Health (RCH); Life Skill Education for Adolescents and General Health Awareness under RCH program. Around 150 women received antenatal and postnatal care, support services and also immunization of more than 300 children was done at Savda Ghevra.

Under Life Skill Education Program for Adolescents, DIAL-CSR has trained a cadre of more than 90 adolescents (42 girls and 51 boys) as Peer Educators on Adolescent Reproductive and Sexual Health and other life skill related issues. These trained adolescent girls are now working as change agents among 200 peers. Life Skill Center (resource center) in Savda Ghevra continues to provide information, referral and counseling services to adolescents. 516 People with disability were benefitted through enabling equipment, physiotherapy, medicines and counseling to care takers.

DIAL CSR also contributed to GMRVF under Swachh Bharat Abhiyan for construction of 1 and maintenance of 3 community toilets in Andhra Pradesh and maintenance of city toilet at Bengaluru reaching out to 4000 users.

EMPOWERMENT AND LIVELIHOODS

DIAL- CSR is implementing various initiatives for empowering youth and women like vocational training for youth, individual livelihood support and marketing support to women entrepreneurs.

Centre for Empowerment and Livelihoods - Delhi (CEL-D):

Started in September 2009, engaged in imparting vocational skill trainings for under-privileged dropout youth. Till date we have trained 2815 youth.

Training is provided in various trades like Basic Computers; Basic Electrical; Refrigeration and Air Conditioning; Cargo Management; Excavator Operator; Welding & Fabrication etc. All the courses are being run in partnership with leading industries like Volvo, Voltas, ATDC, VDMA, CELEBI etc. During 2015-16, a total of 941 under-privileged youth were trained and 876 had been successfully settled.

Besides running CEL-D, DIAL CSR supported vocational training of 3700 youth with settlement rate of 76% under **Skill India Initiative** through 8 vocational training institutes run by GMRVF across India located in Madhya Pradesh, Andhra Pradesh, Telangana and Karnataka.

DIAL-CSR is running a stitching cum production center for the women and girls in Mehramnagar community. 10 new women were trained on jute based product making and 25 women were benefitted directly through marketing of products made by them.

DIAL-CSR is running Community Resource Center (CRC) to help community to get access to Government schemes by providing them relevant information. In the reporting period, 131 people were helped to get enrolled in different Government schemes like Pradhan Mantri Jan Dhan Yojana, Aadhar Card, old age pension, getting widow pension, income certificate etc.

25 women were made literate through TATA supported Computer Based Functional Literacy (CBFL) program at Shahbad Mohammadpur village in Delhi.

5. **Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

The Company's subsidiaries operate in different business sectors like Energy, Airports, Highways and Urban Infrastructure. The waste water at the power generation plants and Airports, is recycled and used for gardening and other cleaning purposes. The waste handling activity of Delhi Airport has been outsourced to waste handling agencies accredited by DPCC and MoEF and all waste is handled as per regulatory requirements and timely returns are filed with concerned Government Agencies.

Also, wastes generated during the operations of the power generation plants are sent to the authorized agencies of CPCB / SPCB for treatment. Ash generated at the power plants is being reused and

disposed to cement and brick manufacturers, for road making and filling in low lying areas / abandoned quarries.

Principle 3: Businesses should promote the wellbeing of all employees

1. Please indicate the Total number of employees:

Sl No.	Category of Employees	No. of Employees
1	Managerial Staff (Executive Cadre)	472
2	Operations Staff (Non-Executive Cadre)	84
	Total	556

2. Please indicate the Total number of employees hired on temporary / contractual / casual basis:

Sl No.	Category of Employees	No. of Employees
1	Advisors & Consultants	14
2	Sub-Contracted Employees	NIL
3	Casual Employees	NIL
	Total	14

3. Please indicate the Number of permanent women employees:

Number of permanent women employees : 57

4. Please indicate the Number of permanent employees with disabilities:

Number of permanent employees with disabilities : NIL

5. Do you have an employee association that is recognized by management?

There is no employee association in the Company.

6. What percentage of your permanent employees is members of this recognized employee association?

N.A.

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending as on the end of the financial year.

S. No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1	Child Labour/forced labour/ involuntary labour	NIL	NIL
2	Sexual harassment	NIL	NIL
3	Discriminatory employment	NIL	NIL

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

- Permanent Employees: 100%
- Permanent Women Employees: 100%
- Casual / Temporary / Contractual Employees: 100%
- Employees with Disabilities: N.A.

All the contractual employees of the Company receive mandatory safety training before entering their premises and receive the job training through the contractor and the Company.

Principle 4: Businesses should respect the interests of, and be responsive towards, all stakeholders especially those who are disadvantaged, vulnerable and marginalized

1. Has the company mapped its internal and external stakeholders? [Yes/No].

Yes. Whenever the Company sets up a business, it surveys the surrounding communities and identifies key stakeholders.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

There is a specific focus on identifying the vulnerable amongst the stakeholders. These include landless, tribal communities, socially and economically backward sections, people with disabilities, women-headed households etc. The Company conducts need assessment studies in its business locations and identifies the needs of communities with special focus on disadvantaged and vulnerable communities and all the CSR activities are being planned and implemented based on the identified needs of the communities.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

For the Company, community is a major stakeholder of business. Thus, GMR Group works with the under-privileged communities around its business operations for improving their quality of life. A special focus is laid on vulnerable and marginalized sections of the community such as differently-abled persons, elders, tribals, migrant labour etc. GMRVF initiated Tent School program in Bengaluru for the children of migrant labour communities. About 1000 children get benefit from this Tent School initiative that otherwise had to drop out of education due to migratory nature of their families. At Delhi, the CSR unit is running Samarth program for mainstreaming differently-abled persons through inclusive education, creation of livelihood opportunities, facilitating their rights and entitlements etc. Over 200 persons / children with disabilities benefit from this initiative. To address the health care needs of disadvantaged elderly people, GMRVF is running 4 Mobile Medical Units at different locations which takes quality health care to the doorsteps of about 7000 elderly and vulnerable people. At Shahdol (MP), GMRVF partnered with Women and Child Welfare Department to set up Anganwadi centers in tribal hamlets which provide pre-school education, nutrition support etc. for children of 0-5 years age, adolescent girls, pregnant and lactating women. Foundation is also running 11 Nutrition Centers which provide supplementary nutrition, health check-ups and health awareness to pregnant and lactating women from under-privileged families. Also, in the vocational training program of GMRVF, preference is given to the candidates from disadvantaged backgrounds and special efforts are put to mainstream them through provision of required skills. Further, Foundation has set up Girijan Institute of Rural Entrepreneurship Development in the Seethampet Agency area in Srikakulam district of Andhra Pradesh which provides skill trainings to tribal youth in different vocations. GMRVF also has focused programmes to reach out to women and improve their livelihoods. In the remote, hilly areas of

Uttarakhand and Himachal Pradesh where the Group has businesses, the Foundation conducts special outreach health camps to cater to the health care needs of people who otherwise have no access to any kind of health care facilities.

Principle 5: Businesses should respect and promote human rights

1. Does the policy of the company on human rights cover only the company or extend to the Group / Joint Ventures /Suppliers / Contractors / NGOs / Others?

The Company has a policy on Human Rights. Additionally, policies like Code of Conduct, Whistle Blower Policy, Disciplinary Policy, Policy against Sexual Harassment and Policy on Work Environment coupled with transparent HR processes and practices adequately cover the human rights aspects.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

There were no reported complaints received during the financial year 2015-16.

Principle 6: Business should respect, protect, and make efforts to restore the environment

1. Does the policy related to Principle 6 cover only the company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / others.

The policy related to principle 6 is applicable to all the units of GMR Group, its contractors and its employees.

2. Does the company have strategies / initiatives to address global environmental issues such as climate change, global warming etc? [Y/N]. If yes, please give hyperlink for webpage etc.

Yes, the Company and the Group has strategies to address global environmental issues such as Climate Change and Global Warming.

GMR Group has initiated the process of Clean Development Mechanism (CDM) in 2008 and commenced assessment of Carbon Footprint of its units.

The Company has evolved as Sustainability leader by registering 7 CDM Projects with United Nations Framework Convention on Climate Change (UNFCCC). Terminal 3 (T3) of Indira Gandhi International Airport (IGIA) has become the first terminal in the world to have successfully registered with UNFCCC as CDM project for its Greenhouse Gas (GHG) emission reduction initiatives.

DIAL is accredited by Airport Council International (ACI) for its Carbon Management at IGI Airport to "Optimization Level". DIAL has installed 2.14 MW solar plant at IGI Airport and is the first airport in India having mega solar power plant at airside premises. DIAL further upgraded the total solar power plant capacity to 7.84 MW by adding another 5.7 MW during the FY 2015-16. GHIAL has been accredited for Level 3 (Optimization) 'Airport Carbon Accreditation' by ACI. GHIAL became the 1st Airport in the country and 2nd Airport in the Asia Pacific Region to get this accreditation.

3. Does the company identify and assess potential environmental risks? [Y/N]

Yes, the company has a procedure to identify and assess potential environmental risk. All operating units have implemented Environmental Management System as ISO 14001 international standard requirements and have been certified by external auditors.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Yes, the Company through its subsidiaries/associates is actively involved in the development of CDM projects. It has taken the initiative towards developing the projects which are energy efficient, utilizes cleaner fuel and uses renewable energy resources as fuel. In such endeavor, the Group has registered 7 CDM projects at UNFCCC till date. Also, UNFCCC has issued 3,16,124 certified emission reduction in FY 2013-14. The Group does not have the requirement to file any environmental compliance related to CDM; however, the environmental aspects related to compliance and sustainability are included in the Project design document of CDM. DIAL has successfully registered "Energy efficiency measures at Terminal 3" at UNFCCC in the month of July, 2013.

5. Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy etc., [Y/N]. If yes, please give hyperlink for web page etc.

Yes. The Company understands the thrust of achieving energy efficiency and effectively utilizes the available clean technology and renewable energy resources in all its business developments. Delhi Indira Gandhi International Airport, Terminal 3 has been awarded green building "LEED GOLD" rating from Indian Green Building Council (IGBC) thereby making it one of the largest Green Buildings in the world¹. The Rajiv Gandhi International Airport (RGIA) Passenger Terminal Building has 'Leadership in Energy and Environmental Design' (LEED) certification for its unique design, which allows maximum natural lighting, and other features that enable optimal use of energy and water. RGIA is the first airport in the world to be awarded the LEED silver rating for its eco-friendly design². Upcoming thermal power plants projects based on Coal are planned with the latest available technology viz., Supercritical Technology and wherever feasible the projects are developed to use Natural Gas, which is the Clean fuel resource. The operating power plants viz., GMR Power Corporation Limited (GPCL) and GMR Vemagiri Power Generation Limited (GVPGCL) are already identified as energy efficient power plants as per the Notification [S.O. 687 (E) dated March 30, 2012] issued by the Ministry of Power under the Perform, Achieve and Trade (PAT) Mechanism. The Company is involved in developing the projects under renewable portfolio. The

1 <http://www.newdelhiairport.in/environment.aspx>
 2 <http://www.hyderabad.aero/environment.aspx>

Company takes the pride of commissioning 25 MW grid connected Solar Photo Voltaic based power plant at solar park developed by Gujarat Power Corporation Limited, Charanka in Gujarat. The Company has also commissioned the wind mill in Gujarat (2.1 MW Capacity) and Tamil Nadu (1.25 MW Capacity).

In addition to the above initiatives, DIAL has installed 2.14 MW plant at IGI Airport and is the first airport in India having mega solar power plant at airside premises. DIAL further upgraded the total solar power plant capacity to 7.84 MW by adding another 5.7 MW during the FY 2015-16. This measure has been taken to promote renewable energy use and reduce associate emission and also to support National Climate Change Action Plan. GHIAL has a proposal for 5 MW Solar Power Plant as part of green energy promotion.

6. Are the Emissions / Waste generated by the company within the permissible limits given by CPCB / SPCB for the financial year being reported?

Yes, all the emissions and waste generated by the Company including its subsidiaries is well within the permissible limits prescribed by CPCB / SPCB.

7. Number of show cause / legal notices received from CPCB / SPCB which are pending (i.e., not resolved to satisfaction) as on end of the Financial Year.

Nil

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

The Company is a member of:

- A. Confederation of Indian Industry (CII), Chennai
- B. The Associated Chambers of Commerce & Industry of India (ASSOCHAM), New Delhi
- C. Federation of Indian Chambers of Commerce & Industry (FICCI), New Delhi
- D. Bangalore Chamber of Industry & Commerce (BCIC)
- E. Indo-Japanese Chamber of Commerce & Industry (Karnataka) (IJCCI)
- F. PHD Chamber of Commerce & Industry (PHDCCI), New Delhi
- G. Maharashtra Economic Development Council (MEDC)
- H. Thought Arbitrage Research Institute (TARI)

2. Have you advocated / lobbied through above associations for the advancement or improvement of public good? [Yes/No]; if yes, specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

Yes, following are the broad areas:

- (i) Economic Reforms
- (ii) Airport Services
- (iii) Energy Sector

Principle 8: Businesses should support inclusive growth and equitable development

1. Does the company have specified programmes / initiatives / projects in pursuit of the policy related to Principle 8? If yes, details thereof.

Yes, GMR Group works with the communities surrounding its business operations with a vision to make sustainable impact on the human development of under-served communities through initiatives in Education, Health and Livelihoods. The programs are designed based on the local needs identified through the baseline studies at each location. Thus, all the programs are sensitive to the needs of local communities and ensure a high level of participation from the communities. Under the area of Education, GMR Group is running an Engineering, Degree and B.Ed colleges in AP apart from several schools. 20% of the seats in all the schools are provided free of cost to the children from poor communities. Group also supports the education of poor students by facilitating Scholarships and Education loans. About 4000 students have received such support. GMR Group also focuses on improving the infrastructure facilities and quality of education in Government schools and pre-schools, apart from running its own Balabadis (Pre-schools for children of 3-5 year age group). About 350 Govt. schools are supported, reaching out to over 35,000 children. About 3500 school age children in 180 Balabadis and Anganwadis across the country benefit from the Group's initiatives. Over 250 children have been sponsored to quality English Medium Schools under the Gifted Children Scheme and their complete educational expenses are borne by the Foundation. Technology enabled learning is also facilitated with the setting up of 39 IBM Kid Smart Early Learning Centers across the locations. Tent schools are being run to educate and mainstream about 1000 children of migrant labour. In the area of health, GMR Group is providing health services to under-served communities by running a 135-bed hospital, 28 medical clinics, 2 ambulances and 4 Mobile Medicare Units. The medical clinics of the Foundation are serving over 7000 patients per month. 29 public toilets have been constructed in both rural and urban locations to improve sanitation facilities which are used by about 30,000 people per month. Further, over 750 families have been supported for the construction of Individual Sanitary Lavatories. Many awareness programs are organized on health and hygiene related issues which have shown lot of impact on the health status of the communities. Enhancing the livelihoods of the communities is another area of the focus, and to achieve this, as part of the CSR, 10 vocational training centers are run in different locations through which about 5000 under-privileged youth are trained every year in different market relevant skills. Over 80% of these trainees are settled in wage or self-employment. About 1,700 families are being supported with farm and

non-farm based livelihoods to enhance their incomes. The Group also works towards women empowerment by promoting and strengthening Women Self Help Groups. About 300 groups are formed so far with more than 3,500 members and are receiving thrift, credit, capacity building and market support. Further, the community development initiatives focus at establishing village libraries, promoting youth and children's clubs and also on generating awareness among communities on key social and environmental issues.

2. Are the programmes / projects undertaken through in-house team / own foundation / external NGO / government structures / any other organization?

GMR Group implements the community development programs through its own foundation i.e., GMR Varalakshmi Foundation, a Company registered under Section 25 of the Companies Act, 1956. The Foundation is governed by a Board of eminent professionals chaired by the Group Chairman. It has its own professional staff drawn from top academic institutions.

3. Have you done any impact assessment of your initiative?

Yes, GMRVF conducts impact assessment studies, both external and internal, in its project locations to understand the effectiveness of the programs.

4. What is your company's direct contribution to community development projects - Amount in INR and the details of the projects undertaken?

The CSR spend of the Group for the financial year 2015-16 was ₹ 31.63 Crore.

Projects undertaken:

Education:

- 1) Supporting Govt. schools with Vidya Volunteers, Teaching Learning Materials, After School Learning Centers, Small infrastructure, Teachers' training etc., to improve the quality of education;
- 2) Supporting Govt. Anganwadis and setting up Balabadis to provide quality pre-school education;
- 3) Support to students with coaching for different entrance and competitive examinations, scholarships and loans for pursuing higher education etc.

Health, Hygiene and Sanitation:

- 1) Running Medical Clinics, Mobile Medical Units and Ambulances where ever there is a gap of such health facilities;
- 2) Conducting need based general and specialized health check-up camps and school health check-ups;
- 3) Conducting health awareness programs with special focus on seasonal illnesses, HIV/AIDS etc.,
- 4) Construction of Public Toilets and facilitating construction of Individual Sanitary Lavatories.

Empowerment and Livelihoods:

- 1) Running 10 vocational training centers for training under-privileged dropout youth in different vocational programs;
- 2) Promoting and strengthening Self-Help Groups of women and providing training, input and marketing support for them to take up income generation programs;
- 3) Running community libraries, supporting youth clubs, conducting awareness programs on social issues etc.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

GMRVF lays great emphasis on involving community in their development process. Towards this, GMRVF conducts wide consultations with the communities before initiating any program and develops programs based on the local needs identified by the communities. Community members are engaged at every stage of the programs and all the systems and procedures have been made accountable and transparent for the communities. For example, in the education programs, GMRVF strengthens School Management Committees, Parents Associations and facilitates parent teacher meetings so that these committees monitor the programs closely and effectively. Where relevant, Self Help Group (SHG) federations have been formed and strengthened so that they would take the responsibility of facilitating and monitoring the SHGs. Child clubs, Youth clubs, SHGs and other community based institutions are made involved in all the community development programs which help in building ownership of the programs.

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

1. What percentage of customer complaints / consumer cases are pending as on the end of financial year?

DIAL received a total of 947 complaints during the financial year from various persons availing either airport services or the services of various airlines. Out of the said 947 complaints, as on March 31, 2016, there were 21 open complaints.

One consumer case is pending against GMR Ambala-Chandigarh Expressways Private Limited (GMRACPL) before Mohali's District Consumer Redressal Forum.

Two complaints filed against GHIAL are pending before the Hyderabad State Consumer Redressal Forum and RR District Consumer Redressal Forum respectively.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? [Yes/ No/N.A./Remarks (additional information)]

Not Applicable

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending

as on end of financial year. If so, provide details thereof, in about 50 words or so.

Not Applicable.

4. Did your company carry out any consumer survey / consumer satisfaction trends?

As part of Customer focus initiatives, the Company at regular intervals captures the Satisfaction levels of its Clients (Internal as well as External) to capture the stated and unstated needs and expectations. The Company measures the Customer Satisfaction at four stages viz., during initiation and mobilization, execution, handing over and defect liability period. Customer Satisfaction Survey captures feedback on various criteria like Planning, Execution, Safety and Quality on the scale of 1 to 5 and also captures suggestions / comments, if any, from the Customer. This information is analyzed to arrive at actionable points to improve our service offerings. Business Balance Score Card (BBSC) and Goal Sheets (of related employees) have weightage to improve Customer feedback and Satisfaction index.

4th Road Users Satisfaction Survey at GMR Highways:

GMR Highways conducted its fourth successive Road User Satisfaction Survey (RUSS) at all its Assets [both Toll and Annuity] with an objective of understanding and measuring the Road Users' awareness and

satisfaction with GMR Highway's facilities, services and other aspects of road users' experiences and perceptions. A cross functional team from Operation and Maintenance at Site and HO along with Business Excellence, GMRVF and RAXA administered the survey. The survey was carried out for 7 days from December 14-20, 2015 at various prominent locations along the highways like truck lay bays, bus lay bays, rest areas, hotels, dhabas, bus stands etc.

Survey feedback was collected from a random sample size of over 2200 Road Users across all Assets targeting various segments of road users such as Cars, LCVs, Buses, Trucks, MAVs, Two and Three Wheelers. Different set of questions [19 for toll and 13 for annuity based Assets] were asked in the survey covering all important aspects of highways. The feedback was taken on a 5 point scale representing Poor, Average, Good, Very Good and Excellent. A detailed analysis report based on the survey feedback was prepared. All Assets have performed exceedingly well on all the major parameters as compared to last year. Action plans were prepared and implemented wherever gaps were identified to further improve the Road User experience.

The subsidiaries of the Company i.e. DIAL and GHIAL, as per the covenants of the concession agreement, have to regularly conduct passenger surveys in order to evaluate the performance resulting in form of the internationally accepted ASQ scores.