Business Responsibility & Sustainability Report

Section A General Disclosures

I. Details of the listed entity

1.	**Corporate Identity Number (CIN) of the Listed Entity**	L74899HR1995PLC132187
2.	**Name of the Listed Entity**	Bharti Hexacom Limited ('Bharti Hexacom' or 'Hexacom' or 'Company')
3.	**Year of incorporation**	1995
4.	**Registered office address**	Airtel Center, Plot No. 16, Udyog Vihar, Phase-IV, Gurugram - 122015, India
5.	**Corporate address**	Bharti Crescent, 1, Nelson Mandela Road, Vasant Kunj, Phase II, New Delhi - 110070, India
6.	**Email**	bhartihexacom@bharti.in
7.	**Telephone**	+91-0124-4222222, +91-011-4666 6100
8.	**Website**	www.bhartihexacom.in
9.	**Financial year for which reporting is being done**	FY 2025-26
10.	**Name of the Stock Exchange(s) where shares are listed**	BSE Limited (BSE), National Stock Exchange of India Limited (NSE)
11.	**Paid-up Capital**	₹2,500 Mn
12.	**Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report**	Amit Chaturvedi, Company Secretary and Compliance Officer, Telephone Number: +91-11-4666 6100, Email Id: bhartihexacom@bharti.in
13.	**Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together)**	Standalone basis - Bharti Hexacom Limited, unless otherwise specified
14.	**Name of assurance provider**	DNV Business Assurance India Private Limited
15.	**Type of assurance obtained**	Reasonable Assurance (for BRSR core indicators) and Limited Assurance (for other indicators)

II. Products/services

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

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

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

Sr.No	Product/ Service	NIC Code	% of total Turnover Contributed
1.	**Wireless Telecommunication Activities** • Activities of Internet access by the operator of the wireless infrastructure (61201) • Activities of maintaining and operating cellular and other telecommunication networks (61202) • Activities of other wireless telecommunications activities (61209)	612	95.93

2.	**Wired Telecommunication Activities** • Activities of basic telecom services: telephone, telex and telegraph (includes the activities of STD/ISD booths) (61101) • Activities of providing internet access by the operator of the wired infrastructure (61104)	611	4.07

III. Operations

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

Location	Number of plants*	Number of offices	Total
National	Not Applicable	12	12
International**	Not Applicable	Not Applicable	Not Applicable

**Mobile towers are not included.*

*** Bharti Hexacom has no international operations.*

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	7
International (No. of Countries)*	Not Applicable

** Bharti Hexacom has no international operations*

b. What is the contribution of exports as a percentage of total turnover of the entity? 0.14%

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

IV. Employees

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

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
			Employees			
1.	Permanent (D)	546	468	86	78	14
2.	Other than Permanent (E)	-	-	-	-	-
3.	**Total employees (D + E)**	**546**	**468**	**86**	**78**	**14**
			Workers			
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	2,329	2,306	99	23	1
6.	**Total workers (F + G)**	**2,329**	**2,306**	**99**	**23**	**1**

b. Differently abled Employees and workers:

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

21. Participation/ inclusion/ representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors*	10	1	10
Key Management Personnel	3	0	0

**Kanwaljit Singh Cheema ceased to be Director w.e.f. close of business hours of April 23, 2026.*

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

	FY 2025-26 (In %)			FY 2024-25 (In %)			FY 2023-24 (In %)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	26.1	19.1	25.2	18.8	28.6	19.9	19.6	18.2	19.3

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

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

Name of the holding/ subsidiary/ associate companies/joint ventures (A)	Indicate whether holding/ subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
Bharti Airtel Limited*	Holding Company	70	Yes

**Bharti Airtel Limited ('Bharti Airtel' or 'Airtel') is the holding company of Bharti Hexacom Limited.*

VI. CSR details

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

(ii) Turnover: ₹93,538 million

(iii) Net worth: ₹70,779 million

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		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 and NGOs	Yes, Communities & NGOs Grievance Redressal Policy	0	0	-	0	0	-
Shareholders/ Investors	Yes, Investors and Shareholders	0	0	-	7	0	-
Employees and workers	Yes	1	0	-	2	0	-
Customers	Yes, Telecom Customer Charter	Customer complaints are resolved as per applicable legislations, including sector specific regulatory provisions under the Telecom Consumers Complaint Redressal Regulation, 2012 issued by TRAI and to the extent applicable, are also reported to the regulator as per the reporting requirement prescribed thereunder.					
Value chain partner - suppliers	Yes, Airtel Partner World	1	0	-	0	0	-
Others (Channel partners)	Yes, Anmol Ratna Portal	23	0	-	10	0	-

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

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

For relevant details, please refer 'SCOT Analysis' on page 56 and 'Risk and Opportunities' on page 58 of this Annual Report.

Section B Management and Process Disclosures

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/ No)*	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web link of the Policies, if available.	Refer Table 1 below								
2. Whether the entity has translated the policy into procedures. (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Refer Table 2 below								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Refer Table 3 below								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	Refer Table 3 below								
Governance, leadership, and oversight									
7. Statement by Director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements *(listed entity has flexibility regarding the placement of this disclosure).*	Refer 'Chairman message' section of the Annual Report on page 10								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board holds the highest position within Bharti Hexacom Limited's Governance Framework, providing ultimate oversight on all Environmental, Social, and Governance (ESG) matters and related initiatives.								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/ No). If yes, provide details.	ESG regime of Bharti Hexacom Limited operates under group-wide regime of Bharti Airtel Limited (Holding Company).								

10. Details of Review of NGRBCs by the Company:

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide name of the agency**	Y	Y	Y	Y	Y	Y	Y	Y	Y

12. If answer to question (1) above is "No" i.e., not all Principles are covered by a policy P1 to P9, 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)	Not Applicable								
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)									

** Bharti Hexacom operates under group-wide policies, procedures and practices of holding company i.e. Bharti Airtel Limited.*

***The Company has in place a robust Internal Assurance Group, led by the Chief Internal Auditor and ably supported by reputed independent firms as the Internal Assurance Partners, which serves as a mechanism for assessment/ evaluation of the working of all its key policies.*

Table 1 - NGRBC principle wise policy mapping*:

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

** Bharti Hexacom operates under group-wide policies, procedures and practices of holding company i.e. Bharti Airtel Limited.*

Table 2 - National and International standards*:

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

** Bharti Hexacom operates under group-wide policies, procedures and practices of holding company i.e. Bharti Airtel Limited.*

Table 3

Status Legend	▬ Target achieved	▲ Over-achieved	▶ In-Progress	▼ Not achieved

Specific commitments, goals and targets set by the entity*	Performance*	Mapped NGRBC Principle	Status
Climate Change and energy management To reduce carbon emissions (Scope 1 and 2) by 50.2% by FY ending March 2031, using FY 2020-21 as baseline as per Science Based Targets initiative and GSMA pact	Reported 911,950 tCO_2e of emissions (Scope 1 and 2)	P2 and P6	▶
To reduce absolute Scope 3 GHG emissions by 42% by FY ending 2031, using FY 2020-21 as baseline, per SBTi	Reported 6,656,560 tCO_2e of emissions (Scope 3)	P2 and P6	▶
In line with target set by GSMA under Carbon Action Plan for telecom industry, achieve net zero carbon emissions by 2050	We are in the process of preparing the net zero targets for validation by SBTi	P2 and P6	▶
Resource Efficiency Ensuring e-waste is sold to authorised recyclers/ refurbishers to ensure environmentally sound waste management	All E-waste is sold only to authorised recyclers, with an additional internal check of qualifications based on physical validation of recycling process of such partners	P2 and P6	▬
Sustaining ISO 14001 certification (for environment management system)**	Successfully completed surveillance audit for ISO 14001	P6	▬
Digital inclusion Bharti Airtel Limited is committed to positively impact 150 Mn lives by CY 2025 by promoting digital inclusivity through extending high-speed 4G/5G data connectivity to data-starved regions and accelerating upgradation of feature phone users to smart phones, making device ownership affordable for low-income groups	We have enabled 4G/5G network connections and covered additional population of over 170 Mn by deploying over 77,500 rural sites across more than 173,000 villages between January 2021 to December 2025	P8	▲
Diversity, inclusion, equity and belonging Ensuring at least 22.5% women employees by FY 2025-26	20.4% women employees in workforce (Increase from 15.8% to 20.4% over the last three years)	P3 and P5	▼
Employee health and well-being Sustaining ISO 45001 certification (for occupational health and safety management system)**	Successfully completed surveillance audit for ISO 45001	P3 and P5	▬
By FY 2025-26, ensure 100% safety training for our employees**	100% achieved; Mandatory employee safety training sessions were conducted as part of annual trainings		
Community Stewardship*** To contribute more than 2% of the average net profit of the preceding three financial years, in CSR and social development activities each year	Contributed more than 2% of the average net profit of the preceding three financial years amounting to ₹158.57 Mn towards CSR and charitable activities. (Please refer Annual Report on CSR activities at page 31 for more details)	P8	▶

Specific commitments, goals and targets set by the entity*	Performance*	Mapped NGRBC Principle	Status
Enhancing Customer Experience & Satisfaction To reduce B2C customer interactions by 20% by FY 2026-27, using FY 2022-23 as baseline.	~ 15% reduction in B2C customer interactions	P9	▶
Maintain compliance with EMF radiation levels set by local regulations in line with ICNIRP Standards (International Commission on Non-Ionising Radiation Protection)**	For all the base stations audited by DoT, we were compliant with EMF radiation levels.	P9	▬
Data Protection and Cybersecurity Maintain zero data breaches	Zero cases of data breaches	P9	▬
Human Capital Development To increase average training hours per employee by 15%	Achieved 43 average training hours per employee, against a target of 19 hours per employee	P3 and P5	▲
Sustainable Supply Chain Management** Implement an ESG engagement programme with 75% of our suppliers (based on expenditure value)**	Implemented ESG engagement programme with 80% suppliers (based on expenditure value)	P2 and P8	▲
Corporate Governance Conduct materiality assessment through formal stakeholder engagement to prioritise ESG focus areas every three years	Revisited materiality assessment in FY 2025 to ensure continued applicability.	P1 and P4	▶

** Bharti Hexacom operates under group wide targets of holding company i.e. Bharti Airtel Limited.*

*** The scope of targets and performance is limited to Bharti Airtel Limited and Bharti Hexacom Limited.*

**** The scope of targets and performance is limited to Bharti Hexacom Limited.*

Section C Principle-wise Performance Disclosure

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

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes*
Board of Directors	Refer to the Report on Corporate Governance forming part of this Annual Report on page 128		
Key Managerial Personnel (KMP)			
Employees other than Board of Directors or KMPs	11	Prevention of Sexual Harassment (POSH), Employee Code of Conduct (CoC), ESG and Human Rights, Occupational Health & Safety Training, Information Security, Anti Corruption, Sustainability Initiatives at Airtel, Infosec - ISMS BCMS	100
Workers	5	Code of Conduct, Prevention of Sexual Harassment, Conflict of Interest, Insurance benefits, Airtel Suraksha	100

**Percentage indicates details of trainings extended.*

2. **Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by Directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: The entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):** None.

3. **Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed:** Not Applicable.

4. **Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy:** The Company has a zero-tolerance approach towards bribery and corruption and is committed towards acting transparently, ethically and with integrity in all its business dealings and relationships wherever it operates. Provisions related to Anti Corruption and Anti Bribery form part of the Company's Code of Conduct (Code). The Code is applicable to all employees of the Company. It is subject to all local legal/regulatory requirements and amendments from time to time. The Code is available on the website (click here)

5. **Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:** There was no disciplinary action taken against any directors/KMPs/employees/workers by any law enforcement agency pertaining to bribery/corruption.

6. **Details of complaints with regard to conflict-of-interest:** No complaints were received with regard to conflict of interest of the directors and KMPs.

7. **Provide details of any corrective action taken or under way on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest:** Not Applicable.

8. Number of days of accounts payables ((Accounts payable *365)/ Cost of goods/ services procured) in the following format:

Particulars	FY 2025-26	FY 2024-25
Number of days of accounts payables	55	63

9. Open-ness mail of business: Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances and investments, with related parties, in the following format:

Parameters	Metrics		FY 2025-26	FY 2024-25
Concentration of Purchases	a.	Purchases from trading houses as % of total purchases	Not Applicable	Not Applicable
	b.	Number of trading houses where purchases are made from	Not Applicable	Not Applicable
	c.	Purchases from top 10 trading houses as % of total purchases from trading houses	Not Applicable	Not Applicable
Concentration of Sales	a.	Sales to dealers/ distributors as % of total sales	73.9%	75.5%
	b.	Number of dealers/ distributors to whom sales are made	876	1,031
	c.	Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	75.7%	72.5%
Share of Related Party Transactions ('RPTs')	a.	Purchases (Purchases with related parties/ Total Purchases*)	63.2%	59.7%
	b.	Sales (Sales to related parties/ Total Sales**)	6.8%	11.1%
	c.	Loans & advances (Loans & advances given to related parties/ Total loans & advances)	0	0
	d.	Investments (Investments in related parties/ Total Investments made)	0	0

** Total operational expenditure.*

*** Total revenue from operations.*

LEADERSHIP INDICATORS

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

Total number of awareness programmes held	Topics/ principles covered under the training	% Age of value chain partners covered (by value of business done with such partners) under the awareness programmes
18	ESG awareness and expectations, NGRBC Principles, Bharti Airtel ESG policies (Code of Conduct, Human Rights, Safety), key focus areas (safety, packaging, emission, circularity etc.), value chain reporting requirements, and handholding/ capacity-building sessions on basic ESG requirements	94.03

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

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

ESSENTIAL INDICATORS

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

Particulars	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D*	-	-	-
Capex	1.2	1.44	To improve energy efficiency and overall impact, Airtel has undertaken the following initiatives: • Replaced OLD servers with energy-efficient models to reduce emissions • Deployed battery banks and solar panels to lower diesel dependency and carbon footprint • Implemented SPAM 2.0 with GTI Advanced for real-time fraud and spam protection

**R&D spend is incurred and disclosed at the parent entity level (Bharti Airtel Limited).*

2. a. **Does the entity have procedures in place for sustainable sourcing?** Yes
   b. **If yes, what percentage of inputs were sourced sustainably?** 94.13%

3. **Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for: (a) Plastics (including packaging), (b) E-waste, (c) Hazardous waste, and (d) other waste:**

   Bharti Hexacom is committed to reusing, reducing, and recycling waste to promote a circular economy and ensure efficient resource utilisation. Company's processes include multiple evaluations to assess the potential of products for repair or refurbishment for reuse and further ensure the sustainable recycling of waste, including e-waste, battery waste and plastic waste, through government-authorised recyclers. Additionally, for products placed in the market / customer premises (ONT routers,Set top box etc.)

   - The Company undertakes collection and evaluates such products for refurbishment, redeployment, recycling or responsible disposal, as applicable, through internally defined procedures
   - In accordance with Extended Producer Responsibility (EPR) guidelines, the Company collaborates with service providers to responsibly collect electronic waste and plastic packaging for sustainable recycling

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same:** Yes, Extended Producer Responsibility (EPR) is applicable to Hexacom under the Plastic waste, E-Waste, Battery category. The Company collaborates with service providers to ensure execution of waste collection plan in line with collection target issued to them by Central Pollution Control Board (CPCB).

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

ESSENTIAL INDICATORS

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	468	468	100	468	100	-	-	468	100	468	100
Female	78	78	100	78	100	78	100	-	-	78	100
Total	**546**	**546**	**100**	**546**	**100**	**78**	**100**	**468**	**100**	**546**	**100**

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Other than Permanent workers											
Male	2,306	2,306	100	2,306	100	-	-	2,306	100		
Female	23	23	100	23	100	23	100	-	-		-
Total	**2,329**	**2,329**	**100**	**2,329**	**100**	**23**	**100**	**2,306**	**100**		

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

	FY 2025-26	FY 2024-25
Cost incurred on well-being measures as a % of total revenue of the Company*	0.06	0.05

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

2. **Details of retirement benefits, for the current and previous financial year:**

Benefits*	FY 2025-26			FY 2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
PF	100	100	Y	100	100	Y
Gratuity	100	100	As and when applicable	100	100	As and when applicable
ESI	0	58	Y	0.35	59	Y
Others - please specify	NA					

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

3. **Accessibility of workplaces:**

Are the premises/offices of the entity accessible to differently abled employees, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard:
The Company continues to strengthen its commitment to inclusivity by promoting barrier-free access and ensuring that facilities and workplace practices are supportive of persons with disabilities. It has made all endeavours to meet the requirements of PWD Act. The Company has wheelchairs, dedicated car parking, elevators etc. for the convenience of disabled person(s).

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

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

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	100%	92%
Female	NA*	0**
Total	**100%**	**92%**

**No female employee took parental leave in FY 2025-26*

***In FY 2024-25, only 1 female employee returned from maternity leave; however, didnot complete 12 months in the system after returning to work.*

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

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

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

8. **Details of training given to employees and workers:**

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health and safety measures*		On Skill upgradation*		Total (A)	On Health and safety measures*		On Skill upgradation*	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	468	468	100	468	100	501	501	100	501	100
Female	78	78	100	78	100	68	68	100	68	100
Total	**546**	**546**	**100**	**546**	**100**	**569**	**569**	**100**	**569**	**100**
Workers										
Male	2,306	2,306	100	2306	100	2,036	2,036	100	2,036	100
Female	23	23	100	23	100	32	32	100	32	100
Total	**2,329**	**2,329**	**100**	**2329**	**100**	**2,068**	**2,068**	**100**	**2,068**	**100**

**Percentage indicates details of trainings extended.*

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees						
Male	468	468	100	501	501	100
Female	78	78	100	68	68	100
Total	**546**	**546**	**100**	**569**	**569**	**100**
Workers						
Male	2,036	280	12	2,036	803	39
Female	23	-	0	32	5	16
Total	**2,329**	**280**	**12**	**2,068**	**808**	**39**

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

10. Health and safety management system:

a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage of such system?** Yes. Bharti Hexacom has implemented a comprehensive Occupational Health and Safety Management System (OHSMS) and it is ISO 45001 certified. The OHSMS covers the Company's offices, network operations, and field activities. Safety governance is driven through the overarching "Airtel Suraksha" programme, supported by central and circle-level safety committees, and reinforced through policies and SOPs including the Workplace Safety Policy, Infrastructure Safety Policy, Supplier Safety Policy, Women Safety Policy, travel safety guidelines.

The Company has implemented robust OHSMS awareness initiatives through regular training programs, safety communications, emailers, newsletters, a dedicated safety microsite, competitions, workshops, and other employee engagement activities to promote awareness and strengthen the safety culture.

b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?** Bharti Hexacom identifies work-related hazards and assesses risks for routine and non-routine activities through a structured Hazard Identification and Risk Assessment (HIRA) process. Key processes include:

- **Health and safety audit** (including periodic reviews of the OHSMS) to identify gaps and define control-focused action plans
- **Health and safety performance review** through management review of predefined safety KPIs, incident trends, audit findings and progress on safety goals
- **Incident investigation and risk analysis** wherein all reported incidents are investigated from both policy compliance and risk assessment perspectives. Detailed root cause analysis is conducted to identify underlying causes, assess severity and potential impacts and define effective corrective and preventive actions. Where required, investigations include on-ground verification and site visits by safety teams to ensure thorough analysis and effective closure
- **Proactive Reporting of Unsafe Acts and** Conditions by employees and associates to enable early identification of hazards, timely risk mitigation and prevention of incidents

c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No):**

Yes. Bharti Hexacom has established multiple channels for workers to report work-related hazards, near-misses, and safety violations, such as a toll-free number printed on ID cards, central/local email channels, and an incident reporting application "Airtel Shield". Workers are also empowered to stop work and remove themselves from unsafe situations ("stop-work authority") without fear of retaliation, and work is resumed only after the hazard is assessed and appropriate controls are implemented and verified by the respective safety teams.

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

11. Details of safety-related incidents:

Safety Incident/Number	Category*	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one Mn-person hours worked)	Employees	0.92	0
	Workers	0.64	0.73
Total recordable work-related injuries	Employees	1	0
	Workers	4	4
No. of fatalities	Employees	0	0
	Workers	1	1
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

** Including in the contract workforce.*

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

Bharti Hexacom's approach to occupational health and safety is anchored in leadership accountability, strong governance, and preventive risk management. Key measures include:

- **Governance and policies:** Implementation of the "Airtel Suraksha" programme, supported by dedicated safety committees at central and circle levels, along with relevant policies/SOPs (workplace safety, infrastructure safety, supplier safety, women safety, travel safety and physical security).
- **Risk assessment and audits:** Regular HIRA-based risk assessments, periodic safety audits/inspections and compliance checks at offices and field locations, followed by corrective and preventive actions (CAPA).
- **Training and awareness:** Induction and refresher training for employees and workers supplemented with safety campaigns, tool-box talks and communication through newsletters/alerts on high-risk areas (e.g., road safety, electrical safety, work at height).
- **Incident reporting and investigation:** Multiple reporting channels for hazards and incidents, structured investigation and root-cause analysis, and communication of learnings to prevent recurrence.
- **Emergency preparedness:** Periodic fire evacuation drills and emergency response readiness measures at facilities, along with security protocols to safeguard people and assets.

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

Category	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

14. Assessments for the year:

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

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

Bharti Hexacom employs a structured Corrective and Preventive Action (CAPA) approach to address safety-related incidents and significant risks identified through site audits, health and safety assessments, and periodic reviews.

Key Measures Taken and Underway:

- Systemic Incident Management: Bharti Hexacom uses a centralized incident reporting mechanism (including the incident reporting application and defined escalation channels) for logging, investigation, and closure of safety incidents. This enables rigorous Root Cause Analysis (RCA) and trend analysis to prevent recurrence across operations
- Strengthening Governance and Oversight: The entity continues to strengthen on-ground OH&S oversight through increased audit/inspection coverage and periodic on-ground reviews to ensure consistent implementation of safety practices and time-bound closure of actions
- Behavioral and Compliance Frameworks: The Consequence Management Policy is enforced to address non-compliance and drive accountability
- The "5 Golden Rules of Safety" and the "Safe by Choice" campaign (linked with the Airtel Suraksha programme) serve as the foundation for driving a behavioral shift toward proactive safety ownership
- Targeted Capability Building: To address risks identified during assessments, Bharti Hexacom rolls out interactive safety modules and awareness sessions. These sessions use case studies to sensitize employees and workers on high-priority themes such as road safety, electrical safety, and work-at-height hazards

LEADERSHIP INDICATORS

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

Category	(Yes/No)
Employees	Yes
Workers	Yes

2. **Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners:** Bharti Hexacom has defined guidelines for value chain partners as part of its Code of Conduct for Business Associates to pay remuneration to their employees in compliance with the applicable laws and regulations which includes minimum wages, deduction from wages, overtime hours and associated applicable benefits.

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

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

3. **Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)**

   To support employees approaching retirement, the Company has a dedicated three-month transition assistance programme 'Limitless Horizons', offering both virtual and in-person sessions led by subject matter experts. The programme covers purpose discovery, psychological and physical well-being, emotional resilience, financial security and post-retirement planning. It concludes with a personalised closing ceremony to honour retirees, as well as expert sessions on managing financial risk and building sustainable post-retirement plans - ensuring a respectful and well-supported transition into the new chapter of life.

4. **Details on assessment of value chain partners:**

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	95.90
Working Conditions	95.90

5. **Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.** Bharti Hexacom has established a comprehensive Supplier Safety Policy that defines the health, safety, and working condition expectations applicable to its value chain partners. Compliance is monitored through the Company's Safety and Business functions via onsite evaluations, supplemented by annual supplier self-assessments. Any non-conformances identified are systematically addressed through a defined Consequence Management Matrix.

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

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

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

ESSENTIAL INDICATORS

1. Describe the processes for identifying key stakeholder groups of the entity:

At the Group level, stakeholder engagement and materiality assessment are conducted in line with the AA1000 Stakeholder Engagement Standards and ISO 26000:2010 to identify and prioritise key internal and external stakeholders. These include individuals or groups who are directly or indirectly impacted by the Company's activities, products, and services, or on whom the Company depends for its operations, and towards whom it has legal, commercial, operational, ethical, or moral responsibilities, as well as those who can influence the Company's strategic or operational decision-making.

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

Stakeholder Group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half Yearly/ Quarterly/ Others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	i. Retail stores and contact centers across operational cities ii. Email, SMS communication and Company website iii. Social media engagement iv. Thanks App	On-going	i. Seeking consumer feedback on the services ii. Delivering customer service and resolving customer queries
Investors/ Shareholders	No	i. General Meetings ii. Electronic correspondence iii. Press briefings iv. Analyst meets v. Earning calls vi. Periodic emailers vii. Shareholders' satisfaction survey	Quarterly/ Annually/On going	i. Answer to queries of investors on operations of the Company ii. Bring transparency with the community of existing and potential investors
Employees	No	i. Company intranet portal ii. Regular employee communication forums iii. Email iv. Annual employee surveys v. Amber (Employee Engagement Tool)	On-going	i. Learning and development ii. Employee recognition and engagement activities iii. Employee performance review and career development iv. Employee safety and well-being

Stakeholder Group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half Yearly/ Quarterly/ Others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers and Network partners	No	i. Partner Portal ii. Company Website iii. Annual Confluence Meetings iv. Sustainability Awareness session	On-going	i. New Product/Technology development ii. Material requirement planning iii. Regulatory compliances including NSDTS iv. Assessing supplier performance v. Commercial and Contract discussion vi. Supplier recognition and engagement activities vii. Engagement on Sustainability Parameters viii. Supply chain risk management and Business continuity planning
Channel partners	No	i. E-mail, SMS communication and Company website ii. Channel partner portal	On-going	i. Resolving channel partner queries and operational challenges ii. Commission and reward scheme iii. Sustained marketing support
Regulatory bodies	No	i. Electronic and physical correspondence ii. Face to face meetings	Need basis and on-going	i. Deliberations and inputs on acts, rules, regulations, policies that have bearing on our operations and businesses ii. TRAI consultations iii. DoT directives, orders, circulars, etc. iv. MIB consultations v. TEC consultations vi. Consultations by other ministries like MeitY, Ministry of Corporate Affairs, etc. that have bearing on our operations and businesses
Communities*	Yes	i. Advertisements ii. Emails iii. Meetings iv. Website	Periodic	i. Supporting underserved students with free education across Satya Bharti Schools. Providing scholarship to the underserved students from various states for pursuing higher education from top 50 NIRF institutes. Additionally guiding them through process of scholarships through out. Supporting infrastructure development in School of Ultimate Leadership-leadership training institution in Gandhinagar, Gujarat.

** Communities include students, educational institutes, NGO (Bharti Airtel Foundation) and other agencies supporting the initiative.*

**Bharti Airtel Foundation is the philanthropic arm of Bharti Enterprises and is the implementation agency for carrying out CSR.*

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:** Bharti Hexacom's Board holds the highest responsibility for all Environmental, Social, and Governance (ESG) matters, prioritising ESG and related initiatives. At group level, materiality assessment is conducted every three years and the below mentioned key steps are followed:

    i. During materiality exercise the key internal and external stakeholders are engaged to gather their concerns and views, which are incorporated into the materiality assessment process to prioritise ESG topics.

    ii. Insights obtained from the stakeholder engagement are analysed to develop the materiality matrix, which helps finalise the list of ESG topics.

    iii. The identified ESG topics are considered while defining the ESG targets and initiatives of the group.

2. **Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity:** Yes, at a group-level, stakeholder engagement is conducted as a component of materiality assessment exercise, aiming to identify and prioritize environmental and social concerns. Based on the stakeholder feedback received, material issues are identified and prioritized basis impact on stakeholders and business. These material topics are linked with targets and integrated in the strategy.

3. **Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups:** Hexacom, through its CSR implementing agency Bharti Airtel Foundation supported free of cost education through Satya Bharti School and Quality Support programmes for students from marginalised communities. This not only reduced the financial burden of the families but also encouraged students for quality education. Apart from this students from less privileged background were also supported through scholarships for higher education. In addition to this supported infrastructure development in School of Ultimate Leadership-leadership training institution in Gandhinagar, Gujarat .

    For more details on these programmes, please refer to 'Corporate Social Responsibility' section page 31 of this Annual Report.

PRINCIPLE 5: Businesses should respect and promote human rights

ESSENTIAL INDICATORS

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)*	Total (C)	No. of employees/ workers covered (D)	% (D/C) *
Employees						
Permanent	546	546	100	569	569	100
Total Employees	**546**	**546**	**100**	**569**	**569**	**100**
Workers						
Other than permanent	2,329	2,329	100	2,068	2,068	100
Total Workers	**2,329**	**2,329**	**100**	**2,068**	**2,068**	**100**

** Percentage indicates details of trainings extended.*

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

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	**546**	**0**	**0**	**546**	**100**	**569**	**0**	**0**	**569**	**100**
Male	468	0	0	468	100	501	0	0	501	100
Female	78	0	0	78	100	68	0	0	68	100
Workers										
Other than Permanent	**2,329**	**0**	**0**	**2,329**	**100**	**2,068**	**652**	**32**	**1,416**	**68**
Male	2,306	0	0	2,306	100	2,036	633	31	1,403	69
Female	23	0	0	23	100	32	19	59	13	41

3. **Details of remuneration/salary/wages:**

a. **Median remuneration/wages:**

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category in ₹	Number	Median remuneration/ salary/wages of respective category in ₹
Board of Directors (BoD)	Refer Annexure B of Board's report forming part of this Annual Report			
Key Managerial Personnel				
Employees other than BoD and KMP	467	715,598	78	652,000
Workers*	2,306	236,736	23	257,232

** Annualized based on the monthly median salary.*

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

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages*	12.1	11.01

**Permanent employees have been considered.*

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

5. **Describe the internal mechanisms in place to redress grievances related to human rights issues:** The Company has an 'Employee Resolution Query Management System', administered by human resource function, that addresses issues related to human rights such as discrimination at workplace, child labour, forced labour/involuntary labour and other human rights related issues. In addition to the above, the Company has a 'Code of Conduct' covering 'Whistle Blower Policy' that allows employees including contractual workers, to report concerns with reference to 'Code of Conduct' relating to human rights violations, without any fear of retaliation. The ombudsperson administers the whistle blower/ vigil mechanism which allows employees to report any threatened or actual breach of the 'Code of Conduct'.

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

Category	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	1	0	-	2	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	-

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

Category	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	2
Complaints on POSH as a % of female employees/ workers	0.93	2.40
Complaints on POSH upheld	0	2

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

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

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

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

10. **Assessments for the year:**

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

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

LEADERSHIP INDICATORS

1. **Details of a business process being modified/ introduced as a result of addressing human rights grievances/ complaints:** The Company has an "Employee Query Management System" to keep track of all complaints or grievances.

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

   During the previous year, a Human Rights Due Diligence and compliance monitoring exercise, covering 100% of its sites across all business verticals, was conducted at group level covering Bharti Hexacom. The process followed a comprehensive, multi-step approach:

   i. Review of Human Rights Policy
   ii. Integration of processes aligned with the Policy
   iii. Periodic assessments
   iv. Identification and evaluation of actual and potential human rights risks
   v. Implementation of risk mitigation measures and remediation of actual impacts
   vi. Integration of findings and actions into internal systems
   vii. Continuous tracking of progress and updates to policies and processes, as required
   viii. Communication of actions taken to address impacts
   ix. Periodic risk reviews by senior leadership

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

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

4. **Details on assessment of value chain partners:**

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	95.90
Discrimination at workplace	95.90
Child Labour	95.90
Forced Labour/Involuntary Labour	95.90
Wages	95.90
Others - please specify	95.90

5. **Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessments at Question 4 above:** No significant risks or concerns related to human rights violations, including child labour, forced or involuntary labour, or slavery, were identified through supplier self-assessments and information available in the public domain.

   The Company ensures that suppliers are aware of Company Human Rights Policy as part of on-boarding, annual acknowledgements, assessments, and engagement initiatives. Further, suppliers have an option to report any human rights concerns through the Ombudsperson process.

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

ESSENTIAL INDICATORS

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

Parameter	Units	FY 2025-26	FY 2024-25
From renewable sources			
Total electricity consumption (A)	GJ	48,153	27,151
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)	GJ	-	-
Total energy consumed from renewable sources (A+B+C)	GJ	**48,153**	**27,151**
From non-renewable sources			
Total electricity consumption (D)	GJ	649,700	638,872
Total fuel consumption (E)	GJ	267,881	290,229
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non- renewable sources (D+E+F)	**GJ**	**917,581**	**929,101**
Total energy consumed (A+B+C+D+E+F)	**GJ**	**965,734**	**956,252**
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations)	**GJ/₹Mn**	**10.32**	**11.19**
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)*	**GJ/$Mn**	**210.00**	**231.15**
Energy intensity in terms of physical output	**GJ/TB**	**0.08**	**0.11**

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: Reasonable assurance by DNV Business Assurance India Private Limited.

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

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

Parameter	Units	FY 2025-26	FY 2024-25
Water withdrawal by source			
(i) Surface water	Mn L	-	-
(ii) Groundwater	Mn L	0.02	0.67
(iii) Third party water	Mn L	3.70	3.80
(iv) Seawater/ desalinated water	Mn L	-	-
(v) Others	Mn L	-	-
Total volume of water withdrawal (i + ii + iii + iv + v)	**Mn L**	**3.72**	**4.47**
Total volume of water consumption	**Mn L**	**0.70**	**0.61**
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	**Mn L/₹Mn**	**0.00001**	**0.00001**
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)*	**Mn L/$Mn**	**0.0002**	**0.0001**
Water intensity in terms of physical output	**Mn L/TB**	**0.0000001**	**0.0000001**

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: Reasonable assurance by DNV Business Assurance India Private Limited.

4. **Provide the following details related to water discharged:**

Parameter	Units	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment			
(i) To Surface water	Mn L	-	-
- No treatment	Mn L	-	-
- With treatment - please specify level of treatment	Mn L	-	-
(ii) To Groundwater	Mn L	0.02	0.67
- No treatment	Mn L	-	-
- With treatment- Primary treatment	Mn L	0.02	0.67
(iii) To Seawater	Mn L	-	-
- No treatment	Mn L	-	-
- With treatment - please specify level of treatment	Mn L	-	-
(iv) Sent to third parties	Mn L	3.00	3.19
- No treatment	Mn L		
- With treatment - please specify level of treatment	Mn L	Water from the locations is discharged through approved building connected water system. From there the water is routed to effluent treatment plant(s), as set up by the landlord or the local authorities outside the operational boundary of the Company.	
(v) Others	Mn L	-	-
- No treatment	Mn L	-	-
- With treatment - please specify level of treatment	Mn L	-	-
Total water discharged	**Mn L**	**3.02**	**3.85**

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. Reasonable assurance by DNV Business Assurance India Private Limited.

5. **Has the entity implemented a mechanism for Zero Liquid Discharge (ZLD)? If yes, provide details of its coverage and implementation:** Bharti Hexacom has implemented various water efficiency measures including wastewater recycling and reuse at its sites and planning to achieve Zero Liquid Discharge (ZLD) in future.

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

Parameter	Units	FY 2025-26	FY 2024-25
NOx	Metric Tonnes	85	93
SOx	Metric Tonnes	-	-
Particulate matter (PM)	Metric Tonnes	4	5
Persistent organic pollutants (POP)	Metric Tonnes	Not Applicable	Not Applicable
Volatile organic compounds (VOC)	Metric Tonnes	Not Applicable	Not Applicable
Hazardous air pollutants (HAP)	Metric Tonnes	Not Applicable	Not Applicable
Carbon Monoxide (CO)	Metric Tonnes	64	69

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency: Limited assurance by DNV Business Assurance India Private Limited.

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

Parameter	Units	FY 2025-26	FY 2024-25
Total Scope 1 emissions - (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO_2e	20,005	21,488
Total Scope 2 emissions - (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO_2e	128,135	129,017
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	**tCO_2e/₹Mn**	**1.58**	**1.76**
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)*	**tCO_2e/$Mn**	**32.21**	**36.37**
Total Scope 1 and Scope 2 emission intensity in terms of physical output	**tCO_2e/TB**	**0.012**	**0.017**

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Reasonable assurance by DNV Business Assurance India Private Limited.

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	Solarization of towers	Onsite installation of solar technology to produce renewable energy at network sites.	Resulting in renewable energy generation of 13,375,816 kWh.
2.	Hybrid battery bank solutions	Installation of advanced VRLA (Valve-Regulated Lead-Acid) batteries and lithium-ion batteries.	Resulting in saving 91,352 L of diesel.
3.	Green sites	These are the network sites that consume diesel less than 100 litre per quarter.	Transformation of the Company sites into eco-friendly ones. 75% of its network sites, have been tagged as green sites.
4.	Network site sharing	Site sharing with partners to optimize the Company's resource consumption.4% of newly rolled out sites are co-located.	Reduction of carbon emissions and waste significantly through higher utilisation of passive infrastructure.
5.	Power saving feature	Optimisation of RRU through AI/ML.	Artificial Intelligence (AI) and Machine Learning (ML) algorithms are deployed to dynamically optimize network energy usage by placing low-traffic radio units into sleep mode, enabling adjacent cells to efficiently handle the traffic load achieving corresponding electricity savings of 14,203 MWh.

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

Parameter	Units	FY 2025-26	FY 2024-25
Total waste generated			
Plastic waste (A)	Metric Tonnes	2	1
E-waste (B)	Metric Tonnes	102	241
Battery Waste (C)	Metric Tonnes	521	760
Biomedical Waste (E)	Metric Tonnes	-	-
Radioactive waste (F)	Metric Tonnes	-	-
Other Hazardous waste. (G) (Cables and Lube Oil)	Metric Tonnes	29	24
Other Non-hazardous waste generated (H). (Paper waste, organic waste and other miscellaneous waste)	Metric Tonnes	407	254
Total (A + B + C + D + E + F + G + H)	**Metric Tonnes**	**1,061**	**1,280**
Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations)	**Metric Tonnes/ ₹Mn**	0.011	0.015
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/ Revenue from operations adjusted for PPP)*	**Metric Tonnes/ $Mn**	0.23	0.31
Waste intensity in terms of physical output	**Metric Tonnes/ TB**	0.00008	0.00015
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations			
Category of waste			
(i) Recycled	Metric Tonnes	1,061	1,280
(ii) Re-used	Metric Tonnes	-	-
(iii) Other recovery operations	Metric Tonnes	-	-
Total	**Metric Tonnes**	**1,061**	**1,280**

Parameter	Units	FY 2025-26	FY 2024-25
For each category of waste generated, total waste disposed by nature of disposal method			
Category of waste			
(i) Incineration	Metric Tonnes	-	-
(ii) Landfilling	Metric Tonnes	-	-
(iii) Other disposal operations (landlord or municipal waste collection)	Metric Tonnes	-	-
Total	**Metric Tonnes**	**-**	**-**

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency: Reasonable assurance by DNV Business Assurance India Private Limited.

10. **Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes:** Bharti Hexacom has implemented the 3R strategy- Reduce, Reuse and Recycle to promote a circular economy and ensure efficient resource utilisation.The Company has established a framework to evaluate the potential of its products for repair and refurbishment to enable for reuse and ensures that all hazardous waste, including e-waste and other waste, is disposed off through government authorised and Company-qualified recyclers.

    Bharti Hexacom has established supplier guidelines that mandate compliance with applicable local, national and international environmental regulations, as well as the promotion of waste reduction practices. Compliance with RoHS requirements is evaluated as part of the annual self-assessment process for suppliers with significant procurement value.

    Additionally, independent third-party, phase-wise on-site assessments were conducted for recyclers to ensure adherence to all regulatory and internal requirements.

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

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

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

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

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

LEADERSHIP INDICATORS

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

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

3. **Does the entity have a business continuity and disaster management plan? Give details in 100 words/web-link:** Yes, Airtel has established the "Bharti Information Security Policy" version 9.0, which is aligned and compliant with ISO 27001:2022 and ISO 22301:2019. This policy, as referenced in section 14.4.1 on BCMS plan documentation and implementation, defines a structured methodology for documenting and implementing the BCMS Manual and associated plans, which are prepared and maintained by units across circles and central functions. Airtel performs periodic BIAs to identify critical processes and dependencies and define RTOs, RPOs, and recovery priorities aligned to business and regulatory impact.

   BCMS documents undergo periodic review and are validated through annual testing to ensure their effectiveness in meeting defined recovery objectives. The Company also maintains ISO 22301:2019 certification for the circle offices of Bharti Hexacom, MSCs, network warehouses, and operational sites, in accordance with regulatory requirements issued by the Department of Telecommunications (DoT). Comprehensive business continuity plans have been developed to ensure uninterrupted continuity of critical operations, including provisions for alternate site working and remote access, supported by appropriate infrastructure, technology and qualified workforce. Formal guidelines have been communicated to relevant stakeholders, covering disaster preparedness elements such as risk assessment, resource planning, incident response, and recovery procedures.

   The Company conducts periodic tabletop exercises, disaster recovery (DR) drills for applications, and end-to-end process recovery tests to assess overall resilience and readiness. A centralized Network Operations Centre (NOC) provides real-time monitoring of network activities, and this is complemented by a robust insurance framework to protect organizational assets against risks such as fire and natural disasters.

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

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

5. **Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts:** 95.90%.

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

ESSENTIAL INDICATORS

1. a. **Number of affiliations with trade and industry chambers/associations:** Bharti Hexacom has one industry affiliation.

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

Sr. No	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1.	GSM Association (GSMA)	International

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities:** Not applicable, as no adverse orders related to anti-competitive conduct by the entity were received from regulatory authorities during the year.

LEADERSHIP INDICATORS

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

Sr. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others - please specify)	Web link, if available
1.	**Network, Spectrum and Licensing -** efficient allocation of spectrum; backhaul spectrum; new authorisation regime	TRAI's Consultation Paper on the Auction of Radio Frequency Spectrum in the Frequency Bands Identified for International Mobile Telecommunications (IMT)	Yes	As and when required	click here
		TRAI's Consultation Paper on Assignment of the Microwave Spectrum in 6 GHz (lower), 7 GHz, 13 GHz, 15 GHz, 18 GHz, 21 GHz Bands, E-Band, and V-Band	Yes	As and when required	click here
		Draft Telecommunications (Authorisation for Provision of Main Telecommunication Services) Rules, 2025	No	As and when required	
		Draft Telecommunications (Authorisation for Provision of Miscellaneous Telecommunication Services) Rules, 2025	No	As and when required	
		Draft Telecommunications (Authorisation for Captive Telecommunication Services) Rules, 2025	No	As and when required	

Sr. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others - please specify)	Web link, if available
		Draft Telecommunications (Authorisation for Telecommunication Network) Rules, 2025	No	As and when required	
		Draft Telecommunications (Migration) Rules, 2025	No	As and when required	
		Draft Telecommunications (Regulation of Restructuring or Acquisition of Authorised Entities) Rules, 2025	No	As and when required	
		Draft Telecommunications (Sharing, Trading, and Leasing of Spectrum) Rules, 2025	No	As and when required	
		Draft Use of Low Power and Very Low Power Wireless Access System including Radio Local Area Network in Lower 6 GHz band (Exemption from Licensing Requirement) Rules, 2025	No	As and when required	
		Draft Telecommunications (User Identification) Rules, 2025	No	As and when required	
		Draft Telecommunications (Telecom Cyber Security) Amendment Rules, 2025	No	As and when required	
		Draft Telecommunications (Procedures and Safeguards for Lawful Interception of Messages) Amendment Rules, 2025	No	As and when required	
		TRAI's Consultation Paper on the Regulatory Framework for the Sale of Foreign Telecom Service Providers SIM/eSIM Cards for the use in M2M/IoT Devices meant for Export purposes	Yes	As and when required	click here
2.	**Economic Regulations -** interconnection; tariff	TRAI's Pre-Consultation Paper on Review of existing TRAI Regulations on Interconnection matters	Yes	As and when required	click here
		TRAI's Consultation Paper on Review of existing TRAI Regulations on Interconnection matters	Yes	As and when required	click here
		TRAI's Pre-Consultation Paper on Review of Tariff for Domestic Leased Circuits (DLCs)	Yes	As and when required	click here
		TRAI's Consultation Paper on Review of Tariff for Domestic Leased Circuits (DLCs)	Yes	As and when required	click here
		TRAI's Draft Telecommunication Tariff (Seventy Second Amendment) Order, 2025	Yes	As and when required	click here
		TRAI's Draft Reporting System on Accounting Separation (Amendment) Regulations, 2025	Yes	As and when required	click here

Sr. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others - please specify)	Web link, if available
3.	**Broadcasting** - technological convergence, DTH Consumer impact, need to review regulatory and policy framework of tariff orders	TRAI's Draft Telecommunication (Broadcasting and Cable) Services Interconnection (Addressable Systems) (Seventh Amendment) Regulations, 2025	Yes	As and when required	click here
		MeitY's stakeholder consultation for deliberation on the Essential Requirements and ITSARs of Set-Top Box	No	As and when required	
		TEC's Draft Standard for Generic Requirement on Video Streaming Platform	No	As and when required	
		MIB's Policy Guidelines for Television Ratings Agencies in India, 2026	No	As and when required	
		MIB's Implementation Framework for Accessibility Standards in Television Programmes, 2019	No	As and when required	
		MIB's Draft Guidelines on Guidelines for Accessibility of Content on platforms of publishers of Online Curated Content (OTT Platforms) for Persons with Hearing and Visual Impairment	No	As and when required	
4.	**Technology & Consumer Affairs -** emerging technology (AI); data centres; data protection; digital inclusion	Draft Digital Data Protection Rules, 2025	No	As and when required	
		Draft Data Centre Policy, 2020	No	As and when required	
		DePWD's Digital Accessibility Standards for ICT Products	No	As and when required	
		TEC's Draft Standard for Robustness Assessment and Rating of Artificial Intelligence Systems in Telecom Networks and Digital Infrastructure	No	As and when required	
		TEC's Draft Standard for the Schema and Taxonomy of an AI Incident Database in Telecommunications and Critical Digital Infrastructure	No	As and when required	
		TRAI's Consultation Paper on Review of Rating of Properties for Digital Connectivity Regulations, 2024	Yes	As and when required	click here
		TRAI's Notice Inviting Comments from Stakeholders on Draft Manual for Assessment of Digital Connectivity under Rating of Properties for Digital Connectivity Regulations, 2024	Yes	As and when required	click here

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

ESSENTIAL INDICATORS

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

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

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

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

3. **Describe the mechanisms to receive and redress grievances of the community:** Bharti Hexacom has a group-level Community Grievance Redressal Policy which enables communities to express their concerns and grievances. This policy provides a robust mechanism for resolving grievances of community members. The community members can send any concerns or grievances at the dedicated e-mail: community.grievance@airtel.com.

   The Company strives to proactively communicate the grievance redressal procedure to its external stakeholders, during its community and stakeholder engagement activities, to raise awareness and promote accessibility for communities to voice their concerns.

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

Particulars	FY 2025-26	FY 2024-25
Directly sourced from MSMEs / small producer	3.99	4.61
Directly from within India	97.82	99.09

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

Parameter	FY 2025-26**	FY 2024-25**
Rural	0	0
Semi-urban	0	0
Urban	10	11
Metropolitan	90	89

**Place to be categorized as per RBI Classification System - rural/semi-urban/urban/metropolitan.*

***Permanent employees have been considered.*

LEADERSHIP INDICATORS

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

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

Sr. No	State	Aspirational District	Amount spent (In ₹)
1.	Andhra Pradesh	Visakhapatnam	2,017,037
2.	Andhra Pradesh	Y.S.R. Kadapa	943,523
3.	Assam	Dhubri	152,613
4.	Bihar	Sitamarhi	115,677
5.	Bihar	Begusarai	388,211
6.	Bihar	Gaya	844,986

Sr. No	State	Aspirational District	Amount spent (In ₹)
7.	Bihar	Jamui	531,737
8.	Bihar	Purnia	103,653
9.	Jharkhand	Purbi Singhbhum	177,873
10.	Jharkhand	Ranchi	623,962
11.	Karnataka	Raichur	418,011
12.	Madhya Pradesh	Guna	124,531
13.	Madhya Pradesh	Vidisha	278,604
14.	Maharashtra	Nandurbar	793,255
15.	Odisha	Dhenkanal	136,879
16.	Rajasthan	Baran	142,812
17.	Rajasthan	Dholpur	357,511
18.	Uttar Pradesh	Fatehpur	289,223
19.	Uttar Pradesh	Siddharthnagar	173,594
20.	Uttar Pradesh	Sonbhadra	116,011
21.	Uttarakhand	Udham Singh Nagar	1,373,323
	Total amount		**10,103,024**

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

   (b) **From which marginalized/ vulnerable groups do you procure?** Not Applicable.

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

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

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

6. **Details of beneficiaries of CSR Projects:**

Sr.No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Supporting quality education for students from Satya Bharti Schools	9600+	82
2.	Scholarship support to underserved students from top 50 NIRF colleges	310	-
3.	Supporting infrastructure development for immersive learning in School of Ultimate Leadership-a leadership training institution in Gandhinagar, Gujarat	Under construction	

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

ESSENTIAL INDICATORS

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

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

i. Customers can contact the dedicated customer care service through tele-calling or Airtel Thanks App.

ii. Complaints can also be made through the toll-free complaint center number, email channel, or Airtel Thanks App.

iii. Relationship centers are available for customers to reach out with any queries or complaints.

iv. Customers can also visit Bharti Hexacom offices in person.

v. Each complaint/feedback is assigned a unique identification number and addressed within a pre-defined turnaround time.

vi. Customers are notified of the resolution of the complaint through SMS and/or tele-calling.

vii. Customer support services are available in multiple languages to ensure inclusive and seamless grievance redressal for a diverse customer base.

For more details, on the mechanism to receive and respond to customer complaints, please refer to the Telecom Charter

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

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

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

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

Category	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Restrictive Trade Practices*	0	0	-	0	0	-
Unfair Trade Practices*	0	0	-	0	0	-
Delivery of essential services	Customer complaints are resolved as per applicable legislations, including sector specific regulatory provisions under The Telecom Consumers Complaint Redressal Regulation, 2012 issued by TRAI and to the extent applicable, are also reported to the regulator as per the reporting requirement prescribed thereunder					

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

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

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

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

   Bharti Hexacom has documented 'Bharti Airtel Information Privacy Policy' (BIPP) version 5.0, which outlines measures to safeguard data security and maintain the privacy of personal information and to ensure the protection and confidentiality of customers' personal information. However, Bharti Airtel Data Privacy Policy 6.0 is in draft stage which will be finalized post review from cross-functional team. The finalized version is expected to be released tentatively by the end of May

   This was primarily due to recent updates in the regulatory landscape under the DPDPA, as we were anticipating further changes and additional guidance from the Government on certain provisions, including the classification of Significant Data Fiduciaries and the associated obligations.

   Additionally, the Company follows a group-level Information Security Risk Assessment and recovery strategy in place that aligns with the ISO 27001 and ISO 22301 standards. It has implemented multiple internal controls basis the assessment and recovery strategy to safeguard data security and maintain the privacy of personal information.

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

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

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

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

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

LEADERSHIP INDICATORS

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

2. **Steps taken to inform and educate consumers about safe and responsible usage of products and/or services:**

   Bharti Hexacom abides by TRAI's clause 17 of the Telecom Consumers Complaint Redressal Regulation, 2012 by releasing the Telecom Consumers Charter, which intends to educate customers about their entitlements, duties, quality benchmarks established by the Authority, and methods of addressing conflicts. Furthermore, the Company adopts preventive measures to educate and create awareness amongst users on ways to protect themselves against fraudulent activities such as KYC frauds, sharing of passwords, OTPs, personal information etc. as mandated from the regulatory/ licensor from time to time.

3. **Mechanisms in place to inform consumers of any risk of disruption/ discontinuation of essential services.**

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

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

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

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

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INDEPENDENT ASSURANCE STATEMENT

to the Management of Bharti Hexacom Limited

Bharti Hexacom Limited (Corporate Identity Number L74899HR1995PLC132187, hereafter referred to as 'BHL' or 'the Company') has commissioned DNV Business Assurance India Private Limited ('DNV', 'us' or 'we') to undertake an independent assurance of the Company's disclosures in the Business Responsibility and Sustainability Report (hereafter referred to as 'BRSR') for the period of Financial Year (FY) 2025-26. The disclosures include BRSR Core as per Annexure 17A and the non-financial disclosures in BRSR as per Annexure 16 of SEBI's Master Circular for BRSR.

Our Conclusion:

Reasonable level of Assurance- BRSR Core

Based on our review and procedures followed for a reasonable level of assurance, DNV is of the opinion that, in all material aspects, the BRSR Core Key Performance Indicators (KPIs) under 9 ESG attributes (as listed in Annexure I of this statement) for FY 2025-26 are reported in accordance with the reporting requirements outlined in Industry Standard on Reporting of BRSR Core.

Limited Level of Assurance- BRSR Disclosures

On the basis of the assessment undertaken, nothing has come to our attention to suggest that the non-financial disclosures (as listed in Annexure I of this statement) in BRSR do not properly adhere to the reporting requirements as per BRSR reporting guidelines in Annexure 16 of SEBI's Master Circular.

Scope of Work and Boundary

The scope of our engagement includes independent assurance of 'BRSR Core' - Reasonable level of assurance and rest non-financial disclosures in BRSR - Limited Level of Assurance, for FY 2025-26.

Reasonable assurance of BRSR Core: Boundary covers the performance of BHL operations that fall under the direct operational control of the Company's Legal structure. Based on the agreed scope with the Company, the boundary of reasonable assurance covers BHL's standalone operations across all India locations, unless otherwise specified in the BRSR disclosures by the Company.

Limited assurance of rest non-financial disclosures in BRSR: Boundary for limited assurance of rest non-financial disclosures in BRSR covers the operations of BHL's standalone operations across all India locations, unless otherwise specified in the report by the Company.

Reporting Criteria and Standards

The disclosures have been prepared by BHL in reference to:

- Industry Standard on Reporting of BRSR Core, Circular No.: SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated Dec 20, 2024.
- BRSR Core (Annexure 17A) and BRSR reporting guidelines (Annexure 16) as per Master Circular No. HO/49/14/14(7)2025-CFD-POD2/I/3762/2026, "Master circular for compliance with the provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 by listed entities", dated January 30, 2026.
- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard.

Assurance Methodology/Standard and Level of Assurance

This assurance engagement has been carried out in accordance with DNV's VeriSustainTM protocol, V6.0, which is based on our professional experience and international assurance practice, and the International Standard on Assurance Engagements, ISAE 3000 (revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information. DNV's VeriSustainTM Protocol, V6.0, has been developed in accordance with the most widely accepted reporting and assurance standards. Apart from DNV's VeriSustainTM protocol (V6.0), DNV team has also followed ISO 14064-3 - Specification with guidance for the verification and validation of greenhouse gas statements to evaluate disclosures with respect to Greenhouse gas.

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Our competence, and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO/IEC 17029:2019- Conformity Assessment - General principles and requirements for validation and verification bodies and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. DNV has complied with the Code of Conduct during the assurance engagement. DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements.

This engagement work was carried out by an independent team of sustainability assurance professionals. During the reporting period i.e. FY 2025-26, DNV, to the best of its knowledge, was not involved in any non-audit/non-assurance work with the Company and its Group entities which could lead to any Conflict of Interest. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement. DNV maintains complete impartiality toward stakeholders interviewed during the assurance process.

Basis of our conclusion

As part of our independent assurance engagement, we have evaluated the reported Environmental, Social, and Governance (ESG) information against the agreed criteria. Throughout the engagement, we exercised rigorous professional judgment and maintained a high level of professional skepticism to ensure the integrity and reliability of our conclusions.

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of BHL. We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company's business and its key stakeholders. We carried out the following activities:

BRSR Core Indicators - Reasonable level of Assurance	Rest non-financial disclosures in BRSR - Limited Level of Assurance
Reviewed the disclosures under BRSR Core, encompassing the framework for assurance consisting of a set of Key Performance Indicators (KPIs) under 9 ESG attributes. The Industry Standard on Reporting of BRSR Core used a basis of reasonable level of assurance.	Reviewed the disclosures under BRSR reporting guidelines. Our focus included general disclosures, management processes, principle wise performance (essential indicators, and leadership indicators), and any other key metrics specified under the reporting framework. The BRSR reporting format used a basis of limited level of assurance.
Evaluation of the design and implementation of key systems, processes, and controls for collecting, managing, and reporting the BRSR Core indicators. Assessment of operational control and reporting boundaries	Understanding the key systems, processes, and controls for collecting, managing, and reporting the non-financial disclosures in BRSR. Understand and test, on a sample basis, to evaluate adherence to the reporting principles.
Seek extensive evidence across all relevant areas, ensuring a detailed examination of BRSR Core indicators. Engaged directly with stakeholders to gather insights and corroborative evidence for each disclosed indicator.	Collect and evaluate documentary evidence and management representations supporting adherence to the reporting principles. We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company's business and its key stakeholders.
DNV audit team conducted on-site audits for data testing and also, to assess the uniformity in reporting processes and also, quality checks at different locations of the Company. Sites for data testing and reporting system checks were selected based on the percentage contribution each site makes to the reported indicator, complexity of operations at each location (high/low/medium), and the reporting system within the organization. Sites selected for audits are listed in Annexure II.	DNV audit team conducted on-site audits for corporate offices and sites. A sample-based assessment of site-specific data disclosures was carried out. We were free to choose sites for conducting our assessment.

In both cases, DNV teams conducted the:

- Interviews with selected ESG stakeholders who are responsible for the management disclosures and review of selected evidence to support environmental KPIs and metrics disclosed in the Report. We were free to choose interviewees and interviewed those with overall responsibility for monitoring, data collation, and reporting the selected indicators.

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- Verification of the consolidated reported performance disclosures in context to the Principle of Completeness as per VeriSustainTM Protocol, V6.0, for both reasonable level and limited level of assurance for the disclosures.

Inherent Limitations

DNV's assurance engagement assumes that the data and information provided by the Company to us as part of our review have been provided in good faith, are true, complete, sufficient, and authentic, and are free from material misstatements. The assurance scope has the following limitations:

- The assurance engagement considers an uncertainty of ±5% based on the materiality threshold for estimation/measurement errors and omissions.
- DNV has not been involved in the evaluation or assessment of any financial data/performance of the Company. DNV's opinion on specific BRSR Core Attribute 8 on "Number of days of accounts payable", Attribute 9 "Open-ness of business," and all sections of BRSR indicators where currency or INR has been applied relies on the third party audited financial statements of the Company. DNV does not take any responsibility for the financial data reported in the audited financial statements of the Company.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of assurance.
- Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.
- The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
- The assessment does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.
- The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.
- Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.
- The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.

Responsibility of the Company

BHL has the sole responsibility for the preparation of the BRSR report and is responsible for all information disclosed in the BRSR Core and BRSR report. The Company is responsible for maintaining processes and procedures for collecting, analyzing, and reporting the information, and also ensuring the quality and consistency of the information presented in the Report. BHL is also responsible for ensuring the maintenance and integrity of its website and any referenced BRSR disclosures on their website.

DNV's Responsibility

In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company. DNV disclaims any liability or co-responsibility for any decision a person or entity would make based on this assurance statement.

Use and distribution of Assurance statement

This assurance statement, including our conclusion, has been prepared solely for the exclusive use and benefit of management of the Company and solely for the purpose for which it is provided. To the fullest extent permitted by law, DNV does not assume responsibility to anyone other than the Company for DNV's work or this assurance statement. We have not performed any work, and do not express any conclusion, on any other information that may be published outside of the Report and/or on the Company's website for the current reporting period.

The use of this assurance statement shall be governed by the terms and conditions of the contract between DNV and BHL. DNV does not accept any liability if this assurance statement is used for any purpose other than its intended use, nor does it accept liability to any third party in respect of this assurance statement.

For DNV Business Assurance India Private Limited

Chandan Sarkar
Lead Verifier

Anjana Sharma
Assurance Reviewer

Assurance Team: Goutam Banik, Jas Sahib Singh Chadha, Himanshu Babbar

Date: July 16, 2026
Place: Bengaluru, India

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Annexure I

1. BRSR Core KPIs - Reasonable level of assurance

- Green-house gas (GHG) footprint
- Water footprint
- Energy footprint
- Embracing circularity - details related to waste management by the entity
- Enhancing Employee Wellbeing and Safety
- Enabling Gender Diversity in Business
- Enabling Inclusive Development
- Fairness in Engaging with Customers and Suppliers
- Open-ness of business

Notes:

- Calculation of Scope 1 GHG emissions is based on conversion factors, emission factors considered in 2006 IPCC Guidelines for National Greenhouse Gas Inventories, IPCC sixth assessment report, Approach towards Sustainable Telecommunications by Telecom Regulatory Authority of India (TRAI), The UK Department for Environment, Food and Rural Affairs (Defra) 2025, and GHG protocol cross sector emission factors.
- Scope 2 GHG emissions for Indian operations are calculated using the grid emission factor published by the Central Electricity Authority (CEA), Government of India (Version 21.0), Grid Emission Factors - Weighted Average Emission Rate (including Renewable Energy Sources and cross-border electricity transfers), which is 0.710 kg CO_2/kWh. Airtel quantifies its Scope 2 GHG emissions using the market-based approach in accordance with the GHG Protocol.
- Bharti Airtel Ltd. (at the group level) has documented its adopted methodologies, calculation approaches, assumptions, exclusions and omissions, materiality assessment criteria, and other relevant procedures within its established SOPs for core KPIs, metrics, and Scope 3 accounting. As a group company, BHL adheres to the same SOPs and methodologies developed and maintained by BAL.

2. BRSR Disclosures - Limited level of assurance

Section A: General Disclosures- 20-a, b, 21, 22, 25

Section C: Principle Wise Performance Disclosures:

- Principle 1: Essential Indicator 1, Leadership Indicator 1
- Principle 3: Essential Indicator 1-a, b, 2, 5, 7, 8, 9, 13, 14; Leadership Indicator 3, 5
- Principle 5: Essential Indicator 1, 2, 6, 10; Leadership Indicator 4
- Principle 6: Essential Indicator 6, Leadership Indicator 7
- Principle 8: Leadership Indicator 2, 6
- Principle 9: Essential Indicator 3

Annexure II - Sites selected for audits

Sr.No	Site	Location
1.	Registered Office* (onsite & remote audit)	Airtel Center, Plot No. 16, Udyog Vihar, Phase-IV, Gurugram - 122015, India

**Note: BHL's complete dataset is centrally governed, maintained, and managed at the Registered Office.*